

Title: Housing Services report

Discussion Report

Report summary: At this DMC round, members have asked for the report to focus on the monitoring and performance of contractors who contribute towards the provision of the Council’s Housing Services; an update on Landlord Services home visits programme and how vulnerable tenants are identified; a Housing transformation update and an update on the impending changes to the social housing regulatory framework.

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.

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DISCUSSION REPORTS

HOUSING CONTRACTOR PERFORMANCE

1 INTRODUCTION

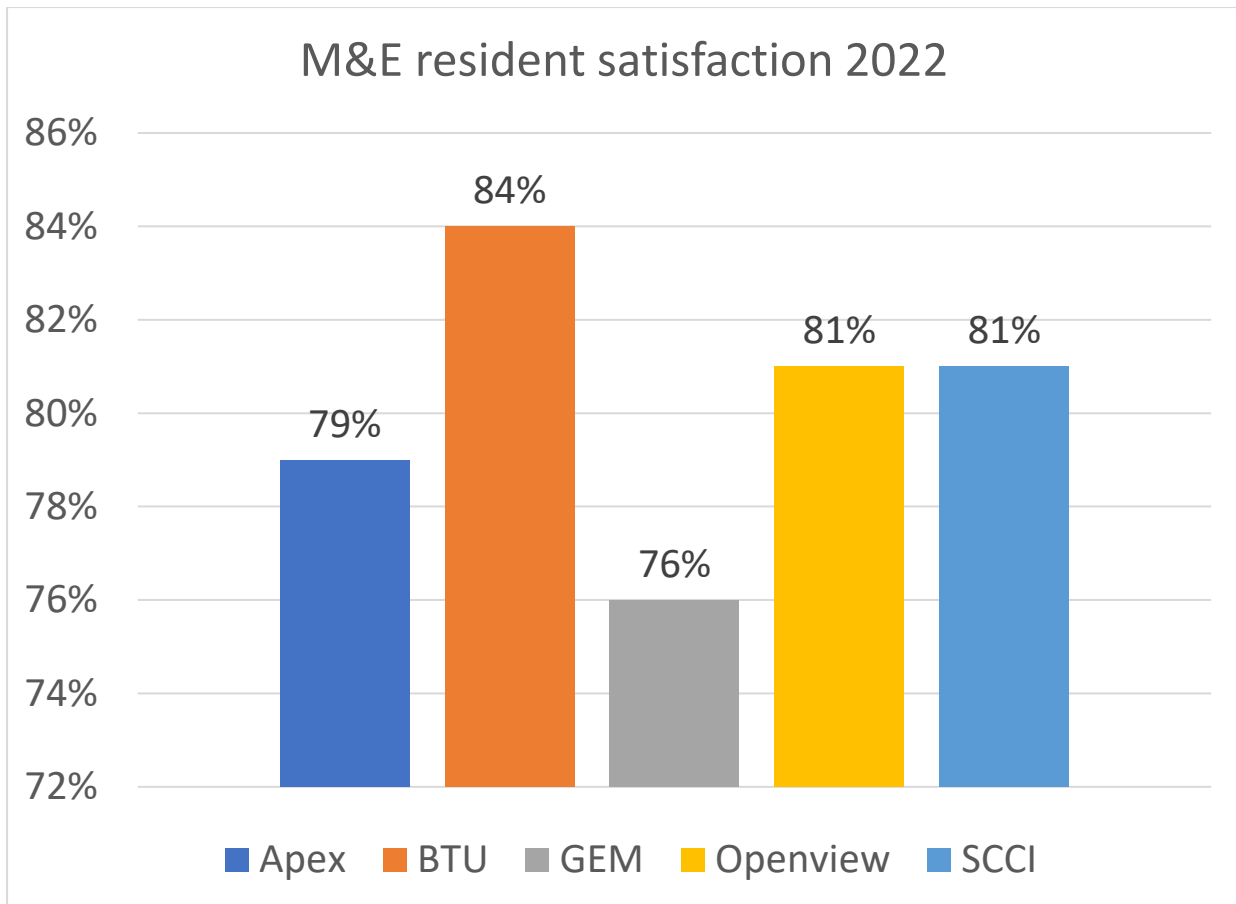
- 1.1 Most of the Council's day to day repairs are delivered directly by the in-house team, with back up from supply chain contractors for works such as drainage, asbestos, scaffolding and larger roofing repairs.
- 1.2 Most mechanical and electrical works are delivered through five contracts, these are:
- Mechanical works – this covers communal heating, water services and gas supplies (unless national grid) and is delivered by GEM. We have two hundred boiler houses serving 14,699 homes and the Council has a gas network comprising sixty-five kilometres of pipework
 - Individual heating – this covers individual boilers across 13,204 homes and is delivered by BTU, includes annual servicing
 - Electrical works – this covers estate lighting, communal electrics (unless UKPN), internal electrical testing and equipment such as fire alarms and automatic opening vents
 - Lifts – this covers our 550 passenger lifts and is delivered by Apex
 - Ancillary works – this covers a range of miscellaneous assets such as door entry systems, roller shutters, digital TV (IRS) systems and is delivered by SCCI
- 1.3 All services see high volumes of orders and the contractors carry out responsive repairs, planned maintenance and statutory checks. Each year between 90,000 to 100,000 works orders are carried out across all contract areas.

2 CONTRACT MANAGEMENT

- 2.1 The contracts are managed by the Council's Mechanical and Electrical team which comprises a range of experienced engineers and a team manager. All contracts are subject to monthly performance meetings and contractual notices are issued where performance is not to the standard required.

3 SERVICE MEASURES

- 3.1 With regards service measures the team look at a range of indicators such as resident satisfaction – which is measured through independent phone surveys as well as the text message surveys we use to get instant feedback. The satisfaction scores for the 2022 calendar year are provided below. Overall satisfaction was at 80% service-wide and the graph provides the breakdown by contractor:



- 3.2 The graph above shows that GEM are below the average satisfaction level and reflects the challenges they can have in maintaining some of the Council's older heating systems and buried mains, whereby BTU can replace individual boilers as they need replacing and most pipe work is visible or can be re-run within the property.
- 3.3 The table overleaf summarises the main service measures that are monitored in addition to the analysis of planned maintenance schedules and performance against compliance indicators. It should be noted that the figure for the average days taken will include all repairs such as those requiring new parts to be manufactured, reconditioned or imported from overseas – this a particular issue for communal heating systems and lifts.

4 SUMMARY OF MEASURES – M&E CONTRACTS

Measures - Jan 21 to Dec 22	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Notes
Customer satisfaction with Mechanical & Electrical (M&E) repairs	77%	82%	81%	81%	80% customer satisfaction across the year
Number of lift repairs outstanding	184	262	199	111	
Days taken for lift repairs	7	10	6	6	Avg days taken for lift repairs work is 6.7
% completed in 1 day or less	75%	76%	64%	81%	75% of jobs completed within 1 day
Number of communal heating repairs outstanding	706	508	344	1051	Reflects heating season demands
Days taken for communal heating repairs	11	7	8	7	Avg days taken for communal heating repairs is 7.8
% completed in 3 days or less	67%	72%	71%	71%	70% completed within 3 days
Number of individual heating repairs outstanding	670	560	490	752	Reflects heating season demands
Days taken for individual heating repairs	1	2	2	2	1.6 days to complete
% completed in 3 days or less	98%	96%	87%	90%	93% completed within 3 days
Number of estate lighting repairs outstanding	290	150	108	137	Work in progress levels reduced
Days taken for estate lighting repairs	31	19	7	11	
Door entry repairs outstanding	144	106	160	153	
Days taken for door entry repairs	0.1	0.2	0.1	0.1	

4.1 The above measures reflect the various levels of demand in each contract area and it is noticeable that some equipment sees quick rectification times – such as door entry and individual heating, whereas some lifts and communal systems are more prone to lengthy repairs requiring new components or engineering works. Similarly, estate lighting repairs can be complicated by the need to renew wiring or provide new conduits depending on the installation age.

