



Barbican Estate Residents Consultation Committee

Date: MONDAY, 3 DECEMBER 2018
Time: 6.30 pm
Venue: COMMITTEE ROOMS, 2ND FLOOR, WEST WING, GUILDHALL

Members:

Christopher Makin - Chairman
Graham Wallace - Deputy Chairman
Jim Davies - Deputy Chairman
Gordon Griffiths - Bunyan Court
Jane Smith - Barbican Association
John Taysum - Bryer Court
Janet Wells - John Trundle House
Averil Baldwin - Thomas More House
John Tomlinson - Cromwell Tower
Mary Bonar - Wallside
Fred Rodgers - Breton House

David Andrew Graves – Seddon House
Sandy Wilson - Shakespeare Tower
Prof. Michael Swash – Willoughby House
David Lawrence - Lauderdale Tower
Mark Bostock - Frobisher Crescent
Heather Hawker - Speed House
Vivian Fowle - Gilbert House
James Wilson Undy - Gilbert House
Adam Hogg - Andrewes House
Jane Samsworth - Defoe House
Fiona Lean - Ben Jonson House

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NB: Part of this meeting could be the subject of audio or video recording

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 (RCC) held on 10 September 2018.

For Decision
(Pages 1 - 8)

4. **'YOU SAID; WE DID' - OUTSTANDING ACTIONS LIST**

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

For Information
(Pages 9 - 10)

5. **REVENUE AND CAPITAL BUDGETS - LATEST APPROVED BUDGET 2018/19 AND ORIGINAL 2019/20 (EXCLUDING DWELLINGS SERVICE CHARGE INCOME AND EXPENDITURE)**

Joint report of the Chamberlain and Director of Community & Children's Services.

For Decision
(Pages 11 - 20)

6. **SERVICE CHARGE EXPENDITURE AND INCOME ACCOUNT - LATEST APPROVED BUDGET 2018/19 AND ORIGINAL BUDGET 2019/20**

Joint report of the Chamberlain and Director of Community & Children's Services.

For Decision
(Pages 21 - 28)

7. **SERVICE LEVEL AGREEMENTS QUARTERLY REVIEW JULY - SEPTEMBER 2018**

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

For Information
(Pages 29 - 42)

8. **CHARGING POLICY FOR CAR PARKING AND STORES**

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

For Information
(Pages 43 - 58)

9. **REPAIRS & MAINTENANCE TO ROOFS/BALCONIES FOLLOWING WATER PENETRATION**

The Assistant Director of Barbican & Property Services to be heard.

For Information

10. **PROGRESS OF SALES & LETTINGS**
Report of the Director of Community and Children's Services.
For Information
(Pages 59 - 62)
11. **LANDLORD'S APPROVAL PROCESS - SIX-MONTH REVIEW**
Report of the Director of Community and Children's Services.
For Information
(Pages 63 - 68)
12. **WORKING PARTY UPDATES**
Report of the Leaseholder Service Charges Working Party.
For Information
(Pages 69 - 74)
13. **UPDATE REPORT**
Report of the Director of Community and Children's Services.
For Information
(Pages 75 - 82)
14. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
15. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**

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BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE

Monday, 10 September 2018

Minutes of the meeting of the Barbican Estate Residents Consultation Committee held at the Guildhall EC2 at 6.30 pm

Present

Members:

Christopher Makin – Chairman	David Lawrence - Lauderdale Tower
Graham Wallace – Deputy Chairman	Mark Bostock - Frobisher Crescent
Jim Davies – Deputy Chairman	Vivian Fowle - Gilbert House
Robert Barker - Barbican Association	Heather Hawker - Speed House
Janet Wells - John Trundle House	Adam Hogg - Andrewes House
John Tomlinson - Cromwell Tower	Jane Samsworth - Defoe House
Fred Rodgers - Breton House	Fiona Lean – Ben Jonson House
David Graves - Seddon House	
Sandy Wilson – Shakespeare Tower	

Officers:

Michael Bennett	- Community & Children's Services Department
Anne Mason	- Community and Children's Services
Julie Mayer	- Town Clerk's
Mark Jarvis	- Chamberlain's Department
Paul Murtagh	- Community & Children's Services Department

1. APOLOGIES

Apologies were received from Gordon Griffiths (Bunyan Court), Averil Baldwin (Thomas More House), Prof. Michael Swash (Willoughby House), Heather Hawker (Speed House), Jane Smith (Barbican Association – represented by Robert Barker) and John Taysum (Bryer Court).

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

There were no declarations.

3. MINUTES

The minutes of the meeting held on 21st May and the EGM on 25th June 2018 were approved.

Matters arising

Members noted that whilst there wasn't an allocated budget for an all-resident reception, a Member advised of a venue likely to be offered gratis and offered to explore this with the Chairman.

4. **'YOU SAID; WE DID' - OUTSTANDING ACTIONS LIST**

Members received the RCC's Outstanding Actions list. In respect of the Ambulance/emergency points, Members noted they would receive an update on the review via the estate bulletin. The representative for Frobisher Crescent reported a productive meeting with the Arts Centre and were keen to hear the outcome of the review.

RESOLVED, that – the Report be noted.

5. **SERVICE LEVEL AGREEMENTS (SLA) REVIEW**

Members received a report of the Director of Community and Children's Services on the review of the estate-wide implementations of Service Level Agreements (SLAs) and Key Performance Measures (KPIs) for the quarter April to June 2018. The Frobisher Crescent representative advised that they were in discussion with the Arts Centre in respect of Sculpture Court and hoping to conclude the matter in the autumn.

Members noted that, although feedback in respect of the new service charges letter had been low, responses had been positive and the template was in use. There was no data as yet on a cost benefit analysis. The Chairman thanked Anne Mason and the Service Charges Working Party for their work on the enhanced letter template.

RESOLVED, that – the report be noted.

6. **PROGRESS OF SALES AND LETTINGS**

Members received a report of the Director of Community and Children's Services in respect of sales and lettings which had been approved by officers since the last meeting.

RESOLVED, that – the report be noted.

7. **WORKING PARTY UPDATES**

Members received a report of the Leaseholder Service Charges Working Party. The Chairman reminded Members that, whilst this was the only working party update report under this agenda item, the work of the various working parties was referred to in various reports on this agenda; i.e. SLA, Finance and the Update report.

8. **FIRE SAFETY UPDATE**

Members received a report of the Director of Community and Children's Services which advised Members on the progress made in relation to fire safety matters since the last update report in March 2018.

During the discussion and questions the following points were noted:

- The Fire Brigade has asked for extinguishers to be removed as the majority of residents/members of the public in general, were not trained in their use and it could detract from their advice to either stay put or evacuate.

- The fire risk assessments had been published; officers accepted there might be one or two minor errors and they would be checked and remedied.
- There was some discussion as to what would have been an acceptable safety standard in the 1970s, compared to now, and particularly post Grenfell. Therefore, the fire risk assessments had responded to a new set of liabilities, applicable to buildings of the Barbican's age.
- Members were reminded of Counsel's opinion and the implications for both the City Corporation and Service Charge payers; i.e. repairs will be charged for, improvements will not be charged for, subject to advice from the Comptroller and City Solicitor.
- Members noted that the Barbican Estate Office employed a Fire Safety Advisor, who was a former experienced Fire Brigade Officer. The Assistant Director advised that if improvements were carried out, then residents' contents insurance premiums would not be affected.
- The Fire Doors tested had passed the 36 minute fire test and, whilst there would be more research, the Assistant Director was confident that they could be regraded. The Fire Management Survey would address the ventilation gaps on communal doors. Members noted that, due to pressures on the industry post Grenfell, the full results from the fire door tests, carried out on 2nd June 2018, were not available as yet, and more doors/door surrounds will be tested.
- Some residents had installed their own mechanical ventilation and officers would need to be satisfied that fire safety would not be compromised.

In concluding, the Chairman and Members thanked the Assistant Director and his team for a comprehensive piece of work which had been undertaken in the best interests of resident safety.

RESOLVED, that – the report be noted.

9. **2017/18 REVENUE OUTTURN (EXCLUDING THE RESIDENTIAL SERVICE CHARGE ACCOUNT)**

Members received a joint report of the Chamberlain and the Director of Community and Children's Services in respect of the 2017/18 Revenue Outturn (excluding the Residential Service Charge Account).

In respect of a question about reallocation of resources in respect of fire safety works, the Officer advised that the house officer charge had reduced to compensate for the additional charge on supervision and management.

RESOLVED, that – the Revenue Outturn report for 2017/18 and the budgets carried forward to 2018/19 be noted.

10. **2017/18 REVENUE OUTTURN FOR THE DWELLINGS SERVICE CHARGE ACCOUNT INCLUDING RECONCILIATION BETWEEN THE CLOSED ACCOUNTS AND THE FINAL SERVICE CHARGE**

Members received a joint report of the Chamberlain and the Director of Community and Children's Services in respect of the 2017/18 Revenue Outturn for the Dwellings Service Charge Account (including the reconciliation between the closed accounts and the final service charge).

RESOLVED, that – the revenue report for 2017/18 and the service charge reconciliation be noted.

11. **RELATIONSHIP OF THE BARBICAN RESIDENTIAL COMMITTEE OUTTURN REPORT TO SERVICE CHARGE SCHEDULES**

Members received a report of the Director of Community and Children's Services in respect of the relationship of the Barbican Residential Committee Outturn reports to Service Charge Schedules. The Chairman and Members commended the helpful format of this report.

RESOLVED, that – the report be noted.

12. **BARBICAN ESTATE 50TH ANNIVERSARY CELEBRATIONS 2019**

Members received a report of the Director of Community and Children's Services in respect of a number of options to commemorate the 50th Anniversary of the Barbican Estate. The Chairman had emailed all Members of the RCC prior to the meeting and asked them to co-ordinate feedback.

Officers explained that funding had been available, as a one off, for the 40th Celebrations in 2009. The event had also been resourced by the former Barbican Directorate. However, it was not possible to sustain these arrangements for the 50th Celebrations in 2019.

Each House Group representative was invited to respond, as follows:

Speed House – low feedback and a general low enthusiasm.

Mountjoy House – content with the event being service chargeable.

Gilbert House – suggested Barbican Association involvement but had not had enough time to ballot house group members.

Ben Jonson House – support for an event manager and for it to be service chargeable. A query as to whether further costs were likely.

John Trundle House – general low enthusiasm.

Frobisher Crescent – some mixed views, with some resistance to this being service chargeable. Given the architectural significance of the Barbican Estate, could such a celebration be captured by the Culture Mile, as was the case with the recent events at Beech Street and Smithfield?

Shakespeare Tower - general low enthusiasm, a resistance to the event being service chargeable and poor feedback in respect of the 40th Anniversary commemorations. There was, however, support for celebrating the architectural and urban planning aspects of the Barbican Estate, possibly with an event/conference covering the architectural history and recent/future initiatives in respect of green living and electronic vehicles. The group also felt that the City Corporation should pay, as the benefits would flow mainly to them in terms of PR and image building.

Seddon House – general resistance to the event being service chargeable. A query as to the cost of Option 2 in the report.

Breton House – in favour of an event but not for it being service chargeable. Suggested a concert.

Andrewes House – low response and general lack of enthusiasm.

Cromwell Tower – strong resistance from the House Group to the event being service chargeable and for the City Corporation to fund the event.

Lauderdale Tower – resistance to being service chargeable and the drinks reception should be ticketed. Similar views to Shakespeare Tower supporting an architectural event or conference.

Barbican Association – the event should be different to the 40th commemorations and celebrate the architecture; possibly with a conference at the Arts Centre and a drinks reception.

Deputy Chairman of the RCC (Graham Wallace) – supported the Barbican Association's view and asked for the BRC to take the RCCs views into consideration when they take a decision on 17th September 2018.

In concluding the discussion, the Chairman confirmed that, whilst Option 1 lacked enthusiasm, there was an appetite to celebrate the Estate's anniversary but there was strong resistance to the event being service chargeable.

There had been concerns expressed about a lack of consultation with residents and officers advised that, due to current resourcing, they would not be able to conduct a ballot.

RESOLVED, that – the report be noted.

13. **RESIDENTS SURVEY**

Members received a report of the Director of Community and Children's services which informed the Committee of the results of the Residents' Satisfaction Survey undertaken in June 2018.

Members noted that the survey had not been undertaken last year, due to resource implications following Grenfell and the fire safety works. Despite the

incentive of a £100 prize voucher for participating, numbers were down this year, probably due to GDPR leading to a reduction in the number of email addresses that the Estate Office now holds.

RESOLVED, That – the report be noted.

14. UPDATE REPORT

Members received the Director of Community and Children's services' Update Report and noted the following outstanding items:

Brandon Mews roof had not yet been reviewed, a meeting with Langley's is scheduled. Members noted that the flat roofs were coming to the end of their natural lifespan, of 25 years, but they were in a better condition than expected.

The Assistant Director advised that a forward plan was being worked on, based on the work of the Working Party, and would prioritise what needed to be done. The production of an Asset Maintenance Strategy for the next 6-12 months would also help residents to plan and budget.

A Member noted that previous works with significant costs had been phased to spread the cost for each block over more than one year. The same approach would be appreciated going forward..

In concluding, the Chairman and Members were pleased to note the new '*What's Gone Well*' section in the report and thanked those involved in this case for their hard work on behalf of residents.

RESOLVED, that the report be noted.

15. QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE

There were no further questions in addition to the 'questions in advance' submitted ahead of the meeting. A Member of the Gardens Advisory Group was in attendance and thank officers for a comprehensive response to their question.

16. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

The Chairman agreed to the admission of an item of urgent business in respect of the City Corporation's Review of Housing Governance, which was due to be discussed at the Barbican Residential Committee on 17th September.

Review of Housing Governance

Members received a report of the Town Clerk in respect of the City Corporation's Housing Governance. Members noted that the Policy and Resources Committee had considered an initial report at its July 2018 meeting, which had opened the discussion. This report sought the view of the Barbican Residents' Consultation Committee as to the future of the Barbican Residential Committee and any potential amendments that might be made.

Members were invited to give their views and, whilst some of these were representative of their House Groups, some felt that they had not been given long enough to consult as the paper had been circulated after the main RCC pack.

