



## Barbican Estate Residents Consultation Committee

**Date:** MONDAY, 9 FEBRUARY 2015

**Time:** 6.30 pm

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

**Members:**

|                                      |  |
|--------------------------------------|--|
| Tim Macer - Willoughby House         | John Tomlinson - Cromwell Tower            |
| Randall Anderson - Shakespeare Tower | Gillian Laidlaw - Mountjoy House           |
| Averil Baldwin - Thomas More House   | Fiona Lean - Ben Jonson House              |
| Robert Barker - Lauderdale Tower     | Jane Smith - Barbican Association          |
| Mary Bonar - Wallside                | Professor Michael Swash - Willoughby House |
| Mark Bostock - Frobisher Crescent    | John Taysum - Bryer Court                  |
| Dr Gianetta Corley - Gilbert House   | Graham Wallace - Andrewes House            |
| Robin Gough - Defoe House            | Janet Wells - John Trundle House           |
| David Graves - Seddon House          |  |
| Gordon Griffiths - Bunyan Court      |  |
| Helen Wilkinson - Speed House        |  |

**Julie.Mayer@cityoflondon.gov.uk**

**Julie Mayer**

**Enquiries: T: 020 7 332 1410**

**John Barradell  
Town Clerk and Chief Executive**

## **AGENDA**

1. **APOLOGIES**

2. **DECLARATIONS BY MEMBERS IN RESPECT OF ITEMS ON THE AGENDA**

3. **MINUTES**

To agree the minutes of the Barbican Residents' Consultation Committee AGM held on 3<sup>rd</sup> February 2014.

**For Decision**  
(Pages 1 - 6)

4. **PROPOSAL FOR THE COMMITTEE TO BE ABLE TO ELECT TWO CHAIRMAN**

The Chairman and Town Clerk to be heard.

*Memo from the Chairman of the Residents Consultation Committee (RCC) to the Chairman of the Barbican Residential Committee (BRC) attached.*

**For Decision**  
(Pages 7 - 8)

5. **TO ELECT A CHAIRMAN**

Town Clerk to be heard.

**For Decision**

6. **TO ELECT A DEPUTY CHAIRMAN**

Town Clerk to be heard.

**For Decision**

7. **COMMITTEES TERMS OF REFERENCE**

Town Clerk and Chairman to be heard.

**For Discussion**  
(Pages 9 - 10)

8. **BARBICAN ESTATE OFFICE REVIEW OF COMMUNICATIONS**

Report of the Director of Community and Children's Services.

**For Discussion**  
(Pages 11 - 22)

9. **REVISED PROCEDURES FOR MEMBERS' WRITTEN QUESTIONS**

Report of the Director of Community and Children's Services.

**For Discussion**  
(Pages 23 - 26)

10. **REVIEW OF WORKING PARTIES AND SUB COMMITTEES**

Chairman to be heard. (*Schedule attached*)

**For Discussion**  
(Pages 27 - 32)

11. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**

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

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**BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE  
ANNUAL GENERAL MEETING  
Monday, 3 February 2014**

Minutes of the meeting of the Barbican Estate Residents Consultation Committee  
held at Guildhall on Monday, 3 February 2014 at 6.30 pm

**Present**

**Members:**

|                                      |  |
|--------------------------------------|--|
| Tim Macer - Willoughby House         | Gillian Laidlaw - Mountjoy House           |
| Randall Anderson - Shakespeare Tower | Fiona Lean - Ben Jonson House              |
| Averil Baldwin - Thomas More House   | Professor Chris Mounsey - Breton House     |
| Robert Barker - Lauderdale Tower     | Natalie Robinson - Andrewes House          |
| Mary Bonar - Wallside                | Jane Smith - Barbican Association          |
| Mark Bostock - Frobisher Crescent    | Professor Michael Swash - Willoughby House |
| Dr Gianetta Corley - Gilbert House   | John Taysum - Bryer Court                  |
| David Graves - Seddon House          | Janet Wells - John Trundle House           |
| Gordon Griffiths - Bunyan Court      | Robin Gough – Defoe House                  |
| Helen Wilkinson - Speed House        |  |
| John Tomlinson - Cromwell Tower      |  |

**Officers:**

Julie Mayer – Town Clerk's

**1. APOLOGIES**

Apologies were received from Jane Smith (Barbican Association) and Helen Wilkinson (Speed House), who was represented by Brian Parkes.

The Town Clerk welcomed Averil Baldwin as the new representative of Thomas More House. Members noted that Matt Collins had stepped down as one of the Defoe House representatives.

**2. DECLARATIONS BY MEMBERS IN RESPECT OF ITEMS ON THE AGENDA**

There were no declarations.

**3. TO ELECT A CHAIRMAN**

The Committee proceeded to elect a Chairman. The current Chairman, Mr Tim Macer, being the only member willing to serve, was duly elected Chairman for the ensuing year and took the Chair.

**4. TO ELECT A DEPUTY CHAIRMAN**

The Committee proceeded to elect a Deputy Chairman. Professor Chris Mounsey, being the only member willing to serve, was duly elected Deputy Chairman for the ensuing year.

5. **BA/RCC CONSULTATION WITH RESIDENTS ON THE CITY'S NEW RESIDENT CONSULTATION MODEL**

Members received the Chairman's report on the Barbican Association (BA) and Residents Consultation Committee (RCC) consultation with residents and House Groups. The Chairman took this item in conjunction with the next item on the agenda, the Committee's Terms of Reference.

