

Public Document Pack

Tenant & Leaseholder Panel

To: Yaw Boateng (Chair)
Petra Johnson (Vice-Chair)
Marilyn Smithies, Jill Arboine, Binta Barry, Ishia Beckford, Aishnine Benjamin, Monica Binns, Peter Cooper, Teresa Cox, Susan Devonish, Neide Dias, James Fraser, James Gitau, Desmond Ojumu, Grace Osoata, David Palmer, Guy Pile-Grey, John Piper, Sharon Swaby, Jamil Tarik and Kim Wakely
Councillors Pat Clouder, Patricia Hay-Justice, Louisa Woodley, Richard Chatterjee, Lynne Hale and Michael Neal

A meeting of the **Tenant & Leaseholder Panel** will be held on **Tuesday, 11 February 2020** at **6.30 pm** in **Council Chamber, Town Hall, Katharine Street, Croydon CR0 1NX**

JACQUELINE HARRIS BAKER
Council Solicitor and Monitoring Officer
London Borough of Croydon
Bernard Weatherill House
8 Mint Walk, Croydon CR0 1EA

Thomas Downs
020 8726 6000 x63922
thomas.downs@croydon.gov.uk
www.croydon.gov.uk/meetings
Monday, 3 February 2020

THIS MEETING WILL BE WEBCAST LIVE

Click on link to view:

<http://webcasting.croydon.gov.uk/>

AGENDA

- 1. Welcome and Introductions**
- 2. Apologies for absence**
To receive any apologies for absence from any members of the Committee
- 3. Disclosure of Interest**
Members will be asked to confirm that their Disclosure of Interest Forms are accurate and up-to-date. Any other disclosures that Members may wish to make during the meeting should be made orally. Members are reminded that unless their disclosable pecuniary interest is registered on the register of interests or is the subject of a pending notification to the Monitoring Officer, they are required to disclose relevant disclosable pecuniary interests at the meeting

4. Minutes of Previous Meeting (Pages 5 - 18)

To approve the minutes of the meeting held on 15 October 2019 as an accurate record.

5. Update on the Waste Management Action Plan

6. Housing Revenue Account Rent, Service Charge, Garage Rent and Budget Setting (Pages 19 - 26)

This report provides information on the proposed rent and other charges made to council tenants and leaseholders for the financial year 2020/21. The report also provides information on the Housing Revenue Account (HRA) budget for the financial year 2010/21, detailing the way in which the rental and other income is spent.

7. Housing Capital Investment Programme 2020/21 (Pages 27 - 34)

The Panel is asked to note and provide feedback on the proposed 2020/21 capital investment programme relating to investment in the council's housing stock.

8. Fire Safety Videos

9. Scrutiny update

Verbal report from Yaw Boateng (Tenant Scrutiny Panel)

10. Resident Involvement Activity Report (Pages 35 - 38)

This report is attached for information only - Chris Stock (Resident Involvement Manager)

11. Feedback (Pages 39 - 62)

For Information Only:

- a) London Tenants' Federation - Jamil Tarik
- b) ARCH - Yaw Boateng
- c) Croydon Voluntary Sector Alliance (CVSA) - Guy Pile-Grey
- d) All Ages & Youth Services Update – Ken Constantine

12. Any Other Business

To discuss any other business at the discretion of the Chair.

13. Date of next meeting

Tuesday 21 April 2020 at 6:30pm in the Council Chamber, Town Hall,
Katharine Street, Croydon CR0 1NX.

This page is intentionally left blank

Public Document Pack Agenda Item 4

Tenant & Leaseholder Panel

Meeting held on Tuesday, 15 October 2019 at 6.30 pm in Council Chamber, Town Hall,
Katharine Street, Croydon CR0 1NX

MINUTES

- Present:** Yaw Boateng (Chair);
Petra Johnson (Vice-Chair);
Marilyn Smithies, Jill Arboine, Binta Barry, Ishia Beckford, Peter Cooper,
Susan Devonish, David Palmer, Guy Pile-Grey, John Piper, Sharon Swaby,
Jamil Tarik, Kim Wakely
Councillors Pat Clouder, Louisa Woodley and Lynne Hale
- Also Present:** Councillor Alison Butler, Head of Assets and Involvement, Resident
Involvement Manager, Head of Environmental Services, Digital Engagement
and Inclusion Officer, Head of Tenancy and Caretaking Services and Head of
Responsive Repairs and Maintenance.
- Apologies:** James Fraser and Monica Binns
Director for Council Homes, Districts and Regeneration
Councillors Patricia Hay-Justice, Richard Chatterjee and Michael Neal

PART A

39/19 **Welcome and Introductions**

The Panel members, councillors and officers in attendance introduced themselves.

Panel Members praised the recently deceased Stephen Aselford, who had been a member of many panels and groups, with his commitment to the Mobility Forum and disability panels being particularly noted. Stephen also had a great interest and involvement in transport and transport issues.

40/19 **Disclosure of Interest**

There were no disclosures at this meeting.

41/19 **Minutes of Previous Meeting**

The minutes of the meeting held on 2 July 2019 were agreed as an accurate record.

42/19 **Fire Safety on Council Estates**

The Panel heard that the London Fire Brigade had sent apologies, as they were unable to send a representative to deliver the verbal update. Written responses had been provided and are appended in full to these minutes.

The Panel expressed disappointment that this would be the second time that the London Fire Brigade had sent apologies for a meeting.

43/19 **Waste collection - Feedback from Task & Finish Group**

The Head of Environmental Services explained that the Task & Finish Group had gone through the standards of the contract and that the aim had been to identify what the expectations of waste collection should be from residents, and what the expectations on residents were to report issues to the council. A number of factors had been brought up these included: notice boards in blocks displaying collection dates, clear signage on bins and reporting of missed food waste collection within two working days through MyAccount. There had been interest in starting Community composting to assist in waste minimisation. There had been actions over clear information around recycling which would be implemented both immediately and over a longer term.

A resident discussed issues with food waste bins in Heathfield Gardens with these having not been cleaned, and previous issues with wasp and fly infestations. The Head of Environmental Services informed the Panel that there was a requirement in the contract for food waste bins to be cleaned, and in the near future this would involve off site deep cleaning.

In response to queries about only being able to report one missed collection at a time through MyAccount, the Panel heard that multiple reports should be possible and the Head of Environmental Services offered to look into this if needed.

In response to reports of missed collections the Head of Environmental Services acknowledged that repeatedly missed properties could be a problem, but that they were rare. Officers did check whether collections had happened, but this was a small team in a large borough which meant that self-reporting was important. There had been a major residual waste collection reschedule in July 2019 which had increased the resilience of the service. residual and commercial collections had been decoupled to increase the efficiency of collections.

In response to a Panel member who had stated that the caretaker of their residence had been unable to report missed collections though their mobile phone, the Head of Tenancy and Caretaking Services stated that all caretakers had been given smart phones, but accepted that some needed additional training to use them effectively.

The Head of Tenancy and Caretaking Services informed the Panel that a monthly meeting between their team and the Environmental services team had been set up. These would discuss repeated missed collection reports from residents and caretakers and would look at why missed collections were occurring.

Panel Members stated that many issues had been raised during the Task & Finish group and requested a further meeting to see which recommendations and actions had and had not worked, and any improvements made.

In response to queries about why there were no longer estate walkabouts, the Panel heard from the Head of Tenancy and Caretaking Services that the team of Estate Inspectors had been lost, but this function would be picked up by Tenancy Officers, as it was now one of their KPIs.

In response to questions about the accuracy of figures on missed collections in the report, the Panel heard that these were based on the number that were reported, and had been used to penalise Veolia.

Panel members queried what would be done about wheelie bins not being returned to the point of collection, and rubbish being left on the street from collections. The Head of Environmental Services stated that work was being done to ensure that these were properly returned and that there had been issues with bins being decanted into other bins to save time and that this needed to be stopped.

The meeting was paused at 19.18

44/19 **Axis Responsive Repairs Contract Review**

The meeting resumed at 19:25

Head of Responsive Repairs and Maintenance introduced the item and went through the slides from the agenda.

The Panel heard that there would be a follow up report in April 2020 to give details of the review, but that an interim report could be given in January 2020 if requested. Regular lead Cabinet Member briefings had taken place.

The Panel queried whether repair appointments were available for people who worked full time Monday to Friday, and were told that non-urgent repairs appointments were only available between 8:00 and 17:00, Monday to Friday, but that emergency repairs were available 24 hours. Previous engagement had not showed a high demand for appointments to be available at weekends as these would be much more expensive, and an additional premium would be required.

A resident stated that their experience with Axis over the last two years had been positive, and that there had been a noticeable improvement.

In response to queries about who had been requesting the feedback from residents, the Panel heard that satisfaction surveys came from Axis, and that some had come from the council themselves. The feedback had been requested in a number of ways including email, phone, text and letter.

