



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

Date: THURSDAY, 26 MAY 2022

Time: 2.00 pm

Venue: COMMITTEE ROOMS, WEST WING, GUILDHALL

Members:	Deputy John Fletcher	Deputy Marianne Fredericks
	Mary Durcan	Alderman Gregory Jones QC
	Ruby Sayed	Florence Keelson-Anfu
	Timothy James McNally	Ceri Wilkins
	Helen Fentimen	

Enquiries: julie.mayer@cityoflondon.gov.uk

Accessing the virtual public meeting

Members of the public can observe this public meeting at the below link:

<https://youtu.be/gpjTJUoIs5o>

A recording of the public meeting will be available via the above link following the end of the public meeting for up to one municipal year. Please note: Online meeting recordings do not constitute the formal minutes of the meeting; minutes are written and are available on the City of London Corporation's website. Recordings may be edited, at the discretion of the proper officer, to remove any inappropriate material.

John Barradell
Town Clerk and Chief Executive

AGENDA
Part 1 - Public Reports

1. **APOLOGIES**

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

3. **SUMMARY OF A CHARITY TRUSTEE'S ROLE - THE CITY OF LONDON ALMSHOUSES (1005857)**

Members are asked to note the advice of the City Solicitor in respect of the Charity Trustee's role.

For Information
(Pages 7 - 8)

4. **ELECTION OF CHAIRMAN**

To elect a Chairman in accordance with Standing Order 29.

For Decision

5. **ELECTION OF DEPUTY CHAIRMAN**

To elect a Deputy Chairman in respect of Standing Order 30.

For Decision

6. **MINUTES**

To approve the public minutes of the meeting held on 14th January 2022.

For Decision
(Pages 9 - 16)

7. **OUTSTANDING ACTIONS**

Members are asked to note the outstanding actions list.

For Information
(Pages 17 - 18)

8. **ALLOCATED MEMBERS TO THE CITY'S ESTATES**

Chair to be heard in respect of the Allocated Members' role and current vacancies.

For Decision
(Pages 19 - 22)

9. **HOUSING REVENUE ACCOUNT - HOUSING PORTFOLIO**

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

For Information
(Pages 23 - 26)

10. **HOUSING MAJOR WORKS PROGRAMME - PROGRESS REPORT**
Report of the Director of Community and Children's Services.
For Information
(Pages 27 - 42)
11. **SOCIAL HOUSING TENANCY FRAUD - 2020/21 ANNUAL REPORT**
Report of the Head of Internal Audit.
For Information
(Pages 43 - 58)
12. **HOUSING UPDATE AND RISK REGISTER**
Report of the Director of Community and Children's Services.
For Information
(Pages 59 - 78)
13. **WATER CHARGE REBATES UPDATE**
Report of the Director of Community and Children's Services.
For Information
(Pages 79 - 82)
14. **COMMUNITY CENTRE POLICY REVIEW**
Report of the Director of Community and Children's Services.
For Decision
(Pages 83 - 96)
15. **ELECTRIC VEHICLE CHARGING - FEASIBILITY STUDY**
Report of the Director of Community and Children's Services.
For Information
(Pages 97 - 102)
16. **SMOKE AND CARBON MONOXIDE DETECTORS**
Report of the Director of Community and Children's Services.
For Information
(Pages 103 - 106)
17. **REPORT OF ACTION TAKEN**
Report of the Town Clerk.
For Information
(Pages 107 - 108)
18. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**
19. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**

20. **EXCLUSION OF THE PUBLIC**

MOTION - That under Section 100A(4) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Paragraph 3 of Part I of Schedule 12A of the Local Government Act.

Part 2 - Non-Public Reports

21. **OUTSTANDING ACTIONS - NON PUBLIC APPENDIX**

Members are asked to note a non-public appendix in respect of agenda item 7.

For Information
(Pages 109 - 110)

22. **CHARITIES REVIEW RECOMMENDATIONS: THE CITY OF LONDON
ALMSHOUSES (REGISTERED CHARITY NUMBER: 1005857)**

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

For Decision
(Pages 111 - 118)

23. **PROCUREMENT OF A NEW DAY-TO-DAY RESPONSIVE REPAIRS CONTRACT**

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

For Information
(Pages 119 - 122)

24. **HOUSING MANAGEMENT SYSTEM UPGRADE**

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

For Information
(Pages 123 - 132)

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

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

Summary of a Charity Trustee's role – The City of London Almshouses (1005857)

The City Corporation (the City), acting by the Court of Common Council (the Court) and committees to which functions of The City of London Almshouses (the Charity) have been delegated, is the sole trustee of the Charity. Therefore, all Members of the Court (or those committees) collectively perform that role to discharge the City's duties, and to exercise its powers, as trustee.

Each Member by virtue of their membership of the Court (and its relevant committees and sub-committees) has a duty to support the City to discharge its duties and in the exercise of its powers as trustee, by faithfully acting in accordance with the terms of reference of the relevant committee or sub-committee and the City's corporate governance framework. (Officers may also act under delegated authority).

All charity trustees must always act in the best interests of their charity and manage any conflicts of interest or loyalty accordingly. When Members of the Court (at the Court itself or across committees) are dealing with business associated with the Charity, they must ensure that the best interests of the Charity are paramount.

The City, as trustee, has the following main duties:-

1. To ensure the charity is carrying out its purposes for the public benefit.
2. To comply with the charity's governing documents and the law.
3. To act in the charity's best interests.
4. To manage the charity's resources responsibly.
5. To act with reasonable care and skill.
6. To ensure the charity is accountable.

The courts have developed principles of trustee decision-making which trustees should be able to show that they have followed. These are that in making decisions about their charity, trustees must:

1. act within their powers (i.e. consistent with the charity's objects and powers;
2. act in good faith, and only in the interests of the charity;
3. make sure they are sufficiently informed, taking any advice they need;
4. take account of all relevant factors;
5. ignore any irrelevant ones;
6. manage conflicts of interest;
7. make decisions that are within the range of decisions that a reasonable trustee body could make in the circumstances.

While the City is acting in its general corporate capacity as trustee of The City of London Almshouses Trust, the Charity Commission's guidance for local authorities when acting as a charity trustee is helpful in providing clarification where an organisation, such as the City in this case, must balance its competing duties and interests (available on the Charity Commission's website at : <https://www.gov.uk/government/publications/local-authorities-as-charity-trustees>; as is the Charity Commission's Conflicts of Interest Guidance, CC29 (also available on their website at: <https://www.gov.uk/government/publications/conflicts-of-interest-a-guide-for-charity-trustees-cc29>).

22 May 2017
Comptroller & City Solicitor's Department

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HOUSING MANAGEMENT AND ALMSHOUSES SUB (COMMUNITY AND CHILDREN'S SERVICES) COMMITTEE Friday, 14 January 2022

Minutes of the meeting held at 9.30 am

<https://youtu.be/IZZdHyw40x4>

This meeting was held as an informal one, with the views reached by the Committee approved formally by the Town Clerk after the meeting, in accordance with the Court of Common Council's Covid Approval Procedure. This process reflects the current position in respect of the holding of formal Local Authority meetings and the Court's decision of 15 April 2021 and 16 December 2021 to continue with virtual meetings, with formal confirmation of decisions provided through a delegation to the Town Clerk (or his nominated representative) after the informal meeting has taken place and the will of the Committee is known. The link to the public part of this meeting is shown above and will be available for one year from the date of the meeting.

Present

Members:

Mary Durcan (Chairman)
John Fletcher (Deputy Chairman)
Randall Anderson
Peter Bennett
Marianne Fredericks
Caroline Haines
Deputy Jamie Ingham Clark
Alderman Prem Goyal
Susan Pearson
Ruby Sayed

Officers:

Paul Murtagh	- Assistant Director, Barbican and Property Services
Liam Gillespie	- Community and Children's Services
Jason Hayes	- Community and Children's Services
Caroline Al-Beyerty	- Chamberlain
Mark Jarvis	- Chamberlains
Sye Thevathas	- City Surveyors
Julie Mayer	- Town Clerks

1. APOLOGIES

Apologies were received from the Rev. Stephen Haines.

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

There were no declarations.

3. **MINUTES**

RESOLVED, that - the public minutes and non-public summary of the meeting held on 15th November 2021 be approved as a correct record.

4. **OUTSTANDING ACTIONS**

The Sub Committee received the Outstanding Actions list and noted the following updates:

1. The Assistant Director advised that an update on the windows works to Golden Lane would be circulated with the minutes of this meeting.
2. Further to the item on Personal Emergency Evacuation Plans, which appeared later on this agenda, Members asked for an update report on disabled access on the estates to be added to the outstanding actions list. Members noted that a disabled access audit was due to start later this month on the Middlesex Street Estate.
3. There was no update on yet in respect of a Supreme Court ruling on the cladding at Great Arthur House.
4. Whilst there were some constraints on Electric Vehicle grant funding, officers met regularly with colleagues in the relevant departments about the location of charging points and would keep Members updated.

5. **PORTSOKEN COMMUNITY ENERGY PROJECT - ALDGATE SOLAR POWER (ASP)**

The Sub Committee considered a report of the Director of Community and Children's Services in respect of the Portsoken Community Energy Project – Aldgate Solar Power (ASP). The Chair and Members congratulated officers on the success of the project, noting that it was the first community owned solar station. Members noted that some of the early delays had been beyond the City of London Corporation's control, but the City Corporation had carried out the roof replacement works promptly and would continue to work with ASP and Repowering on similar schemes. Members also noted that solar panels are part of City Corporation's Climate Action Strategy.

RESOLVED, that:

1. The PPA Agreement be accepted and agreed.
2. The lease agreement be accepted and agreed.
3. The installation of community-owned solar panels on the roof of the Middlesex Street Estate by Aldgate Solar Power (ASP) be approved.

6. **WAYLEAVE AGREEMENTS - SOCIAL HOUSING ESTATES**

The Sub Committee considered a report of the Director of Community and Children's Services in respect of two proposed Wayleave Agreements between the City of London Corporation (the Corporation) and British Telecommunications PLC, and the Corporation and Virgin Media respectively, in respect of the installation of electronic communication apparatus on various defined buildings across the City Corporation's social housing estates.

In response to questions, the officer advised that it would be possible to carry out an assessment of redundant cabling, with the possibility of removing it when undertaking new installations. If this was not possible, then it could be done separately but there would be cost implications. Members noted that all companies are able to use Openreach's infrastructure, which drives competition amongst internet service providers. The officer agreed to respond to a question about whether Openreach would be able to use this wayleave to improve services for non-City Corporation tenants, outside of the meeting.

RESOLVED, that:

1. The City of London Corporation enters into separate 'Wayleave Agreements' with British Telecommunications PLC and Virgin Media, in respect of the installation of electronic communication apparatus on various defined buildings across the City Corporation's social housing estates.
2. The specific Wayleave Agreement between the City Corporation and British Telecommunications PLC (attached as Appendix 'A' to this report), in respect of the installation of electronic communication apparatus on various defined buildings across the City Corporation's social housing estates, be approved.
3. The same Wayleave Agreement between the City Corporation and Virgin Media, in respect of the installation of electronic communication apparatus on various defined buildings across the City Corporation's social housing estates, be approved.
4. Authority be delegated to the Director of Community & Children's Services to approve and agree further Wayleave Agreements in the agreed format, as appropriate, in accordance with relevant legislation and in the best interests of the City Corporation.

7. PROVISION OF EWS1 FORMS

The Sub Committee received a report of the Director of Community and Children's Services, which sought guidance and instruction from Members on the City of London Corporation's approach to the provision (or non-provision) of EWS1 Forms across its social housing estates.

In response to questions, Members noted that the pro-forma for comfort letters had been checked by legal services. Members noted that EWS1 forms are only required on buildings over 18m, where combustible materials had been used, and this did not apply to any blocks in the City. The Assistant Director advised that those Local Authorities who were not obliged to provide EWS1 forms were progressing in line with the recommendations in this report. Members also noted that the position might change once lobbying had finished

RESOLVED, that – having considered the various options within this report for the provision (or non-provision) of EWS1 Forms across the Corporation's social housing estates, Option 1 in the report be approved: i.e. - where the

Corporation does not undertake and issue EWS1 Forms but provides 'comfort' letters to individual residents upon request.

8. HOUSING MAJOR WORKS PROGRAMME

The Sub Committee received a report of the Director, Community and Children's Services, in respect of progress on the Major Works Programme. Members noted that some of the projects in the report were for major works and some for planned maintenance. The programme sought to be fully transparent; thereby removing the need to repeatedly seek Member decisions in respect of cyclical electrical testing and window inspections, for example.

RESOLVED, that – the report be noted.

9. HOUSING SAFETY COMPLIANCE - UPDATE REPORT

The Sub Committee considered a report of the Director of Community and Children's Services, which sought to provide Members with information on how the City of London Corporation (the Corporation), through its Housing Property Services Team, is ensuring that all its social housing within the Housing Revenue Account (HRA) is managed in a way that meets compliance with current health and safety legislation, best practice and regulatory standards to ensure the health and safety of its residents. Members noted that future updates might require a 'non-public' appendix, in order to provide more detail.

RESOLVED, That:

1. The content of the report be noted, together with the compliance information provided, which details how the Corporation is performing against statutory building compliance relating to its social housing portfolio.
2. The information presented in this first report will be provided to this Sub Committee bi-annually.

10. EVACUATION ASSESSMENTS FOR VULNERABLE RESIDENTS - UPDATE REPORT

The Sub Committee received a report of the Director of Community and Children's Services in respect of evacuation assessments for vulnerable residents. Members noted that the interviews had included the evacuation policy for the respective buildings, and the recommended action was confirmed in writing to each resident. The officer agreed to check on the more generic personal emergency evacuation plans for Great Arthur House and report back to Members.

RESOLVED, that – the report be noted.

11. HOUSING UPDATE AND RISK REGISTER

The Sub Committee received a report of the Director of Community and Children's Services which provided a bi-annual update on the housing service's performance and management information in key areas of work.

RESOLVED, that – the report be noted.

12. REPAIRS & MAINTENANCE SERVICE - COMPLAINTS HANDLING

The Sub Committee received a report of the Director of Community and Children's Services, which provided Members with an overview of the complaints process with regard to the repairs and maintenance service.

In response to questions, Members noted that officers were working on a timeline, setting out the points at which access rights would be enforced. Officers explained that most landlords do not hold keys, in order to protect their employees in terms of culpability, but leaseholders are required to provide emergency contact details.

RESOLVED, that – the report be noted.

13. CITY OF LONDON ALMSHOUSES REVENUE AND CAPITAL BUDGETS 2021/22 AND 2022/23

The Sub Committee considered a report of the Chamberlain and the Director of Community and Children's Services, which provided the annual submission of the City of London Almshouses revenue budgets overseen by the Housing Management and Almshouses Sub Committee.

RESOLVED, that – the 2022/23 revenue budget be approved.

14. HOUSING REVENUE ACCOUNT - REVIEW OF 5 YEAR PLAN

The Sub Committee received a report of the Chamberlain and Director of Community and Children's Services which presented a review of the 5-year finance plan for the Housing Revenue Account (HRA), analysed income streams and forecast costs and outlines the key challenges over the period.

The Chamberlain confirmed that the HRA is finely tuned; with no immediate pressures and income assumptions are very prudent. Members noted that sufficient time is allowed between the completion of schemes and rental incomes coming on line, and future developments will help to build capital and reduce borrowing and pressures on the account. The risks associated with construction inflation are also factored into budget forecasting. Members also noted the mitigations available in terms of rephasing works under the 30-Year Programme, and the high priority already given to fire safety works post the Grenfell Tower fire. Finally, the Chamberlain advised that the Finance Committee will be scrutinising these matters and suggested that Members (of the Housing Management Sub Committee) might wish to assist in their deliberations by setting out the assurances they required in terms of trigger mechanisms and timeframes, for example.

The Chairman of Finance agreed with the Chamberlain's position, noting that the HRA reflects the risks carried by the entire City of London Corporation budget and there is an inflation reserve built into next year's forecast. Whilst there can be some reliance on the wider contingencies within the City Corporation's financial controls, it was accepted that some issues might need to be addressed more rapidly. However, the Chairman of Finance was satisfied

that the HRA is in a better position than it had been for some time, and some of the risks might fall outside its scope.

In response to questions, the following points were noted :

- a) Members asked for consistency when the figures are reported to the Finance Committee and Resource Allocation Sub Committees.
- b) Members agreed that it would be helpful to receive an updated 30 Year Business Plan, in the Summer of 2022, with a series of options to consider in terms of prioritising the additional major works identified in the stock condition survey. The Chairman agreed that this should be added to the outstanding actions list.
- c) City Fund revenue contingencies cannot be used for the HRA due to ringfencing. However, the biggest risk is construction inflation, which is covered for new build projects by the costed risk provisions for capital projects and funded separately by s106. Major works projects have a level of inflation to some extent built into their individual forecasts and risk registers.
- d) Income assumptions are based on a short gap between completion of a development and rents being collected. The major works costs met by the HRA are net of assumptions around leaseholder recovery from service charges.
- e) Sydenham Hill and COLPAI will be funded by S106 funding, with no impact on the HRA. The Sydenham Hill income projection is very prudent and other funding schemes; i.e. – income from car parking, have not been included.
- f) The Chamberlain works with the Housing Team on project budget forecasting and the Project Managers adjust their outturn projections on a regular basis. Members noted that the figures in the report therefore represent a snapshot when the report was written.
- g) If the Great Arthur House cladding legal issue is lost, then there will be an impact on other projects, but this risk is being closely monitored.
- h) The Windows programme will be delivered within the HRA and is a significant part of the investment set out in the last 5 year programme. Whilst there are risks in terms of delivery and construction costs, all tender documents have been carefully scrutinised, a new Project Manager is in post and the Section 20 notices are due to go out this week. Members of the Housing Management and Almshouses Sub Committee are likely to receive a number of Gateway 5 reports in respect of the windows programme, which will provide regular updates on costings.
- i) The HRA is a departmental, not corporate risk and it was suggested that the Housing Management and Almshouses Sub Committee should see the risk report on a regular basis. The Chamberlain endorsed this approach and also recommended it to the Finance Committee, who might want to

add a specific point in the Medium Term Financial Risk, as this might be the best way to manage it corporately.

