

Title: Consolidated Housing Services Report

Discussion Report

Report summary: At this DMC round, members have asked that the report includes additional performance analysis information to initiate a process that seeks to improve contractor performance and address tenants and residents' concerns; information on the pest control services illustrating the link to the repairs service; a response to current concerns expressed by tenants and residents across the borough on ground maintenance performance; and an update on the emerging Housing Directorate Structure.

Recommendation: The DMCs are asked to feedback and make recommendations on the discussion reports and comment on and highlight any area for further discussion in the '*for information*' reports.

Discussion Reports	Officer Contributing
HRA Budget Monitoring Update	Michael Webb
Housing Regulation Update	Graeme Beedham
Inclusivity Charter	Ododo Dafe
For Information Reports	Officer Contributing
Housing Contractor Performance Update (<i>Repairs & Better Homes</i>)	Gavin Haynes
Capital Works Update	Susanne Afra
Fire Safety	Susanne Afra
CCTV & Responsive Security Patrol	Graeme Dyson
Landlord Services Performance	Jo Adams
Void Performance	Ododo Dafe
Caretaking Performance Update	Sharon Calvey
Estate Parking Report; Traffic Management Orders	Sharon Calvey
Grounds Maintenance & Tree Management	Andrew Hinchley
Complaints Update Report	Jim Read
Camden Housing & Property Resident's Panel	Scot Reid
Enhanced Tenant Repair Policy Review	Scot Reid

DISCUSSION REPORTS

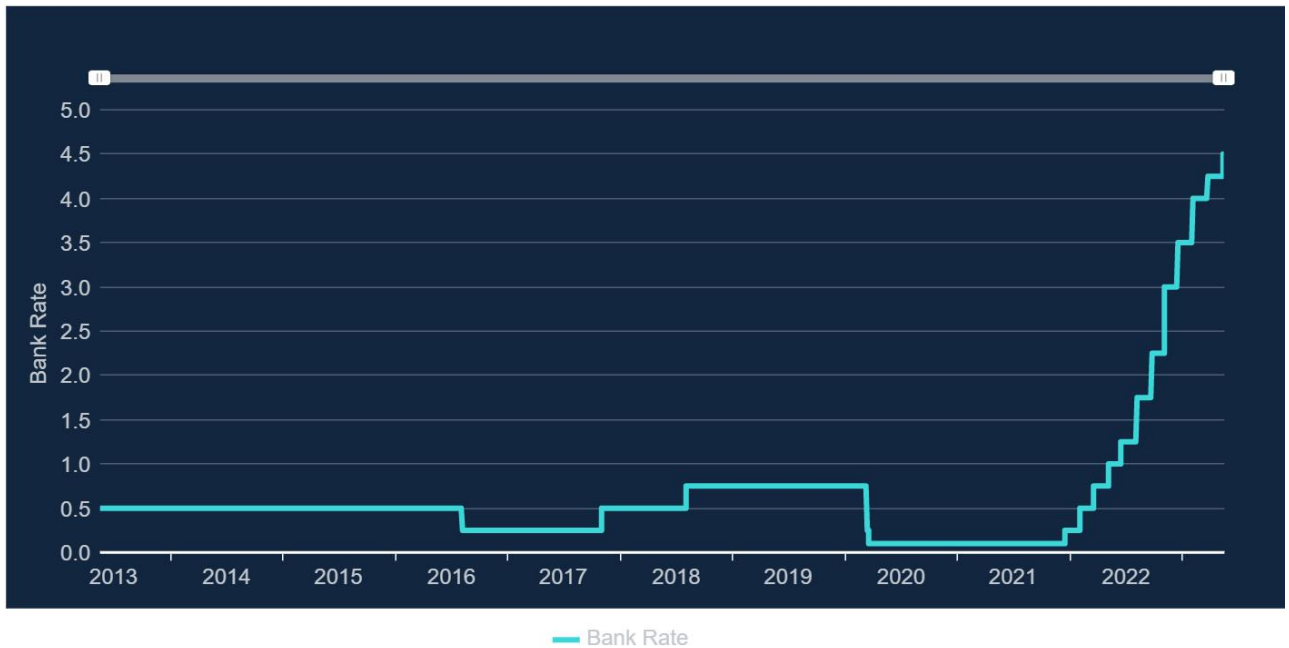
HRA Budget Monitoring Update

1. INTRODUCTION

- 1.1 This report provides an update on the pressures faced by the HRA and the MTFS savings plan from 2023/24 to 2025/26. Finance officers are in the middle of closing 2022/23 so an update on outturn will be provided at the September DMC round, along with the latest forecast for 2023/24. The outturn will be an overspend - the higher gas and electricity prices are a major factor, as anticipated during 2023/24 budget setting.

2. HOUSING REVENUE ACCOUNT (HRA) - PRESSURES

- 2.1 The funding gap for the HRA over the medium term at budget setting was estimated at £7.5m over 2023/24 to 2025/26 and a savings programme was created to offset this pressure (see Section 3). However, the size of the actual funding gap will grow or shrink depending on several factors, as discussed below. The Council will work proactively and flexibly to increase the savings target if required to mitigate overspend and limit the impact to the HRA's reserve wherever possible.
- 2.2 **Rent policy** - The current rent standard (until 2025) is that rents can be increased to a maximum of CPI + 1% (10.1%+ 1% = 11.1%), however for 23/24, this was capped to 7%. Where increases to rents are capped below the level of cost inflation, this requires savings to be made to balance the budget. After 2025, the rent policy is unknown - it could extend the CPI+1% or it could even reduce as seen during the 1% per annum reductions from 2016/17 to 2019/20.
- 2.3 **Inflation** - CPI inflation at budget setting for 23/24 was 10.1% (March 2023 10.1%) but the impact on Council inflation varies by service. The inflation on gas and electricity prices for the communal heating from one contract period to the next was materially higher. Some contracts are index linked to RPI or BCIS and pay for staff is determined based on nationwide agreement with unions. It is challenging to forecast the impacts when the market is so volatile.
- 2.4 **Interest rates and capital programme** - The HRA pays interest on borrowing for its capital programme. Some of this interest is fixed e.g. PWLB loans and some of it is variable. An increase of 1% interest creates a charge of c.£3m. For the past few years, the HRA has benefitted from extremely low interest rates but since December 2021, the interest rate has been rapidly rising. The table below shows how the Bank of England base rate has moved over time - it is currently at 4.5%.



- 2.5 **New regulatory requirements** - The HRA has been adding budgets incrementally for fire and building safety, however the requirements are not always known in full at the time of budget setting. Camden continue to lobby to central government for burdens funding but currently the expectation is self-funding.
 - 2.6 **Bad Debt/Rent arrears** - There is a budget set aside to provide for bad debt, however the combination of the cost of living and higher charges in 2023/24 on rents, service charges especially communal heating, will be a challenge for collections teams.
 - 2.7 **Repairs** - Repairs are demand-led and continues to be a pressure on budgets. The pressure is from rising costs and ongoing high demand/volume of repair jobs. There needs to be more budget assigned for repairs or contributions to the Major Repairs Reserve (MRR) but there is insufficient funding to do so.
- 3. MTFS Savings plan**
- 3.1 The current MTFS savings plan is for a cumulative £7.5m from 2023/24 to 2025/26. These were shared at Joint DMC prior to submission to Cabinet in January 2023 for feedback.

	23/24	24/25	25/26
Savings proposals	Cumulative Savings in £m		
Rental income from reletting properties in the commercial properties portfolio	0.05	0.10	0.15
Garage Rents	0.13	0.26	0.39
Reviewing Our Services to Leaseholders	0.00	0.35	0.70
Rent Collection - Bad Debt Provision	0.25	0.75	1.00
Top Tier Review	0.18	0.18	0.18
Voids Improvement	0.50	1.00	1.00
Housing Transformation	0.00	0.30	0.60
Efficiency in property management	0.10	0.20	0.20
Asset Management Strategy - Delivery Phase	0.13	0.50	0.90
Repairs efficiency	0.30	0.30	0.30
Re-allocation of Spring Clean Budget 2023/24 and 2024/25	1.00	1.00	0.00
Re-allocation of Chalcots funding from 2025/26 upon completion of Works	0.00	0.00	1.00
Refinancing Council Debt	0.22	1.09	1.09
Total savings proposed	2.86	6.03	7.51

3.2 The approved savings programme includes:

- **Rental income from reletting properties in the commercial property portfolio:** This would aim to ensure that the Council's commercial assets secure income through a reduction in voids or identify under-utilised assets that could provide commercial opportunities.
- **Garage Rents:** The saving is to increase garage rents by £2/week every year from 2023/24. The increase in charges for 2023/24 was agreed at January 2023 Cabinet.
- **Reviewing Our Services to Leaseholders:** This project is predominantly reviewing the leaseholder income budgets to increase them where they have fallen behind the actual charges over time or where new costs need to be recharged e.g. building safety so that the HRA budget is balanced on the cost and income sides.

- **Rent Collection- Bad Debt Provision:** Saving anticipated through improved rental arrears management.
- **Void performance improvement:** The aim would be to reduce void turnaround time and overall level of voids of HRA dwelling stock.
- **Top tier review/ Housing Transformation:** The housing service is reviewing its structure to consider how tenants can access services they need more easily and is seeking to eliminate duplication from service delivery.
- **Efficiency in Repairs/ property management:** The property service would make small changes in the delivery of repairs to generate savings
- **Temporary removal of some of the spring clean budget (to be reinstated at the end of Chalcots project):** Spring Clean is something valued by tenants but in order to generate the significant savings required, it is proposed to reduce this budget temporarily until the Chalcots project ends.
- **Asset management Strategy/ Purchase Programme for Family Friendly Housing:** an approach to funding and delivering a purchase programme for family friendly housing to address directly the overcrowding crisis and eliminate severe overcrowding within the next five years [was agreed at the Cabinet meeting](#) of 14 December 2022. This strategy will help reduce repairs costs on hard to maintain or unsuitable properties
- **Refinancing Council debt:** Interest savings anticipated as older PWLB loans expire.

Report Ends

REGULATORY FRAMEWORK UPDATE

1 INTRODUCTION

- 1.1 DMCs have received regular updates on progress of the Social Housing (Regulation) Bill since the Government published its social housing white paper, [The Charter for Social Housing Residents](#) in November 2020.
- 1.2 The Bill is now at final amendment stage and when the exact wording of the legislation has been agreed by the House of Commons and the Lords, the Bill should receive Royal Assent by the time the DMCs meet in June. As DMCs have been informed, this legislation will introduce a new approach to regulating Council and housing association landlords on consumer issues such as safety, transparency and tenant engagement, with new enforcement powers for the Regulator of Social Housing (RSH) to tackle landlords failing to provide good services to tenants.
- 1.3 This report provides an update on progress towards implementation of the new regulatory regime and preparations being made by the Council.

2 TENANT SATISFACTION MEASURES (TSMS)

- 2.1 An area of work that the RSH have been able to progress in advance of the new legislation is the introduction of Tenant Satisfaction Measures (TSMs). The TSMs are a core set of performance measures, and their central aim is to provide tenants with greater transparency about their landlord's performance and inform the RSH about how a landlord is complying with the consumer standards that it measures landlords against.
- 2.2 TSMs will form a key part of the new regime, were finalised in September 2022, and landlords will need to assess satisfaction of tenants on an annual basis in accordance with all requirements of the RSH's [Tenant Satisfaction Measures and Tenant Survey Requirements](#) launched in April 2023.
- 2.3 TSMs comprise of twelve measures collected from tenant perception surveys and ten measures generated from management information and these are listed in the table below. Camden Council will be required to collate this data during the financial year April 2023 to March 2024 and send it to the RSH shortly afterwards.
- 2.4 Camden are currently working out the details of exactly how and when to carry out the survey this year but have asked [Housemark](#), a data insight company to support us with the work. Housemark work closely with the RSH and helped develop the TSM framework and are also helping other inner London local authorities with their surveys. They are crystal clear on regulatory requirements and able to guarantee Camden Council regulatory compliance.

