

Title: Housing Services Report

Discussion Report

Report summary:

This report brings together an update on Housing and Property service areas of performance since the June DMC round. In addition to the performance updates, that now includes complaints there is also information on the Council’s Small Site Programme, information about Parking Enforcement and an update on the proposed Housing Residents Performance Panel that DMCs are invited to comment on.

Recommendation: The DMCs are asked to feedback and make recommendations on the contents of the consolidated report.

| Report | Officer Contributing | Page |
|--|-----------------------------|-------------|
| Finance Strategy HRA Update | Emma Cardoso | 2 |
| Voids Improvement Programme Update | Laura Gillett | 9 |
| Housing Repairs & Contact Centre Update | Scot Reid/Danny Waite | 16 |
| Capital Works Programme Update | Susanne Afra | 20 |
| CCTV & Responsive Security Patrol | Graeme Dyson | 29 |
| Landlord Services Performance Update | Angela Spooner | 33 |
| Caretaking Performance Update | Sharon Calvey | 36 |
| Estate Parking Enforcement | Sharon Calvey | 45 |
| Grounds Maintenance & Tree Management | Oliver Jones | 46 |
| Housing Complaints Quarter 1 (2022/23) Performance | Jim Reid | 53 |
| Small Site Programme Update | Clodagh McCallig | 55 |
| Housing Resident’s Panel Update | Scot Reid | 58 |

HOUSING REVENUE ACCOUNT (HRA) FINANCE UPDATE

Context

1. This update is about the Council's future budget and rent strategy (covering heating and service charges); impact on tenants facing fuel poverty and proposals for mitigating increasing costs.
2. Every year, the Council must set a balanced HRA budget, which is taken to January Cabinet following discussions with DMCs in December and at a joint meeting in January. The Council's budget/rent strategy aims to balance (1) the financial position of Council tenants and (2) the financial position of the HRA, not only in year but also over the medium term, within the limitations of the rent standard.
3. It is too early to provide details on the size of the cost pressures and proposed rent/service charge increases. This is because September CPI is not released until mid-October and officers need time to review the in-year forecast along with the latest expenditure information from budget holders for 2023/24. This paper provides the latest context and approach being taken by officers to the budget setting for 2023/24 and a further update will be brought to December DMC round.
4. The cost of living crisis combined with rising costs of gas and electricity are impacting low-income households and by winter, it could push more citizens into fuel poverty. Appendix 1 of this report includes information on where Camden tenants and leaseholders can seek financial support now.

HRA cost pressures, savings and reserves

5. The cost pressures for the HRA continue to grow as inflation on contracts, in particularly for gas and electricity is rising sharply and regulation changes notably from the Building Safety Act (which received Royal assent on 28 April 2022) requires the Council to pay for the changes with no additional funding offered to offset the pressure.
6. An update was provided on the HRA as part of the Council's wider financial reporting in July. This included an assessment on the scale of the funding gap anticipated in the next three years. [Councils Financial Position July 2022](#)
7. The Council is working hard to find efficiencies to help offset some of these pressures - a three year HRA savings programme for a total of £8m is being developed (2023/24-2025/26), and is expected to be presented at December Cabinet along with General Fund (GF) savings options.
8. The HRA budget is predominantly funded from rents/service charges and therefore in a high inflation environment, there are only really two options to make the budget balance - cut budgets and/or increase rents/service charges.
9. The Council has a strategy to rebuild the HRA reserve over the medium term to provide financial resilience and manage risk. However, the 2021/22 outturn position was an overspend of £1.4m and similarly early 2022/23 forecasts also predict an overspend for which the service is working on solutions to try and offset by the end of the financial year,

because any overspend would be taken from the HRA reserve. Work has begun to review cost impacts to 2023/24 budgets and detail will be shared in December.

Rents

10. The current rent standard (2020/21- 2024/25) allows social landlords to increase rents up to a maximum of CPI +1% (based on Sept CPI released in October). Over the past 3 years, CPI has been fairly low and at times lower than the actual cost inflation impacts (1.7%, 0.5% and 3.1%) but currently CPI is over 10% and is expected to rise further. Most London Councils, including Camden, have been raising rents by the maximum CPI + 1% in order to cover HRA cost pressures after four years of rent reductions from 2016/17 - 2019/20. However, social landlords can set rents below the maximum so long as it is a viable option to fund the budget and manage risk. Further detail will be shared in December in the rent charge proposals.
11. From 2025/26, it is unclear what the rent standard will be. For planning purposes, it is assumed that it will be capped at CPI. However, it is possible that there could once again be a mandated rent reduction or a freeze, which causes funding issues to the HRA as it would have to absorb inflation and new regulatory costs most likely by making further cuts to service budgets. This is an area of future risk that the council has to take into account when making decisions on rents and is why it is so important to continue to contribute to the HRA reserve.

Service Charges

12. Tenants pay fixed service charges for caretaking, grounds maintenance, CCTV, mobile security, concierge, maintenance of mechanical and electrical equipment in communal areas and block and estate lighting, if they receive that service.
13. The charges can be adjusted in line with the cost of the service, for example if inflation exceeded the levels set at previous budget setting. Due to escalating inflation on electricity costs, it is likely that estate lighting service charge income may need to be reviewed during 2023/24 budget setting depending on the cost forecasts received in autumn. Further detail will be shared in December on tenant service charge proposals.
14. Leaseholders service charges are billed based on actuals, within the terms of their leases - the estimated billed costs are actualised and later adjusted.

Heating Charges

15. The gas and electricity prices have been rising significantly and although the Council has some mitigation from its procurement strategy (via LASER - which enables forward purchasing) it is likely that the budgeted heating charges for tenants within the heating pool will not cover the actual costs.
16. The timing and size of the impact of these changes on Camden residents' energy bills will vary depending on their energy supplier and what contract is in place. Residents with domestic energy suppliers, such as British Gas, may have protection from the OFGEM energy price cap or have a fixed-term tariff contract.

17. The heating pool is a ring-fenced self-financing account within the HRA. There are c.11,000 tenanted and c. 4,000 leasehold properties receiving district-heating services and/or gas supplies from the Council. For leaseholders, billing during 2022/23 will be based on estimates and then adjusted for actuals in September 2022 (for 2021/22) and September 2023 (for 2022/23). For tenants on heating charges, billing during 2022/23 will be based on charges agreed at January Cabinet. It had been agreed to limit the heating charge increase to 15% for 2022/23 and apply all of the remaining HRA heating pool surplus to offset the actual in year pressure.
18. As the prices are very volatile, the Council are awaiting forecasts in Autumn from LASER to help inform proposals for 2023/24 heating pool charges.

Investment in Energy Efficiency

19. The Council remains committed to invest in its stock, including for energy efficiency in response to the climate emergency as well in recognition of the impact of fuel costs to its residents. This strategy is met via the Council's Community Investment Programme (CIP) estate regeneration - building new and more energy efficient social homes, such as the Passivhaus designed blocks at Agar Grove. The Council is also developing a retrofit strategy to cover its existing homes - in the meantime, a number of energy efficiency pilots are underway, making use of available government grant funding.
20. The pilot projects we are delivering are focussed on our least energy efficient properties (Band D, E and F) and include:
 - The deep retrofit of 10 street properties with the aim of getting close to net zero.
 - A small block of 58 homes in the Belsize ward which has solid walls and electric heating that needs to be updated.
 - A small estate (26 homes) in Holborn that needs a new communal heating system and works to improve thermal performance.
 - An 'Energiesprong' deep retrofit prototype covering a small block of 11 homes on the Regents Park estate
 - Amending the scope of 16 street properties in the Better Homes programme so that they include retrofit works such as solid wall insulation and secondary glazing. We also secured grant funding to apply retrofit measures to 12 void properties.
 - Funding to provide internal wall insulation at solid wall homes (voids and occupied properties) in the Somers Town area through the Mayor of London's Future Neighbourhoods programme. This is progressing well and we will be submitting a further bid to extend the programme.
21. Work is also underway with industry experts and investors to evaluate new funding models for retrofit. This will look at how a large-scale programme can be funded through a range of measures such as available grants, funding from the Council's capital programme, investment from institutions such as pension funds etc. It is early days and there are a number of organisations examining this type of approach, we will keep DMCs informed of progress.

Support for Camden's residents

22. At July 2022 Camden Cabinet, a report was presented on the **cost of living crisis** impacts to Camden citizens- [14 Cost of Living Crisis Fund report.pdf \(camden.gov.uk\)](#). It was agreed to set up a Cabinet-led response group on the Cost of Living Crisis and the criteria for applications to the £2m Cost of Living Fund (of which £250,000 is HRA funded resettlement grant) was agreed: [Cost of Living Fund Policy](#)
23. Earlier this year, in response to rising cost of living, the government set out a number of measures:
 - Every household in the UK is to get an energy bill discount of £400.
 - Those on the lowest incomes - around eight million people supported through welfare system - will receive one-off cost of living payment of £650 in two lump sums.
 - Pensioners who receive winter fuel payment will receive a one-off payment of £300.
 - Six million people who receive disability allowance will get a payment of £150.
24. If any further government interventions are announced over the next few months, this will be shared with DMCs at the next available opportunity.
25. Camden's HRA funds a **neighbourhood housing officer (NHO)** team. NHOs are a front-line source of support to Camden's tenants and leaseholders and can help with signposting to relevant teams and services. You can use this link to find your NHO: [Your Neighbourhood Housing Officer - Camden Council](#)
26. Appendix 1 sets out the range of support available in more detail.

Next steps

27. The budget setting process takes several months - it looks at the in-year budgets as well as medium term impacts. There is a detailed review of the budgets looking at inflation, new cost pressures and savings. Then any eligible charges are reviewed (including rent, service charges and heat charges) and the impacts modelled. The Council has a duty to consider the financial viability of the proposals on the HRA over the medium term, impact on services to residents as well as considering the affordability of any increases to its tenants.
28. An update will be brought to DMCs in December with details of the 2023/24 budget and funding options including any proposed increases to rent, service charges and heating pool charges.

Report Ends

APPENDIX 1- HELP FOR RESIDENTS

Who from?

- **Neighbourhood housing officers** (NHOS) manage rent accounts and are trained in money conversations, basic benefits and sources of help. Can agree payment plans and provide advice and help. Tenants and leaseholders can identify their NHO here [Your Neighbourhood Housing Officer – Camden Council](#)
- **Leaseholder team:** Leaseholders experiencing difficulties paying service charge or major works invoices should email leaseholderservices@camden.gov.uk or by using the Camden Account.
- **Welfare Rights Team** (WRT) 5 benefits advisors and 2 debt advisors. NHOs (and other officers) can refer to the team for specialist input / casework and advocacy. Duty system supports NHOs to support tenants.
- **Camden Advice Network:** incl Citizens Advice, Age UK, Mary Ward Legal Centre and Camden Community Law Centre. Contact details are here: [Advice on money, benefits and debt – Camden Council](#)
- **Contact Camden:** welfare support team can signpost callers to sources of advice and help 020 7974 4444 option 9.
- **The Green Camden Helpline** helps with energy efficiency measures, reducing energy bills and sources of support with bills
- **The Council's website** has improved information about advice and support: [What benefits and support are available? – Camden Council](#)
- **Citizens Advice, Shelter, Money Advice Service or StepChange** websites etc
- **Good Work Camden** for employment support. We work closely with GWC to integrate money and employment support for tenants
- **Find Food Support in Camden** website – helps residents identify food banks and other support near them. NHOs and other services can issue food bank vouchers
- **Key workers**, support workers, social workers and care coordinators can be a link to other services and advocate for tenants. ASC and Children's services have their own specialist advisors and tenants may prefer to speak to whoever knows them best.
- **WISH Plus** (warmth, income, safety and health) is part of the care navigation and social prescribing service with Age UK. If anyone wants help identifying services, WISH can help to access around 30 services from one referral / assessment. Tenants can refer themselves on the Council's website or by phone.
- **Services for TMO tenants** (tenant managed organisations). The Council manages rent accounts for TMOs in a small rent team with strong links to support services. TMO tenants may also be supported by the Councils floating support service.
- **Help with drug or alcohol problems** landlord services can link tenants who are spending money on addictions to services that can help
- **Mental health and wellbeing** housing staff can refer tenants who are suffering from anxiety, stress or depression due to money worries for specialist support. Our in-house psychology team (the PICT¹ team) supports staff with these conversations.
- **Charities** our guidance hub for staff includes details of charities to approach for help

¹ PICT = Psychologically informed consultation and training

What help is there?

- **Payment plans** for rent arrears tailored around the individual including:
- **Managed payments²** direct from the DWP to the Council from Universal Credit (UC)
- Heating and hot water charges can be paid from benefit for housing benefit claimants but not for UC claimants
- **Discretionary Housing Payments (DHPs)**
- For tenants on HB or UC for housing costs who still need help to pay rent (e.g. because of a shortfall in benefit due to the bedroom tax or benefit cap). Apply on the Council's website or via Contact Camden.
- **Council Tax Support** reduces council tax for people on low incomes. Anyone not working or who earns less than £86.80pw pays nothing. Apply on our website.
- **Council tax discounts and exemptions**
- some tenants may be eligible for money off their council tax, or an exemption, because of their situation rather than their income
- **Thames Water WaterHelp scheme** (previously WaterSure Plus) or WaterSure schemes can reduce water bills by up to 50%. Contact Thames Water to apply.
- **Cost of Living Fund** crisis payments for people with an urgent need for a one-off payment for urgent need e.g. for food or a utility bill. It is discretionary and there is only a finite amount available to use.
- **Resettlement Grant** This is via referral by NHOs to assist with purchase of essential items such as beds/ovens etc for tenants in need who meet the eligibility criteria. It is discretionary and there is only a finite amount available to use.
- **Energy bills support scheme (EBSS)**- Under the EBSS, households will start receiving £400 off their energy bills from October 2022, with the discount made in six instalments to help families throughout the winter period. Further information from Department for Business, Energy & Industry Strategy is expected in Autumn 2022. [£400 energy bills discount to support households this winter – GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/energy-bills-discount-to-support-households-this-winter)
- **Winter Fuel Allowance** [Winter Fuel Payment: How much you'll get – GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/winter-fuel-payment-how-much-youll-get)
- **Cost of Living benefit payments**- [Cost of Living Payment – GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/cost-of-living-payment)
- **Help with scams and financial abuse** – all housing staff have safeguarding training reminding them to be alert to the possibility of financial and domestic abuse when working with tenants in arrears and, when applicable, to raise a safeguarding alert with social services. You can raise a safeguarding alert about a vulnerable adult on 020 7974 4000 (option1) or at adultsocialcare@camden.gov.uk.