- j) The City of London Corporation only charges social housing rents, which are subject to RPI increases. However, there are legal parameters around social and affordable housing rents, and they could be considered as part of zero based budgeting. Members are due to receive a report on rent increases and it was suggested that this be incorporated.

In concluding, the Chair welcomed a constructive and helpful discussion.

RESOLVED, that – the report be noted.

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

Members noted the Planning and Transportation Committee this week had received an Application for a Variation on a project in the Minories, requesting the removal of 27 affordable flats from scheme, in lieu of a Section 106 Agreement. Members had noted that a decision on 27 units had been too low for consideration by the Community and Children's Services Committee. Members (of the Housing Management and Almshouses Sub Committee (HMASC)) noted that the Local Plan is currently being revised and, therefore, strengthening the housing aspects would be timely in helping to formulate policy.

Whilst the £9.9m contribution from the developers to fund new housing was welcomed, it was noted that this was only handed over in full once 75% of the scheme has been constructed. Members (of the HMASC) sought assurance that payments in lieu reflected construction costs and were inflation linked. The Assistant Director, Barbican and Property Services, agreed to consult with planning colleagues on this matter and bring an overview report back to this Sub Committee. It was also noted that developers often stated that service charges on some schemes might be too high for social housing tenants.

Whilst supporting a wider discussion, Members noted that this fell outside of the remit of this Sub Committee's (and the Grand Committee's) Terms of Reference. It was therefore Moved by Susan Pearson, Seconded by John Fletcher and RESOLVED, that – a resolution be sent to the Policy and Resources and Planning and Transportation Committees, setting out the above concerns, in order to facilitate a wider discussion.

16. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

There was no other business.

17. EXCLUSION OF THE PUBLIC

RESOLVED – That under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting for the following items on the grounds that they involve the likely disclosure of exempt information as defined in Part 1 of Schedule 12A of the Local Government Act.

18. NON-PUBLIC MINUTES

RESOLVED – That the non-public minutes of the meeting held on 15th November 2021 be approved as a correct record.

Matters arising

The Assistant Director agreed to set out the response given to Alderman Luder at the Court of Common Council, in respect of Fire Safety works, to Members of the Community and Children's Services Committee, subject to the agreement of the Chairman. Members noted that there would not be a full fire safety update on this occasion.

19. QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE

There were no non-public questions.

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

There was no other business.

The meeting ended at 11.15 am

Chairman

Contact Officer: Julie Mayer
julie.mayer@cityoflondon.gov.uk

Housing Management and Almshouses Sub Committee (HMASC)

Outstanding Actions

Date Added	Subject	Action Agreed	Responsible Officer	Target Meeting Date - HMASC	Update
20.11.2019	Member Estate Visits	Members to visit North and South Estates preferably before or after HMASC meeting.	Liam Gillespie / Town Clerk	As soon as possible after this years' elections.	Work underway to arrange visits following the 2022 elections.
20.11.2019	Great Arthur House – Cladding Works	Members to receive report on next stages in legal process including, legal costs to date and potential future costs.	Comptroller / Paul Murtagh	As soon as possible after decision of Supreme Court on whether to allow appeal.	Report presented to C&CS Committee and subsequently deferred until the decision of Supreme Court is received.
22.02.2021	Vehicle charging points at Middlesex Street and Golden Lane	Members noted that it would still be possible to apply for funding for the 2021/22 financial year, and Members will be updated once the initial report is received from the consultants.	Paul Murtagh/Liam Gillespie	May 2022	Further report is on the Agenda for May 2022 meeting.
21.10.2021	Communications Consultants	A report was requested on the cost of employing Communications Consultants.	Paul Murtagh	May 2022	Work in progress and update will be provided at the HMASC in May 2022.
12.05.2022	Evacuation Assessments for Vulnerable Residents	The officer agreed to check on the more generic personal emergency evacuation plans for Great Arthur House and report back to Members.	Liam Gillespie	May 2022	Verbal Update at May 2022 meeting
16.05.2022	Communication Consultant Costs	Members requested a list of communication consultancy costs.	Paul Murtagh	May 2022	A list of Communication Consultant costs is in the non-public agenda

Housing Management and Almshouses Sub Committee (HMASC)

Outstanding Actions

MEMBERS ALLOCATED TO ESTATES

ESTATE	ALLOCATED MEMBER
Avondale Square (Southwark), including Harman Close	vacancy
Small Estates: Isleden House (Islington); Windsor House (Hackney)	vacancy
Golden Lane (City)	Marianne Fredericks – served 21/22
Holloway & York Way (Islington)	Mary Durcan - served 21/22
Middlesex Street (City) & Dron House/Spitalfields (Tower Hamlets)	John Fletcher – served 21/22
South Bank Estates: Southwark Blocks (Southwark) William Blake (Lambeth)	vacancy
City of London & Gresham Almshouses (Lambeth)	Sue Pearson – if re-elected to CCS by Court in May- served 21/22
Sydenham Hill: Lammas Green/Otto Close (Lewisham)	Ruby Sayed – served 21/22

Community & Children's Services Housing Service

Guidelines for Allocated Members

1. Background

- 1.1 The Allocated Members Scheme matches Members from the Community & Children's Services Committee to each of the City's social housing estates. There are eight Allocated Member positions, with some covering more than one small estates. It is possible for more than one Members to share the Allocated Member role on a large estate if they wish to do so.
- 1.2 The purpose of the Scheme is to:
- Give residents and staff a named Member to 'champion' their estate;
 - Allow Members to take an interest in the estate, its residents and staff;
 - Develop a group of members with housing knowledge & experience to contribute to the CC&S Committee.
- 1.3 Allocated Members are appointed each year by the Chairman of the Housing Management Sub-Committee.

2. Role of the Allocated Member

- 2.1 The Allocated Member exists to champion the estate and its whole community, covering staff and all residents. This involves:
- Making occasional visits to the estate and attending some events, to ensure familiarity with the estate, its residents and staff.
 - Promoting the interests of the estate within the City – raising its profile by drawing attention to new developments, initiatives and good practice.
 - Liaising with other departments, outside agencies, and home local authorities over matters which are of concern to the whole estate community. For example, a general rise in anti-social behaviour, affecting many residents on an estate might be helped by the involvement of the Allocated Member, working with managers, to encourage intervention from the police or home borough.
- 2.2 Allocated Members exist to champion the whole estate community, not the interests or issues of individual residents. If an individual attempts to raise an issue with an Allocated Member, they should be referred to local staff or managers. If the matter is a complaint, the resident must be referred to the formal complaints process.

Managers and staff cannot discuss individual residents with Allocated Members, for confidentiality reasons. Allocated Members should not normally meet privately with residents, or visit them in their homes, unless part of a formal visit with managers. The Allocated Member Scheme is not a forum through which residents can seek to challenge management decisions, and it is not appropriate for residents to request this of the Allocated Member, thus putting them in a difficult position.

- 2.3 There is a clear difference between the role of a Ward Member and that of an Allocated Member. A Ward Member has a democratic responsibility for protecting the interests of residents in his/her ward, and can, therefore, take up a matter with officers on behalf of an individual. Residents outside the City will have their own ward councillors whom they have elected to represent them, and who, therefore, can take up an issue on their behalf.

Allocated Members, however, have not been elected as democratic representatives, and, therefore, officers cannot discuss individual issues or complaints with them. The Allocated Member is selected to represent the estate as a whole, not individuals.

- 2.4 If an individual raises a personal issue with an Allocated Member, the Member will either:
- a) give the resident details of the appropriate local manager so that they can contact them, or
 - b) bring the matter to the attention of the local manager and ask them to contact the resident direct in order to resolve the issue through proper processes.

3. Responsibilities of Allocated Members

- 3.1 An Allocated Member makes an initial commitment to a familiarisation visit to the estate, to be shown around and to meet staff.
- 3.2 Following the familiarisation visit, the Allocated Member is expected to visit the estate on two occasions during the year. One of these occasions will be a formal estate walkabout, organised by the Area Manager and open to residents to take part. The other visit may be an informal one, or might be to attend the Annual General Meeting of a recognised Residents' Association, to chair an estate meeting, or to be at a social event for all residents.
- 3.3 Further visits to the estate are at the discretion of the Allocated Member. The Area Housing Manager should always be informed, as a matter of courtesy, when the Allocated Member proposes to visit the estate.
- 3.4 Officers will prepare a six-monthly report on activities on the estate and will circulate this to Allocated Members for comment in advance of it being presented to the Housing Sub-Committee, and referred to the Grand Committee. Allocated Members should be prepared to answer questions on any matter included in the estate at the appropriate Committee meeting.

- 3.5 The contact details for Allocated Members will be displayed on notices on the estate and in relevant publications. From time to time, Allocated Members may be asked to contribute a piece for the estate newsletter or other publication.

4. Support for Allocated Members

- 4.1 The Area Housing Manager responsible for an estate will contact the Allocated Member at least on a quarterly basis to discuss issues and activities on the estate.
- 4.2 The Area Housing Manager will also e-mail the Allocated Member at the end of each month with a short update on estate matters.
- 4.3 The Area Housing Manager will also contact the Allocated Member if there are any significant issues on the estate, over and above those which are purely management matters. Examples might be an emergency situation on the estate such as a fire, flood or major crime.
- 4.4 Allocated Members will be informed about forthcoming estate events as so as these are arranged, and will be given the dates of estate walkabouts at least six months in advance.
- 4.5 Briefing events will be held for Allocated Members at appropriate times. These might be to discuss matters of national housing policy and how they affect estates, or to talk about a general issue.

Committee(s): Housing Management and Almshouses Sub (Community and Children's Services) Committee	Dated: 26/05/2022
Subject: Housing Revenue Account – Housing Portfolio	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	1, 2, 12
Does this proposal require extra revenue and/or capital spending?	N
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain's Department?	N/A
Report of: Director of Community and Children's Services	For Information
Report author: Paul Murtagh Assistant Director Barbican & Property Services	

Summary

The purpose of this report is to provide Members with information relating to the make-up of the City of London Corporation's (the Corporation) Housing Revenue Account (HRA) housing portfolio including, breakdown of stock, voids, and the current waiting list.

Recommendations

Members are asked to note the contents of this report.

Main Report

Background

1. At its meeting on 25 April 2022, members of the Community and Children's Services Committee (C&CS) requested that information be provided on the current make-up of the Corporation's HRA housing portfolio including, breakdown of stock, voids, and the current waiting list. This will help members, especially those members new to the Committee, better understand the implications of housing related reports, in particular, those relating to finance, budgets, major works and the new housing delivery programme.
2. It was agreed that the report would be presented to this meeting of the Housing Management & Almshouses Sub Committee and then subsequently, shared with C&CS for information.

Considerations

Housing Stock

3. The Corporation has two social housing estates within the Square Mile and, ten other social housing estates located within six different London Boroughs as set out below:
- Golden Lane Estate – Square Mile
 - Middlesex Street Estate – Square Mile
 - Avondale Estate – Southwark
 - Southbank Estate – Southwark
 - Horace Jones Estate – Southwark
 - Sydenham Hill Estate – Lewisham
 - Holloway Estate – Islington
 - Isleden House – Islington
 - York Way Estate – Islington
 - Dron House – Tower Hamlets
 - William Blake Estate - Lambeth
 - Windsor House – Hackney
4. The make-up of the Corporation's social housing estates is set out in the table below:

Estate	Total Rented	Leaseholders	Guest Flats	Total Managed
Avondale Estate	548	115	0	663
Dron House	44	36	0	80
Golden Lane Estate	284	273	6	563
Holloway Estate	94	100	0	194
Isleden House	70	7	0	77
Sydenham Hill	34	53	0	87
Middlesex Street Estate	167	67	2	236
Southwark Estates	277	134	0	411
William Blake Estate	70	56	0	126
Windsor House Estate	72	32	0	104
York Way Estate	207	68	0	275
Totals:	1867	941	8	2816

5. In addition to the above, the Housing Management Team also manages 32 units at Spitalfields however, these do not form part of the HRA and are funded and managed outside of the HRA.

Housing Register

6. There are currently 714 people registered on the Corporation's Housing Register. The list currently comprises 522 external applicants and 192 households who are seeking to transfer to an alternative home. The homes in highest demand are two-bedroom properties, with 197 households requiring one.

Void properties

7. There are currently 27 void properties across the Corporation's social housing portfolio. This figure includes properties at all stages of the voids process, from those where a tenancy has been terminated but, works are yet to commence and, properties which have been let but await a tenancy commencement date.
8. When a property becomes void, it is advertised via the choice-based lettings system and the applicant with the highest number of points will be invited to view it. Most homes are successfully let at the first viewing. Some homes are let via the management transfer process and will not be made available for general bidding, however this is confined to very urgent cases of which, there are relatively few each year.
9. In general terms, the average turnaround time from when a property becomes void to when it is subsequently ready to let, is around 25 days for routine voids. However, if a property becomes void and, is scheduled to have major works undertaken (kitchens, bathrooms, new heating etc), the property will not be advertised for re-letting until the major works are completed.
10. The Corporation is currently undertaking a detailed review of its void processes to see if there is anything that can be done to reduce the average turnaround time thereby, helping reduce the length of time applicants on our Housing Register must wait for a new home.

Appendices

None

Paul Murtagh

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Committee(s): Housing Management and Almshouses Sub (Community and Children's Services) Committee	Dated: 26/05/2022
Subject: Housing Major Works Programme – Progress Report	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	1, 2, 12
Does this proposal require extra revenue and/or capital spending?	N
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain's Department?	N/A
Report of: Director of Community and Children's Services	For Information
Report authors: Paul Murtagh Assistant Director Barbican & Property Services	

Summary

The purpose of this report is to update Members on the progress that has been made with the Housing Major Works Programme and to advise Members on issues affecting progress on individual schemes.

Recommendation

Members are asked to note the report.

Main Report

Background

1. At its meeting on 27 November 2017, the Housing Management & Almshouses Sub-Committee received a presentation from officers in Housing Property Services on the scope of, and progress with, the Housing Major Works Programme. Members subsequently agreed that it would be useful if further updates and progress reports be brought to future meetings of this Sub-Committee.
2. The first update and progress report was presented to this Sub-Committee at its meeting on 12 February 2018. This latest update report highlights specific areas of 'slippage' or 'acceleration' since the last meeting of the Sub-Committee on 14 January 2022 as well as, progress against the programme as originally reported in November 2017.

3. In line with a request from Members and, as subsequently agreed by the Community & Children's Services Committee (C&CS Committee), this report has been expanded to include information relating to Phase 2 of the Housing Major Works Programme (Future Programme).

