

| Departmental Objective 1 – To enhance and promote a better quality of life for residents, | | | | | |
|--|---|--|--|--|--|
| Supporting the Community Strategy Theme of - A Clean Pleasant and Attractive City | | | Supporting the City of London's Medium Term Strategy Priority of – To provide excellent local authority services | | |
| Action/Task to Meet Objective | Measure of Success | Target | Responsible Officer/s | Resources | Key Drivers for Action |
| 1a Asset Management / Future Maintenance BEO Directorate to work with Technical Services staff to review on-going – long term asset management of the fabric of the Barbican Estate. | <p>An Officer will be appointed to an Asset Management role in the coming months.</p> <p>Initially an exercise will be undertaken to identify areas which may need to be considered, to consider trends, the balance between reactive repairs and planned maintenance and areas which may need a more in-depth survey.</p> <p>This exercise will also cover identifying trends in repairs and maintenance to consider where urgent attention needs to be targeted.</p> <p>Committee report will identify way forward with priorities, timescales and resources.</p> | <p>December 2009 Revised target April 2010</p> <p>Targets will be reassessed when an appointment into this role has been completed</p> <p>For initial report to committee with action plan for way forward.</p> <p>New targets and milestones will be added when report is produced.</p> | Mike Saunders Head of Asset and Programme Monitoring | Additional funding may need to be identified as this project may not be able to be directly resourced with the existing Technical Services | <p>Parts of the estate have been occupied for 40 years.</p> <p>A plan for future maintenance and to identify future projects to ensure the fabric of the estate is protected for the long term needs to be prepared.</p> |
| An outline of an Asset Management Plan will be completed by April 2010. This objective has been carried forward to the BEO business plan for 2010-13 | | | | | |

| Departmental Objective 2 – To Improve the department's value for money, efficiency and performance | | | | | |
|--|---|---|--|---|---|
| Supporting the Community Strategy Theme of - A Clean Pleasant and Attractive City | | | Supporting the City of London's Medium Term Strategy Priority of – To provide excellent local authority services | | |
| Action/Task to Meet Objective | Measure of Success | Target | Responsible Officer/s | Resources | Key Drivers for Action |
| 2a – New working arrangements – Housing Services Directorate Review working arrangements of the new Housing Services Division within the extended Barbican Estate Office | Review of new working arrangements for Housing Services Directorate. Assess impact of housing services move to the Barbican Estate Office. Consider the benefits of joint working such as those already introduced in the Service Charge & Home Ownership teams. Complete restructure of Technical Services | September 09 Revised target March 2010 Reviewing collection of car parking income across the Housing Services Division – on completion of the car parking strategy September 2009 Revised target March 2010 | Eddie Stevens – Housing Services Director | Further restructuring may take place within the Barbican Estate Office – it is anticipated that this will be within existing resources. | The City of London is striving to provide excellent services to all residents and to meet the requirements of the CPA Performance Assessment to retain its 4 star status. |
| The Technical Division's restructure will be completed by the end of March 2010. The Housing Services Director, Eddie Stevens continues to review services provided by the Housing division to ensure that any benefits from joint working between sections of the division are developed and implemented. | | | | | |

| Departmental Objective 2 – To Improve the department's value for money, efficiency and performance | | | | | |
|---|--|---|--|--|---|
| Supporting the Community Strategy Theme of - A Clean Pleasant and Attractive City | | | Supporting the City of London's Medium Term Strategy Priority of – To provide excellent local authority services | | |
| Action/Task to Meet Objective | Measure of Success | Target | Responsible Officer/s | Resources | Key Drivers for Action |
| 2b – Car Park Strategy BEO Directorate to review charging strategy, additional income streams, and measures to reduce costs to address the deficit on Car Parking Account. | Additional Income Streams Identified and subject to approval implemented Continuing the review of charges including temporary car parking. Investigating the implementing of charges for motorcycle parking. Liaise with Housing services to review overall car parking collection procedures. - <i>To be carried out on completion of the car parking strategy</i> | September 2009 <i>Revised target June 2010</i> March 2010 December 2009 <i>Revised target June 2010</i> | Michael Bennett – Estate Services Manager | The effect of the pay & grading review on allowances will likely increase the staffing element of the costs. | The City of London is striving to provide excellent services to all residents and to meet the requirements of the CPA Performance Assessment to retain its 4 star status. |
| A motorcycle charging policy will be presented to the March 2010 committees. Investigations are underway on the feasibility of a pre paid voucher system for temporary car parking. Outstanding elements of this objective have been carried forward to the BEO business plan for 2010-13 | | | | | |

