



## Barbican Residential Committee

**Date:** MONDAY, 10 DECEMBER 2012  
**Time:** 11.30am  
**Venue:** COMMITTEE ROOMS, 2ND FLOOR, WEST WING, GUILDHALL

**Members:**

John Spanner (Chairman)*	Gareth Moore (Deputy Chairman)
Deputy John Barker	Deputy Joyce Nash
David Bradshaw	Barbara Newman
Nicolas Cressey	Henrika Priest
Deputy Billy Dove	Chris Punter
Revd Dr Martin Dudley (Ex-Officio Member)	Stephen Quilter
Kevin Everett	John Spanner (Chairman)
Deputy Stanley Ginsburg	Angela Starling
Michael Hudson	John Tomlinson
Peter Leck	
Jeremy Mayhew*	

*\*non residents*

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

Lunch will be served in Guildhall Club at 1PM

John Barradell  
Town Clerk and Chief Executive

## AGENDA

1. **APOLOGIES**
2. **DECLARATIONS BY MEMBERS OF ANY INTERESTS IN RESPECT OF ITEMS ON THIS AGENDA**
3. **MINUTES OF THE PREVIOUS MEETING**  
To approve the Public Minutes and Summary of the Barbican Residential Committee of 24 September 2012  
  
To note the draft Public Minutes and Summary of the Barbican Residential Committee of 26 November 2012 – TO FOLLOW  
  
(Pages 1 - 8)
4. **UPDATE REPORT**  
Report of the Director of Children and Community Services  
  
**For information**  
  
(Pages 9 - 42)
5. **SERVICE LEVEL AGREEMENTS QUARTERLY REVIEW**  
Report of the Director of Community and Children's Services  
  
**For information**  
  
(Pages 43 - 50)
6. **PROGRESS OF SALES AND LETTINGS**  
Report of the Director of Community and Children's Services  
  
**For information**  
  
(Pages 51 - 56)
7. **REVENUE AND CAPITAL BUDGETS**  
Joint report of the Chamberlain and Director of Community and Children's Services  
  
**For Decision**  
  
(Pages 57 - 78)
8. **REMEDIAL TOWER CONCRETE WORKS - THE DIRECTOR OF COMMUNITY AND CHILDREN'S SERVICES TO BE HEARD**
9. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
10. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
11. **EXCLUSION OF THE PUBLIC**

MOTION – That under Section 100A of the Local Government Act 1972, the public be excluded from the meeting for the following items, on the grounds that they involve the likely disclosure of Exempt Information, as defined in Paragraph 3, Part 1, Schedule 12A of the Local Government Act.

12. **MINUTES OF THE PREVIOUS MEETING**  
To approve the non-public Minutes of the Barbican Residential Committee of 24 September 2012.  

(Pages 79 - 80)
13. **LIFT MAINTENANCE CONTRACT**  
Report of the Director of Community and Children’s Services  

**For Decision**

(Pages 81 - 88)
14. **ARREARS**  
Report of the Director of Community and Children’s Services  

**For decision**

(Pages 89 - 92)
15. **VINCI PARK SERVICES LEASE RENEWAL**  
Report of the Director of Community and Children’s Services  

**For decision**

(Pages 93 - 96)
16. **1 WALLSIDE LEASE RENEWAL**  
Report of the Director of Community and Children’s Services  

**For decision**

(Pages 97 - 100)
17. **UPDATE ON 2 FANN STREET - CITY SURVEYOR TO BE HEARD**
18. **REPORTS AGREED UNDER URGENCY/DELEGATED DECISION - BEECH GARDENS PROJECT (ISSUE REPORT)**  
Report of the Town Clerk  

**For information**

(Pages 101 - 106)
19. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
20. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**

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# Agenda Item 3

## BARBICAN RESIDENTIAL COMMITTEE Monday, 24 September 2012

Minutes of the meeting of the Barbican Residential Committee held at Committee Room - 2nd Floor West Wing, Guildhall on Monday, 24 September 2012 at 11.30 am

### Present

#### Members:

John Spanner (Chairman)  
Gareth Moore (Deputy Chairman)  
Deputy John Barker  
Deputy Billy Dove  
Deputy Stanley Ginsburg  
Michael Hudson  
Peter Leck  
Jeremy Mayhew  
Deputy Joyce Nash  
Barbara Newman  
Chris Punter  
Stephen Quilter  
Angela Starling  
John Tomlinson

#### Officers:

John Barradell	- Chief Executive and Town Clerk
Julie Mayer	- Town Clerk's
Victor Callister	- Department of the Built Environment
Petra Sprowson	- Department of the Built Environment
Allan Bennetts	- Comptroller and City Solicitors'
Howard- Hillier Daines	- City Surveyors
Joy Hollister	- Director of Community and Children's Services
Mark Jarvis	- Chamberlain's
Eddie Stevens	- Community and Children's Services
Michael Bennett	- Community and Children's Services
Helen Davinson	- Community and Children's Services
Karen Tarbox	- Community and Children's Services
Jacquie Campbell	- Community and Children's Services
Anne Mason	- Community and Children's Services
Mike Kettle	- Community and Children's Services

#### 1. APOLOGIES

Apologies were received from Kevin Everett; Henrika Priest; Nicholas Cressey and David Bradshaw.

Before commencing the business of the Meeting, the Chairman welcomed the new Town Clerk, Mr John Barradell and the Chairman of the Residents' Consultation Committee, Mr Randall Anderson.

2. **DECLARATIONS BY MEMBERS OF ANY PERSONAL AND PREJUDICIAL INTERESTS IN RESPECT OF ITEMS ON THIS AGENDA**

Mr John Tomlinson declared a prejudicial interest in respect of item 10 (Concrete Investigation and Repairs) as he is a long lessee of one of the Tower Blocks. Mr Tomlinson would therefore leave the room when this item was discussed.

The same prejudicial interest would have applied to Mr David Bradshaw but Mr Bradshaw had submitted apologies for this meeting.

3. **MINUTES OF THE PREVIOUS MEETING**

1. The Public Minutes and Summary of the Barbican Residential Committee held on 11 June 2012 were approved as a correct record.
2. The Public Minutes of the Special Barbican Residents Consultation Committee held on 11 July 2012 were noted.
3. The Draft Minutes of the Barbican Residents Consultation Committee held on 10 September were noted|.

4. **LISTED BUILDING MANAGEMENT GUIDELINES - 5 YEAR REVIEW**

Members noted that a draft Supplementary Planning Document (SPD) for the Barbican Listed Building Management Guidelines had been issued for public consultation between May and July 2012. In response to comments received, a number of amendments were proposed, as set out in Appendix 2 to the report. Following further comments from the Barbican Residents' Consultation Committee on 10 September 2012(RCC), the officer from the Built Environment proposed some new text, for insertion in Paragraph 5.3 of Volume I of the Listed Building Management Guidelines. This was tabled for Members.

Following adoption, Members noted that a leaflet would be prepared and distributed to those concerned with commissioning and carrying out works across the Estate. The leaflet would provide guidance for officers and contractors. A Member suggested that an executive summary would have been helpful. The officer advised that residents are actively encouraged to contact the Estate Office, should they require clarity.

In response to further questions, the officer advised that the production of Volume 4 would be subject to funding. Unfortunately, English Heritage had been subject to budget cuts, similar to those imposed on local authorities, but alternative funding streams were being investigated. Members were also advised that the reference to 'COLAT' had to remain in a concise format. Although one Member felt that signage and lighting was adequate, the officer advised that there were some issues across the Estate, which would be addressed by a joined up approach.

**RESOLVED, that:**

- 1. The amendments to the Barbican Listed Building Management Guidelines Supplementary Planning Documentation, listed in Appendices 2 and 3 to the report, be agreed.**
- 2. The Planning and Transportation Committee be recommended to adopt the Barbican Listed Building Management Guidelines (SPD).**

**5. UPDATE REPORT**

Following comments made at the RCC on 10 September, the Chairman had agreed to receive a presentation from the Assistant Director (Environmental Enhancement), as part of this item.

**The presentation on the Street Scene covered the following:**

- Seating on the Highwalks/St Giles' Terrace
- Lighting and security
- Silk Street/Beech Street junction – new zebra crossings and removal of the traffic island
- The widened footway outside the cinema
- Options for the tunnel improvements
- Availability and use of Section 106 funding

Members felt concerned about Beech Street and the Barbican Centre Board had repeatedly expressed its dissatisfaction about the area's poor appearance, particularly in the context of the cultural quarter. The Assistant Director confirmed that funding was an issue due to changes to EU legislation, following the tunnel fire in Switzerland last year. The Assistant Director was fully aware of the Art Centre's concerns and met regularly with the Managing Director and his team.

In response to further questions, the Assistant Director advised that:

- In the existing strategy London Wall would retain 4 lanes of traffic and any proposed reduction would be through lane width reduction, the removal of whole lanes would need to part of a major study on traffic impact.
- All designs for Beech Street Tunnel would be vandal proof, as far as possible and that, in order to widen footways, it may be possible to remove the central reservation from the tunnel; as had been proposed at the eastern end of the street by the new cinemas.
- The new seating proposed for St Giles Terrace and the Ben Jonson Highwalk had followed consultation, as consultees felt that the existing seating was not in keeping with Barbican design. Members noted that any commemorative plaques on benches would be moved to the new ones. The Assistant Director assured Members that the new seats were very comfortable and flexible, with inbuilt tables and wheelchair access.

**It was moved by Jeremy Mayhew, Seconded by Deputy Joyce Nash and RESOLVED, that:**

**The Planning and Transportation Committee be asked to consider improvements to Beech Street Tunnel as a matter of priority, given its significance within the cultural quarter.**

The Chairman then returned to the substantive Update Report.

#### **Invoices**

Members were concerned at the high number of undisputed invoices, particularly where this might delay payment to small businesses. The Director confirmed that this was a very high priority and would provide the Committee with an update at the next meeting.

#### **Anti-social behaviour**

Members asked if the nature of anti-social behaviour could be expanded in future reports.

#### **Asbestos**

In response to a concern expressed by a resident Member, who allegedly saw crumbled asbestos in an open cupboard, the Housing Director strongly challenged it but agreed to investigate as soon as the member gave the location details. Members were assured that asbestos was only a health risk if damaged or exposed; it was managed very carefully on the estate and all staff had been fully trained in dealing with it.

#### **TV Network Upgrade**

Members noted the Minutes of the RCC on 11 July, which had agreed the Heads of Terms (subject to the final contract being conditional on the additional terms set out in Appendix 2 to the Minutes). Officers advised that the Lawyers were currently working on Heads of Terms and installation was expected early in 2013. This matter was detailed in the Minutes of the Special RCC of 11 July, earlier on this agenda.

#### **Lift Failure**

A resident Member was very concerned at having been trapped in a lift, in the dark, for some time but was assured by the Director that this had been an unfortunate, one off incident. All emergency responses would be within the agreed timescales in the future.

#### **YMCA**

The Director advised that the City would take vacant possession of the YMCA at midnight on Sunday 30 September. Members were assured of the robust security arrangements and that the Project Investment Board had approved funding for marketing. In response to a question about vulnerable residents, the Director advised that all those, for whom the City has a duty of care, had been re-housed.



**RESOLVED, that:**

**The report be noted**

**6. SERVICE LEVEL AGREEMENTS QUARTERLY REVIEW**

**RESOLVED, that:**

**The work undertaken by the Barbican Estate Office and the Resident Working Party to monitor and review the implementation of Service Level Agreements estate-wide be noted.**

**7. PROGRESS OF SALES AND LETTINGS**

This report advised members of the sales and lettings that had been approved by officers since the last meeting. Approval is under delegated authority and in accordance with Standing Orders. The report also provided information on the surrenders of tenancies received and the number of flat sales to date.

**RESOLVED, that:**

**The report be noted**

**8. ANNUAL REVIEW OF RECOGNISED TENANTS' ASSOCIATIONS (RTAS)**

The Town Clerk was pleased to report that all House Groups, which had applied for Recognised Tenants' Association (RTA) status, had been successful in meeting the requirements for recognition, as set out in the report.

Members noted that six House Groups operated an opt-out membership, whereby all residents would be members unless they chose not to be. Of these six groups, the number of opt outs was very small. To simplify the administrative process, House Group Chairmen were recommended to adopt this type of Membership, which would need to be formally agreed at the House Group's next AGM. The Town Clerk advised that, at the RCC on 10 September, some of the Secretaries of House Groups, which had opted out, reported that it had simplified their administrative processes. However, a Member (of the BRC) felt that it might not represent good democracy.

**RESOLVED: that,**

**The formal recognition be given to those House Groups and the Barbican Association, as identified in paragraph 9 of the report, as Recognised Tenants' Associations, until the outcome of the next annual review.**

**9. BARBICAN SUB-LETTING (A VERBAL UPDATE)**

Members noted that, following concerns raised at the last meeting, the Comptroller and City Solicitor had agreed to accept the suggestion that, if the registrations were made within the one month period specified in the leases, then the fee would be halved to £40 (inclusive of VAT). Furthermore, there would be no further payments for simply renewing a tenancy with the existing

tenant. In response to questions, the City Solicitor confirmed that this fee was very competitive. Members also noted that the new registration charges would apply equally to the City's other Housing offices. Members were very pleased with this outcome.

