



Havering

L O N D O N B O R O U G H

TOWNS & COMMUNITIES OVERVIEW & SCRUTINY SUB- COMMITTEE AGENDA

7.30 pm	Tuesday 20 March 2018	Committee Room 2 - Town Hall
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Members 9: Quorum 4

COUNCILLORS:

Conservative (4)

Steven Kelly
Robby Misir
Frederick Thompson
Carol Smith

Residents' (2)

Jody Ganly
June Alexander

East Havering Residents' (1)

Linda Hawthorn
(Vice-Chair)

UKIP (1)

Lawrence Webb
(Chairman)

Independent Residents' (1)

Michael Deon Burton

For information about the meeting please contact:

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taiwo.adeoye@onesource.co.uk**

Protocol for members of the public wishing to report on meetings of the London Borough of Havering

Members of the public are entitled to report on meetings of Council, Committees and Cabinet, except in circumstances where the public have been excluded as permitted by law.

Reporting means:-

- filming, photographing or making an audio recording of the proceedings of the meeting;
- using any other means for enabling persons not present to see or hear proceedings at a meeting as it takes place or later; or
- reporting or providing commentary on proceedings at a meeting, orally or in writing, so that the report or commentary is available as the meeting takes place or later if the person is not present.

Anyone present at a meeting as it takes place is not permitted to carry out an oral commentary or report. This is to prevent the business of the meeting being disrupted.

Anyone attending a meeting is asked to advise Democratic Services staff on 01708 433076 that they wish to report on the meeting and how they wish to do so. This is to enable employees to guide anyone choosing to report on proceedings to an appropriate place from which to be able to report effectively.

Members of the public are asked to remain seated throughout the meeting as standing up and walking around could distract from the business in hand.

What is Overview & Scrutiny?

Each local authority is required by law to establish an overview and scrutiny function to support and scrutinise the Council's executive arrangements. Each overview and scrutiny sub-committee has its own remit as set out in the terms of reference but they each meet to consider issues of local importance.

The sub-committees have a number of key roles:

1. Providing a critical friend challenge to policy and decision makers.
2. Driving improvement in public services.
3. Holding key local partners to account.
4. Enabling the voice and concerns to the public.

The sub-committees consider issues by receiving information from, and questioning, Cabinet Members, officers and external partners to develop an understanding of proposals, policy and practices. They can then develop recommendations that they believe will improve performance, or as a response to public consultations. These are considered by the Overview

and Scrutiny Board and if approved, submitted for a response to Council, Cabinet and other relevant bodies.