There is information about raising a safeguarding alert for children or people with children here [Children's safeguarding and social work – Camden Council](#)

Note: If tenants are in rent arrears or need help with money we usually guide them to their NHO but there are other sources of help if their NHO is out and about or on leave. Contact Camden (020 7974 4444 option 9) can signpost to help, and / or pass a message on to the NHO, and WISH+ can also be contacted directly on the website or by phone.

²<https://www.gov.uk/government/publications/universal-credit-and-rented-housing--2/universal-credit-and-rented-housing->

There is more information on our staff guidance hub here: [Financial help & accessing support | Housing \(camden.gov.uk\)](#) (just click on the top left hand tile on any page to go back).

VOIDS IMPROVEMENT PROGRAMME UPDATE

1 Current position on performance

- 1.1 Table A outlines the current void numbers for the borough with a focus on the Active Void numbers per district. Currently the Council has a combination of Active void properties that are empty and being prepared for immediate occupation as well as Held properties that currently cannot be relet with a new secure tenancy.

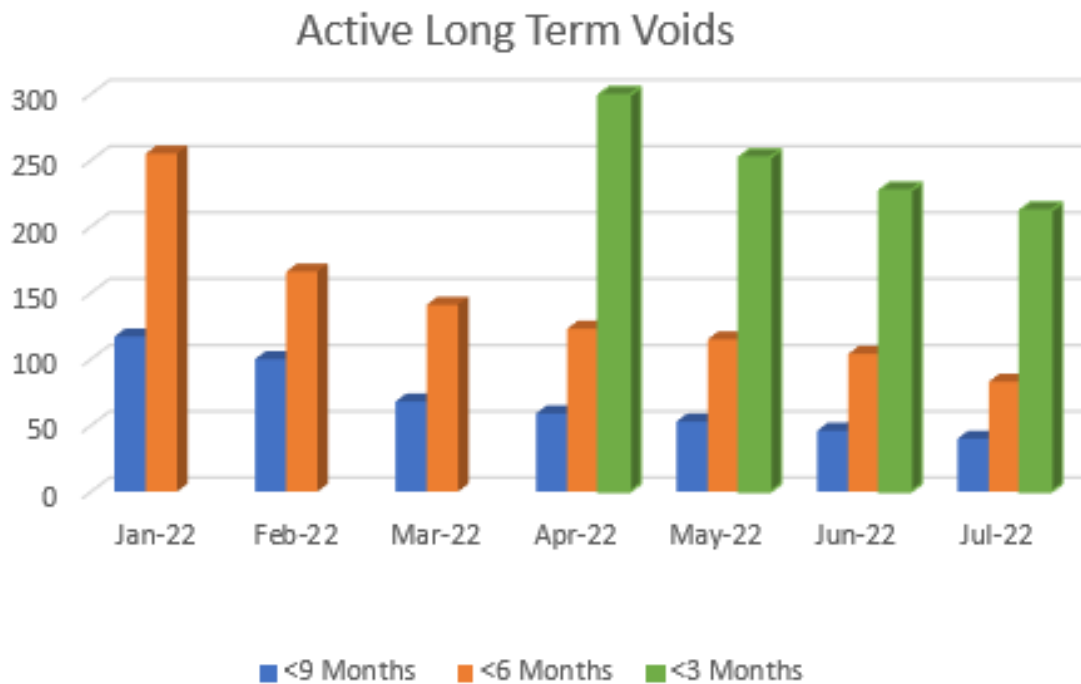
Appendix A outlines each districts ward breakdown. Included is bedroom breakdown data per district as well as the % voids based on district stock amount.

| <i>Table A – As at 30 Apr 2022</i> | | | | | |
|---|--------------------|--------|--|--|-----------------|
| <i>Table A – As at 31 July 2022</i> Location | Held Properties | | | | Held Properties |
| | Active Voids Total | % % | Change v Jan 22 data Change V Apr 22 data | No. included Sheltered No. included Sheltered | Total Total |
| London Borough Camden | 475 | Stock* | Down 0.13% | 46 | 347 |
| London Borough Camden | 458 | 2.04% | Down 0.07% | 47 | 351 |
| Camden Town District | 77 | 0.34% | Down 0.08% | 3 | 179 |
| Gospel Oak District | 137 | 0.61% | NA | 29 | 34 |
| Hampstead District | 95 | 0.42% | Up 0.07% | 9 | 111 |
| Holborn District | 75 | 0.33% | Down 0.05% | 2 | 11 |
| Kentish Town District | 74 | 0.33% | Down 0.15% | 4 | 16 |

*based on entire Council stock of 22,497 properties not including leaseholders

- 1.2 As at the 31 July 2022 Camden Council has 458 general needs and sheltered active void properties that are in the repairs or letting process to be relet. This is 2.11% of Camden stock. This is a decrease of 34% from 612 active voids to be relet in April 2021.

- 1.3 The focus for the voids programme to reduce the number of active long term void properties continues with an 86% reduction in the number of active properties over 9 months old since April 21.
- 1.4 As over 6 months active voids have reduced by 67% since monitoring started in January 22, the programme is now pushing to reduce over 3 months active voids which is already seeing a success with a reduction of 30% since April 22 (outlined in the graph below).



- 1.5 Alongside the approach to reduce long term voids the programme has been focusing on letting new voids quicker. The early lettings pilot is trialling starting the lettings process earlier to enable a property to be allocated to the right tenant while repairs are being completed. Lettings within 3 months of becoming void have increased from 6% of total lets in Q4 21/22 to 10% Q1 22/23. The aim is for all active voids to be let in 3 months or less. However, the pilot needs to extend to enable the whole system to respond quicker to new voids and a focused case management structure is required to deliver this.
- 1.6 During September an interim Neighbourhood Housing Officer void focused team is being set up as a 6-month trial. The role of the team will be to work very closely with Repairs and Allocations colleagues to manage the process from when a property becomes empty to when it is re-let. The team will work to further reduce void times, ensuring that the resident experience is at the centre of their approach.
- 1.7 The focused team will support on the delivery of all Improvement Programme initiatives. These include extending the early lettings process and working with residents at the start and end of their tenancies to improve their moving experience and the condition of properties when void. The impact of the interim teams' approach on performance will be reviewed after 6 months.

Appendix A

Camden Town District Active Void Breakdown

| As at 31 July 2022 | | | | | |
|---|---------------------|---------------------|-------------------------------|-----------------------------------|------------------------|
| Location | Active Voids | | | | Held Properties |
| | Total | % Stock* | <i>Change Apr 22 data</i> | <i>No. included Sheltered</i> | Total |
| London Borough Camden | 458 | N/A | N/A | 47 | 351 |
| Camden Town District | 77 | 1.75% | Down 0.5% | 3 | 179 |
| <i>Regents Park Ward</i> | 40 | 0.91% | Down 0.35% | 2 | 85 |
| <i>St Pancras & Somerstown Ward</i> | 37 | 0.84% | Down 0.15% | 1 | 94 |

**based on Camden Town District stock of 4398 properties not including leaseholders*

Hampstead District Active Void
Ward Breakdown

As at 31 July 2022

| Location | Active Voids | | | | Held Properties |
|-------------------------------------|--------------|----------|----------------------|------------------------|-----------------|
| | Total | % Stock* | Change V Apr 22 data | No. included Sheltered | Total |
| London Borough Camden | 458 | N/A | N/A | 47 | 351 |
| Hampstead District | 95 | 1.74% | Up 0.21% | 9 | 111 |
| <i>Belsize Ward</i> | 7 | 0.14% | NA | 0 | 19 |
| <i>Fortune Green Ward</i> | 15 | 0.31% | Up 0.05% | 2 | 0 |
| <i>Frognaal & Fitzjohn Ward</i> | 3 | 0.06% | Up 0.02% | 0 | 0 |
| <i>Kilburn Ward</i> | 39 | 0.80% | Down 0.1% | 4 | 92 |
| <i>Swiss Cottage Ward</i> | 14 | 0.29% | Up 0.07% | 0 | 0 |
| <i>West Hampstead Ward</i> | 17 | 0.35% | Up 0.17% | 3 | 0 |

**based on Hampstead District stock of 4893 properties not including leaseholders*

Holborn District Active Void Ward Breakdown

| As at 31 July 2022 | | | | | |
|---|---------------------|---------------------|---------------------------------|-----------------------------------|------------------------|
| Location | Active Voids | | | | Held Properties |
| | Total | % Stock* | <i>Change V Apr 22 data</i> | <i>No. included Sheltered</i> | Total |
| London Borough Camden | 458 | N/A | N/A | 47 | 351 |
| Holborn District | 75 | 2.21% | Down 0.01% | 2 | 11 |
| <i>Bloomsbury Ward</i> | 30 | 0.88% | Up 0.11% | 0 | 4 |
| <i>Holborn & Covent Garden Ward</i> | 25 | 0.74% | Up 0.03% | 0 | 4 |
| <i>Kings Cross Ward</i> | 20 | 0.59% | Down 0.15% | 2 | 3 |

**based on Holborn District stock of 3392 properties not including leaseholders*

Gospel Oak District Active Void Ward Breakdown

As at 31 July 2022

| Location | Active Voids | | | | Held Properties |
|---|--------------|----------|----------------------|------------------------|-----------------|
| | Total | % Stock* | Change V Apr 22 data | No. included Sheltered | Total |
| London Borough Camden | 458 | N/A | N/A | 47 | 351 |
| Gospel Oak District | 137 | 2.53% | Up 0.15% | 29 | 34 |
| <i>Camden Town & Primrose Hill Ward</i> | 19 | 0.35% | Down 0.11% | 0 | 3 |
| <i>Gospel Oak Ward</i> | 54 | 1.00% | Up 0.04% | 11 | 10 |
| <i>Haverstock Ward</i> | 51 | 0.94% | Up 0.18% | 7 | 19 |
| <i>Hampstead Town Ward</i> | 13 | 0.24% | Up 0.04% | 11 | 2 |

*based on Gospel Oak District stock of 5425 properties not including leaseholders

Kentish Town District Active Void
Ward Breakdown

As at 31 July 2022

| Location | Active Voids | | | | Held Properties |
|-----------------------|--------------|----------|----------------------|------------------------|-----------------|
| | Total | % Stock* | Change V Apr 22 data | No. included Sheltered | Total |
| London Borough Camden | 458 | N/A | N/A | 47 | 351 |
| Kentish Town District | 74 | 1.71% | Down 0.25% | 4 | 16 |
| Cantelowes Ward | 19 | 0.44% | Down 0.09% | 0 | 6 |
| Highgate Ward | 28 | 0.65% | Down 0.11% | 2 | 6 |
| Kentish Town Ward | 27 | 0.62% | Down 0.05% | 2 | 4 |

**based on Kentish Town District stock of 4339 properties not including leaseholders*

Bedroom size breakdown for Active Voids per district

| Location | Active | Studio | 1 bed | 2 bed | 3 bed | 4 bed | 5 bed | 6 bed | 7 bed | 8 bed |
|--------------|--------|--------|-------|-------|-------|-------|-------|-------|-------|-------|
| All | 458 | 60 | 220 | 110 | 54 | 13 | 1 | 0 | 0 | 0 |
| Camden Town | 77 | 10 | 35 | 24 | 7 | 1 | 0 | 0 | 0 | 0 |
| Gospel Oak | 137 | 20 | 61 | 34 | 17 | 5 | 0 | 0 | 0 | 0 |
| Hampstead | 95 | 14 | 47 | 16 | 14 | 3 | 1 | 0 | 0 | 0 |
| Holborn | 75 | 9 | 42 | 21 | 3 | 0 | 0 | 0 | 0 | 0 |
| Kentish Town | 74 | 7 | 35 | 15 | 13 | 4 | 0 | 0 | 0 | 0 |

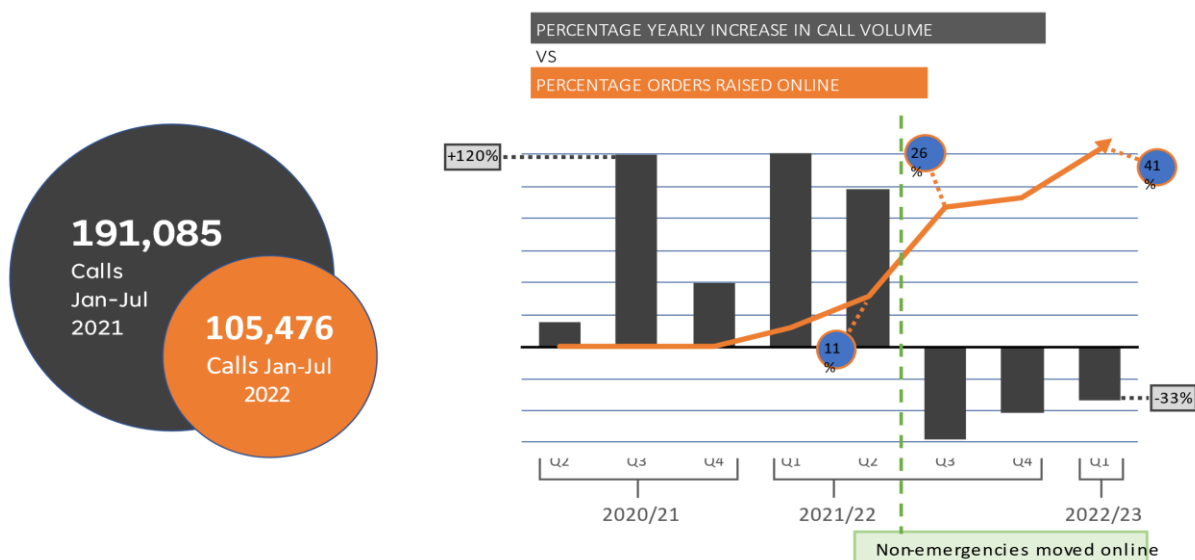
Report Ends

HOUSING REPAIRS & CONTACT CENTRE UPDATE

1. Reporting of Repairs

- 1.1 The graph below shows the dramatic shift that has taken place in how residents report their repairs through the Housing Repairs Contact Centre (HRCC).
- 1.2 Throughout 2021/22, we have made significant improvements to offer various new customer engagement options. We updated our on-line Camden account facility, making it easier to report non-emergency repairs. Also, in a first for Camden, we have introduced a live webchat service where you can ask for help on any repair type request and, recently, the very popular SMS (text message) reporting service. Both live webchat and SMS reporting include translation as part of the service for over 100 languages. Later this year, we are planning to launch WhatsApp reporting and live video calling.
- 1.3 Although repairs demand remains steady, we are now at a stage where call volumes have dropped on average by 45% from the previous year, and 41% of all new repair requests are placed by using other methods than by telephone. In addition, promoting different options available for those who can report this way frees up the telephone lines for those who wish to report an emergency or need additional support. Resident satisfaction levels with online options are at 93%.
- 1.4 The bars on the graph below show the percentage change in call volumes and the line on the graph shows the increase in orders raised online, through webchat or SMS.

