



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

**Date:** MONDAY, 24 SEPTEMBER 2018  
**Time:** 11.30 am  
**Venue:** COMMITTEE ROOMS, WEST WING, GUILDHALL

**Members:** John Fletcher (Chairman)  
Randall Anderson (Deputy Chairman)  
Mary Durcan  
Marianne Fredericks  
Alderman David Graves  
Barbara Newman  
Dhruv Patel OBE  
Susan Pearson  
William Pimlott  
Peter Bennett

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**Lunch will be served in the Guildhall Club at the rising of the Sub Committee**

**John Barradell  
Town Clerk and Chief Executive**

# **AGENDA**

## **Part 1 - Public Reports**

1. **APOLOGIES**
2. **MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**
3. **MINUTES**  
To approve the public minutes and non-public summary of the meeting held on 23 July 2018.  

**For Decision**  
(Pages 1 - 6)
4. **HOUSING MAJOR WORKS PROGRAMME - PROGRESS REPORT**  
Report of the Director of Community and Children's Services.  

**For Information**  
(Pages 7 - 16)
5. **2017/18 HOUSING REVENUE ACCOUNT OUTTURN REPORT**  
Joint report of the Chamberlain and the Director of Community and Children's Services.  

**For Information**  
(Pages 17 - 24)
6. **ESTATE PARKING & STORAGE SHEDS POLICY**  
Report of the Director of Community and Children's Services.  

**For Decision**  
(Pages 25 - 54)
7. **LETTINGS AND TRANSFERS POLICY**  
Report of the Director of Community and Children's Services.  

**For Decision**  
(Pages 55 - 76)
8. **DOMESTIC ABUSE POLICY**  
Report of the Director of Community and Children's Services.  

**For Decision**  
(Pages 77 - 100)
9. **TENANCY VISITS PROGRAMME**  
Report of the Director of Community and Children's Services.  

**For Information**  
(Pages 101 - 104)
10. **FILMING AND PHOTOGRAPHY ON ESTATES POLICY**  
Report of the Director of Community and Children's Services.  

**For Decision**  
(Pages 105 - 118)

11. **HOUSING STRATEGY**  
Report of the Director of Community and Children's Services.  
**For Decision**  
(Pages 119 - 138)
12. **REWIRE THE LANDLORD'S ELECTRICITY SUPPLY AT SOUTHWARK ESTATE (PARTIAL) AND THE SYDENHAM HILL ESTATE**  
Report of the Director of Community and Children's Services.  
**For Decision**  
(Pages 139 - 148)
13. **REFURBISHMENT WORKS TO LIFTS ON THE GOLDEN LANE ESTATE, SOUTHWARK ESTATE (COLLINSON COURT) AND WILLIAM BLAKE ESTATE (LYNTON MANSIONS & ST JAMES MANSIONS)**  
Report of the Director of Community and Children's Services.  
**For Decision**  
(Pages 149 - 154)
14. **DECENT HOMES UPGRADE WORKS TO AVONDALE SQUARE ESTATE, HOLLOWAY ESTATE AND WILLIAM BLAKE ESTATE.**  
Report of the Director of Community and Children's Services.  
**For Decision**  
(Pages 155 - 160)
15. **FIRE SAFETY UPDATE**  
Report of the Director of Community and Children's Services.  
**For Information**  
(Pages 161 - 172)
16. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**
17. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
18. **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**

19. **FORMER TENANT ARREARS (PROPOSAL TO WRITE OFF UNRECOVERABLE DEBTS)**  
Report of the Director of Community and Children's Services.  

**For Decision**  
(Pages 173 - 176)
20. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**
21. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE SUB COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

**HOUSING MANAGEMENT AND ALMSHOUSES SUB (COMMUNITY AND  
CHILDREN'S SERVICES) COMMITTEE**  
**Monday, 23 July 2018**

Minutes of the meeting held at Guildhall at 11.30 am

**Present**

**Members:**

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

**Officers:**

Mark Jarvis	- Head of Finance - Citizen Services, Chamberlains
Jacque Campbell	- Assistant Director, Housing and Neighbourhoods, Community and Children's Services
Paul Murtagh	- Assistant Director, Barbican and Property Services, Community and Children's Services
Liam Gillespie	- Head of Estates, Community and Children's Services
Jacqueline Whitmore	- Sheltered Housing Manager,, Community & Children's Services
Martin Goodwin	- Housing Needs Manager, Community and Children's Services
James Illsley	- Project Manager, Community and Children's Services
Dean Robinson	- Tenancy Visits Project Manager
Emma Martin	- Tenancy Support, Community and Children's Services
Julie Mayer	- Town Clerks, Community and Children's Services

**1. APOLOGIES**

Apologies were received from Peter Bennett and William Pimlott.

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

There were no declarations.

**3. MINUTES**

RESOLVED – That the public minutes and non-public summary of the meeting held on 5<sup>th</sup> June 2018 be approved.

### **Matters arising**

Members noted that the September meeting of the Community and Children's Services Committee would receive a detailed report on Fire Safety, including the outcome of the Hackett Review.

#### **4. REWIRE THE LANDLORD'S ELECTRICITY SUPPLY AT SOUTHWARK ESTATE (PARTIAL) AND THE SYDENHAM HILL ESTATE**

Members received a report of the Director of Community and Children's Services in respect of a rewire of the Landlord's electricity supply at Southwark Estate (partial) and the Sydenham Hill Estate.

Members noted that the report had been approved by the Projects Sub Committee and they were being asked to approve Option 2; i.e. for Sydenham Hill and Pakeman House to be addressed under response repairs; and for Middlesex Street repairs to be undertaken under two separate contracts (chargeable and non-chargeable). Option 2 was recommended as being the quickest route to completing the required repairs affecting tenants. Finally, Members noted that the PT4 Procurement Form, circulated to Members last week, required further work but they were happy to approve the report on this basis. The Assistant Director confirmed that all urgent and safety critical works had been completed.

RESOLVED, that:

1. That approval be given for the necessary repairs to Lammas Green (flats) and Pakeman House communal electricity supplies to be removed from this project and undertaken instead under response repairs using the minor works framework.
2. Otto Close communal electrics be removed from this project and instead be inspected under the Phase Four Electrical Contract.
3. Approval be given for Middlesex Street Estate to be included within this project.
4. Emergency repairs already carried out at Middlesex Street be noted.
5. Approval be given to seek two separate tenders for works at Middlesex Street as follows:
  - i) Works that do not require section 20 Long Leasehold consultation at an estimated cost of £393,750, including staff costs and fees;
  - ii) works which require section 20 Long Leasehold consultation at an estimated cost of £337,500, including staff costs and fees.
6. Estimated staff costs of £3,000 and estimated fees of £13,000 (2% of works costs) be approved to develop the specification and seek procurement.
7. The project be renamed Middlesex Street Non-Emergency Electrical Works.

5. **CITY OF LONDON ALMSHOUSES UPDATE**

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

In respect of the pre-planning application for window replacement, officers had discovered that the original glass had been replaced after World War 2 and the 'Rogers' windows had been retro-fitted. A further fire risk assessment had been undertaken and there had been 15 letters from residents in support of double glazing. Members noted that this information, along with a heritage statement would be included in the application, to be submitted in the next 4-6 weeks. Members also noted that it was likely to be heard by the full Planning Committee and not decided under delegated authority. Finally, the tender was currently with City Procurement and would be presented to the next meeting of the Housing Management and Almshouses Sub Committee.

RESOLVED, that – the report be noted.

6. **FIRE AT HOLLOWAY ESTATE - BRIEFING NOTE**

Members received a briefing note in respect of a recent fire at Fairweather House on the Holloway Estate. Most of the damage had resulted from smoke and water to the flats below but was less than expected. The insurance claims had been submitted and behaviours in respect of discarding cigarettes would be addressed. Members noted that this incident had evidenced the importance of compartmentation and were pleased that residents had followed the Fire Brigade's advice to stay put.

RESOLVED, that – the briefing be noted.

7. **HOUSING UPDATE AND RISK REGISTER (INCLUDING WAITING LIST DETAIL)**

Members received a report of the Director of Community and Children's Services which provided the 6-monthly update on progress against key areas of work, covering October 2017 to March 2018.

During the discussion, the following points were noted:

- The Head of Estates advised that the meeting of the Community and Children's Service Committee in September 2018 would receive a more detailed report. in a revised format; i.e. less block text and more 'dash board'. In the interim, Members were invited to comment on how they would like to see the information presented.
- The current maximum Right to Buy discount was capped at £108,000 but, given the market value of properties in the City, this was still beyond the reach of many tenants. Members noted that some applications were subsequently withdrawn if tenants were unable to get mortgages. A small number of fraudulent applications had been detected at an early stage.

- In respect of target scores, Members would find it helpful if future reports provided a better explanation on repairs and maintenance performance. The Assistant Director, Barbican & Property Services offered a Member Briefing on performance indicators, which would explain the detail behind the data. Officers carried out random checks on contractor returns and Members were encouraged to provide feedback.
- Members noted that tendering was underway for the new Repairs and Maintenance Contract and the Residents' Working Group would be fully engaged.
- The Community and Children's Services Committee in September would receive a full report on the Mais House demolition and rebuild. The type of properties that would become available would be known later in the year.

RESOLVED, that – the report be noted.

#### 8. **ESTATE STANDARDS REVIEW**

Members received a report of the Director of Community and Children's Services in respect of a review of estate standards, which would be implemented by the end of the year. Members noted that the review would seek to make estate walkabouts and inspections more effective. The Consultant was working on comparisons with housing best practice and would be invited to attend future walkabouts. Members noted that the Consultant had commended the high standard of most the City Corporation's estates.

RESOLVED, that – the report be noted

#### 9. **ANTI-SOCIAL BEHAVIOUR POLICY**

Members considered a report of the Director of Community and Children's Services in respect of a revised Anti-Social Behaviour Policy, which had been re-written to reflect best practice and protect vulnerable tenants. Officers advised that the majority of cases concerned disputes between neighbours and repeated interventions on minor issues. Given the high visibility of estate staff, the number of incidents was low. Members noted that, following a recent software upgrade, future housing update reports would include a summary of issues.

Members suggested, for future Policy updates, that it would be helpful to show where changes had been made. The Officer advised that, in the case of the Anti-Social Behaviour Policy, there had been no changes to the policy line and more detail added.

Officers advised that anti-social behaviour casework is often complex. Generally, the perpetrators are known to estate officers, who use their professional judgement to act with discretion; managing risk, proportional outcomes and expectations. Members discussed the staff procedure note which informs under the policy. Officers advised that, whilst these document are referenced in the policy, staff procedures notes are not conventionally



public documents. There was a suggestion that it might be helpful to have a publicly available summary, so that residents can understand the next steps in a complaint/investigation. Officers agreed to check with the City Solicitor whether this would be viable. Members were asked to be mindful that if staff procedures were too prescriptive, they might stifle flexibility and set a precedent for future cases. Officers agreed to add a disclaimer, making it clear that all documents available on the web site would be the latest version.

RESOLVED, that – the Anti-Social Behaviour Policy, for use by the Housing and Neighbourhoods Service be approved.

**10. HOUSING MANAGEMENT POLICY SCHEDULE**

Members received a report of the Director of Community and Children's Services in respect of a Review of Housing Management Policies and Procedures in 2018/19, which sought to fill policy gaps and update existing policies which were due for renewal. Members asked officers to ensure that the title of each policy was full and precise and, as discussed in the previous item, to check with the City Solicitor whether it would be viable to have a publicly available summary of staff procedures supporting the policies.

RESOLVED, that – the report be noted.

**11. TENANCY VISITS PROGRAMME**

Members received a report of the Director of Community and Children's Services in respect of the tenancy visits programme. Members noted a pilot to include Golden Lane leaseholders and, if successful, this could be rolled out following the completion of the tenancy visits. The officer advised that the report on the outcome of the visits; expected to conclude in March 2019, would include the approach to leaseholder visits. In the interim, leaseholders were entitled to a fire safety visit from the Estate Office or Fire Brigade.

RESOLVED, that – the report be noted.

**12. MAIS HOUSE DECANT PROGRAMME - FINAL UPDATE**

Members noted the final update in the Mais House decant, ahead of it being handed over to Community and Children's Services for demolition and rebuilding. The Officer advised that previous tenants would be advised of the demolition date and were able to gain access to collect any belongings. The Chairman and officers asked for their thanks to go on record to the officers for their professionalism, sensitivity and excellent customer care during this challenging project.

RESOLVED, That – the report be noted.

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

There were no questions.

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

Members noted the good community engagement arising from the Aldgate Square Festival and thanked officers for their hard work and giving up their weekends, which made the event a success.

Members also commended officers for the successful opening of the Golden Lane Community Centre, despite the delays on infrastructure.

The Chairman had started his programme of walkabouts and estate visits and noted how much residents and staff appreciate them. There was a common theme emerging in respect of communal areas, lighting and car parking. This week, on 25<sup>th</sup> July, there would be a walkabout to Golden Lane and Middlesex Street Estates and a Member briefing on Avondale. The Chairman would be visiting the Golden Lane Estate on 26<sup>th</sup> September 2018.

The Chairman asked for fire safety and major projects to be standing items on all Housing Management and Almshouses Sub Committee agendas, even if the updates were minimal.

Members congratulated acting Head of Estates, Liam Gillespie, on his permanent appointment to this position.

15. **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**  
16

**Paragraph**  
2 & 3

16. **NON-PUBLIC MINUTES**

**RESOLVED** – That the non-public minutes of the meeting held on 5<sup>th</sup> June 2018 be approved as a correct record.

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

There were no non-public questions.

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

There was no other business.

**The meeting ended at 1pm**

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Chairman

**Contact Officer: Julie Mayer: 020 7 332 1410**  
**julie.mayer@cityoflondon.gov.uk**

<b>Committee</b>	<b>Dated:</b>
Housing Management & Almshouses Sub Committee	24 September 2018
<b>Subject:</b> Housing Major Works Programme – Progress Report	<b>Public</b>
<b>Report of:</b> Director of Community & Children’s Services	<b>For Information</b>
<b>Report authors:</b> 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 meeting on 12 February 2018. This fourth report highlights specific areas of ‘slippage’ or ‘acceleration’ since the last meeting of the Sub-Committee on 5 June 2018 as well as, progress against the programme as originally reported in November 2017.

### 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 will also be submitted to the HPB at its next meeting on 27 September 2018.

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

H24: Petticoat Tower – Balcony Windows and Doors

The finalisation of the works specification was delayed as a result of sub-standard work by our appointed specialist consultant. The specification prepared by our consultant was not of the required standard and was subsequently amended and completed by our own in-house Surveyors. Although, the payment to the consultant has been reduced significantly, its failings have resulted in a two-month delay.

The work has now been tendered successfully and we are looking to award the contract at the end of September.

H23: Middlesex Street – Lift Refurbishment

This project has been delayed by two months as a result of the additional structural and specification works necessary to incorporate a request from Members to convert the ground floor entry to the Petticoat Tower lift to a 'through-car' system.

Tenders for this work have now been received but, all the four submitted bids significantly exceed the approved Gateway 4 estimates. The tenders received are being analysed independently to assess whether they provide value for money and, if they do, why they exceed the budget estimate so significantly. An Issues Report will need to be submitted to seek approval to increase the budget for this work.

H25: Petticoat Tower – Stairwell

Although planning permission for the works has been granted, it was conditional on further consultation with the District Surveyor and the London Fire Brigades' Fire Prevention Branch to ensure, and provide evidence, that the proposed works and materials to be used comply with the latest Building Regulations, the London Building Acts and the relevant fire precautions and certification requirements.

This additional consultation requirement will add a further two months to the project which, we now expect will be tendered in October this year.

H43: Harman Close – Decent Homes

Officers are working with colleagues in City Procurement to extend the existing Decent Homes contract to include the similar works identified at Harman Close. The contractual arrangements to facilitate this have taken longer than originally anticipated resulting in a one month's delay. However, once these contractual matters have been resolved, the existing contractor can mobilise very quickly, as he is currently finishing off similar works on the Avondale Estate.

#### H10: Dron House/William Blake Estate – Door Entry Installation

This project is due to go to tender in the next few weeks but has been delayed by one month as a result of the Project Manager being absent on compassionate grounds.

11. Although the slippage in the above projects is disappointing, the momentum of the Housing Major Works Programme continues to grow, and we are making good progress in many areas. Members attention is drawn to the following specific projects:

#### H21: Golden Lane – Lift Refurbishment

This relatively major, complex and disruptive project was completed on-time and within budget. A separate Gateway 7 report has been submitted to this Committee, which gives much more detail of the project.

#### H5: Various Estates – Decent Homes

This project not only remains on course to finish on time and within budget but also, there have been some significant benefits to the community as a result of the works that have been carried out. The contractor, TSG Building Services PLC, has provided a new kitchen to the Windsor House Community Centre free-of-charge. In addition, the same contractor has also contributed towards the cost of a 'Summer Party' at Sumner House as well as, supporting one of the City Corporation's own apprentices by providing practical site work as part of the apprentice's learning and development.

#### H36: Holloway Estate – Electrical Rewire (Tenanted Flats)

This project has also been completed within the allocated programme for the works and came well within the budget. In addition, the project achieved customer satisfaction levels of 100%.

#### H38: Various Estates – Landlords and Tenants Electrical Testing

So far to date, 337 homes have been tested and all necessary remedial and minor upgrade works completed at the same time. This project is currently on target to finish some three months ahead of schedule and has achieved customer satisfaction levels of 98%.

12. In addition to the various projects outlined above, we have made significant progress with the various fire safety measures identified as part of our Fire Safety Improvement Works including:

- The installation of 2500 heat, smoke and carbon monoxide detectors in our tenanted properties;
- Our Portable Appliance Testing (PAT) initiative that tests the 'white' goods in the homes we carry out electrical testing has identified 16 faulty and

potentially dangerous appliances on the Golden Lane Estate. These appliances include washing machines, refrigerators and cookers;

- We have successfully piloted the installation of a new 60-minute fire door at Petticoat Tower, which has been well received by residents and will provide the basis of a specification for the main door replacement programme;
- All the electrical consumer units in our high-rise blocks of flats are being changed to comply with the new 18<sup>th</sup> Edition of the Electrical Regulations, which come into force in the next few months;
- All leaseholders in the areas we are working in, have been offered the opportunity to participate in our electrical testing and detector programme. This will help us improve the safety of the leasehold properties and reduce the potential risk of fire. Take up has been slow so far to date but we are actively promoting this initiative through our communication networks.

## **Appendices**

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

Paul Murtagh

Assistant Director, Barbican & Property Services

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GOLDEN LANE ESTATE INVESTMENT PROGRAMME - DELIVERY FORECAST SEPTEMBER 2018

WORKS TYPE	REF	PROJECT	ESTIMATED COST	EXPENDITURE TO DATE	CURRENT STATUS	TIMELINE																																
						2017/18								2018/19								2019/20								2020/21								
						Q1		Q2		Q3		Q4		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
INVESTMENT PROGRAMME	H18	Great Arthur House - Replacement windows and cladding	£8,700,000	£8,511,920	practical completion																																	
	H21	Lift Refurbishment	£1,300,000	£1,002,010	works complete																																	
	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	£396,647	on site																																	
	H15	Cullum Welch House - Concrete Balustarde Replacement & Concrete Repairs	£650,000	£101,104	precommencement works																																	
	H20	Redecorations (Int & Ext - in conjunction with Avondale Square, York Way & Middlesex St Estates)	£280,305	£108,805	on site																																	
	H26	Water Tank Replacement/Repairs (multiple estate programme)	£560,000	£4,278	works re-tendered																																	
	H17	Golden Lane - Heating Replacement (Phase 2 - Crescent House & Cullum Welch House)	£2,000,000	£13,600	options appraisal																																	
	H40	Window Refurbishment/Replacement (All blocks excluding reclad sections of Great Arthur House)	£8,400,000	£18,335	procurement of design team																																	
H41	Great Arthur House - Front Door Replacement	£675,000	£0	options appraisal																																		

MIDDLESEX STREET ESTATE INVESTMENT PROGRAMME - DELIVERY FORECAST SEPTEMBER 2018

WORKS TYPE	REF	PROJECT	ESTIMATED COST	EXPENDITURE TO DATE	CURRENT STATUS	TIMELINE																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																														
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INVESTMENT PROGRAMME <div>Page 13</div>	H22	Concrete Testing & Repairs	£160,000	£35,560	on site on other estates																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																															

AVONDALE SQUARE ESTATE INVESTMENT PROGRAMME - DELIVERY FORECAST SEPTEMBER 2018

WORKS TYPE	REF	PROJECT	ESTIMATED COST	EXPENDITURE TO DATE	CURRENT STATUS	TIMELINE																																					
						2017/18												2018/19												2019/20								2020/21					
						Q1			Q2			Q3			Q4			Q1			Q2			Q3			Q4			Q1		Q2		Q3		Q4							
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INVESTMENT PROGRAMME	H6	Decent Homes Avondale - Phase II	£723,100	£350,673	main programme closing																																						
	H20	Redecorations (multiple estate programme)	£607,150	£17,650	on site on other estates																																						
	H38	Landlords & Tenants Electrical Testing - Phase II (multiple estate programme)	£250,000	£82,236	on site																																						
	H43	Decent Homes Harman Close	£980,000	£0	procurement																																						
	H1	Avondale Square - Window Overhaul	£161,500	£3,000	project termination																																						
	H26	Water Tank Replacement/Repairs (multiple estate programme)	£560,000	£4,278	works re-tendered																																						

- works delivery baseline (as forecast November 2017)
- works on site/complete
- works programmed (current forecast)
- 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 SEPTEMBER 2018

WORKS TYPE	REF	PROJECT	ESTIMATED COST	EXPENDITURE TO DATE	CURRENT STATUS	TIMELINE																																							
						2017/18												2018/19												2019/20								2020/21							
						Q1			Q2			Q3			Q4			Q1			Q2			Q3			Q4			Q1		Q2		Q3		Q4									
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INVESTMENT PROGRAMME	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	£385,430	on site																																								
	H38	Landlords & Tenants Electrical Testing - Phase II (multiple estate programme)	£250,000	£82,236	on site																																								
	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	procurement																																								
	H39	Window Replacements & External Redecorations (Pakeman, Stopher, Sumner & William Blake)	£3,330,000	£24,240	procurement of design team																																								

HOLLOWAY ESTATE INVESTMENT PROGRAMME - DELIVERY FORECAST SEPTEMBER 2018

WORKS TYPE	REF	PROJECT	ESTIMATED COST	EXPENDITURE TO DATE	CURRENT STATUS	TIMELINE																																															
						2017/18												2018/19												2019/20												2020/21											
						Q1			Q2			Q3			Q4			Q1			Q2			Q3			Q4			Q1			Q2			Q3			Q4														
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INVESTMENT PROGRAMME	H36	Electrical Rewire (Tenanted Flats)	£225,000	£171,224	works complete																																																
	H37	Electrical Rewire (Landlords)	£424,000	£0	on site																																																
	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	procurement of design team																																																

YORK WAY ESTATE INVESTMENT PROGRAMME - DELIVERY FORECAST SEPTEMBER 2018

WORKS TYPE	REF	PROJECT	ESTIMATED COST	EXPENDITURE TO DATE	CURRENT STATUS	TIMELINE																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																
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- works delivery baseline (as forecast November 2017)
- works on site/complete
- works programmed (current forecast)
- 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 SEPTEMBER 2018

WORKS TYPE	REF	PROJECT	ESTIMATED COST	EXPENDITURE TO DATE	CURRENT STATUS	TIMELINE																																															
						2017/18												2018/19												2019/20												2020/21											
						Q1			Q2			Q3			Q4			Q1			Q2			Q3			Q4			Q1			Q2			Q3			Q4														
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INVESTMENT PROGRAMME	H5	Decent Homes - Phase II (multiple estate programme)	£173,315	£14,436	on site	ELEC TESTING												SYD H																																			
	H26	Water Tank Replacement/Repairs (multiple estate programme)	£560,000	£4,278	works re-tendered													MULTI ESTATE PROGRAMME - SCHEDULING OF ESTATES TBD																																			
	H39	Window Replacements & External Redecoration (Multiple Estates Excl. Golden Lane)	£700,000	£24,240	procurement of design team													DETAILED DESIGN & PLANNING												MULTI ESTATE PROGRAMME TBD																							

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

WORKS TYPE	REF	PROJECT	ESTIMATED COST	EXPENDITURE TO DATE	CURRENT STATUS	TIMELINE																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																	
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INVESTMENT PROGRAMME	H5	Decent Homes - Phase II (Dron & Windsor as part of multiple estate programme)	£686,216	£412,512	on site	ELEC TESTING						WIN. & DRON																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																											

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<b>Committee(s)</b>	<b>Dated:</b>
Community and Children's Services Committee	14/9/2018
<b>Subject:</b> Housing Revenue Account - Outturn 2017/18	<b>Public</b>
<b>Report of:</b> Peter Kane, The Chamberlain and Andrew Carter, Director of Community and Children's Services	<b>For Information</b>
<b>Report author:</b> Mark Jarvis, Head of Finance, Chamberlains	

## Summary

- This report compares the outturn for the Housing Revenue Account (HRA) in 2017/18 with the final agreed budget for the year.
  - The total net transfer from reserves for the year was £3.671m, £0.827m higher than the final agreed budget of £2.844m, mainly as a result of a higher than expected repairs and maintenance costs and lower than expected service charge income. Revenue Reserves ended the year with a balance of £4.468m.
  - The Major Repairs Reserve (MRR) ended the year with a balance of £8.515m, £7.334m higher than budgeted, due to significant slippage in the capital expenditure programme.