Departmental Objective 3 – To increase stakeholder involvement / partnership working to drive service improvement

Supporting the Community Strategy Theme of - A Clean Pleasant and Attractive City – Community Strategy

Supporting the City of London's Medium Term Strategy Priority
To provide excellent local authority services

| Action/Task to Meet Objective | Measure of Success | Target | Responsible Officer/s | Resources | Key Drivers for Action |
|---|--|---|--|--------------------------------|--|
| <p>3a Representation & Consultation</p> <p>The Barbican Estate Directorate will be drawing up a protocol for consultation with members, RCC representatives, HG representatives, and other residents.</p> <p>This is to ensure that all concerned have the opportunity to be involved in the planning and decision making process.</p> | <p>A review of recognised House Groups may be undertaken by the Town Clerks Department this year</p> <p>Following the recognition exercise a protocol / agreement is in place for all consultation.</p> <p>The protocol will include provision for where blocks do not have a recognised House Group</p> <p>A best practice guide will be consulted on and issued to all House Group committees.</p> | <p>September 2009 Revised target November 2009</p> <p>November 2009 Revised Target September 2010</p> | <p>BEO-Directorate</p> <p>House Officers Helen Davinson Rebecca Marshall Sarah Styles</p> <p>Leasehold Services Officer – Sheila Delaney</p> | <p>No additional resources</p> | <p>To ensure best practice is implemented in all consultation processes.</p> |

A review of this objective will take place after the Town Clerks Departments further review of Recognised House Groups in June 2010. This objective has been carried forward to the BEO business plan for 2010-13

| Departmental Objective 3 – To increase stakeholder involvement / partnership working to drive service improvement | | | | | |
|---|--|---|--|---|--|
| Supporting the Community Strategy Theme of - A Clean Pleasant and Attractive City – Community Strategy | | | Supporting the City of London's Medium Term Strategy Priority To provide excellent local authority services | | |
| 3b - Work in partnership with the Technical Division, Door Entry Project An Equalities Impact Assessment will be produced to ensure that we identify any issues that need to be addressed | Meeting the targets set out in the Major Works SLA. A deferment was agreed in March for this project and it will be taken forward following initial outcomes of the Asset Management Plan | June 2009 Revised target to be agreed, These will be based on progress of Asset Management Plan | Richard Thomas, Head of Projects and Development | This is a project and finance is available. | To improve services for Residents and to maintain the fabric of the estate and if possible improve access options. |
| This project has been deferred and will be reviewed subject to outcomes of the Asset Management Plan. | | | | | |

| Departmental Objective 3 – To increase stakeholder involvement / partnership working to drive service improvement | | | | | |
|--|--|---|--|---|--|
| Supporting the Community Strategy Theme of - A Clean Pleasant and Attractive City | | | Supporting the City of London's Medium Term Strategy Priority To provide excellent local authority services | | |
| Action/Task to Meet Objective | Measure of Success | Target | Responsible Officer/s | Resources | Key Drivers for Action |
| 3c - To improve delivery of a repairs and maintenance service Agree revised target dates for repairs with SLA working party Liaise with current contractors regarding implementation of revised target. | Transfer to Orchard computerised repairs ordering system for processing of repairs orders. Agreement implementation of revised target date for repairs Agreeing specification prior to tendering of new repairs and maintenance contract | September 2009 Revised target September 2010 September 2009 Revised target February 2010 | John Todd Head of Repairs and Maintenance Michael Bennett, Estate Services Manager. | Staff training will be required for the new repairs ordering system for staff to view and monitor orders. | To provide value of money. |
| Delays on the transfer to the Orchard repairs ordering system caused by possible software development work needed to deliver Barbican repairs The new tender will include revised target dates for repairs completions. This objective has been carried forward to the BEO business plan for 2010-13 | | | | | |
| 3d – Leaseholders Repairs Service This service would offer all long leaseholders access to a repairs service with a scale of prices for works to be carried out to the interior of their properties. Other services Energy Rating Information | A menu of services together with proposed charges is being produced. Leaseholders Repair service in place. Other services such as Energy Rating information. | September 2009 Revised target January 2010 | John Todd Head of Repairs and Maintenance | | This service is difficult to source within the City and residents have requested such a service to be offered. |
| A document detailing the Leaseholders Repairs Service being facilitated by the Technical Division will be finalised during March and a copy sent to residents. The service will commence in during April 2010 | | | | | |