A Member from Aldersgate was in attendance and, with the permission of the Chairman, addressed the Committee and encouraged Members to share their views on all the options in the report; i.e. the five potential options in relation to future arrangements, which was reported to the Policy & Resources Committee in the Summer, and their views on the options which had emerged from the Chairman's discussions with interested parties.

The Deputy Chairman of the Barbican Residential Committee was in attendance and set the context by explaining the background and circumstances which had led to this report; i.e. the BRC was carrying a number of non-resident vacancies which were proving difficult to fill, and meetings were at risk of being inquorate. The recent debate on Car Park Charges and the rigid adherence to dispensations had highlighted the issues currently faced by the BRC.

During the discussion, the following points were noted:

- Could proxy voting at Committee meetings be introduced in order to avoid the risk of being inquorate?
- The difficulty in recruiting to the Committee might arise from a lack of interest in residents' issues, as the Community and Children's Services Committee also carried vacancies. This gave rise to implications for succession planning and finding individuals willing to stand as Chairman or Deputy Chairman.
- There was a strong reluctance to disbanding the BRC as the current arrangements work well for residents, although Members do not act unfairly. Instead, Members detailed knowledge of the Estate is often of great assistance in taking the best decision.
- There was, however, strong support for the status quo (option i), with a possible tweaking of Membership numbers to reduce the risk of being inquorate. Of the five options set out in the report, Members were not in favour of :
 - (ii) Disbanding the Barbican Residential Committee and transferring its responsibilities to the Community & Children's Services Committee as this would overload the Committee, which was heavily engaged on HRA matters.
 - (iii) Disbanding the BRC and transferring its responsibilities to the Property Investment Board was inappropriate, given this Committee's asset focus and lack of housing expertise.

Members generally felt that comments (iv) Reconfigure the Barbican Residential Committee, particularly if on a large scale and (v) Establish a new, non-Ward based Housing Committee were not desirable.

Members felt that the Code of Conduct in respect of pecuniary interests and the rigidity around dispensations inhibited the resident members. Members also felt that the Committee needed the current level of resident Members to represent constituents and take forward lobbying. There was a further view in that, if the number of resident Members were to reduce, then the non-residents should do likewise, reducing the quorum to 3 (i.e. a third of the non-resident Members).

However, given the clear agreement that the BRC should be retained. If the price was some reduction in resident members that was preferable to the other suggestions.

Further, it was suggested that the advantage of reducing the number of non-resident Members was that it would address the long-standing vacancies on this committee that are highlighted above. However, a concern was expressed that, in the event of a number of apologies for a meeting, decision making powers would then lie with a very small group of non-residents.

It was noted that the continued existence of the BRC, with an RCC to garner residents' views, was a fundamental part of the vote that took place some years ago regarding the management of the Barbican estate. As such, residents expected the City to continue to honour the commitments made at that time.

Finally, the Town Clerk advised Members of the arrangements for the BRC meeting next Monday whereby the formal BRC would start at 2.30pm but Members would hold an informal discussion in public, on the Housing Governance Review, at 1.45pm.

The meeting closed at 8.30 pm

Chairman

Contact Officer: Julie Mayer
tel.no.: 020 7332 1410
Julie.Mayer@cityoflondon.gov.uk

“You Said; We Did” - Action List – October 2018

Actions from September 2018 Residents Consultation Committee (RCC) & other outstanding issues (*updates appear in italics*)

Issue		Source	Officer	Action Escalation
Emergency Points (including Ambulance Points) on the Barbican Estate		RCC May 2018	Barry Ashton	
<i>A review of the Emergency Points (including Ambulance Points) was carried out on the Barbican Estate and the protocol was communicated to residents in February. It was agreed that there would be a 6-month review. This was carried out in September and an update provided in the bulletin. The review included Frobisher Crescent and the London Ambulance Service requested that a further review be carried out with the BEO, Barbican Arts Centre and resident representatives. This is scheduled for November.</i>				
	Contact: Michael Bennett, Head of Barbican Estates – 020 7029 3923 – barbican.estate@cityoflondon.gov.uk			

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Committee(s)	Dated:
Residents Consultation	03 December 2018
Barbican Residential	10 December 2018
Subject: Revenue and Capital Budgets - Latest Approved Budget 2018/19 and Original 2019/20 Excluding dwellings service charge income and expenditure	Public
Report of: The Chamberlain Director of Community & Children's Services	For Decision

Summary

This report is the annual submission of the revenue and capital budgets overseen by your Committee. In particular it seeks approval to the provisional revenue budget for 2019/20, for subsequent submission to the Finance Committee. Details of the Committee's draft capital budget are also provided. The budgets have been prepared within the resources allocated to the Director.

These accounts do not include income and expenditure in relation to dwellings service charges, which is the subject to a separate report before you today, but does include the following:-

- Landlord Services

This includes income and expenditure relating to short term lessee flats, void flats and commercial properties as well as grounds maintenance for public areas.

- Car Parking

The running expenses, capital charges, rent income and service charges relating to 1,273 car spaces of which some 958 (75%) are currently occupied.

- Baggage Stores

The running expenses, capital charges, rent income and service charges relating to 1,625 baggage stores. There will be 313 new Baggage Stores currently being installed and due to be completed in Dec/Jan 2019.

- Trade Centre

This is a commercial area of some 117,000 square feet bounded broadly by Beech Street, Aldersgate Street, Fann Street and Bridgewater Square. Capital charges are the main item of expense, although some premises and supervision and management costs are incurred. Income comprises rent and charges for services in respect of Virgin Active, GSMD practice room, Laundrette, Vinci Parking and Creche.

The provisional nature of the revenue budgets particularly recognises that further revisions may arise from the necessary realignment of funds resulting from corporate projects.

Summary of Table 1	Original Budget 2018/19	Original Budget 2019/20	Movement
	£'000	£'000	£'000
Expenditure	(3,224)	(3,613)	(389)
Income	5,123	5,205	82
Net Income (Local and Central Risk)	1,899	1,592	(307)
Capital Charges and Support services	(4,458)	(4,537)	(79)
Total Net Expenditure	(2,559)	(2,945)	(386)

Overall, the 2019/20 provisional revenue budget totals a deficit of £2,945,000 a variance of £386,000 compared with the Original Budget for 2018/19. The main reason for this variance is increase in breakdown maintenance and staffing costs.

Recommendations

The Committee is requested to:

- review the provisional 2019/20 revenue budget to ensure that it reflects the Committee's objectives and, if so, approve the budget for submission to the Finance Committee;
- review and approve the draft capital budget;
- authorise the Chamberlain to revise these budgets to allow for further implications arising from departmental reorganisations and other reviews including corporate projects.

Main Report

Introduction

1. This report sets out the proposed revenue budget and capital budgets for 2019/20. The revenue budget management arrangements are to:
 - Provide a clear distinction between local risk, central risk and recharge budgets
 - Place responsibility for budgetary control on departmental Chief Officers
 - Apply a cash limit policy to Chief Officers' budgets
2. The budget has been analysed by service expenditure and compared with the original approved budget for the current year.

The report also compares the current year's budget with the forecast outturn.

Proposed Revenue Budget for 2019/20

3. The proposed Revenue Budget for 2019/20 is shown in Table 1 overleaf analysed between:
 - Local Risk budgets – these are budgets deemed to be largely within the Chief Officer's control.
 - Central Risk budgets – these are budgets comprising specific items where a Chief Officer manages the underlying service, but where the eventual financial outturn can be strongly influenced by external factors outside of his/her control or are budgets of a corporate nature (e.g. interest on balances and rent incomes from investment properties).
 - Support Services and Capital Charges – these cover budgets for services provided by one activity to another. The control of these costs is exercised at the point where the expenditure or income first arises as local or central risk.
4. The provisional 2019/20 budgets, under the control of the Director of Community & Children's Services being presented to your Committee, have been prepared in accordance with guidelines agreed by the Policy and Resources and Finance Committees. This includes a 2% efficiency saving and 2.45% pay and prices inflating uplift. The budget has been prepared within the resources allocated to the Chief Officer.

Table 1 - Analysis of Service Expenditure	Local or Central Risk	Actual 2017-18 £'000	Original Budget 2018-19 £'000	Latest Budget 2018-19 £'000	Original Budget 2019-20 £'000	Movement OB 2018-19 to OB 2019-20 £'000	Paragraph Reference
EXPENDITURE							
Employees	L	(1,782)	(1,806)	(1,835)	(1,920)	(114)	7
Repairs and Maintenance	L	(723)	(1,040)	(983)	(1,282)	(242)	10
Other Premises Related Expenditure	L	(241)	(271)	(255)	(289)	(18)	
Supplies & Services	L	(162)	(106)	(104)	(121)	(15)	
Transport	L	(1)	(1)	(1)	(1)	0	
Supplementary Revenue Projects	C	(15)	-	0	0	0	
Total Expenditure		(2,924)	(3,224)	(3,178)	(3,613)	(389)	
INCOME							
Customer, Client Receipts (mainly rents and non-dwelling service charges)	L	4,707	4,898	4,688	4,980	82	8
Charge for insurance	C	150	225	225	225	0	
Transfer from Reserves	C	0	0	0	0	0	
Total Income		4,857	5,123	4,913	5,205	82	
NET INCOME BEFORE SUPPORT SERVICES AND CAPITAL CHARGES		1,933	1,899	1,735	1,592	(307)	
SUPPORT SERVICES AND CAPITAL CHARGES							
Central Support Services and Capital Charges		(5,488)	(5,272)	(5,354)	(5,173)	99	
Recharges within Fund & Committee		(29)	133	(37)	(19)	(152)	
Recharges to Service Charge Account		723	681	532	655	(26)	
Total Support Services and Capital charges		(4,794)	(4,458)	(4,859)	(4,537)	(79)	9
TOTAL NET EXPENDITURE		(2,861)	(2,559)	(3,124)	(2,945)	(386)	

Notes - Examples of types of service expenditure: -

- (i) Other Premises Related Expenses – includes energy costs, rates, water services, cleaning and domestic supplies

5. Expenditure and adverse variances are presented in brackets. An analysis of this Revenue Expenditure by Service Managed is provided in Appendix 1. Only significant variances (generally those greater than £100,000) have been commented on in the following paragraphs.
6. Overall there is an increase in net expenditure of £386,000 in the overall budget between the 2018/19 original approved budget and the 2019/20 original budget. The main movements are explained by the variances in the following paragraphs.
7. There has been an increase in employee budgets of £114,000. This reflects the agreed increases in pay including provision for a 2.45% inflation increase and incremental staff progression and higher expected use of agency staff. Analysis of the movement in manpower and related staff costs are shown in Table 2 below.

Table 2 - Manpower statement	Original Budget		Original Budget	
	2018/19		2019/20	
	Manpower Full-time equivalent	Estimated cost £000	Manpower Full-time equivalent	Estimated cost £000
Supervision and Management	14	(798)	14	(880)
Car Parking - Estate Concierge (2/3)	19	(1,008)	18	(1,040)
Total	33	(1,806)	32	(1,920)

8. Income has increased by £82,000 mainly relating to additional income expected from the new baggage stores. Note that much of the increased income from the baggage stores was already included in the 2018/19 original budget figure.
9. A detailed breakdown of the movement on Central Support Services and Capital Charges is presented in Appendix 2.
10. Repairs and maintenance costs are expected to be £242,000 higher in 2019/20 than in 2018/19 as a result of higher breakdown maintenance. A detailed breakdown of Repairs and Maintenance costs is provided in Appendix 3.
11. The current forecast outturn for 2018/19 is on budget.

Potential Further Budget Developments

12. The provisional nature of the 2019/20 revenue budget recognises that further revisions may be required.

Draft Capital and Supplementary Revenue Budgets

13. The latest estimated costs of the Committee's draft capital and supplementary revenue projects are summarised in the Table below.

Service	Project	Exp. Pre 01/04/18 £'000	2018/19 £'000	2019/20 £'000	2020/21 £'000	Later Years £'000	Total £'000
<u>Pre-implementation</u>							
Landlord Costs	Podium Highwalk Waterproofing options, phase 2	14	40				54
Landlord Costs	Barbican Turret John Wesley Highwalk	94	45				139
<u>Authority to start work</u>							
Landlord Costs	Residential baggage stores	16	434	2			452
Landlord Costs	Contractor's Office	52	237				289
TOTAL BARBICAN RESIDENTIAL		176	756	2	0	0	934

14. Pre-implementation costs comprise feasibility and option appraisal expenditure which has been approved in accordance with the project procedure, prior to authority to start work. It should be noted that the above figures exclude the implementation costs of those schemes which have yet to receive authority to start work.
15. Subject to further approvals are the schemes to fit out and market the 2 bedroom flat at the Barbican Turret, John Wesley Highwalk and Phase 2 of the Podium Waterproofing, Drainage and Landscaping Works.
16. The latest Capital and Supplementary Revenue Project forecast expenditure on approved schemes will be presented to the Court of Common Council for formal approval in March 2019.

Appendices

Appendix 1: Revenue Expenditure by Service Managed

Appendix 2: Support Service and Capital Charges from/to Barbican Residential Committee

Appendix 3: Analysis of Repairs, Maintenance and Minor Improvements

Dr Peter Kane
Chamberlain

Andrew Carter
Director of Community & Children's Services

Contact: Goshe Munir (1571) or Mark Jarvis (1221)
Chamberlain's Department

APPENDIX 1

Analysis by Service Managed	Actual 2017-18 £'000	Original Budget 2018-19 £'000	Latest Budget 2018-19 £'000	Original Budget 2019-20 £'000	Movement 2018-18 to 2018-19 £'000
CITY FUND					
Supervision & Management (fully recharged)	0	0	0	0	0
Landlord Services	(2,772)	(2,952)	(3,223)	(3,223)	(271)
Car Parking (inc new baggage stores)	(630)	(158)	(397)	(238)	(80)
Baggage Stores (outside car park)*	(6)	28	(91)	(75)	(103)
Trade Centre	575	544	592	597	53
Other Non-Housing	(28)	(21)	(5)	(6)	15
TOTAL Net Expenditure	(2,861)	(2,559)	(3,124)	(2,945)	(386)

*Note that the new Baggage Stores were included within baggage stores in 2018/19 and the net income is now profiled within Car Parking in 2019/20.

