



Barbican Estate Residents Consultation Committee

Date: MONDAY, 24 JUNE 2024

Time: 6.30 pm

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

Members:

Sandra Jenner - Chair	Miranda Quinney - John Trundle House
Jim Durcan - Deputy Chair	David Lawrence - Lauderdale Tower
Lucy Sisman - Deputy Chair	Monique Long - Mountjoy House
Adam Hogg - Chair of the Barbican Association	Jane Smith - Seddon House
Graham Wallace - Andrewes House	Sandy Wilson - Shakespeare Tower
Fiona Lean - Ben Jonson House	Rodney Jagelman - Thomas More House
Andrew Tong - Brandon Mews	Mary Bonar - Wallside
Andy Hope - Breton House	Petre Reid - Willoughby House
John Taysum - Bryer Court	Sally Spensley - Frobisher Crescent
Gordon Griffiths - Bunyan Court	Frits van Kempen - Speed House
Helen Hudson - Defoe House	Claire Hersey - Lambert Mews
Dave Taylor - Gilbert House	Lucy Sisman - Cromwell Tower

Enquiries: Julie.Mayer@cityoflondon.gov.uk

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Ian Thomas CBE
Town Clerk and Chief Executive

AGENDA

1. **APOLOGIES**

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

3. **WELCOME AND INTRODUCTIONS TO NEW STAFF**

4. **MINUTES**

To approve the following:

For Decision

a) **Minutes of the Meeting held on 25th March 2024** (Pages 5 - 14)

b) **Minutes of the Special Meeting held on 29th April 2024** (Pages 15 - 20)

5. **ACTIONS TRACKER**

To note the actions tracker for the Barbican Residents Consultation Committee (BRCC) and the Barbican Residential Committee (BRC).

For Information
(Pages 21 - 24)

6. **INTERNAL AUDIT RECOMMENDATIONS**

Reports of the Executive Director, Community and Children's Services.

For Information

a) **Redecorations Project** (Pages 25 - 28)

b) **Metwin Contract** (Pages 29 - 32)

7. **EXTENSION TO LIFT MAINTENANCE - RESIDENTIAL CONTRACT**

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

For Information
(Pages 33 - 38)

8. **WORKING PARTY UPDATES**

To receive the minutes / reports of the following working parties.

For Information

- a) **Gardens Advisory** (Pages 39 - 46)
- b) **Climate Change and Carbon Net Zero** (Pages 47 - 48)
- c) **Repairs and Maintenance Contract Renewal** (Pages 49 - 50)
- d) **Service Level Agreement** (Pages 51 - 54)
- e) **Asset Maintenance** - *to follow*
- f) **Leaseholder Service Charge** – *to follow*

10. **VERBAL UPDATES**

For Information

- a) **Major Works Update (Programme Board)** (Pages 55 - 58)
Terms of Reference of the Programme Board attached.
- b) **Transformation Update**
- c) **Lease Enforcement**
- d) **Water Penetration (Balconies and Roofs)**
- e) **Windows**
- f) **Window Cleaning**

11. **PROGRESS OF SALES AND LETTINGS**

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

For Information
(Pages 59 - 64)

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

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

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BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE (BRCC) **Monday, 25 March 2024**

Minutes of the meeting held at Guildhall at 6.30 pm

Present

Members:

Sandra Jenner - Defoe House (Chair)	
Jim Durcan - Andrewes House (Deputy Chair)	Andrew Tong - Brandon Mews
Lucy Sisman - Cromwell Tower (Deputy Chair)	Helen Hudson - Defoe House
Liz Simpson - Seddon House	Andy Hope - Breton House
Sandy Wilson - Shakespeare Tower	Dave Taylor - Gilbert House
David Lawrence - Lauderdale Tower	Monique Long - Mountjoy House
Adam Hogg - Chair, Barbican Association	Petre Reid – Willoughby House
Fiona Lean - Ben Jonson House	Claire Hersey – Lambert Mews
Sally Spensley – Frobisher Crescent	Gordon Griffiths – Bunyan Court
Fritz van Kempen – Speed House	

In Attendance:

Tam Pollard – Chair of the Asset Maintenance Working Party
Helen Fentimen – Deputy Chair of Community and Children’s Services and Member of the Barbican Residential Committee
Mary Durcan – Chair of the Health and Wellbeing Board
Deputy Anne Corbett – Deputy Chair of the Barbican Residential Committee
Steve Goodman – Member of the Barbican Residential Committee
Jacqui Webster – Cripplegate Ward Member

Officers:

Judith Finlay	- Executive Director, Community and Children’s Services (CCS)
Pam Wharfe	- Interim Assistant Director of Housing, CCS
Dan Sanders	- Assistant Director, Barbican Residential Estate, CCS
Damon Ellis	- Interim Contracts Manager, CCS
Jason Hayes	- Community and Children's Services
Anne Mason	- Community and Children's Services
Helen Davinson	- Community and Children’s Services
Julie Mayer	- Town Clerks

Chair’s opening comments:

The Chair welcomed Dan Sanders - Assistant Director, Barbican Residential Estate and Damon Ellis - Interim Contracts Manager. The Chair was looking forward to a positive working relationship and implementing the Transformation Programme. In response, Dan endorsed this by saying that he was looking forward to helping to restore an historic London landmark.

The Chair then said farewell to the following officers and thanked them for their hard work over a number of years:

- Anne Mason – Revenues Manager
- Rosalind Ugwu – Interim Estate Office manager
- Pam Wharfe – Interim Assistant Director, Housing
- Jason Hayes – Senior Surveyor

1. **APOLOGIES**

Apologies were received from Mark Wheatley, Chair of the Barbican Residential Committee (BRC) and Ted Reilly, Chair of the Climate and Zero Carbon Working Party.

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

There were no declarations.

3. **MINUTES**

RESOLVED, that :

- a) The minutes of the meeting of the Barbican Residents Consultation Committee (RCC) on 27th November 2023 be approved.
- b) The minutes of the Special Meeting of the RCC held on 17th January 2024 be approved. (See item 5 below* – Report of Action Taken).

Matters arising:

Members noted that there had been a considerable amount of progress since the last meeting of the Committee in November 2023. Therefore, some of the points raised under ‘matters arising’ from the minutes and in the actions list might have been covered during the intervening working parties/officer meetings. However, as the BRCC is the formal meeting, it would be necessary to record them in the minutes.

The following points were noted:

- a) **Energy Audit** – the Energy and Carbon Manager would be contacting residents tomorrow with a date for an inaugural meeting.
- b) **Deferred Payments Scheme for Leaseholders** – a report and set of options had been considered at the last meeting of the Community and Children’s Services Committee. The Interim Assistant Director suggested that this might form the basis of further discussions with the Service Charge Working Party.
- c) **Civica** – the upgrade had solved some issues but caused some new ones and, therefore, a software resource would be engaged to resolve it. The Interim Assistant Director agreed to share the Consultant’s report with the Service Level Agreement Working Party.
- d) **K&M Window Survey results** - the officer agreed to circulate this after the meeting.

- e) **Asbestos and installation of smart meters** – residents remained frustrated at a perceived lack of institutional knowledge amongst various sub-contractors. The new Assistant Director felt strongly that knowledge of the Estate’s unique status should out-live officers and would be creating new standard operating procedures to share with contractors and sub-contractors. Residents who would like a smart meter were asked to contact house officers in the first instance. The Interim Contacts Manager was looking at supply chains generally and this would include asbestos removal when installing meters.
- f) **Agency costs** – the officer agreed to circulate this after the meeting.
- g) **Consultants fees and fire safety review** – the City of London Corporation would be covering the cost.
- h) **A breakdown by block on day-to-day works** - this information would be available at the next Asset Maintenance Working Party meeting. Major and project works were still being defined and should be ready by the next meeting of the BRCC.
- i) **£50,000 allocated to the podium** – the Executive Director agreed to investigate where this had been allocated and report back to the next meeting.

4. **ACTIONS TRACKER**

The Committee received the actions tracker.

5. **REPORT OF ACTION TAKEN (BUDGET REPORTS) ***

The Committee received a report of the Town Clerk in respect of the following Decision taken under Delegated Authority, since the last meeting of the Committee.

The Town Clerk, in consultation with the Chair and Deputy Chair of the BRC, and having noted the comments from the Informal Meeting of the BRC on 29 January 2024 (appended to this report) agreed to:

REVENUE & CAPITAL BUDGETS - LATEST APPROVED BUDGET 2023/24 AND ORIGINAL 2024/25 - EXCLUDING DWELLINGS SERVICE CHARGE INCOME & EXPENDITURE

1. Approve the provisional 2024/25 revenue budget for submission to the Finance Committee.
2. Approve the draft Capital Budget.
3. Authorise the Chamberlain to revise the revenue and capital budgets to allow for further implications arising from departmental re-organisations and other reviews including corporate projects.

SERVICE CHARGE EXPENDITURE & INCOME ACCOUNT – LATEST APPROVED BUDGET 2023/24 & ORIGINAL BUDGET 2024/25

4. Approve the provisional 2024/25 net £Nil revenue budget and its recommendation for submission to the Finance Committee.
5. Note the request of Members of the BRCC that the City Corporation undertake a root and branch review of the way the Service charge budgets are compiled, justified, managed, monitored and presented, sufficient that RCC and BRC can make timely and insightful comments, appropriately challenge, generally ensure that they bear scrutiny and that they are more easily understandable.

RESOLVED, that – the report be noted.

6. UPDATES FROM THE VARIOUS WORKING PARTIES

The Committee received the following updates:

- **The Service Charge Working Party** would be meeting next in mid-April to discuss the detail of the 2024/25 Budget and the split between major and ad-hoc works. The Interim Contract Manager was working on the division between ad hoc repairs and Major Works/Projects and the output would be available next week.
- **The Service Level Agreement Working Party** asked to see the new cleaning software. The Chair was confident in that, once residents became aware of proposals for programmed works covering the main areas of concern, the number of complaints would fall. The Department were putting extra resources into processing complaints, in order to bring the response rate back to the 90% target. The two contractors, who had been given extensions, would also be bringing in extra resources to deal with complaints.
- **The Gardens Advisory Group** had been very pleased at the appearance of the gardens and lopping of high trees by specialists. The group would receive an officer report in June, in respect of long-term plans for the gardens, noting that they are part of the Grade 2* listing of the Estate.

The Interim Assistant Director confirmed that resident engineers would be given accommodation on the Estate.

7. TRANSFORMATION BOARD

The Committee received a report of the Executive Director, Community and Children's Services which provided an update on the operation, achievements and challenges for the Barbican Transformation Board.

It was proposed by Sandra Jenner (Chair of the BRCC), Seconded by Graham Wallace (Andrewes House Representative and past BRCC Chair) and RESOLVED, unanimously, that:

'The Barbican Residents' Consultation Committee propose that the term of office of the Chair of the Barbican Residential Committee be extended by a year, because the Barbican Residential Committee is at a critical stage in overseeing the Barbican Estate Office Transformation Programme and related projects, and that continuity of leadership on the Committee is crucial for the successful delivery of the recommendation by Independent Consultants, Altair.'

Members noted that the current round of recruitment would be for permanent appointments and an organisation chart would be produced once new officers were in post.

The Interim Assistant Director advised that a report on Access to Information would be presented to the BRC on 8th April, setting out options to enable residents to understand where works had taken place but without compromising data protection.

RESOLVED, that – the report be noted.

8. MAJOR WORKS

The Committee received a report of the Executive Director, Community and Children's Services which provided an update on progress with major works on the Barbican Estate and advised Members of issues affecting progress on individual schemes.