<b>Table A - Summary Comparison of 2017/18 Outturn with Final Agreed Budget</b>			
	<b>Final Agreed Budget</b>	<b>Outturn</b>	<b>Variation Underspend / (Overspend)</b>
	<b>£000</b>	<b>£000</b>	<b>£000</b>
<b>HRA Revenue (see Table B)</b>			
Expenditure	(13,026)	(13,484)	(458)
Income	15,082	14,743	(339)
Other	100	70	(30)
Transfer to MRR	(5,000)	(5,000)	0
(Deficit) for year	(2,844)	(3,671)	(827)
Opening Reserves	8,139	8,139	0
Closing Reserves	<u>5,295</u>	<u>4,468</u>	<u>(827)</u>
<b>Major Repairs Reserve (see Table C)</b>			

Opening reserve	6,497	6,497	0
Net Capital exp in year	(10,316)	(2,982)	7,334
Transfer from Revenue	5,000	5,000	0
Closing Reserves	<u>1,181</u>	<u>8,515</u>	<u>7,334</u>

### Recommendation(s)

- It is recommended that this outturn report for 2017/18 is noted.

## Main Report

### Housing Revenue Account

- The HRA is ringfenced by legislation which means that the account is financially self-supporting. Although the "Capital" Account is not ringfenced by law, the respective financial positions of the HRA and the City Fund has meant that capital expenditure is financed without placing a burden on the use of City Fund resources. All HRA related capital expenditure continues to be funded from the HRA, including the Major Repairs Reserve and certain capital receipts from sales of HRA assets, with homeowners making their appropriate contributions. In practice, therefore, the capital account is also ringfenced.

### HRA Revenue Outturn for 2017/18

- The HRA revenue outturn has a net deficit of £3.671m, £0.827m larger than the expected deficit in the budget, mainly due to higher than expected repair and maintenance cost and lower than expected service charge income. Comparison of the 2017/18 Outturn with Latest Revenue Budget is shown in Table B below.

Table B

	Original Budget 2017/18 £000	Final Agreed Budget 2017/18 £000	Revenue Outturn 2017/18 £000	Variation Underspend / (Overspend) 2017/18 £000	Paragraph Number
<u>Expenditure</u>					
Repairs, Maintenance & Improvements					
Breakdown and Emergency Repairs	(2,057)	(1,980)	(2,510)	(530)	
Contract Servicing	(962)	(921)	(874)	48	
Cyclical and Minor Improvements	(360)	(657)	(834)	(177)	
Supplementary Revenue	(1,936)	(1,158)	(518)	640	
Technical Services and City Surveyor's					
Costs	(762)	(762)	(1,152)	(390)	
Total Repairs, Maintenance & Improvements	(6,077)	(5,478)	(5,888)	(410)	5
Supervision and Management	(4,869)	(4,990)	(5,168)	(178)	6
Specialised Support Services					
Central Heating	(308)	(314)	(263)	51	
Estate Lighting	(241)	(246)	(268)	(22)	
Caretaking and Cleaning	(1,459)	(1,436)	(1,532)	(96)	
Community Facilities	(83)	(34)	(10)	24	
Welfare Services	(115)	(292)	(171)	121	
Garden Maintenance	(263)	(236)	(184)	52	
<b>Total Expenditure</b>	<b>(13,415)</b>	<b>(13,026)</b>	<b>(13,484)</b>	<b>(458)</b>	
<u>Income</u>					
Rent					
Dwellings	10,309	10,618	11,012	394	7
Car Parking	475	520	473	(47)	
Baggage Stores	116	127	128	1	
Commercial	1,080	1,263	1,212	(51)	
Community Facilities	65	84	97	13	
Service Charges	2,228	2,418	1,783	(635)	8
Other	52	52	38	(14)	

<b>Total Income</b>	14,325	15,082	14,743	(339)
Interest Receivable	100	100	70	(30)
Net Operating Income	1,010	2,156	1,329	(827)
Transfer to Major Repairs Reserve	(10,000)	(5,000)	(5,000)	0
	(8,990)	(2,844)	(3,671)	(827)
Opening Reserves	11,049	8,139	8,139	0
Closing Reserves	2,059	5,295	4,468	(827)

5. Repairs, Maintenance and Improvements costs were overspent by £410k. Increased expenditure was due to increased demand for breakdown and emergency repairs.
6. Supervision and Management had an adverse variance by £178k. This was mainly due to the fire risk assessments carried out after the Grenfell Tower fire.
7. Dwellings had a favourable variance in income mainly due to an under estimate of commercial estate income in the budget. This will be reviewed in the revised estimates for 2018/19.
8. Service Charge income had an adverse variance by £636k compared to the latest budget profiled, this is mainly due to overestimate of budgeted income and lower than budgeted supplementary revenue projects carried out in the year, which resulted in lower amounts recoverable.
9. Comparison of 2017/18 Major Repairs Reserves Outturn with Agreed Budget is set out in Table C below.

**Table C**



<b>Table C</b>	<b>Latest Budget</b>	<b>Revenue Outturn</b>	<b>Variation (Underspend)/ Overspend</b>	<b>Notes</b>
	<b>£000</b>	<b>£000</b>	<b>£000</b>	
<b>HRA Reserves</b>				
<b>Major Repairs Reserve</b>				
Balance Brought Forward	(6,497)	(6,497)	0	
Transfer from HRA	(5,000)	(5,000)	0	Table B
Capital Expenditure	23,382	6,974	(16,408)	Annex A
Section 106 funding	(9,062)	(1,517)	7,545	
Capital Receipts applied	(1,188)	(546)	642	
Community Infrastructure Levy	0	(407)	(407)	
Reimbursements from Homeowners	(2,816)	(1,522)	1,294	
<b>Major Repairs Reserve Balance Carried Forward</b>	<b>(1,181)</b>	<b>(8,515)</b>	<b>(7,334)</b>	

10. The net underspend of £7.334m in the balance on the Major Repairs Reserve was mainly due to significant slippage in capital expenditure, as detailed in Annex A.

11. Members note the reasons for the underspend set out in the report above.

## Appendices

- Annex A - CAPITAL PROJECTS

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	<b>CAPITAL PROJECTS</b>	Forecast Budget 2017/18 £000	Actual 2017/18 £000	Variance Overspend/ (Underspend) £000	Comments on main variations
29100036	<b>Avondale Square Estate</b> Decent Homes Upgrade works	34	2	(32)	Delayed planning permission for the development. Works on site at present so this spend will increase. Delayed as forms part of development project
29100042	Avondale Sq Redevelopment of Community Centre	0	65	65	
29100070	Avondale repairs/Redecs/Windows	335	0	(335)	
29100080	George Ellison & Eric Wilkins New flats	3,685	155	(3,530)	
29100083	Decent Homes Avondale	537	41	(496)	
29100081	George Ellison & Eric Wilkins Windows	246	0	(246)	
		4,837	263	(4,574)	
	<b>Dron House</b>				
29100043	Conversion - New Flat	1	0	(1)	
29100091	Dron House Decent Homes	93	2	(91)	
		94	2	(92)	
	<b>Golden Lane Estate</b>				40 properties on hold as Great Arthur House cladding contractor still on site  Completion of community centre in July 2018 and so some capital expenditure occurred 18/19 Delayed on site work to start in Sept 2018
29100010	Great Arthur House Windows & Cladding	2,792	2,734	(58)	
29100032	Door Entry	17	19	2	
29100049	Refurbishment of Lifts	753	680	(73)	
29100050	Heating & Hot Water Golden Lane Estate	440	198	(242)	
29100085	Great Arthur House New Flats	30	8	(22)	
29100086	Golden Lane Community Centre	1,083	834	(249)	
29100093	Golden Lane Decent Homes	313	2	(311)	
		5,428	4,475	(953)	
	<b>Holloway Estate</b>				
29100033	Electrical Rewiring	566	180	(386)	Final valuation and account being agreed August 2018
29100038	Decent Homes Upgrade Works	37	33	(4)	
29100047	Refurbishment Works to Door Entry Systems	11	7	(4)	
		614	220	(394)	
	<b>Isleden House</b>				
29100079	Isleden House provision of Additional Social Housing	30	37	7	
		30	37	7	
	<b>Middlesex Street Estate</b>				
29100060	Middlesex St External/Internal Refurbishment	1,000	0	(1,000)	
29100071	Refurbishment of Lifts	511	1	(510)	
29100074	Petticoat Tower Replacement Windows & Balcony Doors	788	1	(787)	Works out to tender August 2018
29100075	Middlesex Street Shop Conversion	450	42	(408)	Work to start on site on 20 august 2018
		2,749	44	(2,705)	

29100078	<b>Richard Cloudesley Site</b>	3,759	51	(3,708)	Delays in project.
29100098	Richard Cloudesley Site (Affordable Housing)	0	1,178	1,178	
	Richard Cloudesley Residential Design	3,759	1,229	(2,530)	
	<b>Southwark Estate</b>				Works carried out as revenue cost.
29100019	Door Entry Sumner Buildings	104	0	(104)	
29100020	Pakeman Door Entry	59	0	(59)	
29100058	Refurbishment of Lifts	31	11	(20)	
29100046	Door Entry Stopher House	78	0	(78)	
29100094	Decent Homes Southwark	635	2	(633)	Delays in project.
		907	13	(894)	
	<b>Sydenham Hill</b>				
29100067	Sydenham Hill Provision of Social Housing	0	100	100	Delays in works on site.
29100095	Sydenham Hill Decent Homes	87	2	(85)	
		87	102	15	
	<b>William Blake Estate</b>				
29100037	Decent Homes Upgrade Works	53	46	(7)	
29100059	Refurbishment of Lifts	30	12	(18)	
29100088	William Blake CCTV	19	11	(8)	
		102	69	(33)	
	<b>Windsor House</b>				
29100097	Windsor House Decent Homes	250	20	(230)	
		250	20	(230)	
	<b>York Way Estate</b>				Delays in the Gateway process.
29100048	York Way Estate Refurbishment Works to Door Entry Systems	8	4	(4)	
29100092	York Way Decent Homes	304	390	86	
		312	394	82	
	<b>Decent Homes (various estates)</b>				
29100035	CCTV	127	0	(127)	
29100044	Boiler Replacement Programme 2014/15	53	0	(53)	
29100062	Decent Homes Various Estates	7	18	11	
29100082	Decent Homes Additional Properties	241	88	(153)	
29100084	Sydenham Hill Social Housing	1,535	0	(1,535)	
	Roof Replacements	2,000	0	(2,000)	Delays within the Design team, the project is now proceeding
29100087	Golden Lane Lighting	250	0	(250)	
		4,213	106	(4,107)	
					Delays in the Gateway process.
	<b>Total 2017/18</b>	<b>23,382</b>	<b>6,974</b>	<b>(16,408)</b>	

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<b>Committee:</b> Housing Management & Almshouses Sub-Committee	<b>Date:</b> 24/09/2018
<b>Subject:</b> Estate Parking & Storage Sheds Policy	<b>Public</b>
<b>Report of:</b> Director of Community & Children's Services	<b>For Decision</b>
<b>Report author:</b> Liam Gillespie – Head of Estates	

## Summary

The Housing Service has parking spaces, garages, storage sheds and bike lockers on its estates, which can be used by residents and members of the public. At present, there is no policy for the management of these facilities by estate staff.

This new policy, which forms part of the review of housing management policies being completed in 2018/19, describes how the Housing Service will allocate and manage these facilities. Use of the facilities is governed by a licence agreement, which contains more detailed terms and conditions of use.

Members are also asked to consider whether the current charges for disabled parking spaces should remain as they are, or whether the 50% discount should be increased.

## Recommendation

Members are asked to:

- Approve the Estate Parking & Storage Sheds Policy for use by the Housing Service
- Consider the current arrangements for disabled parking charges in paragraph 9 and advise officers on which option they prefer in paragraph 11.

## Main Report

### Background

1. A review of housing management policies and procedures is being completed in 2018/19. It has been identified that, although there are established procedures and rental terms and conditions, there is no overarching written policy in relation to our management of facilities on our estates such as parking spaces, garages

and storage sheds. These are a source of income for the Housing Revenue Account and their efficient management is therefore important.

2. Facilities are in short supply on many estates and having a clear policy on their allocation and management is intended to bring fairness and consistency to decision-making and the processing of applications.

### **Current Position**

3. The Housing Service manages approximately 370 garages, 680 parking spaces, 30 motorcycles bays and 730 storage sheds across its housing estates.
4. Established procedures are in place for the allocation and management of these facilities and all use is governed by individual licence agreements, which set out terms and conditions for use of the facility.
5. This new policy is intended to set out how the Housing Service allocates and manages these facilities. It also sets out some important conditions of use for the different types of facility, with an emphasis on safety considerations. Given their proximity to residential blocks, in most cases, it is important that residents comply with conditions relating to the safe storage of goods and that our policy emphasises this point.
6. The policy also makes it clear that vehicles kept on our estates should be in a safe and roadworthy condition.
7. The licence agreements referred to above are being reviewed and some of the terms made clearer.

### **Disabled Parking Charges**

8. In response to a Member's request, some information is included here regarding charging arrangements for disabled parking spaces. Parking charges will be addressed in more detail in a separate policy which is due to be submitted to Committee in November 2018.
9. Current practice is to offer a 50% discount on parking spaces for disabled users (those in possession of a Blue or Red Badge). These charges were introduced over two years from 2012 and brought the City in line with many other London boroughs, which offer various levels of discount to disabled parking space users on social housing estates (commonly 50%). It should be noted that some boroughs and landlords do not offer any discount. There were two complaints about the charge when it was first introduced, but we have received no complaints or comments from residents since then.
10. Current figures show that 38 parking space users take advantage of this discount. Income from parking spaces used by disabled residents is currently £14,435.72 annually.

11. Bearing this in mind, Members are asked to decide on which of the three following options to adopt:

- **Option 1:** leave the current arrangement in place (50% discount)
- **Option 2:** increase the discount to 75% (at a cost to the HRA of £7,217.86 annually at current rates)
- **Option 3:** apply a 100% discount for disabled parking (at a cost to the HRA of £14,435.72 annually)

12. If Members choose to increase the discount, officers will look at options for recouping the loss to the HRA by increasing other charges and will incorporate recommendations into the proposed new charges.

### **Income**

13. Income from these facilities is due to the Housing Revenue Account. Some consultees were under the impression that some of the income from shed charges was retained in a fund for residents to use. It was formerly the case that a proportion of the income from shed charges was paid into an Estate Improvement Budget, from which small projects could be financed at officers' discretion. This arrangement was made with the consent of the Chamberlain's Department.

14. This process was changed as we struggled to attract suitable ideas for how the money could be spent. The Estate Improvement Budget still exists, though this is now a single fund financed directly by the HRA. Residents are able to request funding for small projects on their estates via their Estate Manager.

### **Corporate & Strategic Implications**

15. This policy supports corporate and departmental aims around ensuring that our estates are safe, well-maintained and well-managed.

### **Policy Management**

16. This is a new policy. No stand-alone policy has existed in this area previously. Policy approaches have been taken from established practice and information published on our website, as well as the standard terms and conditions issued to users of estate facilities.

### **Conclusion**

17. The new Estate Parking and Storage Sheds Policy will outline our approach to the allocation and management of these facilities on our housing estates. Areas of ambiguity have been addressed and the accompanying licence agreements will also be reviewed to ensure that they are clear and relevant.

18. Members are asked to decide on the future of disabled parking charges. The decision on this point will be incorporated into the upcoming policy on parking charges.

## **Appendices**

- Estate Parking & Storage Sheds Policy
- Equalities Assessment
- Consultation comments and responses

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

**Estate Parking & Storage Sheds Policy**

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Approved by:	<i>Housing Management &amp; Almshouses Sub-Committee</i>
Approval Date:	
Review Date:	

## 1. Introduction

The City of London's housing estates have parking spaces, garages, storage sheds and bike lockers for use by residents and members of the public. This policy outlines how we will allocate and manage these facilities.

## 2. Aims of this Policy

This policy aims to:

- Explain the type of facilities we have and their uses
- Describe how they will be allocated
- Give a general outline of some important conditions of use
- Explain how we will manage these facilities, with an emphasis on safety

## 3. Scope

This policy applies to facilities on the City's Housing Revenue Account ("HRA") estates, or those managed as part of the HRA.

It applies to:

- Car parking spaces (both open and enclosed)
- Motorcycle parking bays
- Storage sheds
- Garages
- Bike stores and lockers

Please note that not all facilities are found on every estate.

## 4. Facilities Available

### ***Parking spaces and motorcycle bays***

Parking spaces for motor vehicles are available on many estates, as are designated spaces for motorcycles. Some spaces are assigned for use by disabled people only. Parking spaces may be in the open air, or enclosed behind security gates or barriers, for instance where they are situated beneath a residential building.

### ***Garages***

Lock-up garages are available on some estates. These garages are intended to be used for securely parking motor vehicles. They are not intended for use as domestic or commercial storage.

## **Sheds**

Storage sheds of various sizes are available on most estates. These are intended for the storage of domestic items only. Conditions are imposed to restrict the storage of certain items that may pose a hazard.

## **Bike Lockers**

Some estates have individual bike lockers for the storage of pedal cycles, for which a charge is payable. These are distinct from communal bike storage facilities, which are free of charge.

## **5. Licence Agreements**

The use of all these facilities is governed by a Licence Agreement. This is essentially written permission from the City for the named user to have sole use of the facility in return for the weekly charge. Anyone wishing to use a facility will be required to sign a standard Licence Agreement. Refusal to sign this Agreement, or provide any supporting documents we request, will mean that we cannot offer them use of the facility.

The Licence Agreement contains various terms and conditions relating to the safe use of the facility, payment terms and termination.

The Licence Agreement is separate to any other agreement we have with the user (such as a tenancy or lease). The Licence Agreement (and use of a facility) cannot be transferred to anyone else.

These Agreements are bare licences only and are not intended to grant any rights over the facility or any other area owned or managed by us. The facilities do not form part of the right to buy.

## **6. General Conditions of Use**

The standard Licence Agreements will contain detailed terms and conditions governing the use and management of these facilities. This section outlines some important conditions and explains how we will manage certain common situations.

### ***i. Parking Spaces and Motorcycle Bays***

Parking is only allowed in designated areas on our estates. Parking spaces and motorcycle bays are intended as parking for motor vehicles/motorcycles only. Caravans, trailers, boats and similar items are not permitted. Vehicles parked outside designated parking areas will be treated as being parked without authorisation and are liable to enforcement action.

Vehicles must be:

- in a generally roadworthy condition (i.e. fit for use on the road and capable of being driven away safely under their own power)
- insured
- subject to a MOT certificate (unless an exception applies)
- taxed (unless an exception applies)

Some exceptions to road tax and MOT certificates apply to “historic vehicles” and vehicles under three years old. More information can be found at <https://www.gov.uk/browse/driving/vehicle-tax-mot-insurance>

For the purposes of this policy and subject to the exceptions mentioned above, a vehicle will be deemed unroadworthy if it is untaxed, uninsured or is not subject to a valid MOT.

For safety reasons, we do not allow long-term parking of vehicles which are subject to a Statutory Off-Road Notice (SORN). Once we become aware that a vehicle is declared off-road, we will require the keeper to get the vehicle back on the road or dispose of the vehicle. If, after reasonable notice has been given, the vehicle is still declared off-road, we will terminate the Licence Agreement.

#### ***ii. Garages***

Garages are intended as secure parking spaces for motor vehicles only. The same conditions apply as for parking spaces/motorcycle bays above. For the avoidance of doubt, garages are not intended as general domestic or commercial storage facilities. If used in this way, the Licence Agreement is liable to termination.

Apart from a motor vehicle, only items relating to the use of the motor vehicle may be stored in the garage. Some exceptions apply, which are contained in the Licence Agreement.

#### ***iii. Sheds***

Sheds are for use as domestic storage only. Hazardous, volatile or flammable items must not be stored in these sheds. This includes spare paint or varnish and white spirits and similar substances. Motor vehicles (such as motor scooters or motorbikes) cannot be stored in these facilities.

#### ***iv. Bike lockers***

These facilities are intended for the storage of pedal cycles only.

## **7. Who Can Apply?**

Garages, parking spaces, motorcycle bays and bike lockers are available to residents and non-residents. Storage sheds are for City of London tenants and leaseholders (and sub-tenants of leaseholders) and their households only.

## **8. Visitor Parking**

On some estates, parking bays are available for use by visitors to residential and commercial premises. Parking in these bays still requires a valid permit, which residents or commercial tenants can obtain from the relevant estate office. Proof of residence or trading on the estate will be required before a permit will be issued. Only Visitor Permits are valid in these bays.

## **9. Loading and Unloading**

Loading and unloading of vehicles on our estates is permitted in designated areas only. We allow 15 minutes' free parking for loading and unloading, beyond which a permit must be purchased from the estate office.

Estate Managers have the discretion to make local exceptions to this general policy as circumstances demand.

## **10. Applications for Use**

Applications for parking, motorcycle bays and garages can be made online or by application form available from the relevant estate office.

Applications for sheds must be made via the relevant estate office.

## **11. Allocations**

Available facilities will be allocated on a first-come, first-served basis. Where demand for a specific type of facility exceeds the number of facilities available, applicants will be placed on a waiting list. These applicants will then be allocated facilities as they become available. See section 12 for more information.

Applicants will not be allocated a facility if they are in arrears on another facility, or their rent or service charge account at the time of allocation, though they will be given the opportunity to clear any arrears before the facility is offered to the next applicant on the list. See section 14 for more details.

We reserve the right to re-allocate facilities, or require users to change facilities, for operational reasons. We will attempt to give as much notice as possible but in urgent or exceptional situations, changes may be instituted with little or no notice.

Current users may apply to transfer to a different facility of the same type. If no suitable facility is available, they will be placed on a waiting list.

## **12. Waiting Lists**

When no facility is available on a specific estate, or a current user wishes to transfer to another facility but nothing suitable is available, a waiting list will be started. These waiting lists are specific to the type of facility applied for; priority on one list does not give priority on another.

Applicants will be entered onto the waiting list as of the date of their initial application for the facility. The resident's tenure and length of residence are irrelevant for the purposes of this policy and will not affect priority on the waiting list.