Supervision and Management – General

This section relates to the requirements of the Barbican Estate Office including staffing, premises, information technology and support from Guildhall. The Estate Office is responsible for the management of the flats, commercial units, car parks and baggage stores. Management includes repairs and maintenance, security, cleanliness of common parts, calculation of service charges and the initial stages of arrears recovery. Total expenditure on this section is fully recharged to other sections of these accounts plus a relevant proportion to the Service Charge account, which is the subject to a separate report before you today. The IT costs are recharged on number of transactions while the other costs are allocated broadly on time sheet information.

Landlord Services

Expenditure includes repairs to the interior of short term lessees' flats and void flats. Grounds maintenance of public areas, insurance (other than that included in the Service Charge Account for lifts and the garchey system), capital charges relating to properties not sold on a long lease, and supervision and management. Income includes rent income from short term tenancies (apart from the service charge element), rent from ten commercial properties, licence fees for various aerial sites, and reimbursements for insurance, dilapidations and other services. Long lessees have the option to arrange alternative insurance to that provided through the City and, consequently, insurance is accounted for in the Landlord Account rather than as part of the Service Charge Account.

Car Parking

The running expenses, capital charges, rent income and service charges relating to 1,273 car spaces of which some 958 (75%) are currently occupied. The budget position for 2018/19 has been helped from the continued commercial car parking and Heron paying service charges for residential car bays. However, although we have retained 15 commercial bays with Deutsche Bank which are based on market value rates, they have surrendered 43 bays over the last two years. The budget has been revised to include the Baggage Stores located in the car parks including the 313 new stores that are currently been installed.

Baggage Stores

The running expenses, capital charges, rent income and service charges relating to 1,029 baggage stores located in the residential blocks.

Trade Centre

This is a commercial area of some 117,000 square feet bounded broadly by Beech Street, Aldersgate Street, Fann Street and Bridgewater Square. Capital charges are the main item of expense, although some premises and supervision and management costs are incurred. Income comprises rent and charges for services in respect of Virgin Active, GSMD practice room, Laundrette, Vinci Parking and Creche.

APPENDIX 2

Support Service and Capital Charges from/to Barbican Residential Committee	Actual 2017/18 £'000	Original Budget 2018/19 £'000	Latest Budget 2018/19 £'000	Original Budget 2019/20 £'000
Support Service and Capital Charges				
Insurance	(266)	(263)	(276)	(295)
IS Recharges	(212)	(244)	(185)	(172)
Capital Charges	(4,387)	(4,196)	(4,287)	(4,095)
Chamberlain	(411)	(317)	(391)	(395)
Comptroller and City Solicitor	(63)	(106)	(62)	(61)
Town Clerk	(135)	(132)	(138)	(141)
City Surveyor	(1)	(2)	(1)	(1)
Other Services	(13)	(12)	(14)	(13)
Total Support Services and Capital Charges	(5,488)	(5,272)	(5,354)	(5,173)
Recharges Within Funds				
Corporate and Democratic Core - Finance Committee	50	50	32	50
HRA	8	160	11	11
Community and Children's Services Committee	(87)	(77)	(80)	(80)
Service Charge Account	723	681	532	655
TOTAL SUPPORT SERVICE AND CAPITAL Charges	(4,794)	(4,458)	(4,859)	(4,537)

* Various services including central training, corporate printing, occupational health, union costs and environmental and sustainability section.

**ANALYSIS OF REPAIRS, MAINTENANCE AND MINOR IMPROVEMENTS
ALL LOCAL RISK**

	Original Budget 2018/19 £'000	Latest Budget 2018/19 £'000	Original Budget 2019/20 £'000	
<u>Supervision & Management Holding</u>				
<u>Account</u>				
Estate Office - Breakdown Maintenance	(9)	(25)	(9)	E
Total Supervision & Management Holding Account	(9)	(25)	(9)	
<u>Services and Repairs - Landlords</u>				
Breakdown Maintenance	(669)	(525)	(841)	E
Drains	(97)	(97)	(97)	
Insurance Works	(35)	(35)	(35)	
Dilapidations	(15)	(15)	(15)	
Lift contract servicing	(7)	(7)	(7)	
Asbestos data	(5)	(5)	(5)	
Redecorations Works	(35)	(35)	(35)	A
Total Services and Repairs - Landlords	(863)	(719)	(1035)	
<u>Car Parking</u>				
Breakdown Maintenance - Building	(143)	(194)	(193)	E
Safety Security	(1)	(1)	(1)	
Total Car Parking	(144)	(195)	(194)	
<u>Stores</u>				
Breakdown Maintenance	(7)	(17)	(7)	E
Total Stores	(7)	(17)	(7)	
<u>Trade Centre</u>				
Breakdown Maintenance	(15)	(27)	(37)	E
Total Trade Centre	(15)	(27)	(37)	
<u>Other Non-Housing</u>				
Breakdown Maintenance	(2)	(0)	(0)	E
Total Other Non-Housing	(2)	(0)	(0)	
TOTAL	(1,040)	(983)	(1,282)	

E = ESSENTIAL

A = ADVISABLE

D = DESIRABLE

Appendix 4

Original Budget 2018/19 to Latest Approved Budget	£'000
Original Budget Net Income	(2,559)
Compensating resource allocated as a result of sales in prior years.	(210)
Increase in Breakdown Maintenance	57
Correction of recharge and change in capital charges	(401)
Other movements	(11)
Latest Approved Budget	(3,124)

Committee(s)	Dated:
Residents Consultation Barbican Residential	03 December 2018 10 December 2018
Subject: Service Charge Expenditure and Income Account - Latest Approved Budget 2018/19 and Original Budget 2019/20	Public
Report of: The Chamberlain Director of Community & Children's Services	For Decision

Summary

This report sets out the original approved budget for 2018/19 and original 2019/20 for revenue expenditure proposed to be included within the service charge in respect to dwellings. This does not include any expenditure or income pertaining to car parking or stores. The amount charged to individual lessees will depend on the percentages set out in their lease.

The original budget for 2019/20 total expenditure including net recharges is £9,822,000 compared to the 2018/19 original approved budget of £9,226,000, an increase of £596,000.

This is only the budget for the years in question and the actual amount charged to lessees will depend on the actual amount spent and the percentage set out in the individual leases.

Summary Of Table 1	Original Budget 2018/19 £'000	Original Budget 2019/20 £'000	Movement £'000
Expenditure	(8,027)	(8,455)	(428)
Recharges	(1,199)	(1,367)	(168)
Other Income	9,226	9,822	596
Total Net Expenditure	0	0	0

Recommendations

The Committee is requested to:

- review the provisional 2019/20 revenue budget to ensure that it reflects the Committee's objectives and, if so, approve the budget for submission to the Finance Committee;
- authorise the Chamberlain to revise these budgets to allow for further implications arising from departmental reorganisations and other reviews, and corporate projects.

Main Report

Introduction

1. This report sets out the proposed revenue budget for 2019/20. The revenue budget management arrangements are to:
 - Place responsibility for budgetary control on departmental Chief Officers
 - Apply a cash limit policy to Chief Officers' budgets
2. The budget has been analysed by service expenditure and compared with the latest approved budget for the current year.

Proposed Revenue Budget for 2019/20

3. The proposed Revenue Budget for 2019/20 is shown in table 1 overleaf note a reconciliation of the 2018/19 latest agreed budget to the 2018/19 original budget is also provided in Appendix 3 for information.
 - Local Risk budgets – these are budgets deemed to be largely within the Chief Officer's control.
 - Central Risk budgets – these are budgets comprising specific items where a Chief Officer manages the underlying service, but where the eventual financial outturn can be strongly influenced by external factors outside of his/her control or are budgets of a corporate nature (e.g. interest on balances and rent incomes from investment properties).
 - Support Services and Capital Charges – these cover budgets for services provided by one activity to another. The control of these costs is exercised at the point where the expenditure or income first arises as local or central risk.

Table 1 - Analysis of Service Expenditure	Local, Central Risk or Recharges	Actual 2017-18 £'000	Original Budget 2018-19 £'000	Latest Approved Budget 2018-19 £'000	Original Budget 2019-20 £'000	Movement 2018-1 to 2019-20 £'000	Paragraph Reference
Expenditure							
Employees	L	(2,276)	(2,446)	(2,500)	(2,587)	(141)	7
Premises Related Expenses							
Repairs and Maintenance	L	(1,933)	(1,805)	(1,932)	(1,856)	(51)	4
Supplementary Revenue Projects	C	(515)	(752)	(1052)	(910)	(158)	5
Energy Costs	L	(2,304)	(2,405)	(2,397)	(2,458)	(53)	6
Rents	L	(132)	(134)	(136)	(141)	(7)	
Rates	L	(15)	(18)	(18)	(19)	(1)	
Water Services	L	(1)	(3)	(3)	(3)	0	
Cleaning and Domestic Supplies	L	(202)	(228)	(230)	(238)	(10)	
Grounds Maintenance	L	(133)	(126)	(126)	(130)	(4)	
Supplies and Services							
Equipment, Furniture and Materials	L	(57)	(71)	(71)	(73)	(2)	
Catering	L	0	(1)	(1)	(1)	0	
Uniforms	L	(7)	(12)	(12)	(12)	0	
Printing, Stationery and Office Exp.	L	(2)	(7)	(7)	(7)	0	
Fees and Services	L	(2)	(1)	(1)	(1)	0	
Communication and Computing	L	(14)	(18)	(18)	(19)	(1)	
Total Expenditure		(7,593)	(8,027)	(8,504)	(8,455)	(428)	
Income							
Local Risk	L	7,355	8,416	8,927	9,012	596	
Central Risk	C	1,564	810	810	810	0	
Net Income		1,326	1,199	1,233	1,367	168	
Recharges							
Expenditure	R	(1,472)	(1,374)	(1,410)	(1,542)	(168)	
Income	R	146	175	177	175	0	
Total Recharges		(1,326)	(1,199)	(1,233)	(1,367)	(168)	
Total Service Charge Account		0	0	0	0	0	

4. Repairs and maintenance costs have increased by £51,000 compared to the previous years budget due to increase in costs for miscellaneous works and Responsive and Contract Servicing Lifts. Full analysis is provided in Appendix 1.
5. The cost of supplementary revenue projects is expected to be £910,000 and relates to concrete testing and communal repairs redecorations as set in paragraph 9 below. This is £ 158k higher than the cost expected in the original budget for 2017/18.
6. Energy costs have also increased by £53,000 due to expected higher tariffs.
7. Analysis of the movement in manpower and related staff costs are shown in Table 2 below.

Table 2 - Manpower statement	Original Budget 2018/19		Original Budget 2019/20	
	Manpower Full-time equivalent	Estimated cost £'000	Manpower Full-time equivalent	Estimated cost £'000
Garchey Operatives	3	(124)	3	(126)
Cleaners	36	(1,152)	36	(1,187)
Estate Concierge (1/3)	9	(513)	10	(583)
Lobby Porters	12	(657)	12	(691)
Total Barbican Residential	60	(2,446)	61	(2,587)

Draft Capital and Supplementary Revenue Budgets

8. The latest estimated costs of the Committee's draft capital and supplementary revenue projects are summarised in the Table below.

Service	Project	Exp. Pre 01/04/18 £'000	2018/19 £'000	2019/20 £'000	2020/21 £'000	Later Years £'000	Total £'000
Pre-implementation Service Charge	Water system testing	5	2				7
Authority to start work Service Charge	Concrete testing	297	815	165			1,277
Service Charge	Communal repairs / redecorations	1,368	235	745			2,348
TOTAL BARBICAN RESIDENTIAL		1,670	1,052	910	0	0	3,632

9. Pre-implementation costs comprise feasibility and option appraisal expenditure which has been approved in accordance with the project procedure, prior to authority to start work. It should be noted that the above figures exclude the implementation costs of those schemes which have yet to receive authority to start work.
10. The programme of water system testing will be subject to further approvals, following completion of the risk assessments.
11. A proportion of the costs for these schemes will be recoverable from residents via service charges
12. The latest Capital and Supplementary Revenue Project forecast expenditure on approved schemes will be presented to the Court of Common Council for formal approval in March 2019.

Appendices

Appendix 1 = Analysis of Repairs, Maintenance and Minor Improvements

Appendix 2 = Support Services and Capital Charges

Appendix 3 = Reconciliation of 2018/19 Original Budget to Latest Approved Budget 2018/19

Contact: Goshe Munir (1571) or Mark Jarvis (1221)
Chamberlain's Department

Dr. P. Kane
Chamberlain

Andrew Carter
Director of Community and Children's Services

Analysis of Repairs, Maintenance and Minor Improvements

Costs to be charged to Long Lessees and Landlord. (The latter responsible for short term tenancies and voids)	Original Budget 2018/19 £000	Latest Budget 2018/19 £000	Original Budget 2019/20 £000
Responsive and Contract Servicing including Building			
Miscellaneous Works	(1,181)	(1,123)	(1,205)
IRS maintenance	(30)	(30)	(30)
Responsive and Contract Servicing - Lifts	(272)	(272)	(300)
Drainage Repairs / Remedial Work	(61)	(81)	(61)
Sub Total Responsive and Contract Servicing	(1,544)	(1,506)	(1,596)
Asbestos Removal	(110)	(110)	(60)
Water Supply Works	0	(75)	(45)
Electrical Testing	(10)	(10)	(10)
Upgrade Safety/Security Installations	(36)	(36)	(40)
Consultants Fees	(35)	(25)	(35)
Emergency lighting to stairs, corridors and plant rooms	(20)	(20)	(20)
Asset Management	(50)	(150)	(50)
TOTAL	(1,805)	(1,932)	(1,856)

Appendix 2

Support Service and Capital Charges from/to Barbican Service Charges	Actual 2017/18 £0	Original Budget 2018/19 £0	Latest Approved Budget 2018/19 £0	Original Budget 2019/20 £0
Support Service and Capital Charges				
Insurance	(39)	(51)	(40)	(41)
IS Staff Recharge	(41)	(39)	(42)	(39)
Total Support Services	(80)	(90)	(82)	(80)
Recharges within Committee				
Cleaning and Lighting	121	126	126	126
Barbican Supervision and Management	(840)	(807)	(698)	(834)
Recharges Within Funds				
DCCS	(553)	(428)	(579)	(579)
Contributions to Funds and Provisions				
TOTAL SUPPORT SERVICE AND CAPITAL CHARGES	(1,352)	(1,199)	(1,233)	(1,367)

Appendix 3

Reconciliation of 2018/19 Original Budget to Latest Approved Budget	£'000
Original Budget Net Expenditure	0
Increase in Supplementary Revenue Projects (Concrete Testing & Communal Repairs / Redecorations)	(300)
Revised estimates of employee costs.	(54)
Premises Related Expenses increase (Mainly water supply works and asset management)	(123)
Balancing increased income.	477
Latest Approved Budget Net Expenditure	0

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Committee(s)	Dated:
Residents' Consultation Committee Barbican Residential Committee	03 December 2018 10 December 2018
Subject: Service Level Agreements Quarterly Review July – September 2018	Public
Report of: Director of Community and Children's Services	For Information

Summary

This report, which is for noting, updates Members on the review of the estate wide implementation of Service Level Agreements (SLAs) and Key Performance Measures (KPIs) for the quarter July – September 2018. This report details comments from the House Officers and the Resident Working Party and an ongoing action plan for each of the SLAs.