Considerations

4. The City of London Corporation (City Corporation) is committed to investing around £95million on a Major Works Programme for the maintenance, refurbishment and improvement of its social housing portfolio. The works, in the main comprise:
 - Window replacements;
 - Re-roofing;
 - Decent Homes (new kitchens and bathrooms);
 - Electrical rewiring and upgrades;
 - Heating replacements;
 - Concrete repairs;
 - Fire safety improvement works.
5. The funding for these extensive works, which is intended to bring all the City Corporation's social housing stock up to, and beyond, the Decent Homes Standard, comes from the Housing Revenue Account (HRA), which is ring-fenced solely for housing. The HRA is made up of:
 - Income from rents;
 - Income from service charges.
6. The Housing Major Works Programme was originally intended to be a 5-year programme however, the size and complexity of some of the projects included, along with initial staff resourcing issues, has meant that it is more likely to take 7 or 8 years to complete.
7. The Housing Major Works Programme is monitored and managed at several levels both corporately and within the department. This includes:
 - Gateway Process;
 - Community & Children's Services Committee (C&CS);
 - Projects Sub-Committee;
 - Housing Management & Almshouses Sub-Committee;
 - Housing Programme Board.
8. The Housing Programme Board (HPB) is a cross-departmental group, chaired by the Director of Community & Children's Services and comprising senior officers from:
 - Housing Management;
 - Housing Property Services;
 - City Surveyors;
 - Planning;

- Finance;
 - Town Clerks;
 - City Procurement.
9. For the purpose of the HPB, officers have developed detailed report templates that show progress of the various works programmes, and these are analysed and discussed monthly. At its meeting on 27 November 2017, following a presentation from officers in Housing Property Services on the scope of, and progress with the Housing Major Works Programme, Members agreed that a simplified version of the progress reports be brought to future meetings of this Sub-Committee.
 10. Attached at Appendix 1 to this report, for Members' consideration, is the latest version of the progress report for the Housing Major Works Improvement Programme. This progress report was submitted and approved by the HPB at its meeting on 28 April 2022.
 11. Following recent requests from Members, projects that have been added to the original five-year Housing Major Works Programme over the last few years have been highlighted in this latest progress report. This helps to demonstrate the extent as to which the scope of the five-year Housing Major Works Programme has increased since its inception. Members will note from the latest progress report that the value of these additional projects is approximately £23.4million (a 43% increase in the cost of the original programme).
 12. In line with a request from Members and, as subsequently agreed by the C&CS Committee, attached to this report as Appendix 2 is Phase 2 of the Housing Major Works Programme (Future Programme). The format of Phase 2 has been designed to reflect the following:
 - a new, revised five-year programme with the dates reset to the start of the 2022/23 financial year.
 - the carryover and incorporation of projects from the original five-year Major Works Programme that will be incomplete by the beginning of the 2022/23 financial year.
 - the omission of all projects on the original five-year Major Works Programme that were substantially completed before the beginning of the 2022/23 financial year.
 13. As members will see from the 'Future Programme' at Appendix 2, there are nearly £30million of new projects that are currently '**unfunded**'. These projects comprise works identified in the Savills Stock Condition Survey (2018) and, projects that have been identified as a result of further surveys and testing works carried out as part of the current Major Works Programme. Although, the Future Programme does set out the projected delivery timescales for these new works, these timescales are entirely dependent on the availability of additional/new funding to finance them.
 14. Due to the significant pressures on the HRA, officers have been liaising with the Chamberlain to reassess the affordability of the current Major Works Programme (Phase 1). The outcome of these discussions is that we will likely have at least a

'two-year' break between the completion of Phase 1 and, the commencement of Phase 2 of the Major Works Programme as a result of the following:

- significant increases in the forecasted cost of projects included in the Major Works Programme (Phase 1) which mainly, relate specifically to the Window Replacement Programme.
- a significant increase in the number and cost of projects in the current Major Works Programme including, roof replacements and fire safety related projects.
- a delay in the completion of our new housing delivery projects (COLPAI and Sydenham Hill), the rental income from which, is used to fund future major works projects.
- an increase in the cost of delivering the new housing delivery projects which, has an impact on the Corporation's ability to borrow money for its major works projects.

15. Although, the Future Programme does include some provision for 'Net Zero Pilots' across all our social housing estates, Members are reminded that no provision has been made for any future Net Zero Capital Projects. The reason for this, as Members will be aware, is that these projects are largely unknown and, will only emerge over the next few years, as further research, surveys, and investigations are completed in line with the Housing Net Zero Action Plan. It is likely that Housing Net Zero Capital Projects will be funded from a combination of external grant funding and the City Corporation's Climate Action Strategy Budget.

16. Members will note from the progress report at Appendix 1 that overall, there has been no significant change to the status of the various projects since the last meeting of this Sub-Committee. Members are asked to specifically note the following updates:

Slippage in relation to timing of contract

Nothing substantial to report at this time.

Progress of note on key projects

H39 – Window Replacement and External Redecorations (Multiple Estates)

Dron House – the Window Replacement Programme is now complete across the whole of Dron House.

Sydenham Hill – contracts are being exchanged with the successful contractor, ETEC Contract Services Limited. We currently expect the contractor will begin the on-site mobilisation at the end of May. Allowing for the lead-in times for measurement, materials, manufacture etc, works to replace the aluminium windows will likely commence in July and, works to replace the Crittall windows will likely commence in October.

Holloway Estate – the Gateway 5 report was approved by the C&CS Committee in April and, under Urgency, by the Projects Sub Committee. We are currently

working with our colleagues in Legal and Procurement to finalise the contract award to Mulalley. Assuming there are no delays in exchanging contracts, we expect Mulalley to commence its on-site mobilisation in June.

Windsor House, William Blake Estate and Southwark Estates – we have recently completed the final pricing evaluations as part of the procurement process and, the Gateway 5 reports are being prepared for submission to the respective Committees in June.

H40 – Golden Lane Estate Window Refurbishment/Replacement

An application for planning permission for a pilot project at 347 Crescent House was submitted on 25 April 2022. Once validated, residents will be advised of the application reference number and how to make comments by letter and via the project website.

AECOM will be carrying out acoustic testing in the pilot project unit and on the external façade of Crescent House over the next few weeks. Residents across the estate will be advised when the testing commences and where the units will be sited.

The first Residents' Liaison Group (RLG) for Crescent House took place on Monday 4 April. Seven residents attended in person and one, via zoom link. Minutes from the meeting are available on the project website. Once the next stage of the consultation for Crescent House has been completed, the Project Team will then be taking a similar approach on all the other blocks across the Golden Lane Estate (GLE). The first project specific project newsletter was distributed estate wide to all residents on the GLE at the end of March. Copies of the newsletter are also available in the GLE Community Centre and on the project website at www.goldenlanewindows.site. Design work for other blocks on the GLE continues to be developed.

H45 – York Way Estate Communal Heating Replacement

The work on site is progressing well with positive feedback from those residents affected by the works. An Issues Report was approved by the C&CS Committee at its meeting on 25 April to an increase in the estimated cost of the project of £300,000. This increase is attributed to material and labour shortages, delays caused by the pandemic, prolongation costs, BREXIT etc. In addition, we have seen a huge increase in the cost of labour and raw materials that simply cannot be contained within existing contract sums.

H46 - Middlesex Street Estate Communal Heating

Unfortunately, this project remains on hold as, a very small number of residents have objected to our planning proposal for the finishes to the external facade. It is now likely that the planning application will go to the full Planning Committee for decision once, we are able to secure a date.

H54 – Fire Door Replacement Programme (Multiple Estates)

Holloway and York Way Estates (Lot 1) – work is underway and, is progressing very well on the York Way Estate. Work will commence on the Holloway Estate immediately upon completion of the York Way Estate.

Avondale Square Estate (Lot 2) – tender documents have been issued to Gerda, the Corporation's preferred supplier, via the Hyde Fire Safety Framework. Gerda will be commencing the on-site measured surveys in the next few weeks. These will be used to agree the contract value for the works.

17. As Members will appreciate, there will always be problems with contracts and projects such as those contained within the Housing Major Works Programme. The last 18 to 24 months have been particularly challenging and, one of the most significant challenges we are currently facing is the huge increase in the cost of construction projects nationally. The Corporation is not immune from these cost increases which, typically, are between 20 and 30%.
18. Members will also recognise that progress with any of the projects included in the Housing Major Works Programme can change at short notice. It is often the case that notable changes in projects will have occurred from the time that reports are written to the time that they are presented to this Sub-Committee. Where appropriate, Officers will provide further updates to Members when presenting this report.

Staffing Resources

19. As highlighted at previous meetings of this Sub-Committee, up until recently, the Major Works Team has had significant resource issues (staff). Following a recent focused recruitment process however, we have managed to make several new appointments to vacant posts and the team is nearing its full complement of staff.

Appendices

- Appendix 1: Housing Major Works Programme Progress Report (November 2021)
Appendix 2: Housing Major Works Programme (Future Programme)

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AVONDALE SQUARE ESTATE INVESTMENT PROGRAMME - DELIVERY FORECAST MAY 2022

WORKS TYPE	REF	PROJECT	ESTIMATED COST	EXPENDITURE TO DATE	CURRENT STATUS	SLIPPAGE SINCE LAST REPORT	TIMELINE																											
							2019/20				2020/21				2021/22				2022/23															
							Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4												
							A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M				
INVESTMENT PROGRAMME	H6	Decent Homes Avondale - Phase II	£461,305	£392,780	works complete																													
	H20	Redecorations (multiple estate programme)	£607,150	£571,252	works complete																													
	H43	Decent Homes Harman Close	£980,000	£972,476	practical completion																													
	H1	Avondale Square - Window Overhaul	£453,440	£417,000	works complete																													
	H26	Water Tank Replacement/Repairs (multiple estate programme)	£92,104	£36,000	works complete																													
	H48	Electrical Testing - Phase III (tenanted flats multiple estates)	£555,266	£467,000	works complete																													
	H47	Electrical Testing - Phase IV (landlords electrics multiple estates)	£355,567	£229,500	works complete																													
	H54	Fire Door Replacement Programme (multiple estate programme)	£2,790,000	£4,800	pre-tender measured survey																													
	H55	Installation of Sprinklers (Point Blocks as part of a multiple estate programme)	£1,779,151	£143,886	on site																													
	H52	Avondale Communal & Emergency Lighting	£337,000	£336,636	works complete																													
	H53	Play and Ball Games Area Refurbishment (multiple estate programme)	£138,000	£126,112	works complete																													
	H60	Electrical Testing - Phase V (tenants electrical testing & smoke alarms - multiple estates)	£476,664	£128,175	on site																													
	H59	George Elliston & Eric Wilkins Refurbishment	£3,700,000	£0	specialist survey																													

SOUTHWARK/WILLIAM BLAKE ESTATES INVESTMENT PROGRAMME - DELIVERY FORECAST MAY 2022

WORKS TYPE	REF	PROJECT	ESTIMATED COST	EXPENDITURE TO DATE	CURRENT STATUS	SLIPPAGE SINCE LAST REPORT	TIMELINE																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																		
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							Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																			
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INVESTMENT PROGRAMME	H2	CCTV (William Blake)	£23,301	£16,900	works complete																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																				</

HOLLOWAY ESTATE INVESTMENT PROGRAMME - DELIVERY FORECAST MAY 2022

WORKS TYPE	REF	PROJECT	ESTIMATED COST	EXPENDITURE TO DATE	CURRENT STATUS	SLIPPAGE SINCE LAST REPORT	TIMELINE																																					
							2019/20												2020/21												2021/22								2022/23					
							Q1			Q2			Q3			Q4			Q1			Q2			Q3			Q4			Q1		Q2		Q3		Q4							
A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M									
INVESTMENT PROGRAMME	H36	Electrical Rewire (Tenanted Flats)	£225,000	£205,000	works complete																																							
	H37	Electrical Rewire (Landlords)	£385,465	£373,000	works complete																																							
	H26	Water Tank Replacement/Repairs (multiple estate programme)	£16,722	£3,505	works complete																																							
	H39	Window Replacements & External Redecorations (Holloway)	£3,559,919	£40,798	contractor mobilising																																							
	H60	Electrical Testing - Phase V (tenants electrical testing & smoke alarms - multiple estates)	£476,664	£128,175	on site																																							
	H54	Fire Door Replacement Programme (Lot 1 - Holloway & York Way)	£637,988	£20,000	on site																																							

- works delivery baseline (as forecast November 2017)
- works on site/complete
- works programmed (current forecast)
- testing/preparatory/offsite works
- programme slippage from previous report (length of arrow denotes length of delay)
- programme brought forward from previous report (length of arrow denotes extent)
- projects added to the programme post launch

[illegible]

WORKS TYPE	REF		ESTIMATED COST	EXPENDITURE TO DATE	CURRENT STATUS	SLIPPAGE SINCE LAST REPORT	TIMELINE																												
							2019/20							2020/21							2021/22							2022/23							
							Q1		Q2		Q3				Q1		Q2		Q3			Q4		Q1		Q2		Q3			Q4		Q1		Q2
A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M
INVESTMENT PROGRAMME	H5	Decent Homes - Phase II (multiple estate programme)	£173,315	£46,472	works complete																														
	H48	Electrical Testing - Phase III (tenanted flats multiple estates)	£555,266	£467,000	works complete																														
	H47	Electrical Testing - Phase IV (landlords electrics multiple estates)	£355,567	£229,500	works complete																														
	H39	Window Replacements & Extenal Redecoration (Sydenham Hill)	£1,217,610	£26,230	contractor mobilising																														
	H60	Electrical Testing - Phase V (tenants electrical testing & smoke alarms - multiple estates)	£476,664	£128,175	on site																														
	H54	Fire Door Replacement Programme (multiple estate programme)	£192,500	£4,800	procurement																														
							OTHER ESTATES														SYDENHAM														

[illegible]

- works delivery baseline (as forecast November 2017)
- works on site/complete
- works programmed (current forecast)
- testing/preparatory/offsite works
- programme slippage from previous report (length of arrow denotes length of delay)
- programme brought forward from previous report (length of arrow denotes extent)
- projects added to the programme post launch

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GOLDEN LANE ESTATE INVESTMENT PROGRAMME - MAJOR WORKS DELIVERY FORECAST (FUTURE PROGRAMME)

WORKS TYPE	REF	PROJECT	SCOPE	ESTIMATED COST	TIMELINE																							
					YEAR 1 (2022-23)								YEAR 2 (2023-24)								YEAR 3 (2024-25)							
					Q1		Q2		Q3		Q4		Q1		Q2		Q3		Q4		Q1		Q2		Q3		Q4	
					A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M
INVESTMENT PROGRAMME	H55	Installation of Sprinklers	Great Arthur House only (as part of wider programme)	£750,000																								
	H40	Golden Lane Windows, Redecoration & Roofing		£15,500,000																								
	H61	Golden Lane Area Lighting & Accessibility	External block lighting and podium	£500,000																								
	H41	Great Arthur House Fire Compartmentation		£2,000,000																								
	H54	Fire Door Replacement Programme	Residential front doors, communal fire doors (all blocks excluding GAH)	£1,160,000																								
	H17	Golden Lane Heating - Phase II (Crescent & Cullum Welch)		£3,500,000																								
		Landlords Electrical Remedial Works (Multiple Estate Programme)	Programme of works to emerge from Phase IV testing currently ongoing	TBC																								
		Balcony Balustrade Replacement	Metal Railings: Basterfield, Bayer, Bowater, Cuthbert Harrowing, Hatfield, Stanley Cohen	£60,000																								
		Concrete Repairs - Internal Communal Area	Basterfield, Bayer, Bowater, Cuthbert, Hatfield	£150,000																								
		Concrete Repairs - Podium & Car Park	Patch repair to degraded areas	£150,000																								
		Net Zero Retrofit Pilots		£100,000																								
		Boiler Replacement Programme (Multiple Estate Programme)	69 Boilers, 72 Radiator Systems (subject to Net Zero strategy)	£210,000																								
		Road Markings & Signage Renewal (Multiple Estate Programme)	TBC following survey	£30,000																								
		Play Area Replacement (Multiple Estate Programme)	Ball games Area, Basterfield House/Leisure Centre	£45,000																								
		Golden Lane Podium Waterproofing	Scope TBC	£1,000,000																								
		Internal/External Redecoration (Multiple Estate Programme)	cyclical works - subject to survey (areas not covered in window project)	£500,000																								
		Tenants Electrical Testing	5 year cyclical works	£232,800																								
		Decent Homes 24-26 (Multiple Estate Programme)	221 Kitchens (41 prior refs/no access), 71 Bathrooms(25 prior refs/no access) at GLE	£1,282,500																								
Golden Lane Estate Total				£27,170,300	£7,310,000								£11,962,500								£4,777,500							

MIDDLESEX STREET ESTATE INVESTMENT PROGRAMME - MAJOR WORKS DELIVERY FORECAST (FUTURE PROGRAMME)

WORKS TYPE	REF	PROJECT	SCOPE	ESTIMATED COST	TIMELINE																							
					YEAR 1 (2022-23)								YEAR 2 (2023-24)								YEAR 3 (2024-25)							
					Q1		Q2		Q3		Q4		Q1		Q2		Q3		Q4		Q1		Q2		Q3		Q4	
					A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M
INVESTMENT PROGRAMME	H55	Installation of Sprinklers	Petticoat Tower only (as part of wider programme)	£750,000																								
		Net Zero Retrofit Pilots		£50,000																								
		MSE Podium & Roof Waterproofing Works	inc podium planters (project TBC - may be covered by works to car park)	£1,500,000																								
		Road Markings & Signage Renewal (Multiple Estate Programme)	subject to survey	£30,000																								
		Door Entry System Replacement (MSE & partial Southwark)		£150,000																								
		Car Park Sprinkler System Replacement		£50,000																								
		MSE Communal Ventilation (Petticoat Tower)		£65,000																								
		Play Area Replacement (Multiple Estate Programme)	MUGA (ball games), Podium	£45,000																								
		CCTV Programme (Multiple Estate Programme)		£94,000																								
		Tenants Electrical Testing	5 year cyclical works	£133,600																								
		Decent Homes 24-26 (Multiple Estate Programme)	134 Kitchens, 41 Bathrooms at MSE	£772,500																								
		Communal Flooring (Multiple Estate Programme)	Petticoat Tower only	£10,000																								
Middlesex Street Estate Total				£3,650,100	£775,000								£775,000								£1,090,000							

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WILLIAM BLAKE ESTATE INVESTMENT PROGRAMME - MAJOR WORKS DELIVERY FORECAST (FUTURE PROGRAMME)