4.2 Extensive work is conducted with each contractor to look at trends across each area and determine steps that can be taken to improve performance.

REPORT ENDS

LANDLORD SERVICES UPDATE

1 INTRODUCTION

1.1 This report responds to a request from Gospel Oak DMC for further information about the following:

- Tenant visits
- Hardship criteria (cost of living crisis fund)
- Warm Spaces
- How the Council identifies vulnerable tenants
- Cuckooing

2 TENANT VISITS

2.2 The chart below shows how many visits had been conducted by 1 February as part of our effort to visit every tenant before the end of 2023:

	Total
Nov 2022	14
Dec 2022	124
Jan 2023	216
Total	354

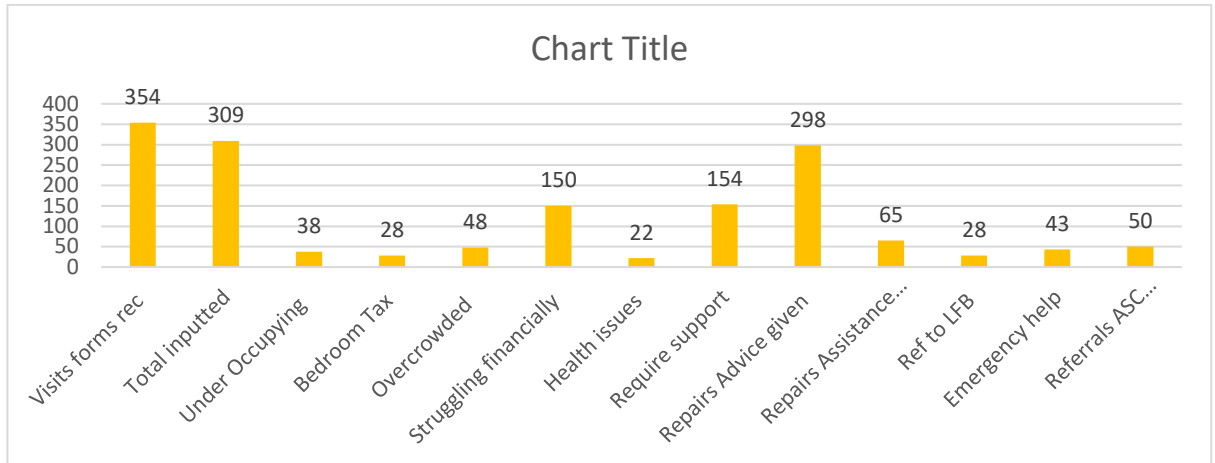
During November and December, we started with a small pilot to review how the visits were being received, the questions we were asking, and the tools we were using.

2.3 During our review neighbourhood housing officers (NHOs) reported a positive reception from tenants. They said that reaching out to tenants with whom there had been no recent contact had provided an opportunity to provide help or support tenants may not otherwise have received. There were some concerns about the volume of follow up work generated so outcomes and any issues will continue to be monitored closely. This will help to ensure that reaching out to tenants with whom there has been no recent contact is balanced with the need to respond in a timely way to tenants who have made contact with a request or concern.

2.2 NHOs complete a specially designed visit form during each visit. The information collected is used to update housing records with useful information such as contact preferences, household and emergency contact details. Tenants are also asked if they would need help to evacuate if they needed to in an emergency. The main purpose is to make contact, to ask if there is anything we can help with and to check the condition of council homes, and communal areas, to identify and reduce risks.

2.4 Gospel Oak DMC have asked how long each visit will take. The visiting form acts as a prompt to NHOs about what to ask and what to look out for. It isn't a questionnaire. The main purpose of the visit is to have a dialogue about what matters to that particular tenant and the length of the visit will vary depending on that conversation and what the tenant is comfortable with.

2.5 The chart below shows some of the data extracted from 309 visit forms which have been analysed.



2.6 Findings include:

- Forty-three said they would need help to evacuate in an emergency
- More than half said they would like support of one sort or another
- 50 of 309 agreed to referrals to the welfare rights team or Adult Social Care or to [WISH Plus - Camden Council](#).
- Nearly half of tenants visited admitted to struggling financially

3 HARSHIP CRITERIA (COST OF LIVING CRISIS FUND)

3.1 In response to the deepening cost of living crisis last year, the Council agreed a £2m annual cost of living crisis fund¹. Residents may be eligible for a cost-of-living crisis award (usually up to £500 and with a maximum of two payments in any one year) if they are facing severe financial hardship and cannot afford essentials like food, energy costs or water bills etc. NHOs have been able to progress applications for tenants since October with the final decision on awards made by the Council's Tackling Poverty team. The Camden Advice Network can also progress applications.²

3.2 Those with the highest need are prioritised for awards. Staff guidance lists the following groups as examples of priority groups, but these are not exhaustive:

- people with disabilities leading to higher utility bills and/or who are impacted by the bedroom tax
- unpaid carers
- older people on pension credit
- families with young children under five or larger families impacted by the two-child limit on benefits
- care leavers
- single parents impacted by the benefit cap
- people fleeing domestic violence or other community safety issue

¹ [Cost of living crisis fund - Camden Council](#)

² [Advice on money, benefits and debt - Camden Council](#)

- council tenants in street properties who don't benefit from the shared heating system

4 WARM HUBS



- 4.1 Council services (including libraries and children's centres), community organisations and tenant and resident associations (TRAs) have opened up their buildings this winter to host warm welcome spaces across the borough. There is a list on the Council's website here: [Warm spaces in Camden - Camden Council](#). There is also a map to help residents find a warm space near to them [Camden Maps](#).
- 4.2 All the warm spaces have different things to offer but they are all geared up to provide, or to signpost to, advice and support around the cost of living. An advice bus, ran in collaboration with Citizens Advice Camden has also been touring warm spaces:
- **1 March 2023**, 11am to 3pm – focus on help with benefits, housing and finding a job. **Location:** St Michael's Church, South Grove, N6 6BJ
 - **7 March 2023**, 11am to 3pm – focus on help with benefits, housing and finding a job. **Location:** Next to the basketball pitch behind Maiden Lane Community Centre, 156 St. Paul's Crescent, NW1 9XZ
 - **15 March 2023**, 11am to 3pm – with a focus on help with debt
 - **Location:** Alexandra and Ainsworth Estate, in front of SHELL 2 side of Fielding House, Boundary Road, NW8 0HU
- 4.3 There is still time for TRAs and community organisations to sign up to the Council's "warm welcome pledge" [Ways to donate, volunteer and help others](#)

- [Camden Council](#). Organisations that sign up receive support and posters and leaflets about help available with the cost-of-living crisis.

- 4.4 On 16 January a new home energy advice worker for council tenants started work in Landlord Services. Her role is to deliver the Council's Well and Warm home energy advice and support service for council tenants. This includes providing advice and support to help residents to reduce their energy bills, alleviate fuel debt, and apply for any grants or discounts for which they may be eligible. Ask your neighbourhood housing officer to refer you, or email landlordservicesupport@camden.gov.uk. We are particularly keen to hear from street property residents.