Recommendation

Members are asked to:

- Note the report.

Main Report

Background

1. This report covers the review of the quarter for July – September 2018 following the estate-wide implementation of the SLAs and KPIs with comments from the House Officers and the resident Working Party as well as an ongoing action plan for each of the service areas.

Current Position

2. All of the agreed six weekly block inspections have been completed in the quarter July – September.
3. House Officers, Resident Services Manager and the Head of Barbican Estates attended the recent SLA Working Party review meeting in October to review the SLAs and KPIs.
4. New comments from the residents Working Party (Randall Anderson, Jane Smith, David Graves, Robert Barker, Graham Wallace, Fred Rodgers, John Tomlinson, Christopher Makin), House Officers, surveys, House Group meetings, RCC and resident general comments/complaints are incorporated into the July – September comments.

5. Actions identified following each quarterly review have been implemented where appropriate and comments are included in the action plans in Appendices 1 to 5.
6. The KPIs are included in Appendix 6. The action plans monitor and show the progress made from each of the quarterly reviews together with all of the comments and responses/actions from the House Officers and resident working party.
7. All of the unresolved issues from the previous quarterly reviews to June have been carried forward to this current quarterly review. The House Officers as residents' champions determine whether the issue has been dealt with and completed.
8. All of the resolved issues to June have been filed as completed by the House Officers in conjunction with the resident working party. Once comments are completed, they will be removed and filed.

Proposals

9. The Barbican Estate Office will continue to action and review the comments from the House Officers and Resident Working Parties related to the Customer Care, Supervision and Management, Estate Management, Property Maintenance, Major Works and Open Spaces SLAs.
10. The review of the SLAs and KPIs for the quarter October to December will take place in January 2019 and details of this review will be presented at the March committees.

Conclusion

11. The reviews will continue on a quarterly basis with the Resident SLA working party and actions will be identified and implemented where appropriate, to improve services.

Appendices

- Appendices 1- 5 - SLA Action plans
- Appendix 6 – Key Performance Indicators

Background Papers

Quarterly reports to committee from 2005

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APPENDIX 1

SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2018-19

Quarter	Source	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED
239	Jul-Sept 18	SURV	Following comments on residents' survey BEO reviewing use of envelopes for named party only and envelopes will not be used for circulars.	For comment only ✓
238	Jul-Sept 18	HO	Recent 'mix & mingle' with new House Officer proved popular with residents. BEO will hold Christmas 'mix & mingle' with all House Officers.	For comment only ✓
237	Jul-Sept 18	HO	Residents Survey.	Update about survey results sent out on email broadcast. Communications Officer providing individual responses to residents where requested.
236	Jul-Sept 18	HO	SLA Booklet now being reviewed on Basecamp. (following review of HIP booklet)	For comment only. A "track changes" document will be provided on Basecamp for ease.
235	Apr-June 18	HO	Website information has been updated & is being updated more regularly.	Due to this we are able to confidently direct residents to the website where appropriate. (This includes committee reports, Major Works updates). ✓
234	Apr-June 18	HO	GDPR - reduced outreach via the Bulletin. Comments received from residents about the explanations sent out with the service charges not being sufficient.	Following changes to the Data Protection regulations, the amount of residents we reach on the bulletin had reduced, however this has since increased to almost 1,200. We are placing regular reminders to sign up in the lifts and on noticeboards & are reviewing other ways to increase the "sign up". ✓
222	July-Sept 17	HO		Revised explanations for service charge actual letters in August in conjunction with Leasehold Service Charge Working Party. ✓
221	Apr-June 17	HO	Review of Residents Information Pack & SLA booklet on hold due to other priorities & resourcing issues.	Draft SLA booklet being finalised by BEO & anticipated to be presented by our communications officer via basecamp (web based discussion forum) to the SLA WP in the Autumn. ✓

SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2018-19

<p>Completed Actions - House Officers as residents' champions determine whether the issue has been dealt with and completed satisfactorily</p>	GAG Gardens Advisory Group	PS Property Services
	CPA Car Park Attendant	LL/SC Landlord/Service Charge cost
	LP Lobby Porter	DCCS Department of Children & Community Services
	BAC Barbican Centre	BOG Barbican Operational Group
	Source of comments	
	HO House Officers	COM Complaint
	RCC Residents Consultation Committee	SURV Survey
	RCC ? RCC Pre Committee Question	HGM House Group Meeting
		AGM House Group Annual General Meeting

APPENDIX 2

SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2018-19

Quarter	Source	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED
227 Jul - Sep 18	SLA	Breton bin store has a consistent problem with fly-tipping. Contractor is on site during October reviewing fire signage inside the blocks, (action point following the Fire Risk Assessments).	Fly-tipping is within resident area (you need a key to get there). To be discussed again at Breton AGM in Dec 18, with regard to CCTV deterrent. Signage already present.	
226 Jul -Sept 18	HO		For comment only.	✓
225 Jul-Sept 18	HO	Contractor on site completing checks from tower's Plumber's Duct Access regarding compartmentation (action point following the Fire Risk Assessments).	For comment only.	✓
224 Jul -Sept 18	HO	Block cleaning & podium cleaning, both have improved on last quarter. However window cleaning issues have increased and the car park cleaning fell short this quarter.	Window cleaning comments are reviewed at weekly contractor meetings. Car park cleaning KPI has dropped however since some changes to the car park cleaning team the results are expected to improve in the next quarter.	
223 Apr - Jun 18	HO	Car Park fire safety inspections. Blins in private gardens - comments received about possibility of locating them closer to the exit points. Also if the blins could have lids to prevent spillage and that they are emptied as part of the weekend cleaning duties.	Commenced this summer in the same way that the block fire escape/balcony inspections are carried out.	
216 Jan - Mar 18	AGM		This has now been actioned by the Cleaning Manager.	✓

APPENDIX 3

Quarter	Source	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED
212 Jul-Sept 18	HO and res	VFM TV and broadband service various comments received:	Protocol & response times for residents presented via our bulletin in May & will be repeated during the year. Ongoing TV service issues - BEO liaising with PS regarding a review & presentation of the KPIs. Concerns about level of contract monitoring.	
		Who does the City have a maintenance contract for the TV system with? Is it VFM or Community Vision? VFM are now stating, "its nothing to do with them."	This statement is not correct.	
		Community Vision are stating that there is no maintenance contract and therefore no target dates.	This statement is not correct.	
		Complaints about their upfront fee and wanting credit card details. What is the procedure?		
		Issues with freeview.		
		How many calls for it to be a common problem rather than individual? Repairs taking 4 days to rectify when they're affecting more than one flat.		
		Intermittent loss of signal since July 2018. Periodically better in August. Quite bad throughout September. Loss of signal intermittently across the estate throughout October.	Licence Agreement meeting to be held with VFM in early 2019. Maintenance meeting to be held with VFM in November. Please see Property Services update for latest position.	
		Can the signal fail due to high winds? That has been the explanation over the summer.	BEO and PS reviewing procedures for who updates resident and when, for the more difficulty/lengthy repairs.	
211 Jul-Sept 18	Res complaint	Timeliness of updates to residents regarding repairs.		
210 Jul-Sept 18	PS	Upgrade of lift lights to LEDs all completed by September 2018.	For comment only.	✓

SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2018-19

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APPENDIX 4 SLA AGREEMENT REVIEW - MAJOR WORKS 2018-19

Quarter	Source	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED
157 Jul - Sept 18	HO	Despite Incentivising redecoration satisfaction survey, the response rate is still incredibly low and very hard to gauge any true satisfaction from it. Most recently: Thomas More 10 out 165 and Mountjoy 7 out of 64 responded. Frobisher Crescent heating and hot water "health checks" of internal system in individual properties being carried out September and October. The Postern external redecoration has commenced.	For comment only	✓
156 Jul - Sept 18	HO		For comment only	✓
155 Jul - Sept 18	HO		For comment only	✓
153 Jul - Sept 18	HO	External redecoration work - feedback from residents about fire doors from flats being painted shut following external redecoration programmes. Internal redecoration works for 17/18 put on hold due to the possibility of front door replacement programme related to fire safety.	Policy on external redecoration on fire doors from Tower flats (and Bunyan and Ben Jonson north side) - being reviewed by PS. They will not be painted shut in the future and residents will be reminded at the time, of the importance of being able to open these doors.	✓
152 Jul-Sept 17	PS		Communicated to the House Group Chairs only.	

APPENDIX 5

<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
179	Jul-Sept 18	HO	4 new planters will be installed on Willoughby Highwalk in November. This will complete the planter replacement programme at that end of the Estate.	✓
177	Apr - Jun 18	SLA	New garden recycling still has some issues and needs further publicity (locations, where soil can go).	
176	Apr - Jun 18	BEO	Issues with watering across the estate due to the severe weather conditions. Sculpture Court planters - they are in need of repair/replacement and planting issues need to be addressed - residents comments from AGM.	✓
173	Jul-Sept 18	AGM	BEO will feed back to the Cleansing team. Trial being reviewed in the Autumn. Sprinkler systems & watering ongoing but has been an exceptionally dry this summer. Reviewed at the Frobisher Crescent Liaison Group Meeting in October - further discussions to take place with the Barbican Arts Centre.	

Appendix 6. Barbican KPIs 2018-19

Title of Indicator	TARGET 2018/19	ACTUAL 2017/18	JULY- SEPT 2017	OCT - DEC 2017	JAN - MAR 2018	APR - JUN 2018	JUL - SEPT 2018	PROGRESS AGAINST TARGET	SUMMARY
Customer Care									
Answer all letters satisfactorily with a full reply within 10 working days	100%	100%	100%	100%	100%	100%	100%	☺	
Answer all emails to public email addresses within 1 day and a full reply to requests for information within 10 days	100%	100%	100%	100%	100%	100%	100%	☺	
To resolve written formal complaints satisfactorily within 14 days	100%	100%	100%	100%	100%	100%	100%	☺	
Repairs & Maintenance									
% 'Urgent' repairs (complete within 24 hours)	95%	99.8%	99%	99%	99%	98%	98%	☺	
% 'Intermediate' repairs (complete within 3 working days)	95%	99.3%	99%	99%	98%	98%	98%	☺	
% 'Non-urgent' repairs (complete within 5 working days)	95%	99.0%	99%	96%	99%	98%	97%	☺	
% 'Low priority' repairs (complete within 20 working days)	95%	98.2%	98%	99%	99%	99%	97%	☺	
Availability % of Barbican lifts	Tower lifts 99%	Tower lifts 99%	Tower Lifts 92.77%	Tower Lifts 99.57%	Tower lifts 99.88%	99.80%	99.34%	☺	
	Terrace lifts 99%	Terrace lifts 98.9%	Terrace Lifts 99.24%	Terrace Lifts 98.86%	Terrace lifts 99.10%	98.85%	99.27%	☺	

Title of Indicator	TARGET 2018/19	ACTUAL 2017/18	JULY- SEPT 2017	OCT - DEC 2017	JAN - MAR 2018	APR - JUN 2018	JUL - SEPT 2018	PROGRESS AGAINST TARGET	SUMMARY
Percentage of communal light bulbs - percentage meeting 5 working days target	90%	96%	82%	77%	73%	88%	87%	☹️	Resources in the team still limited as one officer still undergoing training.
Background heating -percentage serviced within target. Total loss 24hrs/ Partial loss 3 working days	Total 90% Partial 90%	Total 100% Partial 98.5%	N/A	Total 100% Partial %100	Total 100% Partial 96.84%	N/A	N/A	☺️	
Communal locks & closures - percentage of repeat orders raised within 5 working days of original order	0%	0%	0%	0%	0%	0%	0%	☺️	
Replacement of lift car light bulbs - percentage meeting 5 working days target	90%	100%	100%	96%	97%	100%	100%	☺️	
Estate Management									
House Officer 6-weekly joint inspections with House Group representatives monitoring block cleaning - good and very good standard (& outstanding)	90%	94%	86%	89%	83%	92%	98%	☺️	
House Officer 6-weekly joint inspections with House Group representatives monitoring communal window cleaning - good and very good standard	80%	92%	90%	81%	81%	74%	70%	☹️	11 out of 37 inspections fell below good or outstanding.
House Officer 6-weekly joint inspections with House Group representatives monitoring podium cleaning - good and very good standard	80%	84%	96%	57%	65%	83%	95%	☺️	
House Officer 6-weekly joint inspections with House Group representatives monitoring car park cleaning - good and very good	80%	89%	95%	83%	83%	76%	68%	☹️	10 out of 31 inspections fell below good or outstanding.
Open Spaces									

Title of Indicator	TARGET 2018/19	ACTUAL 2017/18	JULY- SEPT 2017	OCT - DEC 2017	JAN - MAR 2018	APR - JUN 2018	JUL - SEPT 2018	PROGRESS AGAINST TARGET	SUMMARY
To carry out variations/additional garden works (other than seasonal works and unless other timescale agreed) within 6 weeks (30 working days) of BEO approval	80%	100%	n/a	100%	100%	N/A	100%	☺	
Major Works									
% Overall Resident satisfaction of completed Major Works Projects (£50k+)	90%	95%	n/a	Willoughby 100% Brandon Mews 75%	N/A	N/A	86% MJ 78% TMH	☹	see Major Works SLA.
Short Term Holiday Lets									
Possible STHL reported to BEO because of noise or nuisance	NA	NA	0	0	0	0	0		
STHL reported to BEO after being found on a website and being investigated	NA	NA	1	1	1	1	3		
STHL at Stage 1	NA	NA	1	0	1	1	2		
STHL at Stage 2	NA	NA	0	0	0	0	0		
Lease Enforcement cases									
Number of officer cases regarding breaches of lease (specifically installation of wooden floors/non-carpeted floors and animals)	NA	NA	NA	NA	NA	7	0		No new cases.
Number of cases outstanding.	NA	NA	NA	NA	NA	NA	2		