| Departmental Objective 3 – To increase stakeholder involvement / partnership working | | | | | |
|--|---|---|--|---|---|
| Supporting the Community Strategy Theme of - A Clean Pleasant and Attractive City – Community Strategy 4 | | | Supporting the City of London's Medium Term Strategy Priority To provide excellent local authority services | | |
| Action/Task to Meet Objective | Measure of Success | Target | Responsible Officer/s | Resources | Key Drivers for Action |
| 3e - Barbican Fringe Redevelopments To work in partnership with redevelopers and residents to ensure that projects on the fringe of the Barbican Estate address issues of concern to the estate management and residents such as site access and working hours. | That any planning gain monies are identified and where appropriate bids for community benefit are put forward Appropriate liaison and consultation programmes are in place. Ensure a management agreement has been reached between the Barbican Estate Office, the Barbican Centre and MCL the developers regarding Frobisher Crescent. | On-going Discussions will continue through the planning and construction phase | BEO – Directorate. Mike Kettle - Commercial Manager. | Some additional resources may be available as a result of S106 – planning gain monies. | To improve communications between developers, City Surveyors, the Barbican Estate Office and residents. |
| Consultations and briefings on fringe developments continue. A residents' forum has been set up for Crossrail briefings and there are regular meetings in respect of the Heron Development at the former Milton Court site. This objective has been carried forward to the BEO business plan for 2010-13 | | | | | |
| 3f - Landscaping Strategy Work in partnership with the BRC landscaping working party to identify options to be addressed as part of the review of all landscaping on the estate. | Options, costings and timescales identified together with a programme of when best to carry out works in relation to the growing seasons. | To be assessed | BEO- Directorate Michael Bennett Estate Services Manager | Additional funding will be required as many of the current proposals deal with areas funded out of the Landlords Account. | To ensure that the open spaces on the Estate are refurbished and retain their special listed status. |
| Due to funding issues there has been no further action. | | | | | |

| Departmental Objective 4 – To build on the reputation of the City and the department by actively promoting the department's good work | | | | | |
|--|---|------------------|--|---|--|
| Supporting the Community Strategy Theme of - A Clean Pleasant and Attractive City – Community Strategy 4 | | | Supporting the City of London's Medium Term Strategy Priority To provide excellent local authority services | | |
| Action/Task to Meet Objective | Measure of Success | Target | Responsible Officer/s | Resources | Key Drivers for Action |
| 4a – Organise celebration for Residents for the 40th Anniversary of the Barbican Estate | A day or more of events have provided publicity for the department and presented information to residents and visitors on the history of the Barbican Estate Development. | July 2009 | BEO – Directorate and a working party of officers from the Barbican Estate Office. | It is proposed to gain sponsorship funding for events | To celebrate the success of the Barbican Estate as a vibrant popular living community. |
| Completed. Sponsorship was raised which funded the event and an anniversary souvenir edition of Barbicanews was distributed in December 2009. | | | | | |