During the discussion the following items were raised/noted:

- The RCC had been established 10 years ago, following residents voting 2/3<sup>rds</sup> in its favour.
- The Consultation Model had been designed to avoid duplication of the business presented at RCC and BA meetings.
- Members noted that there might be some instances; i.e. the YMCA Building, which would initially fall within the remit of City Surveyors (and therefore a BA issue) but once the development impacted on residents (as a Barbican Estate issue), it might need to be reported to the RCC.
- The Consultation Model had received good response from residents and had been discussed at length at the BA General Council. The BAGC had recommended that the model should run for a year or 18 months then and be reviewed.
- Members noted that the Chairmen of the RCC and BA would draft a report to the Town Clerk, setting out the results of the consultation.
- The RCC had the benefit of being able to make representations to the Barbican Residential Committee (BRC) on all service charge matters, on behalf of both long and short leaseholders. Members noted that the Chairman and Deputy Chairman of the RCC attended the RCC/BRC agenda planning meetings with officers and the Chairman and Deputy Chairman of the BRC.
- Members were encouraged to consult their elected representatives when appropriate. The Housing Service Director had regular briefings with all Barbican Ward Members.
- The BA was an independent, subscription paying membership association, which could instruct legal counsel and Planning, Licensing and Environmental Health matters were within their remit. Members felt that the BA could therefore be used as a last resort to represent residents' interests, if the RCC was unable to achieve a satisfactory outcome.

## 6. **COMMITTEE'S TERMS OF REFERENCE**

Members received the RCC's current terms of reference. In light of the previous discussion, members felt that the existing Terms of Reference remained fit for purpose and did not require amendment.

- Members particularly commended the Update Report and the 'You Said, We Did' document.
- There was a general agreement that the questions asked in advance of the meetings were very helpful and kept the agendas focussed.
- Given that the City Surveyor contributed to the update report, it would be helpful if a City Surveyor representative could attend RCC meetings when there was relevant business.

## 7. **MEMBERS INFORMATION PACK**

Members received the new Members Information pack, which had been drafted by the Chairman and the Barbican Estate officers.

During the discussion, the following items were raised/noted:

- The pack was commended as an excellent document and members asked if it could be more widely available; i.e. with the link attached to an email broadcast and advertised on noticeboards and in lifts etc. The full document had been emailed to all House Group Chairmen.
- Members noted there were some ongoing issues with unregistered sub tenancies. The Chairman offered to raise this with the Chairman of the BRC, with a view to including it as a future agenda item at a future meeting.
- A summary version would be helpful, for circulating to all Barbican residents/tenants/sub tenants.
- Members agreed that it would be a helpful induction tool for new members.
- Members asked if it would be possible to hold some induction sessions for new members, or any members who wished to attend. The Chairman agreed hold such sessions periodically, when there was a demand.

## 8. **PROPOSED RESOLUTION IN RESPECT OF BEECH GARDENS**

Members received a briefing note on Beech Gardens, which had been circulated after the last meeting of the RCC on 25 November 2013. At this meeting, members had proposed a resolution to the BRC in respect of the slow progress on the Beech Gardens project.

There was a general agreement that this had provided a satisfactory explanation and, given there were no members present from either Bunyan or John Trundle Court, it was agreed that, for now, the proposed resolution would fall. Members noted that the Beech Gardens Project Board, scheduled for

Wednesday 4<sup>th</sup> February, would analyse the document further. The Chairman suggested that, if necessary, there could be a further debate at the RCC meeting scheduled for 3<sup>rd</sup> March 2014. Members asked if a link to the briefing could be provided on an email broadcast.

Whilst accepting that current EU procedures delayed large projects, members felt that communications could have been more effective. Members also noted that a previous attempt to correct the podium had failed within a couple of years and, therefore, the works had to be thorough and sustainable.

The Town Clerk reminded members that all City of London Projects were subject to Gateway 7 (Outcome Reports), which were presented to the City of London Corporation's Projects Sub Committee meetings, which were held in public. All Gateway 7 reports set out the lessons learnt, for members' scrutiny.

#### 9. **REVIEW OF WORKING PARTIES AND SUB COMMITTEES**

Members received the current list of working parties and the Chairman thanked the volunteers who served on them. Members noted that the minutes of some of the working parties were included in the RCC/BRC agenda packs and the Chairman would continue to encourage all groups to share their minutes. Each Group was responsible for setting their own terms of reference.

The Chairman then went through each group in turn:

**Gardens Advisory Group** - 2 vacancies (members noted that gardening experience/interest and aesthetic awareness would be helpful). The chairman agreed to seek to fill these vacancies by appealing to House Group chairmen. In response to a question about the location of allotments, the Chairman suggested that this could be covered under a future RCC agenda item.

**Service Level Agreement Review Group** – 2 vacancies.

**Asset Maintenance Group** – 2 vacancies. Fiona Lean advised that she was a member of this group but was missing from the membership list. Robin Gough volunteered to fill one of the vacancies.

**Beech Gardens** – Members of the Gardens Advisory Group and the Asset Maintenance Group were co-optees. Members felt that the balance of the group was appropriate.

**Television System** – Randall Anderson was happy to continue chairing this group.

**Underfloor Heating** – this was a new group and had attracted a lot of interest.

**Parcel Tracking** – this was a new group and the following members volunteered during the meeting: Chris Mounsey, Brian Parkes, John Taysum, Rob Barker, Matt Collins (via Robin Gough). Further volunteers would be sought via the House Groups.



Members agreed that it would be helpful to look at 2 working groups, in depth, at each meeting of the RCC.

10. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**

There were no questions.

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

The Chairman advised that residents would be receiving a communication on 4<sup>th</sup> February, from Visionfibre Media, in respect of the television upgrade. Members noted that the infrastructure would be installed between February and May 2014, with roll out to all blocks by July 2014. Two drop in sessions had been planned for 26 February (10 – 2) and (3 – 7) and members asked if this could be repeated.

**The meeting ended at 8.25 pm**

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Chairman

**Contact Officer: Julie Mayer**  
**tel.no.: 020 7332 1501**  
**Julie.Mayer@cityoflondon.gov.uk**

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## MEMO

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From: Tim Macer, Chairman, Barbican Residents' Consultation Committee

To: Gareth Moore CC, Chairman, Barbican Residential Committee

Date: 29 January 2015

### **Subject: Election of two Deputy Chairman to the RCC**

Over the years, the work of the RCC has increased considerably, and it now encompasses a large number of working parties and other meetings, as well as other correspondence and communications. The burden of this workload for anyone in full-time employment is considerable. While there is no expectation that the RCC Chairman should attend every such meeting, it is very much to the benefit of working parties and other meetings if the Chairman is represented on them and can participate in them. This helps to improve communications and make the work of the RCC more effective, such as when setting the agenda for RCC meetings.