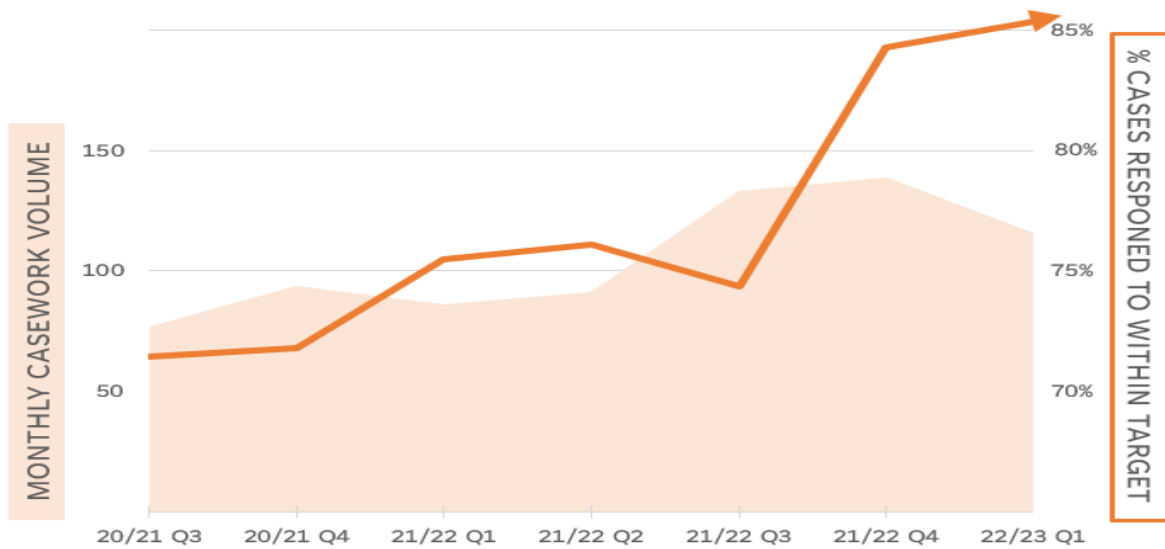
HRCC – channel shift



- 1.5 When it comes to case management and complaints, a dedicated case management team continues to improve with response times at the highest level recorded to date. In particular, we saw the anticipated peak in Councillor enquiries in the run up to the May elections and the team met this challenge with 85% of all cases being responded to in the target time during the first quarter of 2022/23.

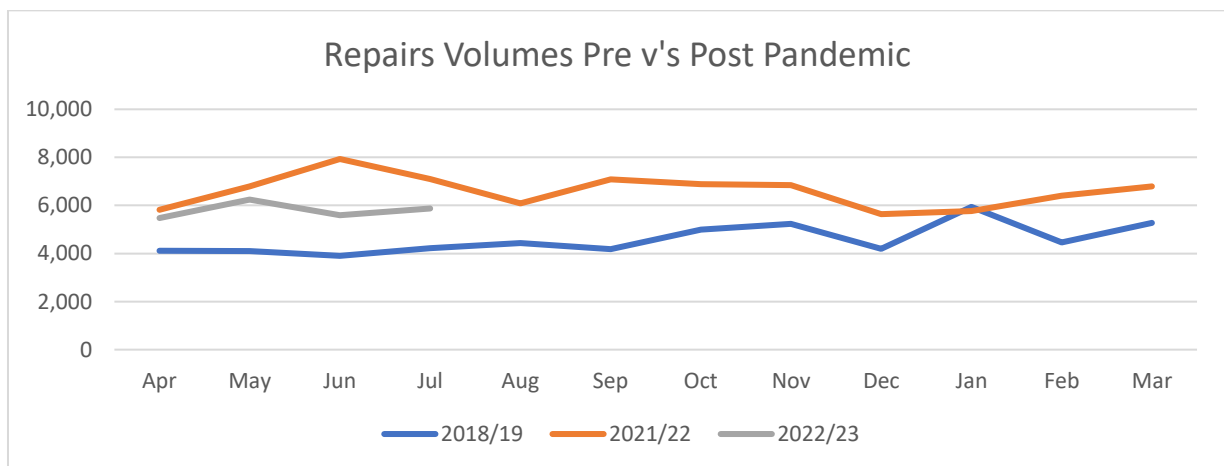
1.6 The Council is broadening the scope of the case management team and it now also covers caretaking and CCTV with plans to work across all areas of housing in the future.

Case management response times

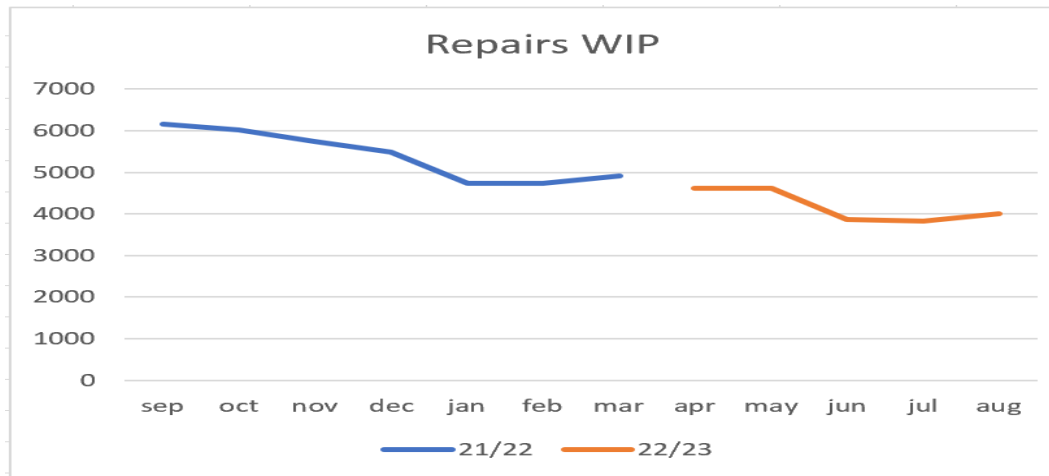


2. Carrying out repairs

2.1 The repairs service saw a 43% increase in repairs when comparing 2018/19 – the last year before Covid – to 2021/22, with an 100% increase in the months following the lifting of lockdown restrictions. This is shown in the graph below. The first quarter of 22/23 shows that volumes are starting to reduce, however we are still above pre-pandemic levels.



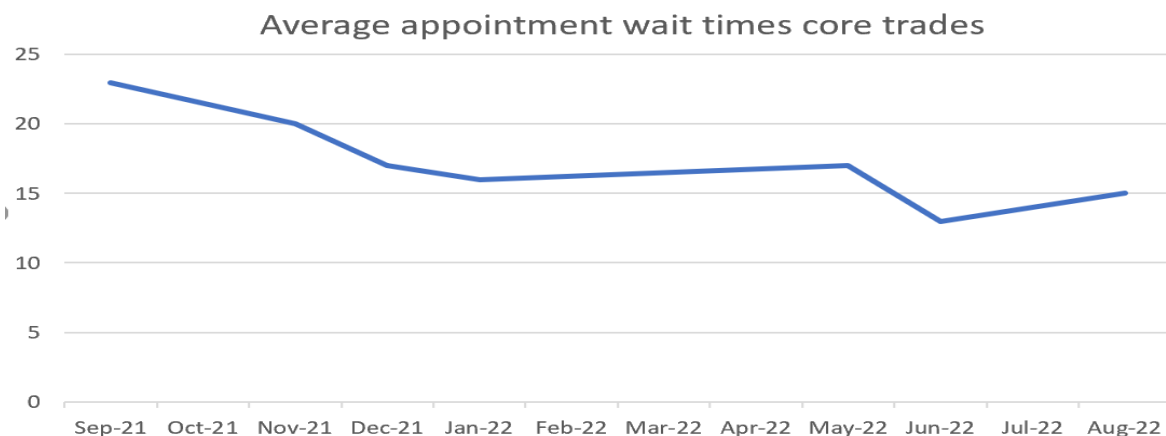
2.2 The repairs service has however reduced the backlog of repairs that came through when restrictions were eased. We measure this through our work in progress or ‘WIP’ figures. The graph below shows that the number of live jobs being managed has reduced from over 6,000 to just over 4,000. Of these 4,000 jobs, 75% are being progressed and the remaining 1,000 are due to commence. This is comparable to pre-pandemic conditions and to place these figures in context we receive between 700 and 1,300 repair orders each week.



- 2.3 The repairs service continues to deliver a high percentage of appointments within the priority timescales and diary wait times have continued to reduce (our priority timescales being emergency works – 24 hours, essential works – 20 days and non-essential works 35 days or 125 days depending on the type of work).
- 2.4 The table below shows that just over three quarters of repairs are completed on the first day of attendance and those taking longer generally relate to work such as plastering, glazing and floor laying.

| | 2021/22 | | | 2022/23 | | |
|---|---------|-----|-----|---------|-----|-----|
| | Jan | Feb | Mar | Apr | May | Jun |
| Appointments met within priority timescales | 98% | 97% | 99% | 99% | 98% | 98% |
| Repair completed on the first day of attendance | 75% | 77% | 76% | 77% | 76% | 77% |

- 2.3 There are still some types of work (or trades) that have longer wait times than we would like, such as carpentry, floor-laying and welding and we are continuing our work to secure the right level of resources either directly or through our supply chain. This is shown in the graph below.



3. Conclusion

- 3.1 The service has reacted incredibly well to the pressures of the pandemic and continues to work hard to meet an increased volume of repairs when compared to pre-pandemic levels. There has been further work undertaken to improve the services offered including the continued improvement to damp and mould casework across the borough. The further increase in repairs reporting methods and the additional translation options available to residents has continued to create a more accessible service for our residents.
- 3.2 There are factors however that make service delivery more challenging at present and these include the availability of skilled tradespeople, inflation on material prices and the ability of supply chain contractors to maintain their tendered rates. These factors are all being monitored closely as we work to deliver the service within available budgets.

Report Ends

Capital Works Update

1. Introduction

- 1.1 The Better Homes programme has delivered a number of major projects across the borough recently including the works at Levita, Bourne Estate, Lissenden Gardens and Gamages. The team have also delivered a number of fire safety projects including the large-scale project at Holly Lodge and at various Sheltered housing properties. Mechanical and Electrical projects being delivered by the team include the work at the St Silas and Weedington Road Estates and the works to remove temporary boilers at various locations.
- 1.2 Outlined below is an overview of the projects that will be delivered by the Capital Works team along with their status as either; scoping (scope of works being finalised before tender), procurement (in the tender process) or in progress (on site). These have been split by DMC area where appropriate.

2 Holborn

- 2.1 There are a number of major projects being delivered in the Holborn area which are summarised below.

Tybalds

- 2.2 A large investment programme including works of approx. £6m have commenced with the contractor setting up site in the interim under Blemundsbury. To date the scaffolding has been erected at 3 of the blocks with the roofs to these 3 having been replaced. Work is now commencing on the walkways and façade of the buildings in order to strike the scaffold in the next few months. Once the first 3 blocks works are substantially complete the next 3 will commence. The works will happen in 3 phases:
 - Blemundsbury, Windmill, and Falcon
 - Boswell House, Richbell, and Springwater
 - Chancellors Court, Babington Court, and Devonshire Court
- 2.3 The overall scope involves roof replacement, redecoration of previously decorated areas, Façade repairs, window repairs and replacement to Boswell House and fire safety works.

Bourne Phase 3

- 2.4 Phase 3 will see the 5 remaining Grade II listed blocks on the Estate have new double-glazed windows, communal entrance works, together with repairs to roofs, concrete and stonework, brickwork and communal areas – including redecoration of all previously painted areas. This project will also include the installation of fire doors across the estate. The project is at scoping stage with a view to going to tender later this year.

Derby Lodge

2.5 We are reviewing the windows as to the extent of works working closely with planning and heritage to find the right solution for everyone. We will be re-covering the roof and carrying out external repairs to the fabric of the building where required. Boiler upgrade works have recently been completed to the blocks. The Better Homes Externals have been tendered and will commence late Summer 2022.

2.6 Projects included in the forward programme are as follows:

| Block Address | Estate | Status |
|-----------------------|----------------------|-----------------------------|
| Bourne Estate Phase 3 | Bourne Estate | Scoping |
| Derby Lodge | Derby Lodge | Tendered – S20 consultation |
| Tybalds | Tybalds | In progress |
| 2-4 Calthorpe street | 2-4 Calthorpe Street | Procurement |
| Powis House | Powis House | Scoping |

3 Camden Town

3.1 Larger schemes reaching site this Summer include the works at Monica Shaw Court and various blocks on the Regents Park Estate.

Monica Shaw Court

3.2 The works proposed are to 1-29, 30-37, 38-47 & 48-75; the works varies from block to block however in general they will all have previously decorated surfaces decorated, fire safety works, repairs to the roof and ease and adjustments to windows and doors.

3.3 Projects included in the forward programme are as follows:

| Block Address | Estate | Status |
|--|------------------------|-------------|
| 1-45 Wellesley house (cons) | Churchway Estate | Procurement |
| 1-31 Churchway (odd) | Churchway Estate | Procurement |
| 1-32 The Chenies (cons) | Goldington St Estate | Tendered |
| 1-5 Platt street (odd) | Penryn Street Estate 1 | Procurement |
| 11-17 Platt street (odd) | Penryn Street Estate 2 | Procurement |
| 26-29 Medburn street (cons) | Penryn Street Estate 2 | Procurement |
| 2-84 Coopers Lane (even) | Coopers Lane Estate | Procurement |
| 30-37(cons)/48-75 (cons) Monica Shaw Court | Monica Shaw Court | Tendered |
| 1-29 (cons) Monica Shaw Court | Monica Shaw Court | Tendered |
| 38-47(cons) Monica Shaw Court | Monica Shaw Court | Tendered |
| 33 Crowndale Road (flats a-b) | 33 Crowndale Road | Procurement |
| Brockham house 1-17 (cons)/ Rainham | Bayham Place Estate | Tendered |
| 53-86 Munster Square (cons) | Regents Park Estate 1 | Procurement |
| 1-67 Troutbeck (cons) | Regents Park Estate 1 | Procurement |
| 1-70 The Combe (cons) | Regents Park Estate 1 | Procurement |
| 1-60 Mackworth House (cons) | Regents Park Estate 5 | Procurement |
| 1-24 Calgarth (cons) | Amphill Square Estate | Tendered |

| | | |
|-------------------------------|-----------------|-------------|
| 92 Arlington road (flats a-b) | 92 Arlington Rd | Procurement |
| 96 Arlington road (flats a-b) | 96 Arlington Rd | Procurement |

4. **Gospel Oak**

- 4.1 There are a number of key projects that are going to be delivered by the team this summer onwards. These include the investment at St Silas and Maitland Park Estates.

