



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

**Date:** MONDAY, 17 APRIL 2023

**Time:** 11.00 am

**Venue:** COMMITTEE ROOMS, 2ND FLOOR, WEST WING, GUILDHALL

#### **4. OUTSTANDING ACTIONS**

Members are asked to note the outstanding actions list.

#### **9. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**

Independent Review of the Security of our Social Housing Estates

(Pages 5 - 16)

Item received too late for circulation in conjunction with the agenda.

**Ian Thomas  
Town Clerk and Chief Executive**

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## Housing Management and Almshouses Sub Committee (HMASC)

### Outstanding Actions

Date Added	Subject	Action Agreed	Responsible Officer	Target Meeting Date - HMASC	Update
20.11.2019	Member Estate Visits	Members to visit North and South Estates preferably before or after HMASC meeting.	Liam Gillespie / Town Clerk	As soon as possible after this years' elections.	An open invitation has been offered to all Members of the HMASC and CCS to join in on the estate walkabouts.  The wider estate visits for all Members are yet to be arranged but will be better conducted in the spring.
30.01.2023	Member Estate Visits	Reports on the outcome of the Estate visits be brought to the next available HMASC meeting after the visits have taken place.	Liam Gillespie	June 2023	
22.02.2021	Vehicle charging points on our social housing estates	Members noted that it would still be possible to apply for funding for the 2021/22 financial year, and Members will be updated once the initial report is received from the consultants.	Paul Murtagh	June 2023	Funding has been extended through to the 2023/24 financial year. Our consultant, WSP is preparing a specification to procure the works and, an application for funding.
08.07.2022	Automatic door devices	Report to be provided with further detail on automatic door-opening devices at estates	Paul Murtagh	March 2023	Incorporated into the Security/Access Report to HMASC in April.

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<b>Committee(s):</b> Housing Management and Almshouses Sub (Community and Children's Services) Committee	<b>Dated:</b> 17/04/2023
<b>Subject:</b> Independent Review of the Security of our Social Housing Estates	<b>Public</b>
<b>Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?</b>	1, 2, 12
<b>Does this proposal require extra revenue and/or capital spending?</b>	N
<b>If so, how much?</b>	N/A
<b>What is the source of Funding?</b>	N/A
<b>Has this Funding Source been agreed with the Chamberlain's Department?</b>	N/A
<b>Report of:</b> Director of Community and Children's Services	<b>For Information</b>
<b>Report author:</b> Paul Murtagh Assistant Director Barbican & Property Services	

## Summary

The purpose of this report is to update Members on the outcome of the independent review into the security of our social housing estates and to seek guidance from Members as to the priorities that should be given to the recommendations emanating from the review.

## Recommendation

Members are asked to note the recommendations emanating from the independent review into the security of our social housing estates and to give guidance to officers on the priorities for improvements and how these priorities should be taken forward.

## Main Report

### Background

1. SGW Safety and Security (SGW) was appointed to carry out a security review across the City of London Corporation's (the Corporation) 12 social housing estates. The purpose of the review was to assess the existing environment and identify current assets, threats, vulnerabilities, likelihood, and consequences in relation to the existing security measures, processes, policies, and procedures on site.
2. The review process was divided into two stages: a physical visual audit and survey of the 12 estates and a security threat and risk assessment report, which provided

a review of each estate, the pertinent assets, threats, vulnerabilities, likelihood, and consequences, as well as mitigation options that can help reduce the level of risk on each estate.