Final tenant satisfaction measures	Source
Overall satisfaction 1. Overall satisfaction with the service provided by the landlord.	Survey
Keeping properties in good repair 2. Satisfaction with repairs. 3. Satisfaction with time taken to complete most recent repair. 4. Satisfaction that the home is well-maintained. 5. Homes that do not meet the Decent Homes Standard. 6. Repairs completed within target timescale.	Survey Survey Survey Landlord's data Landlord's data
Maintaining building safety 7. Satisfaction that the home is safe.	Survey
Safety checks 8. Gas safety checks. 9. Fire safety checks. 10. Asbestos safety checks. 11. Water safety checks. 12. Lift safety checks.	Landlord's data Landlord's data Landlord's data Landlord's data Landlord's data
Respectful and helpful engagement 13. Satisfaction that the landlord listens to tenant views and acts upon them. 14. Satisfaction that the landlord keeps tenants informed about things that matter to them. 15. Agreement that the landlord treats tenants fairly and with respect.	Survey Survey Survey
Effective handling of complaints 16. Satisfaction with the landlord's approach to handling of complaints. 17. Complaints relative to the size of the landlord. 18. Complaints responded to within Complaint Handling Code timescales.	Survey Landlord's data Landlord's data
Responsible neighbourhood management 19. Satisfaction that the landlord keeps communal areas clean and well-maintained. 20. Satisfaction that the landlord makes a positive contribution to neighbourhoods. 21. Satisfaction with the landlord's approach to handling anti-social behaviour. 22. Anti-social behaviour cases relative to the size of the landlord.	Survey Survey Survey Landlord's data

2.5 Like most other landlords it is likely that the tenant survey will be carried out by telephone, face to face or both. In addition, the twelve regulatory questions we can ask up to five additional questions. One we are thinking of including is an open response: *is there anything else that you would like to tell us/what could we do better?* However, we would welcome at this stage any views DMC members have on the additional questions that might help us understand and inform service improvement.

2.6 All TSMs must be reported for low-cost rental accommodation which includes general needs, sheltered housing, intermediate rent and temporary housing.

There is no requirement to provide data to the RSH for leasehold properties. However, like other landlords, Camden Council will be carrying out a leaseholder satisfaction survey at the same time as the regulatory survey and will use the data received from both surveys to inform service improvement for all residents living in Council rented housing and leasehold stock. The Council is liaising directly with the Leaseholder's Forum regarding the leaseholder's part of the perception survey.

3 REVIEW OF CONSUMER REGULATION

- 3.1 After the Bill is passed by Parliament the regulator's next steps will include consulting with tenants, landlords and other stakeholders on the consumer standards, alongside developing a new approach for landlord inspections.
- 3.2 Camden Council and our residents engaged with the RSH's consultation on the TSMs, and we will have the opportunity to comment on the draft consumer standards when published this Summer. To facilitate Camden TRA and DMC representatives input to the consultation about the then draft TSMs, Camden Council hosted a very well attended Zoom session for Camden and Southwark Council tenant representatives with the RSH on the 1st of February 2022.
- 3.3 The broad themes of the new standards for consumer services will include safety, quality, neighbourhood, transparency, engagement and accountability, and tenancy. A consultation is due to be launched this Summer on their precise details and the RSH has contacted Camden Council to ask if we would like to host another session for them with DMC / TRA representatives so that our tenant reps. can input to the consultation. Draft new standards will be published alongside the consultation questions so DMCs will be able to comment on the RSH's proposals collectively or individual residents are likely to be able to respond to the consultation posted on the RSH website.
- 3.3 The RSH is also currently developing its landlord inspection regime and though we know that all landlords with over 1,000 homes will be subject to a consumer inspection every four years it is likely that the programme of inspections will be informed by what the RSH knows from previous regulatory engagement with landlords, from their ongoing monitoring of landlords, the TSMs results and any referrals they have had from the Housing Ombudsman (complaints).
- 3.6 It is understood that inspections will be modelled on the current in-depth assessment process, which the regulator uses to assess performance against economic standards that Housing Associations are currently measured against. The RSH say that where it has uncovered poor economic performance, it has taken robust action.
- 3.7 The RSH said it will "*publish the conclusions of individual consumer inspections*". The legislation will provide new powers to require performance improvement plans, which will be backed up by enforcement notices and penalties for landlords that do not meet the standards

Report Ends

DMC INCLUSIVITY CHARTER

Options to make DMC meetings more Inclusive

1 INTRODUCTION

- 1.1 This paper is provided on the request of DMC Chairs for information on making DMC meetings more inclusive.

2. Options

- 2.1 There are a number of options that can be discussed, however there is a need to look wider than just how DMCs are inclusive, and instead to really look at resident engagement opportunities and structures in their broadest sense.
- 2.2 This is likely to best be done by involving both residents who currently are, and those who are not, engaged in our current processes.
- 2.3 The Social Housing Regulation Bill currently going through Parliament, will, when it becomes law, give the Regulator of Social Housing (RSH) a wider framework with which to hold social landlords to account.
- 2.4 Among other things, the Bill will ensure that the relationship between landlords and tenants are centred on treating tenants with fairness and respect, listening to them, and ensuring good arrangements for the engagement and participation of tenants that demonstrate landlords' accountability to them.
- 2.5 One of the six new consumer standards that the Bill will introduce is the 'engagement and accountability standard'. This standard aims to ensure that tenants views are taken into account and that this leads to better outcomes for tenants.
- 2.6 The expectation is that tenants will be able to influence decision making through meaningful engagement and participation, and that this will shape the ongoing improvement of how landlords involve tenants in the services that matter most to tenants.
- 2.7 There is also the expectation that landlords will understand their broad range of tenants and ensure everyone is able to participate and that people have equal access to services that are designed according to their needs.
- 2.8 Moreover, the expectation of the RSH is that landlords will not only know their property stock well but will also know well the people living behind the doors of their properties. As such imperative we diversify the engagement framework to reach a more diverse group of residents and tenants.

3. Proposed Next Steps

- 3.1 In light of this it might be useful to consider what sorts of conversations, engagements and actions need to be taken over the coming months to increase tenant participation in its widest sense and to revise our engagement strategy. This could focus on where we are now, what tenants would like into the future, and identification of the steps we need to take to get there.
- 3.2 A suggestion to hold a resident conference to bring together several issues of interest to residents has also been suggested by a DMC chair. In order for this to be an inclusive success, it will require significant planning and communications, and the involvement of residents who would be interested in jointly making this event a success. It is anticipated that such a conference could take place next spring, and a discussion on this take place at your next DMC.
- 3.3 We will be happy to work with residents to develop your thoughts and ideas; or to return with an outline action plan for your consideration.

Report Ends

FOR INFORMATION REPORTS

HOUSING CONTRACTOR PERFORMANCE

REPAIRS AND BETTER HOMES UPDATE REPORT

1. Lifts Investment

- 1.1 The Council monitors its lifts remotely and has a robust servicing regime in place through its term contractor Apex.
- 1.2 As part of its capital programme, the Council has replaced 383 of its 554 lifts since 2010, addressing the oldest and hardest to maintain lifts first.
- 1.3 The current capital programme has 71 lifts scheduled for installation, these lifts are prioritised through analysing repairs data and advice from engineers. The data on repairs is included below in the M&E repairs summary.

2. Communal Heating Investment

- 2.1 The Better Homes update details the communal heating schemes scheduled for replacement or upgrades, the programme is developed through analysis of repairs history and engineering advice.
- 2.2 The Council has 200 communal heating systems ranging from small systems that service individual blocks to large estate wide networks. The Council therefore has to prioritise its investment and tackle the most urgent requirements first.
- 2.3 A number of schemes have also been subject to lengthy option appraisal processes such as Rowley Way and Maiden Lane and we will be looking to progress these projects in 2023/24 in discussion with residents.
- 2.4 A number of large schemes and communal heating plant upgrades are in progress including at St. Silas and Weedington Road. Large heating replacement schemes are complex and require extensive works both in the communal areas and within properties.
- 2.5 Once complete however they provide well insulated heating distribution networks and heating that can be fully controlled within dwellings.
- 2.6 We are also exploring how we de-carbonise the communal heating network as technology develops.

3. Assessment of investment need and resources available

- 3.1 The Council is currently carrying out its latest stock condition survey. This will conclude in the Summer and we will then look at the investment required, what needs to be prioritised and the resources available.
- 3.2 In parallel this Summer we are also planning engagement to capture residents' priorities for their estates and homes. This will lead to discussion with residents and members on how we prioritise our investment later in the year.
- 3.3 At the time of the last survey which concluded in 2018/19, it was noted that there was a gap of c. £180m between the investment required and the resources available.
- 3.4 This means that we have had to prioritise schemes that we bring forward and also that we have to focus on the main building elements such as roofs and windows, in addition to infrastructure such as heating, communal electrics and lifts.
- 3.5 We have also had to divert resources to fire safety works with over £60m invested since 2017 (excluding Chalcots) and more than £50m set aside for investment in this area over this financial year and next.

4. Cost of living work

- 4.1 We reached out to an initial 550 tenants who were shown to be the most vulnerable to fuel poverty by data analysis. The criteria included the energy performance of their homes, financial resilience, health conditions and the age make up of their households.
- 4.2 56 tenants responded to our letter, and we have now given initial phone consultations and/or home energy visits to each of them. For suitable properties, we are undertaking surveys to decide which energy efficiency measures can be installed.
- 4.3 We are now reaching out to the next 500 tenants on the priority list. The aim being to make improvements to their homes which will make the properties warmer and more comfortable.
- 4.4 Eligible works include internal wall insulation, draught proofing, secondary glazing and more depending on the property. The energy efficiency improvements are provided for free, and each resident also receives a home energy advice visit.

5. Damp and mould update

- 5.1 Since 9 December 2022, we have proactively communicated with over 23,000 residents and made over 1,000 calls to increased risk groups such as those who are overcrowded with children aged 5 and below.

- 5.2 We also introduced video calling in early 2023 alongside a What's App channel so that residents can more easily share pictures and videos of the issues they are experiencing and to help our staff triage cases effectively.
- 5.3 This activity has generated over 6,300 new cases and we diverted resources in December and January across a wide range of teams to make sure we inspected homes within 10 working days.
- 5.4 To date, the number of emergency cases identified is 174 and across all workstreams the total number of cases currently being managed is 4,282.
- 5.5 We have recruited substantial additional resources to carry out inspections, complete mould washes and supervise works.
- 5.6 Our aim is to assess and programme all cases before the end of the August so that we can put our longer-term arrangements in place for the management of damp and mould.

6. Prioritisation of fire safety works

- 6.1 The Council has a robust regime for the completion of fire risk assessments (FRAs) with over 3,200 FRAs being undertaken every three years.
- 6.2 The fire risk assessor will identify the works required and the overall risk rating for the block. The Council's fire safety team then reviews each FRA and actions are allocated to the relevant team – e.g. Capital Works, Repairs, Landlord Services, Estate Services.
- 6.3 The bulk of actions relate to items such as replacement front doors, installation of door closers and other measures such as emergency lighting.
- 6.4 At present the repairs team have 3,000 actions which will be delivered by the Autumn and the Capital Works team have approximately 5,000 actions which form part of geographical packages of work which will be reach site this Summer.
- 6.5 For landlord services we are progressing a new targeted approach to clearing combustible items from communal areas, this in line with our approved policy and communications material and estate services have also been making sure communal areas remain clear.
- 6.6 For street properties we have continued our work to check communal areas each quarter.