Repairs and Maintenance contract.
Review of repairs response times with SLA Working Party.
October 2018.
Current:

Repair Category	Response Times within
Category 1 - Urgent Repairs necessitated by an imminent threat to the health, safety and security of residents, visitors or staff. This category includes such items as making safe any exposed electrical wiring or broken glass in communal areas, clearing blockages or repairing leaks that are causing flooding.	1 working day
Category 2 – Intermediate Repairs requiring attention to maintain the high standards of security, safety and comfort of residents, visitors and staff but which do not pose an imminent threat to health, safety nor security. This would include such items as repair or replacement of defective security equipment, repairs to entrance doors, etc. so long as these defects do not pose an imminent threat to the health, safety and security of residents, visitors or staff.	3 working days
Category 3 - Non-urgent Repairs to items or fittings not requiring an urgent response for health, safety or convenience reasons. Such as additional works following urgent repairs requiring components or materials to be ordered such as general carpentry or metal works.	5 working days
Category 4 - Low priority All other works such as cosmetic repairs to communal areas necessitated by wear and tear or repairs undertaken under other categories or those required to restore communal facilities to the recognised high amenity standards. These would include decorations necessitated by other repairs and routine maintenance tasks.	20 working days

Proposed:

RESPONSE PERIODS FOR RESPONSIVE MAINTENANCE		
Priority 0	Immediate – within Normal Working Hours	To attend, complete and make safe <i>within 4hours</i>
Priority 1	Emergency – within Normal Working Hours	To attend, complete and make safe <i>within 24hours</i>
Priority 2	Urgent	To be completed <i>within 3 working days</i>

Priority 3	Routine	To be completed <i>within 5 working days</i>
Priority 4	Planned	To be completed <i>within 20 working days</i>
Priority ECO	Out of Hours Emergency Works	To attend, complete and make safe <i>within 4hours</i>

Please find the proposed new and revised definitions below:

Category/Priority 0 - Immediate Repairs necessitated by an imminent threat to the health, safety and security of residents, visitors or staff. This category includes such items as making safe any exposed electrical wiring or broken glass in communal areas, clearing blockages or repairing leaks that are causing severe flooding, dangerous structure which could collapse, no electricity supply in tenanted property, no lights in shared areas.

Category/Priority 1 - Emergency Repairs requiring urgent action. This category includes such items as loss of heating, cracked glass in communal areas, clearing blockages or repairing leaks which do not cause severe damage or disruption.

Priority ECO - Out of Hours Emergency Works All call-outs during out of hours.

The definition of Category 2,3,4 wouldn't change.

Please note the following included in the tender documentation:

The Response Periods are currently going through a consultation and review process with representatives of the residents of the Barbican Estate. It is therefore possible that the categories may be expanded and 4 hours response time related to immediate works and OOH emergency works may be introduced.

Committee(s)	Dated:
Residents Consultation Committee Barbican Residential Committee	03/12/2018 10/12/2018
Subject: Charging Policy for Car Parking and Stores	Public
Report of: Director of Community and Children's Services	For Information and consultation with the Residents Consultation Committee For decision by the Barbican Residential Committee
Report authors: Michael Bennett Head of Barbican Estates	

Summary

The context for the update on the Charging Policy for Car Parking and Stores on the Barbican Estate includes the following:

- Expenditure on car parking on the Barbican Estate has for some years significantly exceeded income;
- The Barbican car parks are underused with a large number of vacant car parking spaces that are being put to much better use (including the current provision of the new storage units for residents);
- Following ongoing extensive marketing there is currently a small number of Barbican residents who are waiting for additional storage as and when residents transfer to the new stores;
- The current 1-year Charging Policy for Car Parking and Stores (including a lettings policy for new stores in the car parks) was approved by the Barbican Residential Committee (BRC) in June 2018 and is due for review next summer;
- The Car Park Charging Working Party updates on its further work on Car Parking and the Estate Concierge service
- The City Corporation has implemented an 'Efficiency Plan', which seeks to maximise income from its property assets;
- The City Corporation is carrying out a general review of all its car parks within the City.

At its meeting on 21 June 2018, the BRC received a report on the Charging Policy for Car Parking on the Barbican Estate. The Committee agreed that the Member/Officer Working Party consider matters related to Car Parking and the Estate Concierge service. The Working Party has met and this report comprises an update on its considerations and its recommendations.

Recommendations

The Barbican Residential Committee is asked to endorse the work and recommendations of the Member/Officer Working Group and specifically, to:

1. Approve one or more of the following options for disabled users of the car parks:
 - a. a 25% reduction or
 - b. the old rate plus a Consumer Price Index (CPI) increase
 - c. and a concession of 2 hours free parking for disabled residents (blue or red badge holders) visiting ward motes (in Cripplegate and Aldersgate), and by prior arrangement with the Estate Office.
2. Approve that for other Barbican charges for licences (motorcycle and bicycles) and temporary car parking a CPI increase take affect from September 2019 for 2 years.
3. Approve that the long-term car bay agreements are updated so that the service charge is calculated as the estimated cost of services divided by the number of available car parking spaces less those that are occupied by resident stores or remains the same as specified in paragraph 17.

The Residents Consultation Committee is asked to comment on the report and specifically to consider the options as listed in paragraphs 21-29.

Main Report

Background

4. Expenditure on car parking on the Barbican Estate has for some years significantly exceeded income. In 2016, the BRC instructed officers to review the underused Barbican car parking spaces and subsequently agreed that they could and should be put to other uses including the provision of additional storage space in order to generate additional income to meet the Service Based Review targets of £154k and annual efficiency savings from 2017/18 for the Barbican Estate.
5. Members agreed that a Member/Officer Working Party be established and after a number of meetings and reports the BRC approved a one-year Car Parking and Stores Policy at its meeting on 21 June 2018.
6. At that meeting the Committee asked that the following be progressed:
 - the Management Plan for the new stores be submitted to Planning for approval
 - an Equalities Impact Assessment on the new Car Parking Charging Policy
 - the provision of temporary car parking
 - the way the Estate Concierge and related services are provided and charged
7. Other issues that had been brought to the attention of the BRC during the discussions have also been reviewed by the Working Party:
 - Car Parking elasticity of demand
 - Public Car Parks Charging Policy

- Other Barbican Estate Charges
- Audit of car parks and parcel holding facilities
- Long-term car bay agreement

8. The members of the Working Party are:

- Michael Hudson (Chair) – Chairman of the BRC
- Sue Pearson – Deputy Chairman of the BRC
- Randall Anderson – Member of the BRC
- John Tomlinson – Member of the BRC
- Paul Murtagh – Assistant Director Barbican & Housing
- Michael Bennett – Head of Barbican Estates

Current Position

9. The Member/Officer Working Party convened on 23 October and reviewed the areas highlighted in paragraphs 6 and 7 which are detailed below.

Stores Management Plan

10. The Barbican Estate Storage Management Plan has been submitted, with is being progressed by the City Planning Department.

11. The new storage units have been marketed: over 100 agreements have been signed so far, with deposits taken and 313 units are due to be installed by the end of the year.

Elasticity of demand

12. So far, there had been the usual surrenders and new licences related to residents moving in and out, with a low number of comments, none of which had been in respect of the price increase. There would be a further update at the March BRC meeting, with no CPI increases recommended at present.

Public Car Parks Charging Policy

13. This would be the subject of a report (of the Director of the Built Environment) for decision by Planning and Transportation, Resource Allocation Sub and Markets Committees in January 2019. The report would be presented to the Working Party for information only.

Audit of car parks and parcel holding facilities

14. Following an audit of the car parks and demand for parcel storage additional facilities including the making use of the new stores over the next few months will facilitate the increased demand for parcel storage at the Car park offices (see appendix 1).

Options

Equalities Analysis for Car Parking

15. An Equalities Analysis was carried out of the new Car Parking Charging Policy approved by the BRC in June (see appendix 2). The Working Party supported this document and asked that the BRC consider the following options for disabled rental users:

- as the Barbican is not a Housing Revenue Estate, a 25% reduction
- or the old rate plus a CPI increase
- a concession of 2 hours free parking for disabled residents (blue or red badge holders) visiting ward motes (in Cripplegate and Aldersgate), and by prior arrangement with the Estate office.

Other Barbican Estate Charges

16. A number of other charges for licences (motorcycle and bicycles) and temporary car parking had not been reviewed as part of the Policy decisions during June 2018 and there is the option of the BRC reviewing these with a CPI increase to take effect from September 2019 for two years. This would also maintain the policy of all car parking and stores charges taking effect at the same time, rather than mid-year, that is September 2019.

Long-term bay agreements

17. Leaseholders requests for long-term car bay agreements have been on hold during the stores project but there is still interest. The agreement states that the service charge is calculated as the estimated cost of services (car parking staff, repairs and maintenance, electricity, water, insurance, equipment, cleaning, supervision and management) divided by the number of available car parking spaces.

18. The new stores project would reduce the number of available car parking bays and it is estimated that there would be a relatively large increase in the service charges for long-term car bay users in 2019/20. The Working Party queried the history of the differentials between the annual service charge for long-term car bay users and the rental charges and whether there could be resistance to a large increase in service charge (history of charges has therefore been shown in appendix 3).

19. Furthermore, income from the car park stores are now attributed to the Car Park Account. Therefore, the agreement could be amended to state that the service charge is calculated as the estimated cost of services divided by the number of available car parking spaces less those that are occupied by resident stores.

20. The City Solicitor has advised that any variation to the 94 resident agreements would have to be by agreement with all current users.

Temporary Car Parking

21. The Working Party noted that all payments were made in advance: very few residents used the car park on a temporary basis and all were likely to have

visitors/contractors in varying quantities. Appendix 4 illustrates the volume of free and paid temporary car parking as well as a worked example of the income and costs.

22. The City Solicitor has advised that it would be difficult to bring the car parking duties incurred in respect of the temporary car parking services within the service charge, unless there were certain employees specifically employed to deal with this. The City Solicitor has also advised that to pursue this may not be an exercise of reasonable discretion.
23. Therefore, the Working Party suggested that possibly one or two hours free parking could be an option (rather than the current five hours) and that residents be balloted and/or the Resident Consultation Committee (RCC) be asked as to whether this should be subject to full consultation.

Estate Concierge Services and allocation to service charge

24. The advice from the City Solicitor is that the standard lease is quite proscriptive in what employment costs can be put through the service charge account. The Fifth schedule of the lease (Services) Part IV states the salary emoluments and wages together with any expenses connected therewith of:
 - (a) the key porters
 - (b) the storekeepers
 - (c) the resident housekeepers
 - (d) the resident engineers
 - (e) any other staff which the City shall in its reasonable discretion employ from time to time
25. Key porters, storekeepers and resident housekeepers are not defined in the leases. The City Solicitors advice is that there is no reason why time spent on what can be classed as the duties of key porters, storekeepers and resident housekeepers should be excluded from the service charge. The Concierge, parcel and key service duties should be appropriate to (a) above. This would be subject to leaseholder consultation.
26. The Working Party noted the time recording for the key service was high and should be audited (see appendix 5). It was also agreed that the car parking and stores element of security should be separated; that is, security for the car parks only and not walkways and blocks. It was also suggested that the use of stores for non-residents would change time recording for Estate Concierges, as the time spent on security duties would likely increase.
27. The Working Party agreed that it was unfair on car users to take the bulk of concierge charges, as they provide a service to all residents.
28. The Working Party suggested the option of consulting the House groups and RCC on the feasibility of a full external report of the Estate Concierge service to include:
 - Defining the service and reviewing the breakdown of time recording and their current definitions

- Historical analysis of time recording from April 2016 to September 2018
- Interviews of a number of the Estate Concierge staff

29. The estimated costs of this analysis and report would in the region of up to £10k which could lead to recommendations to a future RCC/BRC. This should also be subject to 3 yearly reviews and, should the pattern change, it will require a policy to reflect the changes.

Proposals from the Working Party

30. That the BRC consider the following options:

- that disabled users of the car parks be subject to a 25% reduction in rental charges or the old rate plus CPI increase, and a concession of 2 hours free parking for disabled residents (blue or red badge holders) visiting ward motes (in Cripplegate and Aldersgate), and by prior arrangement with the Estate Office
- other Barbican charges such as licences (motorcycle and bicycles) and temporary car parking be subject to a CPI increase to take effect from September 2019 for two years
- that long-term car bay agreements are updated so that the service charge is calculated as the estimated cost of services divided by the number of available car parking spaces less those that are occupied by resident stores or remains the same and specified in paragraph 17.

Corporate & Strategic Implications

31. In terms of the relevant policies incorporated in the City Corporation's Corporate Asset Management Strategy, the proposals contained in this report will ensure that:

- Operational assets remain in a good, safe and statutory compliant condition;
- Operational assets are fit for purpose and meet service delivery needs;
- Annual revenue expenditure is efficiently managed to ensure value for money and operational asset running costs are reduced wherever possible;
- Opportunities to create added value and maximise income generation be pursued.

Conclusions

32. The Member/Officer Working Party, set up at the instruction of the BRC, has reviewed comments from Members and residents presented at its last meeting on 21 June and their recommendations are laid out in paragraphs 1-3 of this report.