10% of work was inspected, with around 65,000 repairs a year, and that there were three dedicated inspectors. The inspections focused on high value repairs, and repairs that needed to be checked.

45/19 **Full Fibre Broadband in Social Housing**

The Asset Manager went through the report and explained the aim to expand broadband access to areas of poor provision through connecting to social housing blocks, with reliable futureproof fibre which could later be fed out to other properties. The infrastructure would be provided at no cost to the residents.

Providers had approached the council with different offers, and agreements had been made with Openreach and Community Fibre, with talks still ongoing with a third provider. The council would still be open to working with other providers in the future. This had been in line with the corporate plan to develop infrastructure to provide economic growth to meet resident's needs. This would increase the overall speed and provision of the network in Croydon. As much of the council provision moved to digital services, this would help residents maintain access to council services.

The cable would be fed to the front door of individual properties, or to hubs in blocks, where cables could later be run to individual flats should they opt into the service. The cables would reach the blocks by underground ducts, and into a central hub. The fibre would have the capacity for future technologies, and would negate the need for satellite dishes. A range of packages would be available with different speeds and prices to suit all residents.

In response to queries around 5mb/s speeds being too slow, the Panel heard that this was to provide an affordable package for those who could not afford faster packages. In response to queries about whether satellite dishes would be removed, the Panel heard that this would be looked at in the future when they became redundant, and as TV providers moved to using internet infrastructure over satellite dishes.

As a part of the agreements, the providers would work with the council to provide apprenticeships, work placements and job opportunities in the borough. The providers would also pay the London living wage; have a percentage of their supply chain in Croydon and measure sustainability. Free Wi-Fi would be provided in provided in community centres, blocks and lounges, and training on digital inclusion would be provided.

In response to a question about how secure the broadband would be, the Asset Manager explained that the fibre would be managed and controlled by OFCOM. In response to a question about the timescale, the Panel heard that the project was expected to be completed in the next three to five years, but this could be quicker if the number of providers involved increased.

46/19 **Scrutiny update**

The Panel heard that meetings of the Tenant Scrutiny Panel had taken place over the year and that the findings and recommendations would be finalised in October 2019 to be presented to the council. The findings and recommendations would also be presented at the next meeting of the Panel.

47/19 **Resident Involvement Activity Report**

This report was attached for information only.

48/19 **Digital Engagement Update**

The Engagement and Digital Inclusion Officer introduced the item and went through the previous Digital Engagement offer, which had been an email newsletter called 'Involve' and a magazine called 'Open House'. These had often been sent out late and not regularly enough.

The branding for Open House had been refreshed, and would now be distributed four times a year, instead of the previous three. The magazine would now be sent to all tenants and leaseholders, posted on the Croydon Resident Involvement Facebook page and sent out with rent statements. There would also be a digital supplement available which could be printed on request for residents without internet access.

The Croydon Resident Involvement Facebook page had been used more regularly and would post at least once a day. There had been a 500% increase in the number of likes the page had since January 2019. Video content had been posted on the page and officers were looking to further expand its use in the future.

In response to questions about the administration of the Facebook page, the Panel learned that there had been very few negative or abusive comments, but that this could be moderated. The Engagement and Digital Inclusion Officer stated that they trusted people who were generally using the pages for the right reasons. Panel members were surprised that people who were not tenants or leaseholders were engaging with the page, and the Engagement and Digital Inclusion Officer agreed and stated that a mix of current residents and people who had previously lived in Croydon were using the page.

49/19 **Feedback**

The Chair informed the Panel that this item would be presented as written reports to be submitted with the agenda for all future Panels.

Marilyn Smithies read out some sections for the update. This included segment from the All Ages Inter-generational update and the Youth Provision and Communities Fund, which is appended in full to these minutes.

50/19 **Any Other Business**

There was none.

51/19 **Date of next meeting**

11 February 2020 at 6:30pm in the Council Chamber, Town Hall, Katharine Street, Croydon CR0 1NX.

The meeting ended at 8.35 pm

Signed:

Date:

.....
.....

1. What is London Fire Brigade's policy in the event of a fire? Do we stay put in our flats or do we try to escape?

The Regulatory Reform (Fire Safety) Order 2005 is the legislation enforced by the London Fire Brigade. This legislation applies to all workplaces and the common parts of blocks of flats. IE: Staircases, corridors etc. The Regulatory Reform (Fire Safety) Order 2005 requires a fire risk assessment to be carried out by the "Responsible Person". In the case of Croydon Council properties this responsibility will fall on the Council. Any fire strategy, ie: stay put or simultaneous evacuation will need to be addressed in this assessment. The assessment should be based on the level of passive protection IE: walls, ceilings, floors and doors as well as other factors. A stay put strategy relies on this passive protection. Therefore please see the following guidance which is based on suitable compartmentation having been established in a block.

Escaping a fire in your flat

Our guidance is to stay put unless your flat is being affected by fire or smoke. This is based on the fire protection provided in the building and the walls and doors of each flat. This has been the case for many decades and – although fires in flats happen every day – they rarely spread beyond the flat on fire. However, some smoke may enter corridors when the residents leave the flat on fire, or firefighters enter the flat to extinguish the fire. When you stay put, you reduce the risk of entering a smoky corridor unnecessarily and potentially being overcome by smoke. Staying put also means firefighters can tackle the fire safely and quickly without being delayed by many residents evacuating down the stairways.

Fire outside your flat but within your block or building?

Purpose-built maisonettes or blocks of flats are built to give you some protection from fire. This means that walls, floors and doors can hold back flames and smoke for 30 to 60 minutes. You are usually safer staying put and calling 999. Tell the fire brigade where you are and the best way to reach you.

Fire inside your flat?

If there's a fire inside your flat, your escape plan is relatively simple:

- Take the normal way out – though don't use the lift.
- Keep door keys where everyone you live with can find them easily.
- Don't waste time investigating what's happened or rescuing valuables – remember, get out, stay out.
- Move as quickly but as safely as you can as you exit the building.
- Close doors behind you to slow down the spread of fire and smoke.
- Call 999 as soon as you are safe to do so.

Fire or smoke inside your home but your escape route is not clear?

If you can't use your planned escape route safely, you may be safer to stay in your flat or maisonette until the fire brigade arrives.

- Find a safe room as far as possible within the flat from any fire or smoke (with a window if possible), close the door and use soft materials to block any gaps to stop the smoke.
- Go to a window, shout 'HELP, FIRE' and call 999.

- Be ready to describe where you are and the quickest way for firefighters to reach you.
- Try and stay on the line and act on the advice provided.

What about escape plans for vulnerable people?

- If you – or anyone you live with – might find it difficult to escape in an emergency, why not contact us and book a free fire safety visit for expert advice tailored to you.
- Our firefighters will visit you at home, help plan your escape route, and give advice about sprinkler systems and special fire detection options.

2. Are the Fire Brigade going to carry out a further safety review of ALL blocks as it was two years ago since I believe this was done?

LFB carry out periodic inspections on blocks of flats based on the level of risk (risk based). This will vary from block to block but will typically be between 18 month and 36 months dependant on the level of risk. Any inspection will be carried out by an inspecting officer, usually in the company of the Responsible person (Council Official) in the case of Croydon blocks. Any deficiencies will be brought to the attention of the Responsible person for required actions.

3. We have been told we cannot have front door mats and nothing should be in the corridors. Does the Fire Brigade think it is ok for Deliveroo to bring their bikes into the building? I told one of the bike riders that bikes should not be in the building and got told to F off.

Whilst it would be difficult to comment on this individual case without all the facts, please feel free to send your concerns to FSR-CroydonSuttonBromley@london-fire.gov.uk and we can arrange for some further investigation. With regards to the use of front door mats, this is to ensure that all common parts of a premises remain “sterile” to ensure that no ignition sources or combustible materials are present. This is to ensure that all means of escapes remain available for use if a fire breaks out and to ensure that a fire does not occur in the communal areas.

4. I am concerned about unkempt gardens where they have become so overgrown that if a fire were to start it could spread to any adjacent buildings or blocks of flats and put residents lives at risk. What can the council do to persuade tenants and leaseholders to keep gardens in order?

Dependant on the specific situation this is unlikely to be dealt with under the Regulatory Reform (Fire Safety) Order 2005. However, if you would like to let us know about the specific situation via the email link below, I will arrange for liaison with the local authority to establish who the lead authority would be regarding enforcement.
FSR-CroydonSuttonBromley@london-fire.gov.uk

THE ALL AGES FAMILY

SAFETY CHALLENGE 2019/2020

Designed by the London Fire Brigade's Crossfire team to improve the safety of Croydon's households.

LEARN ABOUT:



All clubs and community groups in Croydon are invited to sign up and receive free workshops to improve their awareness of safety issues.

There is also an opportunity for local groups to compete against each other in a Grand Final on 19th February 2020, to see who Croydon's safest team is.