An applicant who is in arrears on another facility, or their rent or service charge account, will not be placed on the list until the arrears are cleared or a suitable arrangement is agreed for repayment.

Applicants who already have a facility of the same type applied for will not be entered onto the waiting list, out of fairness to other applicants.

City of London tenants and leaseholders (or sub-tenants of leaseholders) will have priority on the waiting list over non-resident applicants.

In exceptional cases, Estate Managers may allocate a facility to someone not on the waiting list or give someone increased priority if there is a justifiable reason for doing so (for example to make reasonable adjustments for a disabled user).

## **13. Charges and Payment**

A charge is payable for the use of all our estate facilities. This fee varies according to several factors, including location and market forces. It is set in accordance with our Rents and Charges Policy and the income goes to the Housing Revenue Account.

Payment must be made in accordance with the terms and conditions of the Licence Agreement. The preferred method of payment is Direct Debit, but we can accept payment by other methods including standing order and card payments over telephone or online.

We will send account statements on a quarterly basis by post to the correspondence address we have on file for the user. We reserve the right to change the frequency of these statements.

## **14. Arrears and Debt**

Licence Agreements will be terminated if the account falls into arrears. We will write to the user to warn them of this prior to the account being terminated, giving them the chance to clear the account.

If an applicant is in arrears on another facility, or their rent or service charge account, they will not be allocated a facility, or entered onto the waiting list, until the arrears are paid, or an agreement is made for repayment with the relevant team.

Applicants who have other debts with the City at the time of application may also be refused a facility until the debt is repaid or a repayment arrangement is made.

## **15. Changes to Relevant Information**

It is the user's responsibility to inform us as promptly as possible of any changes to relevant information such as:

- contact information or correspondence address
- a change of vehicle

## **16. Insurance**

Users are responsible for insuring their belongings against loss or damage while they are kept in or on any facility on our estates. Any claims for loss or damage caused by any act or omission of the City's employees, agents or contractors must be made in accordance with our insurance claims procedure.

## **17. Repairs**

The City is responsible for the maintenance of parking and storage facilities. Users are responsible for taking reasonable care of the facility while they are using it and they should report any repairs promptly, either via the repairs line or to the relevant estate office.

## **18. Documentation**

Applicants for parking spaces and garages are required to provide the following information at the point of application and when changing their vehicle:

- Proof you keep the vehicle: (vehicle logbook ("V5C"), new keeper slip, hire/lease agreement or letter from employer if a company vehicle)
- Certificate of Insurance
- Proof of vehicle tax
- MOT certificate (if applicable)
- Photographic identification
- Proof of address (driving licence and vehicle logbook are both acceptable)

We may satisfy checks relating to the vehicle's MOT and vehicle tax status by using the service provided by the DVLA at [www.vehicleenquiry.service.gov.uk](http://www.vehicleenquiry.service.gov.uk).

Applicants for disabled parking spaces must also provide proof of eligibility, normally a Blue Badge or Red Badge.

We may request to see documents outside this process should we suspect that a breach of the Licence Agreement has occurred, such as a vehicle being uninsured or unroadworthy.

## **19. Parking Enforcement**

We operate a system of parking enforcement on our estates, which is intended to prevent unauthorised or improper use of the facilities and the inconvenience this can cause to residents. Users are responsible for ensuring that a valid permit is displayed clearly in their vehicle and that they park in the correct space. Damaged or lost permits must be reported to the estate office without delay. We are not responsible for any enforcement action taken because of the user failing to display a valid, legible permit. Users parking anywhere other than their allocated space risk having enforcement action taken against them. Misuse of parking facilities may also mean the licence agreement is terminated.

Parking enforcement on our estates is currently contracted out to a third party. We are unable to intervene in disputes between the contractor and car park users regarding whether a penalty notice was properly issued, unless this appears to have been due to an error on the City's part. Complaints about the contractor's conduct can be raised under the housing complaints procedure, or directly with the contractor.

## **20. Termination of Licence Agreements**

Licence Agreements for any facility can be terminated by either party in accordance with the terms and conditions described in the Agreement itself. Notice must be given in writing.

We will always attempt to serve written notice of termination. This may be by letter or e-mail. This will be sent to the last known correspondence address or e-mail address that we hold for the user.

## **21. Disposal of Property**

Any personal property removed from the facility when it is repossessed, or removed from any facility or communal area as part of our estate management duties, will be dealt with in accordance with our Disposal of Personal Property Policy.

## **22. Disabled Parking**

We have designated disabled parking spaces on some of our estates. In situations where a disabled resident requires a parking space and there is no suitable space available to allocate, we will consider creating a new space for them if this is possible. This may be achieved by re-designating a standard parking space and changing the layout to meet the required specifications for disabled parking spaces or creating one in an area not currently used for parking if this is reasonable.

We offer a discount on parking facilities to drivers with a Blue or Red Badge.



### **23. Management of Empty Facilities**

All facilities form part of the City's estate. Empty facilities may be used for estate management purposes, until they are needed by a resident.

We will not reserve a facility for our own use if a resident applies to use it.

### **24. Suspensions and Withdrawal from Use**

From time to time, we may suspend the use of facilities for operational reasons, for instance suspending parking to allow maintenance works or due to building work happening nearby.

We may also withdraw facilities from use completely if this is deemed to be necessary for estate management purposes, or if they are not considered to be fit for use.

We will give reasonable notice to affected residents when suspending or withdrawing facilities but in some emergency situations no notice may be given.

### **25. Complaints**

Any complaints about the allocation and management of estate facilities will be dealt with under the housing complaints procedure.

### **26. Health and Safety Matters**

We reserve the right to actively manage estate facilities to ensure that they are used in a safe manner. We have an inherent right to manage our estates and the Licence Agreements contain terms and conditions regarding safe use of these facilities. Breach of these terms and conditions will be treated seriously and may result in the Agreement being terminated by us.

We reserve the right to act to mitigate any risks that come to our attention, including by repossessing or accessing facilities without notice if we suspect that they are being used in an unsafe manner, for example to store hazardous substances.

In accordance with this policy, the Licence Agreement, our Estate Management Policy and the Fire Safety Protocol, we may remove items from any facility without notice if they are believed to present a hazard.

### **27. Policy Exceptions**

In exceptional circumstances, we may consider making a variation to this policy. This will depend on the individual circumstances of the case. We will provide our reasoning in writing, if requested.

### **28. 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.

### **29. Training**

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

### **30. 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.

### **31. Accessibility**

We will ensure that residents' 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.

### **32. 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.

### **33. Policy Review**

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

# EQUALITY ANALYSIS (EA) TEMPLATE

What is the Public Sec

What is an Equality Ar

Decision

Approved

Date

05.09.18

How to demonstrate c

**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, Head of Estates, DCCS

Contact details: [liam.gillespie@cityoflondon.gov.uk](mailto:liam.gillespie@cityoflondon.gov.uk)

### 1. What is the Proposal?

To implement an Estate Parking and Storage Sheds Policy for use by the Housing & Neighbourhoods Service

### 2. What are the recommendations?

For the policy to be approved by Housing Management & Almshouses Sub-Committee for use by officers

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

Residents of City of London properties (whether tenants, leaseholders, private sub-tenants or household members), some non-resident users of these facilities

**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*

**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 impact is foreseen 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?**

## 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*

**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**

Only a positive impact is foreseen in relation to disability. There is a duty contained within the policy to actively assist disabled applicants for facilities, particularly in relation to parking. Exceptions to the policy can be made and it is stated that disabled applicants will get priority over non-disabled applicants for parking spaces. We will also consider creating parking spaces for individual disabled applicants where this is feasible.

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

Staff will be made aware of the principles contained in this policy around assisting disabled applicants. No further actions are noted.

## 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

**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 impact is foreseen 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?**

Type response here

## 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

[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

**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 impact is foreseen 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?**

Type response here

## 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*

Type response here

**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 impact is foreseen 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?**

**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*

**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***

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

**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

## Sexual Orientation and Gender Reassignment

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

**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**

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

## 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*

**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**

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

## 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)**



## Additional Impacts on Advancing Equality & Fostering Good Relations

**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...

**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: 05.09.2018



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## APPENDIX 3

### Results of consultation

#### Draft Estate Parking & Storage Sheds Policy

August 2018

	Comments	Response
1.	Does this include, or can we include, the Almshouses?	The policy covers the almshouses site in its entirety, as this is managed by the Housing Service
2.	In the draft Filming on Estates Policy you said where the payments were going, but on the Estate Parking draft you never mention this, as there is practically zero maintenance on these I think tenants will wonder when the money is going to be used for	The income from sheds and parking facilities goes to the Housing Revenue Account. This money is used to deliver housing services on our estates, including maintaining our buildings and communal facilities.
3.	You mention documentation in 5 and 16.  Would it not be better to bring License agreement to... I do not know, the whole thing jumps backwards and forwards, repeating itself.	Section 5 outlines the purpose of our Licence Agreements and applies to all facilities.  Section 16 relates specifically to documentation that must be supplied by those wishing to obtain a parking space.
4.	With regard to the Estate Parking section, where you state that:  "We are unable to intervene in any dispute between the contractor and a car park user unless the dispute arose as a direct result of an error on our part".  I feel that this statement should be removed and, if necessary, you should become involved in parking disputes with your parking enforcement contractors and residents, otherwise the parking contractors will have a free reign. I say this having witnessed overzealous tactics by your contractors (ACE) on the Avondale Square Estate.	This wording has been clarified to say that we will not intervene in disputes about the validity of enforcement notices unless there appears to have been an error on our part.  Our contractors' work on our estates is monitored by management and we can investigate complaints about their actions using the housing complaints process. However, disputes about the validity of enforcement notices are a matter between the user and the contractor.  We no longer use ACE Parking – our current contractor is MET Parking, which is part of the British Parking Association's Approved Operators' Scheme. It also has ISO 9001 quality accreditation.
5.	I get very frustrated with the residents that don't park in their parking facility, which makes it hard for other residents to use	The relevant part will be clarified to address this suggestion

	theirs, I would like the policy to state within the parking enforcement paragraph that if you are not parked within your facility – i.e. your parking bay or garage - you will be ticketed	
6.	It is stated that no inflammable items such as white spirit, paint etc be stored but no checks are planned. I only mention this because I have until recently rented a garage, probably for at least 30 yrs, and have never been asked to allow an inspection to ensure it was being used correctly and for the correct vehicle. I would have been reassured to know the garages were regularly inspected to ensure no explosive material stored	<p>This point is a good point. We agree that procedures relating to the management of storage and parking facilities need to be improved.</p> <p>We are considering how we will approach this issue in future – it could be that we schedule an annual inspection, or we could require access as a condition of renewing the licence agreement annually. This will require further thought.</p> <p>We will consider addressing this point in the Estate Management Policy, which is due as part of the 2018/19 policy review.</p>
7.	There are at least 3 referrals to other policies or procedures. I think this document should provide a link to those other policies and procedure documents	<p>When the policies are posted online, we will create links to take viewers to other documents more easily. This may not happen immediately but it is something we plan to do.</p>
8.	In section 11 - Waiting Lists. There is a statement that in exceptional circumstances the Estate Manager may override the waiting list. I think the policy should provide a couple of specific examples to make clear the kinds of circumstances where this would apply.	<p>At present, we use 'simple' waiting lists, where people are prioritised based only on the length of time they've waited. This is not always fair – Estate Managers have discretion to override this if circumstances demand it. The most obvious example is to assist a disabled parking user, where positive duties apply to assist them. This sort of scenario will be made clear in the policy.</p> <p>We do intend to examine other ways of operating waiting lists and awarding different priority to applicants, as some other local authorities do. For now, the simple waiting list will be maintained.</p>
9.	There is no statement about the responsibility for upkeep and repairs to the facilities being rented, particularly relevant to the garages and storage sheds. There should be a statement about the standard of facilities that the City will provide, and the	<p>Repair and maintenance of the facilities is the City's responsibility. It is the user's responsibility to take reasonable care of the facility and to report any defects to the City</p>

	responsibility (wherever that lies) for upkeep and repairs	promptly. This is covered in the Licence Agreement.
10.	There should be a statement about what happens to the fees collected for all these various facilities, similar to the statement made in the Filming Policy	Reference has been added to the policy in section 13.
11.	Why are all of these available to non-residents? What are the circumstances under which non-residents can apply? Are there any restrictions? Do residents have priority?	<p>Not all facilities are available to non-residents – sheds are only available to our residents.</p> <p>The policy reflects current practice, which is that parking facilities are available to non-residents, who pay a higher charge. This practice is common among most local authorities.</p> <p>Applications are dealt with on a case-by-case basis and allocations are made subject to availability.</p> <p>Residents are given priority over non-residents on the waiting list.</p>
12.	<p><i>“If the applicant is the named Secure tenant or leaseholder, they do not pay VAT on the first two parking facilities they obtain. All other applicants will pay VAT on their weekly charge”.</i></p> <p>Under what circumstances does a secure tenant or leaseholder have more than two parking facilities? For a limited resource this seems unfair. Are there limitations?</p>	<p>This text appeared in the draft policy but has been removed, as it belongs in the Rents and Charges Policy (which is currently in production).</p> <p>There is no stated maximum but our experience is that it is rare for households to request more than two facilities. It is conceivable that a household may wish to apply for more than two facilities, for example where more than two adults are resident and each has a car.</p> <p>On some estates, parking is in relatively low demand and multiple use can be accommodated quite easily.</p> <p>When a waiting list is in operation due to high demand, applicants will not be entered onto the waiting list if they already have another parking facility.</p>
13.	At one point the sheds on our estate were not charged for. They are now charged at £2 a week and when this charge was introduced there was talk that the	Our charges are controlled centrally and always have been. They are not set by estate office staff and we are

	subsequent 'shed monies' would be made available for the community. There is no recognition that individual estates may have existing agreements in place between residents and their estate office. This clause allows for the cost of the sheds to be raised significantly	<p>not sure what "existing agreements" are being referred to.</p> <p>We are drafting a policy which will cover how our charges are set and altered. This is a function carried out under 'delegated authority' but overseen by the Chamberlain's Department and ultimately susceptible to Member scrutiny.</p> <p>It should be noted that our charges for sheds have not increased since they were introduced in 2014.</p> <p>A proportion of shed income (20%) was formerly put aside for estate-based projects (the 'Estate Improvement Budget'). There is now a central budget and the formal link between shed income and this fund no longer exists.</p>
<b>14.</b>	<p>18. We will always attempt to give written notice of termination.</p> <p>Under what circumstances would written notice not be given? Surely written notice is to be expected?</p>	<p>In emergency situations, we may have to repossess a facility with no notice. This will be rare but, for instance, if a facility was found to be unsafe to use, or was damaged or left unsecured, and we could not immediately trace the user, we would take steps to manage the situation including by moving belongings to another facility.</p> <p>This is outlined in the Licence Agreement.</p>
<b>15.</b>	The maintenance and state of the sheds and garages is not addressed	The policy concerns how we will allocate and manage the use of these facilities, rather than asset management considerations like maintenance or the current state of the facilities.
<b>16.</b>	What about temporary parking provision for loading and unloading etc?	Loading and unloading has been addressed in section 9.
<b>17.</b>	There is no statement about the responsibility for upkeep and repairs to the facilities being rented, particularly relevant to the garages and storage sheds. There should be a statement about the standard of facilities that the City will provide, and the responsibility (wherever that lies) for upkeep and repairs	This policy concerns the allocation and use of the facilities and detailed information about maintenance and repairs belongs in another document. The City, as landlord, is responsible for maintenance of the facilities generally. This is now stated in the policy.



		Relevant responsibilities of the City and the user are dealt with in the licence agreement.
<b>18.</b>	There should be a statement about what happens to the fees collected for all these various facilities, like the statement made in the Filming Policy	This has now been included in the policy (section 12).

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<b>Committee:</b> Housing Management and Almshouses Sub-Committee	<b>Date:</b> 24/09/2018
<b>Subject:</b> Lettings & Transfers Policy	<b>Public</b>
<b>Report of:</b> Director of Community & Children's Services	<b>For Decision</b>
<b>Report author:</b> Liam Gillespie, Head of Estates	

## Summary

As part of the review of housing management policies taking place in 2018/19, a Lettings & Transfers Policy has been drafted to cover various aspects of the lettings process which were not covered in other policies.

The new policy covers viewings, tenancy sign-ups and transfers between City properties, among other issues.

## Recommendation

Members are asked to:

- Approve the Lettings & Transfers Policy for use by the Housing Service

## Main Report

### Background

1. As Members are aware, a review of housing management policies and procedures is taking place in 2018/19. It was identified that, although practice and procedures are well established, there was no overarching policy in relation to many aspects of the letting of our rented homes, so the Lettings & Transfers Policy has been drafted to address this policy gap.

### Current Position

2. The Allocations Scheme (currently the 2017 edition) sets out in detail how we will assess housing applications and how the allocations process is managed up to the point of an offer of housing being made. Until now, no stand-alone policy has been in place to govern what happens after the point an offer is made.
3. The Lettings & Transfers Policy has been drafted to address the viewings process, tenancy sign-ups and transfers between City properties by existing tenants.

4. The policy is intended to set out our general position in relation to the letting of general needs and sheltered properties. It also goes into some detail regarding certain aspects of the lettings process, including the tenancy sign-up meeting.
5. Members may wish to note that we are in the process of developing a 'Minimum Lettings Standard', which will describe what tenants can expect when they move in to one of our rented homes. This standard will be the subject of consultation with residents and it is anticipated that it will be finalised in early 2019.

### **Policy Management**

6. This is a new policy. The subject areas contained in this policy are not contained in other policies at present. The new policy reflects established practice in this area of our work and no significant changes have been introduced.

### **Conclusion**

7. A Lettings & Transfers Policy has been drafted as part of the programme of policy reviews taking place in 2018/19. The new policy is intended to complement the Allocations Scheme and covers important aspects of the letting of our social rented properties. This is a new policy which simply puts established principles on a more formal footing. No significant changes are introduced to current policy approaches.

### **Appendices**

- Appendix 1 – Lettings & Transfers Policy
- Appendix 2 – Equalities Assessment
- Appendix 3 – Consultation comments and responses

**Liam Gillespie**  
Head of Estates

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

**Lettings and Transfers Policy**

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Approved by:	Housing Management & Almshouses Sub-Committee
Approval Date:	
Review Date:	

## **1. Introduction**

This policy covers various aspects of:

- the letting of our rented homes
- property viewings by applicants
- tenancy sign-ups
- transfers by existing tenants

This policy refers to what happens once a housing applicant (who may already be a tenant of the City of London) is invited to view a property. This may be following a successful bid on the Choice Based Lettings (CBL) system, or pursuant to a direct offer.

Detailed information about how we allocate our homes and administer the social housing register is contained in the City's Allocations Scheme, which should be read in conjunction with this policy.

## **2. Aims of this Policy**

In this policy, we aim to provide a general overview of how we will manage the letting of our vacant properties, with focus on:

- How we conduct viewings
- The tenancy signing process
- Transfer applications from current residents

## **3. Scope**

This policy applies to general needs and sheltered housing forming part of the Housing Revenue Account (HRA) estates or managed as part of the HRA.

Some special considerations apply to the City of London Almshouses and Gresham Almshouses. Please see section 12 for details.

## **4. Lettings**

### **i. Letting standards**

We are committed to letting homes which are in a safe, secure and clean condition. We do not redecorate general needs properties in between tenancies as standard. Some properties may be eligible for a 'decorations allowance' and this will be confirmed at the point of viewing.

Sheltered housing properties are normally redecorated between changes in occupation. The decorations allowance does not apply to sheltered housing.

We will develop a public Minimum Lettings Standard document to give clear information on the standard of accommodation that residents can expect when moving into one of our properties.

## **ii. Furnishing and appliances**

Our homes are let on an unfurnished basis. It is the tenant's responsibility to furnish the property and provide carpets, curtains and items such as white goods.

Some applicants may be eligible for assistance if they are allocated a home as part of a special scheme (for example, care leavers). We will discuss available support with these applicants at the point of offer.

We will also provide information on potential sources of support and advice for tenants on low incomes, for example furniture projects.

## **iii. Repairs**

Any essential repairs (such as those required for health and safety reasons) will be carried out while the property is empty, along with other major repairs.

In the interests of letting our properties as quickly as possible, some minor repairs may be deferred until after the property has been re-let. We will inform the new tenant of any outstanding repairs at the viewing.

If a property is due to have 'Decent Homes' works, it may still be let, and the works carried out with the tenant in occupation.

## **5. Viewings**

Empty properties will be made available for viewing by successful applicants who have placed bids via Choice Based Lettings, or those to be made a direct offer of accommodation outside this scheme.

Viewings will be conducted one applicant at a time. If the property is managed by another landlord, the viewing arrangements will be decided by them and may be different (for example group viewings).

At the viewing, the applicant will be asked to indicate whether they wish to accept the property. Their decision will be recorded in writing and, if they wish to refuse the property, brief reasons will be taken from them.

If the offer is accepted, a formal offer letter will be issued to the applicant giving full details of the property and the intended tenancy start date, which will normally be within two weeks of the viewing.

## 6. Signing the Tenancy

The new tenancy will begin on a Monday. A sign-up appointment will be arranged, and this will normally take place on the Friday before the tenancy is due to start.

If the housing application was made in joint names, a joint tenancy will be granted and both applicants must attend the sign-up appointment.

At the appointment, we will explain or provide the following, among other things:

- Tenants' Agreement & Handbook
- Introductory tenancy regime (if applicable)
- Our Pets Policy
- Decorations allowance (if applicable)
- Rent payment terms

Once the tenancy or licence is signed, arrangements will be made for the keys to be collected, which will normally be on the first day of the tenancy (a Monday).

Rent is payable from the first day of the tenancy regardless of when occupation is assumed. We expect the tenant to start living in the property as soon as possible after signing their tenancy and collecting the keys.

We require rent to be paid in advance. Please see section 9 for more details.

## 7. Documents Required at Tenancy Sign-Up

We are committed to ensuring that only those people who meet the eligibility criteria set out in our Allocations Scheme are provided with accommodation. We have a robust system of checks in place to identify fraudulent applications.

All applicants are therefore required to provide proof of eligibility for housing at the point of signing the tenancy, regardless of any proof they have provided to us previously. Failure to provide the relevant documentation may result in the offer being withdrawn, or the tenancy signing being delayed.

Applicants are required to provide the following prior to the tenancy being signed:

- Passport or birth certificate for each applicant
- Birth certificates for each child on the application
- Photographs of each adult applicant

For new applicants claiming a local connection to the City via work, we will require a letter from the applicant's employer confirming that this connection still exists at the point of offer. This is not required for existing tenants.



At the point of sign-up, applicants will also be required to sign a declaration relating to ownership of residential property. Refusal to do so will result in the offer being withdrawn.

## **8. Internal Transfers**

The Allocations Scheme gives details about how we handle applications from current tenants for transfer to another City of London property ("internal transfer").

Applicants for internal transfer are required to follow the same viewing, offer and tenancy sign-up process as any other applicant, with some minor exceptions.

We will visit the tenant's current home prior to transfer to ensure there are no existing breaches of tenancy. Failure to allow access, or rectify any identified breaches, may result in the offer of an alternative property being withdrawn.

Following the transfer, an inspection will be carried out at the vacated property as part of the re-letting process. The cost of any rechargeable repairs, or tasks such as rubbish clearance, will be passed on to the outgoing tenant.

## **9. Advance Rent Payments**

Rent is payable in advance. For new tenants, we normally require four weeks' rent in advance at the point of tenancy sign-up. Those on income-contingent benefits such as Universal Credit may pay two weeks' rent in advance instead. We will take account of extreme financial hardship and may consider making an exception in accordance with paragraph 11.

Current tenants who are transferring to another City of London property do not need to pay rent in advance for the new property, as their current rent account will be maintained, though their rent account must be free of arrears.

