

Committee(s): Housing Management and Almshouses Sub Committee	Dated: 13/01/2025
Subject: Housing Matters Update	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	Diverse engaged communities Leading Sustainable environment Providing Excellent Services
Does this proposal require extra revenue and/or capital spending?	No
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain's Department?	N/A
Report of: Judith Finlay, Executive Director of Community & Children's Services	For Decision, Information and Comment
Report author: Peta Caine, Assistant Director – Housing	

Summary

The purpose of this report is to update members of the Housing Management and Almshouses Sub-Committee on some key issues currently being dealt with by the Social Housing Team. Namely:

For Decision

- Approval of the following policies-
Hate Incidents Policy – Appendix 1
Lettings and Transfers Policy – Appendix 2
Observations Received – Appendix 3

For Information and Discussion

- Housing Strategy Action Plan 2025/26 – Appendix 4
- Risk Profile Summary – Appendix 5
- Performance Dashboard (1 April – 30 September 2024) – Appendix 6
- Housing Senior Management Team Organogram – Appendix 7
- Middlesex Street Associated Housing Revenue Account Works (HRA)
- City of London Special Educational Needs and Disability (SEND) Employer Forum
- Member Borough and SMT officer leads

This report will outline the work being done by the team to keep abreast of these and other issues.

Recommendation

Members are asked to approve the extensions of the following policies attached at appendices 1-2:

Hate Incidents Policy
Lettings and Transfers Policy
and note the observations included in appendix 3

Main Report

1. Policy Approval

Members are asked to approve the extensions of the following policies:

- **Hate Incidents Policy for use by the Housing Division**

There is no change proposed to the Hate Incidents policy. It still demonstrates our commitment to fostering an inclusive and respectful environment. The policy provides clear guidelines of how we address incidents. The policy aligns with the Corporate core values and reaffirms the overall commitment to diversity, equality and inclusion signalling that hate and discrimination have no place in our communities.

The policy outlines specific definitions, examples, and response mechanisms, making it easier for individuals to understand their rights and responsibilities. It also offers support to those affected by hate incidents. The policy is attached at appendix 1.

- **Lettings and Transfers Policy for use by the Housing Division**

The Lettings and Transfers policy is essential to ensure consistency, fairness, and clarity in managing lettings and transfers. The policy mostly remains the same with some amendments and clarifications as highlighted in appendix 2.

The policy demonstrates how we comply with legal and regulatory standards, maintaining transparency and credibility. It also outlines our procedures, developed to reduce delays and disputes in lettings and transfers.

Appendices

- Appendix 1 - Hate Incidents Policy
- Appendix 2 - Lettings and Transfers Policy
- Appendix 3 – Policy Observations

2. Housing Strategy Action Plan – 2025/26

Members are asked to note the updated action plan for the year 2025/26:

Although the plan was agreed in principle at the November 2024 meeting it has been further developed to reflect the comments made by members at that meeting. The plan is attached at appendix 4.

As discussed at the meeting in November the plan reflects the work that needs to be done to get the housing service on a firmer footing, better prepared to face the challenges before us.

3. Risk Profile Summary

Members are asked to review the risk summary report

At Appendix 5 please find attached our latest risk register summary sorted by risk score and excluding completed actions. The register details the actions being taken to mitigate our key risks. The Committee is asked to note the further developed Statutory Compliance risk and the steps being taken and planned to mitigate this risk.

4. The Quarter 1 and 2 Performance Dashboard

Members are asked to review and comment on the content and layout of the performance dashboard

At appendix 6 please find attached the dashboard covering the period 1 April – 30 September 2024. Members will recall that when this was previously discussed it was noted that the dashboard is work in progress, we are developing the performance management suite, and more information will become available in future as we improve our reporting systems.

The intention is to present a performance report to committee on a quarterly basis. Please note that the quarter 3 report will include commentary from the managers responsible for each service area.

5. Notice of Deficiency – City of London Almshouses, Lambeth

Members are asked to note that the London Fire Brigade has serves us with a Notice of Deficiency

Members may recall that a fire brigade inspection was mentioned at the meeting in November 2024. We received the notice in December 2024. We have been given until June 2025 to audit and replace self-closers on flat entrance doors, remove some obstructions found in the means of escape including staircases and introduce a maintenance regime for the fire panel / alarm system. Raymond Ozogulu is managing the progress made on rectifying issues identified within the identified timetable.