Summary of Key Performance Measures – April to December 2009

Appendix 1

| KEY PERFORMANCE MEASURES | | | | | | | |
|---|--|-------------------|--|--------|---------------------|---|---------|
| Ref. | Measure Name | Measure Owner | Performance 2008-2009 Number % | | Target 2009-2010 | Performance April to December 2009 Number % | |
| Miscellaneous | | | | | | | |
| BE1 | Right to Buy notices issued within statutory time | Anne Mason | 0 | N/A | 100% | 1 | 100% |
| BV8 | Average Void Turnover | Anne Mason | 6 | 61 | 18 Days | 7 | 39 days |
| A review of procedure is being undertaken to improve performance | | | | | | | |
| BE4 | Freedom of Information Requests responded to within 20 working days (Statutory) | Sharon McLaughlin | 14 | 100% | 100% | 15 | 100% |
| Service Level Agreement Targets | | | | | | | |
| Customer Care / Supervision & Management | | | | | | | |
| BECS1 | Answering letters satisfactorily with a full reply within 10 working days | Sharon McLaughlin | 480 (Total mail 1865) | 94% | 100% | 296 | 71% |
| This summary includes letters to the Technical Division dealing with Barbican Estate issues, overall 1238 emails or letters have been received. In the same period 9 letters of praise/thanks have been received. | | | | | | | |
| BECS2 | Answer telephone calls within 15 seconds | Sharon McLaughlin | 46173 | 79.17% | 100% | TBA | |
| BECS3 | Provide a welcoming, helpful and prompt service for visitors to reception | Sharon McLaughlin | Our reception and enquiry line service is being monitored as part of the Corporate 'mystery shopper' exercise. Feedback on 2 enquiries has been very positive. | | | | |
| BECS4 | To resolve written complaints satisfactorily within 14 days (Corporate PI) – (BE & Tech) | Sharon McLaughlin | 12 | 64% | 100% | 7 | 71% |
| Analysis of complaints has enabled officers to target efforts to improve service delivery. | | | | | | | |

| Ref. | Measure Name | Measure Owner | Performance 2008-2009 Number % | | Target 2009-2010 | Performance April to December 2009 Number % | |
|--|---|-------------------|-----------------------------------|-------|---------------------|---|-----|
| BECS5 | Payment of undisputed invoices within 30 days.(Corporate PI) | Sharon McLaughlin | 3321 | 98% | 100% | 2268 | 99% |
| BECS6 | To reduce Long Leaseholder arrears | Anne Mason | 0.192% | | 1% | 0.08% | |
| BECS8 | To reduce Short Term Tenants arrears | Anne Mason | 0.277% | | 1% | 0.04% | |
| The net figure relates to the debt which is not subject to a payment arrangement or action by the Comptroller and City Solicitor. | | | | | | | |
| BECS9 | To follow procedure and deadlines to reduce former tenants' arrears. | Anne Mason | 100% | | 100% | 100% | |
| BECS10 | To reduce miscellaneous income arrears | Anne Mason | £20,503 | | Under £9,000 | £12,307 | |
| The majority of these debts relate to temporary car parking. However there is one debt of £7643.70 which relates to a contractor who caused a fire and has been recharged for subsequent repairs and redecorations. | | | | | | | |
| BECS11 | To reduce commercial rent arrears to under 2% of annual debit | Mike Kettle | 2.43% | | 1.75% | 0.81% | |
| BECS12 | Staff turnover | Sharon McLaughlin | 12.5% | | | 3% | |
| BECS13 | Average staff sickness absence (Corporate PI) | Sharon McLaughlin | 11.06 Days | | 4.50 Days | 9.95 Days | |
| 5.65 days on average relate to long term sickness absences (over 20 days) taken by 5 members of staff. The Corporate average overall for this period is 5.53 days with 2.65 days relating to long term absence. All absences are managed in accordance with the City of London Corporation's absence management policy. Regular contact is maintained with staff and they are referred to the Occupational Health Service if appropriate & formal sickness absence review meeting. | | | | | | | |
| BECS14 | Produce reports on telephone call charges overall and as an average per call. | Sharon McLaughlin | 49961 | £0.08 | 100% | New telephone Provider | NYA |