St Silas

- 4.2 The current heating and hot water project is due to complete this Autumn. The Better Homes project being tendered is for Southfleet which will largely comprise of new roofs and walkway coverings. The Better Homes works will commence once the heating and hot water project is complete estimated to be in the autumn of this year. The team are also reviewing if any works are required to other blocks on the estate and once this is confirmed then these blocks will be incorporated into one scheme with Southfleet.

Maitland Park

- 4.3 Better Homes works including window repairs and renewals and roof repairs will be carried out on selected blocks on the Maitland Park Estate (Maple, Alder, Hornbeam, Rowan and 190-205 Maitland Park Road). These will not commence until after the regeneration works complete in Autumn 2022. We have recently consulted with residents on the scope of the works and will shortly be proceeding to tender.

- 4.4 Projects included in the forward programme are as follows:

| Block Address | Estate | Status |
|-----------------------------------|--------------------------|---|
| 1-160 Southfleet (cons) | St Silas Street Estate 2 | Procurement |
| 1-27 Rowan house (cons) | Maitland Park Estate 1 | Scoping being finalised |
| 1-14 Maple house (cons) | Maitland Park Estate 2 | Scoping – tender shortly |
| 190-197 Maitland Park Road (Cons) | Maitland Park Estate 3 | Scoping – tender shortly |
| 198-205 Maitland Park Road (Cons) | Maitland Park Estate 3 | Scoping – tender shortly |
| 1-32 Hornbeam house (cons) | Maitland Park Estate 4 | Scoping – tender shortly |
| 1-43 Alder house (cons) | Maitland Park Estate 4 | Scoping – tender shortly |
| 117-164 Kiln place (cons) | Kiln Place Estate | Tendered going through Leasehold consultation |
| 28 Quadrant grove | 28 Quadrant Grove | Procurement |

5 **Hampstead**

- 5.1 We have projects at the Alexandra and Ainsworth estate including Better Homes works at Stevenson, Greenaway and Edgeworth House, and also the work at Rowley Way to complete the design for the window and heating works – on this we have two pilot flats that will showcase the proposed designs. The viewings of the pilot flats have taken place

by residents and we are progressing with the final scoping of the project to enable us to tender the project during the autumn of 2022 and aiming to start on site soon after.

5.2 Projects being mobilised at present include:

| Block Address | Estate | Status |
|----------------------------------|-------------------------------------|-----------------------------------|
| 1-20 Stevenson House (cons) | Alexandra & Ainsworth Estate | Tendered – leasehold consultation |
| 1-24 Greenaway House (cons) | Alexandra & Ainsworth Estate | Tendered – leasehold consultation |
| 1-36 Edgeworth House (cons) | Alexandra & Ainsworth Estate | Tendered – leasehold consultation |
| 10a-15b Ainsworth Way (Cons) | Alexandra & Ainsworth Estate | Scoping |
| 113-119 Rowley Way | Alexandra & Ainsworth Estate | Scoping |
| 16a-21b Ainsworth Way (Cons) | Alexandra & Ainsworth Estate | Scoping |
| 1a-9b Ainsworth Way (Cons) | Alexandra & Ainsworth Estate | Scoping |
| 23-47 Rowley Way | Alexandra & Ainsworth Estate | Scoping |
| 50- 76 Rowley Way | Alexandra & Ainsworth Estate | Scoping |
| 51-75 Rowley Way | Alexandra & Ainsworth Estate | Scoping |
| 5-48 Rowley Way | Alexandra & Ainsworth Estate | Scoping |
| 78-104 Rowley Way | Alexandra & Ainsworth Estate | Scoping |
| 79-103 Rowley Way | Alexandra & Ainsworth Estate | Scoping |
| 1-30 New Priory Court (cons) | Estate 1-30 New Priory Court | Procurement |
| 23 Gascony Avenue (flats a-c) | Estate 23 Gascony Avenue | Procurement |
| 23 Winchester Road & flats (a-c) | Estate 23 Winchester Road and flats | Procurement |

6 Kentish Town

6.1 There are a number of projects being mobilised, some of which have been carried forward from the previous year when a small number of schemes were held back due to Covid.

Kenbrook

6.2 Work has now been completed on the design of the fire safety works which was quite complex. The scheme is proceeding to tender now with a view to works commencing in early Summer.

Lissenden Gardens

6.3 The works at Lissenden Mansions were completed in March 2022. The external works to Clevedon, Parliament Hill Mansions and Chester Court have been tendered with a view to commencing on site in the autumn.

268 Kentish Town Road

6.4 Heating works have been carried out and we are commissioning work to replace the roof, install new windows and carry out various external works, communal area and general fire safety works.

6.5 Projects included in the forward programme are as follows:

| Block Address | Estate | Status |
|----------------------------------|----------------------|--------------------------------|
| 268 Kentish Town Road | Kentish Town Road | Tendered |
| Clevedon, Parliament and Chester | Lissenden Gardens | Tendered |
| Kenbrook Phase 2 | Kenbrook House | Procurement |
| 242-244 Royal College Street | Royal College Street | Tendered |
| 25 Caversham road (flats a-d) | 25 Caversham Road | Procurement |
| 2 Winscombe street | 2 Winscombe Street | Procurement |
| 3 Winscombe street (flats a-b) | 3 Winscombe Street | Procurement |
| 4 Winscombe street | 4 Winscombe Street | Procurement |
| 7 Winscombe street (flats a-b) | 7 Winscombe Street | Procurement |
| 14 Winscombe street | 14 Winscombe Street | Procurement |
| 15 Winscombe street (flats a-b) | 15 Winscombe Street | Procurement |
| 53 Oseney crescent (flats a-d) | 53 Oseney Crescent | Procurement |
| 17 Bartholomew road (flats a-d) | 17 Bartholomew Road | Procurement |
| 1-95 Camelot house (cons) | 1-95 Camelot House | Tendered – sec 20 consultation |
| 15 Doynton street (flats a-b) | 15 Doynton Street | Procurement |
| 19 Doynton street (flats a-b) | 19 Doynton Street | Procurement |
| 25 Doynton street (flats a-b) | 25 Doynton Street | Procurement |
| 33 Doynton street (flats a-b) | 33 Doynton Street | Procurement |
| 35 Doynton street (flats a-b) | 35 Doynton Street | Procurement |
| 33 Leighton road | 33 Leighton Road | Procurement |
| 60 Woodsome road (flats a-b) | 60 Woodsome Road | Procurement |

7 Retrofitting housing stock and delivering against the aims of the Camden Climate Action Plan

7.1 We are working up the programme and delivery options while learning how other local authorities have delivered similar projects. Demonstrator projects and pilot work consists of the following:

- Retrofit of 27 street properties (two separate grant allocations)
- Deep retrofit of 5-7 Belsize Grove, which comprises 58 homes
- Energy efficiency works at Brookes Court, which comprises 32 homes
- Internal wall insulation to 50 homes with solid walls included as part of the Somers Town Future Neighbourhoods project
- Discussions with “Energiesprong” (meaning “Energy Leap”) on a demonstrator project to carry out deep retrofit of a small block as a prototype project using their technology and repayment model (comfort charge). We are currently engaging with residents on site regarding the proposals.
- Preparing data / property list for next round of external grant funding. The focus will be to target all EPC E & F rated blocks and bring them to a minimum of EPC C rating.

Note: Deep retrofitting is a process where you look at a property’s overall energy efficiency and use a combination of measures to improve it. The aim is to ensure the property is operating in the most efficient way possible, using the least amount of energy.

7.2 We are now working on our proposals for the SHDF round 2 bid which will aim to secure more external funding for energy efficiency projects across the borough.

8 Mechanical and Electrical Programme

8.1 We have a range of projects underway to improve the efficiency and reliability of our communal heating networks. These include:

Maiden Lane

8.2 We are currently focussing on identifying low carbon technologies to support the traditional plant. This project is due to proceed to tender this Winter with a start on site early 2023 and the works will benefit the whole estate.

Weedington

8.3 The works are currently in progress, this project will focus on the replacement of the total life-expired and failing heating and hot water distribution network pipework plus the heat emitters and controls within the dwellings.

Mayford

8.4 The proposal is for the replacement of the radiators, pipework and the hot water systems within the dwellings. This project is due to proceed to tender this Autumn.

Holly Lodge

8.5 Phase 1 of the works will focus on the immediate requirement to remove the temporary boiler. The proposal is for the replacement of the boiler plant room and sub-plants rooms for a more energy efficient system as it’s nearing the end of its useful life.

St Silas

8.6 The works are currently in progress to renew the central district heating system serving the estate and installing individual boilers in 83 homes. This will provide all the residents with a more efficient heating system. Works are expected to be completed this Autumn.

8.7 Projects included in the forward programme are as follows:

| Block Address | Estate | District | Scope | Status |
|---------------|--------------------|-------------|-------------------------------------|---|
| Mayford | Mayford Estate | Camden Town | District heating | Design stage – soon to go to procurement |
| Belmont 13-29 | Belmont Street | Gospel Oak | District heating plant room upgrade | Changes to scope of works with the principal contractor works due to start early 2023 |
| New Harmood | New Harmood Estate | Gospel Oak | District heating plant room upgrade | S20 consultations completed works due to start Winter 2022 |

| | | | | |
|--------------------------|---------------------------------|--------------|-------------------------------------|---|
| Southampton Road 22-38 | Southampton Road | Gospel Oak | District heating plant room upgrade | S20 consultations in progress works due to start Winter 2022 |
| St Silas | St Silas Estate | Gospel Oak | District heating | Works on site due to complete Autumn 2022 |
| Weedington | Weedington Estate | Gospel Oak | District heating | Works on site due to complete January 2024 |
| Rowley Way | Alexandra & Ainsworth Estate | Hampstead | District heating and windows | Pilot flats completed, resident viewings took place in July, next steps are to tender the works with a view to starting on site Spring 2023 |
| Spedan Close 1-42 | Branch Hill Estate | Hampstead | District heating plant room upgrade | Works due to start early 2023 |
| Sycamore Court 1-32 | Kilburn Vale Estate | Hampstead | District heating plant room upgrade | Works completed |
| Great Ormond Street 9-17 | Great Ormond Street | Holborn | District heating plant room upgrade | S20 consultations completed works due to start Winter 2023 |
| Maiden Lane | Maiden Lane Estate | Holborn | District heating | Design stage |
| Tonbridge House 24-74 | Tonbridge House | Holborn | District heating plant room upgrade | Works in progress |
| Lift packet 7 | Cromer and Birkenhead, 13 lifts | Holborn | Lift Refurbishment | Works in progress |
| Camden Road (217 – 255) | Camden Road | Kentish Town | District heating plant room upgrade | Work in progress |
| Holly Lodge | Holly Lodge Estate | Kentish Town | District heating | Design stage |
| 1-23 Elsfield | Elsfield | Kentish Town | Bulk Gas Works | Design stage |
| Heat Metering phase 3 | Multiple Estates | Multiple | Installation of heat meters | Heat meter installs in pilot flats programmed to start Aug 2022 |
| Lift packet 6 | 7 blocks and 13 lifts | Multiple | Lift Refurbishment | Works in progress |

9 Fire Safety Programme

9.1 There are a wide range of fire safety projects already on site and in progress. The team have been planning for the next phase of works which includes the development of 18 packages (list available below) of work. These packages are to address Fire Risk Assessment actions for various properties across the borough and will include work such as installation of fire alarms, signage and fire doors.

A summary of key projects is provided below:

Cromer Estate

Funded works to the three tallest blocks

9.2 Our bid for government funding for the replacement of façades on some of our taller residential buildings through the Building Safety Fund has been successful. The works to the three tallest blocks on the estate are on site and are progressing against the agreed programme.

Next steps for the remaining blocks

9.3 We are looking into other options to replace the façade at the shorter blocks and we will continue to monitor the Government's review of the Building Safety Fund and any changes that may apply to blocks between 11 and 18 meters tall. While we find a solution to replace the façade, we have been carrying out general fire safety works which includes the installation of fire alarms and working with residents to ensure that communal areas and balconies are kept clear.

Boroughwide fire safety work packages

9.4 We have a wide range of projects coming up in 2022/23 and 2023/24 and these are summarised below. We have split the work out into disciplines and property types where we need to have a particular focus, e.g. work to listed buildings.

| No | Packet | Summary of works | Status |
|----|------------------|--|--|
| 1 | FRA Packet 001 | Installation of hard-wired smoke and carbon monoxide alarms to over 2000 homes in the South of the borough | Works on site – due to be completed by February 2023 |
| 2 | FRA Packet 002 | Installation of hard-wired smoke and carbon monoxide alarms to over 2000 homes in the North of the borough | Works on site – due to be completed by February 2023 |
| 3 | FRA Packet 003 - | Renewal of 457 flat entrance doors and installation of hard-wired smoke and carbon monoxide alarms to over 1800 homes in the South of the Borough | Works being tendered |
| 4 | FRA Packet 004 - | Renewal of 329 flat entrance doors and installation of hard-wired smoke and carbon monoxide alarms to over 1,600 homes in the North of the Borough | Works being tendered |
| 5 | FRA Packet 05 - | Various FRA works including flat entrance and communal door renewal, communal and individual hard wired smoke alarms, emergency lighting, fire stopping works to 219 blocks within Camden Town area. | Tender by September |
| 6 | FRA Packet 06 - | Various FRA works including flat entrance and communal door renewal, communal and individual hard wired smoke alarms, emergency lighting, fire stopping works to 291 blocks within Gospel Oak area. | Tender by September |