WORKS TYPE	REF	PROJECT	SCOPE	ESTIMATED COST	TIMELINE																																		
					YEAR 1 (2022-23)							YEAR 2 (2023-24)							YEAR 3 (2024-25)							YEAR 4 (2025-26)							YEAR 5 (2026-27)						
					Q1			Q2		Q3		Q4		Q1			Q2		Q3		Q4		Q1			Q2		Q3		Q4		Q1			Q2		Q3		Q4
A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M				
INVESTMENT PROGRAMME	H39	Window Replacements & External Redecoration		£1,100,000																																			
	H54	Fire Door Replacement Programme	Residential front doors, communal fire doors	£440,000																																			
		Landlords Electrical Remedial Works (Multiple Estate Programme)	Programme of works to emerge from Phase IV testing currently ongoing, inc street lighting	TBC																																			
		Net Zero Retrofit Pilots		£50,000																																			
		Boiler Replacement Programme (Multiple Estate Programme)	37 Boilers, 50 Radiator Systems (subject to Net Zero strategy)	£110,000																																			
		William Blake Estate Concrete Testing & Remedial Works (Capital Works)	include balconies, soffits, associated balustrades, any brickwork	£200,000									###																										
		Road Markings & Signage Renewal (Multiple Estate Programme)	subject to survey	£30,000																																			
		Internal/External Redecoration (Multiple Estate Programme)	cyclical works - subject to survey	£350,000																																			
		Play Area Replacement (Multiple Estate Programme)	Play Area on Green	£45,000																																			
		Tenants Electrical Testing	5 year cyclical works	£56,000																																			
		Decent Homes 24-26 (Multiple Estate Programme)	20 Kitchens (10 prior refusals/no access), 10 Bathrooms (7 prior refusals/no access)	£125,000																																			
		Communal Flooring (Multiple Estate Programme)		£20,000																																			
			William Blake Estate Total	£2,526,000	£1,565,000							£102,500							£427,500							£321,000							£110,000						

HOLLOWAY ESTATE INVESTMENT PROGRAMME - MAJOR WORKS DELIVERY FORECAST (FUTURE PROGRAMME)

WORKS TYPE	REF	PROJECT	SCOPE	ESTIMATED COST	TIMELINE																																		
					YEAR 1 (2022-23)							YEAR 2 (2024-24)							YEAR 3 (2024-25)							YEAR 4 (2025-26)							YEAR 5 (2026-27)						
					Q1		Q2		Q3		Q4		Q1		Q2		Q3		Q4		Q1		Q2		Q3		Q4		Q1		Q2		Q3		Q4				
A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M				
INVESTMENT PROGRAMME Page 37	H54	Fire Door Replacement Programme	Residential front doors, communal fire doors	£500,000																																			
	H39	Window Replacements & External Redecoration		£1,770,000																																			
		Net Zero Retrofit Pilots		£50,000																																			
		Boiler Replacement Programme (Multiple Estate Programme)	64 Boilers, 52 Radiator Systems (subject to Net Zero strategy)	£192,000									4 YEAR BOILER REPLACEMENT PROGRAMME - SCHEDULING OF ESTATES TBC																										
		Road Markings & Signage Renewal (Multiple Estate Programme)	subject to survey	£30,000									SURVEY																										
		Internal/External Redecoration (Multiple Estate Programme)	cyclical works - subject to survey	£350,000									SURVEY																										
		Car Park/Podium Asphalt Renewal (Holloway, York Way)	subject to survey, inc paths and paving	TBC																																			
		Play Area Replacement (Multiple Estate Programme)	Whitby Court Green play area	£45,000												SURVEY		WORKS																					
		CCTV Programme (Multiple Estate Programme)		£73,000																																			
		Tenants Electrical Testing	5 year cyclical works	£75,200																																			
		Decent Homes 24-26 (Multiple Estate Programme)	76 Kitchens (11 prior refusals/no access), 28 Bathrooms (8 prior refusals/no access)	£450,000																																			
		Communal Flooring (Multiple Estate Programme)		£35,000																																			
Holloway Estate Total				£3,570,200	£2,295,000							£73,000							£298,000							£596,200							£308,000						

YORK WAY ESTATE INVESTMENT PROGRAMME - MAJOR WORKS DELIVERY FORECAST (FUTURE PROGRAMME)

WORKS TYPE	REF	PROJECT	SCOPE	ESTIMATED COST	TIMELINE																																		
					YEAR 1 (2022-23)							YEAR 2 (2023-24)							YEAR 3 (2024-25)							YEAR 4 (2025-26)							YEAR 5 (2026-27)						
					Q1		Q2		Q3		Q4		Q1		Q2		Q3		Q4		Q1		Q2		Q3		Q4		Q1		Q2		Q3		Q4				
A	M	J	A	S	O	N	D	J	F	M	A	M	J	A	S	O	N	D	J	F	M	A	M	J	A	S	O	N	D	J	F	M							
INVESTMENT PROGRAMME	H54	Fire Door Replacement Programme	Residential front doors, communal fire doors	£1,000,000																																			
		Net Zero Retrofit Pilots		£50,000																																			
		Landlords Electrical Remedial Works (Multiple Estate Programme)	Programme of works to emerge from Phase IV testing currently ongoing, inc street lighting	TBC																																			
		Renew Firefighting Lift Generator		£100,000																																			
		Communal Ventilation		£140,000																																			
		York Way Estate - Communal Flooring, Lighting, Ceilings		£200,000																																			
		Lift Refurbishment York Way	6 Lifts	£1,200,000	##																																		
		Boiler Replacement Programme (Multiple Estate Programme)	66 Boilers, 52 Radiator Systems (Shepherd House only) (subject to Net Zero strategy)	£200,000																																			
		York Way Estate Concrete Testing & Remedial Works (Capital Works)	include balconies, soffits, associated balustrades, any brickwork	£300,000								###																											
		Road Markings & Signage Renewal (Multiple Estate Programme)	subject to survey	£30,000																																			
		Car Park/Podium Asphalt Renewal (Holloway, York Way)	subject to survey	TBC																																			
		Play Area Replacement (Multiple Estate Programme)	MUGA (ball games), Piazza	£45,000																																			
		York Way Window Replacement & Cladding	explore cladding options to increase energy efficiency	£4,000,000																																			
		Tenants Electrical Testing	5 year cyclical works	£165,600																																			
		Decent Homes 24-26 (Multiple Estate Programme)	152 Kitchens (18 prior refusals/no access), 41 Bathrooms (14 prior refusals/no access)	£862,500																																			
York Way Estate Total				£8,293,100	£1,565,000							£1,225,000							£625,000							£4,396,850							£481,250						

SYDENHAM HILL ESTATE INVESTMENT PROGRAMME - MAJOR WORKS DELIVERY FORECAST (FUTURE PROGRAMME)

WORKS TYPE	REF	PROJECT	SCOPE	ESTIMATED COST	TIMELINE																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																					
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					Q1			Q2			Q3			Q4			Q1			Q2			Q3			Q4			Q1			Q2			Q3			Q4			Q1			Q2			Q3			Q4																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																								
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INVESTMENT PROGRAMME	H39	Window Replacements & External Redecoration		£466,500																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																						

SMALL ESTATES (DRON, WINDSOR, ISLEDEN) INVESTMENT PROGRAMME - MAJOR WORKS DELIVERY FORECAST (FUTURE PROGRAMME)

WORKS TYPE	REF	PROJECT	SCOPE	ESTIMATED COST	TIMELINE																																																											
					YEAR 1 (2022-23)												YEAR 2 (2023-24)												YEAR 3 (2024-25)								YEAR 4 (2025-26)								YEAR 5 (2026-27)																			
					Q1			Q2			Q3			Q4			Q1			Q2			Q3			Q4			Q1			Q2			Q3			Q4			Q1			Q2			Q3			Q4														
A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M																	
INVESTMENT PROGRAMME <div>Page 38</div>	H39	Window Replacements & External Redecoration	Windsor House	£890,000	WINDSOR																																																											
	H54	Fire Door Replacement Programme	Residential front doors, communal fire doors	£720,000																																																												
		Landlords Electrical Remedial Works (Multiple Estate Programme)	Programme of works to emerge from Phase IV testing currently ongoing, inc street lighting	TBC																																																												
		Net Zero Retrofit Pilots		£50,000																																																												
		Boiler Replacement Programme (Multiple Estate Programme)	73 Boilers, 70 Radiator Systems (subject to Net Zero strategy)	£220,000													4 YEAR BOILER REPLACEMENT PROGRAMME - SCHEDULING OF ESTATES TBC																																															
		Isleden - Domestic heat exchanger & control unit renewal		£150,000													ISLEDEN																																															
		Road Markings & Signage Renewal (Multiple Estate Programme)	subject to survey	£30,000													SURVEY																																															
		Internal/External Redecoration (Multiple Estate Programme)	cyclical works - subject to survey	£350,000													SURVEY																																															
		Flat Roof Renewal & Insulation (Windsor House)		£400,000																									WINDSOR																																			
		CCTV Programme (Multiple Estate Programme)	Dron (£27,000), Windsor (£34,000), Isleden (£31,000)	£92,000																																	DRON, WINDSOR & ISLEDEN																											
		Tenants Electrical Testing		£150,400																																																												
		Decent Homes 24-26 (Multiple Estate Programme)	109 Kitchens (19 prior refusals/no access), 91 Bathrooms (10 prior refusals/no access)	£772,500																																																												
		Communal Flooring (Multiple Estate Programme)		£15,000																																																												
Small Estates Total				£3,839,900	£1,635,000												£230,000												£660,000												£858,650												£456,250											

SPITALFIELDS INVESTMENT PROGRAMME - MAJOR WORKS DELIVERY FORECAST (FUTURE PROGRAMME)

WORKS TYPE	REF	PROJECT	SCOPE	ESTIMATED COST	TIMELINE																																		
					YEAR 1 (2022-23)							YEAR 2 (2023-24)							YEAR 3 (2024-25)							YEAR 4 (2025-26)							YEAR 5 (2026-27)						
					Q1		Q2		Q3		Q4		Q1		Q2		Q3		Q4		Q1		Q2		Q3		Q4		Q1		Q2		Q3		Q4				
A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M				
INVESTMENT PROGRAMME	H54	Fire Door Replacement Programme	Residential front doors, communal fire doors	£136,000																																			
		Landlords Electrical Remedial Works (Multiple Estate Programme)	Programme of works to emerge from Phase IV testing currently ongoing, inc street lighting	TBC																																			
		Net Zero Retrofit Pilots		£20,000																																			
		Boiler Replacement Programme (Multiple Estate Programme)	8 Boilers (subject to Net Zero strategy)	£24,000																																			
		Internal/External Redecoration (Multiple Estate Programme)	cyclical works - subject to survey	£100,000																																			
		Tenants Electrical Testing		£11,200																																			
		Decent Homes 24-26 (Multiple Estate Programme)	13 Kitchens (0 prior refusals/no access), 11 Bathrooms (0 prior refusals/no access)	£92,500																																			
		Communal Flooring (Multiple Estate Programme)		£5,000																																			
	Spitalfields Total				£388,700	£146,000							£16,000							£56,000							£113,450							£57,250					

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Committee(s)	Dated:
Housing Management and Almshouses Sub (Community and Children's Services) Committee	26 May 2022
Subject: Social Housing Tenancy Fraud – 2020/21 Annual Report	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	N/A
Does this proposal require extra revenue and/or capital spending	N/A
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain's Department?	N/A
Report of: Head of Internal Audit	For Information
Report author: Chris Keesing, Counter Fraud & Investigations Manager	

Summary

This report provides Members with an update on our Social Housing Tenancy Fraud activity during the 2021/22 reporting year. It also provides Members with an update against our key anti-fraud initiatives in this area.

A total of seven successful tenancy fraud outcomes were secured during 2021/22 with an associated value of £417,382, in addition to this the team prevented four fraudulent housing applications from progressing and secured a guilty plea to charges under the Fraud Act 2006 at the Central Criminal Court. The Counter Fraud team have initiated Proceeds of Crime Act investigations in three prosecution cases

The team have adopted a revised formula for calculating the cost to the public purse from social housing tenancy fraud and mapped this against the City Corporation's temporary accommodation costs to provide a true reflection of the loss to the public purse from this fraud risk.

The NFI London Fraud Hub has been procured and is expected to support the Counter Fraud team in detecting a preventing social housing fraud at point of application/at an early stage

Recommendation(s)

- Members are asked to note the report.

Main Report

Background

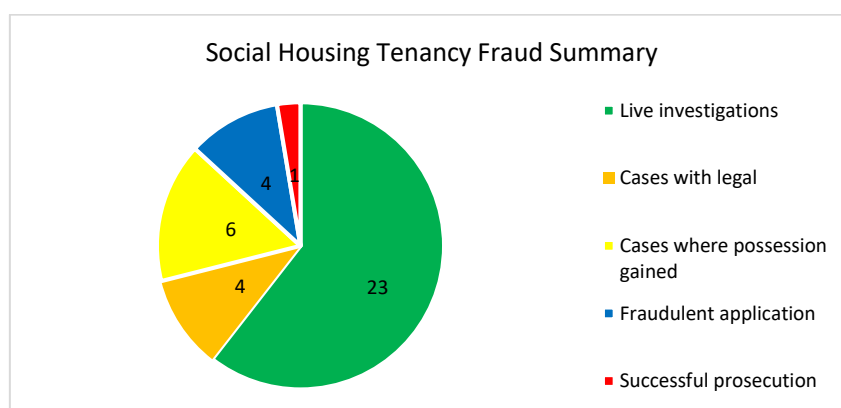
1. This report provides Members with an update on our Social Housing Tenancy Fraud activity during the 2021/22 reporting year. It also provides Members with an update against our key anti-fraud initiatives in this area.

Social Housing Tenancy Fraud

2. Social housing tenancy fraud remains a key fraud risk area for the City; the Counter Fraud team provides a full investigative response across all aspects of

housing, from initial applications to the investigation of civil and criminal tenancy breaches and right to buy screening.

3. We have continued with the positive elements practiced during the pandemic of undertaking desk-based reviews of alleged housing application fraud and smarter triaging of referrals whilst returning to our traditional investigation work and a fraud presence on the City's social housing estates; this has resulted in a 33% increase in the volume of referrals in this key fraud risk area when compared to 2020/21, allowed the team to swiftly close 49% of the referrals received where, after triage, the likelihood of a successful outcome was minimal, and has resulted in us being able to devote more time and resource to a presence on the City's estates and to those cases where a positive outcome is anticipated.
4. During the reporting year the team recovered six tenancies, stopped four fraudulent housing applications from progressing and secured a guilty plea in one prosecution case. Four further cases are currently subject to criminal (2) and civil (2) action, of which two are awaiting court hearings.
5. One defendant has recently pleaded guilty at the Central Criminal Court to Fraud Act charges; the matter is subject to a Proceeds of Crime Act timetable and is awaiting pre-sentence reports, the defendant is listed to be sentenced in August this year.
6. A defendant in another case attended City of London Magistrates Court for a first hearing in April with the matter referred to the Crown; a trial date is to be set in due course. And finally, a defendant in a further case faces a trial at Inner London Crown Court in August.
7. A detailed summary of our work in this area, during the 2021/22 reporting year vs the same period in 2020/21 can be found at Appendix 1 to this report and a summary of noteworthy cases is included as Appendix 2. A snapshot of the tenancy fraud position at 2021/22-year end can be found below.



8. The total associated value of identified fraud from the seven completed social housing tenancy fraud investigations during the reporting year amounts to

£417,382, comprising of six recoveries with a positive outcome, and one recovery where a guilty plea in a prosecution case has been secured. Housing application fraud is considered to be fraud prevention and as such, we have not attributed a savings value against these four positive outcomes.

9. Whilst the value of social housing tenancy fraud is in the main notional, we aim to recover £86,478 through the Proceeds of Crime Act 2002 as a result of our successful prosecution activity in 2021/22.
10. The Counter Fraud Manager has put in place a service level agreement with Croydon Council for the provision of financial investigations; the team has initiated Proceeds of Crime Act investigations in a further two social housing tenancy fraud prosecution cases, and we will look to use this legislation in all appropriate cases to ensure that those that seek to defraud the City's social housing provision do not financially gain from their dishonesty

Social Housing Tenancy Fraud Values Project

11. During the reporting year the Counter Fraud team adopted a revised formula for valuing the cost to the public purse from social housing tenancy fraud. This formula has been developed by the Tenancy Fraud Forum with support from industry groups including the London Borough Fraud Investigators Group, which the City's Counter-Fraud Manager currently Chairs.
12. In order to develop this new formula, the research team took evidence from social landlords across the country including Councils and Registered Social Providers to understand the following:
 - The annual average temporary accommodation cost per family for individual councils.
 - The average number of years a family typically spends in temporary accommodation.
 - Average investigation costs for a tenancy fraud investigation.
 - Average legal costs for a tenancy fraud investigation.
 - Average void costs for a tenancy fraud investigation.
13. The national average value of tenancy fraud identified through this research has been identified as costing the public purse £41,740. A copy of this formula and help sheet can be found at Appendix 3 to this report.
14. This formula has also been designed to be used to calculate the local costs of tenancy fraud to the public purse. We have, accordingly, applied this and established the true cost of a single social housing tenancy fraud at the City Corporation as £59,626. The City uses both inner and outer London temporary accommodation which varies in cost with the average temporary accommodation cost for inner London placements over three years being £45,864, whilst the cost for outer London placements over three years is £36,036; therefore, a median figure of £40,950 has been used to provide a fair reflection of the temporary accommodation costs over three years to those placements made by the City Corporation; the other costs detailed within the formula remain static. A copy of the City of London calculation can be found at Appendix 4 to this report.