7. Contacting the Repairs Service

- 7.1 In April 2021, the Housing repairs contact centre adopted a new approach to reporting repairs by offering various channels for customers to contact us.

- 7.2 This channel shift strategy was designed to free up the telephones so that those with no other option or desire to use online methods could do so without waiting excessive times for calls to be answered.
- 7.3 Starting with web chat, then SMS (text message), WhatsApp and recently video calling and via the Camden account, the uptake of the non-telephone route has been extraordinary.
- 7.4 To date, we have handled over 35,000 chats, 26,500 SMS and over 10,000 WhatsApp conversations. The proportion of all repairs reported other than the telephone is now at over 75%.
- 7.5 This channel shift means that the telephone option performance is at its best level to date with an average speed to respond of 52 seconds and only 4% not answered at the first point of contact.

8. Performance on Mechanical & Electrical Contracts

- 8.1 M&E contractor performance is set out below for each contract for the year 2022/23.
- 8.2 Monthly performance meetings are held as a minimum with each contractor, these informed by resident feedback from our telephone and SMS surveys and repairs data.

Apex – Lifts	
Customer Satisfaction	79%
Orders completed	3,847
Avg days to complete	8
Live orders	119

- 8.3 The number of lift repairs outstanding do not mean the particular lift is not operational.
- 8.4 On average there are approximately 20 lifts out of service at any one time, we monitor out of service lifts and prioritise works to these.
- 8.5 Communications to residents are issued where works are prolonged. The percentage of lifts repaired within 1 day remains 80%+ and attendance to site is generally within 2 hours.

GEM – Communal Heating / Mechanical	
Customer Satisfaction	78%

Orders completed	16,612
Avg days to complete	8.75
Live orders	850

8.6 In general, **GEM** respond well to the demands of Camden's heating network which requires investment and a number of our older networks that are prone to leaks.

8.7 The average time for communal heating repairs completion is impacted by a number of orders that were issued during the winter season, also some hard to resolve leaks at sites such as Rowley Way.

BTU – Individual Heating	
Customer Satisfaction	86%
Orders completed	17,732
Avg days to complete	1.62
Live orders	1,058

8.8 **BTU** complete a high volume of orders each year and we are looking at how best to reduce this through the targeted replacement of older individual boilers.

8.9 **BTU** also complete our annual servicing checks and are currently installing Carbon Monoxide detectors this year as part of their programme of works.

Openview – Estate Lighting / Electrical	
Customer Satisfaction	81%
Orders completed	4,204
Avg days to complete	12.8
Live orders	152

8.10 **Openview** has recently taken on additional staff to meet the demands that the service is needing throughout the year. They are targeting high risk areas as a priority and we are continue to push Openview to improve the time taken to complete repairs.

8.11 Please note that there have been issues in relation to obsolete parts on older installations, this often requiring a further visit to source and install appropriate fittings. Openview have also invested and enlarged the stock locally stored to improve the service downtimes.

SCCI – Door Entry / Ancillary Services	
Customer Satisfaction	83%
Orders completed	4,906
Avg days to complete	1
Live orders	143

8.12 Generally the **SCCI** contract performs well. Some of our older door entry / gate systems are prone to repeat repairs so while attendance is prompt there are some systems we need to review and consider whether replacement is required.

Report Ends

Capital Works Update

1 Introduction

- 1.1 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 Camden Town

- 2.1 Larger schemes reaching site include the works at Monica Shaw Court and various blocks on the Regents Park Estate.

Monica Shaw Court

- 2.2 The works proposed are to 1-29, 30-37, 38-47 & 48-75; the works vary 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.

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

Block Address	Estate	Status
Regents Park Estate – façade repairs	Regents Park Estate	In progress
Monica Shaw Court		In progress
1-32 The Chenies		In progress
1-24 Calgarth		In progress
Brockham house 1-17 / Rainham		In progress
92 Arlington road (flats a-b)		Procurement
96 Arlington road (flats a-b)		Procurement
1-5 Platt Street (ODD)		Procurement
26-29 Medburn Street		Procurement
11-17 Platt Street (ODD)		Procurement
20-25 Medburn Street		Procurement
7, 9 Platt Street		Procurement
30, 31 Medburn Street		Procurement
18, 19 Platt Street		Procurement
33 Crowndale Road (FLATS A-B)		Procurement
90 Arlington Road (FLATS A-B)		Procurement
53-86 Munster Square	Regents Park Estate	Re-tender
1-70 The Combe	Regents Park Estate	Re-tender
1-60 Mackworth House	Regents Park Estate	Re-tender
1-67 Troutbeck	Regents Park Estate	Re-tender
85-139 Stanhope Street (Odd)	Regents Park Estate	Re-tender

1-44 Swallowfield	Regents Park Estate	Re-tender
141-179 Stanhope Street (Odd)	Regents Park Estate	Re-tender
1-11 Marlston	Regents Park Estate	Re-tender
1-31 Churchway (ODD)		Procurement
1-45 Wellesley House		Procurement
2-84 Coopers Lane (EVEN)		Procurement
1-24 Tolmer Square /2 Foundry Mews		Procurement
1-76 Clarence Gardens		Scoping

3 Gospel Oak

- 3.1 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

- 3.2 The current heating and hot water project is due to complete shortly. 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 later this year.

Maitland Park

- 3.3 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. We have recently consulted with residents on the scope of the works and will shortly be proceeding to tender.

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

Block Address	Estate	Status
117-164 Kiln place	Kiln Place Estate	In progress
1-12 Mary Wharrie House		In progress
Ferdinand Estate - façade repairs	Ferdinand Estate	In progress
1-58 Primrose hill		Sec 20
79-87 King Henrys road		Sec 20
28 Quadrant		Procurement
1-160 Southfleet	St Silas Estate	Procurement
1 - 10 Stonegate	St Silas estate	Procurement
1-26 Halstow	St Silas estate	Procurement
1-19 Lenham	St Silas estate	Procurement
1-18 Fordcombe	St Silas estate	Procurement
1-20 Cheriton	St Silas estate	Procurement
1-30 Leysdown	St Silas estate	Procurement
1-64 Burmarsh	St Silas estate	Procurement

1-14 Maple house	Maitland Park Estate	Procurement
6-134 Maitland Park Road	Maitland Park Estate	Procurement
190-197 Maitland Park Road	Maitland Park Estate	Procurement
198-205 Maitland Park Road	Maitland Park Estate	Procurement
1-32 Hornbeam house	Maitland Park Estate	Procurement
1-43 Alder house	Maitland Park Estate	Procurement
1-27 Rowan house	Maitland Park Estate	Procurement
1-47 Barnfield		Scoping
1-47 Barnfield		Scoping
1-7 Wedmore		Scoping

4 Hampstead

4.1 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.

4.2 Projects being mobilised at present include:

Block Address	Estate	Status
1-30 New Priory Court		In progress
1-20 Stevenson House	Alexandra & Ainsworth Estate	In progress
1-24 Greenaway House	Alexandra & Ainsworth	In progress
1-36 Edgeworth House	Alexandra & Ainsworth Estate	In progress
1-16 Farndale House	Kilburn vale estate	Sec 20
1-25 Holmesdale House	Kilburn vale estate	Sec 20
1-24 Lorton House	Kilburn vale estate	Sec 20
1-16 Marshwood House	Kilburn vale estate	Sec 20
1-16 Ribblesdale House	Kilburn vale estate	Sec 20
1-6 Wharfedale House	Kilburn vale estate	Sec 20
1-22 Fairhurst		Sec 20
Campden House		Procurement
Leitch House		Procurement
23 Gascony Avenue (flats a-c)		Procurement
Ellerton House (1-32)		Scoping
97-105 Solent Road		Scoping
24-26 Maygrove road		Scoping
1-16 Bradwell House		Scoping
60-62 Netherwood Street		Scoping
1-6 St Mary's Mews		Scoping
88 West End Lane (FLATS A-D)		Scoping

23 Winchester Road & flats (a-c)		Scoping
25-35 Winchester Road		Scoping
12-17 Beaumont Walk		Scoping
23-28 Beaumont Walk		Scoping
29-34 Beaumont Walk		Scoping
35-39 Beaumont Walk		Scoping
40-45 Beaumont Walk		Scoping
6-11 Beaumont Walk		Scoping
1-91 Templar House		Scoping
91-112 Templar House		Scoping

5 Holborn

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

Tybalds

- 5.2 A large investment programme including works of approx. £6m have commenced with the contractor setting up site in the interim under Blemundsby. The works will happen in 3 phases and is due to complete later this year.

1. Blemundsby, Windmill, and Falcon
2. Chancellors Court, Babington Court, Richbell, and Springwater
3. Boswell House and Devonshire Court

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

- 5.3 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 out to tender.

Derby Lodge

- 5.4 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 project is now on site.

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

Block Address	Estate	Status
Derby Lodge	Derby Lodge	Re-tender
Powis House	Powis House	Re-tender
Gamages secondary glazing	Gamages	Re-tender
2-4 Calthorpe street		Re-tender
Tybalds Better Homes	Tybalds	In progress
1-30 Skipwith House	Bourne estate	Procurement
1-30 Denys House	Bourne estate	Procurement
1-30 Frewell House	Bourne estate	Procurement
1-34 Scrope House	Bourne estate	Procurement
1-8 Hyltons		Procurement
1-44 Linfield		Procurement

6 Kentish Town

6.1 There are a number of projects being mobilised.

Kenbrook

6.2 Work has now been completed on the design of the fire safety works which was quite complex. The scheme has been tendered is now on site.