For more details email: david.gill@london-fire.gov.uk or

to arrange a local safety workshop, contact Laura, Yvonne or Zoe at

Laura.Boden@croydon.gov.uk 07587 887 059

Yvonne.Anderson@croydon.gov.uk 07587 657 544

Zoe.Gaffney@croydon.gov.uk 07436 034 624



This page is intentionally left blank

TLP 15 October 2019 – All Ages & Youth Services Update

1. Croydon's Community Fund 2020-2023

a) Introduction of TLP & CRYSAAP's role in youth services

It became apparent that the 2 new members of CRYSAAP (Croydon Residents Youth Services & All Ages Panel), recruited recently from the TLP (Tenants and Leaseholders Panel), may not know the remit of CRYSAAP or its links with the commissioning of youth services – which would also mean there were other TLP residents who were equally unsure.

CRYSAAP, formerly the Youth Provision Budget (YPB) Panel from 2002, became the Residents Youth Services Panel (RYSP) in 2015/16 when the Youth Provision Budget was incorporated into the Council's Community Fund. As all of the residents attending the RYSP increased its scope to include community services delivered in Council Housing areas, including inter-generational activities and events, where the aim was to link attempt to link youth and community those services more locally, the panel has recently changed its name to CRYSAAP.

This brief update of the commissioning process, which includes youth services for the next 3 years, hopes to explain the Community Fund commissioning process, the historical background of both the TLP and CRYSAAP's interest in the delivery of youth services in Council housing areas and estates and their role in shaping that delivery, via the commissioning process.

The TLP and CRYSAAP panels, have a historical interest in maintaining their active involvement in the delivery of youth services reaching young people living in council housing areas, originally delivered from the Youth Provision Budget, which the TLP sanctioned when the then Housing Department decided in Sept 2002 to develop its own youth strategy, in support of general locally delivered youth provision projects, until its incorporation into the Council's Community Fund's programme 2016-19.

For the relevant aforementioned youth services, delivered in Outcome 2: Our children and young people thrive and reach their full potential, [follow the blue thread](#).

b) Community Fund: Commissioning Programmes 2020-2023

Applications for Croydon Council's [Community Fund: Commissioning Programmes](#) for voluntary sector organisations to bid to deliver a range of projects, closed at midday on Tuesday 01 Oct 2019, having been opened from 06 June 2019.

They were comprised of

- **Tender 1:** Outcomes Programme (Outcomes 1-5, £1,405,000 per year)
- **Tender 2:** Quality Assurance & Contract Management of Prevention Fund (Outcome 1, £40,500 per year)
- **Tender 3:** Infrastructure Support (Outcomes 1-5, £250,000 per year)
- **Tender 4:** Carers Services (Outcomes 1 & 2, £470,000 per year)
- **Tender 5:** Advice Services (Outcomes 3 & 5, £333,000 per year) and
- **Emerging Need:** (Outcomes 1-5, £100,000 per year),

totalling £2,598,500 per year from Jan 2020-March 2023

TLP 15 October 2019 – All Ages & Youth Services Update

c) Community Fund: The 5 Outcomes, Prevention Fund and Small Grants

The *Outcomes Programme (or Tender 1)* which form part of the above Community Fund: Commissioning Programmes) will commission activities which support the 5 outcome areas from the Council's Corporate Plan and VCS strategy.

The projects can be delivered in 2 ways and so are split into 2 pots:

<ul style="list-style-type: none">• Community Fund: Outcomes Programme<ul style="list-style-type: none">○ Value £15,000-£40,000 p.a.○ for up to 3 years○ from 01 Apr 2020-31 Mar 2023	<ul style="list-style-type: none">• Small Grants:<ul style="list-style-type: none">○ Value £5,000-£15,000 p.a.○ open all year round, grants awarded each January, July & October,○ from Jan 2020-October 2022).
--	--

Outcome 1:

- People live long, healthy, happy and independent lives (£300,000) and
- **The Prevention Fund (£519,000)**

In addition to the above 5 outcome priorities / themes, the Prevention Fund completes the Community Fund portfolio, and is primarily (but not exclusively) for projects to support older people with a view to preventing, reducing or delaying care and support needs. Services should be available to all adults, based on need rather than age, with the prospectus guidance including

 - Collaborative services, interventions and activities that work principally to support older people in Croydon to become and stay connected with their local communities
 - Access to timely and holistic face to face support to reduce escalating need
 - Proactive identification of people in need
 - Preventative interventions that support people to stay well
 - Strengths and community led approaches that encourages self-care
 - Wrap around support for people living in their own homes, preventing or delaying any need to go into hospital, acute care settings, residential or nursing care. This could include lunch clubs, shopping services, transport.
 - Activities centred around Special Sheltered Housing, so residents feel a sense of community, feel less isolated and can access support to remain living independently.
 - Men aged 50+ to get involved in sharing their interests

Outcome 2:

- **Our children and young people thrive and reach their full potential (£300,000)**
- and is itself divided into 3 sub-Outcomes,
 - Children and young people in Croydon and their families are safe, healthy and happy; young people aspire to be the best they can be;
 - Every child and young person can access high-quality education and youth facilities; and
 - Getting more young people involved in taking part in local democracy and in tackling the issues that matter most to them.

Outcome 3:

- Access to homes and prevention of homelessness (£40,000 + £206,500 advice services)

Outcome 4:

- Everyone feels safer in their street, neighbourhood and home (£175,500)

Outcome 5:

- Everybody has the opportunity to work and build their career (£70,000 + £236,500 advice services)

TLP 15 October 2019 – All Ages & Youth Services Update

As the potential youth provision projects' service providers are expected to submit bids for the Outcomes Programme (£15,000-£40,000 p.a) and Small Grants (£5,000-£15,000 p.a), we may expect a minimum of 7 successful bids, but there are likely to be more when allowing for successful Small Grants and shorter-term Outcomes Programme projects.

The Council's Commissioning & Procurement Team, having embarked on a much more comprehensive and inclusive engagement support programme for interested voluntary sector organisations, delivering community training / advice sessions over the 16 'live' weeks, supported the Community Development Team's proposal to extend invitations to council estates/area's resident & community organisations from 18 June 2019, and we were hopeful in having services from our council areas and estates delivering services from the Community Fund for the first time, having received Housing residents' representation from New Addington and Longheath.

d) TLP residents included in Community Fund evaluation process

The Commissioning & Procurement team also ensured residents' inclusion in the evaluation process, where we now have 5 residents who attend both the TLP and CRYSAAP panels, maintaining their involvement in the delivery of youth services reaching young people living in council housing areas, are currently engaged in evaluating 50% of the content of all of the bids' submissions for [Outcome 2](#).

One of the 2 new residents joining CRYSAAP from the last TLP in July 2019, is now part of the 5 person [Residents Evaluation Team](#), all of them having to meet all the evaluation, confidentiality & conflict of interest criteria and the tight evaluation programme timeline schedule.

This [Residents Evaluation Team](#) are evaluating the 23 project proposal bids remotely, submitting their results to the Council just before tonight's TLP, then coming together on 17th and 24th October to moderate their scores, before 2 of the residents' team, representing the group, will join the final moderation panel, together with selected Council officers and 2 young people representatives on 28th/29th October 2019, to confirm the service providers delivering youth services across Croydon from April 2020 for the next 3 years.

2. New CRYSAAP members

As mentioned above in the comprehensive Community Fund feedback, we are delighted to welcome Ishia Beckford and Monica Binns as the 2 new members from the Tenants & Leaseholders Panel to CRYSAAP.

3. CDT Summer Garden Party

This free event, targeting residents aged over 50 and particularly those living in Council sheltered accommodation was held at Croydon's Heathfield Housing House training centre on Friday 23 Aug 2019.

The event was commissioned by CRYSAAP and also attended by Cllr Alison Butler, cabinet member for Homes & Regeneration and Yvonne Murray, Director of Housing Assessment and Solutions.

We were extremely lucky with the weather, following a very wet preceding 10 days and the 140 or so attending residents, many of them transported from their homes to the venue and back again,

TLP 15 October 2019 – All Ages & Youth Services Update

seemed to enjoy the day, which included a buffet lunch, cakes, a specially commissioned Ice Cream van, and entertainment in the form of an Elvis Presley tribute act/impersonator, a guest appearance from Sienna Leigh-Campbell (an exceptionally gifted 15 year old singer and resident, who took part in the 'Voice Kids' in 2018) and Sparklebooth photo booth, who ensured the memories of the day could be captured and shared with the residents.

A special thanks to our dozen volunteers, all Croydon employees, who helped to make the event run so smoothly and leave Heathfield House without much trace of the event afterwards, to Colin Stone and his Facilities Management building team in ensuring the facilities were adapted where possible to ensure the comfort of our attending residents and to the New Addington Pathfinders who provided much needed tea-making equipment and a lending hand before the event started.

We are soon to announce our Christmas event, likely to be held at the ACA in New Addington on 06 December 2019.