During the discussion, the following points were noted:

- a) The staffing costs update would be refreshed and shared with the Service Charges Working Party. The Working Party also asked to see management charges for the Major Works, once they are available.
- b) The Committee felt that the report did not give an accurate update of the status of the contract delivery as there continued to be dissatisfaction and outstanding issues with many Houses which were not mentioned. Willoughby House had raised a formal complaint and asked for this to go on record. The officer advised of the process in respect of signing off snagging for redecorations; i.e. Clerk of Works; Project Manager and Residents and agreed to add more clarity to future reports. The officer had visited areas of concern and arranged sample testing but residents across several blocks remained dissatisfied. The Director offered to produce an addendum to the report to the BRC, providing an update on these issues. It was noted that it had been agreed that the Interim Contract Manager would review the cost and delivery of the Redecorations contract.

- c) Contracts coming up for renewal, including redecorations, would be looked at by the Interim Contract Manager; in terms of quality, timelines, delivery and costs.
- d) There was a suggestion that works should be scheduled in a more reasoned way to avoid issuing several Section 20 Notices at the same time and avoid major works which could affect recent redecorations.
- e) The Shakespeare Tower Representative reported that the fire escape is dirty and unkempt.
- f) Following a suggestion from the Chair, the AD agreed to undertake a formal 'lessons learnt' exercise covering the above points.
- g) The handover to the new Assistant Director would include the elimination of duplications across the Asset Maintenance Working Party and the Programme Board.
- h) The Interim Contracts Manager was looking at the urgent repairs and the best route to procurement. Residents would receive further information in the bulletin after the Easter holiday.
- i) The final costing for the Lambert Jones Mews roofs was requested and residents had agreed to be accommodating in terms of access.
- j) Vacuum glazing and other enhancements were welcomed as a longer term strategy and the officer gave assurance that urgent repairs would not be delayed. The officer agreed to obtain more details on frameless panes. Window repairs and their warranties would be recorded, tracked and monitored, in the event of a claim.
- k) Residents' repairs charges would be reviewed and refunded where appropriate.
- l) FENSA Listed Building Accreditation is desirable but would not exclude specialist contractors who might not be accredited but still have the necessary skills and competence.
- m) Project Managers were working jointly on preventing and treating water penetration, noting that it might be necessary to review the frequency of assessing windows, particularly on the upper floors.
- n) Soft market testing for the lift works had been positive following residents' agreement to extend working hours. The officer explained that this would be a 18-month/2-year contract. Whilst it is difficult to accurately predict budget deviations, it is possible to look across wider market fluctuations in labour and materials.
- o) The officer agreed to review the 2017 Langham Report on Roof conditions and share with the Asset Maintenance Working Party, noting that this would need to align with the newer stock condition survey.

RESOLVED, that – the report be noted.

9. **WINDOW CLEANING CONTRACT (RE-TENDER)**

The Committee received a report of the Executive Director, Community and Children's Services which advised of the outcome of the process to select a new service provider for the window cleaning contract across the Barbican Residential Estate. Members noted that the contract would commence, subject to BRC approval and a 35-day consultation period prior to the issue of the contract, which would include initial involvement with residents as part of a Mobilisation Panel in selecting a new provider. The officer advised that the first meeting of the Mobilisation Panel had been arranged for 18 April.

The Chair asked if consideration could be given to using more than one provider if it would achieve savings and improve quality. It was also suggested that windows cleaners remain vigilant for signs of wear and damage.

RESOLVED, that – the report be noted and recommended to the BRC for approval.

10. **LEASE ENFORCEMENT**

The Committee received a report of the Executive Director, Community and Children's Services which set out the issues encountered with the previously approved procedure for dealing with breaches of lease on the Barbican Estate and to offer amendments to the process.

RESOLVED, that – the report be noted and the amended Barbican Estate Office Protocol for dealing with breaches of lease, as set out in Appendix 1 to the report, be recommended to the BRC.

11. **BRANDON MEWS CANOPY**

The Committee received a report of the Executive Director, Community and Children's Services which provided an update on officer investigations into the financial responsibility for the replacement and maintenance of the canopy installed in Brandon Mews in 1987. The report noted that the canopy had been installed due to structural defects causing significant leaks into leaseholders' homes.

Whilst the House Group was very grateful for the amount of work that had gone into the report, they felt that it should not inform a final decision as yet as there were still issues to be determined in this matter. The new Assistant Director gave assurance of his commitment to continuing this work and would confirm the position in respect of the appointment of a specialist consultant (or contractor) after the meeting. Brandon Mews residents maintained their position that this is an important piece of listed architecture, an open space on the Barbican Estate and wayfinding for the Art Centre, which could have an impact on future decisions in other parts of the Estate.

RESOLVED, that – the report be noted.

12. **BARBICAN POSTERN ROOF RENEWAL**

The Committee received a 'Gateway 2' Project Proposal Report of the Executive Director, Community and Children's Services in respect of the roof renewal for The Postern and a garden balcony for No2 Wallside in order remedy continual water leaks. Members noted that the Barbican Residential Committee (BRC) Meeting on 8th April 2024 would be asked to :

- Approve a budget of £24,000 to reach the next Gateway
- Note the total estimated cost of the project at £230,000 (excluding risks)
- Approve a Costed Risk Provision of £105,000 (to be drawn down via delegation to the Chief Officer.

The Asset Maintenance Working Party Chair asked for the Working Party to see reports of this nature at an earlier stage. The officer gave this assurance, noting that there would be a further report on Frobisher Crescent balconies water proofing.

RESOLVED, that – the report be noted and recommended to the BRC for approval.

13. **CITY OF LONDON ANTI-SOCIAL BEHAVIOUR POLICY**

The Committee received a report of the Executive Director, Community and Children's Services in respect of the City of London Corporation's Anti-Social Behaviour Policy, which had been approved by the Community and Children's Services Committee on 11th March 2024, and was being presented to the RCC and BRC for information.

The Executive Director agreed to investigate whether the policy for HRA properties could be applied to the Barbican Estate. Members also asked if they could receive a chart showing who should be contacted in the event of any issues.

RESOLVED, that – the report be noted.

14. **SALES AND LETTINGS**

The Committee received a report of the Executive Director, Community and Children's Services, which advised members of the sales and lettings approved by officers, under delegated authority, since your last meeting. The report also provides information on surrenders of tenancies received and the number of flat sales to date.

RESOLVED, that – the report be noted.

15. **VERBAL UPDATES**

The Committee received the following verbal updates:

Thomas Moore Playground had been closed due to health and safety issues but was now back in use. The cricket area and football pitch were still closed pending reports. Remedial works to Speed House playground were due to

commence but it would remain open. A Members asked if anything could be done about noise nuisance caused by balls bouncing against metal surfaces.

An improvement notice had been issued to Redrow in respect of Blake Tower; they were now co-operating and resident meetings were continuing. Savills had been commissioned to conduct a survey of non-fire related issues. An empty flat, which had been severely affected by damp and water ingress, would be helpful in terms of understanding of the building. The Chair of Policy and Resources had written to Michael Gove about the situation and there are no legal implications in respect a proposed takeover in the next few months.

Police colleagues had asked for storage facilities in the Barbican Car Park and residents would be updated once officers had discussed their requirements.

Barbican Salvage now has work streams and advice from City Solicitors had been sought in taking this forward.

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

In response to a question about fire doors, Members noted that final designs were expected shortly for a 'mock up' and burn testing at the appropriate facility, with the aim of reaching a 60 minute fire rating. The letter box issue had been resolved, enabling the original design to be retained, and a detailed update would be provided at the next meeting of the Asset Maintenance Working Party. The officer also confirmed that the specification had been clear in that the paintwork must be non-flammable.

17. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

There were no items.

The meeting ended at 8.15 pm

Chairman

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

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BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE Monday, 29 April 2024

Minutes of the meeting at Guildhall at 6.00 pm

Present

Members

Sandra Jenner - Defoe House (Chair)	Andrew Tong - Brandon Mews
Jim Durcan - Andrewes House (Deputy Chair)	Andy Hope - Breton House
Christopher Makin (Alderman) (Deputy Chair)	Dave Taylor - Gilbert House
Sandy Wilson - Shakespeare Tower	Monique Long - Mountjoy House
David Lawrence - Lauderdale Tower	Fionnuala Hogan - Willoughby House
Adam Hogg - Chair, Barbican Association	Lucy Sisman - Cromwell Tower
Fiona Lean - Ben Jonson House	Gordon Griffiths – Bunyan Court
Sally Spensley – Frobisher Crescent	
Fritz van Kempen – Speed House	

In Attendance

- Tam Pollard – Chair of the Asset Maintenance Working Party
- Ted Reilly – Chair of the Repairs and Maintenance Working Party

- Alderwoman Susan Pearson – Ward of Cripplegate
- Deputy Randall Anderson – Ward of Aldersgate
- Deputy Anne Corbett – Deputy Chair of the Barbican Residential Committee

Officers:

Judith Finlay	- Executive Director, Community and Children's Services
Pam Wharfe	- Interim Assistant Director, Housing and Barbican
Dan Sanders	- Assistant Director, Barbican
Michael Gwyther-Jones	- Community and Children's Services
Damon Ellis	- Community and Children's Services
Stephen Johnson	- Community and Children's Services
Michael Gwyther-Jones	- Community and Children's Services
Julie Mayer	- Town Clerk's Department

1. APOLOGIES

Apologies were received from Claire Hersey, Lambert Mews.

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

There were no declarations.

3. **HOUSING REPAIRS AND MAINTENANCE CONTRACTS - PROCUREMENT STAGE 1 REPORT**

The Committee received a report of the Executive Director, Community and Children's Services which sought City of London Corporation (CoLC) Member approval for the recommended procurement strategy and evaluation criteria to be used in the selection of the preferred suppliers for the CoLC Repairs and Maintenance Contracts, which are due to expire on 31st March 2025. The report noted how this is required under Section 16.2 of the Procurement Code (Part 1) as the value exceeds £2m.

Members noted that this was a Special Meeting of the Committee to consider one item of business. The report presented to the Barbican Estate Residents Consultation Committee (BERCC) had been redacted as the full version contained '*commercial sensitivities*', which are exempt under the Local Government Act of 1972.

The Chair set out how the business would be conducted and made the following opening comments, reflecting the views of the BERCC:

- There should have been separate reports for the Barbican Estate Office and the HRA.
- The report had been heavily redacted on costs and a number of residents were disappointed at this, given that they pay for the contract.
- There was no mention in the report of the Altair evidence base and Landlord obligations but it was noted that this would be covered during the Officer's presentation of the report.

Officers responded as follows:

1. Officers had consulted the Town Clerk and the Procurement Team, who agreed that the best approach would be to have one report, seeking different Committee decisions. There are separate and distinct appendices covering the communications.
2. The redactions had been necessary to remove commercially sensitive material from the non-public version of the Committee report, as prescribed under the Local Government Act of 1972. However, the new Assistant Director had been working with the Chamberlain to allow the Working Groups to see pertinent financial information, in such a way so as not to compromise the integrity of the tender, noting that residents are already sighted on some of the information as part of their service charge statements.
3. The Altair report had been shared with consultants and their recommendations would form part of the tender documents.
4. Lot 3 would cover just the responsive repairs in respect of waterproofing issues, with the capital works being procured separately.

5. The 'handy-person' service would fall outside of the main contract for the Barbican Estate.

The Chair of the Repairs and Maintenance Working Party was invited to comment.

6. The Chair agreed with the Chair (of the BRCC) in respect of her opening comments but wanted to stress how the Working Party had enjoyed a productive working relationship with officers and noted the positives; i.e. - a dedicated Contracts Manager for the Barbican; a far more realistic price/quality ratio than previously and residents acting as '*unpaid Clerks of Works*' for the project.
7. Residents had found the description of the current contract somewhat anodyne, given the extreme dissatisfaction about performance and would like the relevant Committees to fully acknowledge this before the extension is put in place.
8. There should be more explanation as to why waterproofing for Barbican and Golden Lane is on the same contract.
9. Resident Members should have been given more input in terms of the positioning of the handy person.
10. The Working Party would like to see a clearer commitment to the contract starting date and more detail in respect of sub contract management.
11. The Chair (of the Working Party) was confident that, over the next couple of months, these issues would be resolved, given the positive working relationships referred to above.