## **10. Applications from City Employees**

Applications from current or former City of London employees, including transfer applications from employees who are Secure tenants of the City, or living in tied accommodation, will be assessed in accordance with our Allocations Scheme. No special consideration will be given to these applicants outside the Allocations Scheme.

## **11. Policy Exceptions**

In exceptional circumstances, we may consider a variation to this policy. This will depend on the individual circumstances of the case. The decision and its reasoning can be provided in writing to the relevant parties.

## **12. Almshouses**

The City's Housing & Neighbourhoods Service manages the City of London Almshouses and Gresham Almshouses on behalf of the respective trusts. The

nomination processes for these schemes are distinct from the City's Allocations Scheme. Some other considerations also apply, such as nominees requiring approval by the trustees. Occupants of these properties receive a licence, not a tenancy. For the purposes of this policy, the City of London and Gresham Almshouses are treated as sheltered housing. Viewings and sign-ups for these properties will be managed in accordance with this policy.

### **13. 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.

### **14. Training**

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

### **15. 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.

### **16. 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.

### **17. 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.

### **18. Policy Review**

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

### **19. Legislation**

- Data Protection Act 2018
- Housing Act 1985
- Housing Act 1996
- Equalities Act 2010

## **20. Related documents**

- City of London Housing Allocations Scheme
- Tenancy Policy

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# EQUALITY ANALYSIS (EA) TEMPLATE

What is the Public Sec

What is an Equality Ar

Decision

Approved

Date

05/09/2018

How to demonstrate c

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

The following questions can help determine relevance to equality:

- Does the policy affect service users, employees or the wider community, including City businesses?
- How many people are affected and how significant is the impact on them?
- Is it likely to affect people with particular protected characteristics differently?
- Is it a major policy, significantly affecting how functions are delivered?
- Will the policy have a significant impact on how other organisations operate in terms of equality?
- Does the policy relate to functions that engagement has identified as being important to people with particular protected characteristics?
- Does the policy relate to an area with known inequalities?
- Does the policy relate to any equality objectives that have been set?

Consider:

- How the aims of the policy relate to equality.
- Which aspects of the policy are most relevant to equality?
- Aims of the general equality duty and which protected characteristics the policy is most relevant to

If it is not clear if a policy or decision needs to be assessed through an equality analysis, a Test of Relevance screening tool has been designed to assist officers in determining whether or not a policy or decision will benefit from a full equality analysis.

Completing the Test of Relevance screening also provides a formal record of decision making and reasoning. It should be noted that the PSED continues up to and after the final decision is taken and so any Test of Relevance and/or full Equality Analysis should be reviewed and evidenced again if there is a change in strategy or decision.

**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](#)

There are five stages to completing an Equality Analysis, which are outlined in detail in the Equality Analysis toolkit and flowchart:

**2.1 Completing the information gathering and research stage** - gather as much relevant equality-related information, data or research as possible in relation to the policy or proposal, including any engagement or consultation with those affected;

**2.2 Analyse the evidence** - make an assessment of the impact or effects on different equality groups;

**2.3 – Developing an action plan** – set out the action you will take to improve the positive impact and / or the mitigation action needed to eliminate or reduce any adverse impact that you have identified;

**2.4 Director approval and sign off of the equality analysis** - include the findings from the EA in your report or add as an appendix including the action plan;

**2.5. Monitor and review** – monitor the delivery of the action plan & ensure that changes arising from the assessment are implemented.

## 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 Lettings & Transfers Policy governing the letting of social-rented accommodation forming part of the City of London's Housing Revenue Account. This policy is separate to the Allocations Scheme; it concerns what happens during the lettings process and for internal transfers.

### 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.*

Applicants for housing who are offered a City of London property and existing tenants who transfer to another City of London are the affected groups.



**Age** Double click here to add impact / Hide

Check box if NOT applicable ☒

#### City 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.

Many people who apply for housing with the City of London have a disability, or a household member with a disability. It is conceivable that some residents with disabilities may find compliance with some aspects of this policy more difficult than those without a disability.

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

Flexibility 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 decisions under this policy.

Officers involved in implementing this policy are accustomed to assisting people with disabilities, or who are otherwise vulnerable in some way. They are expected to take disabilities and vulnerabilities into account when applying this policy to individual cases. Exceptions and alternative arrangements can be made to ensure disabled applicants or tenants do not suffer any disadvantage.

## 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.*

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

[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.

Page 70

## 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 are 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.

### **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:** 05/09/18



### APPENDIX 3

#### Results of consultation

#### Draft Lettings & Transfers Policy

August 2018

	Comments	Response
1.	6 - I think it may be important to say here that 4 weeks rent is due, I know it comes later but surely you cannot sign the agreement if you do not have the available funds to pay on the following Monday	A reference to the relevant section has been inserted here.
2.	6 - Should you also include specific Estate handbooks?	The list was not intended to be exhaustive and we do provide these handbooks at sign-up
3.	16 - Surely customers is the wrong term – shouldn't it be 'tenants'?	Agreed, this has been changed to 'tenants'
4.	<i>"If the local connection to the City is via work, we will require a letter from the applicant's employer confirming that this connection still exists"</i>  Why would an internal transfer tenant need to do this?	They wouldn't - the wording has been altered to make clear that this only applies to new tenants
5.	<p>You say - "Residents on income-contingent benefits such as Universal Credit may pay two weeks' rent in advance instead"</p> <p>Many, and I strongly suspect the majority of people on benefits such as Universal Credit, will not have enough money to pay two weeks rent in advance.</p> <p>The idea that people on benefits have hundreds of pounds to spare, smacks of the Tory ideological viewpoint that assumes people right at the bottom of the benefits scrapheap can somehow magically conjure up finance, despite living on the breadline. Having had the misfortune of experiencing our mean, incompetent and often vindictive benefits system, I'm very well aware of the financial hardship people suffer at the hands of a system that presumably is meant to help, but consistently fails.</p>	<p>The wording of this section has been changed to clarify that this is not an inflexible rule (it never has been). Our use of the word "normally" was meant to imply that exceptions can be made.</p> <p>Current practice is that new tenants are <u>requested</u> to pay something onto their rent account in advance. Most are able to do so.</p> <p>If they cannot pay due to extreme financial hardship, this will not prevent them from signing the tenancy.</p> <p>We have extensive support available for housing applicants who are experiencing hardship due to issues with Universal Credit and other benefits.</p>

	It is cruel in the extreme to deny people desperately needing housing because they're being failed by the benefits system. Potential tenants in receipt of benefits should be given all leeway necessary to allow them to take up tenancies, allowing for the inevitable wait for their housing benefit to get sorted out and paid.	
6.	A well thought out policy document and the points covered, particularly regarding how the allocation of properties to people is decided, is very clearly explained and helpful	



<b>Committee:</b>	<b>Date:</b>
Housing Management & Almshouses Sub-Committee	24/09/2018
<b>Subject:</b> Domestic Abuse Policy	<b>Public</b>
<b>Report of:</b> Director of Community & Children's Services	<b>For Decision</b>
<b>Report author:</b> Liam Gillespie, Head of Estates	

## Summary

Safeguarding adults and children is a key function of the Department of Community & Children's Services and responding to domestic violence and abuse is an important part of this work. Given their close contact with residents, front-line housing staff play a vital role in identifying and responding to cases of domestic violence and abuse and ensuring that appropriate action is taken to help victims.

A Domestic Abuse Policy has been drafted, which explains our commitment to dealing sensitively with cases of domestic abuse and ensuring that victims are supported using a multi-agency approach.

The Policy sets out how we will respond to cases of domestic violence and abuse and the steps we will take to ensure appropriate help is arranged, including addressing the victim's housing needs.

## Recommendation

Members are asked to:

- Approve the Domestic Abuse Policy for use by the Housing Service

## Main Report

### Background

1. The City's Housing Service is committed to supporting victims of domestic violence and abuse and working with other agencies to ensure that victims are given help that meets their needs. Front-line housing staff have an important role to play in safeguarding adults and children; they may receive reports of domestic abuse from concerned neighbours, disclosures directly from victims, or they may see concerning behaviour themselves during their work.

2. Due to the particularly sensitive nature of the issue, a Domestic Abuse Policy has been drafted, with an associated procedure for staff to follow. The policy describes our approach to cases that come to our attention and our commitment to addressing the housing needs of the victim and their household.
3. Victims are entitled to expect a sympathetic, supportive and effective response from us when they report domestic violence or abuse. The policy and procedure will underpin training given to staff in responding appropriately to cases of domestic violence and abuse. It will also address some common areas of concern for victims, particularly around housing needs, as well as underlining our commitment to taking the strongest possible action against perpetrators where we have the power to do so.

### **Current Position**

4. The Safer City Partnership and Domestic Abuse & Sexual Violence (“DA&SV”) Forum oversees the response to domestic violence and abuse at strategic level within the City. As part of the DA&SV Action Plan for 2017-19, we committed, among other things, to reviewing tenancy and lease clauses, as well as policies and procedures, to ensure they were fit for purpose.
5. Our tenancies and leases contain clauses prohibiting domestic violence and abuse and in this new policy we state our commitment to acting against perpetrators where we have the power to do so.
6. Having a clear policy and procedure will give staff confidence when dealing with reports of domestic violence and abuse and will enable them to provide more effective support to victims. The policy is also intended as a public statement of our commitment to safeguarding the interests of victims. We aim to create an environment in which victims of violence and abuse feel able to come forward to seek our help and that they get a supportive response the first time they approach us.
7. Multi-agency working is vital in dealing with domestic violence and abuse and the Housing & Neighbourhoods Team participates in multi-agency partnerships and forums in the City and in host boroughs. Further training and briefings will be arranged for staff to ensure that they feel equipped to deal with reports of domestic violence and abuse and know how it should be reported and to whom.

### **Corporate & Strategic Implications**

8. This policy supports the Corporate aim of contributing to a flourishing society and the outcome of ensuring people are safe and feel safe. The policy also supports the Departmental objectives relating to community and personal safety, as well as health and wellbeing.

### **Policy Management**

9. This is a new policy and there has not been a stand-alone domestic abuse policy for the Housing Service previously.

10. The Safeguarding Policy for Housing Services, last updated in 2016, does refer to domestic abuse in a safeguarding context. It was considered sensible to have a discrete policy relating to domestic abuse due to the special considerations that arise for housing management staff in responding to domestic abuse cases. This new policy adds detail but does not alter any policy approaches outlined in the Safeguarding Policy.
11. The Safeguarding Policy for Housing Services is due for review in early 2019.

## **Conclusion**

12. The Housing Service plays an important part in identifying safeguarding concerns and in supporting victims of domestic violence. The Domestic Abuse Policy is intended to support this work and ensure that victims' interests are safeguarded. It also stresses the importance of working closely with other relevant agencies to ensure victims are assisted to remain as safe as possible.

## **Appendices**

- Appendix 1 – Domestic Abuse Policy
- Appendix 2 – Equalities assessment
- Appendix 3 – Consultation comments and responses

**Liam Gillespie**

Head of Estates

T: 0207 332 3308

E: [liam.gillespie@cityoflondon.gov.uk](mailto:liam.gillespie@cityoflondon.gov.uk)

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**City of London Corporation**  
**Department of Community & Children's Services**  
**Housing Service**  
**Domestic Abuse Policy**

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<b>Approved by:</b>	<b>Housing Management &amp; Almshouses Sub-Committee</b>
<b>Approval Date:</b>	
<b>Review Date:</b>	

## **1. Introduction**

This policy sets out how we will respond to cases of domestic abuse affecting our residents.

We take a zero-tolerance approach to domestic abuse and will treat all reports with the utmost sensitivity. We will take a victim-centred approach to cases, with the aim of reducing risks posed to the victim and any affected household members.

We will work closely with partner agencies to respond effectively to cases of domestic abuse and provide the best possible outcomes for victims.

## **2. Aims and Scope**

This policy applies to domestic abuse experienced or perpetrated by our residents and their household members. It covers residents of all tenures living in properties owned or managed by the City's Housing & Neighbourhoods Service, as well as their household members.

This policy aims to:

- Emphasise our commitment to supporting victims and their families
- Enable staff to support and advise victims with confidence
- Outline how we will respond to cases of domestic abuse
- Demonstrate our commitment to working with partner agencies to assist victims

## **3. Our Commitment to Victims**

We are committed to providing an effective response to domestic abuse by:

- Taking all disclosures of domestic abuse seriously
- Putting victims in contact with specialist agencies which can offer them advice and support
- Taking or supporting action against perpetrators when appropriate
- Addressing the victim's housing needs

## **4. Domestic Abuse**

Domestic abuse is defined as:

“Any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality.

Domestic abuse can be experienced by anyone, regardless of their background. Domestic abuse does not only occur in intimate partner relationships; it includes violence between family members or people living in the household.

The abuse can include, but is not limited to:

- Physical violence
- Sexual abuse
- Financial abuse
- Emotional or psychological abuse
- Coercive or controlling behaviour
- 'Honour'-based violence and abuse
- Female genital mutilation
- Forced marriage
- Stalking behaviour

**Controlling behaviour** is a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour.

**Coercive behaviour** is an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish or frighten their victim.

**Stalking** is a pattern of unwanted, fixated and obsessive behaviour which is intrusive and causes fear of violence or serious harassment, alarm or distress. It can include following a person, repeatedly contacting them against their wishes, loitering near them in public, impersonating that person to others, watching or spying on them, or interfering with their property. This is not confined to intimate partner or domestic relationships but is often a feature of domestic abuse.

**Financial abuse** is when someone controls a person's ability to acquire, use and manage their own money or resources. It may include taking someone's money, building up debts in their name, stopping them from working or taking control of bank accounts.

**Emotional (or psychological) abuse** is an attack on someone's personality and dignity as a person. It can include name-calling, insulting, threatening or intimidating someone, or blaming them for the abuse they are suffering. It can result in a loss of self-worth and increased reliance on the abuser.

## 5. Supporting Victims

We are committed to supporting victims of Domestic abuse by:

- Taking a non-judgmental, victim-centred approach
- Ensuring our staff are trained appropriately to help victims
- Working with partner agencies to assist victims who seek our help
- Safeguarding the victim's security of tenure whenever possible
- Taking legal action against perpetrators where we have the power to do so

We recognise that victims of domestic abuse may be isolated, frightened and ashamed and may need extensive support. They may be very reluctant to seek help or support any action against the perpetrator.

We will deal with disclosures of domestic abuse sensitively and in confidence. When other safeguarding concerns are involved, for instance involving children, these will be dealt with in accordance with our Safeguarding Policy.

## **6. Working with Other Agencies**

Managing cases of domestic abuse requires a multi-agency approach. With their consent, we will put victims in contact with specialist support agencies which can provide advice and assistance.

We will work with statutory agencies and key partners to manage risks posed to the victim and their household. Higher-risk cases will be referred to the local Multi-Agency Risk Assessment Conference (MARAC).

## **7. Service Standards**

If someone reports domestic violence in person, they will be seen the same day by a member of staff if they wish. If they make a disclosure by other means, they will be offered a meeting within one working day, or later if that suits them. If they do not want to meet with one of our staff, we will discuss the possibility of making a referral to a specialist agency instead.

We will ensure that:

- The victim can meet with a staff member of the same sex if they wish
- The meeting is held in a safe place at a time that suits the victim
- The discussion can take place without children being present
- The victim can have a friend, relative or advocate at the meeting
- Any access needs, for example interpreting, are accommodated at our expense

We will use approved risk assessment tools to assess the risk involved in the case and will normally seek advice from specialist agencies who may be able to assist the victim.

We will make referrals to other agencies as appropriate, including:

- Police
- Domestic abuse support agencies and Independent Domestic Violence Advocates (IDVAs)
- Victim Support
- National domestic violence helplines
- Legal advice (normally via a support agency)



We will assist victims in accessing help from these agencies, if requested.

## **8. Accommodation and Housing Transfers**

We recognise that concerns about accommodation and tenancy security are key issues for victims. We are committed to helping victims to maintain their security of tenure and ensuring that they are not deprived of settled accommodation due to having to flee violence or abuse.

When the victim is a tenant, we will work with them (and any agencies involved) to help manage the risks posed to them in remaining at home if they wish to remain in their current accommodation.

If a tenant wishes to transfer, we will deal with their case in accordance with our Allocations Scheme (see section 11 below).

## **9. Security at Home**

The City of London operates a 'Sanctuary' home security scheme, which is administered by the Department of Community & Children's Services' Homelessness Team and the City Police. The scheme aims to reduce repeat victimisation and homelessness by improving home security. Residents living in the City of London can be referred to this scheme by estate staff and other agencies. The scheme applies to both tenants and leaseholders.

In other boroughs, similar schemes operate, and we will refer residents for assistance directly where possible, or through another agency such as the Police.

We may also assist residents by making improvements to their home security ourselves outside the sanctuary scheme, such as changing or adding locks, installing door viewers and other minor works.

## **10. Emergency Accommodation for City of London Tenants/Lesseees**

When a City of London tenant or lessee requires emergency accommodation due to fleeing domestic abuse, they will be referred to the relevant local authority's homelessness service, or a support agency that may provide access to a refuge. The Housing Service is unable to provide emergency accommodation to victims directly as we do not manage any temporary accommodation ourselves.

If the tenant or lessee lives in the City of London, we will liaise directly with colleagues in the Homelessness Team to discuss options for securing emergency accommodation. In cases where the resident lives in another local authority area, we will assist them as appropriate in securing assistance from the local authority in question.

## **11. Permanent Housing Transfers**

When a tenant seeks a transfer to alternative accommodation due to domestic abuse, their application will be dealt with in accordance with our current Allocations Scheme. Urgent re-housing for tenants who are victims of domestic abuse will normally be achieved by Management Transfer. Please refer to the Allocations Scheme for more details on how these applications will be processed.

In assessing housing need, we will generally seek the assistance of outside agencies to determine the risk involved in the case and how it can be managed. The risk assessment will then be used to inform the course of action taken in terms of re-housing and the suitability of any offer to be made.

## **12. Joint Tenancies**

Where the victim and perpetrator are joint tenants, we are not able to decide who should occupy the property. In these circumstances, the victim may apply to court for an occupation order, or an order transferring the tenancy to their sole name.

We will discuss making a referral for independent legal advice in these circumstances. This may be sought from a domestic violence support agency, a housing advice organisation such as Shelter, a law centre or the Citizens' Advice Bureau.

In accordance with our Tenancy Policy, we may be able to consider granting a sole tenancy to the victim depending on the circumstances. Please refer to the Tenancy Policy for more information.

## **13. Action Against Perpetrators**

Where the perpetrator is a tenant or household member, we may take legal action in accordance with the tenancy, or other powers such as those contained in anti-social behaviour legislation. For instance, we may:

- Seek possession of a property when the victim has left due to domestic violence, leaving the perpetrator in occupation
- Apply for an injunction to prevent a violent person from attending a property or estate

Any action we take will be pursued in accordance with the victim's wishes as far as possible. The main consideration for us is not to do anything that increases the risk posed to the victim.

We can also assist victims to access independent legal advice relating to:

- Occupation orders
- Non-molestation orders and injunctions
- Restraining orders

## **14. Confidentiality**

We will respect the privacy of victims and will deal with reports of domestic abuse in strict confidence.

In certain situations, we are required by law to disclose information relating to individual cases to other agencies. For example, we will have to report cases of domestic abuse to social services when there are children or vulnerable adults in the household. Whenever possible, we will discuss this duty with the person disclosing the information to us before passing the information on to another agency.

## **15. 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.

## **16. Training**

We will provide all staff responsible for implementing this policy with comprehensive training as required. We will also provide suitable domestic abuse awareness training for staff of all grades, with more specialist training for managers and those working directly with victims.

## **17. 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.

## **18. 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.

## **19. 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. We may share information with other agencies in accordance with the Data Protection Act 2018 and other relevant legislation.

There are some circumstances in which we are required by law to disclose information given to us. Where possible, we will discuss this with the person disclosing the information to us, though this may not always be possible.

## **20. Policy Review**

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

## **21. Legislation**

Anti-Social Behaviour, Crime & Policing Act 2014

Civil Partnership Act 2004

Crime and Security Act 2010

Data Protection Act 2018

Domestic Violence, Crime and Victims Act 2004

Domestic Violence, Crime and Victims (Amendment) Act 2012

Equalities Act 2010

Family Law Act 1996

Female Genital Mutilation Act 2003

Forced Marriage (Civil Protection) Act 2007

Housing Act 1985

Housing Act 1996

Protection from Harassment Act 1997

Serious Crime Act 2015

## **22. Related documents**

Anti-Social Behaviour Policy

City of London Housing Allocations Scheme

Safeguarding Policy (DCCS)

Tenancy Policy

# EQUALITY ANALYSIS (EA) TEMPLATE

What is the Public Sec

What is an Equality Ar

Decision

Approved

Date

05.09.18

How to demonstrate c

**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, Head of Estates, DCCS

**Contact details:** [liam.gillespie@cityoflondon.gov.uk](mailto:liam.gillespie@cityoflondon.gov.uk)

### 1. What is the Proposal?

To implement a Domestic Abuse Policy for use by the Housing & Neighbourhoods Service

### 2. What are the recommendations?

For the policy to be approved by Housing Management & Almshouses Sub-Committee for use by officers

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

Residents of City of London properties (whether tenants, leaseholders, private sub-tenants or household members)

**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*

Type response here

**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 impact is foreseen 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?**

## 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*

**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 impact is foreseen in relation to disability

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

## 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.*

Type response here

**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***

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

## Pregnancy and Maternity

No impact is foreseen in relation to pregnancy and maternity.

Type response here

## 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

[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*

Type response here

**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 impact is foreseen 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?**

Type response here

## 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*



## Religion or Belief

Type response here

**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 impact is foreseen 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?**

**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

**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**

Only positive impact is foreseen in relation to sex. Domestic abuse has a disproportionate impact on women and girls. This policy is intended to ensure that our response to reports of domestic abuse minimises any detriment suffered, for example to security of accommodation. There is a positive requirement in the policy to take vulnerabilities into account when assessing the victim's wider circumstances and the case as a whole.

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

No negative impact is foreseen. The policy, while applicable to all, promotes equality by protecting the rights of a disproportionately affected group.

**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”.

## Sexual Orientation and Gender Reassignment

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

**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**

Only a positive impact is foreseen. The policy highlights domestic abuse in same-sex relationships and victims reporting violence or abuse will be treated with sensitivity regardless of their sexual orientation or gender reassignment status.

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

Staff implementing the policy will receive awareness training on domestic abuse, which will include considerations involving same-sex relationships.

## 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”.

## Marriage and Civil Partnership

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

**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**

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

## 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 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.

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

Additional Impacts on Advancing Equality & Fostering Good Relations

Additional Equalities Data (Service level or Corporate)

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...