Furthermore, it has been proving difficult in recent years to attract suitable candidates for election to the role of Deputy Chairman. Many members consider accepting the role of Deputy Chairman will inevitably lead to becoming Chairman, and they are unable to make that commitment, given the workload.

By electing two, rather than one Deputy at the RCC AGM, the Chairman will have a greater opportunity to share the workload between his or her two deputies. This should also have the effect of making any of these roles more attractive to a wider range of candidates in future.

An obvious concern with such an arrangement is that the Chairman and two Deputies might be considered a de-facto standing committee of some kind, which is not the aim. Substantive matters where residents are being consulted must always come before the RCC, although they may be delegated to a working party, for more detailed examination. This can be dealt with by ensuring that elected post holders are fully briefed on this point, and suitable guidance can be added to the RCC Members' Induction Pack.

Fortunately, there are no cost implications relating to this change, as the roles are voluntary and no expenses are incurred in relation to these roles. Neither would the change increase the size of the committee or demand for administrative support provided by either Town Clerk or BEO.

On the recommendation of the Town Clerk, I would like the BRC to consider this change as a matter of urgent business, prior to our RCC AGM on the 9th February 2015, so if this meets with the approval of the BRC, we can carry out an election for a Chairman and two Deputy Chairman at the forthcoming AGM.

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## **Barbican Residents Consultation Committee -Terms of Reference**

1. To be the main formal channel of communication between tenants\* and the Corporation of London in all landlord and tenant matters which affect the Barbican Residential Estate, including interfaces with other occupiers, and to present the views of tenants on the general management of the estate
2. To enable consultation and the flow of information between the Corporation of London and tenants and to work towards a partnership approach to management
3. To develop, in conjunction with the Corporation, Service Level Agreements between tenants and the Barbican Estate Office for the Estate as a whole and for individual House Groups and to be involved in the modification of these agreements as required
4. To oversee delivery of services against any Service Level Agreements with tenants, third parties and Corporation departments, monitoring their performance and satisfaction with the service and making suggestions where appropriate for alterations or improvement
5. To identify Service Charge items and monitor service charge costs, receiving reports of all accounts relating to the estate
6. To discuss routine and major repair works and to consult on how these will affect tenants
7. To receive reports of the Disputes Resolution Panel as appropriate

\*tenants refers to all persons who have a tenancy agreement with the Corporation and includes also any resident who no longer retains the Corporation as a landlord but still pays a service charge to the Corporation.

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|   |                                    |                 |
|---|------------------------------------|-----------------|
| <b>Committee(s):</b><br>Residents' Consultation Committee   | <b>Date(s):</b><br>9 February 2015 | <b>Item no.</b> |
| <b>Subject:</b><br>Barbican Estate Office Review of Communications  |                                    |                 |
| <b>Report of:</b><br>Director of Community and Children's Services  | <b>Public For Discussion</b>       |                 |
| <p><b>Executive Summary</b></p> <p>This report, which is for discussion, is a review of the Barbican Estate Office's communications with residents including the former/current position, improvements to date and future possibilities.</p> <p>The different communication activities are included in Appendix 1 and an analysis of communication type with a detailed breakdown of the email broadcast service can be found in Appendix 2.</p> <p>The draft communications review was presented by the Barbican Estate Office at the recent Service Level Agreement Working Party meeting for comment and it was agreed that the review of communications be now presented to your AGM for comment.</p> <p>The Barbican Estate Office would welcome comments/suggestions to its review which could help improve the communications between the residents and the BEO.</p> <p><b>Recommendation</b></p> <p>That the Committee discusses the draft communications review to help improve our satisfaction levels with residents and give a steer to the BEO for continuing with current activities and or future possibilities.</p> |                                    |                 |

## Background

1. There has been an increase in the varying activity types and volume of communications that the Barbican Estate Office carry out with residents over the last few years.
2. The annual resident's survey asks about satisfaction levels with the BEO's communications. At the last survey in 2014 91% was achieved in

the “satisfied” or “very satisfied” categories in the methods of keeping the Barbican residents informed about matters that concern them. This was an increase of 4% from 2013. Although the BEO were pleased with these results it was felt a review could help improve our satisfaction levels further.

3. The BEO have therefore carried out a review by looking at the following:
  - former/current position
  - improvements to date
  - future possibilities
4. The different communication activities are included in Appendix 1 and an analysis of communication type with a detailed breakdown of the email broadcast service can be found in Appendix 2.
5. The draft communications review was presented by the Barbican Estate Office at the recent Service Level Agreement Working Party meeting for comment and it was agreed that the review of communications be now presented to your AGM for comment.

### **Proposals**

6. The Barbican Estate Office would welcome comments/suggestions to its review which could help improve the communications between the residents and the BEO as well as our satisfaction levels. The BEO will then review these comments and present a revised draft to the SLA Working Party and or the RCC.