## Considerations

3. SGW has completed its work and has submitted detailed and comprehensive Security Risk Assessment Reports for all the Corporation's social housing estates. Each report contains recommendations for improving the security of the estate, which include:
  - installation of video surveillance systems (VSS) across the estates.
  - operational security enhancement.
  - centralised concierge service.
  - door access monitoring.
  - vehicle control and enforcement.
  - door security enhancement.
  - improved/upgraded fob/key control management.
  - review of parking services.
  - improved contractor security management.
  - improved communal lighting.
4. It is the view of officers, that several of the recommendations made by SGW are disproportionate to the location and nature of the estates and, the perceived, potential, and real risks to them. Others, however, do have merit and, subject to the views of this Sub-Committee, may warrant further analysis.
5. Attached at Appendix 1 to this report is a summary of the recommendations made by SGW and officers views on their respective merits and relevance. Members will note that some of the recommendations are included in current workstreams such as the Major Works Improvement Programme and the City of London Police Project at the Middlesex Street Estate.
6. Members will also note that several recommendations are referenced for inclusion in Phase 2 of the Housing Major Works Programme. Members will have seen from the report entitled 'Housing Major Works Programme – Progress Report', included in the agenda for this meeting that Phase 2 of the Housing Major Works Programme ('Future Programme') includes nearly £30million of new projects that are currently '**unfunded**'. Therefore, although several recommendations made by SGW are referenced for inclusion in Phase 2, there is no current timescale for when these works can be funded.
7. For reference purposes, the current and 'future' Housing Major Works Programmes referred to in this report are attached as Appendix 1 and Appendix 2 to the report entitled 'Housing Major Works Programme – Progress Report', included in the agenda for this meeting.
8. Members will also be aware that we have recently undertaken an 'access audit' across the whole of our social housing estates. It is intended that the outcome of

this review will be presented to the next meeting of the Housing Management and Almshouses Sub Committee along with the recommendations for improvements. Whilst it is not expected that there will be any 'conflict' between the access audit and this security review, it is likely that there will be some complementary recommendations from the access report and, the two will need to be considered in parallel.

## **Appendices**

Appendix 1: Security Review – Summary Recommendations

Paul Murtagh  
Assistant Director, Barbican & Property Services  
T: 020 7332 3015 E: [paul.murtagh@cityoflondon.gov.uk](mailto:paul.murtagh@cityoflondon.gov.uk)

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Recommendation	Rating	Site	Explore Further (Yes/No)	Category	Comments
Review & overhaul CCTV system and implement "fully detailed VSS system using an Operational Requirement"	Red	ALL SITES	No	CCTV	Some recent CCTV improvements completed (William Blake). £650,000 identified in Phase 2 Major Works Programme.
Consider remote video surveillance 24/7 - outsourced	Red	ALL SITES	No	CCTV	Remote 24/7 video surveillance not considered practical.
Centralised concierge service that receives and filters all calls to residential accommodation (to stop unauthorised entry)	Red	ALL SITES	No	Central monitoring	Not considered practical.
Vehicle access system to be enhanced and intercom introduced. This would be connected to centralised concierge	Red	Avondale	No	Central monitoring	Not considered practical. However, these improvements are planned for the Middlesex Street Estate as part of the City of London Police project.
Key CPTED elements should be applied to improve access and wayfinding (and reduce ASB, nuisance and crime)	Red	ALL SITES	Yes	CPTED	Can be built in to existing policies and procedures as well as linking to improved CCTV, lighting, access control etc.
Lighting to be upgraded to suitable lighting that can support VSS cameras	Red	ALL SITES	Yes	Lighting	£700,000 identified in Phase 2 Major Works Programme for two estates (Golden Lane and York Way). Planned improvements for the Middlesex Street Estate as part of the City of London Police project. Recommend review across all estates.
Create Security Strategy, Policy and Manual documents	Red	ALL SITES	Yes	Policy and Procedure	Agreed, To be included in revised procedures.
Access monitoring should be applied to the estate's doors so staff can be alerted in event of forced entry or door being left open	Red	ALL SITES	Yes	Doors and door entry systems	Consider in conjunction with future door entry provision (£350,000 identified in Phase 2 of Major Works programme for Middlesex Street and Southwark Estates).
Areas of noted ASB should be target hardened (e.g. roof spaces) to meet LPS1175 Standards	Red	Avondale	Yes	CPTED	Can be built in to existing policies and procedures as well as linking to improved CCTV, lighting, access control etc.
Formal security patrolling or guarding service for the estate, particularly outside office hours. To be aligned with remote monitoring service to provide integrated ASB response service.	Red	Avondale	Yes	Security Patrols	Possible review of existing patrolling/guarding service. Remote monitoring service not considered practical.