4. All Ages Family Safety Challenge programme

The All Ages FSC programme is already underway, delivering community safety sessions across the borough, leading to the AAFSC finals next February.

The Community Development Officers, Yvonne Anderson, Laura Boden and Zoe Gaffney are currently contacting residents in sheltered accommodation and via our estate-based community centres to maximise council residents' participation.

We would also like to get some representation from residents from the

- Tenants & Leaseholder Panel
- Sheltered Housing Panel
- Disability Housing Panel

Please get in touch with Yvonne, Laura and Zoe when you see the poster or ask Guy and Marilyn (CRYSAAP) to forward our details, so we can contact you.

5. Feedback via CRYSAAP

If there are any questions for CRYSAAP from the Tenants and Leaseholders Panel, please raise them via Democratic Services and the CRYSAAP Chair and Secretary (Guy Pile-Grey & Marilyn Smithies), so they may be raised at the next CRYSAAP meeting in January 2020.

Ken Constantine

Ken Constantine

Community Development Manager

CROYDON | Delivering
www.croydon.gov.uk | for Croydon

tel: 020 8726 6100 x 64059
mob: 07776 994 610

email: ken.constantine@croydon.gov.uk

Tenants and Leaseholders Panel

11 February 2020

Lead Officers: Director of Housing Assessments and Solutions and Director of Council Homes, Districts and Regeneration

Wards: All

Agenda Item:

Subject: Housing Revenue Account Rent, Service Charge, Garage Rent and Budget Setting

1. DRAFT RECOMMENDATIONS

The Panel is asked to note the following:

- 1.1. Rent levels in 2020/21 to increase by CPI + 1% against the 2019/20 rate, in line with the Government social rent policy.
- 1.2. The full cost of caretaking, grounds maintenance and bulk refuse collection services will continue to be recovered via service charges applied to tenants that receive the service. The service charges will increase by 2% against 2019/20 rates. They were last increased in 2017/18.
- 1.3. Garage and parking space rents will continue to be charged at 2018/19 rates.
- 1.4. Heating charges will be updated according to latest energy rates

2. EXECUTIVE SUMMARY

- 2.1. This report provides information on the proposed rent and other charges made to council tenants and leaseholders for the financial year 2020/21.
- 2.2. The report also provides information on the Housing Revenue Account (HRA) budget for the financial year 2010/21, detailing the way in which the rental and other income is spent.

3. IMPACT OF CURRENT GOVERNMENT LEGISLATION ON THE HOUSING REVENUE ACCOUNT

- 3.1. The HRA is the main business account for the housing service. It continues to be a ring-fenced account, funded primarily from tenants' rents. The services provided to tenants and leaseholders are paid from this account. This includes responsive repairs, management services and caretaking.
- 3.2. Long-term financial planning is based on the 40 year HRA business plan which is updated annually to reflect changes in legislation and assumptions which

underpin the financial projections. This includes modelling the capital investment both to maintain and update stock.

3.3. The Welfare Reform and Work Bill required that council reduce rents by 1% per annum from 2016/17 to 2019/20. This period of rent reduction has resulted in reduction in spend totalling £13m since 2016/17. As a result the approach taken for budget 2020/21 has been to apply growth where costs have risen due to inflation. The expectation is that the council will increase rents by CPI +1% going forward and hence will have the ability to maintain or improve service levels as well as maintain properties to decent home standards at a minimum.

3.4. **Right to Buy:**

3.4.1. Croydon Council entered into a retention agreement with the government in April 2012. Under the terms of the agreement, the government requires that local authorities can only retain the receipts from right to buy (RTB) sales if they spend it within three years of retention to create new stock by match funding the purchase of this new supply on a 70:30 basis.

3.4.2. The implication of this is that the RTB receipts can only fund 30% of new property development or acquisition costs with the remaining balance of 70% funded through the council's HRA or other resources. Interest is repayable to the government on retained receipts not used within 3 years.

3.4.3. Receipts totalling £43.326m have been retained by LBC since April 2012. £3.302m was used to part fund new build expenditure across 2013/14 and 2014/15. Since then council building has been outsourced to Brick x Brick and so the balance of receipts was building up with no corresponding spend for the following two financial years. In 2017/18, 2018/19 and 2019/20, retained receipts totalling £33.5m have been granted to the Croydon Affordable Homes charity to part fund acquisition of 346 street properties.

3.5. **Borrowing Cap:** The government announced the lifting of the borrowing cap in October 2018. This provides an opportunity for the Council to borrow more money to provide social housing, where it is financially viable and does not adversely impact on the financial sustainability of the HRA.

3.5.1. The lifting of the cap has given the HRA funding capacity to acquire the first units completed by the fully Council owned development company, Brick by Brick, and hence 114 homes will transfer to the HRA across 2019/20 and 2020/21. These acquisitions will be part funded by the GLA in the amount of £100k per unit and the remainder by borrowing. These homes will be let at social housing level rents.

4. **HRA REVENUE BUDGET – 2019/20 INCOME**

4.1. The main changes proposed to the HRA income budgets for 2019/20 are identified below:

4.2. Rent

- 4.2.1. The Welfare Reform and Work Bill required all registered providers of social housing in England to reduce rents by 1% a year for four years from 2016/17. Following this period of reductions, 2020/21 will be the first year in which rents will rise in line with the Regulator of Social Housing direction to permit rises of CPI + 1%, which is equal to 2.7%

Table 1 – Average Weekly Rents –

Property Type	Average weekly Council rent 2019/20	Average weekly Council rent 2020/21
1 bed	£84	£86
2 bed	£102	£105
3 bed	£124	£127

- 4.2.2. Where tenants are eligible for receipt of Housing Benefit, the level of benefit will reflect the higher rent.

4.3. Service Charges

- 4.3.1. It is proposed that service charges increase by 2% from 2019/20 levels in 2020/21 as they have not increased since 2017/18. A full review of the costs will take place in summer 2020.

Table 2 – Tenant Service Charges

	2019/20	2020/21	Change
Tenant Service Charges			
Caretaking	£10.18pw	£10.38pw	£0.20pw
Grounds Maintenance	£2.09pw	£2.14pw	£0.05w

4.4. Garages and Parking Spaces

- 4.4.1. Rents for garages and parking spaces were not increased in 2019/20 and it is proposed that no increase will be applied for 2020/21. As a number of garages have been disposed of in recent years the rental income budget is reduced by £135k.

Table 3 – Parking and Garage Charges

	2019/20	2020/21	Change
Parking Spaces			
Tenants	£7.00pw	£7.00pw	£0.00pw
Non-Tenants	£9.62pw	£9.62pw	£0.00pw
Garages			
Avg. Rent*	£13.13	£13.13	£0.00pw

5. HRA REVENUE BUDGET – 2019/20 EXPENDITURE

5.1. The main changes proposed to HRA expenditure budgets for 2019/20 are identified below:

5.2. HRA expenditure items

5.2.1. Thames Water have terminated their agreement with London Borough of Croydon to collect water rates on their behalf. Tenants will now be receiving separate bills from Thames Water instead of an additional amount being applied to their rent charges. Thames Water were paying an administration fee to London Borough of Croydon in respect of this service in the amount of £437,000 per annum. As a result, Estate Management costs will no longer have this fee to offset against costs.

5.2.2. Inflationary pressures will result in increased expenditure on the repairs and maintenance budget and management costs. Following review, the level of costs recharged from the Council's main general fund for overheads and other costs such as waste collection, grounds maintenance will also increase expenditure within the HRA.

5.2.3. Growth has been included in the expenditure budget to cover these additional costs, of a total £3.4m. Overall, the HRA will continue to make a surplus over its expenditure costs. Surpluses are used to fund the investment programme, as set out below.

5.3. Provision for Bad Debts and Voids

5.3.1. Bad Debts

Bad debt has been included at £0.750m per annum for 2020/21 (no change from 2019/20). This represents a collection rate of rents of around 99%.

5.3.2. Voids

The loss of income associated with void properties is assumed will remain at 2019/20 level at 0.9% for 2020/21.

6. HRA INVESTMENT PROGRAMME – 2020/21

- 6.1. The table below sets out the summary of proposed investment expenditure in 2020/21 compared with 2019/20.

Table 4 – HRA Investment Programme

Investment Type	2019/20	2020/21
	£'000	£'000
Planned Maintenance and Improvements	26,771	26,771
Larger Homes	1,500	0
Special Transfer Payments	180	180
Fire Safety	10,000	0
Additions to the HRA stock	0	8,750
Total Capital Expenditure	38,451	35,701
Responsive and Cyclical Repairs	12,192	12,725
Grand Total	50,643	48,426

6.2. Repairs and Planned Improvement Programmes

The proposed major repairs and improvement programme for 2020/21 will remain at £26.7m. It should be noted that there is also a separate programme of responsive and cyclical repairs which are resourced through revenue funding totalling £12.7m, including the additional amount for inflation compared to 2019/20 costs. A reserve of £5m will be set aside to meet the costs of any future fire safety works. This amount is being ring-fenced from general reserves and we continue to lobby central government for the funding.