**Contact:** *Michael Bennett, Barbican Estate Manager*  
*020 7029 3923*  
*barbican.estate@cityoflondon.gov.uk*



**Appendix 1 - Draft  
Barbican Estate Review of Communications January 2015**

| <b>INFORMATION – activities which provide information to residents and do not necessarily require them to respond</b> |  |   |   |
|---|--|---|---|
| <b>ACTIVITY</b>   | <b>FORMER/CURRENT POSITION</b>   | <b>IMPROVEMENTS TO DATE</b>   | <b>FUTURE POSSIBILITIES</b>   |
| Newsletters   | Barbicanews has been produced twice a year during the summer and winter and distributed to all flats. Although costs of production have been reduced resources to edit are high.<br>The newsletters are also available on the website. | Apprentice Officers have been involved in improving the design of Barbicanews. Each edition has been reviewed in order to attempt to improve the image of the newsletter and not remain 'stale'.                        | <ul style="list-style-type: none"> <li>- To distribute a 'newsletter' via email broadcast, making a few copies available in the BEO &amp; Concierge Offices/Desks for anyone who does not use email?</li> <li>- To review how BEO reach more vulnerable residents or those that do not have access to a computer/those residents that BEO do not hold email addresses for</li> <li>- To replace newsletter with monthly/quarterly bulletins?</li> <li>- To engage residents in suggesting and contributing articles?</li> </ul> |
| Monthly/Quarterly bulletins   |  | A December/Christmas bulletin was sent via Mailchimp (an email service managing email newsletters about our services) to our resident email address database as a trial which provided updates on some of our services. | <ul style="list-style-type: none"> <li>- There are a number of project/work/repair estate-wide issues and this will help maintain feedback on what was happening.</li> <li>- There were 377 email broadcasts sent to residents in 2014 &amp; a monthly/quarterly summary of the key broadcasts via Mailchimp could help communications. A few copies could be made available in the BEO &amp; Concierge Offices/Desks for anyone who does not use email.</li> </ul>   |

|   |  |  |   |
|---|--|--|---|
| Publications - Residents Information Pack (RIP), Service Level Agreement (SLA) Handbook, Alterations Pack | The SLA Handbook was developed over 10 years ago. The RIP was also developed in 2006. These were then distributed to all residents. The Alterations Pack was reviewed over 5 years ago and has been sent to those leaseholders considering alterations. A welcome letter and pack including these publications are distributed to all new residents which are also available on the website. |  | <ul style="list-style-type: none"> <li>- SLA Handbook &amp; RIP to be reviewed in 2015 with SLA Working Party.</li> <li>- To review all other publications/sources of resident information e.g. Alterations Pack and possibility of including these in RIP</li> </ul>   |
| Social Media - Facebook & Twitter   | Facebook/Twitter has been explored by the BEO but there are issues with resourcing.  |  | <ul style="list-style-type: none"> <li>- There are a number of other possible opportunities such as Mailchimp that could be explored further</li> </ul>   |
| Email Broadcasting  | Over 1,400 resident email addresses are included on our database. In 2014, 377 email broadcast were distributed updating or informing residents on a range of services, issues (see Appendix 1).   | A publicity campaign is run once/twice per year to collect email addresses including letters to absent leaseholders (over 200 joined the database in the Summer 2014) and other letters to residents. The BEO also distribute updates/information provided by the Barbican Association & other COL Departments via email broadcasting. | <ul style="list-style-type: none"> <li>- A monthly/quarterly bulletin could be distributed via our email address database (see above).</li> <li>- To review how BEO can increase resident engagement in joining BEO's email broadcasting service via all of our communications, as well as AGMs, Estate Concierge team</li> </ul> |
| Committee Papers  | Copies of Committee papers were left in BEO Reception for residents to view.   | Committee papers are now sent via a link via our email broadcast quarterly following each RCC/BRC meeting.   | <ul style="list-style-type: none"> <li>-</li> </ul>   |
| 'You Said; We Did'  | There have been issues regarding actions for Officers resulting from RCC/BRC.  | Actions for Officers resulting from RCC/BRC are included in a 'You Said; We Did' format. This is then communicated via the committee papers which is also included via our email broadcast   | <ul style="list-style-type: none"> <li>- 'You Said; We Did' could also be developed in conjunction with our monthly/quarterly bulletins.</li> </ul>   |

|                              |  |   |  |
|------------------------------|--|---|--|
| Noticeboards                 | There are over 160 noticeboards in the communal areas of the blocks & car park offices which are used for notices updating residents on service issues, resident meetings, forthcoming events.   | Some House Groups have decided to upgrade noticeboards with lockable units to help the monitoring of what is displayed.   | - The fibre installation for the TV broadband project could lead to the possibility of electronic notice boards in the communal areas of the blocks.                             |
| Car Park Offices/Lobby Desks | Car Park Offices/Lobby Desks are manned 24/7 with staff that are a source of information to residents  | Car Park Offices/Lobbies have been used in 2014 to help in the Beech Gardens Landscaping consultations & for the Streetscene projects with large amounts of display information.                    | - Possibility of increasing Car Park Offices/Lobby Desks as 'Information Points' for residents with for example, resident notice boards, folders updating resident on key issues |
| Service Charge Letters       | Leaseholders receive letters from the BEO Service Charge team, for example, for service charge estimates, actuals & Ground Rent. <ul style="list-style-type: none"> <li>• February – Ground Rent</li> <li>• May/June – Service charge Estimates</li> <li>• Aug/Sep – Service charge Actuals</li> <li>• December – Standard communications</li> </ul> | A start has been made to include key messages/updates to leaseholders with the distribution of letters from the BEO Service Charge team, for example, updates on the Background Underfloor Heating. | -  |
| Website pages                | Reviewed by COL & then BEO Officers 2013. Reviewed monthly by BEO.   | New web pages introduced for Projects, Working Parties, committees/reports  | - Review to be carried out again in 2015.  |

**FEEDBACK – activities which require a response from residents but do not necessarily involve a dialogue**

| ACTIVITY   | FORMER POSITION  | IMPROVEMENTS TO DATE  | FUTURE PLANS   |
|--|--|---|--|
| Annual Residents Satisfaction Survey (held every Spring)   | Paper survey of resident satisfaction for 5 main service areas – Customer Care, Estate Services (cleaning, Concierge), Property Maintenance, Major Works, Open Spaces run every other year (approx. 10 pages of questions). Very resource intensive as all responses had to be manually inputted onto our database. Results reported in newsletter, to committee, on website and to service providers. 15/20% return rate. | Type of survey and questions asked reviewed and changed for 2013. An electronic survey was used via 'Survey Monkey'. Simpler survey with reduced number of questions and reduced administration required by the BEO. This generated a much-improved return rate of 25%. | -  |
| Resident surveys for other services, for example, Major Works, new services (paybyphone temporary car parking) | Paper survey of resident satisfaction with other service areas – redecorations as required. Very resource intensive as all responses had to be manually inputted onto our database. Results reported to House Group. Approx. 5-10% return rate.  | From 2013 electronic surveys have been used via 'Survey Monkey'. Simpler survey with reduced number of questions and reduced administration required by the BEO. This has generated a much-improved return rate of 15-20%.  | -  |
| Complaints Process   | The complaints process is laid out in the RIP & SLA Handbook including the corporate complaints process and the Disputes Resolution Panel. Complaints are analysed on a quarterly basis and underlying trends or issues are reported to the SLA Working Party.   |   | - 2015 - BEO are currently part of an Officer working group review of the Departments Complaints Procedure |
| Section 20 Consultation  | Statutory consultation carried out with leaseholders on specific major projects which will impact on their service charges.  | 2013 – Information sheets are attached to statutory consultation letters, as much as possible, to attempt to provide more information to leaseholders about works/projects.   |  |