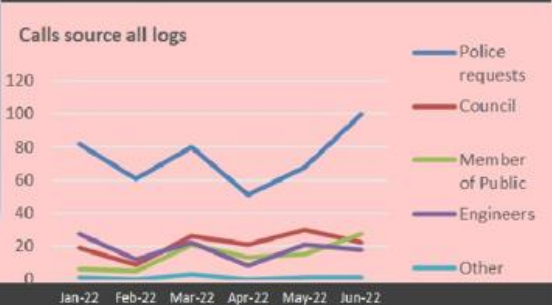
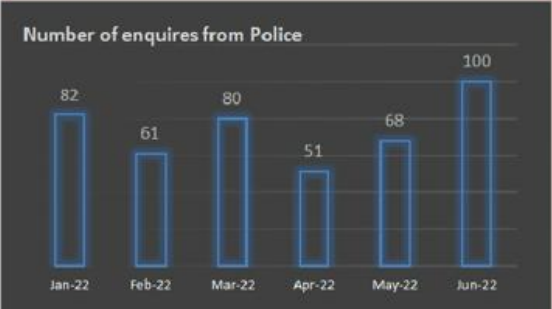
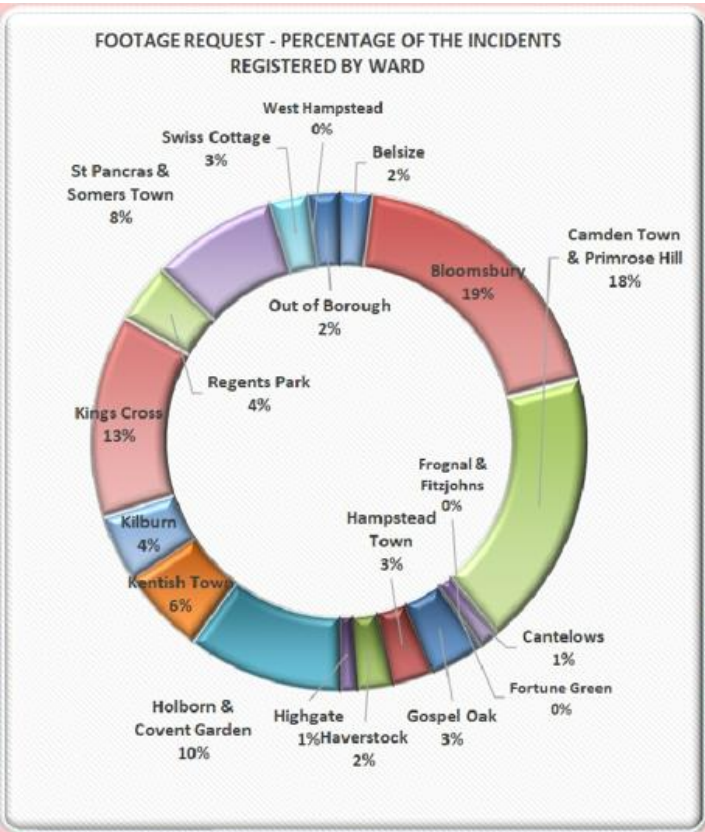
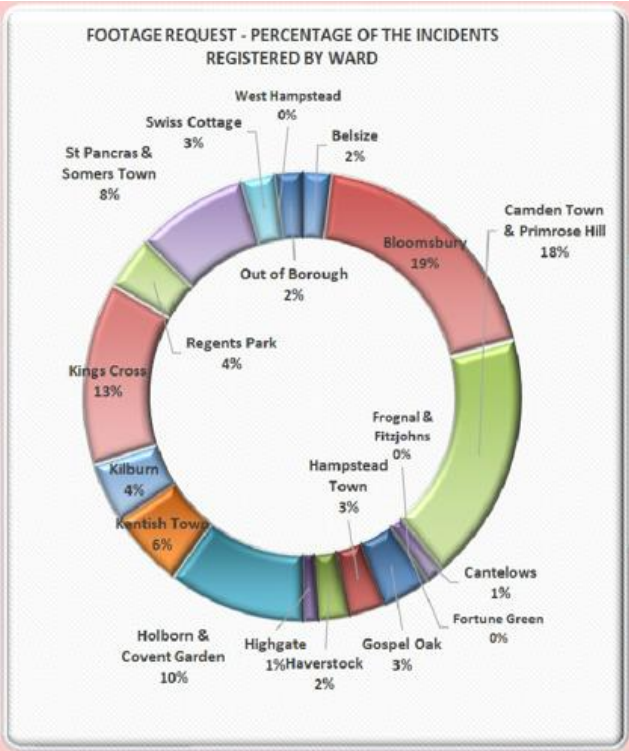
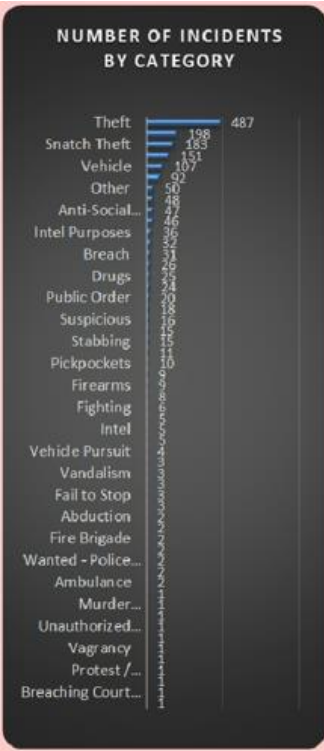
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|----|--|---|------------------------|
| 7 | FRA Packet 07 - | Various FRA works including flat entrance and communal door renewal, communal and individual hard wired smoke alarms, emergency lighting, fire stopping works to 509 blocks within Kentish Town area. | Tender by September |
| 8 | FRA Packet 08 | Various FRA works including flat entrance and communal door renewal, communal and individual hard wired smoke alarms, emergency lighting, fire stopping works to 509 blocks within Hampstead / Kilburn area | Tender by September |
| 9 | FRA Packet 09 | Various FRA works including flat entrance and communal door renewal, communal and individual hard wired smoke alarms, emergency lighting, fire stopping works to 119 blocks within Holborn area. | Tender by September |
| 10 | FRA Packet 010 | Emergency lighting upgrading works to 300 purpose-built blocks in the South of the borough. | Scoping / Design stage |
| 11 | FRA Packet 011 | Emergency lighting upgrading works to 384 purpose-built blocks in the North of the borough. | Scoping / Design stage |
| 12 | FRA Packet 12 – Bacton Tower | Fire risk assessment works to Bacton Tower | Scoping / Design stage |
| 13 | FRA Packet 13 – Grade 2 Listed Purpose-Built Blocks | Emergency lighting upgrade, communal and individual alarms, flat entrance doors, communal doors and other fire risk assessment works to 62 purpose-built Grade II Listed blocks in the borough. | Scoping / Design stage |
| 14 | FRA Packet 14 – Grade 2 Street Properties | Emergency lighting upgrade, communal and individual alarms, flat entrance doors, communal doors and other fire risk assessment works to 790 Grade II listed street properties in the borough. | Scoping / Design stage |
| 15 | FRA Packet 15 – Bin Chutes to be reviewed | Fire safety improvement works to bin chutes across the borough | To be reviewed |
| 16 | FRA Packet 16 – Roof Void Compartmentation / Separation to be reviewed | Fire safety improvement works to roof, and compartmentation works to various purpose-built blocks in the borough | To be reviewed |
| 17 | FRA Packet 17 | Installation of hard-wired smoke and carbon monoxide alarms to over 2600 homes in the South of the borough | Tender by September |
| 18 | FRA Packet 18 | Installation of hard-wired smoke and carbon monoxide alarms to over 2500 homes in the North of the borough | Tender by September |

Report Ends

Community Safety & Responsive Security Patrol Performance Update

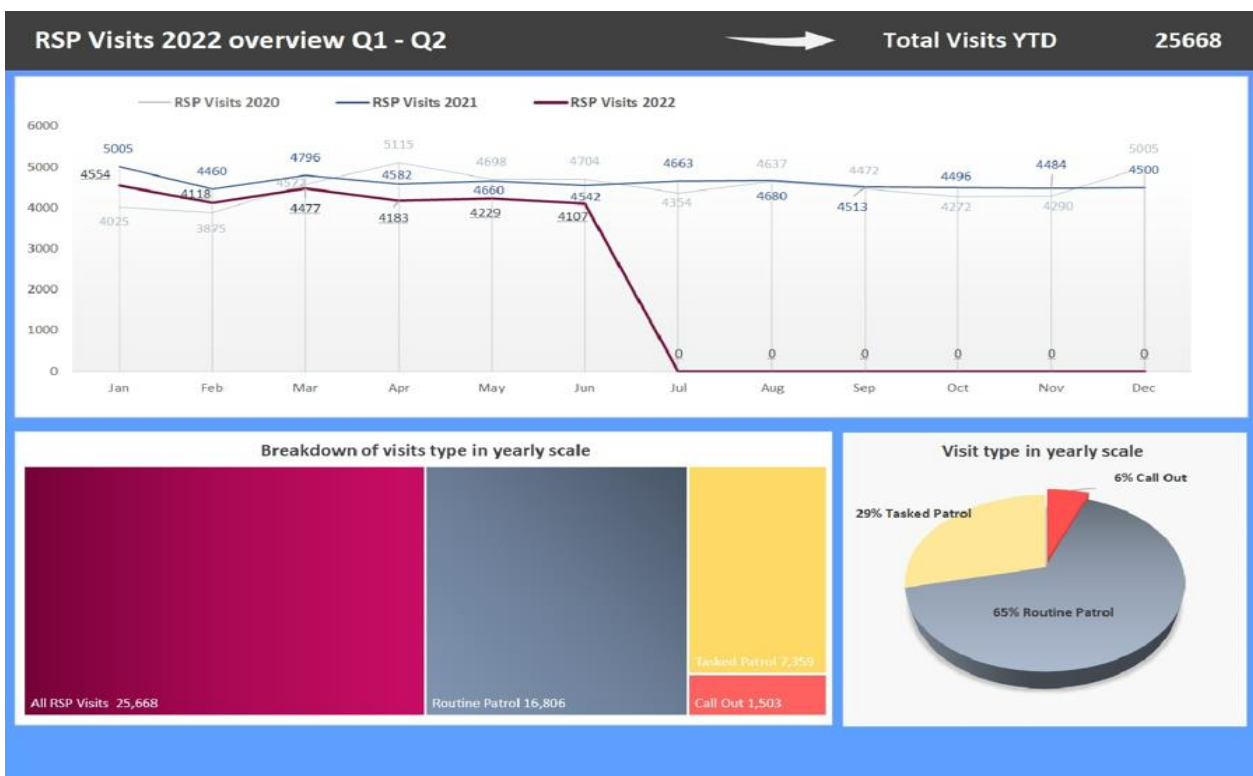
1 CCTV

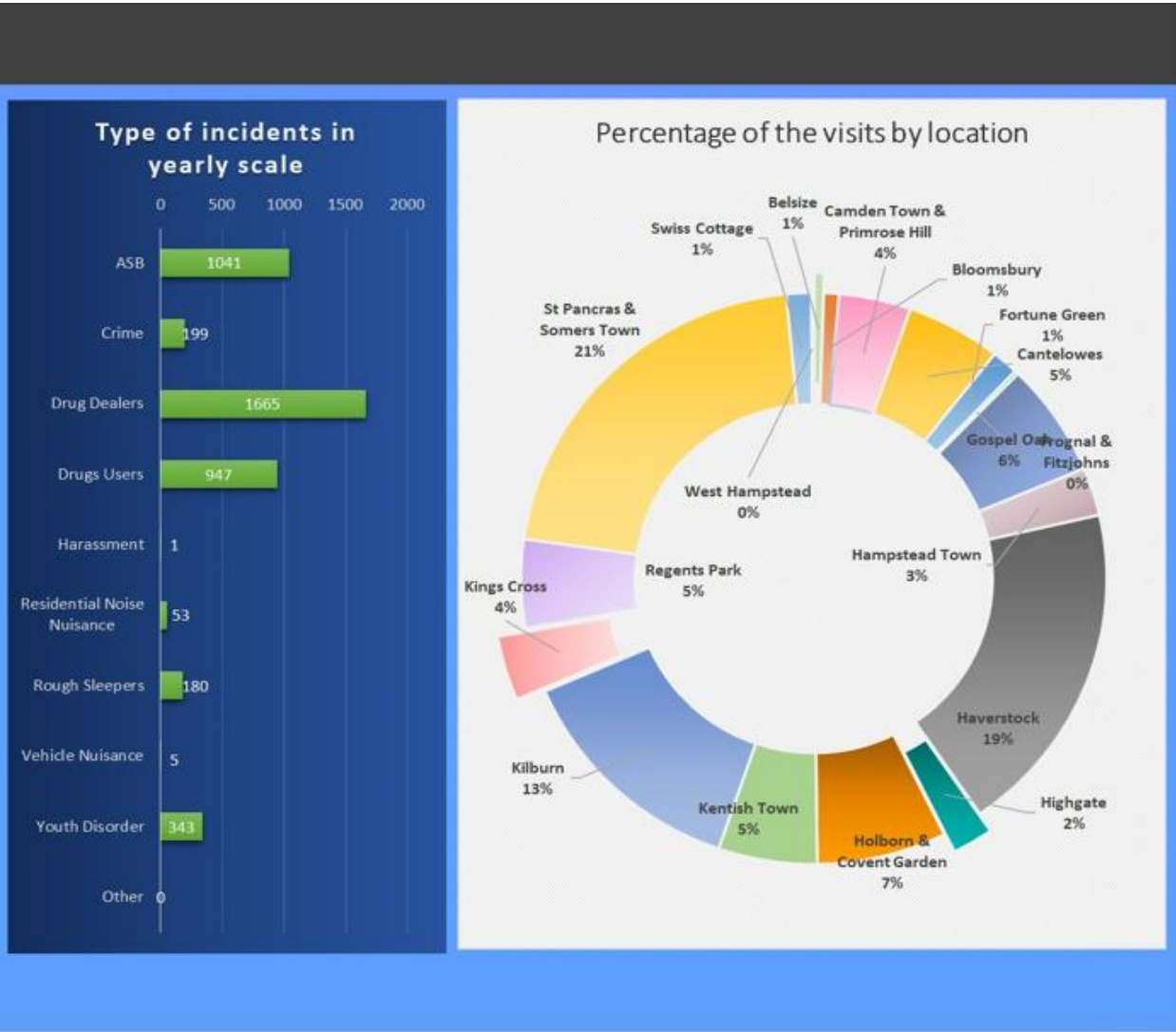
- 1.1 Work has continued on the new housing CCTV installation project over the last three months.
- 1.2 Phase 1 of the works on Regents Park Estate is now complete and is in testing. Phase 2 is due to start in August. Further resident consultation walkarounds have happened across the borough and approximately 35% of the top 50 estates will have now been visited and surveyed awaiting the installation team. Thank you to those residents that have taken the time on some very hot days to walk and talk us through their estates. Moving forward we have been asked to line up our visits with the community safety / housing visits being arranged so we will organise our schedule to theirs.
- 1.3 As you may have seen on the news, there are still severe worldwide shortages of computer chips, we are seeing longer delays obtaining some of the necessary hardware but we are continuing to install and investigate suitable alternatives that are of the same quality.
- 1.4 Visits have started to the new CCTV control room, we are booking in as many interested people as possible so spaces are limited. Each DMC / TRA can send 2 people along at the moment. If you are interested in visiting then please email the Control Room Operations Manager direct at tawanda.majasi@camden.gov.uk and he will make the arrangements.
- 1.5 Just to remind everyone, residents will only be charged a higher rate of CCTV service charges from the next April **after** their estate is upgraded to the new CCTV system. The majority of residents will not see an increase above inflation in 2022 and the increased service charge will be applied in 2023 or 2024. You will be notified in advance.
- 1.6 We are very much committed to keeping the existing cameras running right up to the time that they are replaced to the best of our ability. We have dedicated engineers working in Camden five days a week making repairs and carrying out maintenance who are separate to the new upgrade project team.
- 1.7 Below are some graphs from the CCTV dashboard that we are working on. You can see the types of incidents we get requests for, where in the borough the requests relate to and the number of incidents into the control room being dealt with.