15. The new formula has been used to calculate the associated loss to the public purse from those social housing tenancy fraud cases investigated and resolved by the team during the 2021/22 reporting year.
16. Our work to tackle housing application fraud mitigates the risk of fraud entering the system from the outset and reduces losses to the public purse, although it should be noted that fraud can occur at various stages of a tenancy through dishonest failure to report a change of circumstances.

NFI London Fraud Hub

1. Funding was secured for the procurement of the NFI London Fraud Hub during the reporting year; the Fraud Hub provides a proactive capability for the City Corporation and enables us to identify fraud at an earlier stage through data-matching against core NFI datasets and those held by other London Boroughs. Six other London Boroughs have also joined the hub and it is anticipated that a majority of London Boroughs fraud teams will onboard over the course of the coming year. Intelligence suggests that cross-boundary fraud is a significant risk to local authorities and this solution will allow the City of London and other London Boroughs to proactively share data within the hub on a legal basis to detect and prevent fraud and mitigate the risks that fraudsters move from borough to borough committing the same, or similar, offences.
2. Work streams have been agreed with Housing Management and the Housing Allocations Manager to make best use of the Fraud Hub and regularly input the City's tenant and housing application data in to the hub to detect and prevent fraud at point of application or at an early stage to mitigate losses.
3. In addition to the above, the NFI AppCheck (included in the Fraud Hub subscription), a sophisticated and powerful tool to support in the assessment of applications for housing and to verify address/contact data for housing tenants, has been rolled-out across the housing teams and is being used regularly and effectively by housing colleagues.

Emerging Risks

4. The team keep abreast of emerging risks through regional and national networks including the London Borough's Fraud Investigators Group (LBFIG), the National Anti-Fraud Network (NAFN), the National Fraud Intelligence Bureau, and CIFAS. Any intelligence reports relating to social housing related fraud is routinely shared with housing management and disseminated on a risk-based approach.
5. The cost-of-living crisis and the current level of inflation is anticipated to result in increased volumes of fraud or attempted fraud across London as people look for opportunities to defraud public services for personal gain, whether that be for greed or perceived desperation; it is anticipated that sub-letting fraud may become more desirable for those facing financial pressures. The Counter Fraud Manager is working with colleagues from LBFIG on horizon scanning to consider those areas/services that may be at an increased fraud risk and how

regular data-matching through the London Fraud Hub can support in mitigating these fraud risks.

Corporate & Strategic Implications

6. The work of the Team is designed around minimising the risk of fraud across all aspects of housing, from initial applications to the investigation of tenancy breaches and right to buy screening by providing a comprehensive counter fraud and investigation response with a clear focus on safeguarding the City's assets and recovering any losses due to fraud; this is underpinned by our Social Housing Anti-Fraud & Corruption Strategy, which gives due regard to the Corporate Plan. Horizon scanning with LBFIG colleagues to identify social housing tenancy fraud risks that may emerge from the cost-of-living crisis and inflationary pressures will feed into our counter fraud response and additional data-matching through the London Fraud Hub.

Conclusion

7. The Counter Fraud team has returned to some traditional ways of working post pandemic whilst adopting the agile benefits practiced during lockdown, this has resulted in more effective triaging of referrals and allowed the team to focus resources on only those tenancy fraud cases where there is a likelihood of securing a positive outcome.
8. The addition of the NFI London Fraud Hub provides a proactive tool to assist in the early identification of social housing tenancy fraud and to undertake regular cross-boundary data-matching which has not been possible in the past.
9. The team have increased the use of Proceeds of Crime Act investigations in appropriate cases which is expected to result in the recovery of fraud losses along with investigation and prosecution costs.

Appendices:

- **Appendix 1 – Housing tenancy fraud caseload analysis, 2021/22 reporting year vs 2020/21.**
- **Appendix 2 - Social housing tenancy fraud investigations summary.**
- **Appendix 3 – Calculating Losses from Housing Tenancy Fraud Help Sheet**
- **Appendix 4 – COL Tenancy Fraud Median Values.**

Contact:

Chris Keesing | Counter Fraud & Investigations Manager | Chamberlains Department
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Appendix 1 – Housing Tenancy Fraud Caseload Analysis 2021/22 vs 2020/21

Housing Tenancy Fraud Case Referrals	01/04/2021 to 31/03/2022	01/04/2020 to 31/03/2021
Housing tenancy fraud referrals received in current year	52	38
Right to buy referrals received in current year	20	18
Housing application referrals received in current year	9	5
Cases carried forward from previous year (all disciplines)	34	19
Total	115	80
Cases/referrals currently under investigation	23	34
Cases/referrals closed with no further action	77	32
Cases with Comptroller & City Solicitor for prosecution ¹	2	3
Cases with Comptroller & City Solicitor for civil recovery ¹	2	4
Cases where successful possession gained ³	6	2
Cases where successful prosecution action taken	1	0
Cases where fraudulent application identified ²	4	5
Dishonest Right to buy fraud identified	0	0
Total	115	80
Total value of losses to the public purse from social housing tenancy fraud³	£417,382 ^(N)	£119,252 ^(N)
Notes: ¹ Cases with the Comptroller & City Solicitor only included as positive outcomes upon completion of successful criminal/civil action as appropriate. Where offences committed are serious enough to warrant criminal/civil proceedings these are progressed under the Prevention of Social Housing Fraud Act 2013 and/or the Fraud Act 2006 and/or the Housing Act 1985. ² Fraudulent application includes housing register applications, dishonest succession applications and mutual exchange applications denied. ³ Successful possession gained has a notional loss to the public purse of £59,626 as per the tenancy fraud values formula designed and produced by the Tenancy Fraud Forum and the London Borough Fraud Investigators Group.. Positive outcomes in respect of housing application fraud investigations result in stopping fraud impacting the City at the point of application and mitigates future investigation costs and losses to the public purse. Right to Buy uses true discount value £112,300 per property. ^(N) Denotes Notional Costs		

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Appendix 2 – Social Housing Tenancy Fraud Investigations Summary

Nature of Concern	Investigation/Outcome Summary
Property Ownership – Middlesex Street Estate Tenancy	<p>This case was identified via the National Fraud Initiative as a suspicion that a tenant of Middlesex Street Estate owned property elsewhere and was using this as his principal residence. The investigation identified that:</p> <ul style="list-style-type: none"> ▪ A property in Newham was purchased by the tenant after he became a social housing tenant (<i>not evidence of fraud, because tenants are able to purchase other property, as long as it is after they become tenants and they don't use it as their main address, continuing to reside in their social housing</i>). ▪ The tenant initially purchased the Newham property in 2009 with the previous joint tenant, around the same time that he was removed from the tenancy. In 2014, the previous joint tenant was removed from the ownership, which transferred solely to our tenant. ▪ There were financial links with the tenant at the purchased property in Newham, but also at his social housing address. ▪ Checks showed that the tenant had been liable for Council tax at the address in Newham since 2014, when he became the sole proprietor and is liable for council tax at his social housing property. ▪ Bank account evidence in the form of copy statements obtained under POSHFA (Prevention of Social Housing Fraud Act 2013) show that the tenant is receiving rent from two individuals at the property in Newham, who are linked to the address via credit checks. At this time, it was not apparent that the tenant had moved to the property in Newham, so no fraud being perpetrated. ▪ The tenant was actively involved in the resident Committee at Middlesex Street Estate and had previously referred a case to the City's fraud team, providing a witness statement that resulted in the recovery of an adjacent property. ▪ The tenant was aware of tenancy terms and conditions and on the face of it is keen to prevent and report fraud. ▪ Subsequent credit checks showed an increasing financial footprint at the address in Newham, therefore indicating that this was the tenant's principal residence, and a residency check was undertaken at the property but there was no answer – a letter requesting that the tenant contact the fraud team as soon as possible was left and following on

	<p>from this the tenant relinquished possession of his social housing property in October 2021, prior to any interview under caution, and as a direct result of this investigation.</p> <ul style="list-style-type: none"> ▪ The property has now been provided to others in far greater need of affordable housing.
Property Ownership – Iselden House Tenancy	<p>This case was identified via the National Fraud Initiative as a suspicion that a tenant of Iselden House owned property elsewhere and had failed to declare this when making his application for housing and at any other opportunity. The investigation identified that:</p> <ul style="list-style-type: none"> ▪ The tenant failed to declare ownership of a property in Islington, that he had purchased from Islington Council under the right to buy scheme, many years before being awarded a tenancy by the City. ▪ The tenant then went on to rent this property out to other persons from the date he became a City tenant, until he voluntarily relinquished the property – a period of some eight years. ▪ The fraud had afforded him considerable financial benefit over this period and a criminal benefit of £86,000. ▪ The tenant had claimed to be renting his property from his son, providing false tenancy agreement documents and making false declarations in his application. ▪ During subsequent inspections and tenancy audits the tenant failed to declare ownership of any other property despite being afforded the opportunity to do so. ▪ At formal interview under caution the tenant made a full and frank admission of the offence, stating that he was lonely and wanted to be around persons of his own age. ▪ Following interview, the tenant relinquished possession of the property immediately. The tenant has recently pleaded guilty to charges contrary to Section 1 of the Fraud Act 2006. ▪ The now former tenant is subject to a confiscation timetable and must provide details of all his assets in line with the direction of the court. ▪ A hearing at the Central Criminal Court is scheduled for August 2022 for sentencing and confiscation under the Proceeds of Crime Act 2002 (POCA).

	<ul style="list-style-type: none"> ▪ The property has now been provided to others in far greater need of affordable housing.
Property Abandonment – Golden Lane Estate Tenancy	<p>This case was referred by the Golden Lane Estates Manager over suspicion that the property may have been abandoned. The investigation identified that:</p> <ul style="list-style-type: none"> ▪ The tenant never engaged with the estates office and post had been observed stacking up in the letter tray. An individual contacted the rents team to make a payment on the tenants' behalf giving an address in Barnet. ▪ The tenant had not allowed access to the property for a gas safety check for a long time. ▪ Intelligence checks indicated that the tenant is likely to be residing at the address in Barnet and the person who made the payment on the tenants' behalf was the tenants' partner and former joint tenant. ▪ Council Tax Liability enquiries with Barnet Council revealed that the tenants' partner is the liable party for the property in Barnet. ▪ The Golden Lane address was visited on a number of occasions to conduct a residency check and tenancy audit without success. ▪ A visit was made to the Barnet address and the tenants' partner was there with their children. The tenants partner insisted that our tenant was living at the Golden Lane property but often visits. ▪ The tenant was asked to make contact and during informal discussions the tenants refused to disclose what school her children attended. The tenant was invited in for a formal interview on three occasions but failed to attend. ▪ The tenant contacted the fraud team after failing to attend the final appointment opportunity and agreed to relinquish possession of the property; this was accepted, and the case closed as the tenant was considered to be vulnerable and there was no evidence of sub-letting at the Golden lane address. ▪ The property has now been provided to others in far greater need of affordable housing.

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CALCULATING LOSSES FROM HOUSING TENANCY FRAUD

A new, rigorous, standard formula for measuring the costs of tenancy fraud gives social housing providers the financial justification to clamp down on this widespread problem.

HELPSHEET

Introduction

PRPs (private registered providers, also known as housing associations), along with local councils, have a moral responsibility and public duty to play their part in fighting tenancy fraud, both to improve social housing supply for those in genuine need and to reduce the burden on taxpayers.

Social housing tenancy fraud is the second-largest cause of local government fraud losses. Barriers remain to effective action by both councils and PRPs, including:

- there is no sector-wide agreement on how to measure the losses; and
- when housing supply is reduced by fraudulent tenancies, local councils, not PRPs, carry the financial burden of providing accommodation for the homeless.

In other words, PRPs have no direct financial incentive to tackle the problem of tenancy fraud.

What is housing tenancy fraud?

This is when social housing is used by someone not entitled to occupy that home. It includes:

- subletting without permission;
- providing false information on applications for housing;
- wrongful tenancy assignment and succession;
- failing to use the property as the principal home;
- abandoning it without proper process; and
- selling the keys to someone else.

This helpsheet does not consider Right-to-Buy/Right-to-Acquire, which are valued differently.

Why is tackling it important?

Social housing providers have a frontline role in delivering a vital public service, and this comes with compelling duties and responsibilities to the public purse and society at large:

- to contribute to the efficient use of scarce public resources and so reduce the burden on taxpayers;
- to exercise sound stewardship over assets. The loss of control as a result of tenancy fraud represents an average accounting book loss per property of some £37,000¹ (the average market value per property is much higher, at approximately £155,000, based on sample analysis); and
- to provide social housing accommodation for local families who have a legal right and a genuine need. Any failure of stewardship is a significant governance failure with profound ethical and public-duty consequences; when tenancy fraud occurs the housing provider is being prevented from using its assets properly to meet its true purpose.

More than 100,000 social homes in the UK are subject to some form of tenancy fraud.²

Why is a new standard formula needed?

Housing policy, resource efficiency and social justice are all undermined by a lack of a clear, logical and widely adopted approach to measuring losses from social housing tenancy fraud.

Previous attempts to calculate a 'fraud cost per property' have produced a wide range of estimates – from £18,000³

to £94,000⁴. The Audit Commission had also previously suggested that councils could value each tenancy fraud using the £150,000 average replacement cost of a social housing unit.

The new formula

A single, logical, fiscally prudent way of calculating the cost of a tenancy fraud – one that can be used by local councils and PRPs alike – is needed.

The new method uses a standard formula to arrive at an average national cost to the taxpayer per detected tenancy fraud of: **£42,000**

It also enables individual councils to factor in local figures to reflect their particular circumstances and calculate the possible financial savings to them more accurately.

Footnotes

¹ See the Regulator of Social Housing's 2020 global accounts of private registered providers.

² This figure is based on research from the *Protecting the Public Purse* report 2012.

³ The Audit Commission's estimate of the average annual cost to a council of housing one homeless family in temporary accommodation because the property they should move into is already occupied under a fraudulent tenancy. (The funding basis underlying this calculation has since changed.)

⁴ The National Fraud Initiative estimate is based on a combination of expert views on costs multiplied by four years.

How to use this method

All social housing providers should as a minimum adopt the £42,000 figure as their measure of the true cost of these frauds to the taxpayer.

PRPs assessing the cost-benefit case for tackling tenancy fraud could go further. They could consider not just the value for their moral responsibility/public duty to take action (the approximate

£42,000 cost per property to the taxpayer) but also their governance responsibility as stewards of housing assets (the £37,000 per property book value of the asset of which they have temporarily lost control).

Local councils, meanwhile, can tailor their cost calculation to local circumstances by using the formula in the table below.

Category	National Average cost	Explanation
Add: Annual average temporary accommodation cost per family for individual councils	£12,100	Individual councils can establish their own local cost for this element. This can vary considerably, exceeding £20,000 pa in some areas. (The national average figure was derived from the parliamentary briefing paper <i>Households in temporary accommodation</i> , as at 31 March 2020.)
Deduct: Individual councils (only) can remove the annual average housing benefit associated with their temporary accommodation costs	Does not apply to the national calculation	Local councils receive housing benefit payments from central government in relation to temporary accommodation costs. These could be deducted from the national figure to reach a net local cost. However, since these benefit payments are from central government they must be part of the calculation of the true cost of tenancy fraud to the national public purse.
Subtotal	£12,100	
Subtotal above multiplied by 3	£36,300	Analysis of tenancy frauds detected by housing providers reveals three years to be a prudent average duration for one of these frauds. (Typical range 3.2 to 3.5 years.)
Add: Average investigation costs	£1,300	Average cost derived from investigations by a housing provider; confirmed as prudent by a sample from other HA's and councils. Individual councils may choose to input their own data here.
Add: Average legal costs	£1,000	Average cost derived from investigations by a housing provider; confirmed as prudent by a sample of other HA's and councils. Individual councils may choose to input their own data here.
Add: Average void costs	£3,140	Average cost derived from investigations by a housing provider; confirmed as prudent by a sample of other HA's and councils. Individual councils may choose to input their own data.
Total costs	£41,740	The average cost of a detected tenancy fraud to the national public purse - approximated to £42,000.

CHECKLIST

BUILDING YOUR FRAUD DEFENCES

ASK YOURSELF:

- ☐ Have you performed a cost/benefit assessment (CBA) to estimate the value of tackling tenancy fraud?
- ☐ Did your CBA use the £42,000 national average cost to the taxpayer? If you are a PRP, did you consider the governance failure cost (£37,000 per property)? If you are a local council, have you thought about adapting the formula to reflect local costs (optional)?
- ☐ If you are a Council or PRP, do you have access to qualified, experienced tenancy fraud investigators? Is that resource appropriate to the risks you face and is performance being monitored?
- ☐ Is tackling tenancy fraud a clear priority for your organisation and has this been communicated to your staff?
- ☐ What are you doing to deter tenancy fraud?
- ☐ Do your tenancy audits follow best practice?
- ☐ Do you have a formal strategy for tackling tenancy fraud?
- ☐ Are local PRPs and the local council working together to tackle tenancy fraud - and are they doing it in an effective way?

ACKNOWLEDGEMENT

This helpsheet is based on research undertaken by the Tenancy Fraud Forum in partnership with the London Boroughs' Fraud Investigators' Group, and supported by the Cabinet Office's National Fraud Initiative, Northern Ireland Housing Executive, Fraud Advisory Panel, Chartered Institute of Public Finance and Accountancy, Cifas, Chartered Institute of Housing and G15 group of housing associations. Our thanks also goes to all social housing providers who participated in this research.