**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: 05.09.2018



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### APPENDIX 3

#### Results of consultation

#### Draft Domestic Abuse Policy

August 2018

	Comments	Response
1.	<p>The only thing I would suggest adding is another definition/strand. It may have been left out specifically however:</p> <ul style="list-style-type: none"> <li>Harassment and Stalking</li> </ul> <p>This is a recognised Domestic Abuse strand. It often happens with people outside of the family unit but could be an ex-perpetrator and it is almost always related to the safety of the home (thinking Sanctuary Scheme) and stalking often leads to more serious offences.</p>	<p>We agree that awareness needs to be raised about this strand of domestic abuse, given that it recently became a specific criminal offence and may be under-reported. A definition has been included in the policy.</p>
2.	<p>Are you sure it should be restricted to victims and families? I can imagine scenarios where neighbours are affected!</p>	<p>This policy specifically concerns domestic abuse, which is abuse affecting people living in the same household, or formerly living in the same household, as intimate partners or family members. Any behaviour affecting neighbours would not fall within this definition and would be dealt with differently.</p>
3.	<p>You do not provide links to where the supporting documents can be found</p>	<p>We are in the process of publishing policies and any supporting documents following approval. All policies will be on the same web page.</p> <p>We intend to include links within these documents, to enable viewers to click through to the listed documents or resources. This may take some time to set up.</p>
4.	<p>The Domestic Abuse Policy document is well thought out and compassionate, with all points covered. Well done.</p>	
5.	<p>The content for the Domestic Abuse Policy is very well presented, easy to read and understand. The separate chapters are brilliant. The definitions of abuse are excellent too. However, I think more needs to be said about what psychological, emotional and financial abuse include as these are subtle forms of</p>	<p>Brief explanations of psychological/emotional and financial abuse have been included in the policy.</p> <p>The policy is intended as a statement of our approach to helping victims; a</p>

	<p>abuse and the victim may not know what is happening to them.</p> <p>A little more needs to be said about the law, explaining what the law is and what it means</p>	<p>more detailed explanation of the legal context belongs elsewhere.</p>
6.	<p>It's not clear the limits of the responsibility to help that CoL can offer various types of residents: leaseholders, privately renting, living in accommodation rented from CoL but without having name on the tenancy agreement</p>	<p>The policy does state that it applies to all residents "regardless of tenure", though the wording has been revised to make it clearer and more consistent.</p> <p>While we will provide whatever support and advice we can to all residents regardless of tenure, the support we can offer will vary according to whether they are a tenant, leaseholder, sub-tenant or household member.</p> <p>The important point to note is that anyone living in our properties can approach us for help and advice. If there is something we cannot do, we will ensure that the resident knows where they can get appropriate help and support. We will help them access that support where possible.</p>



<b>Committee</b>	<b>Dated:</b>
Housing Management and Almshouses Sub-Committee	24/09/2018
<b>Subject:</b> Tenancy Visits Programme	<b>Public</b>
<b>Report of:</b> Director of Community and Children's Services	<b>For Information</b>
<b>Report author:</b> Dean Robinson – Department of Community and Children's Services	

## Summary

The Corporation has a duty to ensure fair and efficient use of its housing assets. To help ensure this, officers currently visit and inspect up to a third of tenanted properties each year. There is a growing need to update the information provided through these visits more quickly than at present to ensure proper delivery of the landlord function and other services for residents. The Departmental Leadership Team has therefore decided to implement a comprehensive visit programme to collect and improve baseline data across all tenanted properties within a six-month timeframe. Trial visits of leasehold properties on Golden Lane Estate will also be included to assess the benefits for leaseholders and the Corporation. Visits are now well underway, and the locum team are working well with estate staff on the sites.

## Recommendation

Members are asked to:

- Note the report.

## Background

1. The Corporation has a duty to ensure fair and efficient use of its housing assets. This requires it to ensure that stock is properly let and used for its intended purpose, that service delivery arrangements incorporate principles of equality and diversity, and that it understands its tenants' needs. A number of these requirements have been given added emphasis in recent years through legislation such as the Prevention of Social Housing Fraud Act 2013 and the Equalities Act 2010, both of which strengthened the powers and responsibilities of social housing landlords in their respective areas.
2. To help ensure these duties are carried out effectively, officers currently visit and inspect up to a third of the City's tenanted properties each year. Tenancy visits enable the Corporation to ensure properties are being properly occupied and maintained in accordance with tenancy conditions. They also help us to get to

know our tenants and their specific needs better. Visits may, for example, help us to uncover tenancy fraud, update household information where circumstances have changed, or identify additional or changed needs within households which can then be addressed.

### **Current position**

3. The programme commenced on 6<sup>th</sup> August 2018. Working with the Sheltered Housing Manager and the Sheltered Scheme Managers, officers were able to visit many of the sheltered housing tenants on the first visit. The sheltered scheme teams were an invaluable resource and assisted and supported visits to vulnerable tenants, sharing their knowledge to enhance and improve the efficiency of the programme.
4. The programme is proceeding at a good pace, with a total of 571 doors knocked on and re-visited; At this writing, 206 interviews had been completed.
5. So far, no suspected fraud issues have been discovered during the tenancy visits. This is to be expected this early in the project.
6. A few cases of hoarding have been discovered and referred to the Estate Offices for further action. Tenancy Inspectors received training around hoarding and are using the hoarding scale to identify tenants who may have a hoarding issue before highlighting cases with Estate Managers.
7. The fire safety checks are being carried out and the tenants have indicated that they are pleased to have the advice and signposting for further information.
8. Once the first visits were made with the sheltered housing residents, the team moved on to general needs estates. As most of our tenants work, appointments for later dates have been made and visiting officers have been re-visiting tenants who have not contacted the team after being left calling cards.
9. Tenants who are not home on the first visit are left a calling card requesting that they contact the Project Manager, Dean Robinson, within 48 hours to make an appointment at a convenient time. A follow-up reminder letter is delivered if the resident does not make contact within 48 hours.
10. A second reminder letter will be delivered to tenants who do not respond to the previous communications and, if they still do not contact the team after this, they will be referred to Estate Managers and warned of the possibility of further action.
11. While the project is in the early stages, we are confident that we have robust procedures in place for handling any known issues, and support from estate teams and management to address issues we come across.

## **Recommendation**

12. Members are asked to:

- Note the report

## **Corporate & Strategic Implications**

13. The tenancy visit programme is a key objective in the Housing & Neighbourhoods division business plan and contributes to the delivery of Strategic Priority 4 - *Supporting homes and communities: Developing strong neighbourhoods and ensuring people have a decent place to live.*

## **Conclusion**

14. The visit programme is going very well so far. The programme is still in its early stages and we expect to have challenges arise, but we are equipped with the training and support to handle them.

## **Appendices**

- None

## **Background Papers**

Tenancy Visits Programme, Housing Management and Almshouses Sub-Committee,  
23 July 2018

**Dean Robinson**

Project Manager

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<b>Committee:</b> Housing Management & Almshouses Sub-Committee	<b>Dates:</b> 24/09/2018
<b>Subject:</b> Filming and Photography on Estates Policy	<b>Public</b>
<b>Report of:</b> Director of Community & Children's Services	<b>For Decision</b>
<b>Report author:</b> Liam Gillespie – Head of Estates	

## Summary

The City of London's housing estates attract interest from people and organisations wishing to carry out filming and photography projects on them. The majority of this activity takes place on estates in the Square Mile but others have been used previously.

In response to comments received from residents and Members regarding the use of our estates for this purpose, a brief policy has been written which outlines how we will consider any requests to use our estates for filming and photography projects.

## Recommendation

Members are asked to:

- Approve the Filming and Photography on Estates Policy for use by the Housing Service

## Main Report

### Background

1. The City of London's housing estates, both in the City itself and outside, are sometimes used as locations for filming and photography projects. These projects vary in size and purpose and range from small commercial photo shoots to television adverts and feature films.
2. While these projects do generate a modest income, some concerns have been raised by residents and Members about the use of residential estates for filming and photography. This policy is intended to explain how requests for commercial filming and photography on our estates will be considered.
3. Most projects are completed with minimal disruption and we rarely receive formal complaints about commercial filming and photography on our estates. Those we

have received tend to relate to the proximity of the activity to residential properties and the disruption this has caused to individual residents.

### **Current Position**

4. All our estates are private property and permission is needed for commercial filming and photography to take place. The City's Film Team, part of the Town Clerk's Department, will deal with applications to carry out filming and photography on City property. They will refer to the relevant Estate Manager for permission to use any City housing estate for this purpose.
5. The new policy outlines the factors we will generally consider when we are approached for permission to film on one of our housing estates.
6. The policy establishes a guiding principle, which is that our estates are residential areas and disruption to residents should be kept to a minimum. In considering requests for permission, we will have in mind the potential adverse impact on residents' enjoyment of their homes. If we cannot be assured that any disruption can be reduced to an acceptable level, bearing in mind the listed factors and any other relevant considerations, we will refuse permission.
7. We also reserve the right to refuse permission for any other reason in accordance with our inherent right to manage our property.

### **Corporate & Strategic Implications**

8. The policy supports aims in the corporate and departmental plans relating to the effective management of our spaces, as well as ensuring that our estates are desirable places to live.

### **Policy Management**

9. This is a new policy and no housing management policy has covered this subject area previously. The policy has been drafted in line with established practice and it was subject to public consultation.

### **Conclusion**

10. The Filming and Photography on Estates Policy is intended to describe how we will handle applications for permission to carry out filming or photography on our housing estates, which are private property. We aim to strike a balance between allowing projects, which generate income and interest in the City as a destination, with ensuring that residents on our estates are not disrupted or inconvenienced by filming activity near their homes.

### **Appendices**

- Appendix 1 - Filming and Photography on Estates Policy
- Appendix 2 - Consultation comments and responses

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

**Filming and Photography on Estates Policy**

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Approved by:	<i>Housing Management &amp; Almshouses Sub-Committee</i>
Approval Date:	
Review Date:	

## **1. Introduction**

The City's housing estates, whether in the Square Mile itself or in neighbouring boroughs, attract filming and photography projects due to their location or architectural interest.

This policy outlines how we will deal with requests from commercial organisations and private individuals who wish to use our housing estates for commercial filming and photography purposes.

## **2. Aims**

This policy aims to strike a balance between:

- allowing considerate filming and photography on our estates, which is a source of income and helps to promote the City as a place to visit, and
- protecting the ability of residents to live quietly in their homes without unreasonable disruption or disturbance

## **3. Scope**

This policy applies to all our Housing Revenue Account (HRA) housing estates and any properties managed as part of the HRA.

## **4. Activities covered**

This policy applies to the following activities:

- Filming by commercial organisations
- Stills photography by commercial organisations
- Filming and photography by private individuals for commercial purposes

Filming and photography may still be subject to permission and nothing in this policy affects our inherent right to manage our estates as appropriate.

Non-residents wishing to carry out projects on the estate should seek permission from the relevant estate office regardless of whether the project is for financial gain.

Any reference to “film” or “filming” in this policy means commercial filming and includes stills photography.

## **5. Prior Permission Required**

All our housing estates are private property and prior permission is required by anyone wishing to carry out commercial filming or photography on them. A fee may be chargeable for use of our premises for filming and this is agreed on an individual basis.

## **6. Filming on City of London Property - City Film Unit**

The City Film Unit deals with applications for filming within the City and on City property outside the Square Mile. Anyone wishing to film on City of London estates will require a 'Contract to Film on Private Property' issued by the City Film Unit. Before such a contract is issued, the Film Unit will liaise with the relevant Estate Manager, who will decide whether permission should be granted for filming to take place on the estate. Terms and conditions will then be agreed by the Film Unit on behalf of the City.

## **7. Considerations**

The guiding principle in deciding whether to grant permission is that our estates are residential areas and disturbance to residents should be kept to a minimum.

When considering requests for permission to film on our estates, we will pay regard to the following factors and any other relevant issues:

- The potential for noise disturbance to residents and others
- Possible disruption from artificial lighting
- Disruption to access routes for residents and commercial tenants
- Proximity of the activity to residents' homes or commercial premises
- Start and finish times/duration of the project
- Any abatement measures that could be employed
- The amount of notice given
- The size and purpose of the project
- Any health and safety or risk issues identified
- Whether we can give residents reasonable notice of the project

Deciding whether to grant permission will involve a balancing of numerous factors and each request will have its own specific considerations.

If any concerns arise about potential disruption or disturbance to residents, it will be for the applicant to satisfy us about the steps they will take to eliminate this disruption or inconvenience or reduce it to an acceptable level.

If we consider that the potential disruption is too great or cannot be abated sufficiently by the imposition of conditions or restrictions, or we have any other concerns whatsoever about the use of our property for filming purposes, we will refuse permission in line with the guiding principle above.

## **8. Notice to Residents**

The relevant estate office will give residents reasonable notice of any agreed projects. The notice period will vary depending on the circumstances of the project. The notice may be limited to those most likely to be affected, or it may be

communicated to the estate generally. The means of giving notice is at the Estate Manager's discretion. Typically, it will be given via general newsletters or bulletins on the estate (including on any web page), or individual letters or e-mails to affected residents.

For larger proposed projects, we may require the applicant to carry out a suitable consultation with residents and other affected parties prior to giving a final decision.

## **9. Breach of Conditions**

The agreement between the City and the organisation or person carrying out the project will contain terms and conditions regulating the use of our property.

Once a filming or photography project is underway, any complaints or suspected breaches should be directed to the relevant estate office to be dealt with.

## **10. Income**

Any income from film or photography projects will be allocated to the Housing Revenue Account as general income.

## **11. Costs**

Permission for filming is granted subject to conditions, which will include taking away all materials and making good any damage caused to our property. Should the City incur any costs, these will be recovered from the company or individual in question and will not be passed on to residents.

## **12. Complaints**

Anyone wishing to complain about any aspect of the implementation or interpretation of this policy may use the housing complaints procedure.

## **13. 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.

## **14. Training**

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

## **15. Equality and Diversity**

This Policy will be implemented in accordance with our responsibilities and duties under relevant legislation, including the Equalities Act 2010.

## **16. Accessibility**

We will ensure that residents' 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.

### **17. 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.

### **18. Policy Review**

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

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## APPENDIX 2

### Results of consultation

#### Draft Filming & Photography on Estates Policy

August 2018

	Comments	Response
1.	You fail to recognise there are fixed costs associated with their presence, which includes use of facilities, electricity and wear and tear, which the tenants pay for	Any wear and tear or use of facilities is minimal. We do not host many projects over a typical year and any income from the use of our estates would more than cover any costs incurred by us.  The point about the use of electricity is a relevant consideration and one we will look at in more detail. For now, it need not be addressed specifically in the policy.
2.	Unauthorised filming is a problem and I don't know the answer, especially if it occurs at a weekend, when the Estate Office is closed	We are aware that unauthorised filming can be a problem on some estates. This should still be reported to the estate office when it is next open.  Any activity that causes a nuisance or disturbance to residents can be reported to the Police depending on the circumstances.
3.	In section 8 Considerations, I think an additional consideration should be added "Risk of future disruption if a filming location could become a popular destination for members of the public (i.e. fans)"	While this is an interesting point, it is difficult to predict which locations will become popular to the point of them causing disruption to residents. This possibility is unlikely to be obvious at the outset of a project. Given the remoteness of the risk, making a meaningful assessment of it occurring would be difficult and is unlikely to enhance the decision-making process. This specific consideration will not be added to the policy.
4.	I think the policy should require and state that all agreed film projects should be notified to residents in advance with good notice	The policy has been amended to state that Estate Managers will notify residents of projects in advance, with reasonable notice, which reflects current practice.
5.	In section 9 Breach of Conditions, it is possible that conditions may be breached out of office hours, and residents may not be aware of the conditions that have been imposed. As such I	Guidance is being sought from the Film Unit on how conditions can be managed effectively outside hours.

	think the policy require and state [sic] that conditions should be made public to residents in advance so that they can determine if those conditions are being breached during a filming event, especially if this occurs out of hours. In addition, the out of hours contact details should be published in that notice to residents (for each event that occurs) and the person staffing the out of office contact line must be made aware of any such events, and have specific guidance on how to deal with any issues on a timely basis.	We will give residents notice of projects and we can include any relevant conditions in that notice.
6.	Regarding filming on the Estate residents received a promotion [sic] of the proceeds from commercial filming up to a couple of years ago. This was in line with the practice of most local authorities. This was stopped without formal notification and no one either in the film unit or the housing department appears to be able to give and [sic] explanation why it was stopped. I have been told that this decision was taken in committee but can find no record of this in committee minutes. In the view of GLERA residents suffer occasional disruption and inconvenience due to filming and should benefit because of this. We therefore object to this section of the policy.	<p>It has always been the case that proceeds from filming projects are due to the Housing Revenue Account, which is the ring-fenced account used to pay for housing services. Any income paid to the HRA does benefit residents as this money is spent on our estates in various ways. It is not clear from this comment what other 'benefit' is being sought.</p> <p>If the comment relates to money being made available for community use, various funds are currently available for community projects on our estates.</p>
7.	Makes no reference to student filming / photography and whether permissions are required. Students are clearly planning / hoping for a career in film making and hence should be required to follow standard industry location permission protocols.	<p>The policy states that <i>"filming and photography by non-residents may still be subject to permission and nothing in this policy affects our inherent right to manage our estates as appropriate"</i>.</p> <p>The wording now also states that non-residents wishing to carry out projects should seek permission, regardless of whether the project is for commercial gain.</p> <p>It is difficult to address every possible scenario and a common-sense approach will be taken to this issue by officers.</p>
8.	Part of the income generated on each estate should be a made available to those residents for community projects. There is no getting	Please refer to '6' above.



	<p>away from the fact that residents are inconvenienced by film crews, some more than others and sharing the revenue would go some way to mitigating that particularly as residents have no say in whether the filming takes place or not. As an ex filmmaker I understand the pressure film crews are under - residents are not their main concern.</p>	<p>While income is not 'made available' to residents directly, in the sense that it is not paid to them directly, it does benefit them as it is paid into the Housing Revenue Account, which finances the running of our estates.</p> <p>The policy is intended to address the inconvenience caused to residents emphasise the principle that our estates are residential.</p>
9.	<p>There is no provision for monitoring whether film crews abide by the terms agreed with the estate office. It appears that the onus is on the residents to complain.</p>	<p>See section 5 above.</p>
10.	<p>All filming / photography agreements with agreed terms and conditions (date, times, area to be used etc) should be posted on the COL website. Residents should be informed on an annual basis of how much has been generated from filming on their estate</p>	<p>This point will be taken up with the Film Unit. It may not be possible to publicise full agreements due to commercial considerations.</p> <p>We have committed to giving residents reasonable notice of agreed projects.</p> <p>We are happy to publish details of income from commercial filming and will consider the best way of doing this.</p>
11.	<p>Often residents are inconvenienced by filming. The film unit in the City negotiates with the film company - this should be transparent and residents should know what is being negotiated on their behalf. Residents are affected by the filming and a share of the revenue should go directly to the Estate for the benefit of residents and not just put into the HRA account where they have no say over the expenditure. I suggest at least 50% of the revenue is given to the estate.</p> <p>The City should also be proactive in looking for opportunities for residents to benefit by working as extras or giving shadowing opportunities to residents to provide work experience and build skills.</p>	<p>The point regarding residents receiving a 'share' of the revenue is addressed above.</p> <p>When the Film Unit negotiates with a film company, they are negotiating on behalf of the City. They then approach the Housing Service for permission to use the relevant estate, as that decision is ultimately ours to make. We acknowledge that what is agreed will impact on residents' interests and the policy is intended to guide officers in making decisions that safeguard residents' interests. It also explains to residents how those decisions will be made. Consulting with residents during the negotiation stage of every project is not feasible.</p> <p>The last point has been referred to the Film Unit.</p>

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<b>Committee:</b>	<b>Dated:</b>
Housing Management and Almshouses Sub-Committee	24 September 2018
<b>Subject:</b> Housing Strategy	<b>Public</b>
<b>Report of:</b> Andrew Carter, Director of Community and Children's Services	<b>For decision</b>
<b>Report author:</b> Marcus Roberts, Head of Strategy and Performance, DCCS	

## Summary

This report presents a draft housing strategy and asks members to comment on the draft and approve it as a basis for consultation with residents and partners. The draft strategy sets out the Corporation's vision for housing for 2019-2022 and explains how it will use its expertise and resources as a strategic housing authority to build, maintain and manage its homes and estates. The aim is to provide an overall statement of our strategy and priorities for housing to guide practice and as a basis for monitoring and accountability.

## Recommendations

Members are asked to:

- Note the report
- Review and approve the consultation draft of a new Housing Strategy.

## Main Report

### Background

1. The Sub-Committee considered and provided feedback on an initial paper proposing to renew the City of London Corporation's Housing Strategy in September 2017. The draft strategy which the Committee is being asked to approve for consultation is based on and takes forward the earlier work while taking account of more recent discussions and developments.

### Strategy Outline

2. The strategy is concerned with the Corporation's role as the strategic housing authority for the Square Mile and a landlord responsible for 1,923 tenanted properties and 936 leasehold properties across London. The vision is of *'healthy homes, space to thrive and vibrant communities for Londoners'*. The aim is *'to use our expertise*

*and resources as a strategic housing authority to build, maintain and manage quality homes in estates people are proud to live in, where our residents will flourish, and through which we support our communities and economy to thrive’.*

### Challenges and opportunities

3. Key challenges and opportunities are identified by the strategy, including:
- The need for extensive maintenance and renewal of existing homes, as highlighted in the Stock Review Survey;
  - The need for more homes – particularly more affordable homes – to respond to demographic pressures and business needs;
  - The high house prices, rents and land values in London and the City;
  - The need to adapt homes to meet the needs of an ageing population;
  - The need to respond to changes affecting vulnerable tenants and offer support (particularly around welfare reforms);
  - Pressures on housing budgets and the need to manage competing demands (e.g. balancing house building against maintenance and repair needs).

### Outcomes and priorities

4. Responding to these challenges and opportunities, the draft strategy is structured around four key outcomes:
- Quality homes that meet the changing needs of our residents and communities
  - Well-managed estates that people are happy and proud to live in
  - Thriving and connected communities where people feel at home and flourish
  - New homes to meet the needs of Londoners, our communities and economy.

A short summary of the priorities for each of these outcomes is provided below. The draft strategy also identifies key measures and indicators for monitoring progress.

5. *Quality homes that meet the changing needs of our residents and communities.* The priorities for delivery for this outcome are:
- Renewal and modernisation with a £55 million, five-year major works programme and further investment to respond to the Stock Condition Review;
  - Consistent, high quality design of social housing guided by the Corporation’s new Housing Design Guide;
  - Fire safety and maintenance, including upgrading entrance doors and frames and retro-fitting sprinklers;
  - Ensuring the private rented sector in the City continues to operate to the highest standards.
6. *Well-managed estates that people are happy and proud to live in.* The priorities for this outcome are:

- Support for the City's Community Development Team and its work with estate staff to develop resident voice, engagement and involvement;
  - Better communication with residents, including upgrading IT systems and improving electronic communications;
  - Implementation of new Customer Service Standards, with training for all staff;
  - Review of our estate management model to ensure that we deliver best value for money, as well as high quality services.
7. *Thriving and connected communities where people feel at home and flourish.* This has a focus on the links between housing, health and wellbeing, the priorities are:
- Systematic consideration of the health and wellbeing implications of decisions about our housing stock and estates ('health in all policies');
  - Housing for residents with mobility, sensory and memory impairments;
  - Strengthening communities and tackling social isolation, including developing the Community Builders Programme;
  - Prioritisation of vulnerable people in the allocation of social housing with appropriate tenancy support for those who need it, and developing housing solutions for the most vulnerable, including the homeless (e.g. 'Housing First').
8. *New homes to meet the needs of Londoners, our communities and economy.* The Corporation has committed to playing a lead role in tackling the housing shortage in London with a pledge to build hundreds of new social homes and thousands of mixed tenure homes. The draft strategy sets some priorities for the next three years:
- Increase in social housing stock by 2022 and development of plans to deliver mixed tenure housing on City sites;
  - New social homes let at London Affordable Rent and built on existing estates;
  - Exploration of new housing models for City workers and professionals (e.g. role of multiple occupancy accommodation);
  - Review of options to increase the supply of homes beyond our own sites working with public and private sector partners.
9. The strategy would be overseen by the Community and Children's Services Grand Committee, with the expectation that the Housing Management and Almshouse Sub-Committee would be responsible for oversight and monitoring. It is proposed to develop a dashboard to support delivery, scrutiny and performance management.
10. The Housing Strategy should not be viewed in isolation but as supporting and supported by a suite of Corporation housing plans and strategies, including the Allocations Strategy, Housing Assets Management Strategy, Housing Services Plan and Housing Design Guide. A new Homelessness and Rough Sleeping Strategy is also being developed.

## **Corporate and Strategic Implications**

11. The Housing Strategy will contribute to delivering the objectives in the Corporate Plan and to the five priorities in the DCCS Business Plan. It also sets out our approach to supporting the priorities in the *Mayor of London's Housing Strategy* (2018) and provides a basis for our engagement with national policy developments.