| Ref. | Measure Name | Measure Owner | Performance 2008-2009 Number % | | Target 2009-2010 | Performance April to December 2009 Number % | |
|------------------------|---|--------------------|--|------|---------------------|---|------|
| BECS15 | Lease extension Applications - number of applications and no of completions | Sheila Delaney | 16 Applications 13 Completed 3 Outstanding | | 100% | 16 Applications 8 Completed 8 Outstanding | |
| BECS16 | Lease extension Applications - % of cases meeting target of 60 days for response from date of receipt in the BEO | Sheila Delaney | 12 | 75% | 100% | 8 | 100% |
| | | | | | | | |
| Estate Services | | | | | | | |
| BEES1 | Estate Cleaners to complete daily self monitoring forms on cleaning scheduled works – produced weekly | Michael Bennett | 1248 | 100% | 100% | 936 | 100% |
| BEES2 | Daily compliance spot checks on scheduled cleaning tasks – produced weekly | Michael Bennett | 1248 | 100% | 100% | 936 | 100% |
| BEES3 | House Officer six-weekly joint inspections with House Group representatives monitoring Communal block cleaning – good and very good standard | Michael Bennett | 132/144 | 92% | 85% | 105/108 | 97% |
| BEES4 | House Officer six-weekly joint inspections with House Group representatives monitoring Communal window cleaning – good and very good standard | Michael Bennett | 92/131 | 70% | 65% | 82/96 | 85% |

| Ref. | Measure Name | Measure Owner | Performance 2008-2009 | | Target 2009-2010 | Performance April to December 2009 | |
|---|--|-----------------|-----------------------|-------|---------------------|---------------------------------------|-----|
| | | | Number | % | | Number | % |
| BEES5 | House Officer six-weekly joint inspections with House Group representatives monitoring podium cleaning – good and very good standard | Michael Bennett | 96/127 | 75% | 85% | 85/108 | 77% |
| BEES6 | House Officer six-weekly joint inspections with House Group representatives monitoring Car Park cleaning – good and very good standard | Michael Bennett | 115/140 | 82% | 85% | 74/96 | 77% |
| BEES7 | Agency cleaning staff usage | Michael Bennett | 2401 | 22.8% | N/A | 944 | 13% |
| Available Cleaning working days for 3 quarters (188 days x 32 Staff + Agency staff) Previous quarter agency cleaning staff usage was 355 days and 14% | | | | | | | |

Monthly meetings with BEO Directorate, Estate Services Officers and House Officers take place to monitor SLA, residents survey and complaints and performance against a number of targets. The performance is also discussed at the residents SLA review working parties.

| Ref. | Measure Name | Measure Owner | Performance 2009-2009 Number % | | Target 2009- 20109 | Performance April to December 2009 Number % | | |
|---|---|---|-----------------------------------|-----|--------------------------|---|------------|-----|
| Property Maintenance – Measure Owner – Technical Directorate, John Todd, Mike Saunders & Richard Thomas | | | | | | | | |
| BETS1 | To carry out routine repairs within local target response times as detailed in the SLA | | 5248 | 91% | 98% | 3373 | 97% | |
| BETS2 | To inspect 10% of works carried out by contractors | | 3746 (1123) | 30% | 10% | 2548 | 13% | |
| 2548 = the total number of orders issued to contractors and does not include orders raised to maintenance surveyors, resident engineers or the Garchey team. Of the 2548 orders 322 have been checked by Technical. | | | | | | | | |
| BETS3 | Residents satisfied with repairs to flats to a good or very good standard based on resident satisfaction surveys | Total | Good or VG | 86% | 85% | Total | Good or VG | 90% |
| | | 307 | 264 | | | 168 | 152 | |
| BETS4 | To carry out communal repairs to a good or very good standard. Monitored by House Officers | 420 | 371 | 88% | 75% | 315 | 283 | 90% |
| BETS5 | To carry out regular monitoring of standards set out in the internal SLA and provide reports to the Barbican Estate Office. | Monthly Core Operational Group (COG) meetings for Major Works and Property Maintenance with Technical Officers, BEO Directorate and House Officers take place to monitor internal SLA and performance against a number of targets | | | | | | |