| <b>Engagement – activities which involve an active dialogue between officers and one or more residents</b> |   |  |   |
|--|---|--|---|
| <b>ACTIVITY</b>  | <b>FORMER POSITION</b>  | <b>IMPROVEMENTS TO DATE</b>  | <b>FUTURE PLANS</b>   |
| Welcome Packs to new leaseholders/residents & registered sub-tenants                                       | Reception send a Welcome Pack (including the RIP/SLA handbooks & BEO contact details) which provides an opportunity to establish a relationship with residents and to attempt to make sure they have and understand all the information they need.      |  | Welcome Pack contents to be reviewed in 2015.   |
| House Officer Joint Inspections  | Block inspections are held 6 weekly between House Officer and resident representative monitoring cleaning, repairs and maintenance, other issues. Inspection reports are distributed via email to the House Group and placed on the block noticeboards. |  | -   |
| Residents Meetings   | Residents meeting held by the BEO/other COL Departments to update residents on services/projects/works.   | Q & A's follow residents meetings via the email broadcast service to enable those residents not able to attend to be updated. They are also placed on our website.   | -   |
| Residents' Open Day  |   |  | - Possible annual event with an opportunity to offer open Q & A, celebrate achievements, make residents feel valued and present important messages? |
| City of London Consultation Protocol for Projects/schemes in & around the Barbican Estate                  | There have been a number of issues with communications for other schemes/projects in & around the Barbican Estate involving other COL Departments   | A new City of London Consultation Protocol for Projects/schemes in & around the Barbican Estate has been agreed through a collaborative exercise in 2014 between the Barbican Association, Residents Consultative Committee, Town Clerks, Department of Built Environment & the BEO. | - Review after 18 months in 2016  |

**Participation – activities which contribute to the services of the estate and in which residents can be heavily involved and/or lead themselves**

| ACTIVITY             | FORMER POSITION  | IMPROVEMENTS SO FAR  | FUTURE PLANS                                      |
|----------------------|--|--|---|
| House Group Meetings | House Groups invite House Officers and other BEO/COL Officers to provide updates on services/take away actions to follow up with Officers. Quarterly with Annual General Meeting.  |  |   |
| Working Parties      | Working Parties generally meeting quarterly which are set up by the BEO to review services, projects/works, for example, Gardens Advisory Group, SLA, Asset Maintenance, Background Underfloor Heating, Beech Gardens Project Board to include Officers and resident representatives. Minutes distributed to each Working Party & placed on the website. Membership of Working Parties reported to committee annually. | 2014 – RCC formation and reviews of Working Parties with proposed protocol including annual reviews, remits, distribution of minutes, membership/appointment process. Project Boards distribute regular bulletins to residents via email broadcast/noticeboards. | New Working Party protocol to be adopted in 2015. |