6. Senior Management Team Organogram

Members are asked to note details of the Housing senior management team

At Appendix 7, please find attached an organogram detailing the senior management team.

7. Middlesex Street Police Works

Members are asked to note the provisional update on the cost of the HRA works associated with the City of London Police contract at Middlesex Street

In September 2024, a project budget of £942,697.53 plus a risked cost provision of £100,000 was approved by the Department of Community and Services Committee for works to repair the concrete and provide CCTV to the resident's areas.

The Contractor's Tender Price was received 12 December 2024 and is undergoing a review by the Cost Consultant. It is expected this review will be completed in January 2024. Due to the committee structure and deadline for papers, 30 December. it is requested that delegated authority for approval to proceed with the works (in the likely event that the contractor's costs exceed the approved sum) be granted to the Department of Community and Services Committee due to take place 16 January 2024 subject to an HRA value for money assessment being carried out.

8. City of London Special Educational Needs and Disability (SEND) Employer Forum

Members are asked to note the Housing Department's involvement in this new initiative

In late November, we attended a meeting to discuss the creation of SEND Employer Forum within the City of London.

Led by Barbara Hamilton, head of adult skills, education, and apprenticeships the forum's primary goal is to support learners aged 16-24 by facilitating 10-week placements across City departments. These placements will complement the learners' tutoring and other educational commitments as part of their internship programs.

During the meeting, we heard from Linda Jordan of the National Development Team for Inclusion (NDTI) and Dr Vivienne Monk from Barts Hospital. They shared inspiring experiences, including instances where individuals secured job opportunities following their work-based placements.

These stories highlighted compelling reasons for the City of London to support learners with SEND. Initiatives like this foster an inclusive workplace while harnessing the potential of these talented individuals.

A follow-up meeting is planned for the New Year, and we will update Members on the progress of the SEND Employer Forum and Housing's involvement at a later date.

9. Allocated Borough Member and Senior Management Team Officer Leads

Members are asked to note the confirmed schedule of Borough Member and Senior Management Team officer leads.

Table 1 below details the Member and Senior Management team Borough Leads:

Table 1- Member and SMT Borough Leads

Borough	Member Lead(s)	Senior Management Team Lead
City of London	John Fletcher (Middx Street) + Ceri Wilkins (Golden Lane Estate)	Liam Gillespie
Hackney	Ceri Wilkins	Liane Coopey
Islington	Mary Durcan	Michael Gwyther – Jones
Lambeth	Eamon Mullally	Greg Wade
Lewisham	Steve Goodman	Bev Andrews
Southwark	Tim McNally	Peta Caine
Tower Hamlets	John Fletcher	Raymond Ozogulu

Key Data

Key data contained in Appendices 1 - 8

Corporate & Strategic Implications

Strategic implications – none

Financial implications – none

Resource implications – none

Legal implications - none

Risk implications – none

Equalities implications – none

Climate implications – none

Security implications – none

Conclusion

Members are asked to approve the policies presented in appendices 1-2, note the previously approved updated Housing Strategy Action Plan. review the risk profile summary, review and comment on the content and layout of the performance dashboard, Note the receipt of a Notice of Deficiency for the Almshouses in Lambeth, note the senior management team organogram and the request likely to be made to the Communities and Children’s Services Committee to approve the updated costs of the HRA works at Middlesex Street subject to an assessment of value for money to the HRA being carried out; Housing’s involvement in the SEND employer forum initiative and the Member and SMT Borough leads.

Appendices

Appendix 1 – Draft Hate Incidents Policy Extension

Appendix 2 – Draft Lettings and Transfers Policy Extension

Appendix 3 – Observations received on the policies

Appendix 4 – Housing Strategy Action Plan – 2025/26

Appendix 5 – Risk Profile Summary

Appendix 6 – Performance Dashboard – 1 April – 30 September 2024

Appendix 7 – Senior Management Team Organogram

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