DISCLAIMER

Published 2021.

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OTHER RESOURCES

The **London Boroughs' Fraud Investigators' Group** provides a forum to discuss cross-boundary fraud and to disseminate best practice.

The **Tenancy Fraud Forum** provides a forum for social landlords to work together to identify and combat tenancy fraud.

Preventing Charity Fraud contains resources to help charities prevent, detect and respond to fraud.

Appendix 4 - COL Tenancy Fraud Median Values

Category	Median of Inner & Outer London placement cost	Explanation
<i>Add</i> : Annual average temporary accommodation cost per family for individual councils	£13,650 Median of Inner Outer London Placement at CoL	Median of Inner and Outer London Placement Costs for City of London
<i>Less</i> : For individual councils only, remove annual average housing benefit received related to that temporary accommodation cost	N/A to national calculation	For councils, housing benefit payments from central government that relate to temporary accommodation costs could be netted off to establish the local cost to individual councils. However, such benefit payments are provided by central government. They are thus NOT netted off when establishing the true cost of tenancy fraud to the national public purse.
Sub-Total	£13,650	
Multiply sub-total above by 3	£40,950	Sample of tenancy frauds detected by housing providers found 3 years to be a prudent average length of such fraud (range was typically 3.2 to 3.5 years)
<i>Add</i> : Average investigation costs	£2,017	Fraud Investigator 56 hours & Fraud Manager 5 hours Average FI hours per tenancy fraud = 56 Average Fraud Manager hours per tenancy fraud = 5
<i>Add</i> : Average legal costs	£12,000	£12,000 average cost of recovery when considering contested and non-contested cases as per legal
<i>Add</i> : Average Void costs	£4,659	Includes void costs of £1,723 (average of last three years) and building & electrical works and decorations allowance (average across 1, 2 & 3 bed flats) of £2,936
Total costs	£59,626	This represents the average cost of a detected tenancy fraud at City of London to the public purse.

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Committee	Dated:
Housing Management and Almshouses Sub-Committee	26/05/2022
Subject: Housing Update and Risk Register	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	4
Does this proposal require extra revenue and/or capital spending?	N
If so, how much?	£
What is the source of Funding?	
Has this Funding Source been agreed with the Chamberlain's Department?	Y/N
Report of: Director of Community and Children's Services	For Information
Report author: Liam Gillespie, Head of Housing Management	

Summary

This update on Housing Service performance and management information keeps Members up to date with progress in key areas of our work. The report is submitted to Committee twice yearly.

This report covers the period from 1st October 2021 to 31st March 2022 (i.e., Quarters 3 and 4 of 2021-22).

Members may wish to note that:

- Rent collection stood at 97.7% at the end of Q4 compared to 97% at the same time last year
- Rent arrears were £286,949.56, down from £374,275 last year
- There were 899 households on the Housing Register at the end of Q4, however this is expected to decrease significantly due to the annual 'census' which is underway
- Estate standards remained high, consistently exceeding the target 80% average for both internal and external inspections across all sites. Estate teams completed 921 block and grounds inspections over the whole year

Recommendation

Members are asked to:

- Note the report

Main Report

Background

1. This report is presented to the Housing Management & Almshouses Sub-Committee every six months. The report provides Members with an overview of Housing Service performance and progress on key issues, plus some additional information of interest.
2. This report covers the period 1st October 2021 to 31st March 2022 (Q3 and Q4).
3. It is intended to give Members information on these areas of work:
 - Repairs & Maintenance
 - Estate Management
 - Revenues
 - Allocations
 - Affordable Housing
 - Complaints
4. The report also gives an update on the risk register entries relating to Housing & Neighbourhoods (Appendix 2).
5. The report has a performance dashboard attached (Appendix 1), which gives a visual summary of performance in various areas.

Repairs

6. Performance against repairs completion service standards is still below target overall, however P1 (24 hours) and P2 (3 working days) are now on target, with positive trends noted across several categories. Performance compares favourably to the previous financial year. We continue to monitor contractor performance carefully and work with providers to deal with challenges around workforce planning and availability of materials.
7. Gas safety compliance (properties with a current valid CP12 gas safety certificate) stood at 98.94% at the end of Q4. This represents 18 properties without a current certificate, though action is underway in accordance with our well-established procedures for enforcing gas safety checks.

Estate Management

8. We conducted a total of 921 internal block inspections and external (grounds) inspections in the whole year.

9. In Q3 and Q4, there were 456 inspections completed out of 462 scheduled, a completion rate of 98.7%.
10. The average inspection scores for both types of inspection remained above 80%, with an average overall score of 86.82% for internal block inspections.
11. We are also now regularly completing 100% of Property Information Box ('fire box') checks and fire door checks each month. During a fire box check, officers ensure that the Property Information Box is secure, in good repair and contains the correct contents for use by the Fire Brigade in an emergency.
12. Work is underway to amalgamate several different inspections into the regular monthly inspections, to increase efficiency. The fire door checks and Property Information Box inspections will form part of the monthly estate inspections.

Home Ownership

12. A total of 9 Right to Buy applications were received during Q3 and Q4. This compares to 10 in Q1 and Q2. The annual total of 19 compares with 22 in the previous financial year.
13. Interest in Right to Buy increased during the 'stamp duty holiday' and has remained relatively high since, however this did not translate into an increase in successful completions.

Revenues

13. At the end of the financial year 2020/21, rent collection stood at 97%; arrears amounted to £374,275. This was an increase of £153,086 on the previous financial year and is attributable to the financial hardship experienced by our tenants during the COVID-19 pandemic.
14. The picture has improved somewhat since then, with a year-end figure of £286,949.56. This represents a significant improvement on the previous financial year.
15. Members may wish to note that the application of the water charge rebate to tenants' rent accounts has resulted in a further significant reduction in rent arrears. At week three of the current financial year, the arrears figure stood at £181,505.74. This is the lowest rent arrears figure recorded since the 2015/16 financial year.
16. The number of households in significant arrears (8 weeks or more) has reduced significantly over the past year, from 116 (5.18% of all accounts) at the end of the last financial year to 77 (3.99% of accounts at the end of March 2022 (this was before the application of the water charge rebate). This is a sign that the impact of COVID-19 on our residents' financial wellbeing is easing.
17. Parking arrears amounted to £6,225 at the end of March 2022, with shed arrears at £2,099 at year end. Both figures reduced significantly from the previous year.

18. Officers continue to work closely with households in arrears, offering them appropriate advice and support, or referrals to City Advice and other agencies as required.

Allocations and Empty Properties

19. The Housing Register was in a very similar position at the end of March 2022 as it was at the end of the previous financial year. There were 899 households on the waiting list for accommodation, compared to 903 last year. This was made up of 712 non-tenant applications and 187 internal transfer applications.
20. The annual 'census' of housing applicants was completed recently and, at the end of April 2022, there were 714 applicants on the Housing Register. The majority of those excluded during the census had lost their local connection and were no longer eligible for housing through the City of London. Many applicants failed to respond to repeated contact and were therefore removed from the register, however some have since been reinstated after making contact.
21. A total of 164 applications were received during Q3 and Q4, with 156 new households being accepted onto the register. Across the whole year, there were 336 new applications and 308 were accepted onto the Housing Register. The respective figures for 2020/21 were 289 applications and 264 registrations. This represents a 17% increase in applications on last year. The increase in applications we experienced during the pandemic appears not to be slowing down.
22. Analysis of our letting activity showed that 28 properties were let in Q3 and Q4 (a total of 54 across the whole year). Lettings activity is now back to pre-pandemic levels; by way of comparison, only 41 homes were let in 2020/21, as letting activity was suspended for a while during the early stages of the pandemic.
23. Members may wish to note that our homes remain very lettable, with the majority being let upon the first offer; 23 of 28 homes were let on the first offer and only one home was let on the third offer.

Complaints

24. A total of 21 Stage One complaints were received across Housing Management and Asset Management/Repairs in Q3 and Q4, down from 33 in Q1 and Q2.
25. Asset Management and Repairs accounted for 20 of these complaints, with one received in relation to Housing and Estate Management.
26. There were no referrals to the Housing Ombudsman during the reporting period.

Affordable Housing

27. We plan to deliver 271 additional units of social housing by the end of 2023. Work is underway at the COLPAI development adjacent to Golden Lane Estate, where

66 units of social housing will be provided. Completion is now expected by September 2022.

28. Three homes are under construction at Isleden House in Islington. These are much-needed three-bedroom flats and they are due to complete in September 2022.

29. Planning consent for the proposed redevelopment of the Mais House site at Sydenham Hill, which will provide 110 new homes, was quashed earlier in 2021, and re-granted on 29th June 2021 following a renewed application. A further application for judicial review has been made and a decision will be made on 9th June 2022 on whether this is allowed to proceed to a substantive hearing.

Risk Register

30. The Departmental Risk Register contains several strategic risks which are either specific or relevant to the Housing and Property Services. Having identified the key strategic risks, officers report actions already taken to mitigate against the likelihood and impact of these risks. The risk is then reassessed.

31. Each risk is then accompanied by an action plan which identifies future actions to be taken. This section of the report is intended to update Members on any action taken.

32. No red risk ratings were identified in the reporting period.

Appendices

- Appendix 1 – Housing Performance Dashboard
- Appendix 2 – Extract from Departmental Risk Register

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Department of Community and Children's Services

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Housing Performance Dashboard – 1st October 2021 – 31st March 2022

RENT COLLECTION – Q4

Q4 2021-22

97.7%



Previous Year (Q4 of 2020-21)

97%

Arrears
decreased by
£87,324.94



£286,949.56

£374,274.50

HOUSEHOLD ARREARS (8+ weeks)

Q4

3.99% of total households



Previous Year (Q4 2020-1)

6.2% of total households

77 households  **116** households


LEGAL ACTION (ARREARS)

	Q1 – 4 2021-22	Year End Total (2020-21)
Evictions	1	0
Notices Seeking Possession	52	8

FORMER TENANT ARREARS

Q2 figure	Q4 2020/21	
£122,689	£97,586	£85K target for former tenant arrears
£37,689 over target	£12,586 over target	

HOUSING REGISTER

	Q4 2022	Q4 2021	
Total live applications	899	903	164 New applications in Q3/4, with 156 accepted
	712	721	
Non-tenants			
	187	182	336 applications in 2021/22, 308 accepted onto register
Internal transfers			 17% on previous year

100% Properties offered within 5 days of bids closing

82% Properties let at first viewing

88% Applications processed within 30 days (target 95%)

ESTATE SERVICES

Average Internal Score Q4 **89.06%** (80%)

Average External Score Q4 **88.06%** (80%)


Block and Grounds
Inspections completed Q3 -
Q4 **456** (462) **98.7%** Completion rate

REPAIRS

	Target	Q4 Performance	Year end 2020-21
Total repairs completed within timescale	97%	90.10% ↑	90.7%
P0 completed within 4 hours	95%	91.92% ↓	86.05%
P1 completed within 24 hours	95%	96.08% ↑	91.52%
P2 completed within 3 working days	95%	95.60% ↑	89.91%
P3 completed within 5 working days	95%	90.72% ↓	88.47%
P4 completed within 20 working days	96%	91.73% ↑	91.96%

Note: arrows show trend compared to Q1/2 of 2021/22

GAS SAFETY

98.94% (100%)  Properties with a valid CP12 gas safety certificate at Q4

99.35% (100%) Figure at year end of Q2

18 / 1% Homes without a valid CP12 certificate at Q2

1,705 Total homes with relevant gas installations

DCCS Corporate and departmental risks - detailed report

EXCLUDING COMPLETED ACTIONS

Generated on: 17 May 2022

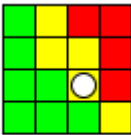
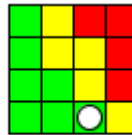



Rows are sorted by Risk Score

Risk no, title, creation date, owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date/Risk Approach	Current Risk score change indicator
P 003 69 14-Jan-2016 Liane Coopey; Paul Murtagh	Cause: Not implementing appropriate risk assessment and lone working device to mitigate the risk, not providing training nor effective management supervision to support lone workers. Event: Fail to enforce corporate policy and guidance followed by legislation. Lone working staff not taking adequate control measures if an event was to occur. Effect: Physical or mental harmed to staff can result to investigation and legal action, damaging the reputation of the City of London.	 Likelihood Impact	12	Audit of users has been undertaken and front line teams have been supplied with new devices for staff on request. Monitoring is continuing on a monthly basis Reports are being sent to team managers to encourage them to take ownership of device usage. 04 Apr 2022	 Likelihood Impact	12		 Constant
							Reduce	

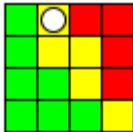
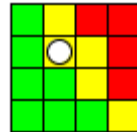
Action no	Action description	Latest Note	Action owner	Latest Note Date	Due Date
DCCS HS 003c	Reviewing and implementing the Personal Safety Visiting Tool (PSVT);	Details are being entered for out of city estates onto Orchard and PSVT for the City Estates - it is City services that would be going out to properties (& they don't have access to Orchard). PSVT is constantly being updated and is reviewed every 6 months	Paul Murtagh	05-Apr-2022	30-Jun-2022

		Next action will be to integrate the PSVT information into the new housing management system. Go live date set for May 2022			
DCCS HS 003d	Monthly monitoring of Skyguard usage	Usage of the PeopleSafe (formerly known as Skyguard) continues to be monitored - with approximately 54% of all users activating their devices at least once in Feb-Mar 22. Reports of non usage are being sent to managers who are following up where staff are not using devices	Liane Coopey; Paul Murtagh	04-Apr-2022	30-Sep-2022

Risk no, title, creation date, owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date/Risk Approach	Current Risk score change indicator
DCCS HS 002 Failure to carry out and review effective Fire Risk Assessments on more than 5000 units of residential accommodation and a number of commercial units 14-Jan-2016 Liane Coopey; Paul Murtagh	Cause Fire Risk Assessments for managed properties not carried out effectively Event Fires do occur from time to time. Effective Assessments reduce the risk and identify if any changes to procedures or maintenance regimes that need to be reviewed or introduced Effect Fires can lead to significant property damage and potential loss of life	Likelihood  Impact	8	A new programme of Fire Risk Assessments is currently being undertaken by Turner Townsend. All HRA assessments have on site inspections completed by March 2022.. Reports are due by end April 2022.. A fire risk assessment action plan for all Barbican and housing estates is in place and is being regularly monitored. by new Fire Task Group. Works have been identified and are being carried out over a period of 18 months to 2 years. These works include the retrofitting of sprinkler systems in 5 high rise blocks, works to improve compartmentalisation and the replacement of entrance doors to meet current fire safety standards 05 Apr 2022	Likelihood  Impact	4	31-Mar-2023 Reduce	 Constant

Action no	Action description	Latest Note	Action owner	Latest Note Date	Due Date
DCCS HS 002c	Community and Children's Services Committee has approved the retrofitting of sprinklers in the 5 high rise	From mid-March 2022, priority is being given to implement the retrofit sprinkler installations at the Avondale Point Blocks. Petticoat Tower and Great Arthur House will commence later	Paul Murtagh	08-Apr-2022	31-Jul-2023

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	tower blocks within the City's social housing portfolio.	in 2022. The original start date for Avondale works was March 2022, but due to delays this is now reprogrammed to start on site late May/early June. The revised date is required to allow adequate time to verify key design decisions and receive and review updated costings from United Living. Some of the key design decisions include: <ul style="list-style-type: none">All sprinkler head positions to comply with BS 5306-0 2020Sprinklers required to balconies (at Avondale estate only)UPS drawings and plant room designsFinal communal pipe layoutsAlarm specifications & specialised equipment for known vulnerable households. Delays have also been incurred due to further fire safety consultations with the District Surveyor/Building Control; ongoing resident survey bookings; and decisions relating to communal pipe routing.					
DCCS HS 002d	Community and Children's Services Committee has approved a programme to replace all main entrance doors in the City's social housing blocks of flats.The new fire doors will provide a minimum of 30 minutes and up to 60 minutes of fire resistance.	Members approved the recommendation to direct award the further fire door lots, via the Framework recommended by colleagues in procurement. Tender documents have been released for LOT 2 and surveys will begin shortly. LOT 3 documents are being prepared and should be released by end of April. Work on LOT 1 is progressing well and will be finished by July			Paul Murtagh	06-Apr-2022	31-Jan-2023
Risk no, title, creation date, owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score	Risk Update and date of update	Target Risk Rating & Score	Target Date/Risk Approach	Current Risk score change indicator	
DCCS HS 005 Major works programme	Cause: Shortfall in funding/increase in costs of major works programme Event: Inability of the City of London to fund major works improvements and fire safety works Effect: Detrimental to property conditions and living standards	<div><div>Likelihood</div><div>Impact</div></div> <div>8</div>	The Major Works Programme is at serious risk due to finance and external factors such as labour and materials shortage, huge increase in materials and labour costs. We are seeing the cost of many projects increase by more than 30%. 26 Apr 2022	<div><div>Likelihood</div><div>Impact</div></div> <div>6</div>		<div>↑</div> <div>Increasing</div>	
07-Jan-2020 Paul Murtagh						g	