33. A number of other options are listed in paragraphs 21-29 for consideration by the RCC.

Appendices

- Appendix 1 – Audit of car parks and parcel holding facilities
- Appendix 2 – Equalities Analysis
- Appendix 3 - Differentials between the annual service charge for a long-term car bay agreement and the rental charge
- Appendix 4 – Volume of free and paid temporary car parking as well as a worked example of the income and costs
- Appendix 5 – Estate Concierge Time Recording

Background Papers

Car Park Strategy Stage One 2009

Car Park Strategy Update 2009

Barbican Estate Car Park Efficiency Strategy Working Party 2011

Baggage Stores Charging Policy 2011

Car Park Charging Policy February 2013

Car Park Charging Policy December 2013

Car Park and Baggage Stores Charging Policy January 2014

Revenue and Capital Budgets – Latest Approved Budget 2013/14 and Original Budget 2014/15

Service Based Review Proposals – Department of Community & Children's Services 2014

Car Park Charging Policy 2015

Car Park Charging Policy March 2016

Service Based Review March 2016

Review of Public Car Park Provision in the City November 2016

Charging Policy for Car Parking and Stores November 2016

Charging Policy for Car Parking June 2017

Charging Policy for Car Parking and Stores June 2018

Michael Bennett

Head of Barbican Estates

Department of Community and Children's Services

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Audit of car parks and parcel holding facilities

The Concierge Staff and Management Team have reviewed the onsite locations and the following table presents whether the facilities for the resident parcel holding service are suitable or not.

Car Park	Day to Day basis	At Peaks (i.e. Christmas)	What size store would be required (based on new store sizes)	Would it be possible to utilise one of the new stores	Alternative Options
Andrewes	No	No	XXL	No	A temporary transportable store until a full review
Breton	No	No	XL	Yes	-
Bunyan	Yes	No	L	Yes	-
Defoe	No	No	XL	Yes	-
Speed	Yes	No	L	No	Review 2019
Thomas More	No	No	XXL	No	Current Store in Car Park
Willoughby	No	No	L	Yes	-

TEST OF RELEVANCE: EQUALITY ANALYSIS (EA)



The screening process of using the Test of Relevance template aims to assist in determining whether a full Equality Analysis (EA) is required. The EA template and guidance plus information on the Equality Act and the Public Sector Equality Duty (PSED) can be found on Colnet at: <http://colnet/Departments/Pages/News/Equality-and-Diversity.aspx>

Introduction

The Public Sector Equality Duty (PSED) is set out in the Equality Act 2010 (s.149). This requires public authorities, in the exercise of their functions, to have 'due regard' to the need to:

- Eliminate discrimination, harassment and victimisation
- Advance equality of opportunity between people who share a protected characteristic and those who do not, and
- Foster good relations between people who share a protected characteristic and those who do not

The characteristics protected by the Equality Act 2010 are:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership.
- Pregnancy and maternity
- Race
- Religion or belief
- Sex (gender)
- Sexual orientation

What is due regard?

- It involves considering the aims of the duty in a way that is proportionate to the issue at hand
- Ensuring that real consideration is given to the aims and the impact of policies with rigour and with an open mind in such a way that it influences the final decision
- Due regard should be given before and during policy formation and when a decision is taken including cross cutting ones as the impact can be cumulative.

The general equality duty does not specify how public authorities should analyse the effect of their business activities on different groups of people. However, case law has established that equality analysis is an important way public authorities can demonstrate that they are meeting the requirements.

Even in cases where it is considered that there are no implications of proposed policy and decision making on the PSED it is good practice to record the reasons why and to include these in reports to committees where decisions are being taken.

It is also good practice to consider the duty in relation to current policies, services and procedures, even if there is no plan to change them.

How to demonstrate compliance

Case law has established the following principles apply to the PSED:

- **Knowledge** – the need to be aware of the requirements of the Equality Duty with a conscious approach and state of mind.
- **Sufficient Information** – must be made available to the decision maker
- **Timeliness** – the Duty must be complied with before and at the time that a particular policy is under consideration or decision is taken not after it has been taken.
- **Real consideration** – consideration must form an integral part of the decision-making process. It is not a matter of box-ticking; it must be exercised in substance, with rigour and with an open mind in such a way that it influences the final decision.
- **Sufficient Information** – the decision maker must consider what information he or she has and what further information may be needed in order to give proper consideration to the Equality Duty
- **No delegation** – public bodies are responsible for ensuring that any third parties which exercise functions on their behalf are capable of complying with the Equality Duty, are required to comply with it, and that they do so in practice. It is a duty that cannot be delegated.
- **Review** – the duty is continuing applying when a policy is developed and decided upon, but also when it is implemented and reviewed.

Test of Relevance screening

The Test of Relevance screening is a short exercise that involves looking at the overall proposal and deciding if it is relevant to the PSED.

Note: If the proposal is of a significant nature and it is apparent from the outset that a full equality analysis will be required, then it is not necessary to complete the Test of Relevance screening template and the full equality analysis and be completed.

The questions in the Test of Relevance Screening Template to help decide if the proposal is equality relevant and whether a detailed equality analysis is required. The key question is whether the proposal is likely to be relevant to any of the protected characteristics.

What to do

In general, the following questions all feed into whether an equality analysis is required:

- How many people is the proposal likely to affect?
- How significant is its impact?
- Does it relate to an area where there are known inequalities?

At this initial screening stage, the point is to try to assess obvious negative or positive impact.

If a negative/adverse impact has been identified (actual or potential) during completion of the screening tool, a full equality analysis must be undertaken.

If no negative / adverse impacts arising from the proposal it is not necessary to undertake a full equality analysis.

However there is no requirement to:

- Produce equality analysis or an equality impact assessment
- Indiscriminately collect diversity data where equality issues are not significant
- Publish lengthy documents to show compliance
- Treat everyone the same. Rather, it requires public bodies to think about people's different needs and how these can be met
- Make services homogeneous or to try to remove or ignore differences between people.

The key points about demonstrating compliance with the duty are to:

- Collate sufficient evidence to determine whether changes being considered will have a potential impact on different groups
- Ensure decision makers are aware of the analysis that has been undertaken and what conclusions have been reached on the possible implications
- Keep adequate records of the full decision making process

Quite often, the answer may not be so obvious and service-user or provider information will need to be considered to make a preliminary judgment. For example, in considering licensing arrangements, the location of the premises in question and the demographics of the area could affect whether section 149 considerations come into play.

There is no one size fits all approach but the screening process is designed to help fully consider the circumstances.

On completion of the Test of Relevance screening, officers should:

- Ensure they have fully completed and the Director has signed off the Test of Relevance Screening Template.
- Store the screening template safely so that it can be retrieved if for example, Members request to see it, or there is a freedom of information request or there is a legal challenge.
- If the outcome of the Test of Relevance Screening identifies no or minimal impact refer to it in the implications section of the report and include reference to it in Background Papers when reporting to Committee or other decision making process.

1. Proposal / Project Title: Car Park Charging Policy

2. Brief summary (include main aims, proposed outcomes, recommendations / decisions sought):

Achieve a fair return on assets for the car parking spaces within the Barbican Estate.

Review and implement a charging policy for car parking.

Obtained advice from two separate independent consultations on opinions of value for car parking – use as basis for decision with committee.

3. Considering the equality aims (eliminate unlawful discrimination; advance equality of opportunity; foster good relations), indicate for each protected group whether there may be a positive impact, negative (adverse) impact or no impact arising from the proposal:

Protected Characteristic (Equality Group) <input checked="" type="checkbox"/>	Positive Impact	Negative Impact	No Impact	Briefly explain your answer. Consider evidence, data and any consultation.
Age	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not possible to distinguish if relevant and whether someone of a different age group be able to meet possible increases or not.
Disability	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Possible negative impact, depending on disability and related restrictions. Should consider fostering a good relationship.
Gender Reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not Relevant, as does not discriminate and would neither cause a Positive or Negative effect.
Marriage and Civil Partnership	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not Relevant, as does not discriminate and would neither cause a Positive or Negative effect.
Pregnancy and Maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not Relevant, as does not discriminate and would neither cause a Positive or Negative effect.
Race	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not Relevant, as does not discriminate and would neither cause a Positive or Negative effect.
Religion or Belief	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not Relevant, as does not discriminate and would neither cause a Positive or Negative effect.
Sex (i.e gender)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not Relevant, as does not discriminate and would neither cause a Positive or Negative effect.
Sexual Orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not Relevant, as does not discriminate and would neither cause a Positive or Negative effect.

4. There are no negative/adverse impact(s)

N/A

Please briefly explain and provide evidence to support this decision:

5. Are there positive impacts of the proposal on any equality groups? N/A
Please briefly explain how these are in line with the equality aims:

6. As a result of this screening, is a full EA necessary? (Please check appropriate box using ☐)

Yes

No

Briefly explain your answer:

Disability awareness is the only factor that could possibly be impacted by the increases.

Recommend reviewing Disability Allowances as part of the Car Park Charging Working Party, which reviews policy and is attended by Senior CoL Officers and elected Members.

- Current number of disabled resident users - 11
- Availability of marked disabled bays – 0
- Comments received since commencing the new charging policy from 25 June 2018.
 - 14 Surrendered in total, none relating to disability or to cost.
 - 4 Moved away from the Estate, 2 no longer need a car and the others did not comment (as per appendix 2 (1))

Options for Disability Allowances;

1. Providing a pre-set number of disabled bays in designated areas is not practically possible, due to the scattering of the residential staircase entrances
2. Making use of two car parking bays for each disabled user for ease of access etc
3. CPI increases as previous basis for charging only to those that have a disability (subject to annual review).
4. City of London Public Car Parks Policy
 - The Blue Badge Scheme does not apply in the City but they do operate its own Red Badge scheme for people with disabilities who are City residents or permanent City workers.
 - Red Badge holders can park on a single yellow line for a period of 30 minutes, at payment parking bays and disabled bays without paying.
5. Housing Car Parks (other than BE) Policy
 - Have a small number of Designated Bays
 - Offer Discounted Rate of 50% (Acknowledge Blue and Red Badge Holders)
 - Have a report to Committee 24 September with the following three options
 - Maintain the 50% discount
 - Increase to a 75% discount
 - Provide Disabled Users a Bay for free



7. Name of Lead Officer: Barry Ashton

Job title: Car Park & Security Manager

Date of completion: 24 August 2018

Signed off by Department
Director :

Name:

Date:

Appendix 3

Differentials between the annual service charge for a long-term car bay agreement and the rental charge

Date	Rental Charge	Service Charge
2009/2010	£1,038	£855
2010/2011	£1,038	£803
2011/2012	£1,070	£818
2012/2013	£1,126	£832
2013/2014	£1,155	£940
2014/2015	£1,183	£864
2015/2016	£1,210	£867
2016/2017	£1,225	£876
2017/2018	£1,258	£920
2018/2019	£1,340	£962
2019/2020	£1,420*	£1139**

* To be reviewed by Car Park Charging Working Party and Barbican Residential Committee - Spring 2019

** TBC

Barbican Estate Temporary Car Parking

History of Barbican Estate Temporary Car Parking. Displaying the Daily charges, the number visitors who parked without charge and also those who stayed longer than 5 hours and the total income this generated - from 2004 to September 2018

	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018*
Non-Ticketed Visitors	7,975	12,145	**	**	5,507	**	**	**	**	5,044	3,871*
Ticketed Visitors	8,502	7,527	8,158	7,384	7,805	7,795	7,390	5,617	4,279	4,320	4,401*
Income	£68,021	£62,101	£70,494	£64,837	£71,806	£73,588	£71,468	£55,553	£42,798	£44,375	£45,198*

*Part year, up to 30 September 2018

**Information unavailable

Worked Example – Cost of Temporary Car Parking Service based on sample month of July 2018

- 8% of Concierge time spent on Temporary Car Parking (see Appendix 5)
- Based on 2018/19 budgets Concierge Staff costs estimated to be £1,510k (£126k per month)
- Based on the above Concierge staff costs estimated to be £10.1k
- Costs for officer time £506
- Contractor charges for transactions £101
- Income per month based on estimates for 2018 £5k
- Cost of service to the car park account £5.7k

Cost Item	Cost (£k)
Concierge Staff Costs	10.1
Officer Time	0.5
Contractor	0.1
Sub-Total	10.7
Income	5
Cost to Car Park Account	5.7

Estate Concierge Time Recording - Percentage

APRIL 2016 to SEPTEMBER 2018

Appendix 5

	Car Parking		*Security	Concierge	Parcels	Keys
	Temporary	General				
April 2016	22		22	29	21	6
May 2016	23		17	31	22	7
June 2016	21		21	22	27	9
July 2016	20		28	19	25	8
August 2016	18		22	24	25	11
September 2016	21		19	26	22	12
October 2016	27		16	22	25	10
November 2016	18		23	21	26	12
December 2016	19		21	22	28	10
January 2017	21		20	24	23	12
February 2017	20		28	20	24	8
March 2017	15		26	30	12	17
April 2017	20		22	25	23	10
May 2017	22		17	26	24	11
June 2017	21		19	26	23	11
July 2017	20		18	27	24	11
August 2017	18		27	24	22	9
September 2017	18		27	25	22	8
October 2017	20		23	25	22	10
November 2017	19		22	24	24	11
December 2017	19		23	22	26	10
January 2018	19		24	24	23	10
February 2018	19		26	23	22	10
March 2018	23		24	21	19	14
April 2018	18		24	26	23	9
May 2018	20		27	24	22	8
June 2018	22		29	22	18	9
July 2018	8	12	26	22	13	19
August 2018	9	11	28	24	10	18
September 2018	10	12	16	26	26	10
Average Total	19		23	24	23	11

*Car Park Duties %	Residential Block Duties %
42	58

Car Parking Service

Time spent with either Temporary (Inc. visitors and contractors) or car parking in General (Inc. Permanent users)

Security Service

Not only specific incidents, but also time spent monitoring the CCTV and general security of the estate as a whole.

Concierge Service

Dealing with anything relating to residents, their visitors, flats or estate wide issues

Parcel Service

The receiving, safe guarding, forwarding and administration of the residents' parcels and post.

Key Service

The receiving, safe guarding, forwarding and administration of the residents' keys.

*Includes car park and estate wide patrols

New Stores in the Car Parks and Potential Non-BE Residents may have an effect on the Concierge Staff's Time Recording.

Committee(s) Residents' Consultation Committee Barbican Residential Committee	Date(s): 26112018 10122018
Subject: Progress of Sales & Lettings	Public
Report of: [Andrew Carter Director of Community and Children's Services	For Information
Report author: Anne Mason	

Summary

This report, which is for information, is to advise members of the sales and lettings that have been approved by officers since your last meeting. Approval is under delegated authority and in accordance with Standing Orders. The report also provides information on surrenders of tenancies received and the number of flat sales to date.