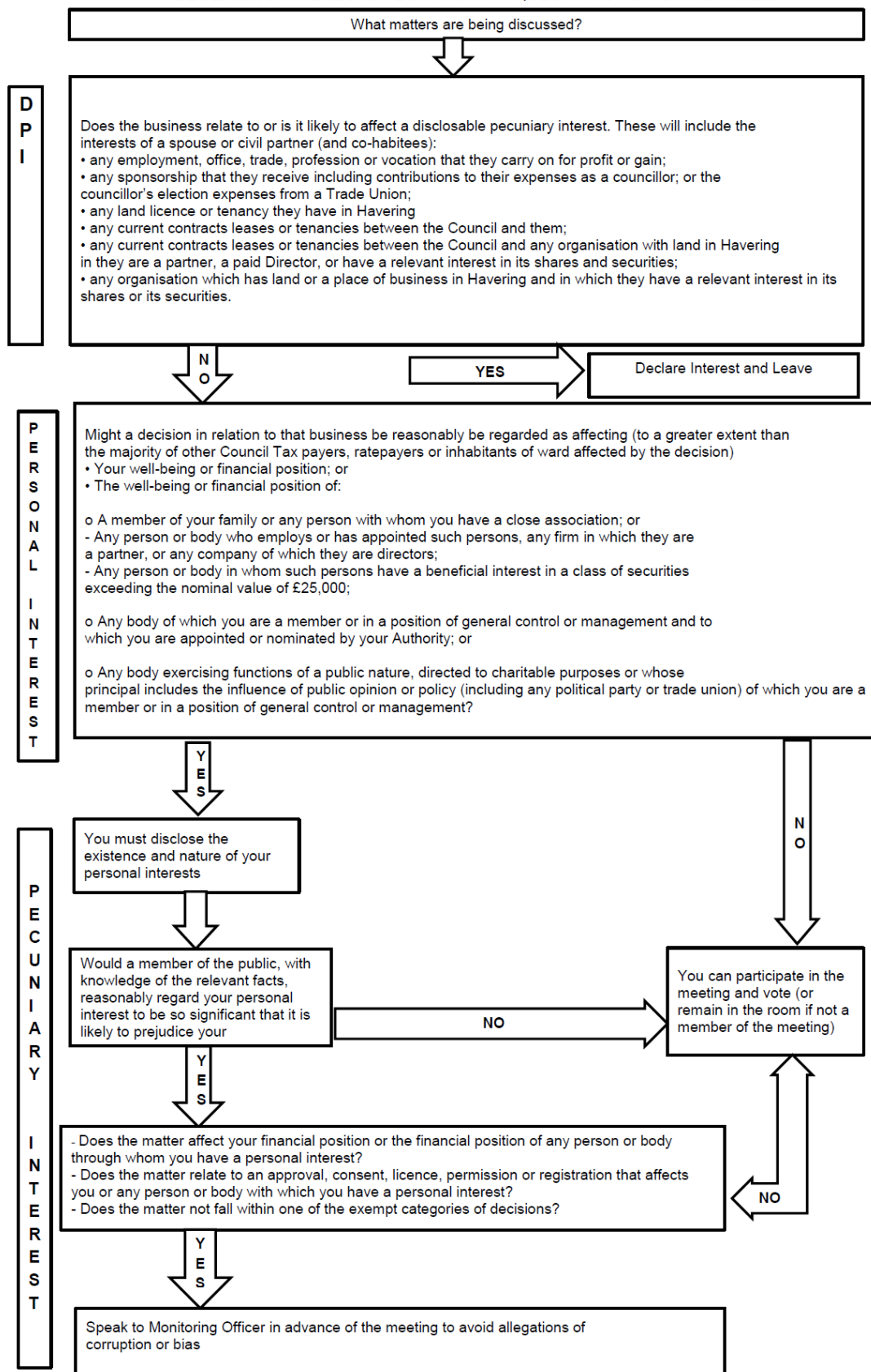
Sub-Committees will often establish Topic Groups to examine specific areas in much greater detail. These groups consist of a number of Members and the review period can last for anything from a few weeks to a year or more to allow the Members to comprehensively examine an issue through interviewing expert witnesses, conducting research or undertaking site visits. Once the topic group has finished its work it will send a report to the Sub-Committee that created it and will often suggest recommendations for the Overview and Scrutiny Board to pass to the Council's Executive.

Terms of Reference

The areas scrutinised by the Committee are:

- Regulatory Services
- Planning and Building Control
- Town Centre Strategy
- Licensing
- Leisure, arts, culture
- Housing Retained Services
- Community Safety
- Social and economic regeneration
- Parks
- Social inclusion
- Councillor call for Action

DECLARING INTERESTS FLOWCHART – QUESTIONS TO ASK YOURSELF



AGENDA ITEMS

1 APOLOGIES FOR ABSENCE AND ANNOUNCEMENT OF SUBSTITUTE MEMBERS

(if any) - receive.

2 DECLARATION OF INTERESTS

Members are invited to declare any interests in any of the items on the agenda at this point of the meeting. Members may still declare an interest in an item at any time prior to the consideration of the matter.

3 CHAIRMAN'S ANNOUNCEMENTS

The Chairman will announce details of the arrangements in case of fire or other events that might require the meeting room or building's evacuation.