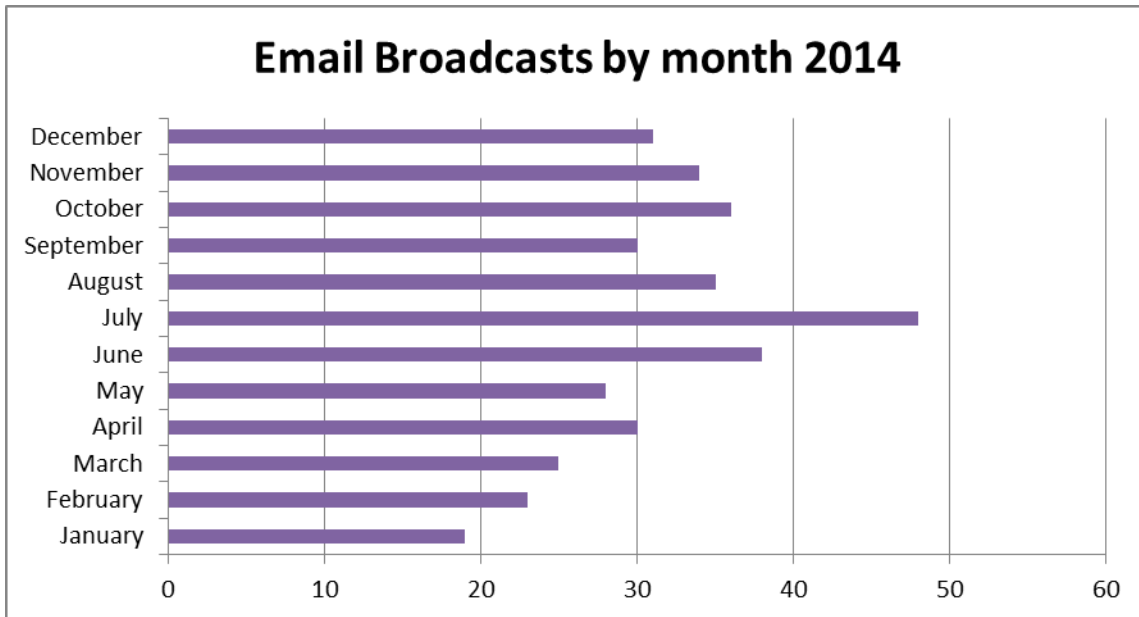
## Appendix 2

### Review of Communications

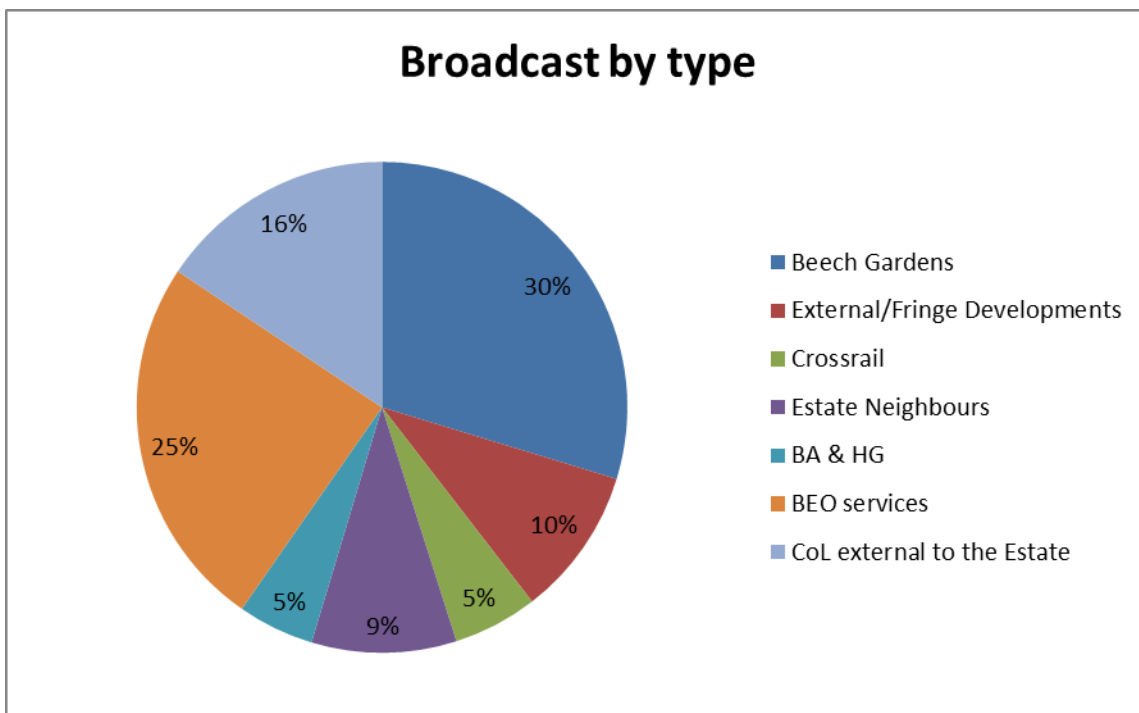
#### Barbican Email Broadcast Analysis

In 2014 the Barbican Estate Office distributed **377** email broadcasts.

Of those 377, **181** were sent estatewide and **196** were sent to a part of the estate.



Analysis by type.



- 112. Beech Gardens including future landscaping information
- 37. External Developments including, 2 Fann Street, London Film School, London Wall Place and 160 Aldersgate Street
- 21. Crossrail
- 36. Estate neighbours. Barbican Centre, Girls' School, Museum of London, Roman Wall and St Giles Church
- 19. Barbican Association and Block House Groups
- 93. BEO Services including outages, staffing information, pricing and television
- 59. City of London external to the Estate. Including Streetscene information, DCSS Services (health and wellbeing), Police, Planning Dept information

## Communications by type

### Beech Gardens

#### Weekly bulletin residential and commercial

- Email broadcast estatewide
- Noticeboard of local blocks

#### Update letters from BEO

- Email broadcast estatewide
- Individual letters to all local blocks

#### Q&A of resident meetings

- Email broadcast estatewide
- Noticeboards of local blocks
- CoL BE website

#### Weekend works information

- Email broadcast estatewide
- Individual letter to all local blocks

### External/Fringe developments and Crossrail

- Regular bulletins sent via email broadcast to local blocks
- HG volunteers often add these to block noticeboards
- Extra works information sent via email broadcast to local blocks

### Estate Neighbours

#### Barbican Centre

- *Podium* delivered by own team (who live here)
- Information sent out by broadcast and on occasions, noticeboards regarding outages and events that affect the estate
- Mostly local blocks but on occasion estatewide

#### GSMD

- Leaflet and brochures delivered estatewide but charged to GSMD

#### Girls School

- Information about works sent out by broadcast and noticeboards to local blocks
- Information about events sent out by broadcast

### BA & HG

- Email broadcast and noticeboards (estatewide and by block)
- Covering social events, meetings organised by BA, membership information



### BEO Services

- Window cleaning schedule sent out 6 monthly by broadcast
- Outages to service sent out via email broadcast and where possible noticeboard
- Invites to surveys sent out via email broadcast and noticeboard

### CoL External to Estate

- Notices posted on all boards. Recent examples include DCCS Healthwatch, School Enrolment and Fire Safety. These will be occasionally broadcasted
- Information sent out via broadcast with backup in lobbies and car parks. Examples include Landscaping specification for Beech Gardens. LBMG vol IV Landscaping

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| <b>Committee(s):</b><br>Residents' Consultation Committee   | <b>Date(s):</b><br>9 February 2015 |
| <b>Subject:</b><br>Revised Procedure for Members' Written Questions   |                                    |
| <b>Report of:</b><br>Director of Community and Children's Services  | <b>Public For Discussion</b>       |
| <p><b>Executive Summary</b></p> <p>This report, which is for discussion, reviews the current Pre Residents' Consultation Committee Questions procedures and offers some suggestions for a more formal setting up and running of the process.</p> <p>There should be an open and transparent process for running the Pre Residents' Consultation Committee Questions procedures which helps both members and Officers, with the objective of ensuring that members are able to submit questions that are relevant to the RCC and its Terms of Reference.</p> <p>A protocol was set up a couple of years ago for the Residents' Consultation Committee which has been quite successful and following comments a more formal process has been drafted and it is for this committee to agree this. This protocol would then be adapted by the RCC at their next meeting.</p> <p><b>Recommendation</b></p> <p>That the Committee discusses the draft protocol for the Pre Residents' Consultation Committee Questions so that it can be implemented at their next meeting in 2015.</p> |                                    |

## **Background**

1. There has been a mechanism for RCC representatives to be able to ask Pre Committee questions and for the Barbican Estate Office to provide written answers which are then published with the minutes.
2. It is a very valuable service and it has resulted in the meetings being able to focus much more effectively on the reports and items on the agenda and for officers to have advance warning of questions coming their way so that the time in the meeting can be spent on having discussions and members indicating their agreement and reaching consensus.