Officers responded as follows:

12. The Members allocated to the project and officers had met on ten occasions since September 2023 and this spirit of collaboration would extend into shaping the quality questions. The Chair of the Repairs and Maintenance Working Party would also be engaged in the evaluation.
13. There are a lot of common factors affecting waterproofing for Golden Lane and the Barbican, and there had been extensive engagement across both resident groups. Officers considered the historical data and are confident that this is the correct approach, noting that the scope of the contract is still a work in progress
14. The handy person for the Barbican Estate will create an opportunity for insourcing under the break clauses.
15. It will take 3 months to de-mobilise the old contractor and mobilise the new one.

16. The use of sub-contractors would be kept to a minimum and managed by the Estate Contract Manager. Whilst it is usual practice to procure separate lots, they will form part of a single contract.
17. The appropriate forum for reviewing validity of historic charges is the repairs charging group, this work is being done and although not directly relevant to the procurement of the new contract which this forum is dealing with we acknowledge the frustrations with regards to the lack of management/oversight of the current contract and the impact that has had.
18. The Minutes from this Meeting, which will be presented to the Special Meeting of the Barbican Residential Committee (BRC) on 9th May 2024, will note the comments about poor performance of the current contractor. The Executive Director advised that previous reports had presented more detail on history and high levels of dissatisfaction.

The Chair of AMWP made the following comments

19. The various decision-making committees should note that the 12 months extension only came about because the expiry of the existing contract with Metwin was not properly managed.
20. How confident are officers in respect of sufficient contingencies?

Officers responded as follows:

21. A very detailed programme was prepared last year and each target had been met. The Team remains extremely focussed and weekly meetings take place with all parties, who are confident in terms of achieving the targets and deadlines. The Assistant Director stressed that the timelines in Appendix 4 to the report are realistic.
22. The break clauses will accommodate greater levels of insourcing but it may take a number of years to work through. A previous employee made an unrealistic commitment to review this at a much earlier stage. The new Assistant Director is very experienced in insourcing and outsourcing, which is a complex area, and has given a more realistic timescale. The Chair of the AMWP feels that this should be reflected more strongly in the report.
23. The Chair (of the BRCC) noted that the Altair review suggested the Handy Person, which would cover the less technical aspects of maintenance. The Assistant Director agreed to discuss this further with the Chair, after the meeting.
24. The issues with Civica are part of a Transformation Board workstream and they received a positive update at the last meeting.
25. The Assistant Director will be chairing the Strategy Group across the Barbican Estate, which will seek to work collaboratively to achieve economies of scale.

26. The Chair (of the BRCC) felt that the risk exposure should include legal implications in terms of a potential breach of lease under the Landlord and Tenant Act. The Assistant Director agreed to incorporate this into future reports.

27. The Assistant Director had been looking at specialist nominated suppliers of certain bespoke materials, with a recent focus on tiling.

28. During questions there was a high level of dissatisfaction with the percentages applied to the tender evaluation in terms of:

- I. The percentage splits of the evaluation criteria.
- II. The way in which the assessment criteria would be used, with specific reference to the contract award.
- III. The proposed question set with reference to 'quality' had not been determined.
- IV. The extent to which the evaluation criteria could potentially not provide the best 'value for money' Contractor was not adequately portrayed.

29. Officers offered mitigating explanations but the agreement was to host an online conversation to work through these concerns. It was noted that a particular requirement would be attendance from the Procurement Team, who would be able to offer the best insight and guidance. The Chair asked that the Deputy Chair, the Member who raising the above queries (the representative from Willoughby House), the Allocated Members and Chairs of the Working Groups be invited. The Executive Director asked Members to be mindful of the need to move quickly on this, in order to keep pace with the Committee reporting cycle.

30. The Chair (of the BRCC) noted the internal audit of some of the Metwin charges which had showed irregularities. The progress on recommendations from the Audit Report would be presented to the June meeting of the BRC. The Executive Director advised that the action plan would be shared with both RCC and BRC Members.

Whilst noting some of the positive aspect set out above, the Chair (of the BRCC) asked for assurance that the Estate would not be in this position again. The Assistant Director emphasised the culture shift within the Estate Office, noting the arrival of the new Executive Director and Senior Leadership Team, who also have better quality management information than was previously the case.

RESOLVED, that – the BRC be asked to note the comments above, particularly in respect of the percentages when taking a decision on the report.

The meeting ended at 7.20 pm

Chairman

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

BERCC/ BRC Action Tracker- Work In Progress November 2023 (those items shaded green to be removed from future trackers)

Title	Date Added	Committee	Pending Actions BRC	Pending Actions RCC	Action Owner	Due Date	Update For committee
Barbican Highwall – Planned Maintenance of the Public Realm	Mar-20	RCC		This relates to additional funding for the walkways, for the inspection and maintenance of various items, i.e., smoke vents, surface water drainage system, railings, planters, benches, and signage. There are currently no funds available, but Officers will continue to review if there are any savings to progress any of these works.	Michael Gwyther-Jones	SOS Q3 2025 Completion Q4 2027	Detailed design is on programme for completion by June 2024 following which tenders will be invited for the waterproofing and landscaping works for Barbican Podium Phase 2. When the tenders have been received and evaluated a Gateway 5 Report will be presented to committee for approval.
Energy Update	Sep-22	RCC and BRC	A progress report was requested regarding the energy audit		Emma Bushell	Aug 24	PCMG were instructed April 2024 to undertake an energy audit for the Barbican Estate. Emma Bushell and PCMG met with resident representatives shortly after had a productive kick off meeting ensuring all parties understood what the objective of the review and desired output from stakeholders was. The next scheduled meeting with PCMG is Monday 17 th June and we anticipate their full audit will be complete by August 2024.
Lambert Jones roof	Nov-22	BRC	Residents do not feel they should bear any additional costs in terms of delays.		Dan Sanders & Damon Ellis	TBD	Resident Representatives have now met with Daniel Sanders and Damon Ellis to discuss the current situation and ongoing maintenance of the roof, downpipes, and drainage systems. These meetings were useful, and the BEO is committed to ensuring we are properly maintaining these systems on a periodic basis. BEO has agreed to review 1 roof as a sample to see since the last works how the drainage systems etc are holding up and design + launch an appropriate planned preventative maintenance regime. The PPM regime will attribute a reasonable service chargeable cost. leaseholders are reluctant to pay any additional charges relating to works borne out of poor or non-existent prior maintenance to date contributing towards additional works.
Minutes from previous meeting (May-23)	Sep-23	RCC (item 3)		A summary of role and responsibilities of resident engineers to be shared with the committee	Transformation Board	TBD	The Transformation Board is leading on this.
2022-23 Revenue Outturn for Dwellings Service Charge Account	Sep-23	BRC/ RCC	1.The Chair asked if the next meeting of the Committee could be sighted on the information on service charges sent to residents; redacted for data protection	1. Service Charge Report Format. 2. Regular meetings with Ben Jonson House Representatives. Balcony Repairs – Value for Money.	Anne Mason Pam Wharfe Eoin Doyle		RCC Answers : 1. Beaver and Struthers are in the later stages of their audit and have been to the BEO office 3 times. They have been provided access to City systems and Sharepoint as well as spot checking payslips an staff documents.

BERCC/ BRC Action Tracker- Work In Progress November 2023 (those items shaded green to be removed from future trackers)

Title	Date Added	Committee	Pending Actions BRC	Pending Actions RCC	Action Owner	Due Date	Update For committee
			as necessary. The Chair suggested an informal session with officers in respect of service charges, before the December meeting, by way of a training session for Members.				<p>2. Monthly meetings taking place with Ben Jonson House representatives. Damon Ellis continues to work closely with BJH and they are making progress.</p> <p>Works to water penetration and balconies are ongoing and good progress is being made in terms of the progression of lot 3 "water penetration" in line with our procurement timeline.</p>
Barbican Estate Window Repairs/ Replacement Report	Sep-23	BRC/ RCC	A weblink which would provide access to the completed surveys would be provided in the coming weeks.	3.	Graham Sheret	TBD	<p>3. Temporary repairs being undertaken to prevent water ingress and further deterioration in the next 18 – 24 months whilst permanent repairs specified and undertaken. Consultant tender to be issued by 01.03.24</p> <p>Progress continues to be made and we are confident we are still on track with our procurement timelines in relation to securing a permanent repairs contact.</p> <p>Dan Sanders and Damon Ellis continue to lead on matters of PPM to ensure proper management of the assets moving forward and will do so with the support of the programme board.</p>
Barbican Estate Redecoration Programme 2020 -25	Sep-23	BRC		<p>1. The RCC had asked for a more comprehensive cost report and the Assistant Director advised that this would be circulated with the Draft RCC minutes.</p> <p>2 . In response to a question about Bunyan Court's internal works, the Assistant Director agreed to investigate and feed back to Members</p>	Jason Hayes	June 24	Full report from AD within June RCC and July BRC documents.
Barbican Estate Major Works Five-Year Asset Management Programme		resolution RCC, 4th Sept, agreed by BRC, 11 September	Programme Board to be set up for governance of this project.	<p>The Head of Major Projects advised that the outstanding responses had been formulated to the Asset Management Working Party and would be shared with Members of the RCC and BRC.</p> <p>1. Outstanding comments and questions detailed in minutes of 4th Sept need to be answered before work begins.</p> <p>2. Preliminary work to be undertaken, involving resident nominees, to establish a formal Programme Board of stakeholders; terms of reference; authority framework, programme/project management methodology etc, taking expert advice as necessary, before any other work on the programme begins.</p>	Jason Hayes	June 24	<p>Items will be included in the Major Works Progress Update Report which will be presented to November Committee</p> <p>Terms of Reference for the new Programme Board have been agreed and the first meeting scheduled for late June</p>

BERCC/ BRC Action Tracker- Work In Progress November 2023 (those items shaded green to be removed from future trackers)

Title	Date Added	Committee	Pending Actions BRC	Pending Actions RCC	Action Owner	Due Date	Update For committee
Barbican Estate Office Review	Sep-23	BRC	The transformation action plan would be a standing agenda item brought to both committees in the future. The action plan will include timelines and milestones of workstreams.		Dan Sanders	November	Verbal updates from Dan Sanders including proposal for wider reporting/communication from the transformation board to all leaseholders moving forward.
Repairs and Maintenance Procurement Update	Sep-23	BRC/ RCC	<ol style="list-style-type: none"> 1. Reports that will be taken the governance process to be presented for information to RCC/BRC. 2. The AD of Housing will engage with all to understand the issues and ensure the new specifications suit the BEO. A dedicated Senior Quantity surveyor to overseeing the process. Timeline & milestones and residents views be circulated to wider committees by 11th Oct. 	<ol style="list-style-type: none"> 1. The RCC has requested a written report of the verbal update that was given at the meeting. 2. It was agreed a time-line of the procurement would be provided to the next meeting. 	Michael Gwyther-Jones	June 2024	<p>Special meeting held in May on this topic.</p> <p>All on track in terms of procurement timeline.</p>
Window Cleaning Contracts	Sep-23	BRC	<ol style="list-style-type: none"> 3. A joint panel was requested for the mobilisation of contract. 		Damon Ellis	Nov 24	There were some issues around whether Parkers employees had LGPS (London Government Pension Schemes)prior to TUPE as this needed to be clarified before we finalised the PT3 stages and move to the SQ Stages. Procurement are now satisfied as none of the Parkers employees will be carrying over any LGPS so they are set to go to tender 1 st July.
Antisocial Behaviour of the Barbican Estate	Sep-23	BRC	A more detailed report would be presented to the RCC/ BRC at their next committee meeting		Dan Sanders	Aug 24	First draft of the leaflet was shared with the subcommittee chair Barbican Estate security committee and we have received comments back we are working through.