6.3. Housing Supply

In the past housing investment has been undertaken using HRA funds and Council borrowing, although this has been limited by the HRA borrowing cap. From 2017, housing new builds have been undertaken by Brick by Brick, the Council's independent development company. Brick by Brick is expected to deliver a total of 114 affordable rent units to transfer into the HRA by 2020/21. These new properties will be funded using HRA borrowing and grant from the Greater London Authority.

6.4. Housing Demand

It is considered that for at least the next 10 years that the housing market in London and the South East will be characterised by rising demand and increased barriers to entry caused by rising house prices, rising rents and population growth. Beyond 10 years it is difficult to predict with any certainty what housing policy will be in place or what structural housing market changes may have occurred.

In order to meet the Mayor of London's housing supply targets, 2,000 homes will need to be developed in the Borough every year for 20 years. The mix of new

housing supply continues to be influenced by numbers of applicants on the Council's housing register locally and the forecasts of future housing need.

7. FINANCIAL AND RISK ASSESSMENT CONSIDERATIONS

7.1. The financial considerations contained in the main body of the report will allow the HRA to set a balanced budget for 2020/21. It also anticipates that the HRA budget will continue to hold a balanced position over the period of the plan based on the assumptions that have been included in the HRA 40 year business plan.

7.2. **Right to Buy (RTB):** Croydon is currently estimating 80 sales per year, adding additional receipts to the current RTB balance held by the council. The retained RTB receipts are utilised via the purchase and build schemes being undertaken by the Council's development company Brick by Brick and housing charity Croydon Affordable Homes.

7.3. Recent changes and Consultations

The outcome of 'A new deal for social housing' Green Paper consultation, ending in 2018, continues to be awaited. Recent changes and proposals made in the paper that are impacting on the HRA are set out below.

7.3.1. The government has proposed making Right to Buy (RTB) receipts to be available for 50% of social rented new build costs rather than 30%.

7.3.2. The government has proposed extending use of existing RTB receipts to 5 years with new receipts being available for 3 years.

7.3.3. The government confirmed in the Green Paper that it will not bring the disposal of high value void levy of the Housing and Planning Act 2016 on local authorities into effect.

8. COMMENTS OF THE COUNCIL SOLICITOR (TO BE CONFIRMED)

8.1. The Solicitor to the Council comments that under section 25 of the Housing Act 1985 (the Act) the council has the power to determine reasonable charges for its tenancies and leases, and is required by the Act to review these from time to time and to make such changes as circumstances may require. In addition, the housing authority is required, in exercising its functions under these provisions, to have regard to any relevant standards set under section 193 of the Housing and Regeneration Act 2008

8.2. In accordance with the Act the process for varying the rent and charges for secure tenancies and leases is determined by the terms of the tenancy agreement or lease, while for non-secure tenancies section 25 specifies the procedure to be followed. The council is required to give tenants' written notice of the proposed changes to their rental.

9. HUMAN RESOURCES IMPACT

- 9.1. There has been a senior management restructure, but the impact in respect of the HRA has been to move functions across departments. Where possible, we seek to avoid redundancy and all efforts will be made to find suitable alternative posts for affected staff within the organisation.

10. CUSTOMER IMPACT

- 10.1. The proposed HRA budget for 2020/21 includes a rent increase of CPI +1%. Charges for rent and service charges are eligible for Housing Benefit and central government has proposed to uplift Local Housing Allowances following a four year freeze.

11. EQUALITIES IMPACT

- 11.1. The increase in rental income will have an impact on tenants' bills. A large proportion of tenants in council housing claim Housing Benefit and so they will see no direct impact on their expenditure. The increase in rental income will help to reverse the impact of previous rent reductions on the sustainability of the HRA. It has been necessary to make significant savings in expenditure across the four years from 2016/17 onwards which may have an adverse effect on service delivery and tenants. For 2020/21, no savings options have been proposed.
- 11.2. The effect of self-financing and the previous rent increases is a higher level of investment in new housing supply measures and in improving the council's existing stock which will have a positive impact on many groups with protected characteristics because they are more dependent than average on social housing. One of the areas of expenditure which people struggle with is heating costs and this is particularly true for those living in homes which are hard to heat because of their construction or design. The capital programme, next year and in the longer term, will include investment in homes with solid wall construction and other hard-to-heat properties so will be of particular benefit to tenants with the highest heating bills.
- 11.3. Purchase of 114 new homes into the HRA will provide secure tenancies for residents either on the waiting list or in temporary accommodation. These modern homes will provide them with homes which are energy efficient and compliant with standards.

12. ENVIRONMENTAL IMPACT

- 12.1. Energy efficiency measures (including upgrades to boilers, central heating systems and insulation; double-glazing, and the kind of measure referred to above for hard-to-heat homes such as external cladding) are a key investment priority within the repair and improvement capital programme. These measures will contribute to a reduction in CO2 emissions as well as reducing heating bills to ensure that keeping the home warm is affordable. We are also undertaking a pilot ground source heat pump central heating scheme that will see an efficient, zero emission heating system installed to a high rise block, alongside other energy efficiency works.

13. CRIME AND DISORDER REDUCTION IMPACT

- 13.1. There are a range of measures within the council's repairs and improvement programme that support the council's wider objective to improve community safety. These include installation of security entry door systems to flats, environmental improvements, improved lighting, and a targeted security door programme.

14. HUMAN RIGHTS IMPACT

- 14.1. There are no human rights considerations arising from this report.

15. FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS

- 15.1. The information contained in this report will be accessible as part of the council's Publication Scheme maintained under the Freedom of Information Act, while information held by the council supporting the report may also be accessible under that Act subject to consideration of any relevant.

Lead Officer(s): Director of District Centres and Regeneration

Wards: All

Agenda Item:-

Subject: HOUSING CAPITAL INVESTMENT PROGRAMME 2020/21

RECOMMENDATIONS

The Panel is asked to note and provide feedback on the proposed 2020/21 capital investment programme relating to investment in the council's housing stock set out at Appendix 1.

1. Purpose of Report

- 1.1. Each year, the council undertakes a programme of investment in its housing stock supporting the council's aim of providing homes that are compliant, decent and energy efficient. Within this overall programme is a range of works to maintain and improve individual properties, blocks and the wider environment in which the council's housing stock is located. This report provides an overview of the planned investment programme for 2020/21 and compares this to the investment made in 2019/20.

2. Background

- 2.1. In the Corporate Plan 2018-22 the council has established its aims for people to live long, healthy, happy and independent lives; for good, decent homes, affordable to all; that everyone feels safer in their street, neighbourhood and home; for a cleaner and more sustainable environment; and that everybody has the opportunity to work and build their career.
- 2.2. The Housing Asset Management Plan 2019-28 establishes four objectives:
 - Compliant, decent and energy efficient homes
 - Homes in places people want to live, work and socialise
 - residents of all ages and backgrounds involved in shaping services
 - Affordable and cost effective homes
- 2.3. The council has 13,756 tenanted homes within the housing revenue account (HRA). These are maintained and improved through an ongoing programme of capital investment. In addition, it also manages 591

properties that are either serviced tenancies, general fund owned properties or council let properties on behalf of private landlords. The council also has 2,437 leasehold homes that benefit from works carried out to the 1,114 blocks in the HRA. Works to these blocks are generally recharged to the owners of the leasehold flats.

- 2.4.** The specific aims of the capital investment programme are to:
- Ensure that we continue to provide homes that meet or exceed our statutory requirements.
 - Minimise the risk within properties where health and safety issues have been highlighted.
 - Ensure that properties are safe, secure and weather tight.
 - Improve the internal living conditions to a modern standard.
 - Make homes warmer, more energy efficient and cheaper to heat whilst reducing the borough's carbon footprint and NO₂ emissions.
 - Enhance the spatial environment of our estates to create places where people want to be.
 - Ensure that properties, blocks and neighbourhoods cater to older and vulnerable people through providing a range of adaptations to homes and providing additional services such as mobility scooter stores.
 - Make best use of the housing stock through the conversion of homes to better meet the housing needs of residents in the borough or through the provision of specific facilities to meet a need.
 - Generate savings on the responsive repairs contract.
- 2.5.** Following the introduction of sprinklers in 26 high rise blocks, Croydon has continued to invest in the safety of residents, commissioning invasive "TYPE 4" fire risk assessments and conducting a number of inspections on existing blocks to ensure the integrity of the components used.
- 2.6.** The council responded to the Ministry of Housing, Communities & Local Government (MHCLG) consultation following the Hackitt Review and are already taking practical steps in reducing resident risk such as fitting hard-wired smoke alarms in every property as it becomes void and amending the specification of EICR electrical checks and programmed works to include replacement of battery operated alarms.
- 2.7.** Reducing fuel poverty for residents is a key priority. Croydon Council is now a member of the Association of Decentralised Energy (ADE). This will ensure that it is at the forefront of innovation, information sharing and government lobbying along with carrying out feasibility studies on a number of innovative energy and heating solutions.
- 2.8.** The council is committed to making Croydon Council carbon neutral by 2030. To achieve this, reducing use of fossil fuels for heating must be explored now in conjunction with new extended methods of energy generation and storage solutions along with promoting a reduction in single person car use and provision of facilities that enable alternative and shared transport.