Lissenden Gardens

6.3 The external works to Clevedon, Parliament Hill Mansions and Chester Court are now on site.

268 Kentish Town Road

6.4 Heating works have been carried out and we are now progressing with 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
236-240, 242-244 Royal College Street	Royal College Street	In progress
268 Kentish Town Road		In progress
1-95 Camelot house		In progress
North Villas		In progress
Clevedon, Parliament and Chester	Lissenden Gardens	In progress
Kenbrook Phase 2	Kenbrook House	In progress
25 Caversham road (flats a-d)		Sec 20
2 Winscombe street		Sec 20
3 Winscombe street (flats a-b)		Sec 20
4 Winscombe street		Sec 20
7 Winscombe street (flats a-b)		Sec 20

14 Winscombe street		Sec 20
15 Winscombe street (flats a-b)		Sec 20
53 Oseney crescent (flats a-d)		Sec 20
17 Bartholomew road (flats a-d)		Sec 20
15 Doynton street (flats a-b)		Sec 20
19 Doynton street (flats a-b)		Sec 20
25 Doynton street (flats a-b)		Sec 20
33 Doynton street (flats a-b)		Sec 20
35 Doynton street (flats a-b)		Sec 20
33 Leighton road		Sec 20
60 Woodsome road (flats a-b)		Sec 20

7 Sheltered and Temporary Housing Schemes

7.1 There are a number of sheltered and temporary housing schemes that are currently being progress by the team.

Block Address	District	Ward	Status	Scope
61 Kingsgate	Hampstead	Kilburn	Procurement	Replacing the roof and painting and decorating the externals.
Holmes road Hostel	Kentish Town	Kentish Town South	In progress	Air conditioning works in rooms
Levine and Abbotts	Hampstead	South Hampstead	Procurement	Roof repairs Renew gutters and downpipes Works to the front elevation balconies External works Window works
Argenta House	Gospel Oak	Gospel Oak	Procurement	Decorate flat Balconies, Emergency lighting, External decorations, Install French drain, Refurbish office and guttering works
Henderson court	Hampstead	Hampstead Town	Procurement	Refurbish managers office/kitchen/WC, Waterproofing works to the court yard, Pond works, Install electric operated retractable sunshade shelter, Install WC in common room, Supply and

				install a new gate and frame.
10 Bramshurst	Hampstead	Kilburn	Procurement	Externals – Install bench/seating area and external decorations Flats – New Bathroom and kitchen Communal – Drainage works, upgrade fire alarm system to new L2 system, decorate office and replace carpet.
154 Broadhurst Gardens	Hampstead	South Hampstead	Procurement	External - Minor roof repairs, Works to RWG, Window repairs, Fabric repairs and External decorations. General/Communal – Install Video intercom to main entrance door, install flooring and re-decorate communal area.
180 Haverstock Hill	Gospel Oak	Gospel Oak	Procurement	Externals - Overhaul of roof, Works to RWG, Window repairs , Fabric repairs and External decorations. Internals – works to basement area including new flooring and redecoration. Refurbish bathroom on lower ground floor Investigate and rectify damp in living room and re-plaster affected areas. Internal decorations Fire -risk assessment works
Dartmouth Park Avenue	Kentish Town	Highgate	Procurement	External - Overhaul of roof, Works to RWG, Window repairs, Fabric repairs and External decorations Internal decorations

				Refurbish bathrooms and WC on first and second floor.
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8 Retrofitting housing stock and delivering against the aims of the Camden Climate Action Plan

8.1 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:

- Grant funded pilots (SHDF Wave 1):
 - Full deep retrofit of 10 street properties, currently undergoing planning permission. The tenders will be uploaded to London Housing Consortium Framework in May 2023
 - Deep retrofit of 5-7 Belsize Grove, which comprises 58 homes – these works are progressing
 - Energy efficiency works at Brookes Court, which comprises 32 homes – these works are progressing
- Internal wall insulation to 50 homes with solid walls included as part of the Somers Town Future Neighbourhoods project
- “Energiesprong” (meaning “Energy Leap”) demonstrator project to carry out deep retrofit of a small block as a prototype project using their technology and repayment model (comfort charge). The GLA have allocated ‘United Living’ as the principal contractor via their RE:NEW framework. The first formal residents consultation event took place in May
- Successfully secured £3.6m of central government grant funding (SHDF Wave 2) to retrofit 283 homes in 23/24 & 24/25.

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.

9 Mechanical and Electrical Programme

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

Maiden Lane

9.2 Air source heat pumps have been identified as the most energy efficient renewable technology for the district heating system. Our consultants are finalising the system designs with a view to submit application for GHNF funding in the May round of applications. This project is due to proceed to tender in the Autumn 2023 and the works will benefit the whole estate.

Weedington

9.3 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. Works are due to be completed Summer 2024.

Mayford

- 9.4 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 Autumn 2023.

Holly Lodge

- 9.5 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. We are currently seeking input from planning with a view to the works being tendered in the Autumn 2023.

St Silas

- 9.6 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 complete June 2023.

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

Location / Description	District	Ward	Scope	Status
Ampthill High Rise Emergency Lighting and electrical works	Camden Town	Regent's Park	Emergency lighting & communal lighting	Scoping
Mayford district heating and plant room upgrade	Camden Town	St Pancras & Somers Town	District heating	Contractor selection process in progress with a view to start works Autumn 2023
Dunboyne Road Estate Plant Room and Internals plus Electrical Works	Gospel Oak	Gospel Oak	District heating	Scoping ready for tender
Weedington district heating upgrade	Gospel Oak	Gospel Oak	District heating plant room upgrade	Works on site due to complete Autumn2024
Belmont 13-29 district heating and plant room upgrade	Gospel Oak	Haverstock	District heating	Resident meetings regarding system changes to individual heat pumps on- going
New Harmond plant room upgrade	Gospel Oak	Haverstock	District heating plant room upgrade	Works on site and due to

				complete Summer 2023
Southampton Road 22-38 district heating and plant room upgrade	Gospel Oak	Haverstock	District heating plant room upgrade	Works on site and due to complete Summer 2023
St Silas Street Estate Communal	Gospel Oak	Haverstock	District heating plant room upgrade	Works on site and due to complete Summer 2023
St Silas Street Estate Individual V2	Gospel Oak	Haverstock	District heating plant room upgrade	Works on site and due to complete June 2023
15 Belsize Avenue plant room upgrade	Hampstead	Belsize	District heating	Resident meetings regarding system changes to individual heat pumps on-going
Ellerton bulk gas works	Hampstead	Fortune Green	Bulk Gas Works	Works completed
Spedan Close 1-42 district heating and plant room upgrade	Hampstead	Frognaal	District heating plant room upgrade	Scoping ready for tender
Rowley Way heating and windows upgrade	Hampstead	Kilburn	District heating and windows	Pilot flats complete, discussion with TRA on scope
Rowley Way Risers	Hampstead	Kilburn	Electrical	Scoping ready for tender
Seymour House plant room & distribution pipework	Holborn	Bloomsbury	District heating	Scoping ready for tender
Brookes Court heating plant	Holborn	Holborn & Covent Garden	District heating	S20 consultations in progress, works due to complete this Autumn 2023
Great Ormond Street plant room upgrade	Holborn	Holborn & Covent Garden	District heating	Works on site and due to complete Summer 2023
Tybalds M&E phase 1	Holborn	Holborn & Covent Garden	District heating plant room upgrade	Works completed
Tybalds phase 2 CIP regen enabling	Holborn	Holborn & Covent Garden		In progress

Tonbridge House 24-74 plant room upgrade	Holborn	King's Cross	District heating plant room upgrade	Works on site and due to complete Summer 2023
Lift packet 7	Holborn	Various	Lifts	WIP due to complete Autumn 2023
Camden Road (217 - 255) plant room upgrade	Kentish Town	Camden Square	District heating	Works completed
Maiden Lane district heating and plant room upgrade	Kentish Town	Camden Square	District heating	Scoping ready for tender
Chester Court plant room upgrade	Kentish Town	Highgate	District heating	Resident meetings regarding system changes to individual heat pumps on-going
Holly Lodge plant room upgrade	Kentish Town	Highgate	District heating	Scoping ready for tender
Elsfield - 1-23 Elsfield bulk gas works	Kentish Town	Kentish Town North	Bulk Gas Works	Scoping ready for tender
Elsfield Door Entry System	Kentish Town	Kentish Town North	Door Entry System	Scoping ready for tender
Lift packet 6	Various	Various	Lifts	WIP due to complete Autumn 2023
Clyde Court	Camden Town	Somers Town	District heating	Procurement process complete, works commence July 23

10. Fire Safety Programme

10.1 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 a large number of 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

10.2 The works to the three tallest blocks on the estate are on site and are progressing against the agreed programme. These are due to complete this summer.

Next steps for the remaining blocks

10.3 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

10.4 We have a wide range of projects which 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.

Location / Description	District	Ward	Status
Cromer Estate cladding remediation	Holborn	King's Cross	In progress
Bourne Estate Fire Rated Flat Entrance Doors	Holborn	Holborn & Covent Garden	Procurement – mobilise Autumn 2023
FRA Packet 1 - Installation of hard-wired smoke and carbon monoxide alarms to over 2000 homes in the South of the borough	Various	Various	Complete
FRA Packet 2 - Installation of hard-wired smoke and carbon monoxide alarms in the North of the borough	Various	Various	Complete
FRA Packet 3 - Renewal of flat entrance doors and installation of hard-wired smoke and carbon monoxide alarms in the South of the Borough	Various	Various	In progress
FRA Packet 4 - Renewal of flat entrance doors and installation of hard-wired smoke and carbon monoxide alarms in the North of the Borough	Various	Various	In progress
FRA Packet 16 - Installation of domestic smoke and carbon monoxide alarms to properties in the south of the borough.	Various	Various	In progress
Street properties – alarms programme in communal areas and inside individual properties	Various	Various	In progress
FRA Packet 05 - Various FRA works including flat entrance and communal door renewal, communal and individual hard wired smoke alarms, emergency lighting,	Camden Town	Various	Tender evaluation complete –

fire stopping works to blocks within Camden Town area.			contract award soon
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 blocks in Gospel Oak area.	Gospel Oak	Various	Tender evaluation complete – contract award soon
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 blocks within Kentish Town area.	Kentish Town	Various	Tender evaluation complete – contract award soon
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 blocks within Hampstead / Kilburn area	Hampstead	Various	Tender evaluation complete – contract award soon
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 blocks within Holborn area.	Holborn	Various	Tender evaluation complete – contract award soon
FRA Packet 10 - Emergency lighting upgrading works to purpose-built blocks in the South of the borough.	Various	Various	Scoping / Design stage
FRA Packet 11 - Emergency lighting upgrading works to purpose-built blocks in the North of the borough.	Various	Various	Scoping / Design stage
FRA Packet 12 - Bacton Tower Fire Safety Works – various (doors and screens and gas removal over two phases)	Gospel Oak	Gospel Oak	Scoping / Design stage
FRA Packet 13 – Works to address Bin chutes	Various	Various	Scoping / Design stage
FRA Packet 14 – loft compartmentation works	Various	Various	Scoping / Design stage
FRA Packet 15 – Installation of remaining flat entrance doors to the South of the brough.	Various	Various	Procurement due June 2023
FRA Packet 17 - Installation of remaining flat entrance doors to the North of the borough	Various	Various	Procurement due June 2023
FRA Packet 18 – Remaining domestic LD2 Alarms South of the borough	Various	Various	Procurement due June 2023

FRA Packet 19 – Remaining domestic LD2 Alarms North of the borough	Various	Various	Procurement due June 2023
FRA Packet 20 – Communal decorations	Various	Various	Procurement due June 2023
Wingham Scissor Blocks – vent changes and fire doors	Gospel Oak	Haverstock	Scoping / Design stage
Durdans Sprinkler installation	Kentish Town	Camden Town	Scoping / Design stage
Haddo House – flat entrance doors and screens	Kentish Town	Highgate	In review
38 Great Russell Street compartmentation	Holborn	Bloomsbury	Procurement in progress
Dartmouth Park Hill / Beaumont Walk roof compartmentation	Kentish Town	Highgate	Scoping / Design stage
Whitton, Rydal Water, Derwent - Gas pipe compartmentation and associated works - to be added to packet 16	Camden Town	Regent's Park	Procurement due – to complete by December 2023
Brunswick Communal Doors and Emergency Lighting	Holborn	Bloomsbury	Scoping / Design stage
Grafton Way alarm reconfiguration	Holborn	Bloomsbury	Estimated on site July 2023
Cressfield Road sheltered - ventilation in communal area	Gospel Oak	Gospel Oak	Scoping / Design stage
Snowman, Casterbridge and Mary Green communal doors and screens	Hampstead	Kilburn	Re-designed – pilot July 2023 then tender soon after
Long Meadow Alarms	Kentish Town	Kentish Town South	In progress
162 Regent Park Road Communal Alarms	Gospel Oak	Primrose Hill	In progress