BERCC/ BRC Action Tracker- Work In Progress November 2023 (those items shaded green to be removed from future trackers)

Title	Date Added	Committee	Pending Actions BRC	Pending Actions RCC	Action Owner	Due Date	Update For committee
Brandon Mews Canopy	Sep-23	BRC	The committee would receive a full report at the next meeting BRC.		Dan Sanders	Sep -2024	Discovery report was presented by Rosalind in March and Dan Sanders has informally met chair of Brandon Mews since and held a positive informal conversation. A more formal meeting to discuss the matter will be arranged for initial discussions to take place with a view to make progress in time for a September committee report.
Blake Tower	Sep-23	BRC	The committee would receive a full report at the next meeting BRC/ RCC		JF		JF to provide a verbal update for Blake tower.
Breach of Lease Protocol	Sep-23	BRC	Members noted a full report for the upcoming committees in November / December		Helen Davinson		Verbal update on progress.
AOB/ Notice of Intention		BRC	Leaseholders will have the opportunity to inspect tender documents for agency staff contract. The Governance process is via Finance Committee but reports would also be presented to BRC/RCC for information. Whilst accepting this is not a BRC Decision, the Chair asked for the Committee to be better informed on such matters in the future. The Chair also encouraged full engagement from residents.		Dan Sanders	TBD	Will update verbally on progress.

Committee(s): Barbican Estate Residents Consultation Committee Barbican Residential Committee	Dated: 24/06/2024 01/07/2024
Subject: Barbican – Internal Audit Recommendations	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?	No
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: Judith Finlay, Executive Director of Community and Children’s Services	For Information
Report author: Daniel Sanders – Assistant Director – Barbican Damon Ellis – Head of Property Service – Barbican	

Summary

The City of London Corporation has a duty to undertake internal and external maintenance to the blocks within the Barbican Estate for which it is the landlord. The purpose of this report is to inform committee of the current implementation of measures following several complaints from House Groups expressing concern around quality of work and lack of BEO engagement.

The current contract/agreement in place for the provision of internal/external repairs for the Barbican Estate began is due to expire 31st March 2025, the agreement referred to as:

1. Barbican Estate – Redecorations Project

The first thing to do was identify the key stakeholders within the process, they are:

- Principal contractor
- Clerk of works
- Project manager
- BEO
- Leaseholders

Having reviewed the end-end process on 2 blocks (Speed House and Willoughby House) in a great level of detail it was clear to me that there were failings on all parts of this contractual arrangement including:

- A lack of project ownership or accountability
- Confusion around the specification/scope of works
- Poor/sloppy finishes (in parts)

Post review, the remaining blocks will have the following measures in place to ensure good practice and results:

- Specification of works shared with House Groups for comment prior to work commencing.
- Pre-condition surveys with BEO sign off.
- “BEO Action Plan” for monitoring work and delivery.

When we come to procure the internal/external re-decoration programme for the future (April 2025 onwards) we will ensure we draw down on lessons learned through this process and have a more collaborative resident focused approach whilst being mindful of the obligations to maintain the building fabric under the lease.

We will continue to work with House Groups who are snagging/unsatisfied with works carried out to date which we are positively engaged with the principal contractors on most occasions.

Barbican Redecoration Project Action Plan

DAILY SITE VISIT

1. Frequency
 - a. Daily
2. Who should attend?
 - a. Barbican
 - i. Contracts Manager (Daniel Castle)
 - ii. Resident Engineer (as needed)
 - b. Mcloughlin Group Holdings
 - i. Site Manager (Tony Parker)
3. Site Visit Methodology
 - a. Physical on-site observations, document review, informal discussions.
4. Agenda
 - a. Review project goals, aims, and expectations.
 - b. Completed Tasks- Walk through of previously completed works.
 - i. Quality control
 - ii. Identify concerns and unforeseen works.
 - c. On going and outstanding tasks- Monitor progress against Scope of Works.
 - i. Checklist to systematically review.
 - d. Problems, challenges, blockers & reached milestones.
 - e. Check PPE, equipment safety and H&S policies are being followed.
 - f. Daily walk through of the area to assess any issues or potential for additional works.
 - g. Ensure equipment/materials are on site to complete works.
5. Post Visit Agenda/Review
 - a. Document any follow ups and who is responsible for these.
 - b. Summarise and share findings.

MONTHLY CATCH UP

1. Frequency
 - a. Monthly
2. Who should attend?
 - a. Barbican
 - i. Contracts Manager (Daniel Castle)
 - b. Mcloughlin Group Holdings
 - i. Site Manager (Shaun Wakefield)
 - ii. Contracts Manager (Tony Parker)
 - c. Residents Panel
 - i. POC for the residents panel (as needed)
3. Site Visit Methodology
 - a. Roundtable discussions, document review, data review, formal discussions.
4. Agenda
 - a. Review of previous months progress
 - i. Summary of last month's progress and highlight any milestones or challenges.
 - b. Status of the project.
 - i. Monthly deadline review, changes in priorities.
 - ii. Risks or Threats
 - c. Budget and expenditure review.
 - i. Any variance or risks of going over budget.
 - d. Timeline update
 - i. Delays, unforeseen works, optimisations.
 - e. Quality Control and assurance
 - f. Any health and safety issues
 - g. Resident communication
 - i. Address any feedback or concerns raised by the resident.

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Committee(s): Barbican Estate Residents Consultation Committee Barbican Residential Committee	Dated: 24/06/2024 01/07/2024
Subject: Barbican – Internal Audit Recommendations	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?	No
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: Judith Finlay, Executive Director of Community and Children’s Services	For Information
Report author: Daniel Sanders – Assistant Director – Barbican Damon Ellis – Head of Property Service – Barbican	

Summary

The City of London Corporation has a duty to undertake repairs and maintenance to the Barbican Estate for which it is the landlord. The purpose of this report is to inform committee of the current implementation of measures following the internal audit dated 13/12/2024.

The current contract/agreement in place for the provision of repairs and maintenance for the Barbican Estate began on 01 April 2019, and following a deed of variation, is due to expire 31st March 2025, the agreement referred to as:

1. Barbican Estate with Metwin Ltd.

The internal audit report recommendations are summarised below:

Recommendation(s)

- Management needs to apply greater care and diligence in the operation of this and future contracts, possible motivations for failing to apply the SOR are convenience and lack of understanding as to how such contracts operate. There is a risk of fraud, although this is very difficult to substantiate due to the lack of transparency in the works orders.
- The contract Schedule of Rates must be applied, where this is not possible, works must be specified and costed via quotation and the quotation attached to the works order.

- The Housing Repairs Team should ensure that market testing (seeking alternate quotes) is undertaken in relation to non-SOR items, management may wish to set a financial threshold for this. Evidence should be retained.
- The pre-inspection process/responsibility should be brought within the City of London team as a “client” function.
- The Housing Repairs Team should introduce, as a minimum, spot-checking to validate the completion of works and, for some categories of repair, part-completion. Evidence should be retained to demonstrate this.
- The Schedule of Rates should be reviewed in detail as part of the procurement process to re-let the contract, ensuring that those items included remain valid and expanding where relevant/useful to do so.

Upon my appointment at the City of London Corporation (8th March 2024) it was evident that some steps had been taken to try and mitigate concerns raised in the internal audit, but these were not strategically implemented and there was still an absence of written process to support any potential work carried out to date.

We now have a strategic plan to tackle the shortfalls within current process:

1. A series of standardised operating procedures (SOP's) for all employees of the Barbican Estate Office to follow ensuring there is a structured and written process for all aspects of financial and operational management relating to repairs & maintenance.
2. The responsible procurement of the 2025 repairs & maintenance contract that is designed and managed in line with good practice, the recommendations of the internal audit and governance of L&T Act (1985) and the RICS code of practice.

We have already devised our first draft standard operating procedure with reference to BEO management (see below) we envisage a total of 8 SOPs with specific reference to repairs & maintenance including but not limited to:

- Raising an order (limits)
- Market Testing
- Applying SOR Items
- Qualifying Works (S20)
- Pre-Inspection
- Post-Inspection
- Emergency Works
- RAM's (management of contractors)

The procurement of the 2025 repairs & Maintenance contract is well underway, and we have had very positive engagement from the resident working party as well as colleagues in procurement and finance. We are confident the contract is being structured in a way we can pro-actively manage it moving forward and with input at this stage the contract will work in line with our SOP's ensuring effective operational and financial management.

We are currently reviewing the limits in the attached SOP (example) and integration with systems to ensure we can apply them automatically, so our processes do not have a single point of failure. The remainder of SOPs for R&M and other BEO related tasks will be created and logged centrally. We will report back to RCC and BRC each committee with a log of our SOP's and they will be available for inspection if/when required, this is in line with our commitment to be an open and transparent office working with and on behalf of residents.

For the avoidance of doubt, the implementation of points 1 & 2 will address all concerns raised within the internal audit. The implementation of Standard Operating Procedures will be done no later than 31st July 2024 and will apply to the management of the current contractor and contract management when finalised.

The procurement of the new R&M contract is a continual piece of work which we will continue to feed into with the audit in mind, the new contract will commence 1st April 2025.



Standard Operation Procedure for Authorising Orders and Variations

Introduction

- i. The purpose of this Standard Operating Procedure (SOP) is to put into operation a strategic approvals process managing responsibility and accountability for authorising works orders variations, and their associated cost.
- ii. We are governed by the Landlord & Tenant Act (1985) and the RICS code of practice for which it is important our authorisation limits and process competencies and accountabilities are clear and transparent. This process will ensure we are meeting our fiduciary responsibilities under the legislation.

Limits

	Authorised Limit
Repairs Desk	£0-£250
Property Service Officer(s)	£251-£500
Contracts Manager(s)	£501-£10,000
Head of Property Services	£10,001- £30,000
Assistant Director	£30,001- £50,000

Control Measures:

- i. Post inspections will be conducted to ensure works have been completed to satisfaction before invoices can be authorised. Photos will need to be taken during physical inspections, and during works, so further desk top quality control can take place.
- ii. Proof of delivery for materials must be provided before variations can be authorised where the material spend is more than £250 (before contractual uplift of 15%).
- iii. In relation to cost control and the above mentioned authorisation limits the process will remain that any team member can initially raise an order on CivicaX but where the value falls outside of their agreed authorisation limit approval will need to be obtained prior to allocating.

Created By: Daniel Sanders

Effective From: Implementation date TBD

Agenda Item 7

Committee(s): Projects and Procurement Sub Committee – For decision Barbican Estate Residents Consultation Committee – For information Housing Management and Almshouses Sub Committee – For information Community and Children Services Committee – For information Barbican Residential Committee – For information	Dated: 10/06/2024 24/06/2024 03/06/2024 04/07/2024 01/07/2024
Subject: Extension to Lift Maintenance – Residential Contract	Public
Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?	1, 2, 4, 12
Does this proposal require extra revenue and/or capital spending?	No
If so, how much?	N/A
What is the source of Funding?	Barbican – City Fund HRA – HRA Fund
Has this Funding Source been agreed with the Chamberlain’s Department?	Yes
Report of: Judith Finlay, Executive Director of Community and Children’s Services	For Decision
Report author: Damon Ellis, Contracts Manager, DCCS Robert Pine, Procurement and Contracts Manager, Commercial Service, COO	

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Summary

The City has a contract with Guideline Lift Services Limited to provide Residential Lift Maintenance services to the Barbican and HRA Estate. This was awarded in 2019 for a period of 5 years. The contract term will end 30 June 2024.

The purpose of this report is to seek Member approval for a one-year contract extension to June 2025. This is needed to allow sufficient time for the re-procurement of the new contract. The new Housing management team are dealing with a number of legacy issues, including contract management. New staff have been appointed to ensure that future contract management and procurement is managed in an effective and timely manner. As part of the pending strategic procurement review, consideration will be given to what steps the Commercial service can take to report and highlight key reprocurement risks in the event of service inaction.