5 HOW DOES THE COUNCIL IDENTIFY VULNERABLE TENANTS?

- 5.1 Camden's Safeguarding Adults Partnership (which includes housing services) refer to "adults at risk" and that risk often relates to support needs or the extra help that some people need to be able to manage from day to day. People can be vulnerable for lots of reasons which could include physical frailty, disability, physical or mental health issues and trauma or substance misuse.
- 5.2 There are many ways neighbourhood housing teams identify vulnerable tenants. These include:
- A tenancy was granted, or a housing application was prioritised for reasons related to vulnerability
 - Tenants, or their family, disclose that they have support needs
 - Neighbours raise concerns
 - Other professionals raise alerts
 - There are signs of self-neglect

6 CUCKOOING

- 6.1 "Cuckooing" describes a situation when the home of a vulnerable adult is used by others for drug use, or dealing, or other criminal activity. Those responsible may befriend, exploit and /or abuse the vulnerable tenant or offer free drugs or alcohol for the use of their home.
- 6.2 Councillor Callaghan, Cabinet Member for Safer Communities, provided insight into the extent of cuckooing in the borough in her Annual Report to Culture and Environment Scrutiny Committee on 16 January.ⁱ At that time there were 111 addresses of concern borough-wide (across all tenures) including unconfirmed cases under investigation. Another fifty-six addresses are being monitored.
- 6.3 Neighbourhood housing teams work closely with Community Safety and the police to respond to cuckooing cases in the Council's stock, both to try to protect the vulnerable adult concerned and to address issues of anti-social behaviour impacting on the local community. Cllr Callaghan's report notes that

partnership working in the borough has led to Camden being recognised by the police as having national best practice in tackling cuckooing. Adult Social Care, with input from Housing and other services, are currently co-ordinating updated guidance on cuckooing for partner agencies.

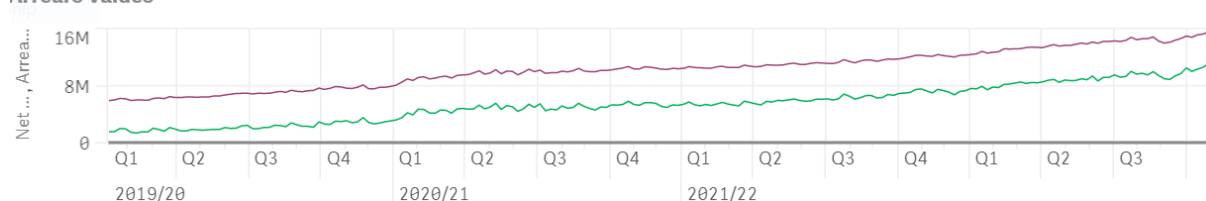
- 6.4 Concerns raised by residents are critical to identifying cuckooing cases. Vulnerable adults who are being abused or exploited often don't ask for help so it can be the alerts raised by concerned neighbours that lead to their predicament being identified [Cuckooing - Camden Council](#).
- 6.5 If you are worried about a vulnerable adult contact your neighbourhood housing officer or Adult Social Care on [020 7974 4000](tel:02079744000) (option 1), or email adultsocialcare@camden.gov.uk. You can also contact the Community Safety Team at communitysafety@camden.gov.uk or phone 0207 974 2915.
- 6.6 If there is an immediate risk of harm call 999. Otherwise you can report cuckooing issues to the police by calling 101 or you can [report online](#).

7 RENT COLLECTION DATA

	4 Apr 2021	3 Oct 2021	4 Apr 2022	2 Oct 2022*	6 Feb 2023
Rent arrears	£10,387,511	£11,130,770	£12,346,862	£14,253,940	£14,932,332
%Collection rate	98.10	98.37	97.92	96.92	97.44
Owe 7 weeks+	2677	2,773	3010	3303	3285
Tenants on UC	4412	4857	5164	5680	5956
Arrears owed by tenants on UC and % of total arrears	£4,099,443 39%	5,265,385 47.3%	£6,515,001 53%	£7,264,844 51%	£6,848,919 46%
*2 Oct 2022 is the week after the specialist rent teams began work					

Rent arrears trajectory over time (purple line, the green line shows collection taking into account accounts in credit).

Arrears Values



The arrow shows when the new rent teams began work



Welfare Rights team data April 2022 - January 3

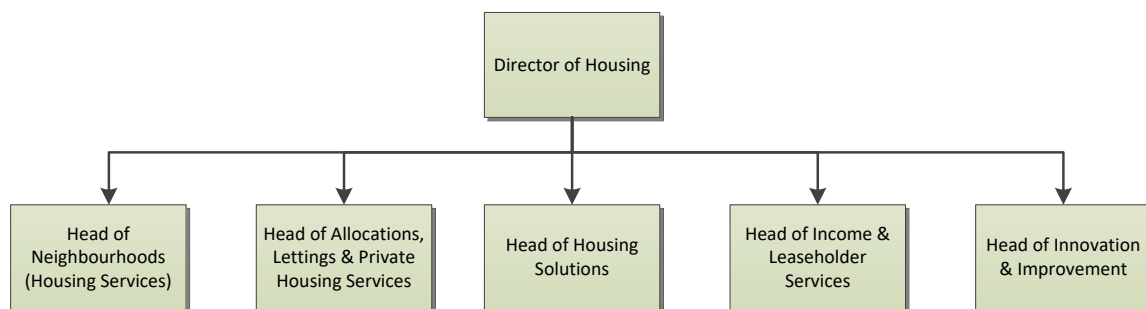
New benefit claims resolved with outcomes	639
Income Generated (excluding cross tenure work for Good Work Camden clients)	£1,321,426
Number of new tenant referrals	560
Number of tenant open cases	985

REPORT ENDS

HOUSING TRANSFORMATION UPDATE

1 SUMMARY

- 1.1 The first phase concluded with a redesign of existing structures and reporting lines as well as newly created Head of Service posts, reducing the total number of service heads from 8 to 5.
- 1.2 We have successfully recruited to all new head of service posts; these will report directly to Glendine Shepherd, Director of Housing. The Council is preparing interim arrangements in the meantime to ensure business continuity. Start dates for the new service heads are being agreed but it is expected that all service heads will be in post by May 2023.
- 1.3 The five new Council services in Housing are:
- Allocations, Lettings and Private Housing Services
 - Housing Solutions
 - Income and Leaseholder Services
 - Neighbourhoods
 - Innovation and Improvement
- 1.4 All existing teams will be integrated into the new services and it envisaged that this will be a seamless exercise. The transformation of Housing services however is not simply about moving teams and personnel, there is also a programme of work being developed to redesign services so that they are better placed to deliver high quality outcomes for residents.



REPORT ENDS

HOUSING REGULATION 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 which should receive royal assent early this year aims to deliver a new, proactive 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. It aims to drive notable change in landlord behaviour to focus on the needs of tenants and ensure landlords are held to account for their performance. This report provides an update on progress towards implementation of the new regulatory regime in Camden.

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). TSMs will form a key part of the new regime, were finalised in September 2022, and landlords will need to collect satisfaction data from tenants and submit it to the RSH from April 2023. The final data features 22 TSMs that the RSH and tenants will be able to scrutinise and benchmark in order to assess the performance of their landlords.
- 2.2 Early in 2022 the RSH consulted Council and Housing Association tenants on the draft TSMs. To facilitate Camden TRA and DMC representatives input to the consultation about the then draft standards, 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.

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.	Landlord's data Landlord's data Landlord's data

11. Water safety checks.	Landlord's data
12. Lift safety checks.	Landlord's data
Respectful and helpful engagement	
13. Satisfaction that the landlord listens to tenant views and acts upon them.	Survey
14. Satisfaction that the landlord keeps tenants informed about things that matter to them.	Survey
15. Agreement that the landlord treats tenants fairly and with respect.	Survey
Effective handling of complaints	
16. Satisfaction with the landlord's approach to handling of complaints.	Survey
17. Complaints relative to the size of the landlord.	Landlord's data
18. Complaints responded to within Complaint Handling Code timescales.	Landlord's data
Responsible neighbourhood management	
19. Satisfaction that the landlord keeps communal areas clean and well-maintained.	Survey
20. Satisfaction that the landlord makes a positive contribution to neighbourhoods.	Survey
21. Satisfaction with the landlord's approach to handling anti-social behaviour.	Survey
22. Anti-social behaviour cases relative to the size of the landlord.	Landlord's data

2.3 Camden are now planning to conduct a survey on the twelve tenant satisfaction measures listed and submit them along with the ten from our landlord management information to the RSH later this year. Camden will have to submit this data annually to the RSH.