4 MINUTES (Pages 1 - 4)

To approve as a correct record the minutes of the meeting of 23 November 2017 and to authorise the Chairman to sign them.

5 QUARTER 3 PERFORMANCE REPORT (Pages 5 - 18)

Report and presentation attached.

6 REVIEW OF CABINET REPORT - HOUSING SCHEME FOR THE BUY-BACK OF EX COUNCIL PROPERTIES (Pages 19 - 22)

Report attached.

7 REVIEW OF CABINET REPORT - ESTATE IMPROVEMENTS - HIGHFIELD ROAD (Pages 23 - 26)

Report attached.

Andrew Beesley
Head of Democratic Services

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**MINUTES OF A MEETING OF THE
TOWNS & COMMUNITIES OVERVIEW & SCRUTINY SUB- COMMITTEE
Committee Room 3B - Town Hall
23 November 2017 (7.30 - 9.30 pm)**

Present:

Councillors Lawrence Webb (Chairman), Linda Hawthorn (Vice-Chair),
Frederick Thompson, Jody Ganly, Carol Smith, June Alexander and Ray Best

Apologies for absence were received from Councillors Steven Kelly, Robby Misir
and Michael Deon Burton

44 DECLARATION OF INTERESTS

No interest was declared at the meeting.

45 MINUTES

The minutes of the meeting held on 7 September 2017 were agreed as a correct record and signed by the Chairman subject to the inclusion in the minutes that the direct cost of the Market House Project was £228,314.

These costs related to design fees, ground investigation and surveys. The work undertaken on surveys and groundwork would help to inform on any future work on the market.

The council would be unable to claim any of these costs back from the GLA as the GLA grant was to be for capital expenditure and as there would be no capital asset (the Market House) the GLA withdrew the offer of grant funding and would not contribute to any of the feasibility costs.

46 PERFORMANCE REPORT - QUARTER 2

The report before Members set out the quarter two corporate performance data as selected by the Sub-Committee.

The report identified the indicators that were rated as Red (not so well) and also detailed the corrective action that were required in order to indicate the action the Council was taking to address under performance.

The Assistant Director of Policy, Performance and Community reported on five performance indicators. It was noted that three had been assigned an on track / off track status. All three were currently rated Red (off track).

The Sub-Committee noted that the following three indicators were off target however, three of the five indicators were showing an improving direction of travel against quarter one.

- Stage 1 complaints closed in 15 days (cumulative); 84% against a target of 95%.
- Stage 2 complaints closed within 20 days (cumulative); 94.4% against a target of 95%.
- Housing repairs completed within target (cumulative); 92% against a target of 96%.

The Sub-Committee noted that improvements were required within Housing Repairs, as performance was below target for repairs completed within the target timescale, with 12,140 repairs in time against a total of 13,195 repairs (92%), but an improvement was noted compared to the same period last year (89.68%).

A service improvement plan had been put in place with the responsive repairs maintenance contractor. The action plan was being monitored and scrutinised at regular review meetings in addition to the normal contractual and partnership meetings.

The number of stage one complaints closed within timescale within Housing was below target, 140 out of 153 (92%) for 'Housing – other' and 71 out of 114 (62%) for 'Housing – repairs' were closed within 15 days against a target of 95%.

It was noted that the issues that contributed to the below-target performance included:

- Staffing shortages earlier in the year. Following successful recruitment, the Complaints Team was now fully staffed and performance was improving, with results for September showing that 100% were closed within target.
- The complaints process in Housing Services was under review. ICT issues and a potential office move had temporarily delayed the co-location of contractor complaints staff with the council complaints officers, which would improve response times and the quality of complaint responses.

The Sub-Committee was informed that improvements were required within Planning and Building Control and Public Protection, as the 95% target was not achieved as a result of one out of six stage 2 responses being off target while within Public Protection, one out of two stage 2 responses had been off target.

The Sub-Committee noted the performance update.

47 PARKS AND OPEN SPACES - PRESENTATION

The Council's Parks Development Manager gave the Sub-Committee a presentation on the Council's parks and open spaces.