The report provides an overview of the operational and commercial performance of this agreement, the activities undertaken to establish the options available for the provision of the services from 1 July 2024, and recommends to members the option that officers consider to be the best approach to optimise future service delivery, provide commercial assurance, and to maximise impact towards the organisation's corporate strategic objectives.

Whilst the purpose of this report is to satisfy the Standing Orders, 51. Procurement and Contract Letting, and Rules 16, 25 and 30 of the Procurement Code, it is included in the agendas of the Barbican Residential Committee and the Barbican Estate Residents Consultation Committee, to communicate transparently to those affected by this contractual decision as it will affect their service provision.

Recommendation(s)

Members are asked to:

1. Approve a variation to the expiry date of the contract term to 30 June 2025 for Residential Lift Maintenance Services and an increase in the Total Contract Value of £423,740 to £2,542,440 (including the recommended extension (original contract value £1.98m). The current contract spend to date (May 2024) is £2,083,388
2. Note the estimated spend for the additional 12 months extension is £423,740.

Main Report

Background

1. A procurement process was undertaken in 2019 for Lift Maintenance Services and contracts were awarded under 2 Lots: 1. Corporate Lift Maintenance and 2. Residential Lift Maintenance.

2. The Corporate Lift Maintenance Contract was awarded to Amalgamated Lifts Ltd for a 5-year term expiring 30 June 2024. Work has been completed by City Surveyor's department to have a new contract with Amalgamated Lifts Ltd starting 1 July 2024.
3. The Residential Lift Maintenance Contract was awarded to Guideline Lift Services Limited for a 5-year term expiring 30th June 2024. This contract covered both the Barbican Estate and HRA. It became apparent to the new Housing management team, that the existing contract was due to expire on the 30 June 2024 leaving no other option to extend given the timescales required to undertake a procurement process for a new contract. A new contract manager was appointed in early 2024 and previously there has been limited contract monitoring for this service.
4. The City of London has seventy-one low to medium rise passenger lifts and nine high rise passenger lifts on the Barbican Estate (and one platform lift).
5. The City of London has forty-five low, medium and high-rise passenger lifts on the housing estates and three platform lifts.
6. The strategy in 2019 for separate lots for Corporate and Residential was decided upon to ensure that the differing bespoke nature of requirements across both areas are delivered, and ultimately the City's responsibilities for the Lift Maintenance services and its obligations to leaseholders are met.
7. The Corporate Lift stock services public lifts and those in corporate offices or goods lift for operational purposes. This portfolio requires a different set of specification requirements, SLAs, KPIs and financial model compared to the lifts within the Housing portfolio where the requirements of residents must be accommodated. It is not possible to award a contract which can encompass both requirements and therefore two separate contracts will be awarded.

Current Position

8. A decision is required from Members, as according to the Corporation's Standing Orders, 51. Procurement and Contract Letting, all procurement and contracts activity must be undertaken in accordance with the Corporation's agreed Procurement Regulations, The Procurement Code.
9. The Procurement Code rule 30. Contract Variations and rule 25. Waivers requires approval from the Procurement and Projects Committee where a New Total Contract Value is £2m or higher. This report considers a matter valued at £2,542,440 for Residential Lift Maintenance Services. Due to the proportion of the variation which is just over 20% (£27,740 over) the original contract value (£1,98m), there is minimal commercial risk to challenge given that the market will be aware that a procurement process is planned for.

10. The current contract with Guideline Lift Services Limited requires a Deed of Variation (Contract Extension) to extend by 12 months, this is needed to allow sufficient time for the re-procurement of the new contract.
11. There is insufficient time to reprocure before the current contracts expire on 30 June 2024 as a full procurement options appraisal will need to be undertaken.
12. Guideline Lift Services Ltd have agreed to continue their services for a further 12 months, terminating 30 June 2025. It has been confirmed with the incumbent contractor that there will be NO uplift applied to the existing contractual rates throughout the extension period.
13. The estimated spend for the additional 12 months extension is £423,740 across Barbican and HRA (Barbican £303,190 & HRA [REDACTED]).
14. Annual spending over the past 5 years (from 1 July 2019 to May 2024) is detailed below. *Please note that at the time of writing this report, the spend data retrieved via CBIS was set to May 2024, therefore May 2024 to the end of the current contract (June 2024) is estimated / averaged based on the previous year's spend.

Financial Years & Contract Year	HRA	Barbican
July 2019- FY 2020 (Year 1)	[REDACTED]	£349,483
FY 2020-2021 (Year 2)	[REDACTED]	£267,592
FY 2021-2022 (Year 3)	[REDACTED]	£285,185
FY 2022-2023 (Year 4)	[REDACTED]	£285,528
FY 2023 to May 2024 (Year 5)	[REDACTED]	£302,893
*Est. Spend (May 2024 – 30 June 2024)	[REDACTED]	£25,265
Total Current Contract Spend (exc. Extension)	[REDACTED]	£1,617,013
Cost to extend Contract (12 months)	[REDACTED]	£303,190
Total Contract Value (inc. 12-month extension)	[REDACTED]	£1,819,140
Total Contract Value Combined (inc. Extension)	[REDACTED]	[REDACTED]

15. The spend is in line with the predicted estimated costs for the contract set at the outset.
16. The rationale for the contract extension will (1) allow sufficient time to explore the most appropriate route to market for the re tendering of this contract, (2) Housing management team can fully delve into the specification requirements and any the considerations / feedback from residents / leaseholders, TUPE and S20 process. (3) Mobilisation of the new contractor.

Options

17. The following options were considered:
- a) **Option 1** - to undertake an immediate procurement exercise for a Residential Lift Maintenance Service
 - b) **Option 2** - Extend by deed of variation the current contract with the provider.
18. **Option 1** would allow for competitive bidding from the market. However, it would be a risk to conduct an immediate procurement exercise as this would not allow sufficient time for a thorough review of the service, understand resident concerns, and ensure adequate time for mobilisation of a new contractor.
19. **Option 2**, extending the current contract and deferring the procurement allows time to carry out time to develop an effective and improved service model. Re-procuring within the current timeframe introduces greater risk than that option 2. with the likelihood of ending up with a worse deal financially, poorer standard of service, and drain on internal resource, resident dissatisfaction, compared to allowing an additional 12 months to reprocure.
20. The procurement timetable is detailed in Appendix 1 to ensure that a new contract is in place in advance of the extension expiry date, 30 June 2025.

Proposal(s)

21. **Option 2** is the preferred option, as this would allow resident consultation to be undertaken and provide an opportunity for a thorough service review and the design of an improved service model.
22. The Facilities Services and Environment Category Board have approved the recommendation to extend the contracts by 12 months.

Corporate & Strategic Implications

This proposal aligns with key objectives in the Corporate Plan for 2024-29 where there is a commitment to ensure people receive good services, live in good quality homes, and can live independent and healthy lives. This proposal will also support the delivery of involving communities and our residents in co-creating fair and innovative outcomes.

Financial implications

The financial implications are set out in the body of the report.

Resource implications

DCCS Housing manage the current contract and will continue to do so for the extension. Section 20 consultation is not required for this extension. A new Management team has been embedded at the Barbican Estate over the previous two months to take ownership and full accountability for all existing and new contracts going forward (a newly appointed Assistant Director, Head of Property Services and a Contracts Manager). For HRA, the Housing Service has ensured that the right resources are in place to improve the management of the contracts (including a new AD for Housing starting 28th May 2024).

Legal implications

The proposed extension of the contract in favour of Guideline is permissible under Regulation 72(1)(b) of the Public Contract Regulations 2015 (PCR 2015), on the basis that:

- the procurement of an alternative contractor for an interim 12-month period would cause significant inconvenience and substantial duplication of cost for the City; and
- the value of the contract extension will not exceed 50% of the original contract value.

Risk implications

Not extending the current contract exposes the City to risk in respect of reputation by not having an adequate lift maintenance service. There is further risk by not being compliant with statutory Health and Safety regulations. Legal will be further consulted for any Public Contract Regulations 2015 modification notices that are required to be published.

Equalities implications

The current contract has been subject to a fully compliant City of London tender process which ensures that all legal requirements and City of London policies in respect of equality have been met.

Climate implications

The current contract has been subject to a fully compliant City of London tender process which ensures that all legal requirements and City of London policies in respect of climate and responsible procurement have been met.

Security implications

The current contract has been subject to a fully compliant City of London tender process which ensures that all legal requirements and City of London policies in respect of security have been met.

Conclusion

23. It is recommended that Members approve the extension of the Residential Lift Maintenance contract for a further 12 months, to ensure continuity of the service whilst a review of the approach to procuring a new Lift Maintenance contract is undertaken.

Damon Ellis

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Gardens Advisory Group Report to the RCC June 2024

The Gardens Advisory Group, working in four teams, carried out their quarterly inspections of the four sections of the Barbican Gardens in May. We were very pleased to welcome City Gardens Manager, Jake Tibbetts, to every one of our inspections and Helen Davinson, Resident Services Manager, who was able to join two of our inspections. Many thanks to GAG members for their active participation in the inspections and for the reports on the areas inspected. It was particularly pleasing to welcome two new volunteers to the inspection teams. Following news of David Graves' resignation from GAG, as he will be leaving the Barbican shortly, the Group expressed its thanks for his participation and contribution to its work.

Despite the occasional short sunny warm spell the weather since February has continued to be largely cool and wet. While such weather is less pleasant for the gardeners as they work and for leaseholders and residents as they enjoy the gardens, it does have some upsides. In particular the long spell of wet and well above freezing temperatures has helped some of our trees and shrubs as they recovered from high temperatures and drought conditions. In particular the Persian ironwoods in the Beech Street gardens are looking much healthier and many silver birch have benefited too. The jasmine on the pergola beside Speed Gardens has grown significantly since our last inspection.

Since our last report the planned tree pruning has taken place and the specialist 'working at heights' team has cut back and tidied the overhead garden linking Andrewes to the Postern. The reeds in the lake have had their annual haircut. This year the area between St Giles Churchyard and Wallside was also included. The reeds have responded strongly contributing to the improvement in the appearance of the lake.

The overall result is that the gardens are looking good. GAG would like to thank the gardeners for their work in planting, weeding and cutting that ensure the gardens can be enjoyed by all.

Luis, who has been a familiar figure in our gardens for over twenty years, is retiring in July and returning to his native Brazil. Never a man of leisure Luis has already arranged to volunteer in the gardens of his local hospital there. City Gardens arranged for Charlie to work closely with Luis over the last several months to facilitate the transfer and continued utilisation of Luis' vast knowledge and experience of the Barbican Gardens. I'm sure the RCC will join GAG in thanking Luis for his many years of dedicated service and wishing him a long and fulfilling retirement.

Towards the end of 2023 the RCC and, subsequently, the BRC, approved a proposal to ask officers to identify the costings involved in conducting an ecological survey of the private gardens and, on the basis of that survey, of developing a master plan to secure the future of our Grade II* listed gardens. This is in keeping with the recommendation in the Barbican Listed Management Building Guidelines Volume 4 – Landscape which stated that

“the City is encouraged:

- to establish an estate-wide Landscape Master plan in order to maintain consistency of design, specification and detailing;”.

At its meeting on June 5th GAG discussed the progress that officers had made with the proposal for a comprehensive survey and the production of plans.

The costings are:

Baseline ecological survey	£4,000
Development of a master plan	£20,000
City Gardens Project Management Costs	£1,500
Consultation	£15,000
Preparation and Submission of Planning application (it is unlikely that planning approval will be required but this item is included as a risk factor)	£1,500
TOTAL COST	£42,000

The Group discussed these costings and their implications at some length. It was noted that a topographical survey is not required as one is already in existence. The ecological survey would cover not only trees, shrubs and plants but also bio-diversity. Consultation would involve a two stage consultation with leaseholders and residents and other stakeholders. The first stage would aim to gather views about the current garden design and features to be considered for addition or removal. The second stage would gather views about the proposals in the master plan before it was finalised. GAG debated whether it could successfully organise this consultation on a voluntary basis and decided it would be better conducted by an external organisation.