2 Responsive Security Patrol

- 2.1 The Council's five vehicle Responsive Security Patrol (RSP) is available for residents to call out 12 hours a day, 7 days a week, from 4pm to 4am. The main purpose is to act as a deterrent and to detect and disrupt ASB on housing land. The RSP can be called out for any type of ASB and residents can call them out without sharing their personal details. Last year they carried out nearly 55,500 patrols – another year on year increase and so far half way through this year they have carried out nearly 26,000 patrols.
- 2.2 As well as responding to resident's call outs, the RSP carry out targeted vehicle and foot patrols at the request of Community Safety, Housing Managers and the Police. They may also carry out welfare or tenancy checks and form part of the Council's emergency response. They can be contacted on 020 7974 4444 asking for the Responsive Security Patrol or at RSP@camden.gov.uk
- 2.3 All RSP cars are fitted with GPS trackers that show in real-time where the vehicles are and keep a record of all the car's movements. The cars have in car CCTV fitted that records automatically and the RSP officers are equipped with body worn CCTV cameras that captures both audio and video. If there is a complaint about a patrol then all of this data is downloaded and compared to the patrol logs they submit. Management also carry out a "dip sampling" process where they select patrols at random and check all of this for accuracy.
- 2.4 Below are some charts from the RSP dashboard showing number of visits per month, the types of incidents they deal with and a breakdown of where they patrol. This dashboard is still a work in progress and the percentage of tasked patrols against routine patrols is not currently accurate but is being worked on.

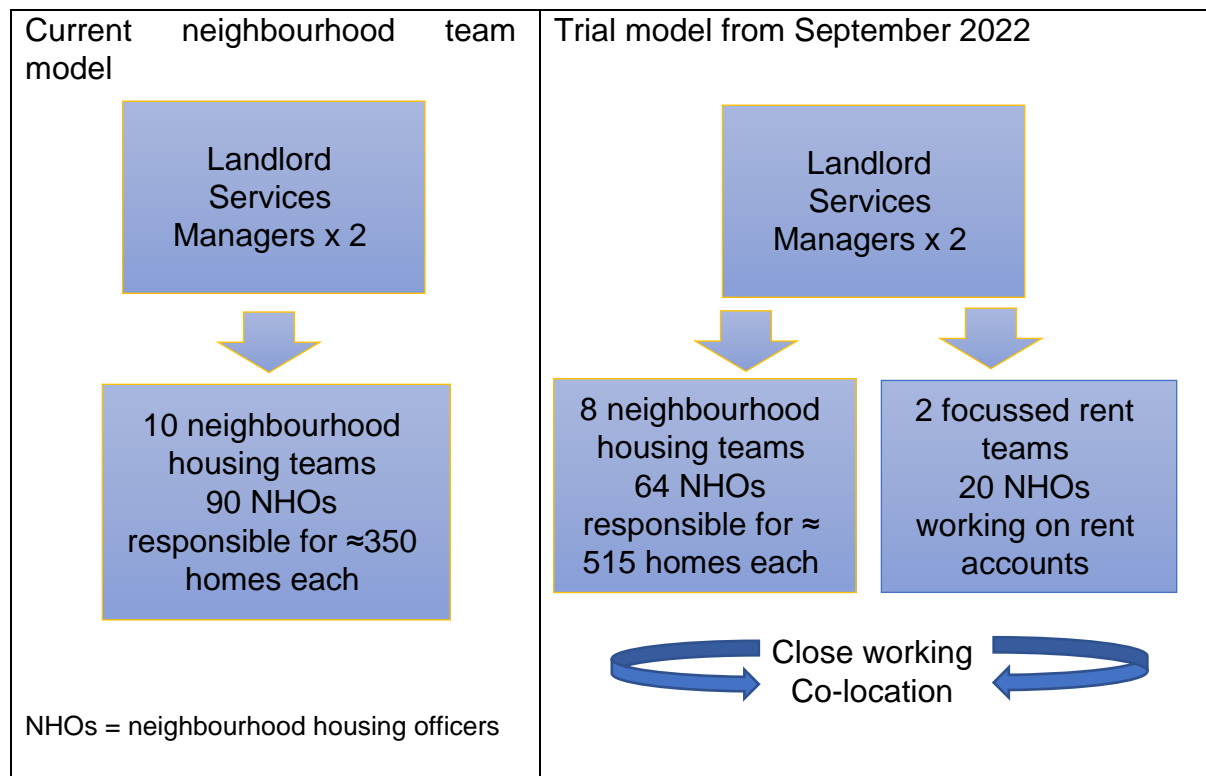




Report Ends

Landlord Services Performance Update

Landlord Services are setting up three new teams in September. For a trial period of six months twenty neighbourhood officers will work in a focussed way on rent accounts and six will focus on voids (see above). The staff working on rents will form two teams, each with a manager. These managers will report to the two Landlord Service Mangers responsible for neighbourhood housing teams in the North and South of the Borough.



Why are we making these changes?

- To make up for lost ground from the Covid pandemic and to respond to the cost of living crisis
- To respond to increasing arrears and to let empty homes more quickly
- To use our resources in the best way to improve performance
- To provide neighbourhood housing teams with more capacity for neighbourhood based work including a tenant visiting programme

Our priorities for the rest of 2022 and 2023

Alongside our pilots that will test the impact of focussed rent and voids roles on performance, landlord services will prioritise a programme in which neighbourhood housing officers (NHOs) will set out to visit every tenant. A visiting programme of this scale has not been carried out before in Camden. The purpose is to:

- Respond to feedback from Tenants and Residents Associations that they value seeing their NHO out as a physical presence in the community
- To inspect every council home to identify issues that increase risk to the occupiers or their neighbours

- To engage with our tenants individually to see if there is any help the Council, or our partners, can provide.
- To carry out a tenancy audit to ensure the people living in our homes are the tenants the property was let to

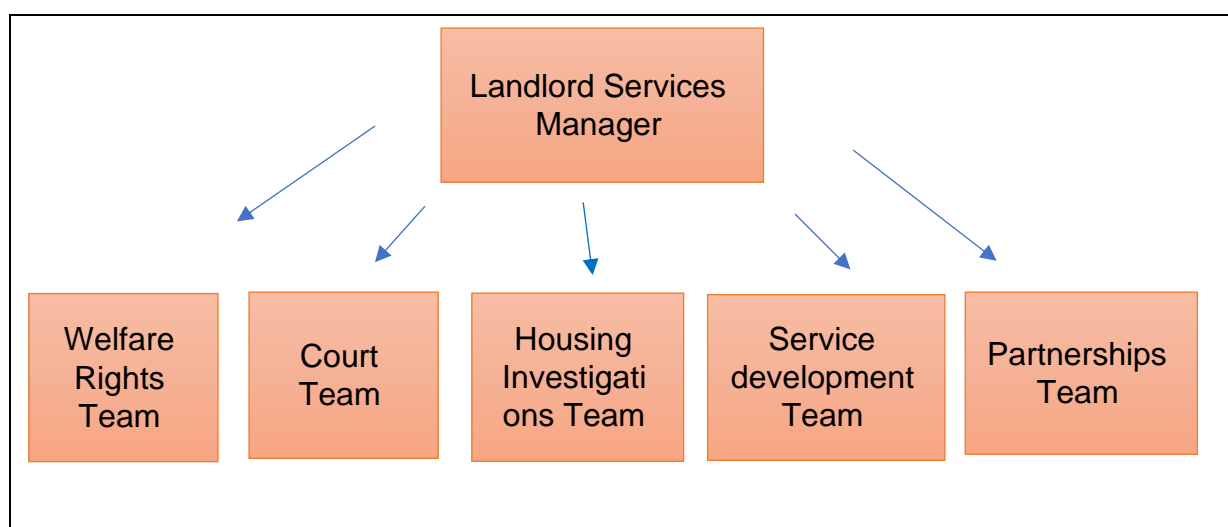
Housing Investigations Team

The Housing Investigations team (HIT) investigate illegal subletting, non-occupation of council tenancies, undeclared ownership of other properties and housing fraud, including fraudulent right to buy, succession and housing applications. HIT officers have a professional certificate in investigation skills or the equivalent. There is strong collaborative working and intelligence sharing with neighbourhood teams.

The table below provides data from 1st April 2021 to 31st March 2022 with figures for the previous three years:

| | 2021-2022 | 2020-2021 | 2019-2020 | 2018-2019 |
|---------------------------------|-----------|-----------|------------|------------|
| Properties recovered | 57 | 49 | 73 | 102 |
| Via referral type: | | | | |
| Succession and assignment | 31 | 38 | 32 | 49 |
| Right to Buy | 7 | - | 6 | 5 |
| Subletting | 3 | 4 | 18 | 29 |
| Non occupation/abandonment | 13 | 3 | 9 | 17 |
| Fraudulent housing applications | - | - | 1 | 1 |
| Other unauthorised occupancy | 3 | 4 | 7 | 1 |
| Prosecutions | - | - | 1 | 2 |
| Unlawful profit recovered | - | - | £75,594.00 | £70,322.30 |

HIT is part of the Landlord Services Support Group which also includes the team below:



Rent Data

Rent arrears continue to increase and so does the number of tenants owing more than seven weeks rent. This is demonstrated by the data below which illustrates why Landlord Services are trialling a different way of working with our two new rent focussed teams.

| | 4 Apr 2021 | 8 Aug 2021 | 17 Oct 2021 | 4 Apr 2022 | 8 Aug 2022 |
|--|-------------------|-------------------|-------------------|-------------------|-------------------|
| Rent arrears | £10,387,511 | £10,880,666 | £11,245,442 | £12,346,862 | £13,660,759 |
| % Collection rate | 98.10 | 98.4 | 98.44 | 97.92 | 97.28 |
| Owe 7 weeks+ | 2677 | 2774 | 2771 | 3010 | 3164 |
| Tenants on UC | 4412 | 4708 | 4857 | 5164 | 5526 |
| Arrears owed by tenants on UC and % of total arrears | £4,099,443 39% | £5,081,848 47% | £5,265,385 47% | £6,515,001 53% | £6,966,238 51% |
| <i>*figures include sheltered housing as well as other council homes</i> | | | | | |

Report Ends

CARETAKING PERFORMANCE UPDATE

1. Introduction

- 1.1. The following is an assessment of performance for the first quarter of 2022/23, ending June 2022, for the Estates Management service. Among many other tasks, the core function of the Caretaking service is to deliver quality cleaning and identify safety concerns on our estates. Caretakers also perform a vital safeguarding and social function by looking out for some of Camden's most vulnerable residents as they go about their daily work, helping to tackle social isolation and loneliness.
- 1.2. Service performance is measured in three ways: Quality of cleaning is graded monthly (we aim for A and B grades as a marker of success, classifying C and D grades as requiring improvement), and Percentage of inspections carried out (we aim for 100% of inspections completed on a monthly basis). We also closely monitor instances of anti-social behaviour, allowing us to assess those estates which may need additional resource to maintain good grades.
- 1.3. A recently concluded recruitment drive to fill vacant Caretaker roles has been successfully completed, with a number Camden residents applying for roles. Several new caretakers have already started work, and we will continue to welcome new Caretakers as they join over the coming weeks.

2. Performance

Working with residents

- 2.1. Managers in the service work closely with TRAs and other resident groups to identify local needs and meet new challenges on estates.
- 2.2. In quarter 4 our Caretaker Managers and Principal Caretaking Managers have attended meetings and walkabouts in each district area, which have led directly to a better understanding of resident priorities and fostered closer working partnerships.
- 2.3. Examples include:
 - We extend out thanks to all those TRA's who have helped our service facilitate Race Equality roadshows in estate TRA halls. This work is of vital importance to continue challenging ourselves and ensuring our service remains inclusive and diverse.
 - At Mansfield Road, the TRA met with the Caretaking Manager and identified that quarry tile flooring required additional non-standard cleaning. Working with the Caretaking Support and Response Team, a deep clean was carried out and the flooring was restored to a very high standard.
 - Cressfield and Woodyard TRA reached out to their local manager about fly tipping on the estate. Together with the TRA Chair, we were able to identify an area for a Bulk Shed and quotes have been obtained to provide this.
 - Weedington Road TRA have worked with their local Caretaker Manager to enhance all 16 entrances. The external entrances were refreshed after an intense deep clean was carried out by our Caretaking Support and Response team (CSR).
- 2.4. If you would like to invite your local manager to a meeting, or arrange a walkabout on your estate, you can find your local Caretaker Manager's contact details on the cleaning schedule posted in the foyer of your building.

Cleaning

- 2.5. Caretakers keep your buildings and estates clean and safe. Each month local Caretaker Managers perform inspections to ensure standards are being maintained. Results are graded on a scale from A to D (A is very good, B is satisfactory, C additional focus needed, D requires improvement).
- 2.6. These checks also monitor health and fire safety issues, a key activity to ensure residents are kept safe, often requiring prompt action to keep communal areas free and clear of potential hazards.

| Q1 (Apr – Jun 2022/23) | A | B | C | D |
|------------------------|--------------|--------------|-------------|-------------|
| Borough | 14.6% | 82.7% | 2.7% | 0.0% |
| Camden Town | 10.1% | 89.3% | 0.6% | 0.0% |
| Gospel Oak | 12.2% | 78.6% | 9.3% | 0.0% |
| Hampstead | 40.3% | 58.9% | 0.8% | 0.0% |
| Holborn | 10.1% | 89.4% | 0.5% | 0.0% |
| Kentish Town | 0.0% | 97.6% | 2.4% | 0.0% |

- 2.7. Caretakers consistently strive to achieve the highest standard of cleaning possible in each of our blocks. Heavy footfall, antisocial behaviour, and some environmental issues such as neighbouring construction works, the type and condition of flooring and decoration can all influence the grading achieved at point of inspection. Low grades are prioritised for inclusion on the Caretaking Support and Response team’s work plan.
- 2.8. As part of their daily health and fire safety inspections, Caretakers identify and raise requests for urgent communal repairs, such as lighting and lifts. Other repairs can include issues affecting drainage, damaged paving etc. Caretakers play an important role by reporting these issues as soon as they arise.
- 2.9. Managers in the service regularly assess the evolving needs of individual blocks and estates to ensure that standards are maintained and our stated cleaning and safety commitments are achieved.