The presentation outlined that the Council managed 100 parks and open spaces including 4 country parks and also detailed the works carried out managing the parks, including the management of maintenance, parks ranger service and parks management and a formal inspection system.

The Sub-Committee were informed that officers were also tasked with capital project management and external funding applications, which formed part of the Parks and Open Spaces Strategy.

In total, the Council maintained and managed 41 play areas including 26 recreation/fitness areas.

The Council also managed 27 allotments including liaising with allotment societies, the management of Public Right of Ways, including liaising with ramblers and with 18 friends of parks groups.

The Sub-Committee noted that the team also dealt with the management of Green Flag applications and that the Council currently had 13 parks that held Green Flag status.

Officers advised that they dealt with event and activities management, management of leases and licences and the management of sports pitch hire.

Marketing of the parks and open spaces was carried out using social media, the website, brochures and press releases. Members were informed that a Friends group forum was recently organised to assist with marketing events in parks.

Going forward, officers informed the Sub-Committee that a further Green Flag application had been made for Langtons Gardens and the retention of existing parks.

It was also indicated that the service would continue to apply for London in Bloom in the Best Borough category.

Officers would continue to work with private companies that wanted to invest in the parks and help the service to be more commercial in order to generate income.

Officers continued to research through the London Parks Benchmarking Group and Parks for London, to source ideas for additional income generation.

Improved publicity of the parks and open spaces would continue with new brochures, web pages and the use of the events management website “Filmapp” which allowed filmmakers to book to use parks or open spaces when filming.

Improved parks condition and safety inspections were been carried out using the “Commontime” software that was currently used by Housing Services.

The Sub-Committee was informed that parks maintenance was carried out by an in-house team which made more financial sense than using outside contractors.

Members were informed that arrangements were in place to carry out bio diversity surveys in the country parks to ascertain exact numbers of wildlife and insects.

The Sub-Committee noted the presentation and thanked the Parks Development Manager for attending.

Chairman

TOWNS AND COMMUNITIES OVERVIEW AND SCRUTINY SUB-COMMITTEE 28 FEBRUARY 2018

Subject Heading:	Quarter 3 Performance Report
SLT Lead:	Jane West, Chief Operating Officer
Report Author and contact details:	Thomas Goldrick Senior Policy and Performance Officer x 4770 thomas.goldrick@havering.gov.uk
Policy context:	The report sets out Quarter 3 performance relevant to the Towns and Communities Overview and Scrutiny Sub-Committee
Financial summary:	<p>There are no direct financial implications arising from this report. However adverse performance against some indicators may have financial implications for the Council.</p> <p>All service directorates are required to achieve their performance targets within approved budgets. The Senior Leadership Team (SLT) is actively monitoring and managing resources to remain within budgets, although several service areas continue to experience financial pressure from demand led services.</p>

The subject matter of this report deals with the following Council Objectives

Communities making Havering	[X]
Places making Havering	[X]
Opportunities making Havering	[X]
Connections making Havering	[]

SUMMARY

This report supplements the presentation attached as **Appendix 1**, which sets out the Council's performance within the remit of the Towns and Communities Overview and Scrutiny Sub-Committee for Quarter 3 (October 2017- December 2017).

RECOMMENDATIONS

That the Towns and Communities Overview and Scrutiny Sub-Committee notes the contents of the report and presentation and makes any recommendations as appropriate.