3. It has been noticeable that increasingly members present at the RCC are more engaged in questions and discussion at some point during committee.
4. Generally the Pre Committee questions have been relevant to the RCC and its Terms of Reference, but clearly some are less urgent than others. The format has provided a way to lessen the burden prior to the meeting and also to spread the load. The RCC meeting has often acted as a focal point for Pre Committee questions and therefore the increasing number of questions.

### **Proposals**

5. The RCC Chairman and the BEO Manager have reviewed the current Pre Residents' Consultation Committee Questions procedures and have considered a more formal setting up and running of the process. A protocol has therefore been drafted by the RCC Chair and the Barbican Estate Manager and it is for this committee to agree this – see Appendix 1. This protocol would then be adopted by the RCC at their next meeting in 2015.

### **Conclusion**

6. The current Pre Residents' Consultation Committee Questions has been very much appreciated by members and the answers are available for other residents to see via the website and email broadcast. This reviewed protocol will help formalise the current position.

**Contact:** *Michael Bennett, Barbican Estate Manager*  
*020 7029 3923*  
*barbican.estate@cityoflondon.gov.uk*

## **Appendix 1**

### **RCC PRE COMMITTEE QUESTIONS & ANSWERS (Q&A) DRAFT PROTOCOL**

1. Members are invited to send in questions regarding RCC related matters at any time to the Committee Clerk and BEO Manager/Resident Services Manager. These questions will be answered and also added to the Pre Committee Questions list that is presented at the RCC meeting. The BEO may as a matter of courtesy respond to members earlier.
2. The week before the meeting priority will be given to “urgent questions”. An urgent question is something that directly relates to the agenda or is something that is time-critical in some way.
3. Member’s questions to state which agenda item it relates to, or say that it is “general” question. The BEO will use its discretion to decide whether a question is “general” and or whether it is time-critical i.e. it relates to things that will be happening very soon or need fixing now.
4. Questions to be put forward to the Committee Clerk and BEO Manager/Resident Services Manager by 5.00pm on the Monday before Committee which will allow Officers four working days plus the day of the meeting to obtain answers. Any further questions can be asked at committee in the normal manner.
5. If there are too many questions the BEO Manager/Resident Services Manager will agree with the Chairman those questions that may not be able to be answered in time.
6. BEO to ensure that the Q&A list is organised by agenda item and the “general” questions to be organised at the end so they fit in with the agenda.
7. BEO to ensure that the Q&A avoids duplicate questions and that similar ones are placed together with an answer which covers both or all of them. BEO to use its discretion to paraphrase any long/detailed questions if necessary.
8. BEO to attempt to provide Q&A to Committee Clerk on Friday before Committee or by midday on the day of Committee.

9. Committee Clerk to distribute Q&A electronically to members as soon as possible following its submission or in the event of extraordinary circumstances provide the Q&A at the Committee meeting.
10. In the event of any “to follow” answers, BEO to update Q&A to enable it to be distributed with the minutes of the RCC to the Chairman for approval.
11. In the event that questions cannot be answered at this time BEO to use its discretion and transfer them to the SLA action plan for consideration by the SLA Working Party.
12. BEO to use its discretion and transfer SLA related questions that may or may not have been satisfactorily answered to the SLA action plans for consideration by the SLA Working Party.
13. Q&A to be included with the draft minutes of the RCC awaiting approval at the following RCC.
14. Q&A to be included with the minutes on the website and all relevant BEO email broadcasts.

## Working Parties January 2015

Please find detailed below a list of working parties dealing with Barbican Estate issues.

| Name   | Chairman        | Attended by:   |
|--|-----------------|--|
| <b>Residents Consultation Committee</b>  |                 |  |
| Gardens Advisory Group<br><br>Meeting Dates:<br>30/01/15<br>24/04/15<br>04/09/15<br>13/11/15<br><br><i>Report to RCC: 18 May (WP Minutes for previous year)</i><br>Page 27 | Helen Davinson  | BEO Officers: Helen Davinson, Michael Bennett<br><br>Open Spaces Officers<br><br>8 resident representatives: Paula Tomlinson, Nancy Chessum, Sarah Hudson, Nathalie Robinson, Judith Serota<br><br>Resident representatives standing down:<br>Berthe Wallis, Anne Naphine, Gillian Laidlaw<br><br><b>Vacancies: 3</b><br><b>Volunteers:</b><br><b>Maggie Urry and Candice Gillies-Wright</b> |
| SLA Review<br><br>Meeting Dates:<br>26/01/15<br>27/04/15<br>27/07/15<br>26/10/15<br><br><i>Quarterly Report to RCC</i>   | Michael Bennett | BEO Officers: Michael Bennett, Helen Davinson, Sarah Styles, Sheila Delaney<br><br>6 resident representatives – David Graves, Tim Macer, Randall Anderson, Robert Barker, Jane Smith, Gianetta Corley<br><br><b>Vacancies: 2</b>   |
| Asset Maintenance<br><br>Meeting Dates:  | Karen Tarbox    | BEO Officers: Karen Tarbox, Mike Saunders, Michael Bennett<br><br>8 resident representatives – Randall Anderson, Robert Barker,  |