## **Appendices**

- Appendix 1 - Draft Housing Strategy

## **Background Papers**

- 'Housing Strategy' – Report to the Housing Management and Almshouse Sub-Committee, 26 September 2017

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# Housing Strategy 2019-22

## Executive Summary

**Our role:** The City Corporation is the strategic housing authority for the Square Mile and a landlord responsible for 1,923 social tenanted properties and 936 leaseholder properties across London.

**Vision:** Healthy homes, space to thrive and vibrant communities for Londoners.

**Our aim:** To use our expertise and resources to develop, maintain and manage quality homes on estates people are proud to live on, where our residents will flourish, and through which we support our communities and economy to thrive.

Our Outcomes			
Quality homes that meet the changing needs of our residents and communities	Well-managed estates that people are happy and proud to live in	Thriving and connected communities where people feel at home and flourish	New homes to meet the needs of Londoners, our communities and economy
Our Activities			
<ul style="list-style-type: none"> <li>Consistent, high quality design for our social housing</li> <li>A major works programme to renew our housing stock</li> <li>Installation of state-of-the-art fire safety technologies</li> <li>Ensuring the highest standards in private rented housing</li> </ul>	<ul style="list-style-type: none"> <li>Maintaining high levels of resident satisfaction</li> <li>Involving residents in co-developing our estates together as partners</li> <li>Reviewing our model of estate management to deliver best value for money for our residents</li> </ul>	<ul style="list-style-type: none"> <li>Designing in health, wellbeing and security and designing out crime</li> <li>Supporting community development, and tackling social isolation</li> <li>Designing and adapting housing for residents with mobility, sensory or memory impairments</li> <li>Providing tenancy support for those in difficulty</li> </ul>	<ul style="list-style-type: none"> <li>Building hundreds of new social and affordable homes for Londoners</li> <li>Preparing plans to develop thousands of new mixed tenure homes on City Land</li> <li>Minimising disruption as we develop new housing and prioritising the needs of existing tenants</li> </ul>
Our success measures			
<p>We will monitor our progress in delivering this Housing Strategy using a range of measures, including the number of new homes (and affordable homes) that we plan, start and complete; the proportion of our properties that meet the Decent Homes Standard; the investment we make in our major works programme and a range of measures that capture our residents satisfaction with their homes and estates.</p>			

## BACKGROUND AND CONTEXT

### The purpose of this strategy

The City of London Corporation is the landlord and freeholder to 2,859 homes, the strategic housing authority for the Square Mile, and an organisation dedicated to a vibrant and thriving City, supporting a diverse and sustainable London.

This Housing Strategy sets out our housing priorities through to 2022. It explains how we intend to work with our residents and communities to improve homes, regenerate estates and increase the supply of housing for Londoners, including social and affordable housing.

It depends on and supports the implementation of a wide range of other strategies – nationally, regionally and in the City itself, and should be read alongside the *City 2036 Local Plan*, the *Homelessness and Rough Sleeping Strategy* and the *Housing Design Guide*. It also supports the City Corporation's *Joint Health and Wellbeing Strategy*, the *Social Wellbeing Strategy* and the *Social Mobility Strategy*.

The Housing Strategy – with these other documents - sets out our approach to supporting the five key priorities in the *Mayor of London's Housing Strategy* (2018):

- Building homes for Londoners;
- Delivering genuinely affordable homes for Londoners;
- High quality homes and inclusive neighbourhoods;
- A fairer deal for private renters and leaseholders; and
- Tackling homelessness and helping rough sleepers.

We will continue to work with central government, the Greater London Authority and London Boroughs to deliver our strategy and to engage with national initiatives.

### Our housing

The City has a small but growing residential population of around 8,000.

Most residents within the Square Mile live on four estates at the Barbican, Golden Lane, Middlesex Street and Mansell Street, with the remainder living in smaller residential clusters at Smithfield, Queenhithe, Carter Lane and City West.

Sixty-three per cent of housing on the Barbican Estate is owner occupied and 30% is privately rented; by contrast, 67% of housing on the two estates in the East of the City (Middlesex Street and Mansell Street) is socially rented.

Three quarters of our social housing (over 1,500 homes) is situated outside the Square Mile on eleven estates that the City Corporation runs in the six London Boroughs of Southwark, Islington, Lewisham, Lambeth, Hackney and Tower Hamlets.



Within the Square Mile, 97% of residential properties are flats, the majority in purpose-built blocks. Over half (52%) of our housing is one-bedroom flats – significantly above the Inner London average; by comparison, only around 1 in 7 homes (13%) are larger family houses – compared to over a third in Inner London.

The Square Mile has a higher proportion of older residents than elsewhere in central London, and the number of older residents is growing faster than the general population. Only 1 in 10 of City households have dependent children, with single person households accounting for over half (56%) of Square Mile housing stock.

In October 2017 there were over 650 applicants on our housing register. Unusually, most will have established a local connection with the City through their place of employment. Nearly two thirds (62%) are registered for studio or one-bedroom sized accommodation. As noted above, most of the City Corporation's social housing stock is outside of the Square Mile itself.

## **Addressing challenges; recognising opportunities**

Our Housing Strategy has been developed to address several key challenges:

*First*, many of our homes were built during the inter-war and post-war period and need significant maintenance and renewal, with a need to invest in state-of-the-art fire safety installation, particularly following the Grenfell tragedy. An independent Stock Survey conducted by Savills concluded that 11% of our housing stock does not currently meet the Government's decent homes criteria. In 2017, 70 per cent of tenants who occupy our social housing said they were 'satisfied' or 'very satisfied' with our housing service. While this compares well with satisfaction in other London authorities, it is an 11 per cent decline from the 2016 figure, and this is something that the implementation of this strategy will seek to address.

*Second*, the need for additional housing in the City – and in London – continues to grow, as a result of population growth and the changing needs of households. By 2036 the population in the Square Mile is projected to rise to 10,675, an increase of a third. We estimate that we will need 126 additional dwellings per annum up to 2036 to meet this demand. Among our existing social tenants, 1 in 10 registered to transfer to alternative accommodation in April 2017, with the main reason being overcrowding – i.e. their current property is not meeting their needs.

*Third*, the number of people aged 60 to 74 is expected to rise by a half in the Square Mile by 2036, and those who are 75 or over by 70%. This has important implications for the development of our housing stock, namely the need to build and adapt homes to support people with age-related health problems (and other adults with disabilities).

*Fourth*, our most vulnerable tenants are managing significant changes in their lives, such as those affected by changes to the welfare system, including the benefit cap, under-occupancy charge (or 'bedroom tax') and Universal Credit, with housing benefit paid directly to tenants, not landlords. This can increase the risk that they will accumulate rent arrears, and, at the worst, this could make them vulnerable to homelessness.

*Fifth*, there has been significant pressures on our housing budgets, including a year-on-year reduction in social housing rents of 1%, which is positive for tenants but means we must be innovative to maintain services with less revenue. There is also the challenge of managing competing demands on our Housing Revenue Account budget for social housing, including maintenance and repairs, fire safety measures and building new social housing.

*Sixth*, for the most part house prices and rents in London are significantly higher than elsewhere in the country. In addition, there is a growing polarity in housing opportunity in central London between social rented accommodation and private housing at the high end of the market, with little opportunity for those on lower and middle incomes to secure housing. Half of Londoners aged 25 to 39 say that they would consider leaving the city to work in a more affordable region, with three quarters of businesses in London saying that housing supply is a significant risk to their future growth. While many people commute into the City to work, this brings its own costs and challenges.

*Finally*, there are challenges in identifying land for development within the City, where there is strong competition from the commercial sector and residential land values are the highest in the country. Some of our estates are listed buildings, and we must balance the demands for renewal and development with custodianship of the City's architecture, history and environment.

But while there are challenges for us, there are also opportunities:

- To engage with *major policy initiatives*, including the affordable homes programme and Social Housing Green Paper and the Mayor of London's housing strategy, and help to address London's housing crisis;
- To *mobilise our assets* to realise our ambitions, particularly the Corporation's holdings as a major land owner and the potential for further housing development on our existing estates;
- To explore *new models for housing*, such as the potential of 'housing in multiple occupancy' as an accommodation option for single City workers;
- To use our *major housing renewal programme* to modernise our housing stock, including installing fire sprinklers and new assistive technologies to support older and disabled people to live independently;
- To implement a '*health in all policies*' approach to our role as a Strategic Housing Authority, taking advantage of our improved understanding of the links between housing and health and wellbeing, and the importance of strong communities and tackling social isolation.

## **Listening to our residents**

This strategy reflects extensive on-going engagement with our residents and has been developed to align with their priorities, as well as recognising the needs of our businesses and other employers.

We conduct a detailed Survey of Tenants and Residents (STAR) every year, which provides insight into their experience and views of our housing services, the quality of their homes, cleanliness, safety and security on their estates, community facilities, repairs and maintenance, our customer services, information and how we listen to and act on their concerns. We can identify what residents are thinking on an estate by estate basis and can compare their experiences with those of tenants from other authorities through HouseMark, a benchmarking tool for social housing.

We meet with representative resident groups on all our estates, and host an annual City-Wide Residents Meeting, with a focus on residents' issues and concerns.

Current research that is helping us to understand our residents' views and experiences includes a project with Goldsmith's University to identify and engage with residents experiencing social marginalisation and isolation on our estates, which will be completed in 2019, and will inform the development of appropriate community services with residents.

We have also considered other surveys of residents, including our 2017 consultation on the City Corporation's allocation scheme for social housing.

We listen to, record and assess feedback from the customers of our housing services, and are able to interact regularly with residents in and around the City and talk to them about their views, concerns and experiences – including, for example, those involved in the Community Builders project. Many of our members are residents and play a leading role in the development and oversight of housing policy and strategy through the Corporation's committees.

# OUR HOUSING STRATEGY

## Vision and aims

At the heart of our housing strategy is a simple **vision**:

*Healthy homes, space to thrive and vibrant communities for Londoners.*

In helping to deliver this vision, the City Corporation's **aim** is:

*To use our expertise and resources as a strategic housing authority to build, maintain and manage quality homes on estates people are proud to live in, where our residents will flourish, and through which we support our communities and economy to thrive.*

Our strategy will support and deliver four **outcomes**:

- *Quality homes that meet the needs of our residents and communities;*
- *Well-managed estates that people are happy and proud to live in;*
- *Thriving and connected communities where people feel at home and flourish;*
- *New homes to meet the needs of Londoners, our communities and economy.*

## Housing and our Corporate Plan

The Housing Strategy will make a key contribution to delivering the aims of the *City of London Corporate Plan 2018-23*, which are to:

- Contribute to a flourishing society;
- Support a thriving economy; and
- Shape outstanding environments.

It will contribute to the five priorities set out in the *Business Plan* of the Department of Community and Children's Services within the City Corporation:

- **Safe** – people of all ages live in safe communities, our homes are well-maintained, and our estates are protected from harm;
- **Potential** – People of all ages can achieve their ambitions through education, training and lifelong learning;
- **Independence, involvement and choice** – People of all ages can live independently, play a role in their communities and exercise choice over their services;
- **Health and wellbeing** – people of all ages enjoy good health and wellbeing;
- **Community** – people of all ages feel part of, engaged with and are able to shape their community.

Housing has a critical role to play for each of these aims and priorities, as we explain in more detail below.

## Delivering outcomes

### 1. Quality homes that meet the needs of our residents and communities

#### Why this outcome?

Providing homes that are safe, secure and offer a healthy living environment is the Corporation's most important duty as a Strategic Housing Authority.

The quality of the homes and estates that we live in has a profound impact on our health, wellbeing, connectedness, leisure, education and employment. For children, growing up in a secure, healthy environment helps to reduce inequalities and improve educational, health, social and economic attainment. For older people, adaptable homes and well-designed estates help to prevent accidents and enable them to live independently.

#### Delivering this outcome

Working closely with our residents and communities, we will invest in a major programme of work to maintain, develop and improve our housing stock, while ensuring that new homes are of high quality, sustainable, responsive to the needs of residents and communities and respect our natural and built environment.

- **Quality design.** A new City of London Corporation Housing Design Guide sets out consistent design standards for our social housing programme. This will ensure quality and consistency in design and services for social housing projects; for example, space standards, energy efficiency, sustainability, finishes and fittings, materials and components, mechanical and engineering services, fire protection and how we create and work with digital models of buildings.
- **Renewal and modernisation of housing stock.** The Corporation is investing £55 million in a five-year major works programme, and we will commit further investment as we respond to the findings of an independent Stock Condition Review completed in 2018. The major works programme and Stock Condition Review are driving a pro-active approach to maintenance and renewal, so we are not waiting for things to go wrong before fixing them.
- **Fire safety.** The Corporation completed fire risk assessments for all our social housing in 2018, as part of our response to the issues that were raised by the Grenfell Tower tragedy. We are delivering a programme of fire safety and maintenance work, including upgrading entrance doors and frames in our social housing stock at an estimated cost of £4 million. In addition, we are planning to retro-fit sprinklers in City tower blocks.
- **Private rented sector.** The private-rented sector in the City is growing. While standards in the Square Mile are good and complaints are rare, as a Strategic Housing Authority we will remain vigilant in ensuring that the private rented sector is operating to the highest standards and private tenants are living in safe, secure

and well-maintained accommodation. We will also help to ensure that private residents are aware of their rights and the avenues open to them where they have problems and concerns.

## Monitoring our progress

Key Outcomes	Measures and indicators	Key Corporate Plan Outcomes
Consistent high-quality design for all our social housing	Implementation and compliance with the Corporation's Housing Design Guide	Communities are cohesive and have the facilities they need Our spaces are secure, resilient and well-maintained People enjoy good health and wellbeing
Well-maintained housing	Corporation properties meet the Government's Decent Home's Standard Resident satisfaction with repairs and maintenance More investment in pro-active work so there are less things to fix later	
High standards of private-rented housing	Low level of complaints Complaints are addressed and resolved	
Safe housing	Number of annual fire risk assessments Installation of fire doors and sprinklers Improved lighting and CCTV where identified as appropriate	People are safe and feel safe

## 2. Well-managed estates that people are happy and proud to live in

### Why this outcome?

Good management of estates is critical for residents' quality of life. Our rents and service charges must provide good value for money and be invested in visible improvements that address the priorities of our residents, with estates in good condition, clean and cared for. This means providing excellent estate services to all residents, whatever their tenure type or location, whether in the Square Mile or not.

### Delivering this outcome

In delivering this outcome, we will be guided by the findings of our annual Estate Satisfaction Survey and leaseholder review. Where our residents are less satisfied we will target action on service areas and estates where there is a need for improvement, building this into Estate Plans.

Some residents have expressed concern about a perceived lack of renewal on their estates, such as window replacements. We are addressing this by progressing our major works programme – see above – and improving our communication and engagement with residents, so they understand what we are doing, when and why.

- **Resident voice and involvement.** Our Community Engagement Team will continue to work with estate staff to involve residents in decisions and to provide opportunities for an active role on their estates. Our Housing User Board (HUB) provides valued scrutiny and comment on new and revised policies. We will be reviewing the HUB with a view to making sure it is fully representative of our estate demographics and to increase its effectiveness. Over 80% of residents at Mais House in Sydenham Hill said their views were listened to and acted on in our latest satisfaction survey at a time when they were being rehoused elsewhere as part of major redevelopment work. We will look to adapt and replicate the learning from this initiative on our other estates.
- **Effective, inclusive and accessible communication.** The Corporation will continue to improve the effectiveness with which it communicates with residents; for example, by continuing the work to upgrade IT systems and providing electronic communications to residents wherever possible, and by working with the residential engagement boards and structures across our estates. We believe that by communicating what we have done, what we are doing and why more clearly, we will improve resident satisfaction.
- **Customer Services.** The Corporation will implement new Customer Service Standards to ensure that when residents approach our estate services they feel respected, welcomed and helped, with appropriate action and good communications maintained by motivated and engaged staff teams. All staff will receive customer service training to support best practice. We will involve residents in monitoring customer service (e.g., undertaking 'mystery shopping').

- **Improving value for money.** We are proud of the high-quality estate service that we deliver, with each of our estates having its own Estate Office with responsibility for management, maintenance and engagement with residents. However, we are currently spending £150 more per property on housing management costs than comparable social landlords, and this reduces the money we have available for direct investment in the fabric of our housing and estates. With our residents, we will review our management model to make sure that we are giving them both high quality services and the best value for money.

Key outcomes	Measures and indicators	Key Corporate Plan Outcomes
Resident satisfaction Residents feeling that they are listened to and concerns are acted upon	Improvements in annual resident satisfaction survey Satisfaction levels that compare favourably with those in other authorities	People have equal opportunities to enrich their lives and reach their potential
Improved communication and engagement with residents	As above Residents engaging through meetings, surveys and events	
High Quality customer service in line with our new Customer Service Standards	Staff participation in training On-going monitoring and review against the Standards Reduction in complaints relating to customer service issues	Communities are cohesive and have the facilities they need
Best value for money from estate services	Reduced gap between our Housing Management Costs and those of others	Communities are cohesive and have the facilities they need  Our spaces are secure, resilient and well-maintained



### 3. Thriving and connected communities where people feel at home and flourish

#### Why this outcome?

People's homes are vital for health and wellbeing and a safe and secure place to live is the cornerstone for a fulfilled life. The Marmot review (Fair Society, Healthy Lives) highlights the 'social determinants of health', and the importance of integrating planning, transport, housing, environmental and health systems. It recognises the need to strengthen communities and reduce social isolation.

Housing services have a key role in reducing pressures on health services by supporting people to live independently in their own homes who might otherwise end up in hospital and by supporting discharge from hospital where people are ready to go home. They are also vital for the prevention and alleviation of homelessness.

#### Delivering this outcome

We will design and adapt our homes and estates to maximise benefits to health and well-being, support social connectedness and enable those with health and mobility issues to live independently, while continuing to support vulnerable tenants, including helping to prevent homelessness.

- **Housing and health in all policies.** The Corporation will systematically and explicitly consider the health and wellbeing implications of decisions about housing stock and estates. For example, we will use design to enable residents to lead more active lifestyles and use open spaces, landscaped areas and the 'internal environment' in new homes (e.g. lighting and quiet space) to support health and wellbeing. We also recognise the importance of housing design for the protection of the environment.
- **Responding to the changing needs of residents.** The Corporation will develop housing that meets the needs of residents with mobility, sensory and memory impairments, including innovative use of adaptations and assistive technologies. We will work with health to support the discharge of residents who have spent time in hospital. In allocating new social housing stock, we will prioritise the needs of existing tenants in accommodation that is no longer suitable for them (e.g. because of overcrowding or a preference to downsize).
- **Strengthening communities and tackling social isolation.** The Corporation will develop the Community Builders programme, which supports resident volunteers to identify and engage with socially isolated people on our estates and involve them in community activities. Our Community Engagement Team will continue to work with community and resident groups to develop and build their capacity and help them to run sustainable events and activities that bring people together in and around our estates. Other initiatives will include our pilot programme with the Association of Adult Social Services to protect socially isolated older residents at risk of financial abuse. We will ensure that our

residents are safe in their homes and neighbourhoods – for example, developing our existing Neighbourhood Patrols and ‘designing out’ crime on our estates.

- **Supporting people experiencing vulnerability.** The allocation of social housing will continue to prioritise people experiencing vulnerability. The Corporation’s tenancy support team will support vulnerable tenants to navigate the welfare system (including the introduction of universal credit), manage their finances and avoid debt. Where tenancies are at risk of breaking down we will work with tenants as part of our duty to prevent homelessness. We will adapt our housing stock to support the old and disabled. We will develop housing solutions for vulnerable groups like care leavers and rough sleepers (for example, Housing First approaches to rough sleeping).

Key outcomes	Measures and indicators	Key Corporate Plan Outcomes
Homes and estates that support healthy lifestyles	Resident use and experience of open spaces, landscaped areas and recreational facilities Increase in energy efficiency of our housing stock	People enjoy good health and wellbeing Our spaces are secure, resilient and well-maintained People enjoy good health and wellbeing People have equal opportunities to enrich their lives and reach their full potential People are safe and feel safe
Housing that better meets the needs of residents, particularly the old and disabled	Fewer residents in unsuitable accommodation Reduction in delayed transfers of care People require less support following a period of reablement	
Strengthened communities and reduced social isolation	More residents involved in volunteering and reporting improved quality of life Involvement of residents who are new to volunteering Low rates of anti-Social Behaviour and crime	
Supporting vulnerable tenants	Low incidence of tenancy breakdown Low incidence of rent arrears Reduced homelessness	

## 4. New homes to meet the needs of Londoners, our communities and economy

### Why this outcome?

Housing shortage is one of the most pressing issues we face in London today. It contributes to worsening affordability, overcrowding and homelessness, as well as to the strains on our transport systems and other infrastructure. It threatens economic prosperity, with three quarters of London businesses saying that problems with housing supply are a significant risk to the capital's future growth. It threatens health, social, police, emergency and community services, if key workers cannot find affordable homes.

### Delivering this outcome

The Corporation has committed to play a leading role in tackling the housing shortage in London with an ambitious pledge to build hundreds of new social homes and thousands of additional mixed tenure homes. Recent development on our social housing estates has delivered 62 new homes, with seven current schemes expected to deliver a further 270 houses. We are actively considering options for developing mixed tenure housing on sites in our ownership, and the potential to work with other public and private sector partners to increase our housing stock.

- **Increasing housing supply.** Our current ambition is to deliver 700 new social homes – a 25% increase on our current stock – and a further 3,000 mixed tenure homes. We will increase our social housing stock in the lifetime of this strategy and make plans for delivering housing on City sites, while exploring options for increasing housing supply beyond the use of our own sites.
- **Delivering affordable homes.** All new social homes will be let at the London Affordable Rent, to provide housing for households on low incomes. In allocating new houses, we will consider the needs of existing tenants whose current house is not best suited to their family size and housing needs. We will explore innovative housing models to help meet the needs of City workers and businesses, such as multiple occupancy accommodation for young professionals.
- **Minimising disruption.** The Corporation will carefully consider the potential impact of new housing developments on its existing residents. We will limit land costs by developing additional social housing on our existing estates. To minimise disruption and to build in the most efficient way, we will focus on three City estates with potential for renewal and expansion – Sydenham Hill, Avondale Square and York Way. Elsewhere we will not develop on Corporation land without careful consideration of any current operational or investment uses, and then only following consultation.
- **Working with partners.** The Corporation's plans to build new homes have encouraged both public and private sector partners to propose development opportunities and potential joint ventures. Where we can work with others to

house more Londoners we will carefully consider the options to increase the supply of new homes beyond our own sites. We will continue to review the potential for future regeneration of Corporation housing estates to deliver further social and affordable housing down the line.

Key outcomes	Measures and indicators	Key Corporate Plan Outcomes
More homes and more affordable homes	Number of houses planned, started and completed Number of social houses planned, started and completed Number of vacant dwellings	People enjoy good health and wellbeing People have equal opportunities to enrich their lives and reach their full potential We have access to the skills and talent we need Our spaces are resilient, secure and well-maintained. Communities are cohesive and have the facilities they need Our spaces are secure, resilient and well-maintained
New homes are of high quality	Compliance with the Corporation's Housing Design Guide Corporation properties meet the Government's Decent Home's Standard	
Our social housing meets the needs of tenants and prospective tenants	Fewer tenants in overcrowded accommodation More applicants on the Housing Register moved into Corporation housing Housing for the most marginalised (e.g. rough sleepers)	
Minimised disruption on estates where new building is taking place	Residents on redeveloped estates say they have been listened to and concerns acted on	

## Oversight and accountability

We will monitor and regularly report on our progress in delivering the Corporation's Housing Strategy including:

- Conducting the annual Survey of Tenants and Residents
- Collecting and analysing performance data
- Comparing performance to that of other Strategic Housing Authorities using the Housemark tool
- Incorporating performance indicators in our Business Planning cycles
- Reporting to the Annual City-Wide Residents Meeting.