Estate cleaning

- 2.10. The working day of our Caretakers prioritises health and fire safety checks in the morning, cleaning throughout the day, and estate cleaning (external areas) in the afternoon. In this way, Caretakers are able to monitor and respond to the needs of individual estates as they arise.
- 2.11. Three times a year, independent inspectors, Keep Britain Tidy (KBT), report the number and type of issue it has observed during a series of random sample inspections across the borough. While these sample inspections do not assess the whole borough, they do indicate performance as a whole.
- 2.12. The below table shows KBTs most recent sample inspections and compares against previous period.

| Survey period | Litter | Detritus | Fly-posting | Graffiti | Fly Tipping |
|---------------------------|--------|----------|-------------|----------|-------------|
| Current samples (2022/23) | 2.22% | 2.22% | 0.00% | 1.11% | 3.33% |

| | | | | | |
|----------------------------|-------|-------|-------|-------|-------|
| Previous samples (2021/22) | 2.22% | 4.44% | 0.00% | 2.22% | 3.33% |
|----------------------------|-------|-------|-------|-------|-------|

2.13. Estate cleaning is performing well and has seen significant improvement in Detritus and Graffiti; Litter and Fly tipping remain at their previous low levels.

2.14. While we are performing well in this area, to have an improved understanding of KBTs assessment and evaluation criteria, our Caretaker Managers are being trained by KBT in the coming weeks.

Caretaker cover arrangements

2.15. Our approach to service delivery was consulted on extensively during the Caretaking review. Caretakers are assigned specific workloads for which they are responsible, and also work collaboratively across patches, supporting each other to tackle larger estate cleaning works. This ensures consistency and that all Caretakers within a team are familiar with each other's workloads.

2.16. This joint approach also provides service continuity when covering absences, addressing comments received from residents and stakeholders during the review. Collaborative working ensures that core functions are consistently delivered to our estates.

2.17. Because all employees are entitled to annual leave and other absences, this entitlement is factored into our financial calculations at source and are known costs of employment. In cases where operational employees are absent for extended periods, we ensure service provision by employing agency cover staff.

2.18. All of our agency staff must meet the same standard as our permanent staff, including DBS and other checks, and are sourced from Camden's approved providers. This allows both flexibility and consistency of service while ensuring best value for our residents.

2.19. During quarter 1, the Caretaking service carried 30 vacant operational positions which also accounted for those new properties recently added to the Caretaking portfolio: CIP New Homes and Clarence Way estate. These vacancies were covered by agency staff. Permanent vacancies requiring the use of agency staff are expected to drop to zero in the coming weeks, as new staff take up their roles, following a successful recruitment campaign earlier in the year.

2.20. The number of long-term absences, requiring agency cover arrangement was no more than 13 at any given time. These long-term absences are being managed in line with Camden's existing policies and procedures.

2.21. Many agency staff have been successful in applying for a permanent roll as a Camden Caretaker during the recent recruitment drive, and we look forward to welcoming these experienced staff to the service.

Caretaking Support and Response team

3.9 The Caretaking Support and Response team (CSR) is a mobile service that is tasked with delivering enhanced cleaning and project work to estates.

3.10 Caretaker Managers, often after discussion with their TRAs, identify and request project support. This is then added to the CSR teams rolling work schedule. Before project work starts the team leader contacts the local TRA Chair to identify any other priorities that can be included alongside the planned works.

3.11 This service is a huge asset to the Caretaking Service and is currently starting its summer works programme with 28 separate projects completed in the first quarter. See Appendix 1.

Out of hours service

3.12 A much valued counterpart to the Caretaking service, the Out of Hours service extends the availability of Caretakers to respond to urgent safety issues, providing emergency cover. This service operates without interruption throughout the year responding to emergencies to support residents in their homes. You do not need to have a resident caretaker in your block as resident staff work in teams across the whole borough.

3.13 Each month Caretakers attend between 15 and 25 incidents on average. Examples include, flooding, emergency household evacuations during for e.g. floods or fire, clearing up of dangerous chemical spills, dealing with water penetration, cleaning up human waste found in lifts, distributing bottled water to residents during water supply failure.

3.14 Examples of call outs encountered in quarter 1 include:

- Urgent removal of drug paraphernalia in an accessible public space
- Attending reports of leaks and assessing appropriate response
- Urgent clear-up of human waste in residential lifts and communal areas
- Removal of dangerous obstructions to evacuation routes
- Attending a safeguarding concern reported by a resident
- Helping a resident to retrieve belongings from a secure area after they fell from a window

3.15 If you think you need the service out of hours call Contact Camden on 0207 974 4444 who will assign the appropriate response. This could include Caretakers being asked to attend. The out of hours Caretaking service operates from 17.00 to 23.00 on weekdays and 08.00 until 23.00 at weekends, providing cover to the whole borough.

Window Cleaning

3.16 Our dedicated team of full-time window cleaners are responsible for cleaning the communal windows of our buildings both inside and out. They are currently working to a schedule of two weeks in each district area before moving to the next. Every ten weeks this cycle starts again, and Caretaker Managers advise on which blocks should be prioritised for each period.

3.17 In the first quarter, the team achieved 185 individual window cleaning operations. With over 600 buildings on the schedule, the window cleaning team is on track to achieve its target of up to two cleans of each block per year.

3.18 Examples of work undertaken follows:



Brassey Road



Hickes House



Jaygrove Court

Meter Reading

- 3.19 We know how important it is for our residents to have access to their electrical meter readings in order to manage energy consumption effectively and finance budgeting. For many residents this information is difficult to obtain, as meters are often located in electrical intake cupboards, where access is restricted for safety reasons and limited to qualified staff and utility company personnel only.
- 3.20 Our Meter Reading service will access these restricted areas on request and provide meter data to residents. They will also work with residents and their utility providers to relocate prepayment energy meters inside homes, helping to address fuel poverty.
- 3.21 Each week this team conducts around 50 readings, assists with five smart meter installations and provides access for top-up meters, meter resets and access for other electrical works. Importantly whilst carrying out these duties the team checks for hazards in these secure and infrequently used locations.
- 3.22 Recent uncertainty in the energy market has seen an increase in demand for this service. We are monitoring service demand to ensure we can continue to support residents and help to prevent fuel poverty.
- 3.23 Requests for meter readings, and help with relocating utility meters can be requested by emailing the team directly at: meterreading@camden.gov.uk

Report Ends

CARETAKING APPENDIX 1 – SUPPORT AND RESPONSE TEAM

Before

After



Bridge House Hampstead

Removal of heavy moss build up from the rear courtyard and pressure washed at the request of the TRA.



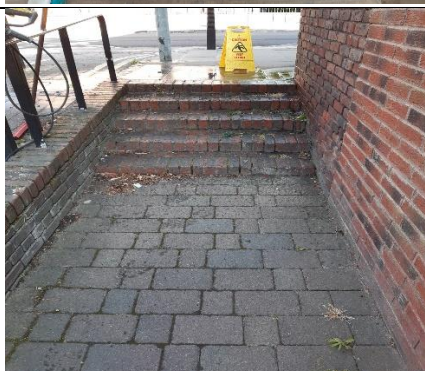
Mickledore House Camden Town

Pressure washing of the external communal walkways.



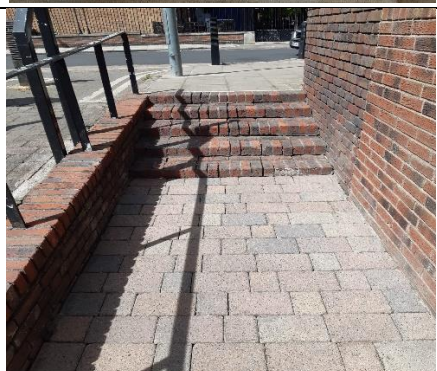
Lulot Gardens Highgate Newtown

Removal of red gloss paint from the communal stairs.



Coopers Lane Estate Camden Town

Pressure washing of the external communal pathways and courtyards on the estate





Ingestre Estate – Kentish Town

Working closely with the TRA at Ingestre Road, Wayne Head, Principal Caretaking Manager, and Marc Beecher, CSR Lead, undertook renovation and uplift works to the local square.

The overall result is a cleaner and brighter environment for our residents to enjoy.

[Click this link for the full story.](#)

(photos published with permission from the TRA)



(left to right: Wayne Head, Joaquim Neto, Helen Duff, John Loughran and Marc Beecher)

Other projects completed by Caretaking Support and Response Team

| Location | Job Description |
|--|--|
| 1-36 BRIDGE HOUSE (CONS) | Pressure washing of rear courtyard- Removal of moss and unblock drains. |
| 1-24 CALGARTH HOUSE | Pressure washing of communal paths, identified by Caretaker Manager for Winter works |
| 1-6 GLENRIDING HOUSE | Pressure washing of communal paths, identified by Caretaker Manager for Winter works |
| 1-12 BRATHAY | Pressure washing of communal paths, identified by Caretaker Manager for Winter works |
| 1-12 BECKFOOT | Pressure washing of communal paths, identified by Caretaker Manager for Winter works |
| 1-12 MICKLEDORE | Pressure washing of communal paths, identified by Caretaker Manager for Winter works |
| 1-12 STOUTBECK | Pressure washing of communal paths, identified by Caretaker Manager for Winter works |
| 1-44 ENGLEFIELD (CONS) | Pressure washing of communal path and ramp |
| 1-57 LULOT GARDENS | Removal of red paint from concrete steps |
| ROWLEY WAY: 113-119 (C-K) (CONS) | Cut off chain to redundant mobile cart |
| 1-44 ENGLEFIELD (CONS) | Clearing moss from shed roof areas |
| 1-67 CARTMEL (CONS) | Pressure washing of external pathways, to remove green moss |
| 1-44 DERWENT (CONS) | Pressure washing of pigeon droppings by bin room area |
| 1-32 WATERHEAD (CONS)/1-28 THE TARNs (CO | Pressure washing of external pathways, to remove green moss |
| DORNEY CAR PARK | Removed pigeon mess from communal carpark on the basement level |
| Coopers Lane Estate | Pressure washing of external walkways of Coopers Lane Estate |
| 41 GLOUCESTER AVENUE (FLATS A-H) | Moss removal from entrance canopy area |

| | |
|--|--|
| 1-39 PHOENIX COURT (CONS) | Painting of two communal entrances and stairwell, including walls & ceilings |
| ROWLEY WAY:23 26 30 33 37 40 44 47 (A-K) | Provide specialised service to new heating show-homes pilots |
| ROWLEY WAY: 5-48 (EXCL 47 11 14 18) (CON | Provide specialised service to new heating show-homes pilots |
| INGESTRE ROAD ESTATE | Request from TRA to tidy up flower bed planters. Breeze blocks replaced |
| INGESTRE ROAD ESTATE | Painting of flower bed planters |

ESTATE PARKING – TRAFFIC MANAGEMENT ORDERS (TMOs)

1. Update

- 1.1. Further to the report circulated to DMC's in the spring, work continues to advance this project: Work has begun on scoping the project and identifying what resources and expertise are required.
- 1.2. This preparation work, along with details of next steps are expected to be put to the Cabinet Member for a Sustainable Camden as a Single Member Decision in October 2022. This decision will be taken in consultation with the Cabinet Member for Better Homes.
- 1.3. While it was our intention to provide a detailed report for this round of DMC's, we anticipate being able to report back with a more detailed update shortly.

Report Ends

GROUNDS MAINTENANCE AND TREE MANAGEMENT

1. There are over 300 green spaces and 28,000 trees in Camden which are predominantly located across parks and housing estates, other sites include; corporate property, education sites, verges and temporary accommodation which are all maintained to the same standards. The role the Green Spaces service undertakes across Housing sites was set out in the March 2021 report. The below sets out an update to that report.

1.1 Grounds Maintenance

Enquires should be raised by:

- Emailing the team directly using GroundsMaintenance@camden.gov.uk
- Telephoning 020 7974 4444 (Contact Camden)

Routine and ad-hoc grounds maintenance

- 1.2 Camden's Grounds Maintenance Monitoring Officers (GMMOs) regularly inspect and respond to enquiries from residents to ensure the quality of the works and that all green spaces are maintained in line with the contracted specification.
- 1.3 Where underperformance is found, the Council can raise a rectification and default with our contractor, these include a penalty to our contractor which is recirculated into improvements.

| | Non Rectifiable Default | Stage 2 Rectification |
|---|--------------------------------|------------------------------|
| 2019/20 | 14 | 207 |
| 2020/21 | 21 | 143 |
| 2021/22 | 36 | 197 |
| 2022/23 – to 27th July 2022 | 1 | 54 |

- 1.4 The extreme weather patterns which have previously been reported have continued. As well as the very high temperatures experienced there has been very little rain for a very prolonged period.

July 2022: a dry run for UK's future climate?

Posted on 27 July, 2022 by Met Office Press Office



So far July 2022 has been the driest July in England since 1911. Up to 26 July there has been only 15.8mm of rain averaged across England; this is only 24% of the amount we would expect in an average July.

At this stage in the month we would expect to have seen well over three-quarters of the month's rain to have already fallen in an average July.

Source: Met Office Blog 27/7/2022 <https://blog.metoffice.gov.uk/>

1.5 Additional work

1.5.1 It is important to highlight that Camden's Green spaces deliver many positive outcomes. This includes increasing biodiversity, addressing social isolation and tackling health through improving access to nature.

1.5.1 The summer is a quieter time for improvement works as the service seek to be as sustainable as possible and undertake planting due the autumn to minimise water use and maximise the survival rates of new planting.

1.5.2 Recent examples of work undertaken across housing and sheltered housing include:

Relaxed Mowing & Wildflower Meadow Areas

Due to the ongoing dry weather and forecasted heatwaves we have had to manage fire related risk across long grass/meadow areas within our green spaces – On top of scheduled works, our term contractor idverde has been completing cutting of all relaxed mowing areas and cutting of both green space and community managed meadows, to remove grass fire risk.

Sheltered Housing Volunteer Sessions

Beginning in August, we have started a new round of twice weekly volunteer sessions at a number of Sheltered Housing sites with our partners The Conservation Volunteers and Idverde. Sessions include wildlife gardening & arts and craft workshops for Sheltered Housing residents.



1.6 Delivering safe and accessible playgrounds across housing

1.6.1 Green Space Operations currently inspect 177 play areas (play and sports) across 101 Camden housing estates, of these 4 play areas over 4 estates are currently TMO maintained and 173 are maintained by Green Space Operations and our term contractor Idverde. Engagement with TRAs and residents is currently in progress to replace play assets on 3 Camden maintained sites. One TMO maintained site is currently closed due to major improvement works. One MUGA is currently closed at the request of the TRA and we are working with residents to consider alternative uses as well as consideration of control measures to enable the MUGAs to be reopened for use.

1.6.2 The team also manages a further 33 play areas across 66 park sites.

1.6.3 97% of play areas with Camden maintained sites on housing estates are open for play.