**10. CONCRETE INVESTIGATION AND REPAIRS**

Members agreed to defer making a decision on the concrete report to the BRC meeting on Monday 10 December to enable the Barbican Association and the RCC to have more time to consider this matter fully, including any supplementary information and/or reports, so that a properly considered response could be given.

The Town Clerk advised that the RCC would be entitled to hold a Special Meeting in the Interim period, if they felt this would be appropriate. Their next meeting had been scheduled for 26 November 2012.

The Chairman advised that, as this report had been written in response to a Ward mote, it had gone directly to the BRC but members of the RCC had been sent a copy of the report at the same time as BRC Members. Mr Anderson, Chairman of the RCC, was present at the meeting to represent the views of the RCC Members, had this been necessary.

**RESOLVED, that:**

**A decision on the report be deferred to the 10 December BRC Meeting.**

**11. RESPONSIVE REPAIRS MAINTENANCE CONTRACT**

This report advised Members of the outcome of the tender process for responsive building repairs and maintenance schedule of rates contract on the Barbican Estate. In response to a question from the Chairman about the definition of a 'quality matrix', the Head of Technical Services advised that this covered a contractor's technical capability to deliver, equal opportunities, health and safety and references; broken down into percentages and their combination into an overall evaluation.

**RESOLVED, that:**

- 1. Metwin Ltd be appointed as the repairs and maintenance schedule of rates provider for the Barbican Estate for a period of 12 months.**
- 2. That the Comptroller and City Solicitor draw up the contract.**

**12. REVENUE OUTTURN**

**RESOLVED, that:**

**The Revenue Outturn report for 2011/12 and the budgets carried forward to 2012/13 be noted.**

13. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**  
There were no questions
14. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**  
There were no items of urgent business
15. **EXCLUSION OF THE PUBLIC**  
That, under Section 100A of the Local Government Act 1972, the public be excluded from the meeting for the following items, on the grounds that they involve the likely disclosure of Exempt Information, as defined in Part 1, Schedule 12A (Paragraph 3) of the Local Government Act.
16. **ARREARS REPORT**  
  
Members received a report of the Director of Community and Children's Services.
17. **WILLOUGHBY NORTH PODIUM - COMMERCIAL LEASE RENEWAL**  
  
Members received a report of the Director of Community and Children's Services.
18. **DECISION TAKEN UNDER DELEGATED AUTHORITY - BEECH GARDENS (BARBICAN PODIUM WATERPROOFING)**  
Members noted two decisions which had been taken under delegated authority during June and September.
19. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**  
There were no questions
20. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**  
There were no items of urgent business

**The meeting ended at 1pm**

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Chairman

**Contact Officer: Julie Mayer**  
**tel.no.: 020 7 332 1410**  
**Julie.Mayer@cityoflondon.gov.uk**

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# Agenda Item 4

<b>Committee:</b>	<b>Date(s):</b>	<b>Item no.</b>
Residents' Consultation Committee	26 November 2012	
Barbican Residential Committee	10 December 2012	
<b>Subject:</b> Update Report		
<b>Report of:</b> Director of Community and Children's Services		<b>Public</b>
<p><b><u>Executive Summary</u></b></p> <p><b>Barbican Estate Office</b></p> <ol style="list-style-type: none"><li>1. Key Performance Indicators, Statistics - <b>see appendix 1</b></li><li>2. Stores</li><li>3. Subletting</li><li>4. Security – <b>see appendix 4</b></li></ol> <p><b>Built Environment</b></p> <ol style="list-style-type: none"><li>5. Barbican Area Street Scene Enhancement Strategy</li><li>6. Podium Tiles</li><li>7. Beech Street Tunnel</li></ol> <p><b>Open Spaces Department</b></p> <ol style="list-style-type: none"><li>8. Open Spaces Update – <b>see appendix 5</b></li></ol> <p><b>Technical Services Division – see appendix 2</b></p> <ol style="list-style-type: none"><li>9. Redecorations</li><li>10. Roof apportionments</li><li>11. Beech Gardens Podium Works</li><li>12. Asset Maintenance Plan</li><li>13. Garchey 5 Year Review</li></ol>		

- 14.Asbestos in Meter Cupboards
- 15.Water Pressure to Tower Blocks
- 16.Tower Concrete Works
- 17.Public lift availability
- 18.Upgrade of the Barbican Television Network
- 19.Technical Services Organisational Structure Proposed
20. Technical Current/Proposed Organisational Structures

**City Surveyors Department – see appendix 3**

- 21.Barbican Occupiers Users Group
- 22.Crossrail
- 23.Barbican Arts Centre Cinema Relocation

**Fringe developments**

- 24.Frobisher Crescent
- 25.Milton Court Redevelopment
- 26.Moorgate Telephone Exchange
- 27.St Alphage House
- 28.Roman House
- 29.Public Lifts serving the Barbican Estate
- 30.YMCA

Recommendations that the contents of this report are noted.

**Background**

This report updates members on issues raised by the Residents’ Consultation Committee and the Barbican Residential Committee at their meetings in

September 2012. This report also provides updates on other issues on the estate.

## **Barbican Estate Office Issues**

### **1. Key Performance Indicators, Statistics**

Appendix 1 includes a list of pending committee reports, Key Performance Indicators and statistics on Car Parking, Baggage Stores and Bicycle Stores.

### **2. Stores**

The BEO is progressing the procurement of 50 new transportable baggage stores and 50 new bicycle lockers. The BEO is also liaising with Officers in the Department of Built Environment and TFL regarding the possibility of funding for Barbican residential bicycle storage schemes in the car parks.

### **3. Subletting**

At the last Barbican Residential Committee the Comptroller and City Solicitor agreed to accept the suggestion that, if registrations for sublettings were made within the one month period specified in the leases, then the fee would be halved to £40 (inclusive of VAT). Furthermore, there would be no further payments for simply renewing a tenancy with the existing tenant.

A letter will be going out to all Long Leaseholders publicising this and there will be a further 1 month amnesty to £40 for all registrations from the date of the letter.

### **4. Security**

A report by the Barbican Estate's Security Committee is contained in Appendix 4.

## **Built Environment**

Officers from the Built Environment Department have provided the following updates:

### **5. Barbican Area Street Scene Enhancement Strategy**

Officers from The Barbican Area Street Scene Enhancement Strategy have provided the following update.

Ben Jonson Highwalks - The installation of the replacement seating for Ben Jonson Highwalk was expected for October 2012 but the completion of the seating manufacture process has been delayed, we are awaiting a revised programme from the manufacturer. The restoration of the brickwork and lighting improvements will be progressed separately given the delay to the seating.

St Giles Terrace - The installation of the replacement seating for St Giles Terrace was also expected to begin in October 2012 but has similarly been delayed due to the seating manufacture process. Again the refurbishment of the lighting will be progressed separately given the delay to the seating.

Beech Street Tunnel - The City is currently in the process of initiating the project and a report will go to Projects Sub-Committee on 21st November.

## **6. Podium Tiles**

The new Highways maintenance contractor has started to prioritise the tile replacement programme on the Barbican Estate Highwalks in conjunction with Officers from the Barbican Estate Office.

## **7. Beech Street Tunnel**

The BRC agreed that the Planning and Transportation Committee be asked to consider improvements to Beech Street Tunnel as a matter of priority, given its significance within the cultural quarter.

## **Commercial Issues**

Where possible redacted versions of commercial sensitive reports will be presented to the RCC before being reported to the Barbican Residential Committee on non public papers.

A number of projects have been moved to the City Surveyor's update as the Corporate Property Group are now taking a lead on these items. The Housing Services Commercial Manager will continue to work in liaison with the City Surveyors Corporate Property Group on these projects.

## **8. Open Spaces**

An update on planting on the Podium is included in Appendix 5.



**Background Papers:**

Minutes of the Barbican Residential Committee 10 September 2012.  
Minutes of Residents' Consultation Committee 24 September 2012.

**Joy Hollister****Director of Community and Children's Services**

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## Appendix 1

### Summary of Key Performance Indicators July to September 2012

PI No	Title of Indicator	Actual 2011/12	TARGET 2012/13	QTR 3 11/12	QTR 4 11/12	QTR 1	QTR 2	QTR 3	QTR 4	PROGRESS AGAINST TARGET	SUMMARY
H3	Answer all letters satisfactorily with a full reply within 10 working days	76%	100%	85%	70%	67%	77%			☹	Of the 11 that missed target, 5 refer to alterations where a new procedure was brought in towards the end of July.
H4	Answer all emails to public email addresses within 1 day and a full reply to requests for information within 10 days	92%	100%	96%	100%	95%	91%			☹	of the 7 that missed target, 2 refer to alterations where a new procedure was brought in towards the end of July.
H5	To resolve written complaints satisfactorily within 14 days	92%	100%	83%	100%	100%	75%			☹	4 complaints were received in total, 3 replied to within the agreed time.
H9	% 'Urgent' repairs (complete within 24 hours)	95%	90%	93%	92%	96%	98%			☺	
H10	% 'Intermediate' repairs (complete within 3 working days)	98%	95%	94%	94%	99%	91%			☹	Commencement of new contractor – some teething issues experienced
H11	% 'Non-urgent' repairs (complete within 5 working days)	92%	90%	89%	93%	94%	96%			☺	
H12	% 'Low priority' repairs (complete within 20 working days)	90%	90%	88%	94%	94%	94%			☺	
H21	% Overall Resident satisfaction of completed Major Works Projects (£50k+)	93%	90%	94%	91%	96%	NA			☺	

<b>H29</b>	% Resident satisfaction with estate cleaning standards	<b>96%</b>	<b>90%</b>	97%	86%	97%	97%			😊	
<b>H45</b>	No of reported incidents of antisocial behaviour	<b>164</b>	<b>No Target</b>	39	35	55	38			😊	11 of these were general noise complaints/rowdy behaviour. 5 were noise from TV or radio heard outside flats.
<b>H46</b>	% Payment of undisputed invoices within 30 days	<b>92%</b>	<b>100%</b>	88%	91%	94.5%	96%			😞	Out of 924 invoices, 33 were paid over the 30 day limit. 6 were SMEs.
<b>H48B</b>	To reduce commercial rent arrears to under 2% of annual debit	<b>1.88%</b>	<b>&lt;2%</b>	0.8%	2.0%	1.9%	2.1%			😞	Just over £15000 of the debt relates to one tenant. The premises were recently repossessed and this invoice relates to charges due to the repossession date. The debt could not be pursued until the exact repossession date was known and the account was adjusted. It is now being pursued.

**Baggage Stores** at October 2012. Figures in brackets reflect the information presented to your last meeting

Let	Sold	Allocated (In process)	Unlettable	Allocated to BEO	In Query	Vacant	<b>Total</b>	Average Void time in days
1160 (1172)	70 (70)	9 (10)	6 (5)	2 (2)	12 (2)	7 (5)	1266 (1266)	44 (32)

The unlettable stores are due to flooding and leaking of stores which are being reviewed.

### Waiting List

Do not have a Store	To Swap a store (to another location)	Additional Store – (where resident already has access to a single store)	Additional Store (where resident already has access to more than 2 stores)	Total
70 (67)	45 (39)	39 (39)	1 (3)	<b>155</b> <b>(148)</b>

The BEO have reviewed the demand and locations and are now progressing the procurement of 50 new transportable baggage stores in Breton, Bunyan, Cromwell and Thomas More car parks, and the possibility of infill baggage stores across the estate.

### Bicycle Stores

Let Stores	Vacant Stores	Waiting List	Total Stores
99 (99)	1 (1)	43 (31)	100 (100)

# BARBICAN ESTATE - CAR PARKING BAYS

AS AT OCTOBER 2012

CAR PARK	ANDREWES	BRETON	BUNYAN	CROMWELL	DEFOE	SPEED	LAUDERDALE	THOMAS MORE	01 WILLOUGHBY	03 WILLOUGHBY	TOTALS	PREVIOUS TOTALS (Aug 2012)
SOLD	16	3	1	10	34	8	21	12	5	43	153	155
RESIDENTIAL	90	77	80	55	117	57	73	99	84	5	737	737
COMMERCIAL	2	21	5	0	0	54	0	0	4	3	89	88
VACANT	27	138	123	27	9	36	11	39	61	58	529	528
TOTALS	135	239	209	92	160	155	105	150	154	109	1508	1508

FORMER CAR BAYS	2	30	45	9	5	21	29	26	18	21	206
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## Former Car Bays - Reasons why no longer used as car bays:

BAGGAGE STORES / TRANSPORTABLE BAGGAGE STORES

BAYS TOO SMALL / AWKWARD TO PARK

BICYCLE LOCKERS / RACKS / CAGES / MOBILITY SCOOTERS

CAR PARKING OFFICES

ENTRANCES / EXITS TO BLOCKS

FIRE EXITS/FIRE HOSE REEL STORAGE

LOW CEILING HEIGHTS/OPEN TO ELEMENTS/PILLARS

In addition to the original 50 transportable baggage stores located in Breton, Bunyan and Lauderdale car parks, utilising 19 car parking bays recorded above as former car bays, a further 50 new transportable baggage stores have been installed in Breton, Bunyan and 03 Willoughby car parks, utilising a further 22 former car bays

## Visitors Bays

With the exception of Thomas More Car Park which has twelve designated visitors bays (not included in figures) all the other car parks utilise the vacant bays.

