

<b>Committee:</b> Housing Management and Almshouses Sub-Committee	<b>Dated:</b> 03/06/2024
<b>Subject:</b> Extension of Policy Review Dates	<b>Public</b>
<b>Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?</b>	1,2,3,4,5,6,8,9,10,
<b>Does this proposal require extra revenue and/or capital spending?</b>	<b>N</b>
<b>If so, how much?</b>	<b>£</b>
<b>What is the source of Funding?</b>	
<b>Has this Funding Source been agreed with the Chamberlain's Department?</b>	<b>N/A</b>
<b>Report of:</b> Judith Finlay, Executive Director of Community & Children's Services	<b>For Decision</b>
<b>Report author:</b> Zoe Gayle, Service Improvement Manager, Department of Community and Children's Services, Housing Division	

### Summary

This report asks Members for permission to extend the review date on several current policies.

These policies have remained the same with the exception of the Estate Management Policy which requires minor adjustments to reflect our practices and revised responsibilities of Estate Services staff.

These policies serve as the foundation of our operations, providing guidelines and regulations that ensure efficiency, compliance, and ethical conduct across all departments within the Housing Division.

### Recommendations

Members are asked to:

- Approve the extension of the policy review dates as recommended in Appendix 1
- Approve the revised Estate Management Policy for use by the Housing Division

### Main Report

### Background

1. The standard review period for housing management policies is three years and some approved policies are due for review.
2. It is proposed that the policies indicated in Appendix 1 are extended in order to avoid having to bring them back to Committee individually and using Committee time unnecessarily.
3. The only exception to this is the Estate Management policy which requires slight adjustments to clarify the responsibility of staff and expectations of residents.
4. The extension of a review date does not mean that a policy might not be reviewed before that date if there is a change to legislation, regulation or internal procedures in the area in question.

### **Current Position**

5. There have been no significant changes to our work in any of the areas covered by the policies in question. This has been cross-referenced with information and best practices on the Housing Ombudsman website.
6. The Estate Management policy was first approved in 2018 and has been reviewed as part of the usual three-year cycle. The policy addresses our commitment to providing quality estate services ensuring our estates are cleaned and maintained to a high standard.
7. The following sections have been updated in line with the current practice:

#### **3. Scope**

The current policy states “The scope of the estate services function consists of...undertaking communal repairs” and “delivering improvement works”

This has been updated to state “The scope of the estate services function consists of... raising communal repairs” and “delivering minor improvement works”

Repairs are delivered under the Repairs and Maintenance contract and improvement works are delivered under the Major Works team. Minor improvement works is in line with the responsibilities of the estate team.

#### **4.1 Cleaning Standards**

The current policy states the cleaning standards are graded A (excellent) to D (totally unacceptable). The grading is now A to E for the estate services standards. Excellent, good, room for improvement, poor and unacceptable are the terms used for grading.

#### **4.2 Estate Inspections**

The current policy states that “Upcoming inspections will be advertised on our website, estate/office notice boards and newsletters. We will encourage residents to attend and participate in inspecting their estate.” This has been clarified to

“Residents can join estate staff on Walkabouts, a walk around the estate where any areas of concern can be pointed out and discussed. Upcoming walkabouts will be advertised on our website, estate/office notice boards and newsletters. We will encourage residents to attend and participate in these, inspecting their estate.” The current policy does not reflect our already publicised practice of scheduled walkabouts which residents are encouraged to attend.

8. On approval, the policies will be updated with approval dates and continue to be readily accessible to all employees through SharePoint and uploaded to the public website for residents and service users ensuring easy reference whenever needed.

## **Proposals**

9. Appendix 1 shows a list of some policies currently in use by the Housing Service. It is proposed that the policies are extended by the recommended period (three years in all cases).
10. All the policies recommended for extension are due for review already or within the next 6 months.
11. It is also proposed that the Estate Management Policy be approved with the mentioned amendments.

## **Corporate & Strategic Implications**

The policies support our work in effectively managing estates and ensuring that our residents enjoy a safe environment and home.

**Strategic implications** - This proposal aligns with key objectives in the Corporate Plan for 2024-29 where there is a commitment to ensure people receive good services, live in good quality homes, and can live independent and healthy lives.

### **Financial implications**

None

### **Resource implications**

None

### **Legal implications**

None

### **Risk implications**

None

**Equalities implications** – These policies will support us in meeting our Public Sector Equality Duty (Equality Act 2010, s.149) by ensuring that we have due regard to the need to eliminate discrimination and foster good relations. Proportionality and equalities principles are an integral part of the policy. We will ensure that officers take account of protected characteristics and any applicable support measures that may benefit an individual when

invoking the policy. Decisions taken under the policy will be fully documented and, in some instances, subject to approval and regular review.

### **Climate implications**

None

### **Security implications**

None

### **Conclusion**

12. The Estate Management Policy, first approved in 2018, is re-submitted for approval with the amendments to reflect our current practices and clarification of role responsibilities.

13. Members are also asked to extend the review dates on several other current policies which are due for review.

14. Officers will continue to review policies before their official review dates should the need arise.

### **Appendices**

- Appendix 1 – table of policies
- Appendix 2 – Revised Estate Management Policy (version three – 2024)

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