3. 2019/20 Performance

3.1. So far this year the council has:

- Completed the installation of sprinklers in 26 blocks.
- Completed work at Longheath Gardens on a major programme of improvements and replacements to drainage, exterior walls, walkways and roofs.
- Replaced 82 street property roofs
- Installed double glazed UPVC window replacements at 8 blocks (174 flats) and 29 houses.
- Modernised kitchens to 231 homes.
- Replaced bathrooms to 187 homes.
- Replaced kitchens and bathrooms in 13 void properties.
- Completed 7 major works voids.
- Installed individual security doors to 271 properties.
- Carried out EICR Electrical tests to 1,996 properties and remedial works where necessary.
- Upgraded rewiring to 107 homes.
- Tested 161 communal block electrics.
- Upgraded lateral mains electrics at 17 blocks.
- Installed/upgraded 10 intercom/door entry systems to blocks.
- Installed boilers and upgraded central heating systems at over 313 properties.
- Upgraded communal heading distribution systems at two blocks.
- Installed/upgraded communal flooring at 14 blocks.
- Redecorated 6 blocks (22 flats) and carried out external redecoration to 162 houses
- Completed internal redecoration to 6 sheltered blocks.
- Supported decorations to 57 dwellings.
- Refurbished 6 lifts in 5 blocks.
- Continued work on site at 98-176 College Green to install rain screen cladding, replace the roof and windows, and to upgrade the lifts. Work is due to be completed in December 2020.
- Continued project planning for the second tower block in College Green.
- Started work at 56A-76D Chertsey Crescent to install rain screen cladding, replace the roof and windows, upgrade the lifts and install ground source heating.
- Continued project planning for the refurbishment of Dartmouth House.
- Supported 182 tenants to remain in their homes through major adaptations.

3.2. This year's investment has allowed the council to continue to meet the following targets:

- *To assess and improve fire safety by working closely with the London Fire Brigade.* The council has fire risk assessments on all blocks that require them. Remedial works are planned where issues have been identified through fire risk assessments or from London Fire Brigade.
- *100% of homes to be maintained at the decent home standard over time.* The council has achieved a constant 99-100% since 2011.
- *A year-on-year improvement in energy efficiency as measured by RdSAP.* The council has improved on this measure since 2013 and is

above the national average of 65.6 for social housing in England. The current rating is 68.84.

4. Resources for investment

4.1. New capital investment into HRA housing for 2020/21 is £30m.

4.2. The council's 2020/21 budgets, including the HRA, will be formally approved at the Council meeting on 24th February 2019.

5. The programme in detail

5.1. Appendix 1 sets out the proposed programme for 2020/21. The overall level of investment will ensure that we meet current outstanding need and regulatory requirements.

5.2. A more detailed breakdown of the programme can be found in Appendix 1 and 2.

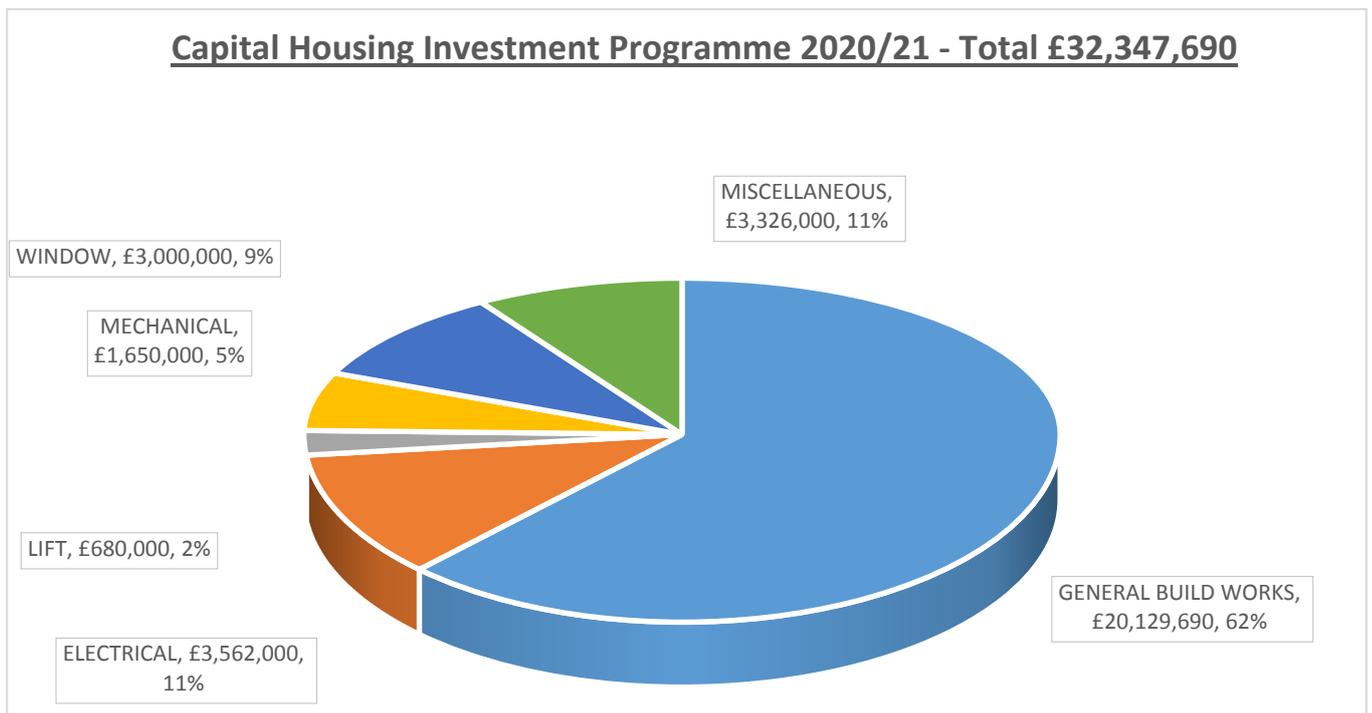
5.3. The breakdown of the programme exceeds the allocated budget resourced for the year. This over-programming allows for slippage of works and omissions.

Appendix 1 – the 2019/20 housing capital investment programme

CONTRACT	BUDGET LINE	2020/21
GENERAL BUILD WORKS	GBW - PRELIMS/OVERHEADS (EST)	£2,138,585
GENERAL BUILD WORKS	GBW VARIABLE PROFIT	£169,565
GENERAL BUILD WORKS	AD HOC WORKS - COLD WATER TANKS RENEWAL	£250,000
GENERAL BUILD WORKS	AD HOC WORKS - MAJOR WORKS (INC VOIDS)	£400,000
GENERAL BUILD WORKS	COMMUNAL FLOORING	£120,000
GENERAL BUILD WORKS	BIN STORES	£235,000
GENERAL BUILD WORKS	KITCHEN & BATHROOMS - EXTENSIONS	£500,000
GENERAL BUILD WORKS	KITCHEN & BATHROOMS - REPLACEMENT	£3,000,000
GENERAL BUILD WORKS	MAJOR ADAPTATIONS - GBW	£700,000
GENERAL BUILD WORKS	REGULATORY REFORM ORDER (FIRE SAFETY)	£1,000,000
GENERAL BUILD WORKS	ROOFS (Pitched)	£750,000
GENERAL BUILD WORKS	ROOFS (Flat)	£750,000
GENERAL BUILD WORKS	SECURITY DOOR INSTALLATION	£250,000
GENERAL BUILD WORKS	SPECIAL PROJECTS - COLLEGE GREEN	£3,600,000
GENERAL BUILD WORKS	SPECIAL PROJECTS - GRANGE ROAD	£360,000
GENERAL BUILD WORKS	SPECIAL PROJECTS - DARTMOUTH HOUSE	£2,727,540
GENERAL BUILD WORKS	SPECIAL PROJECTS - CHERTSEY CRESCENT	£2,464,000
GENERAL BUILD WORKS	SPECIAL PROJECTS - 3 SALEM PLACE	£85,000
GENERAL BUILD WORKS	SUBSIDENCE	£200,000
GENERAL BUILD WORKS	CONVERSIONS AND EXTENSIONS	£400,000
GENERAL BUILD WORKS	CYCLICAL - CLADDING CLEANING - WATES BLOCKS	£30,000
GENERAL BUILD WORKS SUBTOTAL	SUBTOTAL	£20,129,690
ELECTRICAL	DOOR ENTRY SYSTEM - PAC TESTING	£12,000
ELECTRICAL	DOOR ENTRY SYSTEM - REPLACEMENT	£200,000
ELECTRICAL	ELECTRICS - REWIRING/TEST & INSPECT	£2,350,000
ELECTRICAL	LATERAL MAINS	£1,000,000
ELECTRICAL SUBTOTAL	SUBTOTAL	£3,562,000