## Heron Tower Development

180 car bays from Speed, 01 & 03 Willoughby car parks

to be purchased by Heron

40 Bays now Sold to Heron (30 Office & 10 EDF)

The 54 commercial bays at Speed House car park are temporary

## Agenda Plan 2013

Report Title	Officer	RCC Meeting Date	BRC Meeting Date
Update Report	Michael Bennett	28 January	11 February
Service Level Agreement Review	Michael Bennett		
Sales Report	Anne Mason		
Arrears Report ( <b>BRC Only</b> )	Anne Mason		
Car Park Charging	Barry Ashton		
Garchey 5 Year Review	Mike Saunders		
Beech Gardens Project	Richard Thomas		
Residential Rent Review ( <b>BRC Only</b> )	Mike Kettle		
<b>RCC Annual Review</b>		25 March	
Update Report	Michael Bennett	3 June	17 June
SLA Review	Michael Bennett		
Sales Report	Anne Mason		
Arrears Report ( <b>BRC Only</b> )	Anne Mason		
Update Report	Michael Bennett	2 Sept	16 Sept
SLA Review	Michael Bennett		
Sales Report	Anne Mason		
Arrears Report ( <b>BRC Only</b> )	Anne Mason		
Annual Review of RTAs	Town Clerks		
Relationship of BRC Outturn Report to Service Charge Schedules – <b>RCC Only</b>	Anne Mason		
Revenue Outturn	Anne Mason		
Update Report	Michael Bennett	25 Nov	9 Dec

SLA Review	Michael Bennett		
Sales Report	Anne Mason		
Arrears Report ( <b>BRC Only</b> )	Anne Mason		
Revenue & Capital Budgets	Anne Mason		
Car Park Charging	Barry Ashton		



**9. Redecorations**

**2012/13 Programme**

A programme of works for redecorations for the following blocks has now been agreed for the following blocks:

- Shakespeare Tower – Internal Redecorations
- Thomas More House – Internal Redecorations
- Seddon House – External Redecorations
- Lambert Jones Mews – External Redecorations

Following the implementation of new project governance arrangements and quality control measures, work at Seddon House commenced with a sample area of work being completed and inspected by the house group’s representatives. This was generally found to be of a good standard of work, with some minor changes agreed and work on the remainder of the block is now proceeding.

Project stage reviews are built into the project governance process and whilst minor issues are being dealt with as they arise the first full project review meeting will meeting will take place on 13<sup>th</sup> November 2012, with the Director of A C Beck.

**10. Roof Apportionments.**

<b>BLOCK</b>	<b>CURRENT STATUS</b>	Estimated Final Account Verification	Estimated Final Apportionments
Bryer Court	Final Apportionment to be carried out. Passed to Working Party Aug 2010	N/A	Jan 2013

Breton House	Final account checks to be carried out followed by provisional final apportionment.	Dec 2012	Mar 2013
Ben Jonson House	Final account checks to be carried out followed by provisional final apportionment.	Dec 2012	Mar 2013
John Trundle/ Bunyan Court	Final Apportionment to be carried out. Passed to Working Party Aug 2010	N/A	Jan 2013
Shakespeare Tower	Final Apportionment to be carried out. Passed to Working Party Dec 2009	N/A	Jan 2013

A meeting with the Barbican Association Roof Sub-Committee took place on 1<sup>st</sup> November 2012. The draft final apportionments for John Trundle Court, Bunyan Court and Bryer Court were reviewed and there were a number of queries relating to these. Officers are to review the queries and respond to the Sub-Committee. In the meantime, the Roof Sub-Committee are reviewing the Shakespeare Tower draft final apportionment. It is intended to submit final apportionments for Bryer Court, John Trundle Court and Bunyan Court to your next committee

### **11. Beech Gardens Podium Works**

#### Removal of soil and remaining soft landscaping:

Work to remove the soil and other soft landscaping commenced on 29th October and is expected to be completed within the agreed 12-week period.

#### Main Contract for Waterproofing works

Additional investigations requested by the City's project sub-committee in July have been completed and the findings were reported back to the committee in October 2012. The investigations related to the waterproofing detail from the podium tile edge to the ground level window frames in White Lyon Court. Consideration was given to the options of increasing the height of the window sill or directly applying the liquid membrane to the base of the window frame and glazing. The investigations and analysis concluded that there was insufficient cost benefit of increasing the window sill height and the recommendation to proceed with the option of direct application of the liquid membrane was approved, subject to planning and listed building consents being granted.

The technical specification for White Lyon Court has now been completed and subject to approvals from Project subcommittee, work to complete a water proofing trial area – to test the success of the design, approach and product before proceeding with the main contract for the whole of White Lyon Court and the podium areas of Beech Gardens and John Trundle Highwalk, is expected to commence shortly. The area identified for this work is at the bottom of the ramp going into White Lyon Court extending to the pillars and expanding the full width of the walkway.

Upon removal of a proportion of the soft landscaping and soil, Bickerdike Allen Partners anticipate completion of the technical specification for Beech Gardens and John Trundle Highwalks by late Nov / early Dec and we will then be in a position to commence the procurement process for the main contract.

### Drop in Sessions

Following the four 'drop in' sessions which took place on 21st August and 4th September at the Barbican Estate Office a further update letter was circulated on 15th October together with a Questions & Answer sheet, responding to the questions raised during the meetings. We are intending to hold a further lunchtime and evening meeting on the 11th December to provide further updates to residents and to respond to further queries. Details of these will be circulated shortly.

## **12. Asset Maintenance Plan**

Unfortunately the meeting that was reported to take place on 24<sup>th</sup> August had to be cancelled. A meeting is now taking place on 9<sup>th</sup> November with the software supplier. This initial scoping meeting is to discuss the resources and information required to implement and populate the software. Once timescales have been agreed and implementation has started the Asset Management Working Party will attend a demonstration of the live system.

## **13. Garchey 5 Year Review**

A number of observations were made at the last RCC regarding the Garchey 5 Year review report and Officers have been working with the Chamberlains Department to review these comments. The Garchey Working Party will review the report prior to submitting it to the RCC and BRC.

## **14. Asbestos in Meter Cupboards**

The government has set a target that by 2019 all homes will have a smart meter for their electricity supply. A number of residents have had contact from EDF regarding changing their meter. In certain blocks, where the meter is contained in the cupboard next to the entrance door of the flat, the board on which the meter is secured may contain asbestos.

Whilst these areas form part of the demise of the flat and are therefore the responsibility of the leaseholder, we are liaising with EDF to work out a programme of replacement and removal of the asbestos at EDF's own expense.

## **15. Water Pressure to Tower Blocks**

Following discussions with Thames Water, they have agreed in principle to install booster pumps to the 3 Tower Blocks. Contracts are currently being agreed with a potential installation during January 2013.

## **16. Concrete Works**

### Towers

The process of obtaining a petrographic report on core samples taken from all

three towers is on-going, and represents a preliminary stage in preparing the listed building consent application for the appearance and composition of the finishing coat. English Heritage have advised on the appointment of a consultant, who will be working with the planning department to develop trial panels that can then form the basis of the application. This work is likely to take 2 months to complete. It will take a further 3 months for the application to be processed.

Low-rise blocks

Bickerdike Allen have prepared a specification for a “Make safe survey and concrete condition investigation” at Breton House and Mountjoy House. Quotations have been invited from the same three specialist contractors as the three towers, with a return date of Friday 23rd November 2012.

**17. Public Lift Availability**

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

Lift	From April 2011 to March 2012	From April 2012 to September 2012
Turret	99.98%	99.9%
Gilbert House	99.99%	100%

**18. Upgrade of the Barbican Television Network**

A draft license agreement has been produced by the City Solicitor. A meeting of the Television Working is due to take place on 22<sup>nd</sup> November 2012. The meeting will be to discuss the various key performance indicators that will be included in the license.

Meanwhile, VFM have been looking at the design of the system and will provide the City of London with design proposals and a programme of works.

The Working Party is made up of the following residents:

- Randall Anderson (Chairman) – Shakespeare Tower

- John Tomlinson – Cromwell Tower
- Matt Collins – Defoe House
- Matt Williams – Frobisher Crescent
- Ian Posner – Gilbert House
- James Burge – Frobisher Crescent
- Bruce Badger – Ben Jonson House
- Jane Smith - Seddon House
- Tim Macer – Willoughby House

## **19. Technical Services Proposed Organisational Structure**

The current structure in Technical Services is one of a traditional reactive repairs and maintenance service which, whilst having served residents well to date, now needs to adapt its approach to become more focused on proactive asset management; aligning asset development opportunities and preventative maintenance alongside the provision of reactive repairs.

In developing the proposed structure consideration has been given to the Housing and Barbican service's strategic requirements, objectives of the business plan, current activities, current job roles, market practise and feedback received during the professional consultation period with staff and Union representatives.

This structure focuses on the following changes to support the desired changes in management and working practises:

- To maximise economies of scale the proposed structure is “shared” across Housing and Barbican estates.
- An operating model which focuses on having a “Planning” (Asset Management) team and a “Delivery” team (Property Services - Reactive Repairs, Cyclical maintenance and Special Projects, with improved project governance) to ensure a consistent and joined up approach to service delivery.
- Inclusion of team leaders to provide adequate supervisor support.

- Central point of contact for customer access, providing an improved speed of response and provision of a consistent, high quality response to customer enquiries.
- Flexible workforce management – through the introduction of more generic job roles, enabling improved resource matching with service demands.
- Centralised administration functions, with streamlined business processes to maximise efficiencies.
- The establishment of an Asset Management team will primarily identify long term asset management requirements to be delivered through planned maintenance programmes and special projects.
- Flexibility in establishment to procure specialist skills as determined by specific projects; e.g. CCTV installation, Lifts replacements.

Additional Comments:

The service name will change to Property Services and will be accountable for all property related services in regard to; Affordable Housing (development & refurbishment), Asset Management of residential and commercial assets and the repairs, planned maintenance and asset improvement services to Barbican and all Corporation Housing estates.

The proposed structure maintains the current “out of hour’s” emergency repairs and Garchey services to Barbican residents. However, having generic job roles for the property services officers will bring increased efficiencies during the normal working day by having the flexibility to work across estates.

By combining the customer response and admin teams we can provide an improved front line telephone service, completing administrative duties during less busy periods. Reducing the number of “touch points” within the internal business process will also bring efficiencies. e.g. insurance claims.

Through the use of time recording and other volumetric data, such as improved call statistics, we will also be able to ensure improved accuracy of costs attributed across the various service areas; e.g. management & supervision, special projects, responsive repairs and asset management.

The success of the proposed structure is also dependent on other factors, which whilst not exhaustive include the implementation of new project governance arrangements, implementation of identified improvements in internal processes and training in new skills for existing staff and staff in