3 REVIEW OF CONSUMER REGULATION

3.1 In January 2023 the Regulator of Social Housing outlined its [implementation plan](#) for its review of consumer regulation in the social housing sector. In the [document](#) setting out its approach, the RSH said the new regulatory regime will be fully active by April 2024, providing the required legislation completes its passage through parliament this year.

3.2 In the introduction to the new plan, the RSH said “there has been significant public and political attention given to the reform of social housing” in recent months. The Grenfell Tower Inquiry and the inquest into the death of Awaab Ishak have informed the debate and scrutiny that the bill has received. These tragedies have highlighted a range of important issues, some of which are at the core of the new approach to consumer regulation. The report states: *“Ensuring that landlords listen to their tenants, communicate effectively, have good quality information about the condition of the homes they are responsible for, and provide responsive and accessible landlord services will be at the heart of the new consumer standards”*.

- 3.3 Over the next 12 months, 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, including carrying out further engagement with tenants, landlords and other stakeholders.
- 3.4 When the regulatory approach is fully active, the RSH will inspect all large social landlords, both housing associations and local authorities, against the new consumer standards at least every four years. The RSH will be setting out new expectations on the services that landlords need to provide for their tenants, introduce regular consumer inspections of social landlords and the RSH will be given stronger powers to hold landlords to account.
- 3.5 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.
- 3.6 The RSH said the new consumer standards would be "*outcome focused*", meaning it will "*focus on what landlords achieve, but we do not prescribe how they how they should do it*". 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 of the RSH website.
- 3.6 Camden's Housing Services are likely to face a consumer inspection every four years. 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 action that has involved changes in leadership and restructuring the way that the landlord is organised and run and that its approach to consumer regulation would be equally robust.
- 3.7 The RSH said it will "*publish the conclusions of individual consumer inspections*". The bill 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

FOR INFORMATION REPORTS

CAPITAL WORKS UPDATE

1 INTRODUCTION

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

2 HOLBORN

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

Tybalds

- 2.2 A large investment programme including works of approx. £6m have commenced with the contractor setting up site in the interim under Blemundsbury. The works will happen in three phases and is due to complete by the summer.

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

- 2.3 The overall scope involves roof replacement, redecoration of previously decorated areas, Façade repairs, window repairs and replacement to Boswell House and fire safety works.

Bourne Phase 3

- 2.4 Phase 3 will see the five remaining Grade II listed blocks on the Estate have new double-glazed windows, communal entrance works, together with repairs to roofs, concrete and stonework, brickwork and communal areas – including redecoration of all previously painted areas. This project will also include the installation of fire doors across the estate. The project is at scoping stage with a view to going to tender during early 2023.

Derby Lodge

2.5 We are reviewing the windows as to the extent of works working closely with planning and heritage to find the right solution for everyone. We will be recovering the roof and conducting 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.

2.6 Projects included in the forward programme are as follows:

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

3 CAMDEN TOWN

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

Monica Shaw Court

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

3.3 Projects included in the forward programme are as follows:

Block Address	Estate	Status
1-45 Wellesley house (cons)	Churchway Estate	Scoping
1-31 Churchway (odd)	Churchway Estate	Scoping
1-32 The Chenies (cons)	Goldington St Estate	In progress
1-5 Platt street (odd)	Penryn Street Estate 1	Procurement
11-19 Platt street (odd)	Penryn Street Estate 2	Procurement
26-29 Medburn street (cons)	Penryn Street Estate 2	Procurement
2-84 Coopers Lane (even)	Coopers Lane Estate	Procurement
30-37(cons)/48-75 (cons) Monica Shaw Court	Monica Shaw Court	In progress
1-29 (cons) Monica Shaw Court	Monica Shaw Court	In progress
38-47(cons) Monica Shaw Court	Monica Shaw Court	In progress
33 Crowndale Road (flats a-b)	33 Crowndale Road	Procurement
Brockham house 1-17 (cons)/ Rainham	Bayham Place Estate	In progress
53-86 Munster Square (cons)	Regents Park Estate 1	Procurement
1-67 Troutbeck (cons)	Regents Park Estate 1	Procurement
1-70 The Combe (cons)	Regents Park Estate 1	Procurement

1-60 Mackworth House (cons)	Regents Park Estate 5	Procurement
1-24 Calgarth (cons)	Ampthill Square Estate	In progress
92 Arlington road (flats a-b)	92 Arlington Rd	Procurement
96 Arlington road (flats a-b)	96 Arlington Rd	Procurement

4 GOSPEL OAK

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

St Silas

4.2 The current heating and hot water project is due to complete this Spring. The Better Homes project being tendered is for Southfleet which will largely comprise of new roofs and walkway coverings. The Better Homes works will commence once the heating and hot water project is complete.

Maitland Park

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

4.4 Projects included in the forward programme are as follows:

Block Address	Estate	Status
1-160 Southfleet (cons)	St Silas Street Estate	Procurement
1-27 Rowan house (cons)	Maitland Park Estate	Scoping – tender shortly
1-14 Maple house (cons)	Maitland Park Estate	Scoping – tender shortly
190-197 Maitland Park Road (Cons)	Maitland Park Estate	Scoping – tender shortly
198-205 Maitland Park Road (Cons)	Maitland Park Estate	Scoping – tender shortly
1-32 Hornbeam house (cons)	Maitland Park Estate	Scoping – tender shortly
1-43 Alder house (cons)	Maitland Park Estate	Scoping – tender shortly
117-164 Kiln place (cons)	Kiln Place Estate	In progress
28 Quadrant grove	28 Quadrant Grove	In progress

5 HAMPSTEAD

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

progressing with the final scoping of the project to enable us to tender the project.

5.2 Projects being mobilised at present include:

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

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 works at Lissenden Mansions were completed in March 2022. 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 commissioning work to replace the roof, install new windows and carry out various external works, communal area and general fire safety works.

6.5 Projects included in the forward programme are as follows:

Block Address	Estate	Status
268 Kentish Town Road	Kentish Town Road	In progress

Clevedon, Parliament and Chester	Lissenden Gardens	In progress
Kenbrook Phase 2	Kenbrook House	In progress
236-240, 242-244 Royal College Street	Royal College Street	In progress
25 Caversham road (flats a-d)	25 Caversham Road	Procurement
2 Winscombe street	2 Winscombe Street	Procurement
3 Winscombe street (flats a-b)	3 Winscombe Street	Procurement
4 Winscombe street	4 Winscombe Street	Procurement
7 Winscombe street (flats a-b)	7 Winscombe Street	Procurement
14 Winscombe street	14 Winscombe Street	Procurement
15 Winscombe street (flats a-b)	15 Winscombe Street	Procurement
53 Oseney crescent (flats a-d)	53 Oseney Crescent	Procurement
17 Bartholomew road (flats a-d)	17 Bartholomew Road	Procurement
1-95 Camelot house (cons)	1-95 Camelot House	In progress
15 Doynton street (flats a-b)	15 Doynton Street	Procurement
19 Doynton street (flats a-b)	19 Doynton Street	Procurement
25 Doynton street (flats a-b)	25 Doynton Street	Procurement
33 Doynton street (flats a-b)	33 Doynton Street	Procurement
35 Doynton street (flats a-b)	35 Doynton Street	Procurement
33 Leighton road	33 Leighton Road	Procurement
60 Woodsome road (flats a-b)	60 Woodsome Road	Procurement

7 RETROFITTING HOUSING STOCK AND DELIVERING AGAINST THE AIMS OF THE CAMDEN CLIMATE ACTION PLAN

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

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

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

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

8 MECHANICAL AND ELECTRICAL PROGRAMME

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

Maiden Lane

- 8.2 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 March round of applications. This project is due to proceed to tender in the Summer 2023 and the works will benefit the whole estate.