Entry doors to many blocks showing deterioration or damage. Phased replacement applying EN1627, LPS1175 and PAS24	Yellow	Avondale, Dron, Holloway	Yes	Doors and door entry systems	Recommend review of door entry installations across all estates. Consider in conjunction with future door entry provision (£350,000 identified in Phase 2 of Major Works programme for Middlesex Street and Southwark Estates).
Consideration should be given to applying BS16367 as part of access control strategy to fire escape doors at ground level of blocks	Yellow	ALL SITES	Yes	Doors and door entry systems	Recommend review of door entry installations across all estates. Consider in conjunction with future door entry provision (£350,000 identified in Phase 2 of Major Works programme for Middlesex Street and Southwark Estates).
Security related documentation should be available on site or on CoL website	Yellow	ALL SITES	Yes	Policy and Procedure	Agreed, To be included in revised procedures.
Consideration should be given to increasing on-site staff security-related training in relation to access control, VSS operations and general security practices	Yellow	ALL SITES	Yes	Staff and training	Training will be planned and delivered
A contractor and/or access control process should be introduced so any on site works are known to staff	Yellow	ALL SITES	Yes	Policy and Procedure	Agreed. To be included in revised procedures.
Formal key and fob control process should be implemented to provide consistency across the portfolio regarding replacement of lost/stolen fobs	Yellow	ALL SITES	Yes	Doors and door entry systems	Recommend review of door entry installations across all estates. Consider in conjunction with future door entry provision (£350,000 identified in Phase 2 of Major Works Programme for Middlesex Street and Southwark Estates).
Formal Incident Management Plan should be implemented to outline how staff should respond to incidents and allow review and feedback processes to improve security	Yellow	ALL SITES	Yes	Policy and Procedure	Review as part of updating policy and procedures.
MET Parking services should be reviewed to ensure vehicle access is managed more effectively	Yellow	ALL SITES	Yes	Parking and barriers	Parking access and management is being considered for all sites. These improvements are planned for the Middlesex Street Estate as part of the City of London Police project.
Due to volume of ASB, staff at risk of escalation to physical violence - additional measures such as Body-Worn Video and Panic Alarms should be considered	Yellow	Avondale	No	Staff and training	Lone working staff already issued with lone-working safety devices and they receive appropriate training on personal safety.
A raise and lower vehicle barrier should be installed, with intercom and fob reader access to filter unauthorised vehicles	Yellow	Dron House	Yes	Parking and barriers	To be included in Phase 2 of Major Works Programme.

Burglar alarm for the estate office/community centre, none in place at present	Yellow	Dron House	Yes	Alarms	To be considered for inclusion in Phase 2 of Major Works Programme.
Frequency, comprehensiveness and level of service of ParkGuard patrols should be reviewed	Yellow	Dron House	Yes	Security Patrols	Possible review of existing patrolling/guarding service.
As part of CPTED, clear and up to date signage/wayfinding should be applied at strategic points, including vehicle entry and exit points	Red	Golden Lane	Yes	CPTED	£500,000 identified for lighting and signage improvements for 2024/25.
Exit doors from residential lobbies should be repaired/replaced as necessary, doors show signs of deterioration with a number not closing properly or having faulty locking mechanisms	Red	Golden Lane	Yes	Doors and door entry systems	Recommend survey of all doors to identify schedule of repairs to be undertaken.
Doors currently on motion-sensor opening should be placed on the access control system and require a fob for entry	Red	Golden Lane	Yes	Doors and door entry systems	Recommend review of door entry/access controls and installations across all estates.
Access control should be applied where appropriate and cost effective to the perimeter, to reduce number of access points. Perimeter highly porous. Shutting gates, especially close to residents' door, would reduce current vulnerabilities	Yellow	Golden Lane	Yes	Doors and door entry systems	Difficult to achieve given 'open' design of the estate. Recommend review of gates/barriers across the estate.
Raise and lower barriers should be replaced at all three points, with more robust and updated solutions. Exit barrier should be installed at top of ramp on Fann St, removing barrier at bottom of ramp	Yellow	Golden Lane	Yes	Parking and barriers	Difficult to achieve given 'open' design and listed status of the estate. Recommended review of gates/barriers across the estate.
Formal security patrolling or guarding service for the estate, particularly outside office hours. To be aligned with remote monitoring service to provide integrated ASB response service.	Yellow	Golden Lane, Sydenham Hill	No	Security Patrols	Possible review of existing patrolling/guarding service. Remote monitoring service not considered practical.
Vehicle access controls should be applied at Chambers Road and Whitby Court entrances to mitigate unauthorised entry. Northern Whitby Ct entry point should be exit only	Red	Holloway	Yes	Parking and barriers	Difficult to achieve given 'open' design of the estate, however this can be considered as part of wider review of parking management
Exterior doors for Estate Office should be replaced with suitable rated doors ideally meeting PAS24, LPS1175 or EN1627	Red	Holloway	Yes	Doors and door entry systems	To be considered as part of current door replacement programme or, for inclusion in Phase 2 of Major Works Programme.
Estate Office should have burglar alarm	Red	Holloway	Yes	Alarms	To be considered for inclusion in Phase 2 of Major Works Programme.