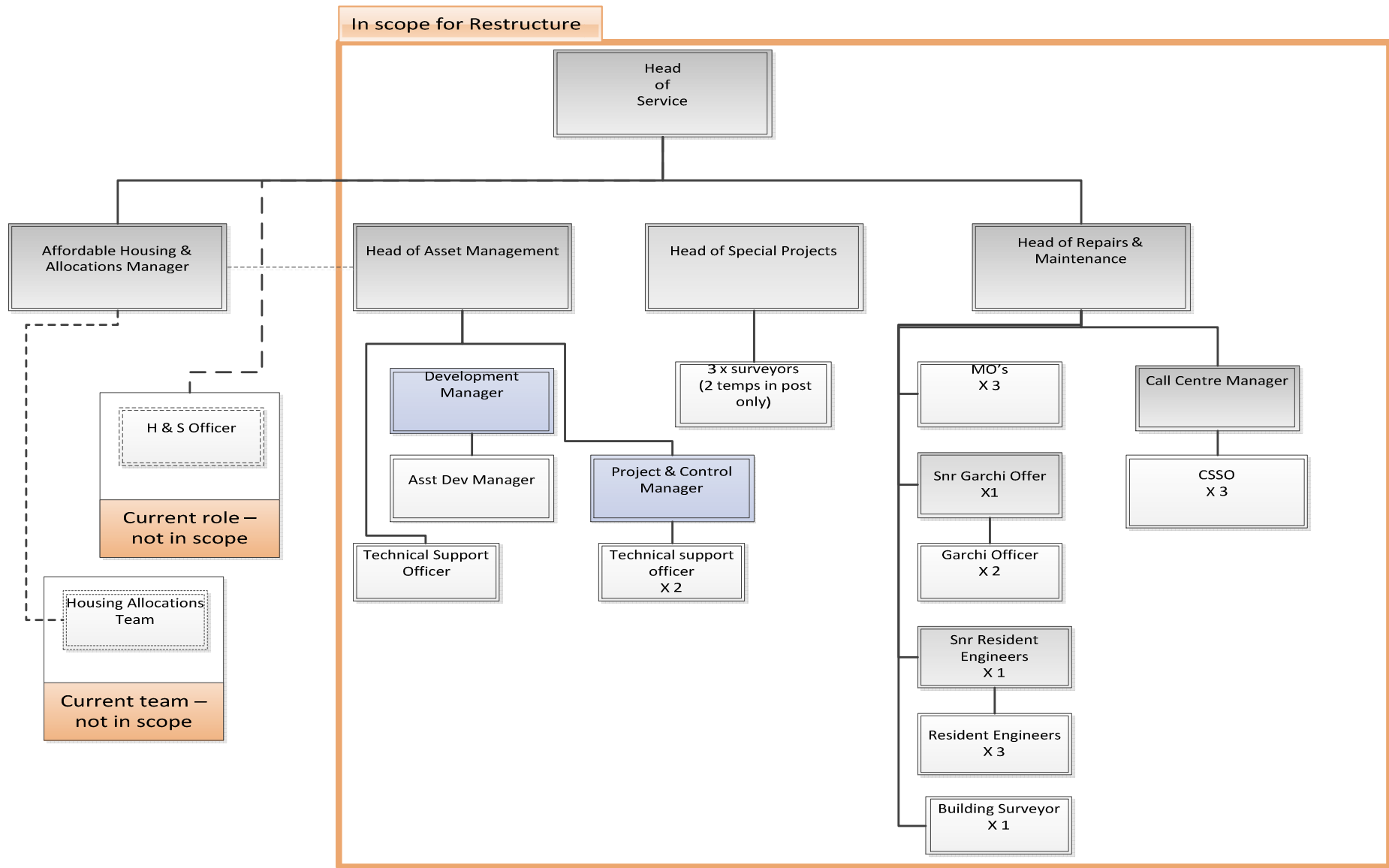
new roles. Some of these improvements are already being implemented as part of the internal service transformation programme.

However, some current job roles do not exist in the proposed structure and whilst the process of redeployment will follow the City of London's "Model for Appointing staff to New Structure and Restructuring Procedure model" and therefore look to minimise or avoid compulsory redundancy, there will be a need for a competitive selection process for some roles to determine who is best suited to the post and this may result in unsuccessful candidates being placed on the redeployment list and being at risk of redundancy.

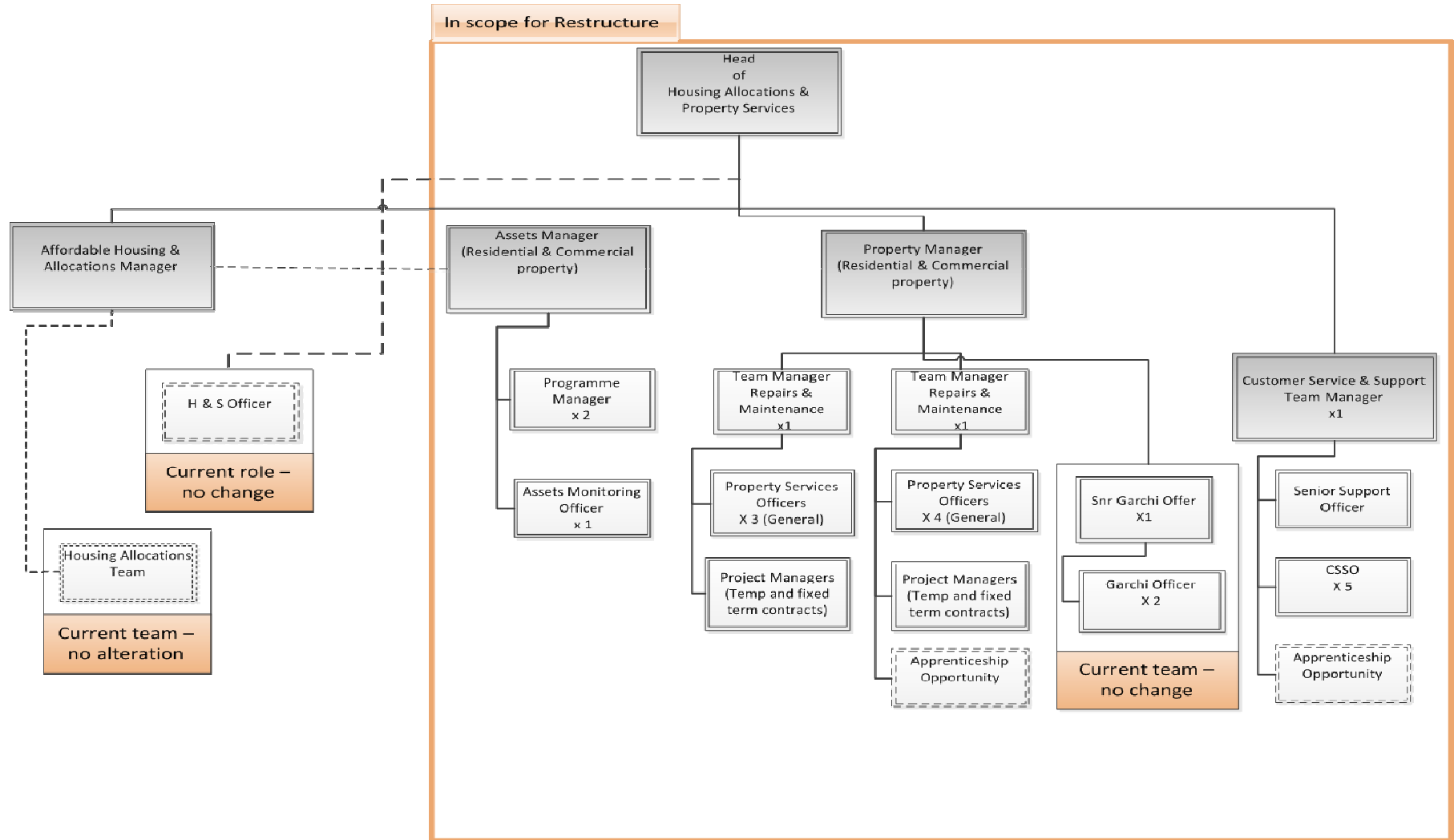
## **20. Organisational Chart**

A copy of the current and proposed Organisational structure is included below.





### Proposed Structure for Technical Services



### **City Surveyors Department Issues**

Officers from the City Surveyors Department have provided the following updates:

#### **21. Barbican Occupiers Users Group**

The Barbican Occupiers Group met on 16 July where the Assistant Director of the Built Environment gave a presentation on the Barbican Area Street Scene Enhancement Strategy for Silk Street/Beech Street. The proposed scheme is in its final stages of the consultation process before going to Members in the Autumn.

The next meeting of the Barbican Occupiers User Group is scheduled for 12<sup>th</sup> November.

#### **22. Crossrail**

Progress of work on the site continues. Piling and works necessary for the ground stabilization are underway ready for the construction of the new station at Liverpool Street and associated tunnels. There will be on going disruptions in the area for the next few years until the station opens in 2018.

Barbican residents' concerns over the Highwalk Moorgate access have been addressed. There are still some management issues concerning the escalators and ponding of the Highwalk, which are under review.

#### **23. Barbican Arts Centre Cinema Relocation**

Practical Completion of the Barbican Cinema Scheme was achieved on 19 October 2012 which is later than the anticipated contract completion date of 10 August 2012.

City Surveyors have no update at this time regarding possible noise from the new machinery in Breton House Car park.

### **Fringe Redevelopments**

#### **24. Frobisher Crescent**

The 3 units retained by the City (Flats 701, 801 and 901) are currently being marketed by Hamilton Brooks in association with Barretts Solicitors. Flat 901 is presently under offer.

## **25. Milton Court Redevelopment**

Work progress remains on schedule – a 137 week construction period with practical completion due by Spring 2013. Fitting out works for the school have commenced.

## **26. Moorgate Telephone Exchange**

This site was sold to a property vehicle owned by MGPA and CarVal managed funds. MGPA and Quadrant are the development manager. Construction of the new building is now underway and completion is due in 2014. Skanska are the contractor and a regular newsletter is provided to residents.

## **27. St Alphage House**

Planning Permission was granted at the end of August 2011. Hammerson assigned their Option Agreement to Brookfield/ Oxford Properties (Canadian Developers) who simultaneously exercised the option and purchased the site in early July. Brookfield are still considering when they are likely to commence demolition or the development. Decisions on this are due to be made in December following a Board meeting.

## **28. Roman House**

Planning permission for 90 residential dwelling was granted 23 December 2011. The change of use from offices includes external alterations including new windows and roof extension. Berkeley Homes are now on site. Completion anticipated Mid/late 2014 – Website for further information including newsletters available for local Barbican residents:-

[www.roman-house-construction.co.uk](http://www.roman-house-construction.co.uk)

## **29. Public Lifts Serving the Barbican Estate (01/10/12 – 31/10/12)**

### **CF: Lift Alarms and Monitoring**

Under the Procurement and Procure to Pay (PP2P) initiative the City has amalgamated its lift maintenance into one contract with a single supplier, Apex. The contract covers 367 lifts and cradles and includes the six public lifts on and around the Barbican Estate. The Contract does not include any service chargeable Estate lifts.

In order to take advantage of this centralisation the following changes are proposed for the six public lifts:-

## **Lift Alarms**

### **Existing arrangement**

The lift alarm calls go to the Barbican Tower Lobby Porters. They call the Duty Manager who then calls out Apex to affect the release.

### **Proposed arrangement**

The calls will go to a dedicated 24/7/365 call centre. This call centre will then call out Apex and alert the Barbican Tower Lobby Porters.

The proposed arrangement only has two steps instead of three, gives better resilience and reduces the risk of errors.

Dialogue with Barbican on process map still on-going. Agreed in principle, but waiting to finalise agreement.

## **EMU's (Elevator Measuring Units)**

### **Existing arrangement**

When a public lift stops working its EMU sends a signal to Housing Services who then call out the lift maintenance contractor.

### **Proposed arrangement**

These signals will go direct to Apex (24/7/365) copied to the City Surveyor's Property Service Desk (08:00 to 18:00 Mon – Fri) as well as to the Barbican Estate. It is considered that the service will be improved especially out of hours because of the directness of the arrangement.

The inclusion of the City Surveyor's Property Service Desk provides more resilience.

These changes will introduce standardisation across the City's portfolio of lifts.

Negotiations to standardise are still under discussion.

### **Moorgate Escalators (For October Period)**

Both escalators taken out of service 06/09/12 due to defects detailed in Allianz Insurance Inspectors Report Ref: E32441009454/5

Planning and Transportation Committee on 9<sup>th</sup> October agreed to the proposals to keep just one escalator going by using parts from the other:-

- Due to age of unit and a lack of available spares
- Forthcoming Cross Rail agreement to install 2 new units November 2014.

Works commenced on 3/4th November – 24/5<sup>th</sup> November to carry out repairs to provide an “up service” only, existing down service mothballed and used for future source of spares. Works are progressing well and are currently on-programme.

### Public Lift & Escalator Performance & Comment

Detail of % Availability through period 01/10/12 -31/10/12

Speed House 98.34% (Testing during PPM)

Moor House 100%

Little Britton 100%

London Wall (E) 100%

London Wall (W) 89.5 % Lift trapping due to controller malfunction

London Wall Escalators

Up Service 86%\*

Down Service 94%\*

\*Out of service period for replacement handrail installation Allianz Insurance Report Ref: E32441009393/4 “A” defect

### **30. YMCA**

The market testing for the 2 Fann Street building is underway. Once this comes to an end a provisional analysis of the bids received will be reported to the Members of the Barbican Residential Committee to consider together with proposals for future engagement with stakeholders about the options for the future occupation of 2 Fann St.

## Appendix 4

### Barbican Estate Security Committee

#### - Summary report

**Introduction** This summary report has been prepared by the Barbican Estate Security Committee (BESC) as an update for members of the Residents' Consultation and Barbican Residential Committees and in response to questions raised previously in respect of security and cleaning issues within the Barbican Estate during 2011.

**Background** The BESC is a sub committee of the Barbican Association's General Council – the Barbican Association being the official residents' association of the Barbican Estate. It is chaired by David Bradshaw C.C. and committee members consist of resident representatives (appointed by individual House Groups); Barbican Estate Officers and City of London Police officers.

The BESC has been active since the early 1990's and its prime remit is to monitor, discuss and respond to actual or potential security risks and crime in and around the Barbican Estate and to offer comments, suggestions and proposals concerning the better detection and reduction of crime and the enhancement of security for residents.

#### **CCTV (closed circuit television)**

The possibility of extending CCTV across the estate has been raised a number of times over the years; most recently in the Autumn period last year when two residents of Andrews House suggested that additional CCTV coverage was required on the podium at strategic locations and also to cover terrace block staircases.