GAG is very conscious of the impact of rising service charges on leaseholders but felt that, at an average cost of approximately £21 per flat, the development of a master plan should be undertaken and requests that the RCC recommend this to the BRC. Officers were thanked for their work in bringing together these costings and proposals.

Although it is outside the scope of our inspections the Barbican Wildlife Garden (BWG) is part of the Barbican Gardens. The attached note, prepared by the BWG, provides a valuable update on the state of the garden and the work of its volunteers.



Barbican Wildlife Garden Activity Log January to July 2024

<https://twitter.com/BarbicanWLG>

<http://www.barbicanwildlifegarden.org/>

Section A – Community Participation

March

Richard from TCV has agreed to visit the Garden to provide advice on improving the edge treatment of Annes pond. Unfortunately this won't be possible until April due to his annual leave but in the meantime he will provide a quotation for laying the Fann St hedge.

A meeting was held at Bartletts on 20th March for an initial meeting with students to discuss the proposed collaboration. Jo, Francis, Kathrin and Ruth attended with Ryan who gave a presentation which was very well received. Afterwards, 24 students signed up as interested in being part of the collaboration and a date will now be organised to visit the Garden for an initial introduction. Follow up emails have now been sent inviting students to attend induction on either the 17th or 24th with 10 places available for each session.

Second and third information boards have now been received. There is some damage to the frame and the look is slightly different to the first so discussion around resolution are ongoing. Metwins have been booked to come to the Garden on the 3rd to discuss installation.

Group agreed to donate £50 to Kabir Kaul who is walking the length of the Regents canal in support of Wild London and wildjustice.org. We have also been approached by some UCL students about a new panel they are developing for solitary bees. A meeting in the Garden is planned for 3 April to discuss potential collaboration.

Spreading of wood chip along the garden paths continued throughout the month. Plants on trolley in compost area cleared up and watered with those remaining to be brought on over the coming months for sale at Open gardens in June.

April

Justin and Alex from Charterhouse Square visited to talk about how we manage the garden for wildlife and biodiversity. Metwins also attended the garden in order to install the three new information boards which are now in place (3 April).

Bunhill BioBlitz event will take place in Bunhill on 28 April and two volunteers, Jules and Kathrin, will be helping out. Meeting with UCL students deferred from 3 April until later in the month.

On first weekend in April, someone was observed breaking into the Garden by climbing over the Bunyan ramp fence and hedge frame. On departure they were carrying a container but no information was available on their activities while in the Garden. Christine Phillips, our local City of London police representative,

visited the Garden on the Wednesday and is looking into the matter. Significant damage incurred to the top section of the hedge supports.

The BWG has agreed to participate as a supporting partner in a document being prepared by Ben Bishop about promoting biodiversity in the City. We have also been approached by the next door nursery, asking whether small groups of children, under good supervision, could visit the Garden, subject to an internal risk assessment. We have agreed and asked them to propose some dates.

The first Bartletts induction visit took place on 24 April. Students could not do a health and safety induction as Nic was off sick, but Francis, Jo and Ryan conducted a garden walk around, and then were offered free time to enjoy the Garden, sketch and otherwise acquaint themselves with the space.

Information boards now in place and an Estate Bulletin was submitted last week, inviting residents to send us their comments. Jo has written one about the pollinator bed for third week of April.

On the last Sunday in April, BWG volunteers helped run the Bunhill Bioblitz which is part of the City Nature Challenge 2024. In particular Jules ran a bug hunt for the children and aided the identifications.

May

The garden will be opening for London Open Gardens weekend and two poets (Dorothy McCarthy and Natasha Anne Hamilton) have been recruited to be present over the weekend. Aryan Kaul will also be writing a poem. We have also decided not to have leaflets this year and be paperless, as the new information boards are now in place but someone will be assigned to be near the pollinator bed to talk about what we are doing and answer questions. Also agreed that 25th guest of the day will be given a copy of London in the Wild (with articles by Kabir Kaul) to celebrate the 25th anniversary of the event. Nic is still planning to open the nursery despite his hospitalisation and BWG will provide support and assistance.

Police horses have been invited to come by at some point over the weekend and have provisionally set 11:30am on the Sunday. We have been approached by London Parks and Gardens Trust about filming in the garden on the open gardens weekend and we have agreed to this.

First week of the month plants for sale at LOG potted up. Kabir has also written two articles about LOG. Posters have been delivered week of 8 May and put up on 15 May. More plants potted up and all plants watered.

We have been approached by Gentle Author, a blogger who is author of Spitalfields Life and many books about London, would like to write an article about the garden and Francis has agreed to speak with him. Lizzie has joined us up with the TCV network using our website address as the contact. Ruth Corb, a City Guide, is writing an article about the Garden and visited to gather information. The Garden was mentioned in the May edition of the RHS magazine.

Dan Saunders, the new assistant director of the BEO, visited the garden on 29th May to look around. Culture Mile BID filmed in the Garden on 29 May for a piece being prepared for a Culture Mile BID breakfast to be held on Tuesday 18 June between 8 and 10am.

Date for IYN judging set at 3 July and our judge this year will be Jo Scrivener. Nic's nursery will be judged on 15 June by Lisa Wilkinson. Our leaflets have been sent to both judges and a summary sheet of the years achievements will be prepared for the visit.

Approached on Twitter asked whether we would be interested in a donation of slow worms but after taking advice they were declined.

Section B – Environmental Responsibility

March

Month opened with dead frog tally at 107, with an additional 14 dead frogs in the first week of March. By end of the month the total stood at 136, but the numbers were now down to only a couple a week.

Bee mound in pollinator bed finished at beginning of month with extra sandy loam added and pebbles across some of the surface. Pollinator lagoon relocated into a sunny section of the bed towards the centre and sunken into the ground.

Work continued on reinforcing the scrub barrier. Continued and completed first week of April.

Significant sightings: early pollinators including queen bumblebees are being seen in numbers exploring the newly planted pollinator bed; bee mound in pollinator bed has early signs of holes made by investigating bees;

April

James from McGees visited the garden to look at the issue with the new water butts not filling but concluded that they would not have the time to make the necessary correction. Another contractor will need to be found to sort this out.

Annes pond is now looking in better health after the substantial tree surgery which has admitted more light at ground level. Marsh marigolds are making a particularly good showing this year.

Significant sightings: blue tits appear to be using nesting box along Fann St; marsh marigolds are doing well indicating that the water quality in Annes pond is improving;

May

Decision taken to purchase a mason bee box. Konstantinos visited mid month to look at our bee mound and particularly the holes that area appearing to ascertain whether bees or ants are making them. Male Mason bee seen investigating bee hotel.

Second water butt in compost area now filling up. Monkey flower, watercress, water buttercups, water forget me nots and red clover flowering around the meadow pond. Irises doing well in Annes pond. Butt water added to meadow pond on 15th and 22nd May in order to empty the no 1 butt behind the bird hide to allow a levelling up plan (developed by Lionel) to be effected.

Many spindle larvae (ermine moth) eating away at the spindle near the entrance. There is significant build up of duck weed in Annes pond and remediation work over the winter will be necessary. TCV has been consulted for their advice.

Significant sightings: presence of spindle moth in the garden; red damselfly spotted mid month; tadpoles still developing well and frog seen jumping to try to catch a moth; one dead frog spotted on 15 May in shrubbery after a long period of no deaths; mason bee seen investigating new bee hotel; bee mound with evidence of occupation; newly planted pollinator bed and lagoon covered with insects and pollinators.

Section C – Gardening Achievement

March

Activities:

Short meeting held during the 6 March session to discuss plantings for the Fann St tree pits and agreed as follows:

Pit 1 (western most) Curry plant, wild bergamot

Pit 2 species of Cranesbill

Pit 3 Salvia yang

Pit 4 Lavender, rosemary and thyme

Plants orders from Crowders and delivered week of 18 March. Plants for the bed delivered on 6 March, unpacked and checked against the order list. One omission reported to Crowders who said they would supply with the next order.

Planting of the pollinator bed carried out on 13 March both during the session and continued into the afternoon. Skimmia, two salvias and a hebe relocated from the bottom of the pollinator bed. In the following weeks, 20th and 27th, removal of bind weed and wood avens continued at south end of bed. This is going to need to be ongoing as there is significant residual roots in the bed.

Hot lip salvia relocated from pollinator bed to the top end of the shrubbery. Also significantly pruned back to encourage new growth. Foraged celandine planted nearby in the shrubbery. three violets planted in the fernery.

Marsh marigolds starting to flower in Annes pond around 20th March. Ground ivy foraged from Bunhill and added to the insect hotel together with two honeysuckles. Alexander now about to flower in SE quarter of meadow, a foraged plant from Bunhill last year. Another Alexander planted near by on 27th March.

Wild garlic now out along southern edge of orchard and three cornered garlic in the copse and in front of the bird hide. Recently planted weeping cherry flowering in the orchard. Garlic mustard flowering near the tap in Fann St border.

Fifty (50) sarcococca planted along the edge of the spinney and thirty (30) daffodils bulbs planted to the south of the fernery where other daffodils are currently flowering.

Work started on threading new growth in to the palisade in the meadow orchard at month end.

Garden Observations: Fann St hedge leafing and budding well after winter cut back; red dead nettle flowering throughout the meadow; all trees in orchard flowering up especially the quince and goat willows; first cowslip in the meadow observed on 13 March; snakehead fritillary bulbs budding mid month; comfrey now flowering; marsh marigolds flowering in Annes pond on 20th; cowslips coming out all over the meadow by 20th, together with 3 snakeshead fritillary; weeping cherry flowering on 20th; marsh marigolds now fully out in Annes pond; snakehead fritillaries are flowering in significant numbers around 20 by months end; garlic mustard flowering by the tap;

Rescue plantings -ground ivy and two honeysuckles foraged from Bunhill planted on the insect hotel; another alexander planted in the SE quarter of the meadow near the existing flowering plant; hot lip salvia relocated

from pollinator bed to shrubbery; foraged celandine planted in the shrubbery; three foraged violets planted in the fernery.

April

Activities:

Rescue plants added to the pollinator bed, including: 8 artemis schmidtiana (from City Gardeners), 1 ajuga reptans "Burgundy Glow", 8 hebe dwarf magic colours (all donated by residents), small rosemary, lavender, geranium and celery leaf plant (foraged from podium). Clearing of bind weed and burdock continued. Foraged skimmia japonica added to the spinney.

Ferns in fernery trimmed back to new growth. Bird cherry near the compost area which was overhanging the path cut back. Nettles in the orchard thinned, especially under and around the fruit trees and saplings.

Three good clumps of spent snakeshead fritillary bulbs added to the meadow near the meeting area. Camassia bulbs also added to SE quarter and two pots of miniature daffodils to NW quarter. Two foraged sisyrinchium striatum and two rudbeckia fulgida added to pollinator bed.

Fann St tree pits planted up with plants purchased using the Friends of City Gardens grant, specifically:

Pit 1 Rosemary, thyme, lavender

Pit 2 Sedum, santolina

Pit 3 Cranesbill, salvia

Pit 4 Cranesbill, curry plant.

Selective removal of bind weed in the SE quarter of the meadow where it is rampant and in the pollinator bed.

Garden Observations: Snakeshead fritillaries, cowslips and red and white dead nettle all flowering well in the meadow at month start; meadow saffron leaves growing along the edge of the meadow; spearwort in leaf by the pond; cherry plum in Fann St border which was believed dead after pruning now coming back to life; white honesty flowering by the top gate; three good clumps of marsh marigolds flowering in Annes pond; first buttercups appearing around 17 April; wild marjoram doing well in NW quarter; native bluebells and buttercups appearing in all parts of the meadow at the end of the month; Star of Bethlehem flowering in NW and SW quarters; red campion in SE quarter and orchard; plentiful blossom on apple and other fruit trees in the orchard; grass and wild garlic doing well in the copse and bird cherry in full flower in the spinney.