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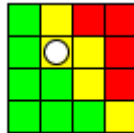
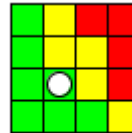

Action no	Action description	Latest Note	Action owner	Latest Note Date	Due Date
DCCS HS 005a	Review of major works programme alongside other works including fire safety improvements and planned maintenance	Major Works programme compiled and delayed to accommodate H&S works subject to financial validation for capital funding.	Paul Murtagh	26-Apr-2022	30-Sep-2022

5

Action no	Action description	Latest Note	Action owner	Latest Note Date	Due Date
DCCS HS 006a	Review of remaining projects for new development programme to finalise costs and dates	An initial report for Sumner Buildings and Avondale Square Estate was presented to C&CS committee in February 2022. A further committee report will be required in September 2022, subject to informal discussions with members in June/July 22	Paul Murtagh	04-Apr-2022	30-Sep-2022
DCCS HS 006b	Identify alternative models of delivering new homes such as working with private developers/housing associations or other local authorities	Work is still in progress to consider new models of housing delivery This will be captured in the next report for Avondale Square Estate Housing Development Our application to the GLA for the AHP has been successful and will form part of the new strategy	Paul Murtagh	04-Apr-2022	30-Sep-2022
DCCS HS 006c	Establish costs and delivery dates for what can be delivered within existing funding streams	Overview Report submitted to DCCS Committee in March. Next report will probably be early next year.	Paul Murtagh	04-Apr-2022	30-Sep-2022

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Risk no, title, creation date, owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date/Risk Approach	Current Risk score change indicator
DCCS HS 001 Health and Safety procedures 13-Nov-2014 Paul Murtagh	Cause: Failure to meet Health and Safety regulations and City of London procedures within the department and on the properties and estates managed by the Housing Division Event: Accident or fire in property or estates managed DCCS leading to harm / injury to staff member, resident or visitor Effect: Injury to person/s on property or estates managed by DCCS, possible adverse media coverage, external investigation into incident and potential claims for compensation.	 Likelihood Impact	6	Estate standard services project now complete - restructure has been completed and staff have been appointed to new roles. A review of H&S training programme for frontline staff is being undertaken in light of new structure. 05 Apr 2022	 Likelihood Impact	4	31-Mar-2023 Reduce	 Constant
Action no	Action description	Latest Note				Action owner	Latest Note Date	Due Date
DCCS HS 001h	Failure to recruit new health & safety advisor - either on a temporary or permanent basis.	Temporary post holder in place. Recruitment will commence once Fire Risk Assessment project is up to date (anticipated July 22)				Paul Murtagh	04-Apr-2022	30-Sep-2022

Risk no, title, creation date, owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date/Risk Approach	Current Risk score change indicator
DCCS HS 004 Housing Finance Changes 15-Aug-2016 Paul Murtagh	Cause Changes to housing financing Event Possible shortfall in Housing Revenue Account funding Effect – Inability to fund the estimated 30 year expenditure plans regarding the City of London’s Social Housing	 Likelihood	6	A review and remodel the Housing Revenue Account 30 year Business Plan is being undertaken. This is a complex task looking at assets and finances across this period 05 Apr 2022	 Likelihood	4	31-Mar-2023	 Constant
Action no	Action description	Latest Note				Action owner	Latest Note Date	Due Date
DCCS HS 004d Page 75	A further review and remodelling of the 30 year Business Plan is to be undertaken.	A comprehensive review of the Housing Revenue Account and the 30-year Business Plan was completed three years ago and, a detailed report was presented to, and agreed by the Community & Children’s Services Committee. Following this review, the Major Works Improvement Programme was reprofiled and response maintenance and housing management costs reassessed. Whilst this has gone some way to mitigating the potential risk, the COVID-19 situation has had a significant impact on the delivery of the Major Works Programme and, our response repairs and maintenance and housing management income and expenditure. As such, it has been agreed that a further review of the Housing Revenue Account and the 30-year Business Plan is required to help manage this risk.				Paul Murtagh	04-Apr-2022	30-Jun-2022

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Committee: Housing Management and Almshouses Sub-Committee	Dated: 26/05/2022
Subject: Water Charge Rebates Update	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	4
Does this proposal require extra revenue and/or capital spending?	N
If so, how much?	£
What is the source of Funding?	
Has this Funding Source been agreed with the Chamberlain's Department?	Y/N
Report of: Director of Community and Children's Services	For Information
Report author: Liam Gillespie, Head of Housing Management	

Summary

In February 2022, Members approved the repayment of an element of weekly water charges paid by secure tenants of the Corporation, from 2005-2019. The rebate amounted to approximately £1.4m and was credited to rent accounts for current and former tenants in March 2022.

This paper is intended to update Members on progress in relation to this project.

Recommendation

Members are asked to:

- Note the report.

Main Report

Background

1. Until March 2019, the City Corporation, in common with many other social landlords, had an agreement with Thames Water to collect water charges on its behalf, in return for a 'commission' and a further discount relating to empty properties. Tenants paid weekly water charges as an element of their rent. The Corporation's agreement ended in March 2019.
2. This type of arrangement was successfully challenged in court by tenants of two London Boroughs, with the Court of Appeal finding in October 2020 that such

agreements were contrary to the Water Resale Order of 2001 (as amended), which prohibits “water resellers” from making profit on water services. Some Boroughs therefore chose to make repayments back to April 2001, or a later date depending on the terms of their specific agreement with Thames Water.

3. The Corporation’s own arrangements with Thames Water began in 1996 and ended in March 2019. After considering the implications for the Corporation following legal advice on the issue, Members approved the repayment of charges from April 2005 to March 2019. Members opted to automatically rebate sums from 2005, rather than 2001, as neither the Corporation, nor Thames Water, holds information relating to charges before 2005.
4. Members did however decide that the Corporation would consider claims from tenants for the period 2001 – 2005, subject to them being validated.
5. The rebates were equivalent to 19.56% of charges paid by tenants and interest was payable on the amounts rebated.
6. The rebate was credited to tenants’ rent accounts at the end of March 2022, a total of £1,410,757.85.
7. Of that sum, £1,002,861.34 related to current tenants and leaseholders who purchased their homes via Right to Buy.
8. To carry out the work connected to the rebates, and deal with enquiries and claims, a small team of staff was set up consisting of a Team Leader and three officers. The Team Leader is a permanent staff member on secondment, and the team members were recruited through an agency.
9. All eligible tenants were written to regarding the rebate in March 2022 and a detailed Q&A was enclosed, with similar information being placed on a dedicated web page. This letter was followed by a more detailed communication in April, which informed eligible tenants of the amounts due to them, broken down by year, plus some detail about the method of calculation of the rebate for the period 2005 – 2019.
10. Since that time, the Water Rebates Team has dealt with many enquiries from both current and former tenants, by telephone, post and via the dedicated email address (waterclaim@cityoflondon.gov.uk).
11. Most enquiries are from current tenants wishing to claim back a credit on their rent account.

Current Position

12. At the time of writing:

- 66 credit refunds have been paid, totalling £37,667.75

- 177 refund claims are pending (this includes claim forms received without the required supporting evidence, through to fully verified claims sent to Chamberlain's for payment to be raised)
 - 42 claims have been received from former tenants
 - 95 claims have been received for the 2001-5 period
13. A significant amount of former tenant arrears will be written off by the credits applied to the rent accounts of tenants who left owing rent, or court costs.
14. The application of the rebate to rent accounts had a noticeable effect on overall rent arrears for current tenants:
- At year end, arrears stood at £286,949.56
 - Following the application of the rebate, this figure reduced to £192,823.73., the lowest arrears figure since 2015/16
 - The number of households in serious arrears (eight weeks or more) fell from 100 to 77
 - The percentage of households in arrears of any kind fell significantly, from 39% to 25%
15. Officers are processing refund claims as quickly as possible, and claimants have been advised that the process may take up to 30 days. This is the standard time for a credit refund to be processed from a rent account.
16. Most claims have been processed within this time, however some have exceeded this timescale. This is partly due to the volume of claims. Additionally, the Chamberlain's Department has necessary checks and processes to carry out before payments can be made. It should be noted that this work is being taken on by a small team in the Chamberlain's Department without the help of additional resources.
17. Some claims have been delayed due to their complexity. Several claims have been received which relate to deceased tenants' accounts, which of course necessitate further investigation and the requirement to provide additional evidence to support the claim.
18. A small number of tenants have been able to provide evidence of their water charges for the period 2001-2005, having kept copies of old rent letters or statements. These claims will be paid as normal. In cases where this information is not available, officers are making a calculation based on the 2005 figure to arrive at a reasonable settlement figure.

Corporate & Strategic Implications

Strategic Implications

19. The water charge rebate supports our Housing Strategy outcome of "well-managed estates where people are happy and proud to live".

20. The decision to refund the money to residents has also addressed a key risk to the HRA from potential litigation.

Conclusion

21. The rebate of a proportion of water charges due to our Secure tenants was carried out in March 2022, amounting to approximately £1.4m. The project has made significant progress and the team dealing with the project is now concentrating on processing claims for credit refunds.

22. Officers are considering claims for the 2001-5 period, for which no information is held, however a reasonable settlement figure will be calculated.

Appendices

- None

Liam Gillespie

Head of Housing Management, DCCS

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Committee:	Dated:
Housing Management and Almshouses Sub-Committee	26/05/2022
Subject: Community Centres Policy Review	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	4, 12
Does this proposal require extra revenue and/or capital spending?	N
If so, how much?	£
What is the source of Funding?	
Has this Funding Source been agreed with the Chamberlain's Department?	Y/N
Report of: Executive Director of Community and Children's Services	For Decision
Report author: Liam Gillespie, Head of Housing Management	

Summary

The Community Centres Policy was first approved in 2019 and has been reviewed. The policy now reflects the recent addition of the Portsoken Community Centre to the facilities managed by the Housing Division. There are no changes to the substance of the policy.

Recommendation

Members are asked to:

- Endorse the revised Community Centres Policy for use by the Housing Division, with a standard three-year review period

Main Report

Background

1. The Housing Division manages eight community spaces, seven of which are located on City Corporation housing estates. The facilities range in size from small, single-room facilities to larger, multi-space buildings with staff.
2. The Housing Division has also recently taken on the management of a new stand-alone community centre at Portsoken. This centre, and the Golden Lane Estate Community Centre, are managed by a Community Centres Manager and their assistant.

3. The Community Centres Policy was originally introduced in 2019 and outlines in general terms how we approach the management of community spaces. The aim of the policy is to ensure that the centres are properly and consistently operated.
4. The management of individual bookings is explained in detailed Terms and Conditions of Hire, which are issued to any user making a booking in one of these spaces.
5. Income from the centres goes into the Housing Revenue Account, except for the Portsoken Community Centre, which sits outside the HRA.

Current Position

6. The Community Centres Policy has been revised to reflect the addition of the Portsoken Community Centre to the portfolio of facilities under our management.
7. A section has also been added about the Advisory Boards which exist at Golden Lane and Portsoken Community Centres. These Boards are made up of representatives from key stakeholders in the centres, including local residents, officers and Members.
8. No substantial changes have been made to the policy, which continues to reflect our approach to managing community spaces.

Corporate & Strategic Implications

Strategic implications

9. The Community Centres Policy supports the following strategic aims contained in the Corporate Plan 2018-23:
 - Communities are cohesive and have the facilities they need
 - Our spaces are secure, resilient and well-maintained

Conclusion

10. Members are asked to endorse the revised Community Centres Policy, which has been updated to reflect the new Portsoken Community Centre coming under the Housing Division's management.
11. The policy will be reviewed again in mid-2025.

Appendix

- Draft Community Centres Policy (version two, May 2022)

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

Community Centres Policy

Approved by:	<i>Housing Management & Almshouses Sub-Committee</i>
Original Approval Date:	<i>September 2019 (version one)</i>
Review Date:	<i>April 2022</i>
Re-Approval Date	<i>[date] version two – this version</i>
Next Review Date	<i>(3 years from approval)</i>

1. Introduction

The City of London's Housing Service has seven community centres on its housing estates and is also responsible for managing a stand-alone centre in Portsoken.

This policy explains how we will manage these community centres.

2. Aims of this Policy

This policy aims to:

- Ensure that our community centres are properly managed
- Support corporate objectives around health, wellbeing and community involvement
- Explain how we manage bookings and income
- Outline how we will manage the facilities, including health and safety considerations

3. Scope

The community centres managed by the Housing Service are:

- Avondale Square Community Centre
- Dron House Community Centre
- Golden Lane Community Centre
- Holloway Community Centre
- Lammas Green Community Hall
- Portsoken Community Centre
- Windsor House Community Centre
- York Way Community Hall

This policy applies to the spaces listed above. The description “community centre” applies to all the above facilities, whether the building in question is a multi-room facility or a single room.

4. Community Centres Strategy

Our Community Centres Strategy sets out in detail how the Housing Service will manage the spaces and use them to meet corporate objectives.

5. Booking Terms & Conditions

All bookings are subject to our standard Terms & Conditions of Hire for each centre. ("the Conditions"), which are available on request. The Conditions will be provided before we finalise any booking and Hirers must sign a copy of the Conditions before

we will confirm the reservation. Refusal to do so will result in the booking being declined.

We may, by prior written agreement, vary the standard Conditions for a booking, or series of bookings for the same hirer. Any changes must be authorised by an Area Manager or the Community Centres Manager depending on responsibility.

Hirers are responsible for ensuring the security of the premises both during, and on completion of, their period of hire.

Under our standard Conditions, we may operate a system of deposits to cover the loss of items such as keys or fobs, damage to premises, or additional cleaning costs. The deposit amount may differ according to location. Further details can be obtained from the relevant estate office or the Community Centres Manager and are contained in Appendix B to this policy.

6. Who Can Book the Facilities?

Our community centres are available for use by City of London Departments, residents' groups, private individuals (resident or non-resident) and third-party organisations (whether commercial or not-for-profit).

7. Induction for Hirers

To ensure that Hirers can use the facilities safely, they will be required to complete an induction on use of the building before the hire taking place. The induction will cover matters such as the location of fire exits, security matters and safe use of the premises/facilities.

Hirers are usually expected to complete one induction for a given centre in any 12 months.

8. Restrictions on Use and Hire

Our community centres are located on residential estates or nearby. We may prohibit or restrict some activities on our property, and these restrictions may vary between locations. More information is available from the relevant estate office or community centre (if separately managed).

Any use of our community centres by private hirers or third parties must adhere to our Corporate policies on:

- Safeguarding children and adults
- equality and inclusion
- health and safety

We have absolute discretion on the use and hire of facilities, and we reserve the right to refuse any booking or request for hire for any reason.

Per our standard Conditions, any misuse of the facilities will result in the Hirer being refused any further bookings at any of our facilities. 'Misuse' includes, but is not limited to:

- Causing or allowing damage to City of London property
- Causing nuisance or annoyance to staff, residents or neighbours
- Doing anything to breach licensing or insurance conditions
- Using facilities other than for the agreed purpose of the hire

9. Charges

Charges for the use of the Housing Service's community centres will be determined centrally. The fees will be based on:

- the current standard of facilities available
- demand for hire
- local market rates for similar facilities
- running costs

You can find current booking rates in Appendix B to this policy.

Different rates will be charged for hire according to the status of the hirer. We make the following broad distinctions:

- Commercial organisations or individuals who are non-residents
- Charity or not-for-profit organisations or groups
- City of London Housing Service tenants/leaseholders and residents' groups

Concessionary rates are usually available for residents of City of London housing estates.

We will review the charges for our community centres at least annually. In the case of Golden Lane Community Centre and Portsoken Community Centre, this is done in conjunction with the Advisory Boards.

10. Advisory Boards

Golden Lane Community Centre and Portsoken Community centre each have a representative Advisory Board made up of members of the community, with their own distinct terms of reference. These boards feed into the vision and ethos of the two community centres and are supported by the Resident Involvement Team.

11. Contact Details

We will ensure that all community centres have public contact details, and we will make them available online, at our estate offices and at the community centre itself. Details are also contained in Appendix A.

12. Income and Budget Management

Income from the community centres will be paid into the Housing Revenue Account (except in relation to Portsoken Community Centre, which is financed outside the HRA). We will report on community centre income and expenditure to the relevant Committee at least annually.

13. Health and Safety

We will comply with our corporate Health, Safety and Wellbeing Policy in managing our community centres. We will inspect our facilities regularly to ensure that they are safe for use. When organising activities and events, we will carry out risk assessments as necessary, to ensure that users are safe when on the premises.

Private hirers, or those organising events in our facilities, must ensure that their event or activity is appropriately risk assessed and that attendees are adequately supervised in their use of the premises, regardless of whether Corporation staff are also present.

Further information can be found in our standards Terms & Conditions of Hire.

14. Insurance

We will have adequate insurance to cover our buildings, their contents and public liability.

Private hirers must ensure that their activity or event is adequately insured. More information can be found in our Insurance Cover and Claims Policy.

15. Policy Variations

We may make a variation to this policy in exceptional circumstances. The exception can be confirmed in writing to the affected parties as appropriate.

16. Complaints

Any complaints about the implementation of this policy, or any matter relating to the use or hire of a community centre managed by the Housing Service, will be dealt with under the housing complaints procedure. More details about how we handle complaints can be found in our Complaints Policy.