This suggestion was investigated by the BESC in November 2011 and again in June 2012 when the following issues were reviewed:

- Barbican Estate Listing
- Costs
- Security and Crime levels
- Resident Survey results
- Door Entry Working Party Project
- Logistical Installation and Monitoring

A quotation for Podium Door entry CCTV was sought in response to a request from the Andrewes House Group to cover 12 staircase entrances at the podium level with the images monitored and recorded by the Estate Concierge in the Andrewes House Car Park Box. To achieve this, an installation cost of some £50,000 would need to be charged to Andrewes House residents (long lessees) directly as would the on-going annual Servicing and Maintenance costs, which would also be significant.

The costs and proposed scheme were considered by the Andrewes House Group Committee and rejected.

It was subsequently concluded that CCTV across the Podium as well as terrace blocks staircase entrances would not be required at this stage, however, the BESC will review the case for additional CCTV again if the installation of the proposed digital television cabling is successful, as there may well be advantages in linking the two.

### **Security / Crime**

In a year that the City has had 5 major security events (Occupy London, London Riots, Student Riots, Olympics and Paralympics), the City of London and the Barbican Estate has continued to reduce its crime statistics.

There were no reported serious crimes such as an Assault, Murder, Burglary or Stolen Vehicles.

Cycle theft is still high in the City; however the Barbican Estate only had one bicycle taken this year.



City of London Police Crime Statistics – Sept 2011 to Sept 2012

Barbican Estate Incidents	Resident	Non-Resident
ROBBERY	0	1
THEFT FROM PERSON	0	1
BURGLARY (Attempted)	1	0
CRIMINAL DAMAGE	1	3
THEFT	1	1
DRUGS	0	1
DOMESTIC INCIDENT	1	0
FRAUD	2	0
TOTAL	6	7

City of London Police have commented that residents, workers and visitors to the City are safer than at any point in the last ten years. The City of London Police's crime summary figures show crime fell by four per cent in 2011/12.

Violent crime is down; the fifth consecutive year the City has seen a fall in the total of sexual offences, robbery and violence against the person.

The number of theft offences has also fallen, while motor vehicle crime is down 28 per cent.

## Residents Survey Results – March 2011

For security, in the May 2009 survey, 82% was achieved in the good and very good level. In March 2011 residents rated security as 87% in the very satisfied and fairly satisfied categories. Security in the Barbican is under constant review and the Barbican Estate Office works closely with the City Of London Police.

	<b>Performance March 2007</b>	<b>Performance May 2009</b>	<b>Performance March 2011</b>
	<b>Very Good &amp; Good Categories</b>		<b>Very Satisfied &amp; Fairly satisfied categories</b>
Concierge Staff	89%	91%	91%
Security	78%	82%	87%

### **Cleaning and Bins on the Podium**

Waste bins were removed from the City of London and the Barbican Estate some years ago now mainly due to the potential bomb threat of the IRA; however bins are no longer viewed as a security risk.

Although some bins have been successfully introduced into the Car Parks (where cleaning services have been reduced to meet required savings) it is recommended to continue with the Podium Cleaners and not to introduce more bins across the estate. By retaining the current number of podium cleaning staff, activity will be maintained for the entire week with the whole podium area being cleaned every day and high profile areas twice a day.

The current KPI (key performance indicator) figures show that podium cleaning is at 92% for Good and Very Good and the Cleaning Manager is also extremely pleased with the standards of cleaning achieved.

### **Recommendations & concluding thoughts**

- No additional CCTV coverage is required at this time
- No additional bins are required provided the level and frequency of the existing podium cleaning staff is maintained.

Although the Barbican Estate has low levels of most types of crime, this is not necessarily reflected in individuals' perception of the risk of being a victim of crime. The BESC believes it is important to ensure adequate maintenance of existing lighting levels and lines of sight along the podium walkways and all entrances to the Estate to reduce both the fear of crime and act as a deterrent to opportunistic crimes. Measures to improve these should be considered in badly lit / obscured areas. Furthermore, when building works impinging on access routes to the Estate / podium walkways are approved, lighting and security factors should be given due consideration to ensure adequate lighting / security during the carrying out of the works. Consideration should also be given to improvements that may be required following the boarding up of vacant buildings on the Estate podium etc which may adversely affect existing provision.

Barbican Estate Security Committee

23 October 2012

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## **Appendix 5 – Open Spaces Update**

### **Background**

1. 2 years ago, a proportion of the seasonal bedding for the podium highwalks was replaced with a combination of perennial shrubs and grass borders. With an initial outlay of £7880, this had produced annual savings of £15,300 for the Landlords budget for Garden Maintenance
2. No negative comments have been received by the Barbican Estate Office following this change.

### **Current Position**

3. The Beech Gardens project has seen a significant proportion of the gardens being removed from the gardens' maintenance schedule. This has produced an annual saving of £24,000 to the Landlords budget for Garden Maintenance.
4. New planting within Sculpture Court will now be maintained by Open Spaces on behalf of the Barbican Estate Office. This cost will be born through the Landlords budget for Garden Maintenance.
5. The Barbican Estate Office and Open Spaces have reviewed all bedding across the Barbican Estate and believe further reductions of seasonal bedding on the Podium are feasible. This has been presented to the Gardens Advisory Group who has concurred.
6. The replacement of seasonal bedding with perennial shrubs, herbaceous perennials and turf/mixed grass and meadow species does require an initial investment but does provide long term savings.
7. Perennial shrubs, herbaceous perennials and turf/mixed grass and meadow species are also considered to be much more sustainable as seasonal bedding is only left in for a short period and then composted. Depending on the plant types picked, they should also provide greater benefits for wildlife.
8. Generally, bedding requires greater levels of watering and maintenance.
9. The Barbican Estate Office, Open Spaces and the Gardens Advisory Group have also reviewed the condition of the planters across the estate. There are a number of planters reaching the end of their life and are in a state of disrepair, in particular the wooden tubs in front of both Cromwell and Lauderdale Tower.

## Proposals

10. The Barbican Estate Office will remove seasonal bedding from various areas across the podium and replace with various perennial shrubs herbaceous perennials and turf/mixed grass and meadow species.
11. These works are being done bearing in mind the requirements of the Beech Gardens replanting options ie. More sustainable, perennial planting that requires less watering.
12. The areas include, Speed Highwalk, Willoughby Highwalk and the north podium by Ben Jonson House.
13. Plants have been chosen to complement the existing planting, to provide seasonal interest and survive minimal watering.
14. The Barbican Estate Office and Open Spaces will further investigate the feasibility of introducing large concrete planters to the front of Cromwell and Lauderdale Tower. Options include purchasing new concrete planter rings (as was done for Shakespeare Tower approximately 4 years ago) or moving 4 of the large concrete planters behind Lauderdale Tower. It is anticipated that this would be done in 2013/14.
15. The concrete planters would replace the wooden planters outside both towers. These are reaching the end of their life. It has been suggested that 2 rings at either tower could work well.

# Agenda Item 5

<b>Committee(s):</b> Residents' Consultation Committee Barbican Residential Committee	<b>Date(s):</b> 26 November 2012 10 December 2012	<b>Item no.</b>
<b>Subject:</b> Service Level Agreements Quarterly Review July – September 2012		
<b>Report of:</b> Director of Community and Children's Services	<b>Public</b>	
<p><b>Executive Summary</b></p> <p>This report, which is for noting, updates Members on the review of the estate wide implementation of Service Level Agreements for the quarter July to September 2012. This report details comments from the House Officers and the Resident Working Party and an on-going action plan for each of the five Service Level Agreements.</p> <p><b>Recommendation</b></p> <p>That the Committee notes the work undertaken by the Barbican Estate Office and the Resident Working Party to monitor and review the implementation of Service level Agreements estate-wide and to identify and implement actions where appropriate, to improve services.</p>		

## Background

1. This report covers the review of the quarter for July to September of the seventh year of the estate-wide implementation of the Service Level Agreements (SLA) with comments from the House Officers and the resident Working Party as well as an ongoing action plan for each of the service areas.

## Current Position

2. All of the agreed six weekly block inspections have been completed in the quarter July to September.
3. House Officers, Resident Services Manager and the Barbican Estate Manager attended the recent Service Level Agreement Working Party

review meeting in October and any new comments from the residents Working Party, House Officers, surveys, House Group meetings and complaints are incorporated into the July to September comments.

4. Actions identified following each quarterly review have been implemented where appropriate and comments are included in the action plans in Appendices 1, 2, 3, 4 and 5. The action plans monitor and show the progress made from each of the quarterly reviews together with all of the comments and responses/actions from the House Officers and resident working party. All of the unresolved issues from the previous quarterly reviews to June 2012 have been carried forward to this current quarterly review. The House Officers as residents' champions determine whether the issue has been dealt with and completed.
5. All of the resolved issues to June 2012 have been filed as completed by the House Officers in conjunction with the resident working party. Once comments are completed, they will be removed and filed.

### **Proposals**

6. The Barbican Estate Office will continue to action and review the comments from the House Officers and Resident Working Parties related to the Customer Care, Supervision and Management, Estate Management, Property Maintenance, Major Works and Open Spaces Service Level Agreements.
7. The review of the Service Level Agreements for the quarter October to December 2012 will take place in January 2013 and details of this review will be presented at the January/February 2013 committees.

### **Conclusion**

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

**Background Papers:** Quarterly reports to committee from 2005.

**Joy Hollister**

**Director of Community and Children's Services**

**Contact:** *Michael Bennett, Barbican Estate Manager*

*020 7029 3923*

*barbican.estate@cityoflondon.gov.uk*



## SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2012

	REVIEW PERIOD	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED
146*	Jul-Sept 2011	Mail deadline KPIs are very low for Quarter 2, and a new procedure is to be started to improve the response times.	Results are trending in the right direction. Quarter 1 was 67%, Quarter 2 is 77%.	
148*	Oct-Dec 2011	Method to be established to improve communication of any public areas/ podium works to residents.	Notice boards, direct mail, Barbicanews and estate wide email broadcasting are currently being used.	✓
154*	April - June 2012	Can the BEO provide notices estate wide on service issues such as the escalator outage?	Yes. Information from City Surveyors was email broadcast recently.	✓
155*	April - June 2012	To possibly trial a Drop-In Session at the BEO in the evening, hosted by the House Officers?	No positive or negative comments about this have been received from residents.	
157*	July-Sept 2012	Golden Lane/ Barbican Residents Meeting chaired by Deputy Joyce Nash has been booked for 20 Nov.	For comment only.	✓
158*	July-Sept 2012	There are issues of managing Will 03 car park, as it is being mis-used by McAlpine/ Heron.	Car Park Manager liaising with SRM regarding our complaints.	
Page 45		SLA Service Level Agreement	CGM City Gardens Manager	
		CPA Car Park Attendant	GAG Gardens Advisory Group	
		LP Lobby Porter	OS Open Spaces	
		ES Estate Services	RCC Residents Consultation Committee	
		RO Repairs Officer	ESM Estate Service Management	
		HO House Officer	DCCS Department of Children and Community Services	
		LHS Leasehold Services	SRM Sir Robert McAlpine	
		COG Core Operational Group - Barbican Estate Manager, Resident Services Manager & House Officers and Officers from Technical Services		
		BOG Barbican Operating Group - Barbican Estate Manager, Head of Property Services and Officers from TS		

## APPENDIX 2

### SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2012

	<u>REVIEW PERIOD</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
122*	Oct to Dec 11	Supervisor to follow up on Joint Inspections more thoroughly.	This is now much improved.	✓
127*	April - June 12	Concierge - issues with staff not being at their box for long periods.	Much improved in last quarter - no issues noted - following review by Car Park Manager	✓
129*	April - June 12	Podium - slippy in some areas with severe wet weather.	Appropriate action taken where needed.	✓
130*	April - June 12	Bin areas need more focus.	Much improved across the estate	✓
133*	Jul - Sept 12	Resident request that cleaning staff are instructed to remove marks on walls within 24 hours of appearance.	Cleaners reminded to check for marks daily & remove where applicable - any marks that cannot be removed to be reported to Cleaning Supervisor.	✓
134*	Jul - Sept 12	Cleaning KPIS improving.	For comment only.	✓
135*	Jul - Sept 12	Resident complaint received about cleaning levels in car parks especially around block entrances.	Cleaning Manager has liaised with resident. Block entrances cleaned daily.	
137*	Jul - Sept 12	Managers to remind teams re lift curtain procedure.	Cleaning and Car Park Manager requested to do so.	
138*	Jul - Sept 12	Litter an issue on podium when BC is busier.	Twice daily litter picking is occurring.	

## SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2012

	<u>REVIEW PERIOD</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
145*	Oct-Dec 2011	Water penetration procedure - the letters to update residents on the cause of a leak seem to be being sent out sporadically. Letters not being sent out could lead to complaints and problems caused by residents making late insurance claims.	Reviewed and letters updated. Further monitoring following changes.	
153*	April-June 2012	On receipt of leak investigation reports the follow up remedial works orders are sometimes missed and updates for the Orchard repairs system not always added.	Much improved.	✓
154*	April-June 2012	TS need to prioritise work for contractors such as balcony linings where there is only a single contractor who can carry out a particular trade and the work is weather dependent.	TS reviewing.	
155*	July-Sept 2012	Communication plan required in the event of lift breakdowns so that the BEO are made aware and can keep residents updated on progress with repairs.	BEO has met with TS to agree new procedures.	
157*	July-Sept 2012	Resident feedback - Repairs Line improvement in answering phone and returning calls etc.	For comment only.	✓

## APPENDIX 4

## SERVICE LEVEL AGREEMENT REVIEW - MAJOR WORKS 2012

	<u>REVIEW PERIOD</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
88	April-June 2011	Tower blocks - concrete spalling - TS are arranging for surveys to be carried out to the 3 tower blocks. Any necessary remedial works will be carried out following the surveys.	Repair works commenced on Shakespeare and Lauderdale in Feb and on Cromwell in March. Scaffolding removed April 2012. Remedial work still to be carried out subject to consent.	
94*	Jan-March 2012	Concrete survey - are other blocks to be tested?	The programme of concrete testing will be expanded to the terrace blocks towards the end of this financial year.	✓
95*	Jan-March 2012	Redecoration projects - which officer from technical services will be in charge of these projects and will there be a Clerk of Works?	Officer from TS now appointed to this role. CoW employed.	✓
99*	July - September 2012	Redecs 2012/13 have now commenced. Project Communications Plan now being implemented.	Will be reviewed throughout project.	

**APPENDIX 5**  
**SERVICE LEVEL AGREEMENT REVIEW - OPEN SPACES 2012**

	<u>REVIEW PERIOD</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
123*	Apr - Jun 12	How often does supervisor inspect?	Supervisor should spend 1.75 hours per week on Barbican Issues. Should inspect weekly. To inspect with HOs in the future plus joining the GAG walkarounds	✓
126*	Apr - Jun 12	Irrigation under BJH has been cut off by cinema project.	OS to hand water when and if required.	
128*	Jul - Sep 12	Resident feedback re private gardens - looking very nice at the moment.	for comment only.	✓
129*	Jul - Sep 12	Resident feedback re private gardens - concern about severe pruning in Thomas More Garden	for comment only.	✓
130*	Jul - Sep 12	Further seasonal bedding reductions being reviewed. GAG consulted.	for comment only.	✓

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# Agenda Item 6

<b>Committee(s):</b> Residents' Consultation Committee Barbican Residential Committee	<b>Date(s):</b> 26 November 2012 10 December 2012	<b>Item no.</b>
<b>Subject:</b> Progress of Sales & Lettings		
<b>Report of:</b> Director of Community and Children's Services	<b>Public</b>	
<p style="text-align: center;"><b><u>Executive Summary</u></b></p> <p>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.</p> <p><b>Recommendation:</b> That the report be noted.</p>		

## **Main Report**

### **BACKGROUND**

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

### **SURRENDERS**

2.

Case No	Type	Floor	Rent Per Annum	Tenancy commenced/ expired	Reason for Surrender	Date of Surrender
1	M2A (1 bed)	2/1	£17,100	27/05/2011 26/05/2014	None given	22/01/2013

2	20 (1 bed)	4th	£19,400	04/02/2011 03/02/2014	None given	23/01/2013
3	13 (bedsit)	03	£10,350	29/07/2011 28/07/2014	None given	29/01/2013

### RIGHT TO BUY

3.

	<b>05 November 2012</b>	<b>29 August 2012</b>
Sales Completed	1074	1074
Total Market Value	£89,611,908.01	£89,611,908.01
Total Discount	£29,030,964.26	£29,030,964.26
<b>NET PRICE</b>	<b>£60,580,943.75</b>	<b>£60,580,943.75</b>

### OPEN MARKET SALES

4.

	<b>05 November 2012</b>	<b>29 August 2012</b>
Sales Completed	826	826
Market Value	£127,347,262.87	£127,347,262.87

5. Fourteen exchanges of sold flats have taken place with the sum of £620,254 being paid to the City of London.
6. The freeholds of 14 flats in Wallside have been sold with the sum of £35,000 being paid to the City of London.
7. A 999 year lease has been completed with the sum of £43,200 being paid to the City of London.



## APPROVED SALES

8.

<b>CASE</b>	<b>Block</b>	<b>Floor</b>	<b>Type</b>	<b>Price £</b>	<b>Remarks as at 5 November 2012</b>
1	<b>Breton House</b>	6	F1A (bedsit)	£302,000	Proceeding
2	<b>Breton House</b>	4	F2A (Bedsit)	£376,000	Proceeding
3	<b>Thomas More House</b>	7	23 (1 bed)	£606,000	Proceeding

## APPROVED LETTINGS

9. Since your last meeting, the letting detailed below has been approved.

<b>CASE</b>	<b>Block</b>	<b>Floor</b>	<b>Type</b>	<b>Rent £pa</b>	<b>Tenancy Commences/ Expires</b>
1	<b>Cromwell Tower</b>	32 <sup>th</sup> (4 bed)	1B	£34,950	11/12/2012 10/12/2015

## 10. SALES PER BLOCK

BLOCK	TOTAL NO. OF FLATS IN EACH BLOCK	TOTAL NO. SOLD IN EACH BLOCK	NET PRICE £	% NO. OF FLATS SOLD IN EACH BLOCK
ANDREWES HOUSE	192	182	14,913,260.00	94.79
BEN JONSON HOUSE	204	194	13,422,454.73	95.10
BRANDON MEWS	26	25	1,872,460.00	96.15
BRETON HOUSE	111	103	6,128,712.50	92.79
BRYER COURT	56	55	2,307,338.50	98.21
BUNYAN COURT	69	66	4,693,780.00	95.65
DEFOE HOUSE	178	170	14,644,782.50	95.51
GILBERT HOUSE	88	84	8,706,852.50	95.45
JOHN TRUNDLE COURT	133	131	4,467,527.50	98.50
LAMBERT JONES MEWS	8	8	1,400,000.00	100.00
MOUNTJOY HOUSE	64	63	5,925,723.50	98.44
THE POSTERN/WALLSIDE	12	8	2,499,630.00	66.67
SEDDON HOUSE	76	74	7,675,677.50	97.37
SPEED HOUSE	114	104	8,933,148.50	91.23
THOMAS MORE HOUSE	166	158	11,550,455.00	95.18
WILLOUGHBY HOUSE	148	144	13,000,670.50	93.91
<b>TERRACE BLOCK TOTAL</b>	1645 (1645)	1569 (1569)	122,142,473.23 (122,142,473.23)	95.38 (95.38)
CROMWELL TOWER	112	98	19,748,501.00	87.50
LAUDERDALE TOWER	117	113	22,703,779.63	96.58
SHAKESPEARE TOWER	116	106	20,572,406.76	91.38
<b>TOWER BLOCK TOTAL</b>	345	317 (317)	63,024,687.39 (63,024,687.39)	91.88 (91.88)
<b>ESTATE TOTAL</b>	1990 (1990)	1886 (1886)	185,167,160.62 (185,167,160.62)	94.77 (94.77)

The freeholds of 14 Flats in Wallside have been sold. The net price achieved for the purchase of the original leasehold interest and the subsequent freehold interest is £3,459,500. The figures in brackets are as stated at your last meeting. There have been no completed sales since then.

**Joy Hollister**  
**Director of Community and Children's Services**

Contact Officer: Anne Mason  
Telephone Number: 020 7029 3912  
Email: [barbican.estate@cityoflondon.gov.uk](mailto:barbican.estate@cityoflondon.gov.uk)

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# Agenda Item 7

<b>Committee(s):</b>	<b>Date(s):</b>	<b>Item no.</b>
Residents' Consultation	26 November 2012	
Barbican Residential	10 December 2012	
<b>Subject:</b> REVENUE AND CAPITAL BUDGETS - 2013/14		<b>Public</b>
<b>Report of:</b> The Chamberlain Director of Community & Children's Services		<b>For Decision</b>

## Summary

This report is the annual submission of the revenue and capital budgets overseen by your Committee. In particular it seeks approval to the provisional revenue budget for 2013/14, for subsequent submission to the Finance Committee. Details of the Committee's draft capital budget are also provided. The budgets have been prepared within the resources allocated to the Director.

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

Summary Of Table 1	Latest Approved Budget 2012/13 £'000	Original Budget 2013/14 £'000	Movement  £'000
Expenditure	9,007	9,295	288
Income	(12,371)	(12,708)	(337)
Support Services and Capital Charges	3,555	3,560	5
Total Net Expenditure	191	147	(44)

Overall, the 2013/14 provisional revenue budget totals a deficit of £147,000, a decrease of £44,000 compared with the Latest Approved Budget for 2012/13. Main reasons for this decrease are :-

- Increase in income of £337,000, is due to the effect of the yearly rent renewals plus service charge increases due to increases in repairs and energy expenditure. This is partly offset by:-
- The repairs and maintenance budget is £199,000 higher than the latest approved budget. A detail of the two budgets showing the variances is set out in appendix 3.
- Other minor variances of £94,000

### **Recommendations**

The Committee is requested to:

- review the provisional 2013/14 revenue budget to ensure that it reflects the Committee's objectives and, if so, approve the budget for submission to the Finance Committee;
- review and approve the draft capital budget;
- authorise the Chamberlain to revise these budgets to allow for further implications arising from departmental reorganisations and other reviews, corporate projects, changes to the Additional Works Programme and implications arising from Carbon Trading Allowances.

## **Main Report**

### **Introduction**

1. This report sets out the proposed revenue budget and capital budgets for 2013/14. The revenue budget management arrangements are to:
  - Provide a clear distinction between local risk, central risk and recharge budgets
  - Place responsibility for budgetary control on departmental Chief Officers
  - Apply a cash limit policy to Chief Officers' budgets
2. The budget has been analysed by service expenditure and compared with the latest approved budget for the current year.
3. The report also compares the current year's budget with the forecast outturn.

## **Proposed Revenue Budget for 2013/14**

4. The proposed Revenue Budget for 2013/14 is shown in Table 1 overleaf analysed between:
  - Local Risk budgets – these are budgets deemed to be largely within the Chief Officer’s control.
  - Central Risk budgets – these are budgets comprising specific items where a Chief Officer manages the underlying service, but where the eventual financial outturn can be strongly influenced by external factors outside of his/her control or are budgets of a corporate nature (e.g. interest on balances and rent incomes from investment properties).
  - Support Services and Capital Charges – these cover budgets for services provided by one activity to another. The control of these costs is exercised at the point where the expenditure or income first arises as local or central risk.
  
5. The provisional 2013/14 budgets, under the control of the Director of Community & Children’s Services being presented to your Committee, have been prepared in accordance with guidelines agreed by the Policy and Resources and Finance Committees. These include continuing the implementation of the required budget reductions across both local and central risks, as well as the proper control of transfers of non-staffing budget to staffing budgets. The 2% efficiency savings to be achieved by 2014/15 comprise 1% saving in 2013/14 and a further 1% saving in 2014/2015. An allowance towards any potential pay and price increases of 1% for 2013/14 has been included, with 2% to be included for 2014/15. The budget has been prepared within the resources allocated to the Chief Officer.

TABLE 2 COMMUNITY & CHILDREN'S SERVICES SUMMARY – CITY FUND						
Analysis of Service Expenditure	Local or Central Risk	Actual 2011-12 £'000	Latest Approved Budget 2012-13 £'000	Original Budget 2013-14 £'000	Movement 2012-13 to 2013-14 £'000	Paragraph Reference
<b>EXPENDITURE</b>						
Employees	L	3,214	3,414	3,459	45	
Premises Related Expenses (see note i)						
Repairs and Maintenance	L	2,643	2,469	2,668	199	9
Other Premises Related Expenses	L	2,079	2,909	2,978	69	
Supplies & Services	L	139	215	190	(25)	
<b>Total Expenditure</b>		<b>8,075</b>	<b>9,007</b>	<b>9,295</b>	<b>288</b>	
<b>INCOME</b>						
Customer, Client Receipts (mainly rents and service charges)	L/C	(11,632)	(12,371)	(12,708)	(337)	10
<b>Total Income</b>		<b>(11,632)</b>	<b>(12,371)</b>	<b>(12,708)</b>	<b>(337)</b>	
<b>NET INCOME BEFORE SUPPORT SERVICES AND CAPITAL CHARGES</b>		<b>(3,557)</b>	<b>(3,364)</b>	<b>(3,413)</b>	<b>(49)</b>	
<b>SUPPORT SERVICES AND CAPITAL CHARGES</b>						
Central Support Services and Capital Charges		2,943	3,132	3,136	(46)	
Recharges within Fund		451	423	424	51	
<b>Total Support Services and Capital Charges</b>		<b>3,394</b>	<b>3,555</b>	<b>3,560</b>	<b>5</b>	
<b>TOTAL NET INCOME</b>		<b>(163)</b>	<b>191</b>	<b>147</b>	<b>(44)</b>	

Notes - Examples of types of service expenditure:-

(i) Premises Related Expenses – includes repairs & maintenance, energy costs, rates, water services, cleaning and domestic supplies

6. Income and favourable variances are presented in brackets. An analysis of this Revenue Expenditure by Service Managed is provided in Appendix 1. Only significant variances (generally those greater than £100,000) have been commented on in the following paragraphs.
7. Overall there is a decrease in the deficit of £44,000 in the overall budget between the 2012/13 latest approved budget and the 2013/14 original budget. The main movements are explained by the variances in the following paragraphs.
8. Increase in repairs, maintenance and minor improvements £199,000. A detailed breakdown of the elements that make up the 2012/13 and 2013/14 budget is shown in appendix 3.