| Ref. | Measure Name | Performance 2008-2009 Number % | | | Target 2009- 2010 | Performance April to December 2009 Number % | | |
|--|--|---|-----------|-----------------------------|-------------------------|---|-----------|-------------------------------|
| BETS 6 | Replacement of Communal light bulbs – percentage meeting 7 working day target | Total | On target | % | 100% | Total | On target | 96% |
| | | 1208 | 1116 | 92% | | 892 | 856 | |
| BETS7 | Communal door closers and locks – percentage of repeat orders raised within 7 days of original order on a sample block in each House Office zone of the Estate | Total Orders % /no of repeats Willoughby (43) – 2% (1) Ben Jonson (43) – 7% (3) Seddon (18) – 6% (1) | | | N/A | Total Orders % /no of repeats Willoughby (25) – 8% (2) Ben Jonson (8) – 0% (0) Seddon (9) – 0% (0) | | |
| Our lock supplier implemented a design change in the last quarter of last year which proved to be unsuitable for the Barbican Estate as not all keys were compatible with the new design. The locks involved have been replaced free of charge by the supplier and a modification has been made to the new design. This problem particularly affected Willoughby House | | | | | | | | |
| BETS8 | Background Heating – percentage serviced within target • Total loss – 24 Hours • Partial loss – 3 working days | Total = 30 Partial = 305 | | Total = 90% Partial= 96% | 100% | Total = 12 Partial = 14 | | Total = 100% Partial =100% |
| This information is based on 16 heating orders raised between 1 April and 31 December 2009 | | | | | | | | |

| Ref. | Measure Name | Measure Owner | Performance 2008-2009 Number % | Target 2009-2010 | Performance April to December 2009 Number % |
|--------------------|--|------------------------------|---|---------------------|--|
| Major Works | | | | | |
| BEMW1 | Produce quarterly report on major works expenditure and associated service charges to RCC - quarterly | Mike Saunders/ Anne Mason | No Meetings | 100% | No Meetings |
| BEMW2 | Produce major works expenditure forecast for 5 year period to long leaseholders – annually (at start of financial year). | Anne Mason | 100% | 100% | 100% (Sent to all leaseholders in May) |
| BEMW3 | Major expenditure by Block to each long leaseholder with service charge schedules – annually | Anne Mason | 100% | 100% | 100% (Sent to all long leaseholders in September) |
| BEMW4 | Project timetables on request to House Group Chair and individual residents. | Paul Price | 100% | 100% | 100% |
| BEMW5 | Resident surveys sent within 1 month of completion of Major Works Project | Paul Price | 29% (Speed /Bunyan/Ben Jonson/Breton/Cromwell completed but dispatched after the 1 month KPI target). Lauderdale and Shakespeare Tower completed within target. | 100% | 100% Willoughby and Gilbert surveys completed within target. |

| Ref. | Measure Name | Measure Owner | Performance 2008-2009 Number % | | Target 2009-2010 | Performance April to December 2009 Number % | |
|----------------|--|-----------------|-----------------------------------|------|---------------------|---|------|
| Open Spaces | | | | | | | |
| BEOP1 | To carry out regular monitoring of standards set out in the internal SLA including default reporting and provide reports to the BEO monthly. | Michael Bennett | Internal SLA is being drawn up | | 100% | Monthly meetings with Open Spaces Officers, BEO Directorate and House Officers take place to monitor SLA, residents survey and complaints and performance against a number of targets | |
| House Officers | | | | | | | |
| BEMC1 | House Officer to carry out daily inspections on parts of the estate, in rotation, to monitor performance indicators set out in the SLAs for Estate Services, Technical Services and Open Spaces | Michael Bennett | 636 | 100% | 100% | 480 | 100% |
| BEMC2 | House Officer to carry out six-weekly joint inspections with House Group representatives to monitor performance indicators set out in the SLAs for Estate Services, Technical Services and Open Spaces | Michael Bennett | 144 | 100% | 100% | 108 | 100% |

Other Information requested by the Residents Consultation Committee –

Baggage Stores at mid February. Figures in brackets reflect the information presented to your last meeting

| Let | Sold | Allocated (In process) | Unlettable | Allocated to BEO | In Query | Vacant | Total | Average Void time in days |
|----------------|------------|---------------------------|------------|---------------------|----------|-----------|--------------|------------------------------|
| 1111 (1126) | 70 (70) | 11 (10) | 3 (2) | 2 (2) | 0 (0) | 13 (0) | 1210 | 39 (36) |

The void period for baggage stores is longer in this quarter as some of the stores that were surrendered were very small and unpopular with residents, therefore they more difficult to re let. The number of vacant stores is higher due to the extra baggage stores that have been provided. We have another unlettable store due to recent flooding, however this store is being investigated with a view to raising the floor to prevent water damage to the store in future.