Gated entrance off Crayford Road (?) should be reconfigured to remove manual element of opening/closing gate. Intercom should be considered	Red	Holloway	No	Doors and door entry systems	Not considered practical.
Phased replacement of double-panelled doors across the estate should be undertaken to comply with glass meeting BS 356:2000 at P2A rating or higher	Red	Holloway	Yes	Doors and door entry systems	To be considered for inclusion in Phase 2 of Major Works Programme.
Review service provided by ParkGuard, due to concerns about frequency and thoroughness of patrols	Yellow	Holloway, Middlesex Street	Yes	Security Patrols	This relates to two distinct contracts. Possible review of existing patrolling/guarding service. Remote monitoring service not considered practical.
Opening times of MEDs should be reviewed, as they could be used for tailgating	Yellow	Horace Jones	Yes	Doors and door entry systems	To be reviewed.
Door entry panel effective but video monitoring would be advantageous	Yellow	Horace Jones	No	Doors and door entry systems	Not considered practical.
Series of Standard Operating Procedures to be implemented for Suspicious Packages/Items/Persons so that there is robust practice in relation to counter-terrorism	Yellow	Horace Jones	Yes	Policy and Procedure	Review as part of updating policy and procedures.
Strongly recommended that security function brought together under one owner and not split between estate office and library - potentially as part of a centralised monitoring service	Red	Middlesex Street	No	Central monitoring	Not considered practical. However, these improvements are planned for the Middlesex Street Estate as part of the City of London Police project.
Doors leading from car park to lobby areas should be fitted with access control, ideally fob reader	Red	Middlesex Street	Yes	Doors and door entry systems	Included in Phase 2 of Major Works Programme.
Door leading from car park to Artizan Street should be replaced with access control, to replace push-bar arrangement	Red	Middlesex Street	Yes	Doors and door entry systems	Need to confirm if this is a fire door requirement.
Doors located on stairwells from streetscape should be reviewed with glazing replaced with BS356:2000 PA2 or higher	Yellow	Middlesex Street	Yes	Doors and door entry systems	Few incidents of broken glass but consider for inclusion in Phase 2 of Major Works Programme.
Four main entry doors from street to Petticoat Square should be reviewed with mechanism adjusted to ensure they close properly and maglocks fitted	Yellow	Middlesex Street	Yes	Doors and door entry systems	Doors are monitored regularly for repairs and necessary improvements.
Current door entry system is outdated with legacy issues - consideration should be given to upgrading system but with concierge support	Yellow	Middlesex Street	Yes	Doors and door entry systems	Recommend review of door entry installations across all estates. £150,000 identified in Phase 2 of Major Works Programme for Middlesex Street Estate. Concierge not considered practical.