Report Ends

CCTV UPDATE REPORT

1. CCTV

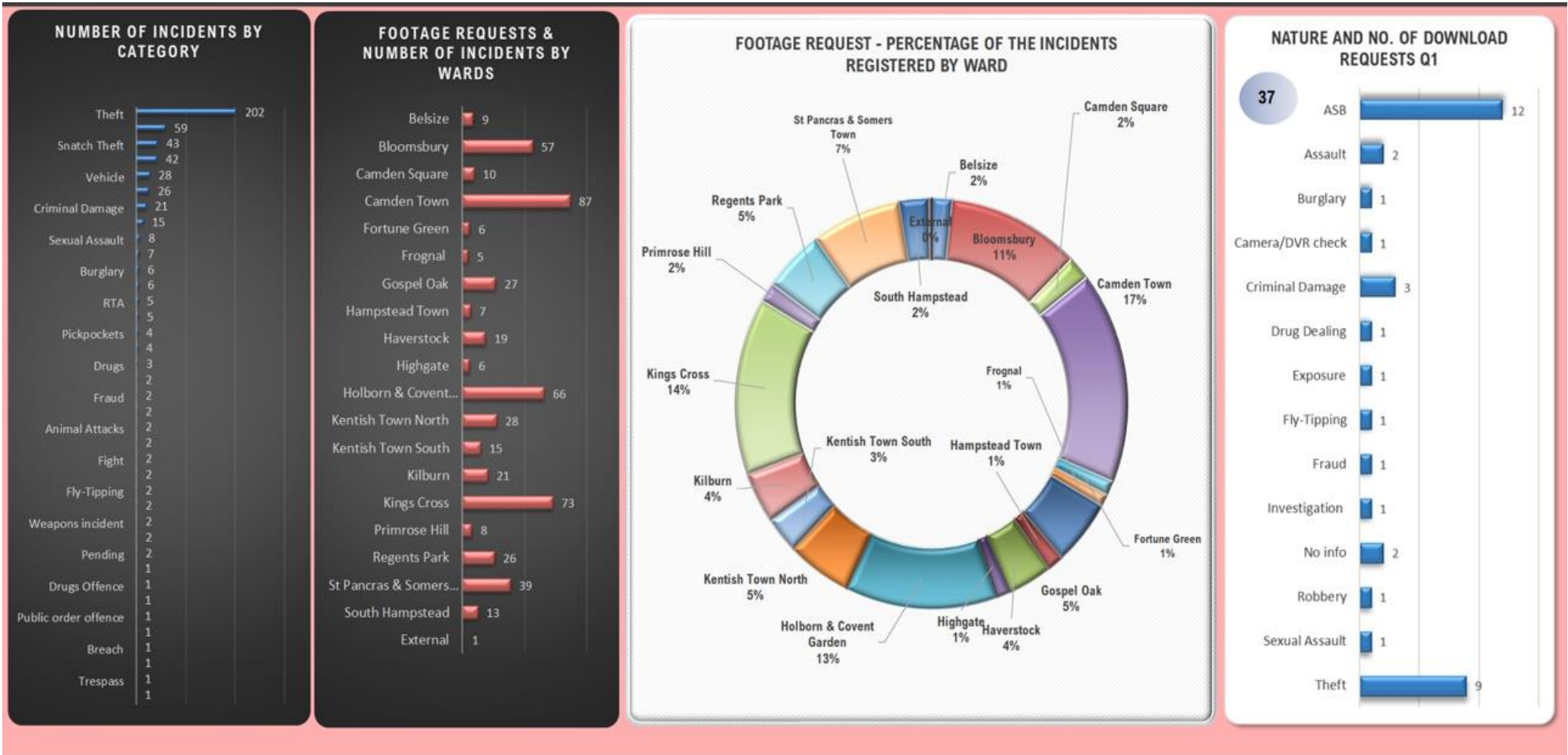
- 1.1 Substantial work has been carried out on the replacement of the CCTV network over the last three months that includes;
 - 1.1.1 We have completed the visits and assessments for 34 of the 54 estates in the programme
 - 1.1.2 All 54 estates will be visited and designed by the end of August
 - 1.1.3 In terms of completed installations:
 - a) estates are now fully upgraded
 - b) 9 estates have works on site
 - c) 152 new cameras now working and broadcasting to the CCTV Control Room
 - d) 41 new cameras are installed and will start broadcasting to the control room in May/ June
- 1.2 A document with more details about the upgrade (subject to change due to operational and technical reasons) has been published on the Council's website. It will be updated monthly and can be accessed here - [CCTV and Responsive Security Patrol \(RSP\) - Camden Council](#)
- 1.3 There has also been some really good pro-active work from CCTV operators over the last three months, on one occasion we received thanks from the Police when an elderly and vulnerable resident was missing from their address. CCTV checked the surrounding area and located the person and were able to guide the Police straight there to assist them.
- 1.4 On another occasion proactive work from an operator resulted in two males being recorded snatching a mobile phone and making off, CCTV again were able to direct the Police into the location they were hiding, two people were arrested and fifteen suspected stolen mobile phones recovered.
- 1.5 Recruitment to our in-house CCTV team is now complete and we are awaiting our final operator to join.
- 1.6 Visits for DMC / TRA reps have started to the new CCTV control room and a number of you have visited already, 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.
- 1.7 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 2023

and the increased service charge will be applied in April 2024. Residents and Tenants will be notified in advance.

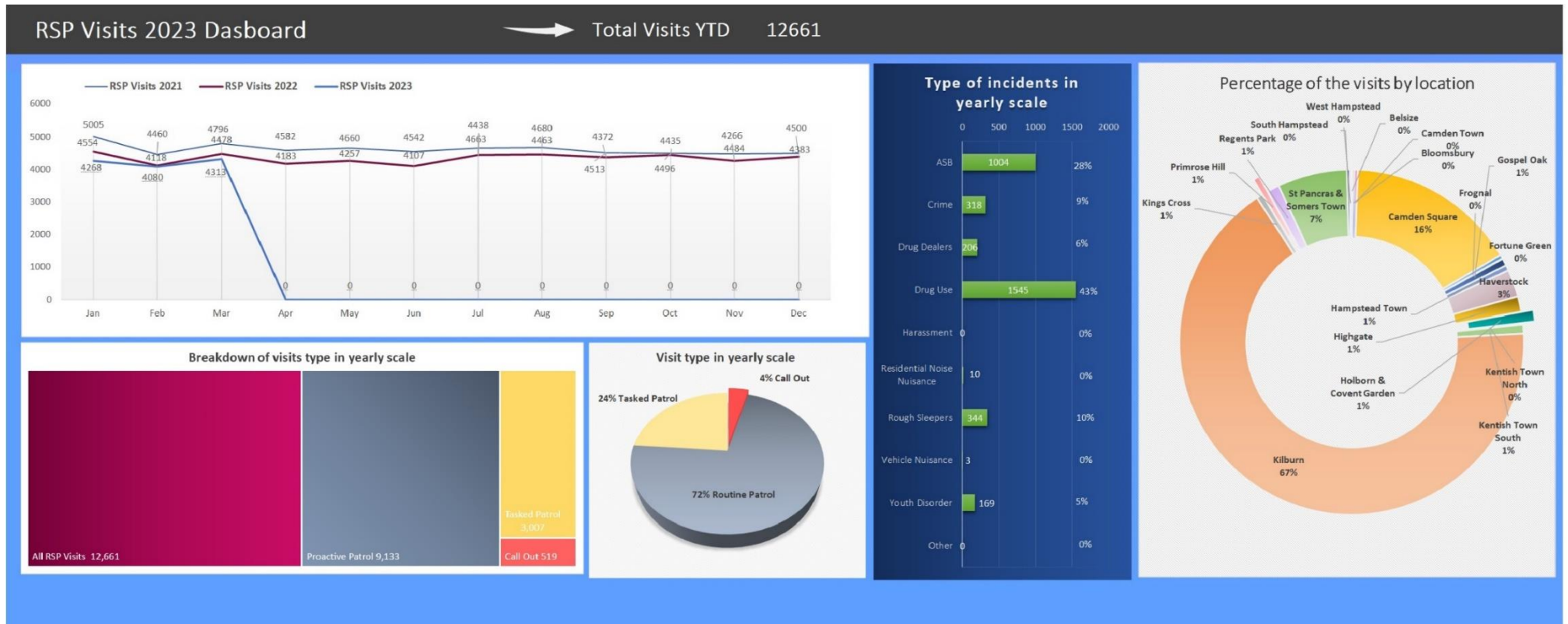
2. Responsive Security Patrol

- 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.
- 2.2 The RSP can be called out for any type of ASB and residents can call them out without sharing their personal details.
- 2.3 In the first quarter of this year they have carried out over 12,500 patrols. About 25% of these are targeted patrols to proactively disrupt ASB and dealt with more than 500 residents call outs in 3 months.
- 2.4 The two most common causes of incidents are drug use (1545 incidents) and ASB (1004 incidents). Kilburn was the busiest ward in the first three months of 2023.
- 2.5 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.
- 2.6 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
- 2.7 All RSP cars are fitted with GPS trackers that show in real-time where the vehicles are and keep a record of all the cars' movements. The cars are fitted with in-car CCTV that records automatically
- 2.8 RSP officers are equipped with body worn CCTV cameras that captures both audio and video.
- 2.9 If there is a complaint about a patrol then all of this data is downloaded and compared to the patrol logs officers submit. Management also carry out a "dip sampling" process where they select patrols at random and check all of this for accuracy.

3. CCTV Dashboard – call types, locations, footage requests, Jan – March 2023



4. RSP Dashboard, Jan – March 2023



Report Ends

Landlord Services Performance Update

1. Rent Collection

- 1.1 Establishing contact with tenants who are behind with their rent, or at risk of falling behind, remains a high priority for landlord services teams.
- 1.2 At the time of writing, around 700 tenants have yet to update their standing orders to reflect their new charges and contact will be made with everyone.
- 1.3 Although a proportion of tenants need help and support because they are struggling, many simply need nudging to prioritise making contact with their bank and to make a payment to clear their shortfall.
- 1.4 Making personal contact and ensuring that tenants know where to get help when they need it will remain a priority for our service.

Rent collection data

	4 Apr 2021	4 Apr 2022	2 Oct 2022	2 April 2023	7 May 2023
Rent arrears	£10,387,511	£12,346,862	£14,253,940	£14,895,163	£15,922,063*
%Collection rate	98.10	97.92	96.92	97.37	97.17
Owe 7 weeks+	2677	3010	3303	3337	3177
Tenants on UC	4412	5164	5680	6076	6316
Arrears owed by tenants on UC and % of total arrears	£4,099,443 39%	£6,515,001 53%	£7,264,844 51%	£7,410,272 50%	£8,223,267 £51.6%

*This figure will reflect to some extent that tenants are still adjusting to the changes to their charges in April. This is a current area of focus for rent teams.

Welfare Rights team data April 2022 – March 2023

Income Generated By Benefit Type	Weekly/Monthly	Lump sum/Backdate	Income Generated
Housing Benefit	313,806.5	95,328.6	409,135.1
Universal Credit Rent Element	215,929.8	14,526.35	230,456.15
Discretionary Housing Payments (DHP)	0	47141.89	47,141.89
Council Tax Support	59,959.12	20255.61	80,214.73
Benefits (incl. ESA, UC non rent elements, PIP, AA, DLA)	734,804.2	364167.1	1,098,971.3
Number of Benefit Claims resolved	817	TOTAL INCOME	£1,865,919.17

Debt Outcomes (excl rent arrears)	
Debt written off	£39,726.90
Disposable income gained through debt negotiations	£8,358.84
Debt actions relating to the above categories	151
Total debt actions resolved	176

2. Tenancy Visits

- 2.1 Neighbourhood housing teams are considering ways to step up our programme of tenant visits so that we visit as many tenants as we can this year to make sure all is well and have conversations about any help or support they would like from housing staff.
- 2.2 Providing a face-to-face service is at the heart of landlord services. As well as their neighbourhood housing officer, tenants may see the rent teams or our housing investigations team (HIT) out knocking on doors.
- 2.3 In 2022-3 the HIT helped to recover at least 53 homes for re-letting that could otherwise have been lost to the stock. This included 20 homes where the keys had been passed on or that had been abandoned by the tenants.
- 2.4 You can contact HIT in confidence on our on-line form [Council tenant rights and responsibilities - Camden Council](#) or at TenancyFraud@camden.gov.uk.