Weedington

- 8.3 The works are currently in progress; this project will focus on the replacement of the total life-expired and failing heating and hot water distribution network pipework plus the heat emitters and controls within the dwellings. Works are due to be completed early 2024

Mayford

- 8.4 The proposal is for the replacement of the radiators, pipework and the hot water systems within the dwellings. This project is due to proceed to tender Autumn 2023.

Holly Lodge

- 8.5 Phase 1 of the works will focus on the immediate requirement to remove the temporary boiler. The proposal is for the replacement of the boiler plant room and sub-plants rooms for a more energy efficient system as it is nearing the end of its useful life. We are currently seeking input from planning with a view to the works being tendered in the early 2023.

St Silas

- 8.6 The works are currently in progress to renew the central district heating system serving the estate and installing individual boilers in eighty-three homes. This will provide all the residents with a more efficient heating system. Works are expected to be completed during Spring 2023.

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

Block Address	Estate	District	Scope	Status
Mayford	Mayford Estate	Camden Town	District heating	Contractor selection process in progress with a view to start works Autumn 2023
Belmont 13-29	Belmont Street	Gospel Oak	District heating plant room upgrade	Changes to scope of works with the principal contractor works due to start early 2023
New Harmood	New Harmood Estate	Gospel Oak	District heating plant room upgrade	Works on site and due to complete early 2023
Southampton Road 22-38	Southampton Road	Gospel Oak	District heating plant room upgrade	Works on site and due to complete early 2023
St Silas	St Silas Estate	Gospel Oak	District heating	Works on site due to complete Spring 2023
Weedington	Weedington Estate	Gospel Oak	District heating	Works on site due to complete January 2024
Rowley Way	Alexandra & Ainsworth	Hampstead	District heating and windows	Scoping ready for tender
Spedan Close 1-42	Branch Hill Estate	Hampstead	District heating plant room upgrade	In progress
Great Ormond Street 9-17	Great Ormond Street	Holborn	District heating plant room upgrade	In progress
Maiden Lane	Maiden Lane Estate	Holborn	District heating	Design stage
Lift packet 7	Cromer and Birkenhead	Holborn	Lift Refurbishment	In progress
Holly Lodge	Holly Lodge Estate	Kentish Town	District heating	Design stage
1-23 Elsfield	Elsfield	Kentish Town	Bulk Gas Works	Design stage
Heat Metering phase 3	Multiple Estates	Multiple	Installation of heat meters	In progress
Lift packet 6	7 blocks and 13 lifts	Multiple	Lift Refurbishment	In progress

9 FIRE SAFETY PROGRAMME

9.1 There are a wide range of fire safety projects already on site and in progress. The team have been planning for the next phase of works which includes the development of eighteen packages (list available below) of work. These packages are to address Fire Risk Assessment actions for various properties

across the borough and will include work such as installation of fire alarms, signage and fire doors.

A summary of key projects is provided below:

Cromer Estate

Funded works to the three tallest blocks

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

Next steps for the remaining blocks

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

Boroughwide fire safety work packages

9.4 We have a wide range of projects 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.

No	Packet	Summary of works	Status
1	FRA Packet 001	Installation of hard-wired smoke and carbon monoxide alarms to over 2000 homes in the South of the borough	In progress
2	FRA Packet 002	Installation of hard-wired smoke and carbon monoxide alarms to over 2000 homes in the North of the borough	In progress
3	FRA Packet 003 -	Renewal of 457 flat entrance doors and installation of hard-wired smoke and carbon monoxide alarms to over 1800 homes in the South of the Borough	In progress
4	FRA Packet 004 -	Renewal of 329 flat entrance doors and installation of hard-wired smoke and carbon monoxide alarms to over 1,600 homes in the North of the Borough	In progress
5	FRA Packet 05 -	Various FRA works including flat entrance and communal door renewal, communal and individual hard wired smoke alarms, emergency lighting, fire stopping works to 219 blocks within Camden Town area.	Procurement

6	FRA Packet 06 -	Various FRA works including flat entrance and communal door renewal, communal and individual hard wired smoke alarms, emergency lighting, fire stopping works to blocks in Gospel Oak area.	Procurement
7	FRA Packet 07 -	Various FRA works including flat entrance and communal door renewal, communal and individual hard wired smoke alarms, emergency lighting, fire stopping works to 509 blocks within Kentish Town area.	Procurement
8	FRA Packet 08	Various FRA works including flat entrance and communal door renewal, communal and individual hard wired smoke alarms, emergency lighting, fire stopping works to 509 blocks within Hampstead / Kilburn area	Procurement
9	FRA Packet 09	Various FRA works including flat entrance and communal door renewal, communal and individual hard wired smoke alarms, emergency lighting, fire stopping works to 119 blocks within Holborn area.	Procurement
10	FRA Packet 010	Emergency lighting upgrading works to 300 purpose-built blocks in the South of the borough.	Scoping / Design stage
11	FRA Packet 011	Emergency lighting upgrading works to 384 purpose-built blocks in the North of the borough.	Scoping / Design stage
12	FRA Packet 12 - Bacton Tower	Fire risk assessment works to Bacton Tower	Scoping / Design stage
13	FRA Packet 13 - Grade 2 Listed Purpose-Built Blocks	Emergency lighting upgrade, communal and individual alarms, flat entrance doors, communal doors and other fire risk assessment works to 62 purpose-built Grade II Listed blocks in the borough.	Scoping / Design stage
14	FRA Packet 14 - Grade 2 Street Properties	Emergency lighting upgrade, communal and individual alarms, flat entrance doors, communal doors and other fire risk assessment works to 790 Grade II listed street properties in the borough.	Scoping / Design stage
15	FRA Packet 15 – Flat Entrance Doors	Installation of flat entrance doors to the south of the brough. The works to bin chutes have been incorporated into packets 10 and 11	To be reviewed
16	FRA Packet 16 –	Installation of domestic smoke and carbon monoxide alarms to properties in the south of the borough. The Fire safety improvement works to roof, and compartmentation works to various purpose-built blocks in the borough will be incorporated into packet 10 and 11 as well as smaller packets of work.	In progress

17	FRA Packet 17	Installation of hard-wired smoke and carbon monoxide alarms to properties in the North of the borough.	To be reviewed – merge into packet 16 tbc
18	FRA Packet 18	Renewal of flat entrance doors – North of the borough	To be reviewed

REPORT ENDS

CARETAKING PERFORMANCE UPDATE

1. INTRODUCTION

- 1.1. The following is an assessment of performance for the third quarter of 2022/23, ending December 2022, 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.

Q3 (Oct – Dec 2022/23)	A	B	C	D
Borough	10.3%	86.7%	3.0%	0.0%
Camden Town	5.0%	90.7%	4.3%	0.0%
Gospel Oak	10.4%	83.9%	5.7%	0.0%
Hampstead	28.1%	71.5%	0.4%	0.0%
Holborn	8.3%	90.7%	0.9%	0.1%
Kentish Town	0.1%	96.8%	3.1%	0.0%

- 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 KBTs most recent sample inspections and compares against previous period.