LIFT	LIFT - MOTOR ROOM IMPROVEMENT	£30,000
LIFT	LIFT - REFURBISHMENT	£650,000
LIFT SUBTOTAL	SUBTOTAL	£680,000
MECHANICAL	COMMUNAL BOILER REPLACEMENT	£300,000
MECHANICAL	ENERGY PERFORMANCE CERTIFICATES	£50,000
MECHANICAL	GAS CENTRAL HEATING - PROGRAMMED REPLACEMENTS	£1,000,000
MECHANICAL	GAS CENTRAL HEATING - REPAIRS REPLACEMENT	£300,000
MECHANICAL SUBTOTAL	SUBTOTAL	£1,650,000
WINDOW	WINDOWS REPLACEMENT	£3,000,000
WINDOW SUBTOTAL	SUBTOTAL	£3,000,000
MISCELLANEOUS	MAJOR ADAPTATIONS - MISC	£300,000
MISCELLANEOUS	APEX DEVELOPMENT	£55,000
MISCELLANEOUS	ASSET MANAGEMENT DATABASE PROCUREMENT	£327,000
MISCELLANEOUS	OPTION APPRAISALS & FEASIBILITY STUDIES	£30,000
MISCELLANEOUS	SUPPORT COSTS (CLIENT STAFFING)	£1,800,000
MISCELLANEOUS	PEST CONTROL	£120,000
MISCELLANEOUS	CYCLICAL - INSPECTION & MAINTENANCE OF PLAYGROUNDS & EQUIPMENT	£19,000
MISCELLANEOUS	ASBESTOS REMOVAL & INSPECTION	£160,000
MISCELLANEOUS	AD HOC RETIREMENT HOMES WORKS (NON GBW)	£100,000
MISCELLANEOUS	CREATING LARGER HOMES (NON HRA)	£140,000
MISCELLANEOUS	AD HOC MINOR ESTATE IMPROVEMENTS (NON GBW)	£75,000
MISCELLANEOUS	CAPITALISED RESPONSIVE REPAIRS WORKS	£200,000
MISCELLANEOUS SUBTOTAL	SUBTOTAL	£3,326,000
	GRAND TOTAL	£32,347,690

Appendix 2 – Proportion of Housing Capital Investment Programme



Appendix 3 – Performance Data

Chart 1: Percentage of properties meeting the decent home standard over time

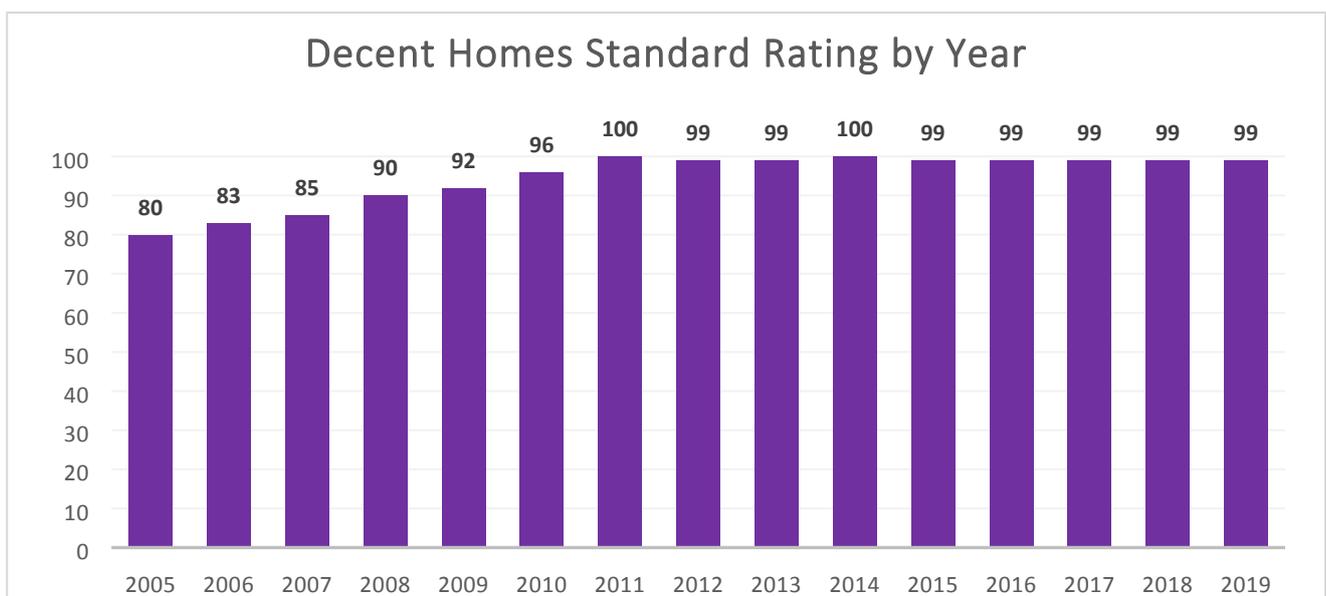
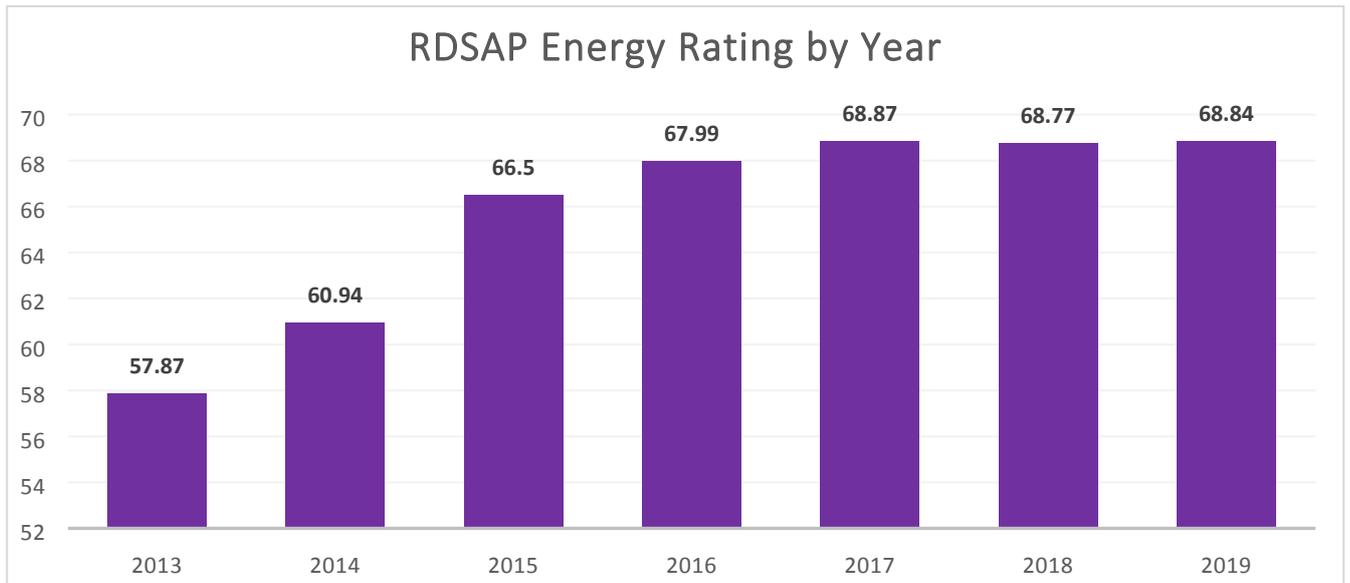


Chart 2: Energy rating of the housing stock



Energy efficiency

Energy performance is measured against the Building Research Establishment’s reduced data standard assessment procedure (RdSAP). The ongoing programme includes a range of measures which improve energy efficiency – replacing older boilers with more efficient ones, topping up loft insulation, cavity wall and solid wall insulation, replacing storage heaters with gas systems or ground/air source heating, double-glazing and new doors with a better thermal performance etc. The 2019 figure compares well with the national social housing performance average of 62.9. Our result decreased in 2018 compared to 2017 due to changing from v9.90 to v9.92 to keep up with the latest assessment criteria. This update reflects the latest increase in fuel prices, which shows that it is more expensive to adequately heat a home and, therefore, reduces the overall RdSAP rating.