Report Ends

Void Performance Update

Update on Empty Council Homes (voids)

1. Introduction

- 1.1. This report provides an update of performance on empty homes management for the 4th quarter of 2022/23, ending March 2023.

2. Performance

Average turnaround times

- 2.1 Prior to the Moving Home Team being set up at the end of September 2022, the average void turnaround time had been 254 days. Performance has since improved where the average for Quarter 4 (January to March 2023) was 223 days, and the overall average for the whole year was 221 days.

Table 1: Comparable data pre and post Moving Homes Team

	Pre temp team set up May 2022	Team creation end Sept 2022	Q4 (Jan – March)	2022 - 2023
Average void turnaround time	254 days	218 days	223 days	221
Number of voids	803	840	763 (405 excluding held voids)	-

- 2.2 100 of the properties let in Q4 had been void for over 200 days; including three properties well over 1,000 days which significantly affects the average turnaround time. If we remove the three properties that were void for an excess of 1,000 days the average for Q4 would reduce from 223 days to 207 days. These averages are still higher than what we'd like to achieve, particularly due to the letting of some properties that had been empty for a considerable time skewing the average turnaround time.
- 2.3 To further illustrate the above point, when looking solely at the homes that became empty after the Moving Home Team was set up, i.e. void from October 2022, the average turnaround time reduces considerably to 93 days, showing a significant improvement in performance.

Empty homes

- 2.4 Given that average turnaround times are skewed by the extremes, it is also useful to look at the total number of empty homes at a given time where we see some improvement. There were 803 empty homes prior to the set-up of the team, and as at the end of March this has reduced to 763. Of this 763, 358 properties are 'held' for a variety of reasons, including those that are part of the Regents Park Estate decant programme and others awaiting regeneration or major repairs. Of the remaining 405 'active voids', i.e. homes to be re-let, 353 are in the Council's general needs stock and 52 are sheltered housing homes.
- 2.5 'Active voids' have reduced from 471 in November 2022, to 405 at the end of March 2023, again showing a significant improvement in our work to let empty homes.

3. Future actions

- 3.1 Detailed monitoring of our voids process has identified areas for future focus. We are looking at how we can achieve more property repairs being completed in a shorter timescale, and deeper analysis of the time taken between repairs being completed and the property occupied is needed to look at where some actions can be carried out concurrently rather than sequentially.
- 3.2 A review of the trial of setting up the Moving Homes Team will take place in the next few months, and a further report to DMCs will inform residents of the outcome of this.

4. Voids by area

- 4.1 The table below outlines the total void numbers by district, and below that Table 2 shows a breakdown of voids by bedroom size.

	Active voids			Held voids	Total voids
District	General needs	Sheltered voids	Total active voids		
Camden Town	48	7	55	195	250
Gospel Oak	96	11	107	23	130
Hampstead	84	17	101	122	223

Holborn	50	6	56	9	65
Kentish Town	67	8	75	12	87
Total	345	49	394	361	755

Table 2: Active voids by district and bedroom size (as at 31 March 2023)

District	Studio	1 bed	2 bed	3 bed	4 bed	5 bed	Total
Camden Town	2	27	15	10	1	0	55
Gospel Oak	1	47	24	4	3	0	107
Hampstead	9	55	24	2	1	0	101
Holborn	9	30	14	3	0	0	56
Kentish Town	10	32	19	9	4	1	75
Total	36	191	96	54	15	1	394

Report Ends

Caretaking Performance Update

1. Introduction

- 1.1 The following is an assessment of performance for the fourth quarter of 2022/23, ending March 2023, for the Estates Management service.

2. Performance

Working with residents

- 2.1 Managers in the service work closely with TRAs and other residents groups to identify local needs and meet new challenges on estates.
- 2.2 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

- 2.3 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).
- 2.4 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.

Q4 (Jan – Mar 2022/23)	A	B	C	D
Borough	9.8%	88.6%	1.6%	0.0%
Camden Town	4.8%	90.3%	4.9%	0.0%
Gospel Oak	12.1%	87.1%	0.8%	0.0%
Hampstead	19.1%	80.8%	0.0%	0.0%
Holborn	9.5%	89.5%	0.9%	0.0%
Kentish Town	0.1%	99.0%	0.9%	0.1%

- 2.5 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

- 2.6 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. The below table shows KBT's most recent sample inspections and compares against previous period.

Survey period	Litter	Detritus	Fly-posting	Graffiti	Fly Tipping
Current samples (2022/23)	5.56%	3.33%	0.00%	3.33%	6.67%
Previous samples (2022/23)	2.22%	2.22%%	0.00%	1.11%	3.33%

Caretaking Support and Response team

- 2.7 The Caretaking Support and Response team (CSR) is a mobile service that is tasked with delivering enhanced cleaning and project work to estates. This service is a huge asset to the Caretaking Service and is currently in its winter works programme.
- 2.8 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.

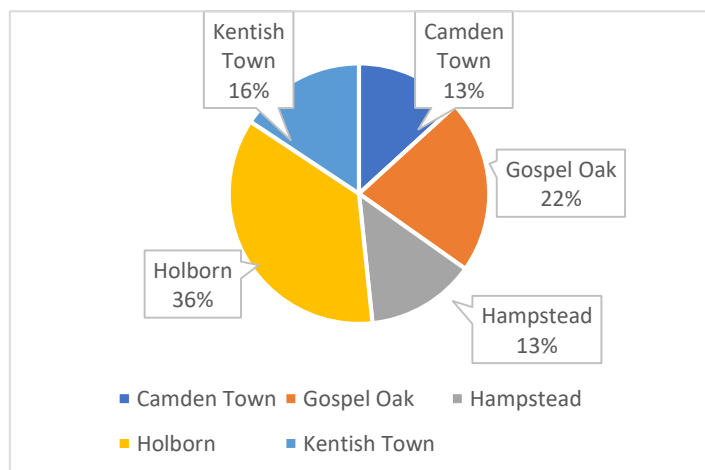
Out of hours service

- 2.9 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 or cleaning up human waste found in lifts.

If you think you need the service out of hours call Contact Camden on 0207 974 4444 who will assign the appropriate response. 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

- 2.11 In the third quarter, the team achieved 156 individual window cleaning operations, with the chart (right) indicating the time spent in each district.
- 2.12 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.



Meter Reading

- 2.13 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.

2.14 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.

Requests for meter readings, and help with relocating utility meters can be requested by emailing the team directly at: <https://www.camden.gov.uk/electricity-meters-in-locked-communal-areas>

Report Ends

ESTATE PARKING UPDATE REPORT

1. Background

- 1.1. Camden’s Estate and Neighbourhood mission states that by 2030, Camden’s estates and their neighbourhood are healthy, sustainable and unlock creativity. The Estate Parking programme is one of the various ways we are enabling people to contribute to their communities and have a say in decisions about their lives and neighbourhoods. We want all our neighbourhoods to support everyone to be healthy, to achieve their wellbeing and self-fulfilment and collectively, to meet and exceed our climate action goals.
- 1.2. In March 2023, Cabinet formally agreed the matter of implementing a TMO on estate land. This report continues from the update provided to DMC’s in March 2023, outlines our progress so far and provides a roadmap for the new Estate Parking programme.
- 1.3. Introducing a TMO is complex, requiring a very prescriptive process to be followed to meet regulatory requirements. While we want to make this transition as quickly as possible and with the minimum of disruption to residents, it is not feasible to introduce TMO’s to all estates at the same time. This is due to the level of consultation required as well as the number of physical adjustments that are needed to implement the new parking schemes, such as adjustments to site layout, remarking bays, installing signage, and introducing alternative transport provisions.
- 1.4. It is proposed that the new parking schemes, alongside any other estates improvements, will be implemented in groups of up to ten sites. This approach will balance the workload and costs against the council’s available resources. As the programme progresses it may be possible to increase this number of estates we implement in each group.

2. Group 1

- 2.1. The sites proposed for group 1 were confirmed to Cabinet in March 2023 (SC/2023/03). These sites are:
 - E00001 Ampthill Square Estate
 - E00019 Ossulston Street Estate 1 & 2
 - E01026 Russel Nurseries Estate
 - E01029 South End Close Estate
 - E02016 Harben Road Estate
 - E02039 West End Sidings
 - E03002 Bourne Estate
 - E04002 Agar Grove Estate
- 2.2. These estates have been selected by assigning a score against each of the known issues at that location.

Theme	Criteria	Score
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Safety improvements	Emergency and waste collection vehicles experience occasional or frequent access issues	Up to +30
	There is opportunity to improve pedestrian safety	Up to +30
Parking	<p>There is evidence of some or all of the following:</p> <ul style="list-style-type: none"> • Non-compliant parking • Parking Overspill • High parking demand • Material change impact 	Up to +20

2.3. The 9 locations selected for phase 1 each received a high score when assessed against the above criteria. In addition, some of the key reasons supporting each site for inclusion in the programme are detailed in the table below:

Estate	Comments
E00001 Ampthill Square	<ul style="list-style-type: none"> • Motor vehicles and cycles being parked outside of marked bays • Parking pressure from nearby transport hubs, attractions, hospitality and retail
E00019 Ossulston Street 1 & 2	<ul style="list-style-type: none"> • Seasonal parking problem with many PCNs being issued during the summertime period (may be due to visitors of local attractions) • Forms part of the Euston to St Pancras pedestrian route, so important to maintain clear footway access
E01026 Russel Nurseries	<ul style="list-style-type: none"> • Ongoing problem with non-residents entering the estate either unaware of or choosing to ignore the controls • Pressures from nearby underground stations and Royal Free Hospital
E01029 South End Close	<ul style="list-style-type: none"> • Enforcement contractor receives regular complaints from residents regarding poor compliance with parking controls • Parking pressure from nearby hospital
E02016 Harben Road	<ul style="list-style-type: none"> • Pressure from nearby attractions including retail, parks and Lords cricket ground
E02039 West End Sidings	<ul style="list-style-type: none"> • Vehicles parked outside of designated parking areas in parts of the estate • Problems with footway parking and vehicles causing obstructions to pedestrians

Estate	Comments
E03002 Bourne	<ul style="list-style-type: none"> • Notable level of problematic parking with motor vehicles and cycles being parked outside of marked bays • Pressures from nearby transport hubs and attractions such as Leather Lane market
E04002 Agar Grove	<ul style="list-style-type: none"> • Inconsiderate and obstructive parking has become a significant problem • Insufficient capacity for cycles and motorcycles, which are causing obstruction to pedestrian walkways

3. Roadmap

3.1. The core ambition of the Estate Programme is to improve estate access and safety by managing poor parking more effectively, however, the programme also creates opportunities for us to achieve the objectives of the Estate Missions programme by fostering local participation with residents. We will continue conversations with residents about how the space around an estate should be used and what each estate could look like, as well as identify the communities' priorities for their estates.