9. Increase in customer, client receipts increase of £337,000 is due to the effect of rent renewals and services charges resulting from cost increases in repairs and maintenance and energy expenditure
10. Analysis of the movement in manpower and related staff costs are shown in Table 3 below

Table 3 - Manpower statement	Latest Approved Budget 2012/13		Original Budget 2013/14	
	Manpower Full-time equivalent	Estimated cost £000	Manpower Full-time equivalent	Estimated cost £000
Supervision and Management	7	382	7	384
Service Charges				
Garchey	3	109	3	109
Cleaners	32	906	32	910
Estate Concierge (1/3)	10	416	10	440
Lobby Porters	12	591	12	561
House Officers	3	169	3	170
Total Service Charges	60	2,191	60	2,190
Landlord	0	9	0	5
Car Parking				
Estate Concierge (2/3)	20	832	20	880
<b>TOTAL Barbican Residential</b>	<b>87</b>	<b>3,414</b>	<b>87</b>	<b>3,459</b>

### **Potential Further Budget Developments**

11. The provisional nature of the 2013/14 revenue budget recognises that further revisions may be required, including in relation to:
- budget reductions to capture savings arising from the on-going PP2P reviews;
  - budget adjustments relating to the implementation of the City of London Procurement Service; and
  - decisions on funding of the Additional Work Programme by the Resource Allocation Committee.

## **Draft Capital Budget**

12. The Committee's draft capital and supplementary revenue project budgets are summarised in the Tables below. Estimated expenditure is analysed as follows:

- Committed – Projects which are contractually committed.
- Uncommitted – Projects which have been the subject of an options appraisal report but are not yet contractually committed.
- Options Appraisal costs – The costs of evaluating all other schemes approved to proceed to that stage.

	Exp. Pre 01/04/12 £'000	2012/13 £'000	2013/14 £'000	2014/15 £'000	2015/16 £'000	2016/17 £'000	Later Years £'000	Total £'000
<u>Evaluated schemes</u>								
- Uncommitted								
Barbican podium waterproofing		1334	2420					3,754
<b>Total</b>	0	1,334	2,420	0	0	0	0	3,754

	Exp. Pre 01/04/12 £'000	2012/13 £'000	2013/14 £'000	2014/15 £'000	2015/16 £'000	2016/17 £'000	Later Years £'000	Total £'000
<u>Evaluated schemes</u>								
- Committed								
Barbican Podium waterproofing	136	29						165
<b>Total</b>	136	29	0	0	0	0	0	165

13. The latest updated information on the capital project budgets is being submitted in a progress monitoring report to the Finance Committee on 11 December 2012. Summaries of these budgets will subsequently be used to determine overall financing, with the full capital and supplementary revenue project budgets being presented to the Court of Common Council for approval in March 2013.

## **Appendices**

Appendix 1: Revenue Expenditure by Service Managed

Appendix 2: Support Service and Capital Charges from/to Community & Children's Services Committee

Appendix 3: Analysis of Repairs, Maintenance and Minor Improvements

Appendix 4: Resident's Consultation Committee Appendix.

Contact: Mark Jarvis (1221) or Alison Elam (1081)  
Chamberlain's Department

**APPENDIX 1**

Analysis by Service Managed	Actual 2011-12 £'000	Latest Approved Budget 2012-13 £'000	Original Budget 2013-14 £'000	Movement 2012-13 to 2013-14 £'000	Paragraph Reference
<b>CITY FUND</b>					
Supervision & Management – Holding Account	0	0	0	0	
Service Charge Account	20	20	20	0	
Landlord Services	87	414	359	(55)	
Car Parking	163	218	229	11	
Stores	(144)	(159)	(170)	(11)	
Trade Centre	(416)	(461)	(450)	11	
Other Non-Housing	127	159	159	0	
<b>TOTAL</b>	<b>(163)</b>	<b>191</b>	<b>147</b>	<b>(44)</b>	

**APPENDIX 2**

Support Service and Capital Charges from/to Community & Children's Services Committee	Actual 2011/12 £000	Latest Approved Budget 2012/13 £000	Original Budget 2013/14 £000
<b>Support Service and Capital Charges</b>			
Insurance	356	353	354
IS Recharges - Chamberlain	107	73	69
Capital Charges	1,959	2,247	2,279
Support Services -			
Chamberlain	215	182	169
Comptroller and City Solicitor	137	118	112
Town Clerk	127	112	107
City Surveyor	20	21	21
Other Services*	22	26	25
<b>Total Support Services and Capital Charges</b>	<b>2,943</b>	<b>3,132</b>	<b>3,136</b>
<b>Recharges Within Funds</b>			
Corporate and Democratic Core – Finance Committee	(50)	(50)	(50)
HRA	397	421	421
Community and Children's Services Committee	104	52	53
<b>TOTAL SUPPORT SERVICE AND CAPITAL CHARGES</b>	<b>3,394</b>	<b>3,555</b>	<b>3,560</b>

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

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

	<b>Latest Approved Budget 2012/13 £'000</b>	<b>Original Budget 2013/14 £'000</b>		<b>Budget to Budget % Increase (Decrease)</b>
	<b>A</b>	<b>B</b>		<b>B/A</b>
<b><u>Supervision &amp; Management Holding Account</u></b>				
Estate Office - Breakdown Maintenance	9	9	E	
<b>Total Supervision &amp; Management Holding Account</b>	<b>9</b>	<b>9</b>		<b>0</b>
<b><u>Service Charge Account</u></b>				
Costs to be charged to Long Lessees and Landlord. (The latter responsible for short term tenancies and voids).				
Breakdown Maintenance - Building	774	784	E	
- Electrical	54	54	E	
- Lifts	39	39	E	
- H & V	32	32	E	
Contract Servicing - Building	37	37	E	
- Electrical	16	16	E	
- Lifts	259	284	E	
Sub Total Breakdown Maintenance and Contract Servicing	1,211	1,246		
Garchey – Breakdown Maintenance	98	98	E	
External and Internal Redecorations:				
2012/2013 Programme	208	0	A	
2013/2014 Programme	0	248	A	
Upgrade safety/security installations	40	40	E	
Water supply works	61	81	E	
Concrete repairs contingency	190	200	E	
Consultants fees	18	28	A	



	<b>Latest Approved Budget 2012/13 £'000</b>	<b>Original Budget 2013/14 £'000</b>		<b>Budget to Budget % Increase (Decrease)</b>
<b><u>Stores</u></b>	<b>A</b>	<b>B</b>		<b>B/A</b>
Breakdown Maintenance	6	6	E	
<b>Total Stores</b>	<b>6</b>	<b>6</b>		<b>0</b>
<b><u>Trade Centre</u></b>				
Breakdown Maintenance	5	5	E	
Contract Servicing	3	3	E	
Podium Works	41	41	E	
<b>Total Trade Centre</b>	<b>49</b>	<b>49</b>		<b>0</b>
<b><u>Other Non-Housing</u></b>				
Breakdown Maintenance	2	2	E	
<b>Total Other Non-Housing</b>	<b>2</b>	<b>2</b>		<b>0</b>
<b>GRAND TOTAL BARBICAN RESIDENTIAL COMMITTEE</b>	<b>2,469</b>	<b>2,668</b>		<b>7</b>

E = ESSENTIAL  
A = ADVISABLE  
D = DESIRABLE

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## Total Barbican Residential Committee Revenue Accounts

	Actual 2011-12 £'000	Original Budget 2012-13 £'000	Latest Approved Budget 2012-13 £'000	Variance from Original Budget 2012-13 B/(W) £'000	Variance from Original Budget 2012-13 B/(W) %	Original Budget 2013-14 £'000	Variance from Original Budget 2012-13 B/(W) £'000	Variance from Original Budget 2012-13 B/(W) %
<b>Income</b>								
Customer Receipts	11,633	12,619	12,371	(248)	(2)	12,708	89	1
	<b>11,633</b>	<b>12,619</b>	<b>12,371</b>	<b>(248)</b>	<b>(2)</b>	<b>12,708</b>	<b>89</b>	<b>1</b>
<b>Direct Costs</b>								
Employees	(3,214)	(3,478)	(3,414)	64	2	(3,459)	19	1
Premises	(4,722)	(5,459)	(5,378)	81	1	(5,646)	(187)	(3)
Transport	0	(1)	(1)	0	0	(1)	0	0
Supplies and Services	(139)	(250)	(214)	36	14	(189)	61	24
	<b>(8,075)</b>	<b>(9,188)</b>	<b>(9,007)</b>	<b>181</b>	<b>2</b>	<b>(9,295)</b>	<b>(107)</b>	<b>(1)</b>
<b>Recharges</b>								
Other Committees	(451)	(414)	(423)	(9)	(2)	(424)	(10)	(2)
Central	(2,944)	(2,861)	(3,132)	(271)	(9)	(3,136)	(275)	(10)
	<b>(3,395)</b>	<b>(3,275)</b>	<b>(3,555)</b>	<b>(280)</b>	<b>(9)</b>	<b>(3,560)</b>	<b>(285)</b>	<b>(9)</b>
<b>Total Costs</b>	<b>(11,470)</b>	<b>(12,463)</b>	<b>(12,562)</b>	<b>(99)</b>	<b>(1)</b>	<b>(12,855)</b>	<b>(392)</b>	<b>(3)</b>
<b>Surplus / (Deficit)</b>	<b>163</b>	<b>156</b>	<b>(191)</b>	<b>(347)</b>	<b>222</b>	<b>(147)</b>	<b>(303)</b>	<b>194</b>

B = Better, (W) = Worse



## Supervision &amp; Management Holding Account

	Actual 2011-12 £'000	Original Budget 2012-13 £'000	Latest Approved Budget 2012-13 £'000	Variance from Original Budget 2012-13 B/(W) £'000	Variance from Original Budget 2012-13 B/(W) %	Original Budget 2013-14 £'000	Variance from Original Budget 2012-13 B/(W) £'000	Variance from Original Budget 2012-13 B/(W) %
<b>Transfer of Recharges to other Accounts</b>								
Service Charge	499	516	461	(55)	(11)	447	(69)	(13)
Landlords Services	481	514	446	(68)	(13)	434	(80)	(16)
Car Parking	164	162	152	(10)	(6)	148	(14)	(9)
Stores	27	18	25	7	39	24	6	33
Trade Centre	14	1	13	12	1,200	13	12	1,200
Other Non Housing	16	1	15	14	1,400	15	14	1,400
	1,201	1,212	1,112	(100)	(8)	1,081	(131)	(11)
<b>Direct Costs</b>								
Employees	(381)	(426)	(382)	44	10	(384)	42	10
Premises	(57)	(73)	(72)	1	1	(72)	1	1
Transport	0	(1)	(1)	0	0	(1)	0	0
Supplies and Services	(35)	(104)	(51)	53	51	(46)	58	56
	(473)	(604)	(506)	98	16	(503)	101	17
<b>Recharges</b>								
Insurance	(25)	(27)	(22)	5	19	(22)	5	19
IS Recharges	(107)	(87)	(73)	14	16	(69)	18	21
Central Support Services	(521)	(395)	(459)	(64)	(16)	(434)	(39)	(10)
	(653)	(509)	(554)	(45)	(9)	(525)	(16)	(3)
<b>Community &amp; Children's Services</b>								
Technical Services	0	(1)	0	1	100	0	1	100
Supervision & Management	(75)	(96)	(52)	44	46	(53)	43	45
Service Charge - Cleaning	0	(2)	0	2	100	0	2	100
Total Costs	(1,201)	(1,212)	(1,112)	100	8	(1,081)	131	11
<b>Surplus / (Deficit)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