Recommendation:

That the report be noted.

Main Report

BACKGROUND

1. The acceptance of surrenders of tenancies and the sale and letting of flats are dealt with under delegated authority and in accordance with Standing Orders 77a and 77b.

SURRENDERS

2. No surrenders received for this period.

RIGHT TO BUY SALES

3.

	17 October 2018	26 July 2018
Sales Completed	1079	1079
Total Market Value	£94,546,908.01	£94,546,908.01
Total Discount	£29,539,064.26	£29,539,064.26
NET PRICE	£65,007,843.75	£65,007,843.75

OPEN MARKET SALES

4.

	17 October 2018	26 July 2018
Sales Completed	856	855
Market Value	£154,804,271.97	£153,904,271.97

5. Fifteen exchanges of sold flats have taken place with the sum of £720,254 being paid to the City of London.
6. The freeholds of 14 flats in Wallside have been sold with the sum of £35,000 being paid to the City of London.
7. A 999 year lease has been completed with the sum of £43,200 being paid to the City of London.

APPROVED SALES

8. No new sales have been approved

COMPLETED SALES

9. Since the last report one sale has completed. The sale of 34 Speed House on 7 September.

SALES PER BLOCK

10.

BLOCK	TOTAL NO. OF FLATS	TOTAL NO. SOLD	NET PRICE £	% NO. OF FLATS SOLD
ANDREWES HOUSE	192	184	16,648,760.00	95.83
BEN JONSON HOUSE	204	196	14,877,454.83	96.08
BRANDON MEWS	26	24	1,057,460.00	92.31
BRETON HOUSE	111	108	8,041,712.50	97.30
BRYER COURT	56	55	2,307,338.50	98.21
BUNYAN COURT	69	67	5,384,280.00	97.10
DEFOE HOUSE	178	173	17,414,782.50	97.19
GILBERT HOUSE	88	87	11,046,452.50	98.86
JOHN TRUNDLE COURT	133	131	4,467,527.50	98.50
LAMBERT JONES MEWS	8	8	1,400,000.00	100.00
MOUNTJOY HOUSE	64	63	5,925,723.50	98.44
THE POSTERN/WALLSIDE	12	8	2,499,630.00	66.67
SEDDON HOUSE	76	75	8,445,677.50	98.68
SPEED HOUSE	114	108	12,468,148.50	94.74
THOMAS MORE HOUSE	166	162	13,668,455.00	97.59
WILLOUGHBY HOUSE	148	146	14,337,670.50	98.65
TERRACE BLOCK TOTAL	1645 (1645)	1595 (1594)	139,991,073.33 (139,091,073.33)	96.96 (96.90)
CROMWELL TOWER	112	102	25,305,801.00	91.07
LAUDERDALE TOWER	117	114	24,553,779.63	97.44
SHAKESPEARE TOWER	116	110	27,300,415.76	94.83
TOWER BLOCK TOTAL	345 (345)	326 (326)	77,159,996.39 (77,159,996.39)	94.49 (94.49)
ESTATE TOTAL	1990 (1990)	1921 (1920)	217,151,069.72 (216,251,069.72)	96.53 (96.48)

The freeholds of 14 flats in Wallside have been sold. The net price achieved for the purchase of the original leasehold and subsequent freehold interest is £3,459,500.

Anne Mason

Revenues Manager

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Committee(s): Residents' Consultation Committee Barbican Residential Committee	Date(s): 03 December 2018 10 December 2018
Subject: Landlord's Approval Process – six-month review	Public
Report of: Director of Community and Children's Services	For Information
Report author: Helen Davinson, DCCS	

Summary

This report is to update the committee on the six-month review of the new Landlord's Approval process.

Recommendation

Members are asked to:

Note the report.

Main Report

Background

In spring 2018, the Barbican Estate Office reviewed the approval process for Home Improvements in light of Grenfell Tower and ongoing conversations with the City's Fire Safety Advisor and our Fire Risk Assessors.

The old process was principally a desktop approval exercise and was reliant upon the Leaseholder gaining the appropriate approvals and inspections from the Planning Department and Building Control.

In March 2018, officers reported to the Residents Consultation Committee that a change to the approval process for Home Improvements would commence in April 2018 for a six-month trial period with the appointment of a temporary Property Services Officer.

In order to protect the fabric and integrity of the estate, Landlord's Approval is now issued at the end of any project and after an inspection by the BEO has concluded that the works agree with what was applied for and have been carried out in accordance with the conditions as laid out in the Home Improvements Pack.

The new process has now been in operation for just over six months and is laid out in Appendix 1. Officers committed to reporting back to committee, following a review of the new procedure.

Current Position

In the last six months the office has processed 60 applications. Some of these are still in progress.

A part time post has been temporarily created to review all applications on a technical level and inspect during the project; as well as upon completion, prior to issuing Landlord's Approval. This officer has worked on 15 to 20 hours per week in the first six months.

Additionally, this Senior Surveyor post has been involved in a number of related workstreams. These have included:-

- Survey of Plumber's Duct Access (PDA) cupboards in a sample tower with regard to compartmentation issues from previous residents' projects.

- Liaising with popular contractors on the estate about common methods and standards of work.

- Adjustments to the ventilation specification, the Barbican Estate requires on bathroom and kitchen refurbishment projects.

- Sharing best practice with contractors as to methods and standards of work.

- A complete review of Home Improvements Handbook ready for a re-print and re-issue in early 2019.

The Senior Surveyor post has reported into the Resident Services Manager and this inclusion within the estate management team has worked well.

This post has also forged close links with colleagues in the District Surveyors Department who deal with Building Control. Together, they have reviewed and inspected a number of technically challenging projects and offered advice to Leaseholders where certain aspects have failed to meet the required standard.

The House Officer team have also been heavily involved with the new procedure and have noted an increased workload in this area. In the last six months the team have dedicated 10% of their time to Landlord's Approvals and associated workstreams. This has resulted in other longer term workstreams being re-prioritised and put on hold until additional resources are identified.

Further workstreams have also been developed. Most recently, leaseholders who completed their projects in 2016 and 2017 but are yet to receive Building Control sign off, have all been written to reminding them until this has happened they do not have Landlord's Approval for their project.

As stated at the beginning of the trial, all officer time spent on Landlord's Approvals during the six-month trial has been allocated to the Landlord's Account.

During the trial period, the BEO has repeatedly reminded residents about the new procedure with six articles related to Home Improvements. These have included articles on noise, waste and a reminder of the importance to submit all required documents.

Conclusion

Whilst the new process does involve extra officer time, the extra workstreams and changes to methodology demonstrate that this has been a worthwhile exercise and is helping to protect the fabric and integrity of our buildings.

Officers consider the trial to be a success and will establish a full-time Senior Surveyor post to review and inspect all leaseholder improvement projects. This will enable the House Officer team to re-focus on other duties that have been "on hold".

In accordance with the lease and advice from Comptroller and City Solicitor, officer time in dealing with Landlord Approvals will now be allocated to the Supervision and Management Account.

Appendices

Appendix 1 – Flow chart of Landlord's Approval Process

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Appendix 1. Flow Chart of new Landlord's Approval Process

<p>Stage 1A</p> <p>If you plan to do structural or electrical work, you must contact the District Surveyor</p> <p>Ensure your plans conform to the Building Regulations.</p>	<p>Stage 1</p> <p>Your initial enquiry Home Improvements Pack is sent to you by us or is available online here</p>	<p>Stage 1B</p> <p>For your planned improvements Refer to the Listed Building Management Guidelines If in doubt, contact the Planning Department regarding Listed Building Consent</p>
<p>Stage 2</p> <p>Send your completed forms from the Home Improvement Pack back to us You must read all the pack. You must provide all the forms including a signed declaration of compliance.</p>		
<p>Stage 3</p> <p>We will review your application and if acceptable, will provide a "Permission to Commence Work" letter. This stage may require a site visit from one of our Property Services staff. You must notify your neighbours before the works commences (with approximate start and finish dates if possible).</p>		
<p>Stage 4</p> <p>Your home improvements work may commence once you have received Permission to Commence has been granted. You must ensure your contractors follow the guidelines throughout your project.</p>		
<p>Stage 5</p> <p>We may wish to inspect during your project. We expect you and/or your contractors to grant access when requested. We reserve the right to halt your project if we consider works are not being carried out in accordance with standards of work as laid out in the Home Improvements Pack</p>		
<p>Stage 6</p> <p>Your home improvements are now finished. You must complete the Notification of Completion form and send to us within a week of the works being completed. We will carry out a Post-Works inspection alongside inspections of the Garchey and/or ventilation system (if appropriate)</p>		
<p>Stage 7</p> <p>Landlord's Consent will now be given. Or If works have not been carried out to your specification and our satisfaction You will be given 3 weeks to rectify A further inspection will be required to gain Landlord's Consent</p>		
<p>Stages 1-3 providing you have completed all the appropriate forms correctly, this process can take up to 6 weeks Stages 1A& 1B Other consents can be applied for concurrently with Stage 1 – most planning applications are decided within 2 months, but large and complex applications can take up to 3 months. You must ensure that all appropriate consents have been applied for – otherwise it could invalidate your Landlord's Consent.</p>		

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Working Party Updates

Residents Consultation Committee 03 December 2018

Gardens Advisory Group

GAG meeting held 23rd October 2018

Much of the discussion at this Gardens Advisory Group meeting concerned the unusually hot and dry weather over the summer and well into the autumn. This had had a significant effect on the gardens and had put considerable pressure on the gardening team. It also raises the question of how the gardens should be managed in future given such weather could become more normal.

However, the great majority of plants had survived and recovered once the weather changed thanks to the work of the gardening team. Jake Tibbetts, City Gardens Manager, said the Barbican was the most difficult of the City's open spaces as the Estate was in effect a giant concrete bowl.

The hot weather necessitated a great deal of watering which had stretched the gardening team even with extra staff brought in from elsewhere. Huge volumes of water had been needed to keep plants and trees alive, while the hours of watering kept gardeners from other tasks. The gardeners had prioritised what was watered, and the lawns had turned brown except where there were automatic watering points. Some residents had complained one saying the lawns looked like a "desolate wasteland".

GAG debated what gardeners should do if there is another hot, dry summer. It was agreed that the lawns – which had recovered well and quickly once the drought ended – should be left unwatered so that efforts and water could be concentrated on beds and trees. This would need to be explained to residents through channels such as the Friday email and notices in the gardens. An article will be written to tell residents why the lawns had looked so brown this summer and how watering them would put a strain on resources for no long-term benefit as the grass would not die.

Jake, and Paul Baldassari, head of the Barbican team, said that lessons had been learnt from the summer and they would be considering longer term changes to tackle changes in the climate. For instance, the soil used in planters could be changed to be more water retentive.

The pre-meeting walkaround had focussed on Thomas More garden. Here, Paul explained, gardeners had been working hard over the previous six weeks to bring the garden up to an acceptable standard of maintenance. Dead shrubs had been removed, others pruned and bedding thinned. In particular, the lawn had been scarified and spiked thoroughly for the first time in some years. 2 tonnes of thatch

had been removed. A similar treatment of the smaller Speed lawn had produced 24 green bags of thatch. This lawn treatment would become an annual task.

The three trellises by Lambert Jones Mews that had fallen down are to be replaced, and the wisteria would be put back on the new supports. A replacement for the mimosa tree by the Girls' School, cut down in the spring because of disease, is due to be delivered in November. Another tree, a Gleditsia, beside the path on the north side of the garden, needed to be removed as it was leaning over the path and could become unsafe.

GAG members inspected the area at car park level between Thomas More, Mountjoy and the Girls School which could be used as a nursery to pot on plants and seedlings. This would generate savings in new plants and could be done without disruption to access. It was agreed the idea would be put to the adjacent House Group chairs.

Plans to upgrade Speed Garden play equipment and planting have been put on hold.

A report from the Barbican Wildlife Garden in Fann Street noted that it had won an "outstanding" award in the Royal Horticultural Society's Its Your Neighbourhood scheme. A proposal to reinstate the steps from the car park up to the meadow level is being put together.

The next GAG meeting will be on 15th February 2019.

Asset Maintenance

Garchey

Results of the recent survey were discussed. Of the 968 letters sent, 526 were returned 14% of which confirmed they no longer had a Garchey. This potentially means that there are less than 900 Garcheys in place. The future of the Garchey is due to be reviewed in 2020 and the AMWP will start working on a strategy in early 2019

Working Party Membership

Following a resident representative standing down, an email broadcast was sent out seeking new member(s). We now have a resident volunteer who has a good background in asset management, in particular listed buildings

Background Underfloor Heating

The RSG (Residents Sub-Group) have confirmed that the new system effectively mimics the old one. This was done by members the RSG interrogating and analysing over 20,000 records on the control logs.

- **Enhancing the control system**

The RSG have proposed a range of alternative control mechanisms. The one best able to improve residents' comfort using the existing controls is to shift some of the heating usage from mid-winter (Jan/Feb) to the shoulder months (Oct/Apr). The RSG have devised a tool which evaluates the costs/savings of shifting the trigger temperature (resulting in the heating coming on at higher/lower outside temperatures than the current trigger temperatures).

- **Switching Loads**

Various parts of the estate have different timings for heating on/off switching. These cycles do not provide the same number of hours. It seems to the RSG that this might be unfair because in some blocks neighbours who pay the same bills are getting 5% less heat. The origins of these different load timings are lost in time and were probably based on some model of how the heating interacts with the outside temperature.

Members of the RSG have attempted to generate a simple model relating temperature in a flat to the recent heating load and recent and current temperature.

This is a non-trivial task.

The RSG and BEO engineers are working to audit exactly which flats are on each of the three load cycles.

- **Load Balancing**

The City's power purchasing manager is pursuing the opportunity to generate revenue by this route.

- **Future work**

Members of the RSG have spent over 200 hours analysing data, proposing and evaluating alternative control mechanisms, and designing primitive models of the heating system. We spend around £2,000,000 p.a. on heating. It may be time to get some external help on these items.

Leaseholder Service Charge

Supplementary notes for 2019/20 Service Charge budget

The following notes are intended to provide RCC members with a resident's perspective of the BRC paper setting out the initial budget for 2019/20.