3.2. The timetable below takes us through to the implementation of the first group of locations :

23-24 Q1	Estate consultations on proposed Group 1 changes
23-24 Q2	Review designs based on resident feedback; Undertake statutory consultation
23-24 Q3/Q4	Make any physical changes to estates and begin parking enforcement

4. Subsequent groups

4.1. As we implement estate improvements and parking controls in one location, it is possible that parking issues may migrate to a nearby estate that does not have a TMO in place. Wherever possible we will anticipate these migrations and include affected sites in the same group; however, this will not always be possible to anticipate.

4.2. As the situation evolves, so will the need to reassess the sequence in which we implement the TMO programme. It is anticipated that subsequent groups will initially be selected from the 26 we already have feasibility studies for, but it is not practical to give detail on the specific sequence at this time. Prior to each group of sites being selected we will assess the situation using our selection criteria (para.

2.2 above) to ensure that we are prioritising based on current information, not historical data.

- 4.3. At this time, we consider that not all estates in Camden will benefit from a TMO, however as we work through our list of priority sites it might become apparent that more estates should be included in the programme. We will continue to monitor parking on all our estates to ensure that all residents receive the best outcome from this programme.

Report Ends

GROUNDS MAINTENANCE AND TREE MANAGEMENT CONTRACTORS' PERFORMANCE

1 Introduction

There are over 300 green spaces and 28,000 trees in Camden which are predominantly located across parks and housing estates. The role the Green Spaces service undertakes across housing estates was set out in the March 2021 report. The below sets out an update to that report and provides service performance information as requested.

Grounds Maintenance

Enquires should be raised by:

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

- 1.1. On housing sites, the Council is responsible for
 - 45ha (equivalent to 63 football pitches) of green space
 - Over 14km of hedging
 - 189 playgrounds and ball courts/Multi-use Games Areas (MUGAs)
- 1.2. Camden's Green Space team ensure that housing green spaces and play areas are safe to use, are maintained in line with the contract specification and deliver a range of positive outcomes. These include improving health and wellbeing, addressing social isolation increasing biodiversity, improving access to nature, and contributing to climate resilience.
- 1.3. Camden's grounds maintenance (GM) contract is delivered by our term contractor, idverde. The contract delivers a wide range of green space services that includes over 100 specification items. Routine works include the maintenance of general amenity grass, meadows, relaxed mowing areas, hedges, shrub beds, herbaceous beds, prairie planting and roses. The GM contract also includes the maintenance and weekly inspection of 260 public playgrounds and the provision of Horticulturalists and Park Keepers. The contract is managed to deliver the same specifications across parks and housing green spaces.
- 1.4. The contract is monitored and managed by Camden's green space team. The team responsible comprise 3 grounds maintenance monitoring officers (GMMO's) and 2 Operations Officers (OP's). The teams are supported by a Senior Grounds and Senior Operations Officer and an Operations Manager. The team works across a total of 623 housing, parks, verges, sheltered accommodation, education and corporate property sites.

- 1.5. Responsibility for the management and maintenance of external landscapes on housing sites is shared across services/contracts. The Green Space service is responsible for the maintenance of horticultural features (grass and plants), the management of trees, the maintenance of play areas and ball courts and the periodic spraying of weeds on estate paths and surfaces. Other elements of the external landscape (such as maintenance of paving, surfacing and external furniture, sweeping and litter collection) are delivered by other services.
- 1.6. The Green Space team also manage additional assets and services on housing sites beyond the grounds maintenance contract, including invasive species management (predominantly Japanese Knotweed), green roof management, planting works, planter and community beds construction, living walls and replacement play asset management.

Routine and ad-hoc grounds maintenance

- 1.7 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 accordance with the contracted specification.
- 1.8 Monthly solutions meetings are chaired by the GMMO’s in governance areas that match the DMCs. These look to address operational issues in each area, and are attended by idverde, colleagues from Camden’s team and other operational teams as required. The solution meetings feed into a monthly liaison meeting that reviews contract performance and issues that have been escalated from the solution meetings, Health & Safety, finance, Routine works programme and ad-hoc works.
- 1.9 The GMMO’s undertake a range of monitoring including complaint led and programmed inspections, across housing green spaces. If a task has not been completed a rectification (financial and contract penalty) can be raised against the task to ensure that it is completed in a specific time. Data for the number of rectifications issued is as follows:

	Non Rectifiable Default	Stage 2 Rectification
2019/20	14	207
2020/21	21	143
2021/22	36	197
2022/23	37	127
2023/24 – (March/April only)	0	4

- 1.10 The team maintain and update an accurate digital map of green space assets managed through the contract to ensure charges can be accurately calculated and spaces are managed within budget.
- 1.11 GMMOS attend a range of site walkabouts and accommodate requested site visits where possible. They also feed into broader housing estate work, including Estate Mission projects and informing the design of green space within estate regeneration and CIP projects, to help ensure they can be maintained effectively on completion.

Grounds Maintenance Service Recommissioning

- 1.12 The Council's Green Space service contract with idverde for the delivery of grounds maintenance tasks was agreed in 2017 for an initial 5 year term, with option for 3 individual year extensions. Green Spaces have secured full extension years to allow for timely managed recommissioning of the service following a review of the priorities, structure and specification of the service, whilst maintaining value for money service delivery. The current contract ends in March 2025.
- 1.13 As part of the early stages of this process, an online consultation for residents and other stakeholders was undertaken throughout spring 2023. The online consultation closed on 30th April, receiving 188 responses. We are currently collating feedback, which will help inform the recommissioning process. The consultation was advertised via multiple channels to ensure we could secure as much stakeholder feedback as possible. This included; emails to TRA committee members via the Tenant Participation Team, Camden e-newsletter, VCS bulletin and Camden Essentials (Camden's Intranet). It was also promoted through social media including, Commonplace, Twitter, Facebook and Nextdoor.
- 1.14 We have also undertaken a series of internal workshops with relevant departments across the council, the initial themes of which were reported in the March 2023 DMC update.
- 1.15 We will be completing further stakeholder consultation regarding playground maintenance throughout the summer. We will share further detail on this in due course.
- 1.16 The current recommissioning process provides Camden with the opportunity to explore what future service delivery will look like; which includes considering a number of different delivery models such as fully outsourced, fully in-house or a number of different mixed service delivery models. Both the internal and external stakeholder feedback will feed into this modelling.
- 1.17 Consultation Timeline
- Principles & Concepts: Sept 22- June 23
Gather thoughts, ideas and aspirations through internal and community consultation, to inform design process for the service
 - Service Delivery Modelling: Sept 22 - July 23
Exploring potential service delivery models based on stakeholder feedback
 - Model Engagement: Aug 23 - Dec 23
Gather thoughts relating to the refined service delivery proposals. Begin a process of incorporating final community feedback into the service model designs

Further information can be found at:

<https://camdengreenspacemaintenance.commonplace.is/>

Delivering safe and accessible playgrounds across housing

- 1.18 Green Space Operations currently inspect 189 play areas (play and sports) across 104 Camden housing estates, of these 6 play areas over 4 estates are currently TMO maintained and 183 are maintained by Green Space Operations and our term contractor idverde. The team also manages a further 72 play areas across 36 park sites.
- 1.19 In addition to in-house contract inspection and the contractor's inspections, the playgrounds are inspected annually by an independent playground inspector. The annual inspection results trigger a default process with the contractor where standards are not met, to ensure that the playgrounds are managed and are safe for the public to use.
- 1.20 96% (181 separate play/sports areas) of play areas managed by Camden Green Space Operations on housing estates are currently open for use. 8 play areas/MUGAs are currently closed. The toddler play area at Alexandra & Ainsworth Estate is closed whilst major repair and replacement works to the timber structures are being carried out. One MUGA has been closed pending the completion of investigative works by Network Rail and LB Camden. Two play areas are closed pending the completion of major housing works. Quotes have been received for two sites for major repairs and will progressed subject to agreement with TRAs / residents. Two sites are currently being considered for a change of use and communications are ongoing with TRAs / residents regarding future use and design.
- 1.21 Since the beginning of 2023, and despite some delays caused by the wet and cold early start to spring, several sites have had major works to replace surfacing or assets. Works completed include the completion of the fencing and tarmac surface at Russell Nurseries ('Jim's Pitch') and renewed surfacing at Somers Town Estate play area and the installation of a new play panel. Resurfacing works have also been completed at Kiln Place and Broadfield Estate 2. The tiered area at Sanderson Close has been renewed. Play assets have been replaced at Mayford, Abbey and St Silas Estates, and line markings have been renewed at Westcroft Way. Significant resurfacing works are planned for St Silas Lenham play area which we hope to commence in June 2023.
- 1.22 Appendix 1 at the end of the report illustrates some of the renewal and repair work undertaken.

Delivering capital improvements on housing estates

- 1.23 The grounds maintenance contract includes provision for implementing small-scale changes to horticultural features on sites. This is often used for renewal of planting beds, conversion to more sustainable planting schemes, or responding to requests from residents. These changes are beyond the core provision of the contract and are subject to securing additional funding and resource for planning and engaging with residents on changes.

- 1.24 Through this provision, the team work hard to accommodate the aspirations of residents and TRAs for improvements to estates. There have been a range of successful projects delivered across estates in recent years including renewed planting, extensive bulb planting, wildflower meadow establishment and a large number of new community growing opportunities (such as raised bed areas) to help meet local demand for gardening and food growing.
- 1.25 Larger scale improvements to housing estate green space area also delivered by the Green Space development team, through the councils' Green Space Investment Programme. In recent years this has secured and invested substantial additional funding to work with residents to improve housing estate green spaces. Projects completed in the last year have included extensive work across Regents Park Estate as part of the council's HS2 mitigation work, Estate Greening work in Somers Town as part of the Future Neighbourhoods 2030 project, and a number of projects identified with communities as part of the Swiss Cottage Vision
- 1.26 There has been a notable increase in the scale of requests for improvements in housing sites in recent years, reflecting a wider appreciation of the importance of local green space following the pandemic lockdowns. While the team try hard to accommodate requests to discuss and implement change, current resources do not always enable us to respond to requests as promptly as residents would like.
- 1.27 We are keen to find new ways to resource and support improvement works to housing estate green space, and would welcome further discussion to find ways to achieve this.

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. Together we provide 24 hrs emergency response, 365 days a year for tree emergencies.
- 2.3. The tree term contractor, Treehab Ltd, took over the contract from City Suburban Tree Surgeons Ltd, who had gone into voluntary liquidation, on 31st October 2022. The transfer of the operation has gone smoothly and Treehab Ltd continue to

increase the amount of work completed each month. However, there are still delays and work is being prioritised based on risk.

- 2.4. The tree contract with Treehab Ltd was reviewed in February 2023 and a decision was made to extend the contract with them until March 2024. They are a local firm that employs local people and provide good value to the Council. Another review of the contract will occur in Autumn 2023.

Housing Tree enquiries

- 2.5. 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.

- 2.6. Following the complete year of reporting, it is now possible to provide performance information compared to the same period last year:

Enquiries Received	Apr 2021 - March 2022	Apr 2022 - March 2023
Housing Communal	427	356
Street Property	157	150
Total	584	506

Enquiries closed	Apr 2021 - March 2022	Apr 2022 - March 2023
Housing Communal	415	352
Street Property	204	159
Total	619	511

Work completed	Apr 2021 - March 2022	Apr 2022 - March 2023
Housing Communal	5,693	3419
Street Property	367	169
Total	6,060	3,588

- 2.7. As can be seen from the tables above the number of enquiries received has reduced by 78 and enquiries closed by 108 compared to last year. However, the number enquiries received and closed between April 2022 to March 2023 is almost the same. This is despite the continuing lack of resources in the team, which has meant our safety inspections were 3 months behind.