B = Better, (W) = Worse

## Service Charge Account

	Actual 2011-12	Original Budget 2012-13	Latest Approved Budget 2012-13	Variance from Original Budget 2012-13 B/(W)	Variance from Original Budget 2012-13 B/(W)	Original Budget 2013-14	Variance from Original Budget 2012-13 B/(W)	Variance from Original Budget 2012-13 B/(W)	Original Budget 2012-13	Latest Approved Budget 2012-13	Original Budget 2013-14
	£'000	£'000	£'000	£'000	%	£'000	£'000	%	% of Total	% of Total	% of Total
<b>Customer Receipts</b>											
Fees and Charges	14	16	15	(1)	(6)	16	0	0			
Service Charges	6,569	7,488	7,428	(60)	(1)	7,639	151	2			
<b>Recharges</b>											
Cleaning & Lighting	137	168	158	(10)	(6)	158	(10)	(6)			
	<b>6,720</b>	<b>7,672</b>	<b>7,601</b>	<b>(71)</b>	<b>(1)</b>	<b>7,813</b>	<b>141</b>	<b>2</b>			
<b>Direct Costs</b>											
Employees	(1,998)	(2,212)	(2,191)	21	1	(2,190)	22	1	29%	29%	28%
Premises	(3,772)	(4,538)	(4,467)	71	2	(4,707)	(169)	(4)	59%	59%	60%
Supplies and Services	(34)	(68)	(87)	(19)	(28)	(73)	(5)	(7)	1%	1%	1%
	<b>(5,804)</b>	<b>(6,818)</b>	<b>(6,745)</b>	<b>73</b>	<b>1</b>	<b>(6,970)</b>	<b>(152)</b>	<b>(2)</b>	<b>89%</b>	<b>89%</b>	<b>89%</b>
<b>Recharges</b>											
Insurance	(24)	(24)	(24)	0	0	(25)	(1)	(4)	0%	0%	0%
Supervision & Management	(499)	(516)	(461)	55	11	(447)	69	13	7%	6%	6%
Technical Services	(413)	(330)	(391)	(61)	(18)	(391)	(61)	(18)	4%	5%	5%
	<b>(936)</b>	<b>(870)</b>	<b>(876)</b>	<b>(6)</b>	<b>(1)</b>	<b>(863)</b>	<b>7</b>	<b>1</b>	<b>11%</b>	<b>11%</b>	<b>11%</b>
<b>Total Costs</b>	<b>(6,740)</b>	<b>(7,688)</b>	<b>(7,621)</b>	<b>67</b>	<b>1</b>	<b>(7,833)</b>	<b>(145)</b>	<b>(2)</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
<b>Surplus / (Deficit)</b>	<b>(20)</b>	<b>(16)</b>	<b>(20)</b>	<b>(4)</b>	<b>(25)</b>	<b>(20)</b>	<b>(4)</b>	<b>(25)</b>			

B = Better, (W) = Worse

## Landlords Services

	Actual 2011-12	Original Budget 2012-13	Latest Approved Budget 2012-13	Variance from Original Budget 2012-13 B/(W)	Variance from Original Budget 2012-13 B/(W)	Original Budget 2013-14	Variance from Original Budget 2012-13 B/(W)	Variance from Original Budget 2012-13 B/(W)	Original Budget 2012-13	Latest Approved Budget 2012-13	Original Budget 2013-14
	£'000	£'000	£'000	£'000	%	£'000	£'000	%	% of Total	% of Total	% of Total
<b>Customer Receipts</b>											
Sales	4	7	5	(2)	(29)	7	0	0			
Rental Income	2,079	2,088	1,890	(198)	(9)	1,906	(182)	(9)			
Fees & Charges	314	270	269	(1)	(0)	272	2	1			
	<b>2,397</b>	<b>2,365</b>	<b>2,164</b>	<b>(201)</b>	<b>(8)</b>	<b>2,185</b>	<b>(180)</b>	<b>(8)</b>			
<b>Direct Costs</b>											
Employees	(3)	(9)	(9)	0	0	(5)	4	44	0%	0%	0%
Premises	(499)	(470)	(445)	25	5	(453)	17	4	19%	17%	18%
Supplies and Services	(58)	(52)	(59)	(7)	(13)	(54)	(2)	(4)	2%	2%	2%
	(560)	(531)	(513)	18	3	(512)	19	4	21%	20%	20%
<b>Recharges</b>											
Capital Charges	(1,211)	(1,185)	(1,362)	(177)	(15)	(1,341)	(156)	(13)	47%	53%	53%
Insurance	(205)	(206)	(206)	0	0	(206)	0	0	8%	8%	8%
Supervision & Management	(481)	(514)	(446)	68	13	(434)	80	16	20%	17%	17%
Service Charge Account	(64)	(85)	(87)	(2)	(2)	(87)	(2)	(2)	3%	3%	3%
Technical Services	(13)	(43)	(14)	29	67	(14)	29	67	2%	1%	1%
Corporate & Democratic Core	50	50	50	0	0	50	0	0	-2%	-2%	-2%
	(1,924)	(1,983)	(2,065)	(82)	(4)	(2,032)	(49)	(2)	79%	80%	80%
<b>Total Costs</b>	<b>(2,484)</b>	<b>(2,514)</b>	<b>(2,578)</b>	<b>(64)</b>	<b>(3)</b>	<b>(2,544)</b>	<b>(30)</b>	<b>(1)</b>	100%	100%	100%
<b>Surplus / (Deficit)</b>	<b>(87)</b>	<b>(149)</b>	<b>(414)</b>	<b>(265)</b>	<b>(178)</b>	<b>(359)</b>	<b>(210)</b>	<b>(141)</b>			

B = Better, (W) = Worse

## Car Parking

	Actual 2011-12 £'000	Original Budget 2012-13 £'000	Latest Approved Budget 2012-13 £'000	Variance from Original Budget 2012-13 B/(W) £'000	Variance from Original Budget 2012-13 B/(W) %	Original Budget 2013-14 £'000	Variance from Original Budget 2012-13 B/(W) £'000	Variance from Original Budget 2012-13 B/(W) %
<b>Customer Receipts</b>								
Fees & Charges	76	84	78	(6)	(7)	80	(4)	(5)
Rental Income	1,132	1,201	1,232	31	3	1,282	81	7
	<b>1,208</b>	<b>1,285</b>	<b>1,310</b>	<b>25</b>	<b>2</b>	<b>1,362</b>	<b>77</b>	<b>6</b>
<b>Direct Costs</b>								
Employees	(832)	(831)	(832)	(1)	(0)	(880)	(49)	(6)
Premises	(231)	(212)	(246)	(34)	(16)	(266)	(54)	(25)
Supplies and Services	(8)	(19)	(10)	9	47	(9)	10	53
	<b>(1,071)</b>	<b>(1,062)</b>	<b>(1,088)</b>	<b>(26)</b>	<b>(2)</b>	<b>(1,155)</b>	<b>(93)</b>	<b>(9)</b>
<b>Recharges</b>								
Capital Charges	(70)	(133)	(211)	(78)	(59)	(211)	(78)	(59)
Insurance	(8)	(8)	(8)	0	0	(8)	0	0
Supervision & Management	(164)	(162)	(152)	10	6	(148)	14	9
Service Charge Account	(51)	(72)	(62)	10	14	(62)	10	14
Technical Services	(7)	(20)	(7)	13	65	(7)	13	65
	<b>(300)</b>	<b>(395)</b>	<b>(440)</b>	<b>(45)</b>	<b>(11)</b>	<b>(436)</b>	<b>(41)</b>	<b>(10)</b>
<b>Total Costs</b>	<b>(1,371)</b>	<b>(1,457)</b>	<b>(1,528)</b>	<b>(71)</b>	<b>(5)</b>	<b>(1,591)</b>	<b>(134)</b>	<b>(9)</b>
<b>Surplus / (Deficit)</b>	<b>(163)</b>	<b>(172)</b>	<b>(218)</b>	<b>(46)</b>	<b>(27)</b>	<b>(229)</b>	<b>(57)</b>	<b>(33)</b>
Net Expenditure before Capital charges	(233)	(305)	(429)			(440)		
as a %age of income	(19)	(24)	(33)			(32)		

B = Better, (W) = Worse

## Stores

	Actual 2011-12 £'000	Original Budget 2012-13 £'000	Latest Approved Budget 2012-13 £'000	Variance from Original Budget 2012-13 B/(W) £'000	Variance from Original Budget 2012-13 B/(W) %	Original Budget 2013-14 £'000	Variance from Original Budget 2012-13 B/(W) £'000	Variance from Original Budget 2012-13 B/(W) %
<b>Customer Receipts</b>								
Fees	0	2	0	(2)	(100)	0	(2)	(100)
Rental Income	336	359	350	(9)	(3)	360	1	0
	<b>336</b>	<b>361</b>	<b>350</b>	<b>(11)</b>	<b>(3)</b>	<b>360</b>	<b>(1)</b>	<b>(0)</b>
<b>Direct Costs</b>								
Premises	(4)	(6)	(6)	0	0	(6)	0	0
	(4)	(6)	(6)	0	0	(6)	0	0
<b>Recharges</b>								
Capital Charges	(151)	(151)	(152)	(1)	(1)	(152)	(1)	(1)
Supervision & Management	(27)	(18)	(25)	(7)	(39)	(24)	(6)	(33)
Service Charge Account	(8)	(6)	(6)	0	0	(6)	0	0
Technical Services	(2)	(1)	(2)	(1)	(100)	(2)	(1)	(100)
	(188)	(176)	(185)	(9)	(5)	(184)	(8)	(5)
<b>Total Costs</b>	<b>(192)</b>	<b>(182)</b>	<b>(191)</b>	<b>(9)</b>	<b>(5)</b>	<b>(190)</b>	<b>(8)</b>	<b>(4)</b>
<b>Surplus / (Deficit)</b>	<b>144</b>	<b>179</b>	<b>159</b>	<b>(20)</b>	<b>(11)</b>	<b>170</b>	<b>(9)</b>	<b>(5)</b>
Net Income before Capital charges	(7)	28	7			18		
as a %age of income	(2)	8	2			5		

B = Better, (W) = Worse

## Trade Centre

	Actual 2011-12 £'000	Original Budget 2012-13 £'000	Latest Approved Budget 2012-13 £'000	Variance from Original Budget 2012-13 B/(W) £'000	Variance from Original Budget 2012-13 B/(W) %	Original Budget 2013-14 £'000	Variance from Original Budget 2012-13 B/(W) £'000	Variance from Original Budget 2012-13 B/(W) %
<b>Customer Receipts</b>								
Fees & Charges	17	35	35	0	0	35	0	0
Rental Income	1,038	1,045	1,045	0	0	1,087	42	4
	<b>1,055</b>	<b>1,080</b>	<b>1,080</b>	<b>0</b>	<b>0</b>	<b>1,122</b>	<b>42</b>	<b>4</b>
<b>Direct Costs</b>								
Premises	(80)	(73)	(55)	18	25	(55)	18	25
Supplies and Services	(4)	(7)	(7)	0	0	(7)	0	0
	(84)	(80)	(62)	18	23	(62)	18	23
<b>Recharges</b>								
Capital Charges	(461)	(461)	(461)	0	0	(514)	(53)	(11)
Insurance	(73)	(73)	(73)	0	0	(73)	0	0
Supervision & Management	(14)	(4)	(16)	(12)	(300)	(16)	(12)	(300)
Technical Services	(7)	(3)	(7)	(4)	(133)	(7)	(4)	(133)
	(555)	(541)	(557)	(16)	(3)	(610)	(69)	(13)
<b>Total Costs</b>	<b>(639)</b>	<b>(621)</b>	<b>(619)</b>	<b>2</b>	<b>0</b>	<b>(672)</b>	<b>(51)</b>	<b>(8)</b>
<b>Surplus / (Deficit)</b>	<b>416</b>	<b>459</b>	<b>461</b>	<b>2</b>	<b>0</b>	<b>450</b>	<b>(9)</b>	<b>(2)</b>

B = Better, (W) = Worse



## Other Non Housing

	Actual 2011-12 £'000	Original Budget 2012-13 £'000	Latest Approved Budget 2012-13 £'000	Variance from Original Budget 2012-13 B/(W) £'000	Variance from Original Budget 2012-13 B/(W) %	Original Budget 2013-14 £'000	Variance from Original Budget 2012-13 B/(W) £'000	Variance from Original Budget 2012-13 B/(W) %
<b>Customer Receipts</b>								
Fees and Charges	19	19	19	0	0	19	0	0
Rental Income	35	5	5	0	0	5	0	0
	<b>54</b>	<b>24</b>	<b>24</b>	<b>0</b>	<b>0</b>	<b>24</b>	<b>0</b>	<b>0</b>
<b>Direct Costs</b>								
Premises	(79)	(87)	(87)	0	0	(87)	0	0
	(79)	(87)	(87)	0	0	(87)	0	0
<b>Recharges</b>								
Capital Charges	(66)	(61)	(61)	0	0	(61)	0	0
Insurance	(20)	(20)	(20)	0	0	(20)	0	0
Supervision & Management	(16)	(1)	(15)	(14)	(1,400)	(15)	(14)	(1,400)
	(102)	(82)	(96)	(14)	(17)	(96)	(14)	(17)
<b>Total Costs</b>	<b>(181)</b>	<b>(169)</b>	<b>(183)</b>	<b>(14)</b>	<b>(8)</b>	<b>(183)</b>	<b>(14)</b>	<b>(8)</b>
<b>Surplus / (Deficit)</b>	<b>(127)</b>	<b>(145)</b>	<b>(159)</b>	<b>(14)</b>	<b>(10)</b>	<b>(159)</b>	<b>(14)</b>	<b>(10)</b>

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# Agenda Item 12

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

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# Agenda Item 13

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# Agenda Item 14

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# Agenda Item 15

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# Agenda Item 16

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# Agenda Item 18

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