Progress in delivering the strategy will be overseen by the Corporation's Community and Children's Services Grand Committee, with scrutiny provided by its Housing Management and Almshouse Sub-Committee (as well as the Homelessness and Rough Sleepers Sub-Committee). The Barbican Residential Committee will continue to provide oversight on behalf of Barbican residents.

There will also be a regular progress report to the Health and Wellbeing Board, recognising the importance of housing for our health and wellbeing priorities, and those of partners, including the NHS.

Delivering our Housing Strategy is important for achieving the ambitions of our *Corporate Plan 2018-23*, and this will be reflected in the focus, pace and professionalism of our delivery and its 'visibility' for the Corporation, including members and senior officers.

Implementation and development will depend on the suite of related strategies and plans, particularly, the new Housing Design Guide, Allocations Strategy and Homelessness Strategy, as well as our Housing Assets Management Strategy and Housing Services Plan.

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<b>Committees:</b>		<b>Dates:</b>	
Choose an item. Projects Sub Housing management and Almshouse Sub		18 July 2018 24 September 2018	
<b>Subject:</b> <b>Rewire the landlord's electricity supply at Southwark Estate (partial) and the Sydenham Hill Estate.</b>		<b>Gateway 3 - 4 Outline Options Appraisal(regular)</b>	<b>Public</b>
<b>Report of:</b> Director of Community & Children's Services <b>Report Author:</b> Lochlan MacDonald			<b>For Decision</b>
<b><u>Recommendations:</u></b> <ol style="list-style-type: none"> <li>1. That approval is given for the necessary repairs to Lammas Green (flats) and Pakeman House communal electricity supplies are removed from this project and undertaken instead under response repairs using the minor works framework.</li> <li>2. That Otto Close communal electrics are removed from this project and instead inspected under the Phase Four Electrical contract;</li> <li>3. That approval is given for Middlesex Street Estate to be included within this project.</li> <li>4. That the emergency repairs already carried out at Middlesex Street are noted:</li> <li>5. That approval is given to seek two separate tenders for works at Middlesex Street as follows:               <ol style="list-style-type: none"> <li>i) Works that do not require section 20 Long Leasehold consultation at an estimated cost of £393,750 including staff costs and fees;</li> <li>ii) Works which require section 20 Long Leasehold consultation at an estimated cost of £337,500 including staff costs and fees;</li> </ol> </li> <li>6. That estimated staff costs of £3,000 and estimated fees of £13,000 (2% of works costs) are approved to develop the specification and seek procurement;</li> <li>7. The Project is renamed Middlesex Street Non-Emergency Electrical Works.</li> </ol>			
<b><u>Summary</u></b>			
<b>Dashboard</b>			
<b>Project Status</b>		Green	
<b>Timeline</b>		<ul style="list-style-type: none"> <li>• Gateway 3/4 – July 2018</li> <li>• Tender Exercise – August 2018</li> <li>• Gateway 5 – September 2018</li> <li>• Works Start – October 2018</li> </ul> <p>The above relates to the non Section 20 works: The works that are rechargeable to leaseholders is as follows:</p> <ul style="list-style-type: none"> <li>• Gateway 3/4 – July 2018</li> </ul>	

	<ul style="list-style-type: none"> <li>• Pretender Consultation: July/August 2018</li> <li>• Tender exercise: September 2018</li> <li>• Tender Analysis: October 2018</li> <li>• Post Tender Consultations: November 2018</li> <li>• Gateway 5 - December 2018;</li> <li>• Start Works January 2019</li> </ul>
Programme Status	Pending approval of Gateway 3/4 – Options Appraisal (Regular)
Latest estimated total costs (including fees)	Middlesex Street Rechargeable - £337,500 Middlesex Street Non-rechargeable: £393,750 Sydenham Hill – N/A - Pakeman House – N/A
Expenditure to date	<ul style="list-style-type: none"> <li>• £902.23 staff fees</li> <li>• £2,000 electrical test reports at Sydenham Hill and Pakeman House</li> <li>• £9,300 Consultant costs</li> </ul> <p>There has also been the following expenditure in relation to Middlesex Street.</p> <ul style="list-style-type: none"> <li>• Petticoat Tower Emergency Lighting: £65,293</li> <li>• Petticoat Square Emergency electrical works - £41,915</li> <li>• Petticoat Tower - Emergency electrical works - £68,737.50</li> <li>• Redecs Works following emergency lighting installation - £7,946.</li> </ul> <p>Total Approved Expenditure: £10,202.23  Total Non Approved Expenditure: £185,891.50</p>

### **Progress to date:**

Your committee previously authorised the £23,000 fees and staff costs of £1,150 for surveys to inform the options appraisal of this project. The initial report only covered Sydenham Hill estate and Pakeman House (at Southwark Estate). The original report did not include Middlesex Street as consideration was being given to combining this with other projects at that estate. However, it was subsequently decided to look at including this estate given concerns about the lack of a current valid certificate, and recent electrical surveys undertaken, and the fact that the tests for the other estates cost less than expected.

The reports for Sydenham Hill and Pakeman House cost a total of £2000, and indicated that whilst there are some issues with the landlord's electrics, full rewiring is not required. All repairs are non urgent and it is proposed that these are dealt with by response repairs via the minor works framework as the volume of repairs is such that they do not need to be addressed as a project. Sydenham Hill only covers Lammas Green flats as the houses are either freehold or dealt with as tenanted properties. Otto Close will be addressed under the separate Phase Four testing contract and Mais House is due to be demolished so is no longer required to reach compliancy.



A specialist consultant was appointed to carry out a thorough survey at Middlesex Street. The survey detected serious health and safety defects across the electrical intake rooms which needed to be addressed immediately. Accordingly, a procurement exercise was undertaken and orders were placed to get the urgent works expedited at the following costs:

<b>Works</b>	<b>Cost</b>
<b>Petticoat Tower provision of emergency lighting</b>	<b>£65,293.00</b>
<b>Petticoat Tower Emergency Electrical Works</b>	<b>£68,737.50</b>
<b>Petticoat Square Emergency Electrical Works</b>	<b>£41,915.00*</b>
<b>Redecoration Works</b>	<b>£7,946.00</b>
<b>TOTAL</b>	<b>£183,891.50</b>

\*this may increase as final invoice awaited.

However, the survey also identified non emergency works which need to be addressed to meet compliance. This includes upgrading the current generator, which is 22 years old and its condition suggests it may not be wholly reliable should a fire occur, which could endanger residents, staff and fire fighters. The new generator will be linked to the lifts as a fire fighting back up unit but will also cater for the communal lighting and heating for safe passage and protection of vulnerable residents should a power failure occur. It is proposed that these works are split into two separate contracts so that works that do not need long lessee consultation may be expedited.

### **Overview of Options:**

Option One – Address all outstanding repairs at all estates under response repairs.

Option Two – Sydenham Hill and Pakeman House Repairs are addressed under response repairs and Middlesex Street repairs undertaken under two separate contracts (rechargeable and non rechargeable).

### **Proposed way forward and summary of recommended option:**

Option one would be a realistic way to tackle Lammas Green and Pakeman House given the small volume of repairs. However, given the larger volume required at Middlesex Street, there is a concern that the response repairs budget may be stretched by these. In view of this option two is recommended as the quickest way to get the required repairs undertaken.

### **Procurement Approach: CLPS REF:16/175PS.**

City Procurement have been consulted in the preparation of this report and have produced the PT 4 report. They have suggested the response repairs route for Sydenham Hill and Pakeman House. Separate invitations to tender will be issued for the rechargeable and non-rechargeable works for Middlesex Street Estate.

<b>Financial Implications Table</b>
<b>Middlesex Street Estate</b>

<b><i>Estimated Works Cost</i></b>	<b><i>Staff Fees and Costs 12.5%</i></b>	<b><i>Total</i></b>	<b><i>Estimated Service Charge Contribution</i></b>	<b><i>Estimated HRA Contribution</i></b>
Rechargeable	£300,000	£337,500	£107,601	£229,899
Non-rechargeable	£350,000	£393,750	£0.00	£0.00
TOTALS	£650,000	£731,250	£107,601	£229,899

### **Options Appraisal Matrix**

See attached.

### **Appendices**

<b>Appendix 1</b>	PT4 FORM(PROCUREMENT)
<b>Appendix 2</b>	
<b>Appendix 3</b>	

### **Contact**

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## Options Appraisal Matrix

### Sydenham Hill, Pakeman House and Middlesex Street Electrical Works

	<i>Option 1</i>	<i>Option 2</i>
<b>1. Brief description</b>	<ul style="list-style-type: none"> <li>Address all outstanding repairs at all named estates under response repairs.</li> <li>Schedule of repairs will be passed to the housing repairs team to arrange through the term contractor.</li> </ul>	<ul style="list-style-type: none"> <li>Sydenham Hill and Pakeman House Repairs are addressed under response repairs.</li> <li>Middlesex Street repairs undertaken under two separate contracts</li> <li>Rechargeable and non rechargeable works separated to expedite works.</li> </ul>
<b>2. Scope and exclusions</b>	<p>Scope:</p> <ul style="list-style-type: none"> <li>Lammas Green Flats</li> <li>Pakeman House</li> <li>Middlesex Street Estate.</li> </ul> <p>Exclusions:</p> <ul style="list-style-type: none"> <li>All other Estates:</li> </ul>	<p>Scope:</p> <ul style="list-style-type: none"> <li>Middlesex Street Estate</li> </ul> <p>Exclusions:</p> <ul style="list-style-type: none"> <li>All other blocks and estates</li> </ul>
<b><i>Project Planning</i></b>		
<b>3. Programme and key dates</b>	N/a	<p>Non Rechargeable works</p> <ul style="list-style-type: none"> <li>Gateway 3/4 – July 2018</li> <li>Tender Exercise – August 2018</li> <li>Gateway 5 – September 2018</li> </ul>

	<i>Option 1</i>	<i>Option 2</i>
		<ul style="list-style-type: none"> <li>• Works Start – October 2018</li> </ul> Rechargeable works <ul style="list-style-type: none"> <li>• Gateway 3/4 – July 2018</li> <li>• Pretender Consultation: July/August 2018</li> <li>• Tender exercise: September 2018</li> <li>• Tender Analysis: October 2018</li> <li>• Post Tender Consultations: November 2018</li> <li>• Gateway 5 - December 2018;</li> <li>• Start Works January 2019</li> </ul>
<b>4. Risk implications</b>	<ul style="list-style-type: none"> <li>• Current facilities continue to deteriorate, endangering residents' safety.</li> <li>• Failure to provide service due to outages caused by disrepair.</li> <li>• Increased pressure on repairs and maintenance budgets.</li> </ul>	<ul style="list-style-type: none"> <li>• Possible opposition from long leaseholders over large capital costs.</li> <li>• Possibility of interruption to services during works.</li> <li>• Safety of residents endangered if works not carried out.</li> </ul>
<b>5. Benefits and disbenefits</b>	Benefits: <ul style="list-style-type: none"> <li>• No immediate large capital outlay required.</li> <li>• Less inconvenience to residents in terms of access requirements.</li> <li>• No section 20 leasehold consultations necessary</li> </ul> Disbenefits:	Benefits: <ul style="list-style-type: none"> <li>• Addresses the problem of deteriorating electrics immediately, helping to protect residents and assets.</li> <li>• Will improve services across the estate.</li> <li>• Increases life expectancy of asset</li> <li>• Likelihood of reduced spending on repairs.</li> </ul>

	<b>Option 1</b>	<b>Option 2</b>
	<ul style="list-style-type: none"> <li>Continuing deterioration of electrical services endangering residents' safety. Increased likelihood of further breakdowns and fire.</li> <li>System becomes irreparable and fails completely, despite maintenance.</li> <li>Extended disruption to residents during times of service failure.</li> <li>Continued and higher spending on the maintenance contract.</li> </ul>	Disbenefits: <ul style="list-style-type: none"> <li>Higher Initial capital charge.</li> <li>Long leaseholder dissatisfaction at costs.</li> </ul>
<b>6. Stakeholders and consultees</b>	Tenants, Leaseholders, Members and, Department of Community and Children's Services Staff. Residents of Middlesex Street Estate will be advised about potential works, and all necessary statutory consultations with long leaseholders will be undertaken.	
<b>Resource Implications</b>		
<b>7. Total Estimated cost</b>	Unquantifiable – as and when required.	Rechargeable - £337,500 Non-Rechargeable - £393,750 Total: £731,250
<b>8. Funding strategy</b>	Housing Revenue Account, leaseholder contributions.	

	<i>Option 1</i>	<i>Option 2</i>
<b>9. Estimated capital value/return</b>	N/A	
<b>10. Ongoing revenue implications</b>	This requires maintenance under response repairs contract, and costs are likely to rise as the electrics get older.	The new installations will be covered by the defects period for one year following works. Response repairs will be carried out as necessary and regular testing of the installations will also be required.
<b>11. Investment appraisal</b>	This will form part of the overall maintenance and repair budgets submitted annually for approval.	The option is costed within the department's 5 year asset management plan and the 30 year business plan for the Housing Revenue Account
<b>12. Affordability</b>	This will be accommodated within repair and maintenance budgets.	The works costs have been estimated and form part of the funded 5 year and 30 year Asset Management Plans.
<b>13. Legal implications</b>	The safe maintenance of the facilities is a prime legal duty the City has towards tenants and leaseholders.	
<b>14. Corporate property implications</b>	It is important that the facilities within the City's assets remain in good, working order. The communal electrics helps ensure the safety of residents Therefore all necessary action should be taken to ensure that the facilities are kept working and maintained throughout the assets' lifetime.	
<b>15. Traffic implications</b>	Any necessary traffic arrangements for contractor's vehicles will made locally on site.	

	<i><b>Option 1</b></i>	<i><b>Option 2</b></i>
<b>16. Sustainability and energy implications</b>	N/a	The new installations will need to meet current regulations which will mean that they have to be as energy efficient as possible
<b>17. IS implications</b>	N/A	
<b>18. Equality Impact Assessment</b>	An Equality Impact Assessment will be undertaken for whichever option is chosen.	
<b>19. Recommendation</b>	Not recommended	Recommended
<b>20. Next Gateway</b>	N/A	Gateway 5 - Authority to Start Work
<b>21. Resource requirements to reach next Gateway</b>	Staff fees as required (currently unquantifiable)	<ul style="list-style-type: none"> <li>• Consultant Costs (2%) £13,000</li> <li>• Staff fees (estimate) £3000</li> </ul> <b>Total £16,000</b>

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<b>Committees:</b>		<b>Dates:</b>
Corporate Projects Board Housing Management & Almshouses Sub-Committee Projects Sub		21 August 2018 24 September 2018 12 September 2018
<b>Subject:</b> Refurbishment works to lifts on the Golden Lane Estate, Southwark Estate (Collinson Court) and William Blake Estate (Lynton Mansions & St James Mansions).	<b>Gateway 7 Outcome Report Regular</b>	<b>Public</b>
<b>Report of:</b> Director of Community & Children's Services  <b>Report Author:</b> David Downing		<b>For Decision</b>

## Summary

### Dashboard

Programme status	Works complete. Pending approval of Gateway 7 report and project closure.
Overall Project Risk	Green/Low
Project Status compared to Gateway 2	Budget: Green (Total budget at G2: £2,426,200,00) Specification: Green Time: Red
RAG Status against last approved	Budget: Green Specification: Green Time: Green
Approved budget at Gateway 5	Works: £1,762,964.00 Fees & Staff Costs: £193,926.04 Total: £1,956,890.04
Total Out-turn Cost at Gateway 7	Works: £1,608,462.18 Fees & Staff Costs: £106,043.09 Total: £1,714,505.27

### Summary of project completed

Guideline Lift Services Ltd were contracted to comprehensively refurbish the residential lifts at Southwark Estate (Collinson Court), William Blake Estate (Lynton Mansions and St James Mansions) and all lifts on the Golden Lane Estate. The works were project managed, on behalf of the City, by Butler & Young Lift Consultants Ltd. The two-and-a-half-year programme of works was delivered on time (as per Gateway 5), to a high quality and £242,384.77 under budget.

## **Recommendations**

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

## **Main Report**

<b>1. Brief description of project</b>	Refurbishment of the lifts at Golden Lane Estate, William Blake Estate and Collinson Court (Southwark Estate). Works included the replacement of the lift car and landing doors, the installation of features to improve safety, ease of use and compliance with accessibility requirements.
<b>2. Assessment of project against SMART Objectives</b>	<p>No SMART objectives were set for this project at the time of inception (2014). However, in retrospect these would be as follows:</p> <p>Specific &amp; Realistic: all lifts included in the programme to be modernised to a high standard with a 25 year life expectancy. This was achieved.</p> <p>Measurable &amp; Achievable: the specification of the refurbished lifts meets or exceeds that prescribed by legislation (within the limitations of the structural and heritage constraints of the buildings). This was achieved.</p> <p>Timely: works programme to be structured to minimise disruption to residents as far as possible. This was achieved.</p>
<b>3. Assessment of project against success criteria</b>	1. All lifts covered by the project scope have been fully refurbished to provide safe use for our residents, the public and our contractors for a further 25 years.
<b>4. Key Benefits</b>	<p>1. Lifts have been modernised and are compliant with the stipulations of the Equalities Act 2010 (as far as the structural limitations of the buildings allow).</p> <p>2. The installation of new equipment will improve service for residents in terms of a reduction of out of service time as maintenance requirements are reduced.</p> <p>3. Increase to capital value of the blocks through improved services.</p>
<b>5. Was the project specification fully delivered (as agreed at Gateway 5 or any subsequent Issue report)</b>	Yes

<b>6. Programme</b>	The project was completed within the agreed programme																								
<b>7. Budget</b>	<p>The project was completed within the agreed budget</p> <table border="1"> <tr> <th colspan="2">Estimated Budget at Gateway 2</th></tr> <tr> <td>Works</td><td>£2,176,200.00</td></tr> <tr> <td>Fees and staff costs</td><td>£250,000.00</td></tr> <tr> <td><b>Total</b></td><td><b>£2,426,200.00</b></td></tr> </table> <table border="1"> <tr> <th colspan="2">Approved Budget at Gateway 5</th></tr> <tr> <td>Works</td><td>£1,762,964.00</td></tr> <tr> <td>Fees and staff costs</td><td>£193,926.04</td></tr> <tr> <td><b>Total</b></td><td><b>£1,956,890.04</b></td></tr> </table> <table border="1"> <tr> <th colspan="2">Out-turn cost at Gateway 7</th></tr> <tr> <td>Works</td><td>£1,608,462.18</td></tr> <tr> <td>Fees and staff costs</td><td>£106,043.09</td></tr> <tr> <td><b>Total</b></td><td><b>£1,714,505.27</b></td></tr> </table> <p>The out-turn cost for works presented above includes a final retention payment of £20,183.77 due to the contractor May 2019.</p> <p>There is an overall project underspend of £242,384.77 post Gateway 5.</p> <p>Not Verified</p> <p>Verification by Chamberlains not required as project does not exceed risk or budgetary thresholds.</p>	Estimated Budget at Gateway 2		Works	£2,176,200.00	Fees and staff costs	£250,000.00	<b>Total</b>	<b>£2,426,200.00</b>	Approved Budget at Gateway 5		Works	£1,762,964.00	Fees and staff costs	£193,926.04	<b>Total</b>	<b>£1,956,890.04</b>	Out-turn cost at Gateway 7		Works	£1,608,462.18	Fees and staff costs	£106,043.09	<b>Total</b>	<b>£1,714,505.27</b>
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<b>Final Account Verification</b>																									

**\*Please note that the Chamberlain's department Financial Services division will need to verify Final Accounts relating to medium and high risk projects valued between £250k and £5m and all projects valued in excess of £5m.**

## **Review of Team Performance**

<b>8. Key strengths</b>	The contractor (Guideline Lift Services Ltd), the external project managers (Butler & Young Lift Consultants Ltd) and City Officers formed an effective project team to ensure that the works were finished to a high quality, to programme and were delivered within the approved budget.
<b>9. Areas for improvement</b>	Clearer demarcation of responsibilities within the project team for communication with residents could have been established at the outset of the delivery of the refurbishment works. Ensuring a communications plan is agreed in the pre-start meeting with contractors and the full project team would have been ideal. This issue was minor and quickly rectified but will be noted for future projects.
<b>10. Special recognition</b>	<p>The works contractor, Guideline Lift Services Ltd, brought forward the refurbishment programme for the lifts at Great Arthur House, Golden Lane Estate at the request of the City following a significant increase in maintenance issues with the old equipment. This accelerated programme for Great Arthur House was delivered at no additional cost.</p> <p>In addition, the expertise provided by Butler &amp; Young Lift Consultants Ltd throughout the project (as Principal Designers and specialist project managers) proved invaluable to its successful delivery and allowed costs to be kept firmly under control as project risks were managed effectively and mitigated economically. This consultancy have worked with DCCS Property Services for a number of years and have an excellent understanding of the City's requirements, ways of working and the particular technical challenges of our housing stock. Their knowledge and expertise coupled with the works contractor's diligence, flexible approach and professionalism were a large part in the successful delivery of this project.</p>

## **Lessons Learnt**

<b>11. Key lessons</b>	1. Engage with Estate Management at an earlier stage of the project to identify any mobility impaired residents who may require assistance whilst lifts are taken out of service to enact the refurbishment works.
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	2. Where buildings are served by only one lift, the setting of a risk budget to fund any measures required to assist or temporarily relocate mobility impaired residents should be considered.
<b>12. Implementation plan for lessons learnt</b>	Experience gained from this project will be implemented in other similar future projects. The lessons learnt and areas identified for improvement have already been implemented into the Middlesex Street Lift Refurbishment project currently progressing through the gateway process.

### **Appendices**

None

### **Contact**

<b>Report Author</b>	David Downing
<b>Email Address</b>	david.downing@cityoflondon.gov.uk
<b>Telephone Number</b>	0207 332 1645

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<b>Committees:</b>		<b>Dates:</b>
Corporate Projects Board Community and Children's Services Committee Projects Sub		21 August 2018 14 September 2018 12 September 2018
<b>Subject:</b> Decent Homes upgrade works to Avondale Square Estate, Holloway Estate and William Blake Estate.	<b>Gateway 7 Outcome Report Regular</b>	<b>Public</b>
<b>Report of:</b> Director of Community & Children's Services <b>Report Author:</b> David Downing		<b>For Decision</b>

## Summary

### Dashboard

Programme status	Works complete. Pending approval of Gateway 7 and project closure
Overall Project Risk	Green/Low
Project Status compared to Gateway 2	Budget: Red Specification: Red (98 properties omitted post G5) Time: Green
RAG Status against last approved	Budget: Green Specification: Green Time: Green
Approved budget at Gateway 5	Works: £3,879,134.85 Fees & Staff Costs: £484,891.86 Total: £4,364,026.71
Approved budget at post Gateway 5 Issues Report	Works: £4,234,658.54 Fees & Staff Costs: £129,368.17 Total: £4,364,026.71
Total Out-turn Cost at Gateway 7	Works: £4,234,658.54 Fees & Staff Costs: £72,712.57 Total: £4,307,370.57

### Summary of project completed

Wates Construction Ltd were appointed to conduct kitchen, bathroom and heating system upgrades to City of London tenanted flats on the Avondale Square, Holloway and York Way Housing Estates to bring them up to the Decent Homes standard. Upgrades to 403 tenanted properties were completed under this contract. As detailed in the post-Gateway 5 Issues Report (as approved at Projects Sub Committee 23/11/2016 and

DCCS Grand Committee 09/12/2016) works to a further 98 properties were omitted from the programme due to the additional expense of unforeseen works which were required to many of those properties which were completed. A contract for these omitted properties has been tendered as a separate project (incorporating lessons learnt) within the Gateway process with works now being delivered by the appointed contractor.