Survey period	Litter	Detritus	Flyposting	Graffiti	Fly Tipping
Current samples (2022/23)	2.22%	2.22%	0.00%	1.11%	3.33%
Previous samples (2021/22)	2.22%	4.44%	0.00%	2.22%	3.33%

Caretaking Support and Response team

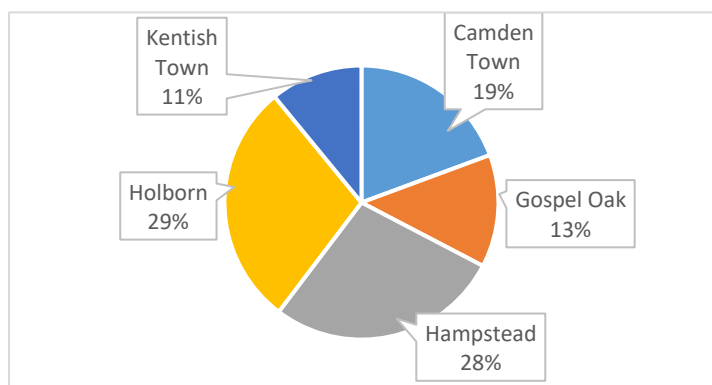
- 2.7. The Caretaking Support and Response team (CSR) is a mobile service that is tasked with delivering enhanced cleaning and project work to estates. This service is a huge asset to the Caretaking Service and is currently in its winter works programme.
- 2.8. Caretaker Managers, often after discussion 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.
- 2.10. 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 167 individual window cleaning operations, with the chart (right) indicating the time spent in each district.
- 2.12. With over six hundred 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 fifty readings, assists with five smart meter installations and provides access for top-up meters, meter resets and access for other electrical works. Importantly whilst performing 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.
- 2.15. Requests for meter readings, and help with relocating utility meters can be requested by emailing the team directly at: meterreading@camden.gov.uk

REPORT ENDS

ESTATE PARKING REPORT – TRAFFIC MANAGEMENT ORDERS (TMOS)

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. This report continues from the update provided to DMCs in December and outlines our progress so far and provides a roadmap for the new Estate Parking programme.

2. PRIORITY SITES

- 2.1. Initial assessments by council officers has identified twenty-six priority estates, where parking stress is known to be experienced by residents and non-compliant parking behaviours affect access for emergency and service vehicles.
- 2.2. Officers used the following assessment criteria when developing the priority sites list:
 - Improved access for emergency vehicles
 - Improved pedestrian safety
 - Evidence of non-compliant parking
 - Parking overspill
 - Parking demand
 - Impacts of other changes on the site (such as significant or long-lasting construction work in the local area)
- 2.3. Feasibility work has been concluded for these twenty-six locations, confirming that a TMO could be implemented and would improve our ability to manage parking effectively.

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. Introducing a TMO is complex, requiring a very prescriptive process to be followed to meet regulatory requirements. It means however that when properly implemented, parking on estates becomes subject to the same enforcement legislation as is undertaken on the borough's highways.
- 3.3. 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 required to implement the new parking schemes, such as adjustments to site layout, remarking bays, installing signage, and introducing alternative transport provisions.
- 3.4. 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.
- 3.5. The timetable below includes all preparatory work for the programme and takes us through to the implementation of the first group of locations :

22-23 Q3	Borough-wide consultation on TMO principles
22-23 Q1	Engage with residents of the first group estates on the design proposals, and then undertake a statutory <i>Traffic Order</i> consultation with residents
22-23 Q2	Make any physical changes to estates and begin parking enforcement

- 3.6. The first element on the above timetable is completed and is only required once. The final two elements will be repeated for each subsequent group of estates.
- 3.7. Before moving starting engagement work with the specific estates selected for group 1, it will be necessary for Cabinet to formally decide on the matter of implementing a TMO on estate land. This decision is scheduled for 29 March 2023.

4. BOROUGH-WIDE CONSULTATION

- 4.1. Ending on 19th December 2022, this exercise ran for over 6-weeks and consulted residents and other stakeholders on the principal of introducing Traffic Management Orders on our estates. Almost one thousand people responded to the consultation, with around two-thirds supporting the implementation of a TMO.
- 4.2. Analysing the results have developed our thinking on implementing a TMO on estate land, and the detail/outcomes from the consultation will be published

alongside an upcoming Cabinet report in March, under decision reference SC/2023/03.

5. GROUP 1

- 5.1. The first group of sites will be selected using the criteria outlined above (para 2.2) and considering additional factors, such as geographical location and breadth of unique site situations. Our aim with this approach is to evaluate our multi-site implementation approach and ensure that as we continue to roll out the TMO programme we are ready for most eventualities.
- 5.2. The final site selection for group 1 (up to ten sites) will be confirmed alongside the Cabinet report in March 2023.

6. SUBSEQUENT GROUPS

- 6.1. 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.
- 6.2. 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 twenty-six 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.
- 6.3. 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

1 REPORT SUMMARY

- 1.1 This report sets out the scope of the works delivered by the Green Spaces service on housing areas, providing recent example of work and performance information.
- 1.2 There are over three hundred green spaces and 28,000 trees in Camden which are located across parks and housing estates, other sites include corporate property, education sites, verges and temporary accommodation which are all maintained to the same standards. The role the Green Spaces service undertakes across Housing sites was set out in the March 2021 report. The below sets out an update to that report.

Enquires should be raised by:

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

2 ROUTINE AND AD-HOC GROUNDS MAINTENANCE

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

	Non-Rectifiable Default	Stage 2 Rectification
2019/20	14	207
2020/21	21	143
2021/22	36	197
2022/23 – to 5 th January 2023	2	82

- 2.3 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 three 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.
- 2.4 As part of the above recommissioning process, internal workshops were carried out with key stakeholders from a number of departments across

Camden. A number of themes arose from the internal workshops which will be fed into the modelling of the new service. Areas that were found to be working well and which stakeholders would like to see continue into the new service included good standards of;

- **Communications** – Between term contractor, residents and Camden departments
- **Governance Structure**
- **Horticultural Model and above core delivery**
- **Standard monitoring and Rectification process**

2.5 Those areas that were found to be working poorly and that stakeholders either wanted to stop or improve in the new service included;

- **Resource & Capacity issues**
- **Response to Anti-Social Behaviour** – Play areas/MUGAs in Housing – Planters used to hide things – Parks closing – Drug use and paraphernalia across green spaces
- **Inadequate funding** – Play replacement of older equipment for new - New green space asset requests, such as planters, water points and green roofs on bin stores and bike sheds etc.
- **New Green Spaces and assets and lack in resource growth**

2.6 External stakeholder consultation will be completed throughout the Spring where residents, TRAs, DMCs and members of the public will be able to feed into the recommissioning process and help us to develop a new grounds maintenance and play service. Details of engagement will be shared nearer the time.

3 DELIVERING SAFE AND ACCESSIBLE PLAYGROUNDS ACROSS HOUSING

3.1 Green Space Operations currently inspect 189 play areas (play and sports) across 104 Camden housing estates, of these six play areas over four estates are currently TMO maintained and 183 are maintained by Green Space Operations and our term contractor Idverde.

3.2 The team also manages a further seventy play areas across thirty-six park sites.

3.3 96.3% (182 separate play/sports areas) of play areas managed by Camden Green Space Operations on housing estates are open for play. Seven play areas/MUGAs are currently closed. Two sites, Russell Nurseries Jim's Pitch and Somers Town Estate play area, will be undergoing major repair and replacement works commencing February 2023. Quotes have been received for three further sites for major repairs and will progressed subject to agreement with TRAs/ residents. Two further sites are currently being considered for major works and communications are ongoing regarding future use and design.