Rescue plantings -8 artemis schmidtiana (from City Gardeners), 1 ajuga reptans "Burgundy Glow", 8 hebe dwarf magic colours (all donated by residents), small rosemary, lavender, geranium and celery leaf plant (foraged from podium), all into pollinator bed; skimmia japonica into the spinney; foraged winter heliotrope added to the concrete bird bath opposite Annes pond; more ground ivy added to insect hotel; three good clumps of spent snakeshead fritillary bulbs added to the meadow near the meeting area; Camassia bulbs also added to SE quarter and two pots of miniature daffodils to NW quarter; two foraged sisyrinchium striatum and two rudbeckia fulgida added to pollinator bed;

May

Activities:

Bindweed removal continuing in both the meadow and pollinator bed.

Additions made to the pollinator bed including 3 x agastache Blue Fortune, 5 x Eremurus (foxtails), 5 x rudbeckia fulgida deami, 5 x ferula communis (giant fennel) and all watered in. On 8 May 2 x agastache, 5 x

dodecatheon meadow, 5 x helenium modrheim beauty, 5 x red valerian, 7 x monarda didyma. 5 x rudbeckia goldstream need to be planted once they have matured in the pots. 4 x Cephalaria gigantes added to the bed on 22 May.

5 x lysimachia przewalskii and 5 x yellow loosestrife planted near meadow pond. Giant scabious, ligularia prewalstii planted near meadow pond on 22 May.

At beginning of month additions made to the Fann St tree pits including 7 x monarda didyma then mulched and watered in. On 15 May geranium macronhizum replanted and erigeron added.

Elder in compost area that was encroaching on the water butts cut back. Thistles removed from north edge of meadow. Goose grass clumps removed from NE quarter of meadow. Cutting back of overhanging branches along paths. Nettles removed from SE quarter. Burdock removed from Fann St border and as it was covered in black fly it was left to wilt at the top of the shrubbery where insects and birds could feast on the insects. Selective weeding of mugwort in Fann St tree pits carried out at month end.

Garden Observations: Irises doing well in Annes pond; yellow rattle, knapweed, buttercups and camissia all growing well in the meadow; cow parsley in flower in the orchard from month beginning; bladder campion flowering in NE quarter of meadow; much speedwell and small patches of vetch flowering; Wayfaring shrubs flowering near Annes pond; yellow rattle now appearing in SW quarter of meadow; mouse ear chickweed observed near meadow pond which is good nectar for bees and flies; flattened grass in meadow indication that foxes have been playing there; by month end, meadow in full flower with cut leaf geranium and buttercups flowering throughout, bladder campion, ox eye daisies and ripening knapweed; pollinator bed now also well established and looking good.

Climate and Zero Carbon Working Party

RCC Report

Investigations into the potential for strategic shifting of the heating load profile over the day

The notion of shifting the heating load from the middle of the night to other times during the day is popular with residents. Achieving this while maintaining cost neutrality is a complex matter, which involves

- Determining the exact impact of various switching profiles on load delivery
- Determining the impact on temperature levels of any new load profiles
- Determining the cost implications of any shift in load

Resident members of the working party who have some expertise in this area were charged with generating a paper explaining in detail how this might work, including some modelling of these processes.

Ramboll, the City's consultants, have produced a model of the heating System, which will be shared with the working party.

Any experiments into intra-day load shifting need to be approached cautiously as there is potential for later increases in charge rates.

Investigations into the potential for using weather forecasts to modify the load profile on a day-to-day basis.

Schneider Electric had been asked to see how a weather API might be integrated into the heating BMS.

Investigations into commercial and technical solutions for individual controls.

Members of the working party have been working with residents of Wallside and BEO resident engineers on the practicalities of this project. Based on a customer needs specification, Schneider Electric are expected to provide a technical feasibility and rough pricing, based on this specification. A draft legal framework has been agreed with residents.

Investigations into the potential for block-wide improvements to the thermal structure of buildings.

Extensive work on investigation of the potential for Soffit insulation has been carried out, but cost challenges and water penetration mean that this unlikely to be viable.

There is better news on the insulation of roofs which is now likely to be a building regulations requirement for the next phase of roof replacement.

Investigations into designs for thermal improvements to flats, which will be implemented by residents at their expense.

This is a large subject and needs proper definition. The first likely area is improvements to glazing.

Members of the working party are following the trials in Golden Lane, which could be implementable in the Barbican.

Investigations into non-heating related energy savings around the Barbican Estate

This matter was being investigated across the whole of the City's housing portfolio by the City's energy team.

Working Party Membership

Julian Burgess	Resident
Anne Corbett	CC
Damon Ellis	Officer
Adam Fjaerem	Officer
Dom Flewitt	Resident
Christopher Makin	Alderman
Anita Strymowicz	Resident
Ted Reilly Chair	Resident
Edmund Tran	Officer
Hugh Wills	Resident

Repairs and Maintenance Contract Renewal Working Party

RCC Report

Resident members

David Graves (until May 2024)

Jane Northcote

Ted Reilly

Objectives of the resident representation

Since August 2023, the resident members of this working party have been working with the City's procurement and project teams to

- design a new R&M Contract
- ensure that a proper management structure is in place to implement this contract
- ensure that leaseholders' interests are protected and enhanced.
- Ensure that the new contractor mobilises in the first quarter of 2025 and starts work in April 2025

Current position

- **Contract Design**

We are in the last stages of designing the new contract ready for prequalification and tenders. The resident members do not claim to have the expertise to comment on the design of the contract but are currently ensuring the following key leaseholder needs are met in the contract design and subsequent negotiation.

1. Jobs done properly
2. Jobs done on time
3. Respectful manner to residents
4. Transparency of costs to leaseholders
5. Incentives for the contractor to deliver right first time
6. Performance monitoring and penalties, including dismissal, for poor performance
7. Data collection so that work not payable by leaseholders can be identified
8. Any work outside Schedule of Rates (SOR) is specified and costed by quotation, verified by a BEO manager
9. Non-SOR work and any work over £x is tendered competitively and does not go automatically to the repairs contractor.
10. The Work specified in the Works Order is the work that gets done - no variation after raising.
11. Pre-inspection and post inspection of work done by BEO and or the leaseholder where relevant.
12. Photographic evidence of work before, during and after completion, checked by BEO and or the leaseholder where relevant.
13. The SOR should include all expected work, and be subject to routine review and change control.

- **Contractor Selection**

Again, the resident members do not claim to have appropriate experience in tender evaluation. However, two places on the evaluation team have been reserved for residents. The resident role there will be to ensure that leaseholders' interests are properly recognized.

- **Management of the implementation of the contract**

Together with other changes to the management structure of the Barbican Residential Estate, it appears that a robust management structure together with rigorous controls has been put in place for this contract.

Report of the Service Level Agreement Working Party to the Residents Consultation Committee for its meeting on 24 June 2024

This working party met on May 21st 2024. Those present included Tony Swanson, Juliet McNamara, Andrew Tong, Jim Durcan, Helen Davinson and Luke Barton. Apologies were received from Jane Smith.

1. KPIs – the KPI report was discussed in detail

The Working party (WP) noted in its last report the falling response rate in relation to Stage 1 complaints. At that time only 40% of complaints had responses within the required time frame of 10 working days from acknowledgement. In the most recent quarter the response rate has fallen further still to 29%. The WP understands that there has been significant staff turnover in the BEO and that a new management team is being assembled. The WP considers that the new management team needs to make the handling of complaints a priority if this situation is not to be repeated or even further worsen.

Four of the complaints concerned communications, one concerned customer service, six concerned repairs and three costs and service charges.

Service Level Agreements for repairs and maintenance have six Key Performance Indicators. These cover such matters as quality of repairs, timeliness of repairs (which varies depending on their assessed urgency) and underfloor heating repairs. Problems with the Civica software, which is used to record and track repairs, means that reliable data is not available for four of these these KPIs. The WP was assured by officers that a fix has now been applied to the software which will mean that accurate information will be available at its next meeting. The WP welcomed this news.

There was discussion of data on lift availability- in particular there was concern that tower lifts were only available for 85% of the period. (this is the equivalent of one tower lift being out of order for the whole three months or each tower being without a lift for one month in a quarter.) It was appreciated that the towers have three lifts each but there was concern that lengthy outages resulted in unacceptable delays for residents and leaseholders. The lengthy delays reflect the difficulties of obtaining spare parts for old lifts. The WP would welcome confirmation of the start date and duration of the programme to replace the tower lifts. The WP would also welcome information on the likely scheduling of lift replacement work in the terraced blocks.

The WP requested that future reports should include data on short term holiday lets as there seem to be continuing problems about AirBnB bookings despite the prohibition in the lease of such short term tenancies. The WP thanked officers for their prompt action when such cases are reported but was concerned about reports that bookings continued after the offending flats had been reported.

There was a discussion about guidance on use of the gardens. It was agreed that the guidance would be republished in the Bulletin.

2. KPIs - Repairs Breakdown

The WP noted that the numbers of reactive repairs has continued to rise – up from 6789 in 2022-23 to 7897 in 2023-24. The WP also noted that the costs of those repairs fell from and estimated £2.96 million in 2022-23 to an estimated £2.48 million in 2023-24. The

WP was concerned that such high levels of reactive repairs reflected very substantial maintenance needs across the estate and resulted in a high level of unpredictability in service charges. These concerns are heightened by the sharp rise in general repair costs. Using Andrewes House as an example general repair costs have risen from £78,596 in 2017/18 through £114,990 in 2019/20 to £297,037 in 2022/23 – a quadrupling over a five year period.

The WP expressed its thanks to officers for the gradual improvements that have been made to the presentation and scope of repairs data in recent times. The WP remains concerned at the absence of reports analysing emerging repair trends and the consequent failure to highlight emerging areas for preventative maintenance.

3. Other Issues

The WP was pleased to learn that action is under way to fill the two outstanding House Officer vacancies. The WP noted that one of the two Resident Engineer vacancies has been filled. It was confirmed that the Safety Culture software for managing cleaning continues in use.

There are continuing concerns about the difficulties of having smart meters installed in the Barbican. This issue was raised at the last RCC and we were promised a Standard Operating Procedure that would cover the installation of smart meters where there are concerns about asbestos. The WP wondered what progress had been made with the SOP. It was suggested that there were only a small number of contractors across London involved in the installation of smart meters. If those installers who are regularly engaged for Barbican jobs could be identified it would make it easier to engage with them about the best ways of ensuring the future installation of smart meters.