### **Recommendations**

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

### **Main Report**

<b>1. Brief description of project</b>	Upgrade of kitchens, bathrooms and heating systems to City tenanted flats where works were identified as required at Avondale Square, Holloway and York Way Estates to bring these properties up to the Decent Homes standard.
<b>2. Assessment of project against SMART Objectives</b>	<p>No SMART objectives were set for this project at the time of inception (2014). However, in retrospect these would be as follows:</p> <p>Specific &amp; Realistic: tenanted flats requiring upgrades to kitchens, bathrooms and heating systems were brought up to the appropriate standard.</p> <p>Measurable &amp; Achievable: the standard of refurbished flats meets or exceeds that prescribed by legislation.</p> <p>Timely: works to flats included in the programme to be completed within defined project timescale. As stated, the full programme of works was not completed within this contract.</p>
<b>3. Assessment of project against success criteria</b>	<p>1.403 tenanted properties across the three housing estates covered by this project have been brought up to Decent Homes standard.</p> <p>2. 98 tenanted properties on the Avondale Square Estate where works were required were however omitted from the programme due to additional unforeseen expenses accrued when completing many of the 403 flats which were upgraded.</p>
<b>4. Key Benefits</b>	<p>1. Compliance with statutory Decent Homes requirements.</p> <p>2. Improved and modernised facilities for the residents living in the properties where works are completed.</p> <p>3. Improved energy efficiency for properties where heating systems were modernised.</p>



<p><b>5. Was the project specification fully delivered (as agreed at Gateway 5 or any subsequent Issue report)</b></p>	<p>Yes, as per the Issues Report approved at Projects Sub Committee 23/11/2016 and DCCS Grand Committee 09/12/2016.</p>												
<p><b>6. Programme</b></p>	<p>The project was completed within the agreed programme</p> <p>However, as work progressed it became evident that significant additional works were required over and above those identified during the initial pre-tender survey process. The main elements of these additional works were full electrical rewires, plastering work following removal of tiling, asbestos removals and the addition of mechanical extraction fans to reduce the risk of condensation. Accommodating the cost of these additional works led to the early exhaustion of the project budget and the necessary early curtailment of the programme, whereby, as detailed above, 98 properties where works were required were omitted from the programme. This change of project scope was approved by Issues Report at Projects Sub Committee 23/11/2016 and DCCS Grand Committee 09/12/2016.</p> <p>The required works to the omitted properties have subsequently, with Committee approval, been the subject of a separate project within the Gateway process with works now being delivered by the appointed contractor.</p>												
<p><b>7. Budget</b></p>	<p>The project was completed within the agreed budget.</p> <p>The aforementioned post-Gateway 5 Issues Report authorised the amendment of the Gateway 5 budget to allocate £355,523.69 of the approved Fees budget to meet the cost of the additional works required within the tenanted flats. The overall project budget remained unchanged.</p> <table border="1" data-bbox="644 1570 1399 1648"> <tr> <th colspan="2">Estimated Budget at Gateway 2</th></tr> <tr> <td><b>Total</b></td><td>£4,071,000.00</td></tr> </table> <table border="1" data-bbox="644 1718 1399 1870"> <tr> <th colspan="2">Approved Budget at Gateway 5</th></tr> <tr> <td>Works</td><td>£3,879,134.85</td></tr> <tr> <td>Fees and staff costs</td><td>£484,891.86</td></tr> <tr> <td><b>Total</b></td><td>£4,364,026.71</td></tr> </table>	Estimated Budget at Gateway 2		<b>Total</b>	£4,071,000.00	Approved Budget at Gateway 5		Works	£3,879,134.85	Fees and staff costs	£484,891.86	<b>Total</b>	£4,364,026.71
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Final Account Verification		

**\*Please note that the Chamberlain's department Financial Services division will need to verify Final Accounts relating to medium and high risk projects valued between £250k and £5m and all projects valued in excess of £5m.**

### **Review of Team Performance**

<b>8. Key strengths</b>	The works which were completed were finished to a high quality.
<b>9. Areas for improvement</b>	<p>1. A more robust specification and more comprehensive series of pre-contract condition surveys would have identified the nature and extent of the additional works which were required and allowed for them to be included in the tender package.</p> <p>2. The earlier appointment of a Quantity Surveyor would have allowed greater control over costs during the initial stages of project delivery.</p> <p>3. Up to date periodic electrical surveys carried out in advance of the refurbishment works would have given a clearer picture of the extent of the electrical works required.</p>
<b>10. Special recognition</b>	N/A

## **Lessons Learnt**

<b>11. Key lessons</b>	<p>This was the first major contract of this kind let under the City of London's current Decent Homes Programme. There have been a number of lessons learned from this including:</p> <ol style="list-style-type: none"><li>1. More rigorous analysis of submitted tenders and subsequent awarding of the contract.</li><li>2. Increased quality of specifications and other contract documentation to reduce the potential for disputes, variations and claims for additional works.</li><li>3. Improved processes and procedures for contract management to ensure contracts are managed effectively and we get value for money.</li><li>4. Closer alignment of the various programmes of work contained within the Decent Homes Programme to ensure effective co-ordination and programming, minimise disruption for our residents, cost reductions and value for money through economies of scale.</li></ol>
<b>12. Implementation plan for lessons learnt</b>	<p>Experience gained from this project will be implemented in other similar future projects. The lessons learnt and areas identified for improvement have already been implemented into three similar Decent Homes projects currently being delivered by DCCS Property Services.</p>

## **Appendices**

None

## **Contact**

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<b>Committees:</b>	<b>Dates:</b>
Housing Management and Almshouses Sub Committee	24 September 2018
<b>Subject:</b> Fire Safety Update – HRA Properties	<b>Public</b>
<b>Report of:</b> Director of Community & Children's Services  <b>Report author:</b> Paul Murtagh Assistant Director Barbican and Property Services	<b>For Information</b>

## Summary

The purpose of this report is to update Members on the progress that has been made in relation to fire safety matters since the last update report submitted to Committee on 5 June 2018.

## Recommendations

Members are asked to note, consider and comment on the report.

## Main Report

### Background

1. In July 2017, an initial detailed report was presented to this Committee, the Community & Children's Committee and the Audit and Risk Management Committee updating Members on the City of London Corporation's (CoLC) approach to fire safety in its social housing portfolio and, following the tragic fire at Grenfell Tower, the subsequent actions that we had taken. This report informed Members of the progress we had made with matters such as:
  - fire risk assessments,
  - communication with residents,
  - estate management,
  - fire safety maintenance and improvement works,
  - inspections by the London Fire Brigade (LFB),
  - potential future improvement works.
2. Subsequently, further update reports were brought back to this Committee and the Community & Children's Committee in January and February 2018. In addition, at its meeting on 5 June 2018, this Committee received a further report entitled 'Fire Safety Review', which informed Members of the work that has been done on potential improvement works to enhance the safety of the CoLC's social housing estates and its residents in the event of fire.

3. This report is intended as a further update.

## **Considerations**

### **Automatic Water Fire Suppression Systems (Sprinklers)**

4. At its meeting on 11 May 2018, Members of the Community & Children's Committee agreed a recommendation from its Director to retro-fit automatic water suppression systems in each of its five social housing high-rise tower blocks below:
  - Great Arthur House, Golden Lane;
  - Petticoat Tower, Middlesex Street;
  - West Point, Avondale Estate;
  - Central Point, Avondale Estate;
  - East Point, Avondale Estate.
5. Further discussions have been held with colleagues in the CoLC's Planning Team in relation to Great Arthur House, which Members agreed was the priority as a result of the compartmentation issues. A Gateway 1-4 report has been prepared and will be submitted first to the next meeting of the Corporate Projects Board on 15 October 2018.

## **Fire Doors**

6. As Members will be aware from previous reports, recent random sample testing of a number of front entrance doors to individual flats in our residential blocks has been carried out. This destructive testing indicated an average fire resistance of 16 minutes. Although this is in line with what was predicted for doors in their original state, it gives serious cause for concern when set against the recommendations from many of the 2018 Fire Risk Assessments.
7. The CoLC is committed to replacing all front entrance doors in its residential blocks of flats with fire doors that give up to 60 minutes fire resistance (30 minutes as an absolute minimum). The estimated cost of this programme is in the region of £4million.
8. Members may be aware of the recent concerns raised by the Ministry of Housing, Communities and Local Government (MHCLG), which found that a glazed, composite fire door from Grenfell Tower failed a 30-minute fire resistant test after 15 minutes. Further investigations highlighted similar problems with doors from a further four high-profile specialist fire door manufacturers. These findings have caused considerable uncertainty in the industry with manufacturers desperately trying to recover their credibility. It has also led to a shortage in suppliers to satisfy the demand from housing associations and local authorities seeking to upgrade the doors to their homes.
9. We have been working closely with GERDA Security Products Limited, a specialist door manufacturer (not implicated by the recent MHCLG investigations), to develop a prototype replacement doorset that has been rigorously tested to provide 60 minutes fire resistance and has passed appropriate door smoke tightness tests.

The prototype door set has been manufactured and fitted in one of our homes in Petticoat Tower, Middlesex Street and it has been very well received.

10. It is intended, subject to final agreement from City Procurement, that the GERDA prototype will be specified for the remainder of the Door Replacement Programme at Petticoat Tower, which is due to commence at the end of October 2018.
11. Officers are currently finalising the programme and delivery schedule for the remainder of the main Door Replacement Programme, which will be spread over the next 18 to 24 months and will likely need to be subject to a fully compliant OJEU procurement process.

### **Fire Risk Assessments (FRAs)**

12. As Members will be aware, Frankham Risk Management Services Limited has recently completed new FRAs for each of our residential blocks of flats. These new FRAs are of a Type 3, which cover everything required for the previously used Type 1 FRA's but also provide for an assessment of the arrangements for means of escape and fire detection (smoke alarms, heat detectors, etc.) within a sample of the flats (typically around 10%). The new Type 3 FRA's, as agreed by Members, were published on the CoLC's website in June this year.
13. At its meeting on 5 June 2018, Members were presented with the recently agreed 'Specific Hazard Identification and Action Plan Template for Fire Risk Assessments', which lists the recommendations from all the FRA's on our residential blocks. Officers continue to work on the various recommendations contained within the Action Plan and the following notable areas of fire safety work have been commissioned or carried out:
  - Specific 'Fire Safety Signage Surveys' have commenced on our residential blocks of flats with a view to ensuring that the deficiencies noted in the FRA's are rectified and the signage in all our blocks is accurate, up-to-date and complies fully with the legislative requirements and best practice.
  - Tenders have been sought for the compilation of Fire Safety Management Plans (FSMP) for 20 of our residential blocks of flats. These FSMP's will cover detailed inspections into the levels of compartmentation and protection to fire escape routes, common areas, plant rooms, voids, service ducts, refuse chutes and risers and doors. Further invasive testing of vertical and horizontal structures providing fire compartmentation will also be undertaken.
  - A specialist fire engineering consultant has been appointed to carry out a sample number of Type 4 surveys to address specific concerns raised in the FRA's relating to fire stopping.
  - Periodic electrical testing of our tenanted properties has been enhanced to ensure that all homes have been tested, and all necessary remedial works completed, within the next 12 months.
  - A detailed document audit has been carried out to ensure information relating to testing of emergency lighting, gas safety inspections and alarms is readily available for inspection and verification.

- The installation of 2500 heat, smoke and carbon monoxide detectors in our tenanted properties.
- The introduction of Portable Appliance Testing (PAT) initiative that tests the 'white' goods in the homes we carry out electrical testing (this has already identified 16 faulty and potentially dangerous appliances on the Golden Lane Estate including washing machines, refrigerators and cookers).
- A successful pilot installation of a new 60-minute fire door at Petticoat Tower, which will provide the basis of the specification for the main door replacement programme;
- Work is underway to change the electrical consumer units in our high-rise blocks of flats to comply with the new 18<sup>th</sup> Edition of the Electrical Regulations.

14. There have been further discussions with Frankhams in relation to some of the recommendations and timescales contained in the FRA's. As a result of these discussions, and due to the amount of work that has been done, or is being done, the Fire Safety Action Plan is being revised and updated to provide a more inclusive and robust document on a block-by-block basis and this will be presented to this Committee at its next meeting.

### **Great Arthur House**

15. As Members will be aware, due to the unique nature of the building and its issues, Great Arthur House is being dealt with as a 'special project' in terms of the fire safety works. Further detailed investigation work has been carried out that has confirmed initial concerns about the level of compartmentation in the service ducts. We have appointed Checkmate Fire Solutions Limited, a specialist nationwide 3<sup>rd</sup> party accredited building fire safety, installation and compliance services company to carry out a full compartmentation audit of Great Arthur House to identify the full extent of the issues and to prepare a schedule of remedial works to be put out to tender.

16. Approval has been obtained under the Gateway process to facilitate the removal and replacement of two front entrance 'screens' and doors to individual flats. These will be replaced to replicate the ones removed and the units taken out will be used for destructive testing to assess their level of fire resistance, one in its original condition and the second in an upgraded condition. This will allow us to determine the extent of work required to upgrade the compartmentation of the front entrance doors and screens to the rest of the flats in the block. At the time of writing this report, we are still awaiting a date for the destructive testing.

17. Members will be aware that there has been a significant amount of work done at Great Arthur House to address initial concerns with compartmentation including:

- the installation of a permanent hard-wired fire alarm system to the whole of the building.
- the delivery, and installation where required, of individual smoke detectors to all flats in Great Arthur House.



- the introduction of a 'Waking Watch', a team of four security staff patrolling the building at all times, whose role is to alert residents in the event of a fire and to assist in any evacuation process.
  - the completion of a detailed 'fire safety signage survey' and subsequent upgrading of all fire safety signage to reflect the new evacuation arrangements and to pick up the deficiencies noted in the FRA's, to ensure, that the signage in the block is accurate, up-to-date and compliant.
  - the introduction of an evacuation process for residents in the event of a fire.
18. The Waking Watch provision is expensive and it has always been intended that once the hard-wired fire alarm system was installed and commissioned, the Waking Watch would be removed. Although we have recently achieved access to all flats in Great Arthur House and all detection units have now been installed, we have decided that the removal of the Waking Watch will be 'phased' to allow us to give adequate notice to the residents. It should be noted however, that depending on the advice given in relation to the new compartmentation issues, it may be necessary to retain the Waking Watch for a further period of time.

### **Estate Management**

19. Since the last meeting of this Committee on 5 June 2018, there have been several tasks completed and processes implemented by our estate management team that will go some way to ensuring the safety of residents in our social housing estates. Attached as Appendix 1 to this report is the 'Housing & Neighbourhoods Fire Safety Improvement Action Plan Summary 2017-19', which outlines the tasks completed and processes implemented.
20. Members will be aware that the biggest area of work by far for the Housing & Neighbourhoods Team is the Tenancy Visits Project, which is the subject of a separate report to this Committee.

### **Inspections by the LFB**

21. As part of the government's response to the Grenfell Tower tragedy, fire services across the country have been instructed to carry out ad-hoc inspections on residential flat blocks to ensure that they comply with the requirements of the Regulatory Reform (Fire Safety) Order 2005 and to ensure that appropriate FRAs are being carried out. Since the last meeting of this Committee, an impromptu fire safety inspection was carried out at the Holloway Estate. The Fire Safety Inspecting Officer advised that he was satisfied that everything was in order although, he sought clarification on the timescales for implementing three of the recommendations included in the recent FRA. This has been provided.

### **The Hackitt Review**

22. Following the Grenfell Tower fire, the Home Secretary, Amber Rudd and the Communities Secretary, Sajid Javid, commissioned Dame Judith Hackitt to conduct a review into building regulations and fire safety. The review, which was carried out independently of government, has a particular focus on regulations as they apply to high-rise residential buildings.

23. Dame Judith Hackitt's 'Independent Review of Building Regulations and Fire Safety' was published on 17 May 2018. The review is 156 pages long. There are 53 recommendations contained in the review, some of the key ones are summarised at Appendix 2 to this report.
24. It is fair to say that the Hackitt review has been met with something of a mixed reaction by professionals within the industry. Some think the report is underwhelming and those who expected the review to provide the answers, are largely disappointed.
25. The biggest change in thinking in the Hackitt Review is the creation of a two-tier system, whereby high-rise buildings will be subject to a different system to other buildings which, creates an arbitrary 10-storey cut off point. This has drawn considerable criticism as, by inference, blocks of less than 10 storeys are 'overlooked' and if fails to take into consideration other high risk buildings such as hospitals, schools and even nursing homes.
26. The Hackitt Review has also been widely criticised for failing to recommend a ban on combustible cladding although, in her response, somewhat surprisingly, Dame Judith said that it was not in her remit to look at Grenfell.
27. We are still some way from understanding the full impact of the Hackitt Review and the resulting legislative changes that may be brought about. The Ministry of Housing Communities & Local Government is presently consulting on the clarification of Approved Document B – Fire Safety in line with the Secretary of State's commitment in Parliament on 17 May 2018 to consult on clarifying building regulations fire safety guidance. The consultation closes on 11 October and it will likely be some time before we know the outcome.

## **Appendices**

Appendix 1: Housing & Neighbourhoods Fire Safety Improvement Action Plan Summary 2017-19

Appendix 2: Summary of the Hackitt Review

Paul Murtagh, Assistant Director, Barbican and Property Services

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## APPENDIX 1

### HOUSING & NEIGHBOURHOODS FIRE SAFETY IMPROVEMENT ACTION PLAN SUMMARY 2017-19

ACTION	DEADLINE	PROGRESS
Produce leaflet on fire safety for residents	Jan 2017	Complete
Produce poster on basic fire safety	Jan 2017	Complete
Sign up process amended to include fire safety advice	Jan 2017	Complete
Check and update records of vulnerable residents	July 2017	Complete (and ongoing)
Revise fire action and evacuation posters and include local variations as appropriate.	Sept 2017	Complete
Investigate presence and maintenance of lightening conductors	Sept 2017	Confirmed conductors are inspected annually by Nimbus Lightening Protection Ltd.
Have new notices installed in all blocks	Nov 2017	Complete Interim notices were installed in Autumn 2017. A separate project, to create permanent notices is being initiated by Property Services.
Review fire safety advice in Tenancy Handbook	Sept 2017	Complete. Review shows no inaccuracies. Relevant sections in handbook to be revisited as part of overall handbook review in late 2018
Develop communications programme on fire safety, including newsletter items, letters, Facebook posts, website updates, events etc	Oct 2017	Programme complete and being implemented
Write to all residents in City, telling them not to put out rubbish until day of collection as fire risk	Sept 2017	Complete. Included in FAQs
Secure funding for programme of tenancy visits	Nov 2017	Complete. Funding agreed
Revise fire safety protocol to include all communal areas. Develop standard procedure and enforcement letters	Dec 2017	Complete
Plan and implement tenancy visits project	July 2018	Team recruited and trained, visits have commenced and regular reports being presented to Housing Management & Almshouses Sub-Committee

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Create Cigarette disposal comms campaign	August 2018	Piece to go in Autumn newsletter, highlighting recent fire
Review fire log books and make recommendations	Sept 2018	Log books being reviewed and updated as per FRA recommendations
Review sheds and garages agreement to be clear about storage of combustible items. Revise procedure to include inspections and key changes.	Sept 2018	Complete
Set up monthly FRA Monitoring Meeting with Property Services	Sept 2018	To begin shortly
Enhanced of programme of on-site training for cleaners	Oct 2018	Checklists for daily inspections being revised based on FRAs – training will to cover this.
Review and republish schedule of risk assessments and establish system for quality assuring	Dec 2018	Part of Estate Services Review
Review quality and monitoring of walkabouts and review daily, weekly, monthly checklists	Dec 2018	Part of Estate Services Review
Establish new process for updating information on vulnerable households and put into place any support plans needed	Dec 2018	Part of Estate Services Review and Tenancy Visits Project

### APPENDIX 2

Dame Judith Hackitt's 'Independent Review of Building Regulations and Fire Safety' was published on 17 May 2018. There are 53 recommendations contained in the review, some of the key ones are summarised below:

#### 1. New regulatory framework

A new regulatory framework for buildings more than 10 storeys high which, includes the creation of a Joint Competent Authority (JCA) made up of Local Authority Building Standards, fire and rescue authorities and the Health and Safety Executive. The JCA will hold a database of all high-risk residential buildings (HHRBs), whether in construction or already occupied. It will oversee the sign-off of HHRBs with dutyholders having to show that their plans are "detailed and robust".

High-rise residential buildings are defined as being 10 storeys and higher, rather than 18m. The Review also calls for many key recommendations to be extended to other multiple occupancy residential buildings covered by the Fire Safety Order, and some other institutional residential buildings where people sleep, including care homes

#### 2. Clear responsibilities

Hackitt warns that a lack of clarity on roles and responsibilities when it comes to building safety was one of the circumstances that led to the Grenfell Tower disaster. She is recommending a clear and identifiable "dutyholder" with responsibility for building safety for the whole building. That dutyholder will have to present a safety case to the JCA at regular intervals. The key roles that are most important initiating, overseeing and influencing activity throughout the procurement, design and construction of a building should also be identified. The key roles for prioritising building safety will be the same as those identified in the Construction Design and Management (CDM) Regulations 2015 to avoid confusion.

#### 3. Three 'gateways'

There should be three 'gateway' points where those responsible for a building's safety will have to prove to the new JCA that they are complying with regulations. The first gateway point is to satisfy the JCA that the building is accessible by the fire service, which must be determined before the building gets planning permission. Secondly, the dutyholder must satisfy the JCA that key building safety risks are understood and will be managed and that "robust" processes are in place, before building work can start. Thirdly, the JCA must be satisfied that the signed-off design has been followed before occupation can start.

#### 4. More rigorous enforcement

More rigorous enforcement powers. A wider and more flexible range of powers will be created to focus incentives on the creation of reliably safe buildings from the outset. Stronger enforcement powers should align with the Health and Safety at Work Act. The JCA/Local Authority Building Standards should have additional powers to issue

improvement and prohibition notices, as well as clear powers to require changes to work that meet Building Regulations. Time limits for bringing prosecutions should be increased to five or six years for "major deficiencies".

### **5. Higher levels of competency**

The construction sector and fire safety sector will have to demonstrate more effective leadership for ensuring building safety among key roles including an overarching body to provide oversight of competency requirements. The aim is to move towards a system where ownership of technical guidance rests with the industry as the intelligent lead in delivering building safety and providing it with the flexibility to ensure that guidance keeps pace with changing practices.

### **6. More effective product testing**

A clearer, more transparent and more effective specification and testing regime of construction products must be developed, including products as they are put together as part of a system. There should be clear statements on what systems products can and cannot be used for, with their use made essential. The scope of testing, the application of products in systems, and the resulting implications must be more clearly communicated in plain, consistent and non-technical information. Additional test houses should be established and certified, while test methods and standards should be maintained under a periodic review process.

### **7. Better information**

The review identifies four "key information products" integral to oversight on building safety. They are:

- the digital record,
- the fire and emergency file,
- full plans, and
- the construction control plan.

Hackitt recommends that the creation, maintenance and handover of relevant information should be an "integral part" of the legal responsibilities of clients, principal designers, and principal contractors undertaking works on HRRBs.

For existing buildings, the duty holder must undertake an information-gathering exercise to build a record of how the building is constructed and how safety should be managed. This may require invasive building surveys. A phased programme for this should be developed by the JCA.

Whole-building Fire Risk Assessments (FRAs) should be carried out annually until the JCA has reviewed a building's safety case documents, at which point an appropriate routine can be agreed between the JCA and duty holder.

### **8. Residents**

Residents should have the right to access FRA's and safety case documents. Duty holders should have a resident engagement strategy setting out how information will be shared with residents.

Residents should have clearer obligations to maintain their flat's safety and should cooperate with the duty holder and building safety manager. The intention of this recommendation relates to access to residents' properties where there are safety concerns.

### **9. Better procurement**

Principal contractors and clients for HHRBs should devise contracts that specifically state that safety requirements must not be compromised for cost reduction. Tenders should set out how the proposed solution will produce safe building outcomes. Contracting documentation relating to the safety aspects of the building should be included in the digital record.

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