The BRC papers for the 2019/20 budget are, as normal, set out to produce an overview of the budget for the BRC with the primary purpose of ensuring that the budgeted expenditure is covered by the level of service charges. From a resident's perspective the key issue is not that the Corporation of London recovers their costs, but to understand what the planned expenditure is and the amount of service charge necessary for the Corporation to recover their costs. These notes are intended to enhance that perspective and identify some of the major changes affecting service charges.

Total service charge estimate – (Summary of Table 1 BRC paper)

£'000's	Actual 2017-18	Budget 2018-19	Budget 2019-20
Service charge total	8,919	9,226	9,822

The increase on the original 2018-19 budget is 6.5%.

Nearly 80% of the service charge is made up of frontline staff, energy and repairs.

Employees (Table 1 BRC paper)

At £2,587,000 these costs are 26% of the service charge.

Paragraph 7 has a manpower statement which shows the full time equivalent (FTE) rising from 60 to 61. This is because the BEO have made changes to the number of car park staff allocated to concierge activity.

Taking a simple approach, the average cost per FTE has risen from £40,766 to £42,410. This is an increase of 4%. The rise relates to normal Local Authority pay increases, National Insurance and an adjustment for holiday pay entitlements following legal changes.

These staff costs exclude the BEO staff and the charge for central services in the Guildhall, such as legal services.

Energy costs (Table 1 BRC paper)

At £2,458,000 this is 25% of the service charge and increased by 2.2% on 2018-19

Energy costs are impossible to estimate correctly as they are subject to the weather. This is therefore only a reasonable estimate by the BEO.

Repairs and maintenance (Table 1 BRC paper and Appendix 1)

Supplementary projects (Table 1 BRC paper and paragraph 8)

The estimate for repairs is £1,856,000. In addition, work under supplementary projects is budgeted at £910,000. Together this makes up 28% of the service charge.

Whilst the repair line appears to show a decline there is a transfer of some items into longer term project work. An example is the water supply works where the budget now covers the inspection process and the actual cost of any replacement work will only be apparent once inspections have taken place.

Supplementary projects are large projects and one-off items. In 2019/20, as in 2018/9, the main component of this is concrete testing, redecorations and water tank repair or replacement. 2019/20 shows a reduction expected in concrete testing, from

£865,000 to £165,000, but an increase in Communal repairs and redecorations, from £235,000 to £745,000. This represents the restarting of the regular programme of internal decorations which has been on hold awaiting final decisions on the replacement of front doors for fire safety issues.

This paper shows only those supplementary projects for which the BEO have an estimated cost at time of writing. This means that other projects may pass through the Gateway approval process during the next 18 months and appear on our service charge bills. We currently have little visibility of these. Examples might be: repairs to window frame & glass replacement to a penthouse flat in Shakespeare, de-silting the lake (shared with Barbican Centre), and any service charge items coming from the Fire Risk Assessments.

Overall it is difficult to assess what the eventual spend will be in this area as work is generally demand led and changes, as prioritisation changes, during the year. However, the repairs and maintenance contract is in the process of being re-let. In the new contract, the supplier will be required to use standard pricing for common repairs, rather than time and materials as now. With careful management from the BEO, this should give a better control of costs in the future.

However, an area for consideration is the need to complete the asset management programme. Repairs are a key area of costs where residents have no long-term view of the costs to maintain the Barbican Estate. We note that the asset management programme has been delayed. It is important to complete the asset management work if any long-term programme of proactive works, with costs, is to be identified.

Conclusion

These notes are not intended to form a specific conclusion but are provided with a view to converting a Corporation of London paper into something easier for residents to understand.

The three costs noted above cover nearly 80% of the costs making up our service charge. In each case there are specific factors influencing their costs.

- Employers – level of staffing and rate of increase of Local Authority wage costs
- Energy – Weather during the heating period – with the Underfloor Heating Working Party potential providing solutions to improve value for money / costs
- Repairs and maintenance – Cyclical programmes and resident demand for repairs – with the asset maintenance programme requiring completion for a better long-term view of issues and maintenance costs.

The RCC may be minded to re-invigorate the asset management programme, so that service charge payers can be assured that large projects can be planned and budgeted pro-actively, not simply initiated in response to breakdowns.

Electric Vehicle Charging

Electric Vehicle (EV) Charging Points (update from the Low Emission Neighbourhood (LEN) project manager)

The LEN project has funded the installation of 22 charging units, providing charging capabilities to a total of 30 bays, across 5 carparks on the Barbican Estate, following decisions made by the EV Charging Points Working Party. These charging units went live in May 2018. The charging units are currently available for use by any resident with an EV/plug-in hybrid vehicle.

The LEN project additionally funded consultants to undertake a pilot study assessing resident's usage and user experience of charging points over a 6-month period (May-November 2018). This pilot study has just completed, with just under half of the available EV charging bays used in the trial. The findings are now being drawn together into a final report with recommendations for future-roll out. This will be fed back to the Working Party and presented to Committee.

Due to unforeseen issues regarding the electrical supply, the installation of the EV charging units, and by extension the timeline of the trial, was delayed by some months from those originally stated in the Update reports. With the pilot now just ended, the Consultant's final report and recommendations are due to be completed by end of December this year. The draft report will be shared with the Electric Vehicle Charging Point Working Party for comments before the final report is presented to RCC and BRC committees.

Throughout the trial the cost of the electricity drawn down by the charging points, and any other overhead costs, have been met by the LEN funding. Despite the trial finishing mid-November, the LEN will continue to meet the costs until March 2019, at which point the LEN funding ceases. Post-March 2019, the Barbican Estate will need a management plan in place, including that of how to cover the electricity costs and the assignment of EV charging bays.

Due to the timing of the report, and the need to have a decision in place regarding the on-going use of the electric vehicle charging bays from March 2019, the Electric Vehicle Working Party have requested to present this report as a separate agenda item at the start of the RCC AGM on 28th January 2019, and hold a special BRC meeting in early February 2019, with the express purpose to make a decision on the future of the EV charging points management and costings. This request has been granted by both Chairs of the RCC and BRC.

Committee:	Date(s):	Item no.
Residents' Consultation Committee	03 December 2018	
Barbican Residential Committee	10 December 2018	
Subject: Update Report		
Report of: Director of Community and Children's Services		Public
<p style="text-align: center;">Summary</p> <p>Barbican Estate Office</p> <ol style="list-style-type: none"> 1. Blake Tower (formally the YMCA) Service Charge related issues 2. Agenda Plan <p>Property Services – see appendix 1</p> <ol style="list-style-type: none"> 3. Redecorations 4. Public lift availability 5. Concrete Repairs 6. Vision Fibre Media (VFM) Contract for TV and Broadband Services 7. What's gone well <p>Recommendations that the contents of this report are noted.</p>		

Background

This report updates members on issues raised by the Residents' Consultation Committee and the Barbican Residential Committee at their meetings in September 2018. This report also provides updates on other issues on the estate.

Barbican Estate Office Issues

- 1. Blake Tower (formally the YMCA) Service Charge related issues (no change from previous update).**

Issue	Update
Will it be managed by the BEO as part of the Barbican Estate?	Yes.
If so, when from? Day 1 – or after a period?	After 2 years (from September 2019) .
If after a period, are there any arrangements that are different before and after the BEO takes over management?	No Garchey or Underfloor Heating. The Concierge Service will be provided by the Lobby Porter for 12 hours and Estate Concierge (Car Park Attendants) for the other 12 hours.
Where do Blake Tower residents park their cars? Bunyan car park? Are there enough spaces?	Bunyan car park. Yes.
Do they have ASSA keys to the gardens and the rest of the estate?	Yes.
If so do the ASSA keys of existing residents allow them access to Blake Tower?	No. There is a fob system. Potentially, ASSA keys could be retro-fitted as has been the case with Frobisher Crescent. The cost of fitting an ASSA lock at one or more of the entrances to Blake Tower would be a cost borne by the leaseholders of the Tower. Following handover to the BEO, the City will discuss options for this with the leaseholders.
When does the adjustment of estate wide service charges to accommodate Blake Tower take place? From day 1 or from when the BEO takes over?	Day 1.

2. Agenda Plan

The table below includes a list of pending committee reports:

Residents' Consultation Committee & Barbican Residential Committee

Report Title	Officer	RCC Meeting Date	BRC Meeting Date

"You Said; We Did" Actions (Separate list for RCC & BRC)	Michael Bennett	4 March	18 March
Service Level Agreement Review	Michael Bennett		
Car Park Charging Policy	Michael Bennett		
Review of RTAs	Town Clerks		
Progress of Sales & Lettings	Anne Mason		
Arrears Report (BRC Only)	Anne Mason		
Residential Rent Review (BRC Only)	Anne Mason		
Working Party Updates (deadline 18 February RCC Only) <ul style="list-style-type: none"> Gardens Advisory Asset Maintenance Background Underfloor Heating Leaseholder Service Charge Electric Vehicle Charging 	Helen Davinson Mike Saunders Mike Saunders Anne Mason Michael Bennett		
Update Report (deadline 18 February): <ul style="list-style-type: none"> Main update - Blake Tower service charge related issues/Agenda Plan 2019 Property Services Update (Appendix 1) 	Michael Bennett		
"You Said; We Did" Actions (Separate list for RCC & BRC)	Michael Bennett	10 June	17 June
Service Level Agreement Review	Michael Bennett		
Progress of Sales & Lettings	Anne Mason		
Arrears Report (BRC Only)	Anne Mason		
Working Party Updates (deadline 28 May RCC Only) <ul style="list-style-type: none"> Gardens Advisory Asset Maintenance Background Underfloor Heating Leaseholder Service Charge Electric Vehicle Charging 	Helen Davinson Mike Saunders Mike Saunders Anne Mason Michael Bennett		
Update Report (deadline 28 May): <ul style="list-style-type: none"> Main update - Blake Tower service 	Michael Bennett		

charge related issues/Agenda Plan 2019			
<ul style="list-style-type: none"> Property Services Update (Appendix 1) 			
"You Said; We Did" Actions (Separate list for RCC & BRC)	Michael Bennett	2 Sept	16 Sept
Service Level Agreement Review	Michael Bennett		
2018/19 Revenue Outturn (Excluding the Residential Service Charge Account)	Anne Mason/Chamberlains		
2018/19 Revenue Outturn for the Dwellings Service Charge Account including Reconciliation between the closed accounts and the final service charge	Chamberlains		
Relationship of BRC Outturn Report to Service Charge Schedules – RCC Only	Anne Mason		
Progress of Sales & Lettings	Anne Mason		
Arrears Report (BRC Only)	Anne Mason		
Working Party Updates (deadline 19 August RCC Only) <ul style="list-style-type: none"> Gardens Advisory Asset Maintenance Background Underfloor Heating Leaseholder Service Charge Electric Vehicle Charging 	Helen Davinson Mike Saunders Mike Saunders Anne Mason Michael Bennett		
Update Report (deadline 19 August): <ul style="list-style-type: none"> Main update - Blake Tower service charge related issues/Agenda Plan 2019 Property Services Update (Appendix 1) 	Michael Bennett		
"You Said; We Did" Actions (Separate list for RCC & BRC)	Michael Bennett	2 Dec	16 Dec
Service Level Agreement Review	Michael Bennett		
Service Charge Expenditure & Income Account - Original Budget 2019/20 & Original Budget 2020/21	Chamberlains		
Revenue & Capital Budgets – Original Budget 2019/20 and Original 2020/21 - Excluding dwellings service charge income	Chamberlains		

& expenditure			
Progress of Sales & Lettings	Anne Mason		
Arrears Report (BRC Only)	Anne Mason		
Commercial Arrears (BRC Only)	Helen Davinson		
Working Party Updates (deadline 18 November RCC Only) <ul style="list-style-type: none"> Gardens Advisory Asset Maintenance Background Underfloor Heating Leaseholder Service Charge Electric Vehicle Charging 	Helen Davinson Mike Saunders Mike Saunders Anne Mason Michael Bennett		
Update Report (deadline 18 November): <ul style="list-style-type: none"> Main update - Blake Tower service charge related issues/Agenda Plan 2020 Property Services Update (Appendix 1) 	Michael Bennett		

Background Papers:

Minutes of Residents' Consultation Committee 10 September 2018.
Reports to the Barbican Residential Committee 17 September 2018.

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5. Redecorations

Works continue to progress on the 2018/19 programme

At the time of this report (1 November 2018)

- The Postern – Complete

Several blocks are programmed for internal redecorations in 2018/2019. These are currently on hold pending the results of the destructive testing on front doors and door surrounds. The programme for 2019/20 is currently being developed.

Feedback from residents on the performance of the contractor and quality of work continues to remain positive.

6. Public Lift Availability

Availability of the public lifts under the control of Property Services is detailed below:

Lift	From April 2017 to March 2018	From April 2018 to September 2018
Turret (Thomas More)	99.90%	99.92%
Gilbert House	99.99%	98.87%

7. Concrete Repairs

Concrete repairs commenced, as programmed, in June 2018. Since the last report, works to Seddon House, Lambert Jones, Defoe House, John Trundle Court, Thomas More and Defoe car parks are all complete and works to Bunyan car park are continuing.

Works are progressing well and are currently on programme

8. Vision Fibre Media (VFM) Contract for TV and /Broadband Services

Discussions have taken place with VFM concerning the television service. We have agreed an action plan for the next 6 months in order to improve the services provided. This will be reviewed frequently. One of the changes, which has caused some concern from residents, is that credit/debit card details will not be taken when a resident reports a fault but will be told this could result in a recharge if it was their equipment. The BEO will determine the cause once the invoice is received and challenge if we believe it is a

service issue.

9. Repairs and Maintenance Update

Following an OJEU compliant tender process we are now going through the City's governance process before the contract can be awarded. The contract is due to commence on 1st April 2019. It has an enhanced specification and KPI's compared to the existing contract. We also had 2 Barbican resident volunteers who reviewed the tender returns and provided feedback which was similar to the comments from the evaluation panel.

10. What's Gone Well

Drainage – Following a review of the drainage system across the Barbican Podium areas and investigations into currently available products, the BEO now has drain clearing equipment capable of not only unblocking the drain but removing scale build up without the need for acid chemicals that only remove scale from a short section of pipework.

Early indications are that the incidents of blockages and ponding on the Podium have reduced drastically. A programme of cyclical clearing is currently being developed