Barbican KPIs 2023 24

Title of Indicator	Apr- Jun 23	July - Sep 23	Oct - Dec 23	Jan - Mar 24	COMMENT
Customer Care					
To respond to complaints no later than 10 working days from the date of acknowledgement.	80%	73%	43%	29%	14 Stage Complaints. 2xStage 2 Complaints. (10x needed deadlines extended) (4x responded to within 10 working days). (*1 is ongoing)
Complaints Escalated beyond stage one	1	4	1	2	Responded to within the 20 day time frame
Complaints Breakdown	XX	XX	XX	XX	water ingress = 2, Comms failure =4, Customer Service =1, window disrepair =2, communal lights =2, Repairs Costs & Service Charge =3 *one case ongoing
Repairs & Maintenance					
Repairs by Type breakdown (see sheet 2)					
% 'Urgent' repairs (complete within 24 hours)	57%	47%	23%	66%	This data is inaccurate due to continued issues with Civica Cx. Civica Fix was applied 20 Feb 2024 (version 23.1) This should mean more accurate reporting for the next quarter
P2, P3, P4 combined	86%	82%	70%	90%	This data is inaccurate due to continued issues with Civica Cx. Civica Fix was applied 20 Feb 2024 (version 23.1) This should mean more accurate reporting for the next quarter
Availability % of Barbican lifts (Q1&Q2-Terrace (top) Tower (bottom)) (Q3 Staircase - top, Corridor - middle, Tower- bottom)	99%	99.64%	98.90%	99.49%	Have split the availability percentages between the staircase blocks, corridor blocks and towers. (Figures are - staircase=top, corridor = middle, tower= bottom)
			93.02%	98.27%	
	97.70%	89.59%	94.06%	85.33%	
Background heating -percentage serviced within target. Total loss 24hrs/ Partial loss 3 working days					The Housing Management System (Civica Cx) has a fault and has not been corrected by I.T. This matter has been escalated to management.
No. of requests for heating adjustments	6	0	*	88	
How many jobs failed inspection?					The Housing Management System (Civica Cx) has a fault and has not been corrected by I.T. This matter has been escalated to management.
Estate Management					

House Officer 6-weekly joint inspections with House Group representatives monitoring block cleaning - good standard to outstanding	72%	82%	71%	89%	4 Out of 38 inspections were graded as Satisfactory or Needs Improvement. There have been some changes to the Cleaning Supervisors areas of responsibility to try and bring up blocks/areas that are below Good or Outstanding.
House Officer 6-weekly joint inspections with House Group representatives monitoring communal window cleaning - good standard to outstanding	n/a	n/a	n/a	n/a	
No. of Out of Hours reports	184	166	155	147	
No. of Home Improvement Applications received	18	6	7		
No. of residents signed up to the BEO bulletin	106	49	80 (2208)	63 (2256)	Now includes running total of BEO Resident sign ups
Open Spaces					
Major Works					
Short Term Holiday Lets					
Lease Enforcement cases					

Terms of Reference (Draft)

Barbican Residential Estate Programme Board

The overarching aims of the board are to support the Assistant Director of Barbican Residential Estate in the successful delivery of the Barbican Estate Forward Works Programme and to provide assurance to the Barbican Residential Committee, Barbican Estate Residents Consultation Committee, and all key stakeholders that the programme is being effectively governed and managed.

Attendees

Title	Person	Attendance
Assistant Director – Barbican Residential Estate	Daniel Sanders (Chair)	Core
Head of Property Services	Damon Ellis	Core
BRC Representative	TBD	Core
RCC Representative	Sandra Jenner	Core
RCC Nominee	Ted Reilly	Core
RCC Nominee	TBD	Core
Asset Maintenance WP Nominee	Tam Pollard	Core
Asset Maintenance Working Party Representative	TBD	Core
Programme Board Administrator	TBD	Core
Head of Service Charge and Revenues	Nicola Lloyd	As Required
Finance Representative (Chamberlin's)	TBD	As Required
Planning Policy (Built Environment)	TBD	As Required
Energy & Sustainability Representative	Emma Bushell	As Required
City Solicitors	Principal	As Required
City Procurement	City Surveyor	As Required
Corporate Programme Office	Head of Major Programmes Office	As Required

- **Functions of the Board**

To ensure that the roles and responsibilities of its members are clear through regular review of ToR to ensure it remains fit for purpose,

To ensure the development of a robust forward works programme, that addresses the long term needs of the Barbican Residential Estate while delivering quality and value for leaseholders, residents and the City

To ensure that programme stakeholders are engaged at a level that is commensurate with their importance to the programme and in a manner that fosters trust,

To ensure that the business cases supporting the programme and constituent projects are informed by relevant and realistic information that provides a reliable basis for recommending decisions, and ensure the following factors are considered:

- Necessity of work
- Timing / scheduling of work to ensure efficiency and minimise impact
- Costs and value for money
- Benefits

To ensure that the targeted benefits of the programme and key deliverables of its constituent projects are in line with, and contribute to the City's overall business plan, core objectives and published values

To ensure that the development and delivery of the programme complies fully with the City's project governance procedures, financial and procurement regulations, and relevant legal frameworks/governance

To ensure that there is no diminution in property values arising from the programme,

To ensure that the impact on the living conditions of residents in their homes is taken into account and minimised as far as practical before work is undertaken

To ensure that the terms and conditions of the lease and the Landlord and Tenant Act and other relevant legislation are complied with at all times

To review Project Briefings and Gateway reports as required (prior to submission to Committee or delegated authority for approval),

To ensure that appropriate performance measures are set, and monitor these as part of regular reporting to the board,

To ensure that a register of all risks (including impacts, likelihoods and mitigations), issues, assumptions and dependencies is produced, monitored against and reported on for all aspects of the programme

To ensure disciplined project management and reporting, supported by appropriate methods and controls, is applied throughout the programme lifecycle,

To ensure that the programme is adequately funded and resourced by communicating and reporting to the relevant decision-making committees

To ensure that Listed Building Regulations and Heritage Requirements are not breached

To ensure that costs are identified and allocated between the Landlord and Leaseholders and any appropriate 3rd party, fairly and in line with the terms of the lease

To monitor and review progress thereby ensuring that the programme is delivered within its financial limits and operational boundaries,

To provide a forum to enable re-prioritisation of the programme in response to changing circumstances and events,

To ensure that there are clearly defined criteria for reporting programme status / highlight reporting (including status updates, key risks / issues, timelines and costs, and RAG status), and the escalation of risks and issues to the levels required by the City,

To encourage best practice and share lessons learnt to improve programme delivery and bolster stakeholder confidence.

To ensure that repairs and cyclical works are aligned with capital works programmes, schedules and procurement exercises.

To review the Asset Management Strategy (due summer 2024) regularly to ensure the aims and objectives are met during the delivery of major and other works to the estate.

To ensure that modern alternatives are considered where practical, particularly where these may support other City priorities, such as climate strategy,

To explore opportunities for collaboration across the wider Barbican estate with other stakeholders who may be affected by aspects of the programme, i.e. Arts, Centre, Guildhall School, City of London Girls School, with a view to sharing costs or best practice.

- **Operations**

The Board will meet monthly in a hybrid format to ensure maximum attendance,

The Board will be chaired by the Assistant Director of Barbican Residential Estate as Senior Responsible Officer for the programme, or nominated deputy in the event of absence,

The Programme Board Administrator will provide a monthly programme/project update report for consideration and approval. The report, meeting agenda, previous minutes and any documents submitted for consideration are to be circulated at least seven days in advance of the meeting,

The Programme Board Administrator will schedule and minute meetings, ensuring robust document management systems are in place to ensure actions and decisions are recorded,

The Programme Board may require additional information on a specific project and require the relevant project manager to attend the board for the purpose of wider discussion,

Members who are unable to attend a meeting are to appoint an alternate to attend in their stead.

- **Member responsibilities**

Individual members of the Board each have a responsibility to:

Understand the programme objectives, scope, costs, benefits, risks and mitigations

Represent, as appropriate, specific stakeholder interests,

Understand the impact of the programme on the Barbican Estate, ensuring that the programme's objectives are in line with those of the City as a whole,

Understand the impact of the programme on Leaseholders and Residents, ensuring compliance with the terms of the lease,

Understand the impact of Listed Building requirements on the programme and ensuring compliance

Helping to identify interdependencies with other programmes and activities,

Helping to identify risks and issues facilitating their management by taking ownership for their resolution, and helping to resolve conflicts between stakeholders which might arise during implementation,

Provide advice and counsel to the Senior Responsible Owner and the delivery team,

Identify, acknowledge and declare any potential or actual conflict of interest in any relevant area,

Help to communicate throughout the wider City Corporation and Barbican Estate residents the programme's purpose and progress,

Make such resources available as are necessary for the completion of agreed work in the programme and projects,

Ensure the delivery standards of programme and projects.

Committee(s): Residents' Consultation Committee - For Information	Dated: 24062024
Barbican Residential Committee – For Information	10072024
Subject: Progress of Sales & Lettings	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?	
Report of Director of Community and Children's Services	For Information
Report author: Nichola Lloyd Community and Children's Services	

Summary

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

Recommendation(s)

Members are asked to:

- Note the report.

Main Report

Background

1. The acceptance of surrenders of tenancies and the sale and letting of flats are dealt with under delegated authority.

Current Position

SURRENDERS/TERMINATIONS

2.

Case No	Type	Floor	Rent Per Annum	Tenancy commenced/ expired	Reason for Surrender	Date of Surrender
1	8A	25	£43,400	25/05/21 24/05/24	Tenant deceased	24/05/24
2	20	2	£26,780	27/07/22 26/07/25	Moving into a home	30/04/24
3	3A	21	£40,500	07/09/22 06/09/25	Moving away	13/08/24

RIGHT TO BUY SALES

3.

	10 May 2024	23 February 2024
Sales Completed	1080	1080
Total Market Value	£96,348,837.21	£96,348,837.21
Total Discount	£29,830,823.62	£29,830,823.62
NET PRICE	£66,518,013.59	£66,518,013.59

OPEN MARKET SALES

4.

	10 May 2024	23 February 2024
Sales Completed	876	874
Market Value	£173,526,271.97	£169,826,271.97

5. Fifteen exchanges of sold flats have taken place with the sum of £720,254 being paid to the City of London.
6. The freeholds of 14 flats in Wallside have been sold with the sum of £35,000 being paid to the City of London.

7. A 999 year lease has been completed with the sum of £43,200 being paid to the City of London.

8. APPROVED SALES

CASE	Block	Floor	Type	Price	Remarks as at 10/05/2024
1					
2					

COMPLETED SALES

9. Since the last report the sales of 191 Shakespeare Tower and 252 Shakespeare Tower have completed.

SALES PER BLOCK

10.

BLOCK	TOTAL NO. OF FLATS	TOTAL NO. SOLD	NET PRICE £	% NO. OF FLATS SOLD
ANDREWES HOUSE	193	189	20,523,760.00	97.93
BEN JONSON HOUSE	204	198	16,089,954.83	97.06
BRANDON MEWS	26	24	1,057,460.00	92.31
BRETON HOUSE	111	110	8,869,412.50	99.10
BRYER COURT	56	55	2,307,338.50	98.21
BUNYAN COURT	69	68	6,484,280.00	98.55
DEFOE HOUSE	178	174	18,284,782.50	97.75
FROBISHER CRESCENT	69	69		100.00
GILBERT HOUSE	88	87	11,046,452.50	98.86
JOHN TRUNDLE COURT	133	133	5,467,527.50	100.00
LAMBERT JONES MEWS	8	8	1,400,000.00	100.00
MOUNTJOY HOUSE	64	63	5,925,723.50	98.44
THE POSTERN/WALLSIDE	26	22	5,959,130.00	84.62
SEDDON HOUSE	76	75	8,445,677.50	98.68
SPEED HOUSE	114	109	13,589,848.50	95.61
THOMAS MORE HOUSE	166	164	15,158,455.00	98.80
WILLOUGHBY HOUSE	148	147	14,972,670.50	99.32
TERRACE BLOCK TOTAL	1729 (1729)	1695 (1695)	155,582,473.33 (155,582,473.33)	98.03 (98.03)
CROMWELL TOWER	112	103	27,005,801.00	91.96
LAUDERDALE TOWER	117	114	24,553,779.63	97.44
SHAKESPEARE TOWER	116	113	33,701,185.60	97.41
TOWER BLOCK TOTAL	345 (345)	330 (328)	85,260,766.23 (81,560,766.23)	95.65 (95.07)
ESTATE TOTAL	2074 (2074)	2025 (2023)	240,843,239.56 (237,143,239.56)	97.64 (97.54)

Key Data

Strategic implications –

Financial implications – Receipts from sales are credited to the City Fund.

Resource implications - None

Legal implications - None

Risk implications - None

Equalities implications – None

Climate implications - None

Security implications - None

Appendices

None

Nichola Lloyd

Revenues Manager

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