REPORT DETAIL

1. The report and attached presentation provide an overview of the Council's performance against the performance indicators selected for monitoring by the Towns and Communities Overview and Scrutiny Sub-Committee. The presentation highlights areas of strong performance and potential areas for improvement.
2. The report and presentation identify where the Council is performing well (**Green**) and not so well (**Red**). The ratings for the 2017/18 reports are as follows:
 - **Green** = on target or better
 - **Red** = off target
3. Where performance is off the quarterly target and the rating is '**Red**', 'Improvements required' are noted in the presentation. This highlights what action the Council will take to address poor performance.
4. Also included in the presentation (where relevant) are Direction of Travel (DoT) columns, which compare:
 - Short-term performance – with the previous quarter (Quarter 2 2017/18)
 - Long-term performance – with the same time the previous year (Quarter 3 2016/17)

5. A green arrow (↑) means performance is better and a red arrow (↓) means performance is worse. An amber arrow (→) means that performance has remained the same.
6. In total, five performance indicators have been included in the Quarter 3 2017/18 report and presentation. Of these, three have been assigned an on track / off track status. All three are currently rated 'red' (off track). This is consistent with the position reported at the end of Quarter 2.

IMPLICATIONS AND RISKS

Financial implications and risks:

There are no financial implications arising directly from this report. However adverse performance against some Performance Indicators may have financial implications for the Council.

All service directorates are required to achieve their performance targets within approved budgets. The Senior Leadership Team (SLT) is actively monitoring and managing resources to remain within budgets, although several service areas continue to experience significant financial pressures in relation to a number of demand led services. SLT officers are focused upon controlling expenditure within approved directorate budgets and within the total General Fund budget through delivery of existing savings plans and mitigation plans to address new pressures that are arising within the year.

Further information on the financial performance of the Council has been reported as part of the Medium Term Financial Strategy (MTFS) report to the Cabinet in February.

Legal implications and risks:

Whilst reporting on performance is not a statutory requirement, it is considered best practice to review the Council's progress regularly.

Human Resources implications and risks:

There are no HR implications or risks involving the Council or its workforce that can be identified from the recommendations made in this report.

Equalities implications and risks:

There are no equalities or social inclusion implications or risks identified at present.

BACKGROUND PAPERS

None



Havering

LONDON BOROUGH



Quarter 3 Performance Report 2017/18

Towns and Communities O&S Sub-Committee

28 February 2018

About the Towns and Communities O&S Committee Performance Report

- Overview of the key performance indicators as selected by the Towns and Communities Overview and Scrutiny Sub-Committee
- The report identifies where the Council is performing well (**Green**) and not so well (**Red**).
- Where the RAG rating is '**Red**', '**Corrective Action**' is included. This highlights what action the Council will take to address poor performance.

OVERVIEW OF TOWNS AND COMMUNITIES INDICATORS

- 5 Performance Indicators are reported to the Towns and Communities Overview & Scrutiny Sub-Committee.
- Data is available for all the indicators.
- Performance ratings are available for 3 of the 5 indicators. All are **Red** (off target)

Quarter 3 Performance

Indicator and Description	Value	2017/18 Annual Target	2017/18 Q3 Target	2017/18 Q3 Performance	Short Term DOT against Q2 2017/18	Long Term DOT against Q3 2016/17
No. of Stage 1 complaints received (cumulative)	Smaller is better	N/A	N/A	528	↓	366 - NEW
% of Stage 1 complaints closed in 15 days (cumulative)	Bigger is better	95%	95%	83.7% RED	↓	84.4% - NEW
No. of Stage 2 complaints received (cumulative)	Smaller is better	N/A	N/A	109	↓	71 - NEW
% of Stage 2 complaints closed within 20 days (cumulative)	Bigger is better	95%	95%	91.7% RED	↓	94.4% - NEW
% of housing repairs completed within target (cumulative)	Bigger is better	96%	96%	92% RED	→	92% ↑ 88.9%

About Complaints Data

- A breakdown of complaints data by service from April to December 17 is provided below:

	No. of Stage 1 complaints received	% of Stage 1 complaints closed in 15 days	No. of Stage 2 complaints received	% of Stage 2 complaints closed within 20 days
Arts Services				
Businesses				
Cemeteries				
Community involvement (incl. volunteers)				
Crematorium	8	100%		
Development and Transport Planning				
Enforcement				
Housing – ASB	16	100%	3	67%
Housing – Other	223	91%	50	94%
Housing – Repairs	181	64%	37	92%
Leisure centres and sport	5	80%	2	100%
Library Services (incl. Havering Museum)	7	100%	2	100%
Parks and open spaces (incl. allotments)	29	100%	3	100%
Planning and Building Control	22	100%	8	88%
Public Protection	33	100%	4	75%
Regeneration				
Registrar Services	4	100%		
TOTAL	528	83.7%	109	91.7%