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| <p>11/02/15<br/>11/05/15<br/>14/09/15<br/>07/12/15</p> <p><i>Report to RCC: 30 November (WP Minutes for previous year)</i></p>   |  | <p>Tim Macer, Nigel Walmsley, Ted Reilly, Fiona Lean, Robin Gough, Richard Collins</p> <p><b>Vacancies: 0</b></p>   |
| <p>Upgrading the Television System</p> <p>Meeting Dates: TBC</p> <p><i>Report to RCC: TBC</i></p> <p><b>Suggest that this WP be disbanded &amp; a new WP set up in 2015 to review services/KPIs.</b></p>   | <p>Randall Anderson<br/>(Lead Officer Mike Saunders)</p> | <p>BEO Officers: Mike Saunders, Michael Bennett</p> <p>Former resident representatives – John Tomlinson, Matt Collins, Matt Williams, Ian Posner, James Burge, Bruce Badger, Jane Smith, Tim Macer, Randall Anderson</p> <p><b>Vacancies: 8</b></p>   |
| <p>Beech Gardens Project – future Landscaping</p> <p>Meeting Dates: TBC</p> <p><i>Report to RCC: 8 September (WP Minutes for previous year)</i></p> <p><b>Suggest that this WP be disbanded after completion of works Spring 2015 &amp; a new WP set up in 2015 pending extension of waterproofing projects to include members of Gardens Advisory</b></p> | <p>Randall Anderson<br/>(Lead Officer Karen Tarbox)</p>  | <p>BEO Officers: Karen Tarbox, Christopher Bate, House Officer, Michael Bennett</p> <p>Open Spaces Officers<br/>Representatives from Landscape Architects</p> <p>Former resident representatives –<br/>Chair - Randall Anderson</p> <p>Gardens Advisory Group - Paula Tomlinson, Berthe Wallis, Anne Naphine, Nancy Chessum, Gillian Laidlaw, Sarah Hudson</p> <p>Asset Maintenance WP – Tim Macer, Nigel Walmsley, Ted</p> |



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| <p><b>Group/Asset Maintenance WP &amp; a resident representative from each of the local blocks.</b></p>   |  | <p>Reilly, Fiona Lean, Robin Gough, Richard Collins, Robert Barker</p> <p>Local Resident representatives - Rosie Harvey, Janet Wells, Tessa Bryde-Williams, Ronan Kavanagh, Peter Inskip</p> <p><b>Vacancies: TBC</b></p>   |
| <p>Background Underfloor Heating</p> <p>Meeting Dates:<br/>17/03/15<br/>16/06/15<br/>15/09/15<br/>08/12/15</p> <p><i>Report to RCC: 2 March (WP Minutes for previous year)</i></p> <p>29</p>                      | <p>Gareth Moore<br/>(Lead Officer Mike Saunders)</p> | <p>BRC representative</p> <p>BEO Officers: Mike Saunders, Mick McGee, David Downing, Anne Mason, Michael Bennett</p> <p>City Surveyors Officers: Paul Kennedy</p> <p>8 resident representatives – Mary Hickman, Tim Macer, Ted Reilly, Kate Wood, Sarah Bee, Renu Gupta, Craig Allen &amp; Garth Leder</p> <p><b>Vacancies: 0</b></p> |
| <p>Parcel Tracking System</p> <p>Meeting Dates:<br/>27/01/15<br/>??/03/15 - TBC</p> <p><i>Report to RCC: 18 May - Possible Report to recommend to maintain current system and review in 2 to 3 years time</i></p> | <p>Barry Ashton</p>                                  | <p>BEO Officers: Barry Ashton, House Officer</p> <p>5 resident representatives - Chris Mounsey, Brian Parkes, John Taysum, Robert Barker, Matt Collins</p> <p><b>Vacancies: 0</b></p>   |

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| <p><b>Suggest that this WP be disbanded after completion of report to RCC anticipated May 2015 &amp; a new WP set up in a few year time depending on recommendation of WP.</b></p>   |   |   |
| <p><b>Joint BRC / RCC Working Parties</b></p>  |   |   |
| <p>Sustainability – <i>on hold (whilst Background Underfloor Heating WP ongoing)</i></p>   | <p>Gareth Moore</p>                                 | <p>BRC representative</p> <p>BEO Officers: Mick McGee, Lochlan McDonald, Michael Bennett</p> <p>City Surveyors Officers: Paul Kennedy</p> <p>Resident representatives: Barbican Association Sustainability Group – Sarah Hudson, Garth Leder,</p>   |
| <p><b>Other</b></p>  |   |   |
| <p>Beech Gardens Project Board</p> <p>Meeting Dates:<br/>First Wednesday of every month</p> <p><i>Report to RCC: TBC</i></p> <p><b>This Project Board will be disbanded after completion of works Spring 2015 &amp; a new Board set up in 2015 pending extension of waterproofing projects to include a resident representative from each of the local blocks.</b></p> | <p>Karen Tarbox<br/>(Lead Officer Karen Tarbox)</p> | <p>BEO Officers: Karen Tarbox, Mike Saunders, Christopher Bate, Helen Davinson/Sheila Delaney, Michael Bennett</p> <p>City Surveyors Officers<br/>VolkerLaser representative</p> <p>Resident representatives – Randall Anderson (Chair Landscaping Working Party) David Murray, John Taysum, Janet Wells, Robert Barker &amp; Garth Leder (5 nearest local blocks)</p> <p><b>Vacancies: TBC</b></p> |

**Officers:**

Barry Ashton, Car Park & Security Manager

Christopher Bate, Housing Surveyor

Michael Bennett, Barbican Estate Manager

Helen Davinson, Resident Services Manager

Sheila Delaney, House Officer

David Downing, Asset Monitoring Officer, Barbican & Housing

Paul Kennedy, Corporate Energy Manager, City Surveyors

Lochlan McDonald, Assistant Development Manager, Barbican & Housing

Mick McGee, Senior Resident Engineer

Rebecca Marshall, House Officer

Mike Saunders, Asset Manager, Barbican & Housing

Sarah Styles, House Officer

Saren Tarbox, Assistant Director, Barbican & Property Services

Aime Mason, Revenues Manager, Barbican & Housing

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