17. Monitoring and Performance

We will monitor our use of this policy and how we implement it, ensuring that any relevant information is reported at appropriate intervals.

18. Training

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

19. Equality and Diversity

We have completed a full Equalities Analysis for this policy, and we will observe our duties under relevant legislation, including the Equality Act 2010, when implementing it.

20. Accessibility

We will ensure that tenants' needs are considered when implementing this Policy to ensure fairness. We will make appropriate arrangements to ensure that customers with distinct communication needs are not unreasonably and disproportionately affected. This could involve providing communications in alternative languages or formats, or providing interpretation or transcription as appropriate.

21. Data Protection and Information Exchange

We will comply with our obligations under relevant data protection legislation and regulations. We will process and store personal information securely. There are some circumstances in which we are required by law to disclose information given to us.

22. Policy Review

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

23. Related documents

- Community Centre Standard Conditions of Hire
- Community Centres Strategy
- Health and Safety Policy
- Safeguarding Policy

Community Centres Policy – Appendix A

Community Centre Contact Details

Centre	Address	Contact Details
Avondale Square Community Centre	Avondale Square, Old Kent Road, London SE1 5PD	Avondale Square Estate Office Tel: 020 7237 3753 AvondaleSquareEstateCommunityCentre@cityoflondon.gov.uk
Dron House Community Centre	Dron House, Adelina Grove, London E1 3AA	Dron House Estate Office, Adelina Grove E1 3AA Tel: 020 7791 0515 (Dron House) or 020 7247 4839 (Middlesex St. Estate Office)
Golden Lane Community Centre	Fann Street, London EC1Y 0RN	Stephanie McDonald, Centre Manager Golden Lane Community Centre goldenlane.communitycentre@cityoflondon.gov.uk
Holloway Estate Community Centre	34b Parkhurst Road, Holloway, London N7 0SF	Holloway Estate Office, Fairweather House, Parkhurst Road N7 0NS Tel: 020 7607 3207
Lammas Green Community Hall	Lammas Green, 44 Sydenham Hill, London SE26 6ND	c/o Southwark Estate Office, Pocock Street, Southwark SE1 0BH Tel: 020 7620 3702

<u>Portsoken Community Centre</u>	<u>Portsoken Community Centre</u> <u>20 Little Somerset Street,</u> <u>E1 8AH</u>	<u>Stephanie McDonald, Centre Manager</u> <u>Community Centres Manager</u>
Windsor House Community Centre	Windsor House, Wenlock Road, London N1 7YS	Windsor House Estate Office Tel: 020 7332 6554 (Windsor House) or 020 7247 4839 (Middlesex St.)
York Way Community Centre	York Way Estate, Market Road, London N7 9PX	York Way Estate Office, Lambfold House Tel: 020 7607 3119

Community Centres Policy

Appendix B - Community Centre Charges 2019/20

Avondale Square

Group	Community Hall	Mezzanine	Community Hall and Mezzanine
Commercial	£40	£20	£60
Estate Residents	£20	£10	£30
CoL Departments	£20	£10	£30
Registered Charities	£20	£10	£30
Avondale Resident Groups	£10	£5	£15

All rates are per hour.

£50.00 deposit; £10.00 for late return of keys

Dron House

£15.00 per hour for residents

£25.00 per hour for non-residents

£50.00 deposit required

Golden Lane Community Centre

Space	Commercial	Local Providers/Charity	Local Resident
Sir Ralph Perring Centre	£20	£15	£15
GLCC – Main Hall	£45	£25	£10
GLCC – Lower Ground Space 1	£15	£7.50	Free
GLCC – Lower Ground Space 2	£15	£7.50	Free
GLCC - Music Room	£10	£5.00	Free

All rates are hourly

Holloway

£20.00 per hour non-resident

£16.50 per hour residents

£50.00 deposit required

Lammas Green Community Hall

£15.00 per hour (non-residents)

£13.00 per hour (residents)

Windsor House

£20.00 per hour for residents

£22.00 per hour for non-residents

£50.00 deposit required

York Way

£16.50 per hour non-resident

£13.50 per hour residents

£50.00 deposit required

Committee:	Dated:
Housing Management and Almshouses Sub-Committee	26/05/2022
Subject: Electric Vehicle Charging Points (EVCPs) Feasibility Study	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	2, 4, 11, 12
Does this proposal require extra revenue and/or capital spending?	N
If so, how much?	£
What is the source of Funding?	
Has this Funding Source been agreed with the Chamberlain's Department?	Y/N
Report of: Executive Director of Community and Children's Services	For Information
Report authors:	
Paul Murtagh, Assistant Director, Housing and Barbican	
Liam Gillespie, Head of Housing Management, DCCS	

Summary

A study has been completed to explore the feasibility of providing electric vehicle charging points (EVCPs) on the City Corporation's housing estates, for use by residents and visitors.

Detailed reports have been completed for each of the eight estates with parking facilities and recommendations have been made on how many active and passive charging points could be provided at each site. Officers are now considering the cost implications in more detail.

Recommendation

Members are asked to:

- Note the report

Main Report

Background

1. The City Corporation has parking facilities on eight of its estates, varying in size from 33 spaces up to 224. There are 1,044 spaces in total including motorcycle parking.

2. There are currently very few EV charging points (EVCPs) on our housing estates. One EVCP was installed at Middlesex Street following a request from a resident, and another was installed at Golden Lane Estate as part of the conversion of the ground floor of Great Arthur House into two accessible flats.
3. There is anecdotal evidence of demand for these facilities at several sites but, before now, no studies have been undertaken of the demand from residents and other users our parking facilities.
4. At the request of Members, officers commissioned a study to examine the feasibility of providing EVCPs across the housing portfolio. The work was carried out by WSP Ltd, who successfully conducted a similar piece of work at the Barbican Estate which resulted in the installation of sixteen charging points. Final reports have now been received on their findings at each location.
5. The feasibility study looked at these sites:
 - Avondale Square Estate
 - Golden Lane Estate
 - Holloway Estate
 - Middlesex Street Estate
 - Southbank Estates
 - Sydenham Hill Estate
 - William Blake Estate
 - York Way Estate
6. The study had the following purposes:
 - Analysis of potential EVCP uptake on a site-by-site basis, in the short and long-term
 - Evaluation of EVCP technology options
 - Assessment of current electrical installations and feasibility of EVCPs running from the current supply
 - Liaison with Distribution Network Operator (DNO), including obtaining costs for any new connections, if required
 - Indicative costs of installing EVCPs and associated work, on a site-specific basis
7. The study looked at short term demand (2025) and long-term demand (2035) for EVCPs.

Findings and Recommendations

8. A summary of the recommendations for each site is shown at **Appendix One**. This shows the number of active (i.e., fully operational) EVCPs believed to be required by 2025 and 2035, as well as the recommended provision for passive charging points (where the required background infrastructure is in place, including electrical supply, allowing simple installation of an EVCP terminal at a later stage).

9. Members will note that the total short-term recommendation is that 32 EVCPs are provided, with passive provision for up to 184.
10. The consultants assessed the current electrical installations at each site to gauge their potential ability to support the provision of EVCPs. The results are mixed, with several sites deemed to require the installation of separate power supplies to cater for the recommended EVCP provision. The indicative cost of providing the new supplies was provided following discussions between WSP and UK Power Networks.
11. It will be noted that the cost of providing additional supplies in line with the recommendations would be approximately £75,000.
12. Other costs were also considered, such as upgrades to parking areas (barriers and signage), maintenance and servicing of equipment and 'back office' costs such as subscriptions and payment processing.

Next Steps

13. Officers in Housing Management and Property Services are currently looking at the recommendations for each site in more depth to examine the cost implications, particularly given the recommendations around the need for separate supplies on several sites. It is clear that, on many sites, the electrical installations to the car parks will need upgrading and possibly replacing to enable the installation of the EVCP's. A final proposal will then be made, and brought back to this Sub Committee, setting out the number of EVCPs that we can install at each location.
14. It should be noted that the potential funding from the Energy Savings Trust's On-Street Residential Charging Scheme has been extended and projects due for completion before 31st March 2024 are eligible to apply.

Corporate & Strategic Implications

Strategic Implications

15. The study and potential provision of EVCPs on our estates supports the following outcomes of the Corporate Plan 2018-23:
 - People enjoy good health and wellbeing
 - Communities are cohesive and have the facilities they need
 - We have clean air, land and water and a thriving and sustainable natural environment
 - Our spaces are secure, resilient and well maintained
16. The provision of facilities for zero-emissions vehicles also aligns with the Corporation's Climate Action Strategy 2020-27, by supporting the aim of achieving 'net zero' through the adoption of technology and maximising the use of renewable energy sources.

Financial implications

17. The provision of EVCPs presents a significant opportunity but also comes at a potentially significant cost. The extent of the potential cost to the HRA is subject to further scrutiny, however Members are aware that the HRA is under significant pressure and the allocation of funding for EVCPs will require careful consideration. On a positive note, part-funding for the provision of EVCPs is available via the Energy Savings Trust, which can contribute up to 60% of the cost of the charging points.

Climate implications

18. The provision of EVCPs would support the reduction of local emissions from petrol and diesel vehicles by enabling greater uptake of electric vehicles by our residents and their visitors. It would also support the use of electric vehicles by the City Corporation and its contractors.

Conclusion

19. This report updates Members on the study to examine the feasibility of providing EVCPs on the City Corporation's housing estates, which have eight car parks in total.
20. Reports have been finalised detailing the recommendations for each site. Officers will now consider the recommendations in more detail and finalise a proposal for the provision of EVCPs, including a more detailed examination of the costs and other implications for this potentially complex project.

Appendices

- Appendix 1 – Summary of recommended short and long term EVCP provision

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Electric Vehicle Charging Point Feasibility Study
APPENDIX ONE

Estate	Short-term EVCP provision – 2025 (active/passive)	Long-term EVCP provision – 2035 (active/passive)	Approximate cost of short-term provision (EVCPs only)	Comments
Avondale Square	11/63	93/62	£19,140	Current supply unable to provide recommended number of EVCPs, new supplies recommended at cost of £10,735
Golden Lane	3/20	29/20	£5,220	Current electrical installation unlikely to be able to support provision of EVCPs, recommend a new supply at approximate cost of £10k
Holloway	4/23	37/23	£6,960	Existing supply may be able to accommodate EVCPs but new electrical supplies recommended at cost of £6k and £10k
Middlesex Street	2/14	20/15	£3,480	Current electrical installation may be able to supply EVCPs, subject to further detailed survey
Southbank	3/17	27/18	£5,220	Current supply unlikely to be able to accommodate EVCPs, new supplies are recommended at approximate cost of £12,000
Sydenham Hill	1/5	8/4	£1,740	Current installations unlikely to support EVCPs, new supply recommended – cost approximately £4,735
William Blake	2/7	13/5	£3,480	The current electrical installation would be adequate for the short-term demand but longer-term would require a new supply at a cost of around £6k
York Way	6/35	56/38	£10,440	Current installation may support EVCPs, however location of

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APPENDIX ONE

				bays may require additional supplies up to cost of approx. £16k
TOTALS	32/184	283/185	£55,680	£75,470

Committee(s): Housing Management and Almshouses Sub-Committee	Dated: 26/05/2022
Subject: Smoke and Carbon Monoxide Detectors	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	1,2,9,10,12
Does this proposal require extra revenue and/or capital spending?	N
If so, how much?	N/A
What is the source of Funding?	
Has this Funding Source been agreed with the Chamberlain's Department?	N/A
Report of: Andrew Carter, Executive Director of Community & Children's Services	For Information
Report author: Jason Hayes, Head of Major Works, Department of Community and Children's Services	

Summary

This report provides Members with an update on progress made by the Major Works Team, to ensure tenanted properties have adequate levels of smoke and carbon monoxide detection, to help protect residents and their visitors from the harmful, and devastating effects of fire, smoke and carbon monoxide poisoning.

The information contained within the report will explain what work has been done to date and the key benefits to both tenant, and landlord. Eddie Hughes (MP) has recently written on behalf of the Department for Levelling Up, Housing and Communities on proposals to mandate smoke and carbon monoxide detectors in social homes. The City of London Corporation (the Corporation) has been installing detectors to the minimum standard for more than 5 years and, above the minimum standard for the last 4 years.

Recommendation

Members are asked to note the report.

Main Report

Background

1. The Corporation undertakes a five-year fixed wiring test to tenanted properties as part of its obligations to ensure social homes are safe to live in and, ensure compliance with the recommendations of Building Regulations, Part P (BS7671).

As part of this fixed wire test, and where smoke detectors are not present, contractors are asked to install new detectors to BS5839 LD2. Where a fixed combustion appliance is present, such as a gas boiler, a carbon monoxide detector is also installed. Any older detectors which are due to expire within the next five years, or are of the older type, are replaced with a modern equivalent to the same LD2 standard.

Current Position

2. All of the Corporation's social homes have some level of smoke detection installed to the minimum standard of BS5839, LD3. LD3 covers escape routes such as hallways and landings only.

Over 75% of the Corporation's housing stock now has the more modern style detectors with intelligent memory and technology that allows us to interact with the units for information. These are installed to LD2 standard which, in essence, protects escape routes as well as those areas where there is a high risk of a fire starting. LD2 is above the industry standard set by many landlords across the UK.

Homes with a fixed combustion appliance installed, will also now have a carbon monoxide detector installed.

Additionally, as well as the fixed wire test and the installation of smoke and carbon monoxide detectors, we are also Portable Appliance Testing (PAT) the tenant's white goods in the properties. This will help identify the early failure of appliances before they become unsafe to use or, put homes at risk through their continued use.

Options

3. It is recommended that the Corporation continues to ensure that the latest technology in smoke and carbon monoxide detection is installed as part of the electrical fixed wire testing.

Key Data

4. The key benefits and features of the detection equipment are:

- The mains powered versions of the detectors cost less than £1 per year to run. They are backed up by a recharging lithium battery that can last up to six months (useful if the property is void and power is switched off).
- Technology has more recently allowed detectors to run on batteries for ten years, ensuring that there are no running costs for tenants.
- Hush switches can be installed to allow those less able, to silence alarms and identify which detector was triggered first.
- All the detectors are inter-linked so if one detector is triggered, all the alarms within that particular home, will sound.
- The smoke detectors can be interrogated by downloading data from the detector to a smart phone. You can identify the current status of the sensor, status of the battery, if the detector has been removed or triggered and, how many times it has been removed.
- Carbon monoxide detectors can also be interrogated to identify the same as smoke detectors but additionally inform if any carbon monoxide has been detected and to what level.
- The lifespan of a detector is ten years which works with every second electrical fixed wire test.
- Smoke detectors installed in escape routes are optical sensing to minimise false alarms.
- Smoke detectors installed in kitchens are multi-sensing, again, minimising false alarms.
- The detectors can also be linked to other safety equipment such as strobe lighting, vibrating pillows, gas isolation valves and 24-hour monitoring centres.

Conclusion

5. This report aims to reassure Members that the Corporation is committed to achieving high standards above the minimum requirements for fire safety within social homes across each of the estates we manage.

It compliments other high standards such as a commitment to installing 60-minute fire rated front entrance doors to homes, metal casement consumer units in high rise buildings and the soon to be introduced Arc Fault Detection Devices that can monitor electrical supplies for arcs that cause the fires in the first instance (they will disconnect the supply automatically).

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Committee(s): Housing Management and Almshouses Sub Committee Operational Property and Projects Sub Committee	Dated: 26 May 2022 30 May 2022
Subject: Report of Action Taken	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	<i>As set out in the full report presented for urgent decision</i>
Does this proposal require extra revenue and/or capital spending?	
If so, how much?	
What is the source of Funding?	
Has this Funding Source been agreed with the Chamberlain's Department?	
Report of: Town Clerk	For Information
Report author: Julie Mayer – Committee and Member Services Officer	

Gateway 1-5: Cullum Welch Energy Efficiency Improvements

Background:

A project is underway to conduct minor energy efficiency improvements in eligible social rented properties at Cullum Welch House, Golden Lane Estate. The works entail small scale measures which will help improve energy efficiency within flats, reduce fuel use and carbon emissions, and contribute to the City's Climate Action Strategy, including draughtproofing, hot water tank insulation, hot water tank thermostats and new thermostatic radiator valves. A dedicated retrofit assessor inspects each property to determine exactly which of the above are suitable for each individual property. The works will be delivered using central government grant to fund about two thirds of the cost, rather than having to seek funding from the HRA. The works will help residents reduce fuel use, cut bills and lower carbon emissions and the measures will help towards achieving the objectives of the Housing Action Plan (HAP), CAS and central government policies.

Reason for Urgency:

Measures had to be in place by 30 June 2022 for the grant funding to be awarded. The next meetings of the Housing Management & Almshouses Sub Committee and the Operational Property and Projects Sub Committee were not scheduled until 26 May and 30 May 2022 and, therefore, an urgent decision was sought.

Action Taken:

The Town Clerk, in consultation with the Chairman and Deputy Chairmen of the Housing Management and Operational Property and Projects Sub Committee agreed:

1. to approve the maximum project budget of £88,000.
2. to note that the funding for the works would be provided from a central government grant, the existing departmental repairs budget and from the Climate Action Strategy.

3. that Warmworks would conduct surveys and then works in each eligible property.
4. to note that no costed Risk Provision is required for this project.
5. that Warmworks would undertake the necessary works.

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