- There were 6 more Stage1 complaints received in Quarter 3 compared to Quarter 2
- There were 3 additional Stage 2 complaints received in Quarter 3 compared to Quarter 2

Improvements Required - Complaints

- The number of Stage 1 complaints closed within the target timescale for all non-ASB Housing complaints is below target. For the year to date, 319 out of 404 (79%) of Stage 1 complaints were closed within 15 days against a target of 95%.
- Issues contributing to below-target performance include:
 - The Housing Complaints Team experienced a part-year vacancy. The team recruited to the vacant post however there was a period of induction and training required which continued to impact on overall performance
 - There has been an increase in complaints to Building Services regarding gas appliances and servicing. This has coincided with the start of the process of re-letting new contracts
 - The Complaints Team also deals with FOI requests and Member enquiries. Following the Grenfell Tower fire in June there was an increase in FOI requests and Member enquiries regarding the actions the Council was taking in respect of fire safety. This had a knock-on effect on complaints processing.
- The Acting Assistant Director of Housing is aware of the fall in performance and has instigated a new, structured approach to achieving targets, with milestones and warnings incorporated into the process. Also closer senior management scrutiny has been built into the system.

Improvements Required – Complaints (continued)

- In total there were 5 Stage 2 complaints that were not closed within the target timescale during Quarter 3 resulting in the year to date outturn being below target.
- We are seeing an increase in the complexity of complaints.
- Some cases can also be historic, involving information going back as far as 10 years, possibly including the need to contact external agencies and review archived files.
- The Chief Executive is kept up to date with delays on investigations and case officers maintain regular contact with complainants.
- Targets can also be missed to allow complaints to be investigated fully, so as to bring resolution without the need to escalate to Stage 3 or the Ombudsman.

Improvements Required – Timeliness of Housing repairs

- The overall outturn takes into account performance of the main contractors used for maintenance and gas repairs. To the end of Quarter3:
 - Gas contractors' performance was 98.42% within target. A total of 4,694 gas repairs were completed within the target timescale out of 4,769 repairs completed.
 - Repairs contractors' performance was 90.77% within target. A total of 43,910 maintenance repairs were completed within the target timescale out of 48,373 repairs completed.
- Maintenance contractors' performance is monitored through regular contract management meetings as well as separate monthly service improvement meetings.
- An improvement plan has been implemented and a series of corrective actions have been instigated by the contractor, including allocating extra resources to manage the number of out of target orders; scrutinising employee productivity, and reviewing supply chain management to ensure timely completions.
- The Director of Neighbourhoods has personally met with the Managing Director of Breyers to gain assurance that performance will improve.
- As a result, performance is expected to meet target in Quarter 4, though the cumulative year end figure is likely to remain below target.

Any questions?



**TOWNS AND COMMUNITIES OVERVIEW AND SCRUTINY
SUB-COMMITTEE
28 February 2018**

Subject Heading:

**HOUSING SCHEME FOR THE BUY-BACK
OF EX-COUNCIL PROPERTIES**

SLT Lead:

Steve Moore – Director of
Neighbourhoods

Report Author and contact details:

Kevin Hazlewood, Assistant Director of
Housing (Acting) – 01708 434091

Kevin.hazlewood@havering.gov.uk

Policy context:

Havering - Making a Greater London
2017: Communities and Places. London
Borough of Havering's Housing Strategy

SUMMARY

This report provides an update on the decision taken at Cabinet on 23 September 2015 to instigate a scheme for the repurchase of ex Council properties sold through the Right to Buy (RTB) programme.