- 3.4 During the financial year 2022/23 8 sites underwent major works to replace surfacing or assets and a further eleven sites have works commissioned to commence in February or March 2023. Works completed include a new 3G pitch at Alexandra & Ainsworth Estate and new play area surfacing at Maitland Park, South End Close, Kingsgate Estate and Wellesley Play Area.

4 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)

- 4.1 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.
- 4.2 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.
- 4.3 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.

5 HOUSING TREE ENQUIRIES

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

Enquiries Received	Apr - Dec 2021	Apr - Dec 2022
Housing Communal	325	305
Street Property	111	125
Total	436	430

Enquiries closed	Apr - Dec 2021	Apr - Dec 2022
Housing Communal	305	245
Street Property	167	121
Total	472	366

Work completed	Apr - Dec 2021	Apr - Dec 2022
Housing Communal	3,773	599
Street Property	228	140
Total	4,001	739

- 5.3 As can be seen from the tables above the number of enquiries received are almost the same. However, the number closed is down by 106 and works completed is below last year's total for the same period. This has been down to a lack of resources in the team, which has meant our safety inspections are 3 months behind. Also, the change of our term contractor has caused a delay to work while they fully mobilise. Therefore, we have continued to prioritise works based on risk to maximise work capacity.
- 5.4 The tree planting season runs from October to April and so far, forty-one trees have been planted on housing sites. These trees have been planted through a mixture of our tree planting programme and HS2 projects. There are another sixty trees planned for this season through the Communi-tree programme run by the [Camden Forest](#).
- 5.5 Trees planted in urban areas have a hard beginning to their life, we welcome your help in helping these new trees establish in their new homes by supporting our watering of them for the first 3 years. A map of new trees and a video on how you can supplement the Council's watering can be found at: <https://www.camden.gov.uk/trees#taiz>

5 HOUSING TREE INSPECTIONS

- 6.1 The programme of three yearly health & safety inspections and maintenance for 2022/23 on Housing estates covers the following wards:
- Bloomsbury
 - Camden Square
 - Camden Town
 - Holborn & Covent Garden
 - Kings Cross
 - Primrose Hill
 - Regents Park
 - St. Pancras
- N.B. these are the pre-2022 ward boundaries.

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

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

REPORT ENDS

CCTV & RESPONSIVE SECURITY PATROL

1 CCTV

1.1 Work has continued on the planning and design stages of the new housing CCTV installation project over the last three months.

- 47 Estates identified with CCTV as a priority for upgrade in the next financial year
- Twenty-five estates visited to date and full assessments completed, with four more planned in March
- All forty-seven estates hoped to be visited and designed by the end of August

1.2 Camera installations are continuing:

- Three estates are now fully upgraded (51 cameras working in the CCTV Control Room)
- Four estates are being worked on (52 being connected)
- Four estates are waiting for work to start

1.3 A forward plan of works (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](#)

1.4 During the tragic Euston incident the CCTV Control Room was working closely with the Police and arranged for 1290 minutes of footage to be made available to the investigation.

1.5 Also of note was at Christmas time a CCTV operator was proactively monitoring public space cameras and a male was spotted acting suspiciously, Police were called on the radio and guided in. They detained the male, and we were later informed he was wanted on suspicion of murder.

1.6 Recruitment for CCTV staff has now nearly concluded, since the move away from contractors and to inhouse staff we have recruited seven new staff with just one vacancy remaining to fill.

1.7 Please remember visits 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 two 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.

1.8 Just to remind everyone, residents will only be charged a higher rate of CCTV service charges from the next April **after** their estate is upgraded to the new CCTV system. The majority of residents will not see an increase above inflation in 2022 and the increased service charge will be applied in 2023 or 2024. You will be notified in advance.

2 Responsive Security Patrol

2.1 The Council's five vehicle Responsive Security Patrol (RSP) is available for residents to call out 12 hours a day, 7 days a week, from 4pm to 4am. The main purpose is to act as a deterrent and to detect and disrupt ASB on housing land. The RSP can be called out for any type of ASB, and residents can call them out without sharing their personal details. Last year they carried out nearly 55,500.

2.2 As well as responding to resident's call outs, the RSP carry out targeted vehicle and foot patrols at the request of Community Safety, Housing Managers and the Police. They may also carry out welfare or tenancy checks and form part of the Council's emergency response. They can be contacted on 020 7974 4444 asking for the Responsive Security Patrol or at RSP@camden.gov.uk

2.3 All RSP cars are fitted with GPS trackers that show in real-time where the vehicles are and keep a record of all the car's movements. The cars have in car CCTV fitted that records automatically and the RSP officers are equipped with body worn CCTV cameras that captures both audio and video. If there is a complaint about a patrol then all of this data is downloaded and compared to the patrol logs they submit. Management also carry out a "dip sampling" process where they select patrols at random and check all of this for accuracy.

2.4 During the recent tragic incident at Euston the RSP was the first council department to attend and over the course of the following week they carried out over three hundred high visibility foot patrols in the estates close to Phoenix Road.

REPORT ENDS

COMPLAINTS PERFORMANCE

Housing Complaints Quarter 3 22/23

Division	Housing Management Qtr 3	Qtr 2 22/23	Property Management Qtr 3	Qtr 2 22/23
Number stage 1 complaints in Qtr	46	66	387	215
cases responded to within time (10 wkg days)	39%	35%	55%	62%
cases responded to late	33%	35%	35%	31%
Open cases currently overdue	28%	30%	10%	7%
Number of "not a complaint" cases & not included in above figures	49	53	180	139
Number stage 2 complaints in Qtr	15	19	87	58
Number Housing Ombudsman decisions in Qtr	0	1	2	0

Housing Management (by Main Service Areas)	Landlord Services Qtr 3	Qtr 2 22/23	Estate Management Qtr 3	Qtr 2 22/23
Number stage 1 complaints in Qtr	21	38	22	15
cases responded to within time (10 wkg days)	43%	21%	18%	47%
cases responded to late	38%	45%	46%	33%
Open cases currently overdue	19%	34%	36%	20%
Number of "not a complaint" cases & not included in above figures	22	30	17	18
Number stage 2 complaints in Qtr	7	6	5	5
Number Housing Ombudsman decisions in Qtr	0	0	0	0

Property Management	Repairs & Operations Qtr 3	Qtr 2 22/23
Number stage 1 complaints in Qtr	381	210
cases responded to within time (10 wkg days)	55%	62%
cases responded to late	35%	32%
Open cases currently overdue	10%	6%

Number of "not a complaint" cases & not included in above figures	166	133
Number stage 2 complaints in Qtr	85	55
Number Housing Ombudsman decisions in Qtr	2	0

1 COMMENTARY

- 1.1 The data shows a significant increase in complaints received relating to Repairs with a decrease in Landlord Services.
- 1.3 Overall, the service levels for Repairs & Operations and Estate Management decreased as their volume of complaints increased. Whilst Landlord Services saw an improvement in service levels by doubling the percentage of cases responded to on time whilst seeing a reduction in the number of complaints received.
- 1.4 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 into the central complaints team.
- 1.5 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.

REPORT ENDS

CAMDEN HOUSING & PROPERTY RESIDENTS PANEL

1 INTRODUCTION

- 1.1 The Camden Housing & Property Residents Panel is a new open and honest approach to putting residents in the driving seat when it comes to improving Camden's services.
- 1.3 The Housing & Property Residents Panel is not just another an officer-led group; residents voices, needs, and ideas are at the centre of the panel's purpose. To help ensure that the panel operates 'by residents, for residents', the panel sessions are being facilitated independently by the UK's leading public participation charity – Involve.

2 INVOLVE

- 2.1 Since 2003, Involve have been working with governments, parliaments, civil society, academics, and the public to create and deliver new forms of public participation that re-vitalise democracy and improve decision-making. They have also worked with Camden for some time, including around successful public democracy groups like Camden's Data Charter Residents' Panel, and Camden's Citizens' Assembly on the Climate Crisis.