2 Tree Management

Enquires should be raised by:

- Emailing the team, managed by Contact Camden, using treesection@camden.gov.uk
- Telephoning 020 7974 4444 (Contact Camden)

Tree emergencies, such as fallen trees or branches, should be called through to the Contact Camden on 020 7974 4444 (24 hours)

- 2.1 Trees on housing sites are managed in line with the [Council's Tree Policy](#) and are subject to the programmed 3-year health and safety inspection regime where work orders are raised and works undertaken.
- 2.2 The Tree Section, formed of highly trained tree officers, are responsible for inspections and contract monitoring of our contractor, City Suburban Tree Surgeons. Together we provide 24 hrs emergency response, 365 days a year for tree emergencies.

2.3 Housing Tree enquiries

- 2.3.1 We are experiencing a very high number of enquiries at present and are seeing some longer than normal response times. We are also currently struggling to recruit to a full complement of staff due to shortage of suitably qualified staff in the sector. Our term contractor is experiencing the same staffing problems which is causing a delay in some works being completed.
- 2.3.2 Following the complete year of reporting, it is now possible to provide performance information compared to the same period last year:

| Enquiries Received | April - June 2021 | April - June 2022 |
|---------------------------|--------------------------|--------------------------|
| Housing Communal | 110 | 140 |
| Street Property | 60 | 52 |
| Total | 170 | 192 |

| Enquiries closed | April - June 2021 | April - June 2022 |
|-------------------------|--------------------------|--------------------------|
| Housing Communal | 40 | 84 |
| Street Property | 28 | 48 |
| Total | 68 | 132 |

| Work completed | April - June 2021 | April - June 2022 |
|-----------------------|--------------------------|--------------------------|
| Housing Communal | 698 | 31 |
| Street Property | 109 | 25 |

| | | |
|-------|-----|----|
| Total | 807 | 56 |
|-------|-----|----|

2.3.4 Please note, the position is more comparable when July's figures are incorporated illustrating work is circa a month behind the point it was last year. We continue with our contractor to prioritise work and maximise work capacity.

2.3.5 In response to an updated risk assessment, the service has resumed entering residents' homes for access to trees so they can be inspected and works resume.

2.3.6 Trees planted in urban areas have a hard beginning to their life, we welcome your help in helping these new trees establish in their new homes by supporting our watering of them for the first 3 years. A map of new trees and a video on how you can supplement the Council's watering can be found at: <https://www.camden.gov.uk/trees#taiz>

2.4 Housing Tree Inspections

2.4.1 The programme of 3 yearly health & safety inspections and maintenance for 2022/23 on Housing estates covers the following wards:

- Bloomsbury
- Camden Square
- Camden Town
- Holborn & Covent Garden
- Kings Cross
- Primrose Hill
- Regents Park
- St. Pancras

N.B. these are the pre-2022 ward boundaries.

A map of works raised is available at: www.camden.gov.uk/trees

2.4.2 A map of individual trees managed by the Council (and details of inspection dates, work, species etc) can be found at www.camden.gov.uk/trees there is also a link to general information about tree population managed by Camden Council at <https://opendata.camden.gov.uk/stories/s/Camden-Tree-Statistics/ad58-u6q7/>

Enquires should be raised by:

- Emailing the team, managed by Contact Camden, using treesection@camden.gov.uk
- Telephoning 020 7974 4444 (Contact Camden)

Tree emergencies, such as fallen trees or branches, should be called through to the Contact Camden on 020 7974 4444 (24 hours)

2.5 Housing Tree enquiries

2.5.1 We are experiencing a very high number of enquiries at present and are seeing some longer than normal response times. We are also currently struggling to recruit to a full complement of staff due to shortage of suitably qualified staff in the sector.

| Type | Enquiries Received (Apr 2021-March 2022) | Enquiries closed (Apr 2021-March 2022) |
|------------------|--|--|
| Housing Communal | 427 | 415 |
| Street Property | 157 | 204 |
| Total | 584 | 619 |

Housing work completed

| Type | Apr 2021 – March 2022 |
|------------------|-----------------------|
| Housing Communal | 5,693 |
| Street Property | 367 |
| Total | 6,060 |

N.B. The Council uses a live database, comparable figures from 2021/22 will be provided in the next report.

2.5.2 In response to an updated risk assessment, the service has resumed entering residents' homes for access to trees so they can be inspected and works resume.

2.5.3 The Tree Section are also responsible for planting. The 2021-22 planting season has now finished and a total of 52 were planted in housing areas, last season a total of 103 trees were planting on housing communal areas.

2.5.4 In addition to the trees planted by the Council, Camden Forest have recently planted 20 trees across 2 estates – Peckwater and Goldington estates - as part of their Communi-tree project. With funding from the Koko Foundation, the trees will be watered and looked after by two young foresters. More information at <https://camdenforest2025.wordpress.com/communi-trees/>

2.5.5 Trees planted in urban areas have a hard beginning to their life, we welcome your help in helping these new trees establish in their new homes by supporting our watering of them for the first 3 years. A map of new trees and a video on how you can supplement the Council's watering can be found at: <https://www.camden.gov.uk/trees#taiz>

Report Ends

HOUSING COMPLAINTS UPDATE

Housing Complaints Quarter 1 2022/2023 (Apr-Jun)

| Division | Housing Management | 20/21 | Property Management | 20/21 |
|---|--------------------|-------|---------------------|-------|
| 22/23 Q1 stage 1 complaints | 82 | 32 | 190 | 143 |
| cases responded to within time (10 wkg days) | 28% | 22% | 68% | 36% |
| cases responded to late | 24% | | 19% | |
| Open cases currently overdue | 48% | | 13% | |
| Number of "not a complaint" cases & not included in above figures | 53 | | 76 | |
| 22/23 Q1 stage 2 complaints | 4 | | 26 | |
| 22/23 Q1 Ombudsman decisions | 1 | | 8 | |

| Housing Management (by Service) | Landlord Services | 20/21 | Estate Management | 20/21 |
|--|-------------------|-------|-------------------|-------|
| 22/23 Q1 stage 1 complaints | 32 | 26 | 32 | 5 |
| cases responded to within time (10 wkg days) | 31% | 17% | 41% | 13% |
| cases responded to late | 16% | | 22% | |
| Open cases currently overdue | 53% | | 37% | |

| | | | | |
|---|----|--|----|--|
| Number of "not a complaint" cases & not included in above figures | 38 | | 14 | |
| 22/23 Q1 stage 2 complaints | 1 | | 1 | |
| 22/23 Q1 Ombudsman decisions | 1 | | 0 | |

| Property Management | Repairs & Operations | 20/21 |
|---|----------------------|-------|
| 22/23 Q1 stage 1 complaints | 188 | 143 |
| cases responded to within time (10 wkg days) | 67% | 37% |
| cases responded to late | 19% | |
| Open cases currently overdue | 12% | |
| Number of "not a complaint" cases & not included in above figures | 66 | |
| 22/23 Q1 stage 2 complaints | 25 | |
| 22/23 Q1 Ombudsman decisions | 2 | |

1. The data shows an improvement in cases responded to within 10 working days. We are currently analysing the data in more detail to see the cause of delays to respond in order to resolve them. Response times will continue to improve as the new system beds in.
2. Complaints' performance is calculated as per the complaints policy and procedure. The 10 working days are counted from the date the complaint is received into the central complaints team. The complaints team are required to acknowledge and assign the complaint within 2 working days.
3. The responding service then responds by the tenth working day. If it is going to take longer, then the responding officer contacts the complainant to update them and agree a new deadline. This can be up to a further 10 working days (20 in total) for complex cases.
4. With the new system the complaints team are assigning and acknowledging within 24 hours. However, in Quarter 1 there were still complaints being received via email into the complaints inbox which had a backlog for responding. Consequently, complaints were being assigned to services much later than 2 working days and the performance above reflects that.
5. Housing Repairs prepare their own specific performance data to measure the performance of the actual service rather than the Council as a whole. The 10 working days is counted from the date Housing Repairs case management team receive the complaint.

New Homes for Small Sites Programme Update

1. Context

- 1.1 At the last round of DMC meetings in June members requested an update that provided information in relation to: what the proposals were; how any development schemes would be funded; what issue was the scheme seeking to address (e.g. overcrowding, more family homes); where the schemes were to be located; number and type of homes to be built (e.g. social and affordable).

2 The New Homes for Small Sites Programme – Proposals

- 2.1 The New Homes for Small Sites Programme will focus on exploring development opportunities on underused council-owned land and use this land to deliver new affordable homes for Camden residents.
- 2.2 A report outlining the principles for delivery of the Small Sites Programme was endorsed at a Cabinet meeting on 2nd September 2021. The report also sought to approve the first stage of the programme, which focuses on community engagement and initial conversations with residents.
- 2.3 The initial stage of the proposed consultation programme focused on launching a 'Community Call for Ideas'. The 'Call for Ideas' website launched in January and asks the community to suggest areas of existing council-owned land, currently not in use as housing, which could be used to provide additional homes. A detailed review of the suggested sites and a report on findings will then commence from the Autumn.
- 2.4 A further programme for on-site engagement commenced across initial sites from June. The sites currently in consideration sit across multiple wards and DMC areas. Engagement was undertaken across 4 sites before the school holiday period in July and will recommence from September including up to 7 additional sites.
- 2.5 This stage of engagement is to commence initial conversations with residents around the principle of development within the identified areas in estates and seek feedback on the

programme objectives, such as improving areas of estates while building new homes and maximising the delivery of new Council homes.

- 2.6 No decisions have been made yet on the future of these sites and we want to understand local resident views on our proposals as well as keeping them informed on ways that they can get involved with shaping any future plans.

3. How many Development Schemes would be Funded

- 3.1 The Cabinet report from September 2021 outlined a principle of delivery for small sites whereby the programme aims to maximise the number of affordable homes by delivering the first phase as a linked package of delivery sites and sites for sale.
- 3.2 Targeting land sale receipts across some sites could enable the delivery of 100% affordable tenure (social rent and intermediate rent) across other sites in phase 1. Sites considered as suitable for sale are expected to be those yielding less than 10 homes and considered not viable for Camden to directly deliver. Another benefit of this strategy is that 100% affordable sites attract GLA funding whereas 50/50 private/affordable sites attract less grant
- 3.3 The New Homes for Small Sites Programme offers new possibilities to deliver additional homes on council-owned land, without requiring decant or demolition of existing homes. It will also provide opportunities for Small and Medium-sized Enterprises (SMEs) and community or self-build developers to engage in the delivery programme offering further benefits to the wider community.
- 3.4 Officers will explore opportunities to offer sale sites to locally based community or self-builders where this can be done at market value with best consideration. Camden are currently piloting a Community Led Housing project at 31 Daleham Gardens, where we are proposing to sell land to a Community Land Trust to deliver affordable homes. Officers are eager to progress further such opportunities.

4. What issue was the scheme seeking to address (e.g. overcrowding, more family homes)

Our Objectives and Local Benefits

- 4.1 The New Homes for Small Sites Programme aims to target under used spaces within estates to meet housing need. By building on infill or small spaces within estates we can deliver additional homes to estates.
- 4.2 We will consult with local communities on the existing use of all proposed sites and also follow planning policy on existing and proposed parking and similar spaces, such as sheds.
- 4.3 Maximising the delivery of new Council homes is a priority and we will review current housing need on estates and assess how small site development can support this, including the provision of a Local Lettings Plan which if applicable which could give priority to existing residents in housing need for new homes. Overcrowding could be met through the provision of new family homes where possible or also through the option for existing residents to 'down-size' to new accommodation on the estate and free up larger family units.
- 4.4 Enabling benefits to existing estate residents is a key part of the programme and there will also be a separate estate improvement budget for wider estate investment, which will be driven by existing residents.

5. Where the schemes were to be located - The current sites in review are:

1. **Raglan Street Estate. Kentish Town South Ward.**
Current Use: Garages & hard standing and surrounding area.
2. **Bernard Shaw Court & Foster Court Estate. Kentish Town South Ward.**
Current Use: Garages, and hard standing
3. **Highgate Road Estate. Highgate Ward.**
Current Use: Car Park / Hard Standing
4. **Castle Road Estate. Camden Town Ward.**
Current Use: Vacant Car Park (enclosed under croft)
5. **Dennington House. West Hampstead Ward.**
Current Use: Inglewood Road Garages & car park.
6. **Kilburn Vale Estate. Kilburn Ward.**
Current Use: Garages, and hard standing
7. **College Place Estate. St Pancras & Somers Town Ward.**
Current Use: Area of hard standing.
8. **Churchill Road and Spencer Rise Estate. Highgate Ward.**
Current Use: Garages & Sheds.

6. Number and type of homes to be built (e.g. social and affordable).

- 6.1 At this stage no decisions have been made on the final package of sites for sale or delivery. To enable initial viability testing and modelling some initial capacity work was undertaken across 6 potential sites, looking at a mix of Social Rent and Camden Living Intermediate Rent.
- 6.2 If developed, with sufficient funding in place, these sites could yield approximately 83 additional units. However, the final number of new homes will be determined later through detailed design development with the final tenure mix determined then. The priority for the programme will be to maximise the delivery of new social rent homes.

Report Ends

CREATION OF A HOUSING RESIDENT PANEL UPDATE

1. BACKGROUND

- 1.1 Members may remember at the last meeting that we are creating a Housing resident panel. The purpose was to become more open and honest about how services we operate. The aim is for members to scrutinise the work and performance across the Housing directorates, question key managers and contractors about current performance, and help develop new policies to increase customer satisfaction with the service. The panel would consist of 10–15 reps covering all five districts, and although independent from the DMCs, minutes of the meetings would be included in the DMC housing services reports.
- 1.2 We plan to have five meetings between November and July 2023. The sessions, which will last between 1.5 - 2 hours, will likely take place at the Crowndale centre and can include hybrid attendance where necessary.

2 RECRUITMENT

- 2.1 The recruitment will commence during September, and all shortlisted applications will be subject to an interview selection process, and more details on this process will follow shortly.
- 2.2 We want to try and encourage as many interested residents as possible to be part of this panel. In conjunction with the portfolio holder, this group's final membership will be agreed upon by the Head of Property Customer Services and engagement.
- 2.3 The council wants to ensure that the voice of the silent majority comes through. We want to hear from the unrepresented demographics of our tenants and residents.

- 2.4 Having said this and following the helpful feedback from the DMCs, we will make key changes to the group's membership. It is recognised the vital role that the DMCs could play here and the experience they could bring to the table. We are now suggesting that 2 of the 15 panel positions will be reserved for the 5 DMCs.

- 2.5 With this in mind, we ask each of the 5 DMCs to propose 2 members and to nominate a total of 10 applicants. We will follow the same process as other applications, and these 10 applicants will need to attend the same interview process, where the two successful applicants will fill the vacant positions.

Report Ends