RECOMMENDATIONS

Members are asked to review the report and note its content.

REPORT DETAIL

The scheme approved by Cabinet in September 2015 was designed to maximise the opportunity to use retained right to buy receipts, in conjunction with HRA resources and increase the available rented stock.

The Council is allowed to retain 30% of RTB receipts and utilise these for the provision of new social housing units, which includes the re-purchase of ex Council units sold via the RTB legislation. This is managed, via the GLA, through an

agreement with the Department of Housing, Communities and Local Government. It should be noted if this money is not used within a 3 year period the Council has to return the accrued sums at an interest rate of 4% per annum. Consequently using the funds for buy backs negates the risk of incurring the interest.

The scheme in question is only used to acquire ex Council dwellings and the type of accommodation is driven by the information from activity associated with the Housing Register.

The acquisition of ex Council properties offers a number of benefits, as part of a wider programme to deliver increases in housing units, including:

- Supporting the sustainability of the HRA through replenishment of stock and replacement of rental income lost through RTB sales,
- Management and maintenance arrangements are already in place for such properties and in many instances the properties are leasehold with the council as freeholder.
- It allowed for quicker application of RTB receipts to increase stock holdings when compared to new build schemes, which supports the maximum application of RTB receipts within allowable timescales.

It has also assists in mitigating the general fund pressures on temporary housing accommodation by increasing the supply of affordable housing.

- The dwellings are normally offered at a reduction to the local market due to their location.

The scheme was launched with an initial mail shot to relevant properties, which produced some interest but was a limited. In order to maintain the scheme officers monitor the housing market to see if any ex council stock being sold and we would then make contact. The Council is well placed as a prospective purchaser as we are effectively a cash buyer. With the commencement of the extensive consultation around the regeneration programme we have greater interest and success. The offer to residents is enhanced as part of the programme to acquire these units.

Since the scheme commenced the Council has acquired 61 of properties, in the main flats and maisonettes, primarily two and three bedroom in flatted arrangements. This is the highest need pressure associated with housing demand.

Average costs of units acquired are £277k and we have utilised £5m of RTB receipts. If the Council had to hand back RTB receipts the interest costs to the Council would have been £206k without any tangible outcome for local residents. Details are set out in table one below.

Table One

	Number Purchased	Total Costs	HRA	RTB Receipts
2016-17	26	£7.325m	£5.039m	£2.285m
<i>Average outcomes</i>		<i>£282k/unit</i>	<i>£194k/unit</i>	<i>£88k/unit</i>
2017-18	35	£9.580m	£6.706m	£2.874m
<i>Average outcomes</i>		<i>£273k/unit</i>	<i>£192k/unit</i>	<i>£82k/unit</i>

The scheme has continued to provide additional units either as replacement units or short life accommodation on estates identified for regeneration. Short life removes need for bed and breakfast and negates a potential pressure of approximately £1.62m per year.

IMPLICATIONS AND RISKS

Financial implications and risks:

There are no financial implications arising from this report.

Legal implications and risks:

There are no legal implications arising from this report.

Human Resources implications and risks:

There are no HR implications arising directly as a result of this report.

Equalities implications and risks:

There are no equalities implications arising from this report.

BACKGROUND PAPERS

None

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TOWNS AND COMMUNITIES OVERVIEW AND SCRUTINY SUB-COMMITTEE 28 February 2018

Subject Heading:

**ESTATE IMPROVEMENTS –
HIGHFIELD ROAD**

SLT Lead:

Steve Moore – Director of
Neighbourhoods

Report Author and contact details:

Kevin Hazlewood, Assistant Director of
Housing (Acting) – 01708 434091

Kevin.hazlewood@haverling.gov.uk

Policy context:

Havering - Making a Greater London
2017: Communities and Places. London
Borough of Havering's Housing Strategy

SUMMARY

This report provides an update on the decision taken at Cabinet on 21 January 2015 to improve the Highfield Road estate. The aim was to enable a regeneration of the estate, to be completed in time to be associated with the date on which the Queen becomes the longest serving monarch – 9th September 2015. It was proposed that this would be associated with a renaming of the estate and its blocks, as part of those celebrations.