3 PANEL SESSIONS SO FAR

- 3.1 The panel are taking the lead themselves on how they want to work going forward; they are co-designing their own working methods, and the topics and subjects they wish to explore are up to them.
- 3.2 The panel's first session was on 01 December, and was opened by Director of Property Management, Gavin Haynes.
- 3.3 The session was all about the panel meeting and getting know each other, understanding broadly the types of work carried out under the Housing and Property Directorates, and co-designing how the panel want to work together and approach things in future.
- 3.4 The second session of the panel on 17 January was opened by Director of Housing, Glendine Shepherd. This session was for the panel to explore what topics they may want to investigate more deeply at future panel sessions.
- 3.5 The panel produced lots of topic suggestions which they reviewed and prioritised, and some of the key themes were around safety & security, housing repairs, damp & mould, communication, innovation seven technology, and accessibility & inclusion.

REPORT ENDS

HEATING POOL UPDATE

1 INTRODUCTION

- 1.1 The Council were asked by the DMCs to provide information for them regarding the final decision regarding heating pool charges, how much they have gone up to and how the Council had sought to mitigate this increase.

2 DECISION

- 2.1 Cabinet on the 18th of January agreed to increase the heating pool scales by 175%, to defer repayment of the 2022/23 heating pool deficit into future years and apply credits to bring the net increase down to 125% and to agree an in-year review of charges during 2023, rather than January 2024.

3 MITIGATING THE INCREASE

- 3.1 There are three mitigations to get the increase down to 125%. This is largely taken from the 18th January [Cabinet report](#) and the [addendum](#).
- 3.2 To shield tenants from the start of extremely high energy prices and limit the increase to 15%, the heating pool utilised all of the remaining heating pool reserve during 2022/23. However, fuel and energy costs continue to rise which is predicted to lead to a deficit in the heating pool during 2022/23 meaning the heating pool reserve is unable to offset the price increases. The Cabinet agreed to carry forward the pool reserve deficit into 2024/25 rather than recover this deficit in the 2023/24 charges. This brought the increase down to 220%.
- 3.3 Secondly, the 220% increase is predicated on an assumed 20% increase in gas prices during the second half of 2023/24 (Oct 23 to Mar 24). Cabinet decided to assume that prices will remain flat for that duration reducing the gas forecast by £3m and enabling the base case option to be limited to 175%. Once the change in prices for the second half of the year becomes known in the Autumn, after the Council completes its advance purchases, the Cabinet may need to change the heating pool charges if prices have gone up.
- 3.4 Finally, the Cabinet agreed to cap the 175% increase temporarily for 2023/24 to a 125% increase. This would be funded by applying one-off funding of £3.5m in credits to tenants' rent accounts.

REPORT ENDS

DMC ELECTION NOMINATION FORMS

1 INTRODUCTION

- 1.1 This report provides details on the election process for DMC committee officers (chairs and vice chairs) at its June 2023 meeting that is the start of the municipal year. The report includes the prescribed forms DMC members are asked to complete and return should they wish to nominate themselves or another member.

2 WHO CAN YOU NOMINATE?

- 2.1 You can nominate yourself or another DMC member/substitute as a candidate to be your DMC chair, vice chair(s) or representative to other groups.
- 2.2 Whoever you nominate must be the elected DMC member or substitute from a registered Camden Tenants and Residents Association (TRA). To check if their TRA is registered with the Council or to find out anything about the elections, please contact your Senior Tenant Participation Officer, email tp@camden.gov.uk.

3 HOW TO NOMINATE

- 3.1 Each nomination must be made on a separate nomination form.
- 3.2 A person can be nominated for more than one position.
- 3.3 All candidates must sign the nomination form.
- 3.4 The candidate being nominated must also provide an election statement saying why they think they should be elected. Information about nominated candidates and their elections statements will be available at the June meeting.
- 3.5 Completed nomination forms should be sent back to the Tenant Participation Service by email to tp@camden.gov.uk (see form included in agenda pack)
- 3.6 Nomination forms must be received before **5pm on Friday 19th May 2023**

4 WHAT HAPPENS ON ELECTION NIGHT?

- 4.1 Elections for the chair, vice chair(s) and representatives will all take place at the June DMC meeting. You can also nominate yourself or another DMC member on the night, but we would recommend doing this before then using the enclosed nomination forms.
- 4.2 If more than one person is nominated for each position, a confidential ballot will be held to find out who gets the most votes. If only one person is nominated for a role there will be no need to have a confidential ballot as they will be elected unopposed.

- 4.3 The results of the elections will be announced on the night and included in the DMC minutes when these are sent out.

5 WHO CAN VOTE ON ELECTION NIGHT?

- 5.3 Only DMC members of registered Tenants and Residents Associations (as set out in the A list of registered TRAs provided on election night) can vote for the candidates. DMC substitutes are only allowed to vote on election night if they are standing in for the named member.

6 WHAT'S INVOLVED IN BEING A DMC CHAIR OR VICE CHAIR?

- 6.1 DMC chairs and vice chair/s are elected every year and they are responsible for helping to run the DMC and do its work in between meetings. The chair also “chairs” DMC meetings. The Code of Conduct will provide a helpful guide on how DMC Chairs and vice-chairs(s) should help manage and DMC meetings and the conduct of DMC representatives.
- 6.2 In addition to the chair and vice chair, your DMC also elects representatives onto other groups and organisations in Camden.
- 6.3 If you would like an informal chat about the role of DMC chairs and vice-chairs and the June election process, please contact your Senior Tenant Participation Officer or email tp@camden.gov.uk

REPORT ENDS

District Management Committee 2023 Annual Elections NOMINATION FORM FOR CHAIR

(PLEASE WRITE IN BLOCK CAPITALS)

You can nominate yourself or another District Management Committee (DMC) member or substitute. The candidate must fill out this form.

CANDIDATE'S DETAILS (to be completed by the candidate)

Full Name	Title (e.g., Ms, Mr, Mrs, Dr)
Address for correspondence:	
Email address:	Post code:
Contact phone number	Mobile:
How would you describe your ethnicity:	
Do you consider yourself to have a disability? If you have a disability, how can we support you if you are successfully elected?	
PLEASE NOTE: your address and telephone information is only for the use of the Tenant Participation Services team so they can contact you and will remain confidential.	

I, the above-named candidate consent to my nomination and agree to stand for election. I confirm that to the best of my knowledge the information provided on this form is accurate.

Signature:

Date:

ELIGIBILITY CRITERIA FOR CANDIDATES

All proposed candidates must be:

- the elected DMC representative or substitute of their Tenants and Residents Association

District Management Committee 2023 Annual Elections NOMINATION FORM FOR VICE CHAIR

(PLEASE WRITE IN BLOCK CAPITALS)

You can nominate yourself or another District Management Committee (DMC) member or substitute. The candidate must fill out this form.

CANDIDATE'S DETAILS (to be completed by the candidate)

Full Name	Title (e.g., Ms, Mr, Mrs, Dr)
Address for correspondence:	
Email address:	Post code:
Contact phone number	Mobile:
How would you describe your ethnicity:	
Do you consider yourself to have a disability? If you have a disability, how can we support you if you are successfully elected?	

PLEASE NOTE: your address and telephone information is only for the use of the Tenant Participation Team so they can contact you and will remain confidential.

I, the above-named candidate consent to my nomination and agree to stand for election. I confirm that to the best of my knowledge the information provided on this form is accurate.

Signature:

Date:

ELIGIBILITY CRITERIA FOR CANDIDATES

All proposed candidates must be:

- The elected DMC representative or substitute of their Tenants and Residents Association