Basement car park doors should be fitted with access control to replace current push-bar arrangement	Yellow	Middlesex Street	Yes	Doors and door entry systems	Need to confirm if this is a fire door requirement.
Phased replacement of suited key system should be considered to reduce reliance on keys	Green	Middlesex Street	Yes	Doors and door entry systems	Recommend review of door entry installations across all estates. £150,000 identified in Phase 2 of Major Works Programme for Middlesex Street Estate.
Current VSS monitoring and storage locations at Sumner Bldgs and Collinson Court are inappropriate for security requirement - consider specialist location for VSS equipment (see recommendation on external monitoring)	Red	Southwark	Yes	CCTV	Current installations will be reviewed for suitability
Vehicle access controls including automated ANPR barriers should be considered, for Bazeley and Markstone Houses	Red	Southwark	Yes	Parking and barriers	Can be considered as part of parking management review
Doors showing signs of age deterioration should be replaced, especially at Great Suffolk Street	Red	Southwark	Yes	Doors and door entry systems	Included in current door replacement programme.
Formal bicycle storage should be considered, current arrangements vulnerable to thieves	Yellow	Southwark	Yes	Storage	No major issues reported. Revisit as part of future review of bicycle storage across our estates.
Access to roof spaces via stairwells should be reconsidered at Sumner - while it is a fire escape, it allows access to all areas. Applying BS13637 to fire exit doors at top of stairwells would give some level of access control	Yellow	Southwark	No	Doors and door entry systems	Designated fire escape dictates type of doors fitted.
Consideration should be given to applying a security-related role to support the caretaker/officers on site, this could align to the remote monitoring service recommended	Yellow	Southwark	No	Staff and training	Not considered practical.
Vehicle access control should be applied at both entry points to ensure authorised access only, to include raise/lower barrier and intercom	Red	Sydenham Hill	Yes	Parking and barriers	Can be considered as part of parking management review
Estate Office should have burglar alarm	Red	Sydenham Hill	Yes	Alarms	To be considered for inclusion in Phase 2 of Major Works Programme.
Metal gate on Hercules Road should be fitted with mag lock aligned to current access control system	Red	William Blake	Yes	Doors and door entry systems	To be reviewed
Main entry doors appear vulnerable to forced entry and damage, consider upgrading to LPS1175, PAS 24 and EN1627	Red	William Blake	Yes	Doors and door entry systems	Few incidents reported but consider for inclusion in Phase 2 of Major Works Programme.

Consider security patrol for the site	Red	William Blake	Yes	Security Patrols	Possible review of existing patrolling/guarding service. Remote monitoring service not considered practical.
Main door to estate office is potentially vulnerable to intrusion, replace applying LP1175, PAS 24 and EN1627	Yellow	Windsor House	Yes	Doors and door entry systems	Few incidents reported but consider for inclusion in Phase 2 of Major Works Programme.
Burglar alarm for estate office	Yellow	Windsor House	Yes	Doors and door entry systems	To be considered for inclusion in Phase 2 of Major Works Programme.
Panic alarm should be installed in the Estate Office	Yellow	Windsor House	Yes	Alarms	To be considered.
Review security patrols for frequency and comprehensiveness	Yellow	Windsor House	Yes	Security Patrols	Possible review of existing patrolling/guarding service. Remote monitoring service not considered practical.
Consider installing more modern vehicle access control barrier and pedestrian gate to give better access control and oversight	Yellow	Windsor House	Yes	Parking and barriers	To be considered for inclusion in Phase 2 of Major Works Programme.
Metal gate granting access to underground car should be replaced with more robust solution and suitable locking mechanism - double mag lock/magnetic shear lock complying with LPS 1175 SR2	Red	York Way	Yes	Doors and door entry systems	To be considered for inclusion in Phase 2 of Major Works Programme.
Pedestrian access door from underground car park should be replaced with suitably robust door with fob reader to the "secure" side, handle on insecure side should be removed, preventing access from York Way road	Red	York Way	Yes	Doors and door entry systems	To be considered for inclusion in Phase 2 of Major Works Programme.
Pedestrian gate to underground car park should be replaced with an automatic door closer fitted along with suitable locking mechanism	Red	York Way	Yes	Doors and door entry systems	To be considered for inclusion in Phase 2 of Major Works Programme.
Internal doors from car park to Kinefold/Lambfold Houses should be provided with suitable access control - fob readers and more robust door architecture	Red	York Way	Yes	Doors and door entry systems	To be considered for inclusion in Phase 2 of Major Works Programme.
Doors in stairwells to Kinefold and Lambfold currently fitted with push-bars to allow access from the car park should be reviewed with the push-bars fitted on secure side of the door only	Red	York Way	Yes	Doors and door entry systems	To be reviewed.
Roller shutter to car park should be reviewed with mechanism adjusted to mitigate risk of tailgating	Yellow	York Way	Yes	Parking and barriers	To be reviewed.

Main entry doors appear vulnerable to forced entry and damage, consider upgrading to LPS1175, PAS 24 and EN1627	Yellow	York Way	Yes	Doors and door entry systems	Few incidents reported but consider for inclusion in Phase 2 of Major Works Programme.
There should be an effective procedure for car park management including vetting vehicle upon arrival to the entry points, with access controlled via fob	Yellow	York Way	No	Parking and barriers	Not considered practical.

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