RECOMMENDATIONS

Members are asked to review the report and note its content.

REPORT DETAIL

The scheme approved by Cabinet in January 2015 was designed to bring forward improvements to the various blocks associated with the estate and bring forward regeneration of the area.

A steering group of residents, supported by Council officers, was established and key aspects of concern was highlighted and used to design the strategy of physical and community improvements. The group was involved at all stages of the process and the partnership between the Council, residents and contractors was managed via regular steering meetings.

The housing estate in Collier Row owned and managed by the Council consists of 339 units of accommodation. These consist of one high rise block of 76 flats (Highfield Towers) and 33 other blocks of low and medium rise flats. There are also 16 houses of the Cornish type, which are built of non-traditional materials, and therefore required extensive recladding work to bring them up to a mortgageable standard.

The estate never had a coherent identity or name, or a community association. The properties had been brought up to Decent Homes standard as part of the Council's overall programme of Decent Homes work, but there has not been a great deal of expenditure on the environment, or communal areas which did not form part of the Government's Decent Homes standard.

Following an extensive survey of the estate and discussions with residents, a programme of communal improvements was drawn up which gave the estate a facelift, an improved appearance and better environment.

The proposed works included:

- External decorations to the blocks
- Concrete and balcony repairs and renewal of screens where required
- Decoration of block entrances and stairs
- Upgrade to the door entry systems
- Improvements to the car parking and paths
- Landscaping and planting
- External wall insulation to non traditional houses
- Improvements to the bin stores and waste disposal areas
- Improvements to the boundary walls and fencing

During the course of the consultation with residents a detailed re-assessment was carried out of any building fabric related issue. This was at the request of residents so that whilst contractors were on site the opportunity could be taken to

- If applicable, bring forward any future planned works
- Minimise disruption to residents
- Achieve better value for money based on economy of scale.

It was made clear to residents that only allocated resources within the overall capital programme could be utilised. Notwithstanding, opportunity was taken to revisit key asset management assumptions to reduce the future investment liabilities. Consequently allocated resources within the overall programme were utilised to carry out the following works

- Refurbishment of windows in communal areas
- Upgrading of block and dwelling entrance doors and door entry systems
- Provision of refuse enclosures
- Replacement of soffits and gutters.
- Repairs to main roofs
- Replacement of aging flat roofing.

The original budget approved £1.853m was supplemented by £600k of the previously approved budget for works to non traditional houses. The properties affected by these works were already included within the overall borough wide programme. The total costs of works associated with scheme was ££2.465m. There was an overspend of £12k on the main budget which was absorbed within the overall capital programme.

The works were completed successfully and the external appearance of the estate and aspects associated with environmental management greatly improved. This physical work has encouraged local residents to continue with community engagement activities helping to reduce vandalism, anti-social behaviour and improved the letability of properties.

In regards to the proposals to rename blocks and the estate, this was the subject of considerable consultation with local residents. This commitment was given in the Cabinet report in January 2015. It was proposed to re-name the blocks on the estate, and the estate itself after countries which are part of the British Overseas Territories, dominions or where the Queen is Head of State. Despite the opportunities presented by this to provide improved community cohesion residents did not support the re-naming. Consequently the proposals were not taken forward.

Notwithstanding this the work on the estate and the formation of the community group has made a significant impact on the identity and appearance of the estate. The improvement programme provided a focus for engaging with the residents, and engendered a feeling of pride in the community, the estate and the borough.

IMPLICATIONS AND RISKS

Financial implications and risks:

There are no financial implications arising from this report.

Legal implications and risks:

There are no legal implications arising from this report.

Human Resources implications and risks:

There are no HR implications arising directly as a result of this report.

Equalities implications and risks:

There are no equalities implications arising from this report.

BACKGROUND PAPERS

None