Baggage Store Waiting List

| Store | To Swap a store to another location | Additional Store – (where resident already has access to a single store) | Additional Store (where resident already has access to more than 2 stores) | Total |
|-----------|--|--|---|---------------------|
| 6 (36) | 22 (33) | 15 (43) | 0 (0) | 43 (112) |

Bicycle Stores

| Let Stores | Vacant Stores | Waiting List | Total Stores |
|------------|---------------|--------------|---------------------|
| 90 (65) | 10 (35) | 16 (57) | 100 |

BARBICAN ESTATE - CAR PARKING BAYS

AS AT 29 JANUARY 2010

| CAR PARK | ANDREWES | BRETON | BUNYAN | CROMWELL | DEFOE | SPEED | LAUDERDALE | THOMAS MORE | 01 WILLOUGHBY | 03 WILLOUGHBY | TOTALS | PREVIOUS TOTALS (31/12/09) |
|-------------|----------|--------|--------|----------|-------|-------|------------|----------------|------------------|------------------|--------|----------------------------------|
| SOLD | 15 | 5 | 2 | 11 | 35 | 9 | 23 | 12 | 4 | 4 | 120 | 121 |
| RESIDENTIAL | 84 | 80 | 98 | 57 | 112 | 51 | 73 | 102 | 105 | 9 | 771 | 772 |
| COMMERCIAL | 2 | 1 | 1 | 0 | 0 | 54 | 0 | 0 | 3 | 4 | 65 | 65 |
| VACANT | 34 | 153 | 108 | 24 | 13 | 30 | 9 | 36 | 42 | 92 | 541 | 539 |
| TOTALS | 135 | 239 | 209 | 92 | 160 | 144 | 105 | 150 | 154 | 109 | 1497 | 1497 |

| | | | | | | | | | | | |
|--------------------|---|----|----|---|---|----|----|----|----|----|-----|
| FORMER CAR BAYS | 1 | 30 | 45 | 9 | 5 | 21 | 29 | 26 | 18 | 21 | 205 |
|--------------------|---|----|----|---|---|----|----|----|----|----|-----|

Former Car Bays - Reasons why no longer used as car bays:

BAGGAGE STORES /TRANSPORTABLE BAGGAGE STORES

BAYS TOO SMALL / AWKWARD TO PARK

BICYCLE LOCKERS / RACKS / CAGES

CAR PARKING OFFICES

FIRE EXITS

ENTRANCES / EXITS TO BLOCKS

LOW CEILING HEIGHTS

FIRE HOSE REEL STORAGE

MOBILITY SCOOTERS

OPEN TO ELEMENTS

PILLARS

In addition to the original 50 transportable baggage stores located in Breton, Bunyan and Lauderdale car parks, utilising 19 car parking bays recorded above as former car bays, a further 50 new transportable baggage stores have been installed in Breton, Bunyan and 03 Willoughby car parks, utilising a further 22 former car bays

Visitors Bays

With the exception of Thomas More Car Park which has twelve designated visitors bays (not included in figures) all the other car parks utilise the vacant bays.

Agenda Plan 2010

| Report Title | Officer | RCC Meeting Date | BRC Meeting Date |
|--|-----------------|--------------------|------------------|
| Update Report | All | 7 June | 21 June |
| SLA Review | Michael Bennett | | |
| Temporary Car Parking Pre Payment Options | Michael Bennett | | |
| Motorcycle Charging Policy | Michael Bennett | | |
| Annual Review of RTAs | Town Clerks | | |
| Turret Report | City Surveyors | | |
| Payment Options | Anne Mason | | |
| Sales Report | Anne Mason | | |
| Roof Apportionments – Bryer Court, John Trundle Court & Bunyan Court Shakespeare Tower, Seddon House | Technical | | |
| Residential Rent Review | Mick Kettle | BRC Only - 21 June | |
| Update Report | All | 13 Sept | 27 Sept |
| SLA Review | Michael Bennett | | |
| Sales Report | Anne Mason | | |
| Revenue Outturn | Anne Mason | | |
| Roof Apportionments –Breton House / Ben Jonson House, | Technical | | |
| Update Report | All | 29 Nov | 13 Dec |
| Estimates | Anne Mason | | |
| SLA Review | Michael Bennett | | |