- 2.8. The amount of work completed on housing property is just over half of what was completed in 2021/2022. This is a result of the ongoing resourcing issues mentioned above and the change to our term contractor. Therefore, we have continued to prioritise works based on risk to maximise work capacity.

- 2.9. The tree planting season runs from October to April and for 2022/2023 we have planted 11 trees on housing sites. These trees have been planted through a mixture of our tree planting programme and HS2 projects. There have been

another 58 trees planted this season through the Communi-tree programme run by the [Camden Forest](#).

- 2.10. 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>

Housing Tree Inspections

- 2.11. The programme of 3 yearly health & safety inspections and maintenance for 2023/24 on Housing estates covers the following wards:

- Camden Square
- Gospel Oak
- Haverstock
- Highgate
- Kentish Town North

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

- 2.12. 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/>

Appendix 1: Examples of recently completed play and infrastructure repair/renewal works





Report Ends

HOUSING COMPLAINTS QUARTER 4 22/23

1. Complaints Records Analysis

Division	Housing Management Qtr 4	Qtr 3 22/23	Property Management Qtr 4	Qtr 3 22/23
Number stage 1 complaints in Qtr	91	46	379	387
cases responded to within time (10 wkg days)	30%	39%	50%	55%
cases responded to late	39%	33%	43%	35%
Open cases currently overdue	31%	28%	7%	10%
Number of "not a complaint" cases & not included in above figures	51	49	194	180
Number stage 2 complaints in Qtr	25	15	82	87
Number Housing Ombudsman decisions in Qtr	2	0	3	2

Housing Management (by Main Service Areas)	Landlord Services Qtr 4	Qtr 3 22/23	Estate Management Qtr 4	Qtr 3 22/23
Number stage 1 complaints in Qtr	46	21	28	22
cases responded to within time (10 wkg days)	15%	43%	11%	18%
cases responded to late	50%	38%	50%	46%
Open cases currently overdue	35%	19%	39%	36%
Number of "not a complaint" cases & not included in above figures	34	22	11	17
Number stage 2 complaints in Qtr	8	7	2	5
Number Housing Ombudsman decisions in Qtr	2	0	0	0

Property Management	Repairs & Operations Qtr 4	Qtr 3 22/23
Number stage 1 complaints in Qtr	372	381
cases responded to within time (10 wkg days)	50%	55%
cases responded to late	44%	35%

Open cases currently overdue	6%	10%
Number of "not a complaint" cases & not included in above figures	183	166
Number stage 2 complaints in Qtr	79	85
Number Housing Ombudsman decisions in Qtr	3	2

- 1.1 The data shows that the number of Repairs complaints remains high and Housing Management complaints have nearly doubled. As a result of the high workload, fewer complaints are responded to on time.
- 1.2 Overall, service levels have decreased as the volume of complaints remains high and has increased.
- 1.3 Please note, the above complaints performance is calculated as per the complaints policy and procedure. The 10 working days are counted from the date the complaint is received by the Council.
- 1.4 Housing Repairs prepare their own specific performance data to measure the performance of the actual service rather than the Council as a whole. In which, the 10 working days is counted from the date Housing Repairs case management team receive the complaint. These figures are reported separately by Housing Repairs as part of their regular performance data.

2. Update on Complaints Process

- 2.1 The majority of Stage 1 complaints are submitted using the e-form on the Council's complaints webpages.
- 2.2 The continued increase in the volume of Stage 1 complaints has resulted in a corresponding increase in requests for Stage 2 reviews. In response to feedback we have created an e-form for submitting Stage 2 requests, making it easier to submit a request for a review.
- 2.3 The increase in Stage 2 requests has resulted in delays in handling Stage 2 complaints. In response to this, the complaints team has increased staff resources with two additional complaints officers starting in May and an additional case co-ordinator in June. This should reduce the delays by August 2023.

3. Compliance with the Housing Ombudsman's Complaint Handling Code

- 3.1 The Council's Complaints Policy and Procedure (2019) is currently being reviewed and updated.
- 3.2 We have been working with the Housing Ombudsman's Compliance Team to ensure the updated policy is fully compliant with the Ombudsman's Complaints Handling Code.
- 3.3 The revised policy will be submitted to the Audit and Corporate Governance Committee for approval in June 2023.

- 3.4 The revised policy and procedure will be effective from 1st July 2023 and published together with an updated self-assessment of the Complaint Handling Code.

Report Ends

CAMDEN HOUSING & PROPERTY RESIDENTS PANEL

1. Background

- 1.2 DMCs are asked to note this report on the Housing and Property Residents Panel in response to questions raised at the last DMC round in March.
- 1.3 The report provides a reminder of the initiation and purpose of the Panel in addition to the establishment process, cost and an update on operation to date.

2 Application Shortlisting Methodology

- 2.1 In selecting the shortlist of applicants to be invited to interview, we implemented a form of stratified random sampling. This is a probability sampling method whereby we divide the pool of applications into multiple strata, or groups, according to their demographic and protected characteristics. It is designed to guarantee that the selected sample group represents specific sub-groups of the total pool of applicants, reflecting the borough's diversity as closely as possible.
- 2.2 The sampling is carried out anonymously with the support of Camden's Participation and Partnerships team – that is to say that all personally identifiable information is removed from the applications for the purposes of the random sampling, and the random sampling itself is carried out by a team otherwise unconnected to the creation & support of the panel itself.
- 2.3 The primary strata from which shortlisted applications are randomly selected include the following, and the sampling process ensured fair, random, and anonymous selection of applications representing a range across each of these attributes:
 - Age
 - Ethnicity
 - Tenure
 - Building type
 - Satisfaction with Camden services
- 2.4 Consideration was given to ensuring a balance of ages, building types, and tenure types which represents as closely as possible: the demographic makeup of Camden; a fair mixture of levels of satisfaction with Camden services; and a range of ethnic identities, which supports the council's aim of enfranchising traditionally underrepresented minorities.
- 2.5 This selection methodology utilised the same approach as that used in shortlisting applications to Camden's Data Charter Residents' Panel and Citizens' Assembly on the Climate Crisis.

3. Selection & Appointment

- 3.1 From the approximately 340 applications received, we shortlisted 36 to be invited to group interview exercises, of whom 20 were appointed to the panel. Additionally, the 10 DMC-nominated candidates were invited directly to interview, and of whom 2 were appointed to the panel.
- 3.2 Resident interview exercises were conducted in groups, each comprising 6-8 applicants. This approach offered applicants the opportunity to demonstrate positive group working skills, as well as exploring the ways they could constructively contribute to the work of the panel. Due to the constrained availability of a number DMC-nominated candidates, DMC nominees were interviewed individually to discuss their potential contributions to the panel and how they could work together with other panel members.
- 3.3 We are not making public the identities of individual panel members.

4 Themes Discussed by the Panel

- 4.1 The themes under discussion by the panel are selected by the panel themselves, and occasionally include topical suggestions from Camden.
- 4.2 The panel has prioritised themes around Housing Repairs, Community Safety & Security, Communication, Overcrowding, Innovation & Technology, and more. We have also solicited feedback from the panel around methods of contacting Housing Repairs, and the way in which the enhanced repairs service currently operates, as well as inviting them to trial the new video calling service which we have recently launched for mould reporting, and which will be rolled out further in due course.
- 4.3 The panel sessions are not minuted, however we will continue to submit reports about the panel to DMCs for their information.

5. The cost of operating the panel

- 5.1 All costs associated with the panel are met through existing budgets. Panel sessions are independently facilitated to enable and encourage the free exchange and discussion of ideas being led by residents and not by officers.
- 5.2 Facilitation is provided by the UK's leading public participation charity, The Involve Foundation.
- 5.3 The facilitation service cost for the 5 panel sessions between Dec 2022 – Nov 2023 is £20,080.
- 5.4 Panel members are not remunerated for their work on the panel, but a light selection of food & drink is provided during panel sessions.

Report Ends

Enhanced Tenant Repair Policy Review

1. Introduction

- 1.1 This briefing provides information on the council's intent to consult with residents on a new enhanced tenants policy over Summer 2023.

2. Background

- 2.1 The enhanced tenant's policy prioritises an enhanced tenant's repair request by actively looking for earlier appointments and bringing them forward to earlier appointments where possible. The council will not usually attend to repair requests that are the tenant's responsibility, even if they are an enhanced tenant. Depending on the time of year, 50% of all repairs reported to the council are carried out by our own staff. Most of our communal repairs are attended to by our contractors within 1-2 days of being reported. This policy review will not impact repairs delivered by our contractors.
- 2.2 A resident can be registered as an enhanced tenant if they are 65 or over, live in sheltered housing or have a household member in receipt of a commissioned care package.
- 2.3 The current policy was introduced approximately 8 years ago. The council supports 23,500 tenanted households; out of this, over 6,000 are currently registered as enhanced tenants. This represents 26% of our households being covered by the policy.
- 2.4 Approximately 1 in 5 calls received are enhanced repair requests. Currently, we cannot pull forward appointments as there is little capacity to do this. This is mainly due to a 30% increase in repairs reported in 2022 compared to 2021.
- 2.5 The council is reviewing the policy and working on designing an effective and fair framework. The scope of the policy review will cover all council tenants except those living in sheltered housing, as repairs are managed in a different way with a dedicated in-house team covering main repair requests.
- 2.6 The enhanced tenants list not only identifies who may need to be prioritised for a non-emergency repair. This key information is available to colleagues in housing teams, and the caretaking service in case additional support is needed due to particular circumstances impacting on a property. For example, if there is a lift failure for a long period of time, officers can offer support to those residents that are unable to leave their homes.

3. Camden strategic goals

- 3.1 We see our housing services as the gateway for people to thrive, forming a big part of a wider family of services that provide early help and support at the point when people need them. To do this our housing services need to be responsive, dealing with everyday issues like repairs, quickly and effectively, and integrating

key services that shape residents' experiences of our estates and neighbourhoods.

4. Reasons for the review

- 4.1 As the policy has not been reviewed for a significant period of time and the intentions of the policy are not being met, it is an ideal opportunity to design a policy that is fit for the future.
- 4.2 The age criteria of 65 needs to be revisited, the state retirement age is currently 66 and will rise to 67 in 2027. There may be many 65-year-olds that do not feel that they need to be on an enhanced tenants list. There may be other vulnerable residents in our properties that are not in receipt of a care plan but may benefit from having their repairs appointments brought forward. Additionally, we make no distinction between tenants living on their own or living with other able-bodied persons who could support the tenant whilst waiting for a repair's appointment.
- 4.3 Initial reviews with other local authorities and housing associations suggest no consistency in providing policies of this type. Some local authorities do not have a policy and adopt an approach where individual conversations with tenants help determine priority needs. This review will offer tenants and interested parties a genuine opportunity to decide the next steps for developing a new policy.

5. Outcomes of the review

- 5.1 The review and consultation process will help us develop a policy supporting our most vulnerable tenants. We will also use the review to ensure that the enhanced tenant's policy offer is communicated to our residents, so user expectation is clear.

6 Early engagement

- 6.1 We are keen to hear the views of DMC members on what considerations should be made in developing the new enhanced tenant policy. This will feed into our work on designing our proposals. We aim to formally start a 12-week public consultation on our proposals in July 2023 to ensure we thoroughly capture feedback.
- 6.2 The consultation will be available online, but provision will also be made for printable versions. An Equalities Impact Assessment (EIA) will be carried out.

Report Ends