Resident involvement team update

October - December 2019



Panel meetings	
Leaseholder group	The panel met in September. A representative from the repairs and maintenance service and lease extension team provided an update to panel members. The panel will meet again in early February and will continue to meet every 4 to 5 months.
Housing complaints panel	The panel continue to meet quarterly with the most recent meeting in early January. The panel discuss performance with officers, having been provided with reports in respect of housing complaints, Access Croydon and the contact centre.
Resident health and safety group	The resident health & safety group met for the first time in October. Residents were able to ask council officers questions relating to health and safety. This group is especially keen to raise awareness of the ways residents can take steps to reduce health and safety risks in their council homes and buildings and explore how health and safety needs of vulnerable residents are monitored and updated. These two emerging themes will be explored further at the next meeting in February.
Performance monitoring group	The first full meeting of this group was held at the end of November. The panel were sent a performance report ahead of the meeting and were asked to prepare questions to be submitted in advance or on the night. Ten residents attended and discussed performance issues with service managers covering tenancy and caretaking, income and lettings, repairs and maintenance and voids. An action plan has been prepared and will be used to chart progress.
Resident scrutiny	
Housing scrutiny panel	The complaints scrutiny exercise has now ended. The first draft of the report has been finalised and has been delivered to service heads, the recommendations and timescales for delivery have been agreed and the action plan will be drafted and monitored by the panel. The panel will next turn its attention to reviewing past scrutiny exercises to see how the services improved or changed since being scrutinised. A membership drive is planned to increase panel numbers.
Neighbourhood voice (NV)	Residents continue to provide us with monthly information about the services they receive, such as caretaking, litter picking and grounds maintenance. Eight new members have now been trained, particularly from previously under-represented areas of the borough. Promotion of the scheme continues in order to attract new members.
Mystery shopping	The completed shops have been collected and analysed. The first draft of the report has been completed for delivery to service heads. Mystery shoppers will subsequently be invited to attend the debriefing session with

	managers in order to discuss their findings. A new service has been identified for the next mystery shopping exercise and the scenarios are being developed.
Estate based involvement	
Roadshows	These have not been carried out during the winter months, but more engagement work on our estates is being planned for the spring.
Brick by Brick (BBB)	<p>We are currently supporting BBB's engagement with residents on the following estates: Auckland Rise, Longheath Gardens, Kingsdown Avenue, Queens Road estate, Tollers and Tollgate. Our support for Ravensdale Gardens ended in December, as this project was finalised.</p> <p>In the last quarter, we have also been supported BBB pre-planning marketing events on the following estates: College Green, Monks Hill, Holmesdale Road, Atlanta Court, Grasmere Road and New Addington. These events have generally been well attended by residents.</p>
Resident forums (RF) & associations (RA)	<p>Our recent support work with RF and RA groups includes the following:</p> <ul style="list-style-type: none"> • Tollgate estate RF met in November when residents and representatives from tenancy & caretaking services discussed issues on their estate, including concerns over the new BBB development. • Shrublands RA took place in October and was attended by BBB and the community housing team, giving residents the opportunity to discuss the various projects that are being planned for the estate. • Longheath Gardens RF will be meeting again in Feb/Mar 2020. • Northdowns RA is under review as there is a possibility of this RA merging with a new, wider New Addington RA, which was discussed at their latest meeting. • Chertsey Crescent RA – their scheduled AGM had to be cancelled and this group is being reformed as a residents' forum group, no scheduled date for the next meeting has been made. • Laxton Court and Garnet Road RF. The community development team earmarked project funding in support of group activities and joint BBQs were held at Laxton Court in September and Garnet Road in November. The group also organised a clean-up day of the Laxton Court garden beds October, most of the volunteers were council staff and the area is now being used to grow a variety of vegetables. • Wingate RF residents have now found suitable premises for their meetings. The forum is due to meet in February 2020 and then on a quarterly basis going forward. • Tamworth Road RF hasn't met this quarter. • Tollers group's latest meeting took place in November. Brick by Brick and the construction company, Henry's, gave an update on the building works taking place on the estate. Richard Lancaster, Highways, gave an update on the 404 bus route extension onto the estate. Cleaning of communal areas, repairs issues and faulty street lighting were also discussed.
Planned maintenance and project consultation	
Partnering contracts	The team carry out resident engagement and consultation in relation to the partnering contracts, working with residents to ensure they have a voice and their views are considered in the planning of works. These can include lift refurbishment or replacement, window replacement, external decoration in addition to major works projects.
Fire safety	Engagement with residents continues across the borough relating to essential fire safety works. This includes works to temporary accommodation blocks. These works include fire stopping and compartmentalisation works,

	renewal of communal fire doors in blocks and renewal or repair of property front doors to ensure they are fire safety compliant.
Special major works projects	Resident involvement officers work with project teams to ensure affected tenants and leaseholders have the opportunity to give their views and receive consistent, accurate information regarding works in both pre-delivery and delivery stages. Works undertaken for special projects can include, but are not limited to, cladding, window replacement, roof works, security measures and landscaping. Current major works projects include 98-176 College Green, 55-133 College Green, 56A-76D Chertsey Crescent, and Dartmouth House
Special sheltered schemes	Croydon Council will take back management of its six extra care sheltered schemes from contract holders London Care in January 2020. In preparation for this and to ensure a smooth transition the RI team consulted face to face with over 50 residents in the extra care schemes. They were asked about the colours to be used, the decoration program and also the new flooring to be laid in the communal and dining areas and were also given details of the new furniture due be installed in all the schemes.
Communication	
Newsletters and social media	<p>A quarterly scaled down version of Open House is now distributed to all tenants and leaseholders with rent statements, with the option to download the full version online. OH eXTRA, the online supplement, is also sent to residents on a more regular basis, featuring online videos, such as the ground source heat pump system being installed in Chertsey Crescent.</p> <p>Partnerships with Fairfield Halls and the David Lean Cinema enable us to offer prizes and attract more readers, as well as offer community interest features. We have also talking with Croydonist magazine to explore another partnership and attract a more diverse audience.</p> <p>The RI Facebook page is updated daily to sustain engagement with residents and other sites. 'Likes' have increased from 620 to 965 and 'followers' now stand at 1016 from 650.</p> <p>Residents living in Croydon blocks will be supported in their use of digital technology with the rollout of fibre broadband in council properties. A joint venture between resident involvement and digital services is being launched to help residents living in sheltered accommodation in New Addington to develop digital skills. These projects will be promoted through all our channels to encourage participation and engagement.</p>
Other activities	
Focus groups	<p>A waste management task & finish group was set up following ongoing concerns raised by residents at Tenant & Leaseholder Panel (TLP). The aim was to bring residents and service managers together to agree an action plan. Key discussions included understanding the waste management service on council estates including the roles and responsibilities of Veolia, the council and residents and performance targets & monitoring.</p> <p>The action plan produced by the task & finish group was presented to TLP in October. The panel agreed to support the action plan and monitor its implementation at future TLP meetings.</p>

Surveys	<p>The following surveys have been carried out recently:</p> <ul style="list-style-type: none"> • Anti-social behaviour (ASB) – an ongoing follow up telephone survey of tenants who have reported ASB and which has then been investigated by their tenancy officer. • Programmed works - surveys are sent out to residents following completion of work to gauge satisfaction with all aspects of the service provided. Results are fed back to the contract managers monthly. • Sprinkler surveys – surveys have been sent out to residents in blocks where sprinkler installation has been completed. • STAR survey – telephone satisfaction surveys are being conducted in partnership with Acuity Services. This is a quarterly tracker survey which means we get regular feedback from a different sample of residents. • Repairs satisfaction surveys – the RI team have been assisting the responsive repairs team with completing these surveys in order to increase the number of completed questionnaires.
Involvement database	<p>We have over 150 interested residents and are recruiting new members through publicity in newsletters, social media, exit surveys, STAR surveys and roadshows. Members have recently been invited to take part in estate inspections, an all-ages group, a Big Conversation focus group and our Christmas buffet.</p>
Residents' training	<p>One training events was provided by the RI team this quarter: A second introductory session for potential members of the performance monitoring group was held in November and included training on understanding performance reports and asking appropriate questions. Whilst several residents had signed up, only two attended but they both found it useful.</p>
Christmas Buffet	<p>This annual event was held on 11 December to thank involved residents for their work throughout the year. The event was attended by Councillor Humayun Kabir, Mayor of Croydon, council officers and contractors and over 40 residents. Entertainment was provided by Surrey Harmony, a Croydon based women's barbershop chorus.</p>
100 years of council housing	<p>The 100 years exhibition is now touring a number of libraries in the borough.</p>

On the whole, it's been relatively quiet insofar as contact with government is concerned, Brexit appeared to have taken over everything – it was almost as if the political world was on a prolonged period of purdah! Suffice to say, inasmuch as the main 3 party's manifestos were making similar promises (increase the number of new homes built), there were differences on the balance between private and social housing

In a joint ARCH, National Federation of ALMO's (NFA), & Chartered Institute of Housing (CIH) report last year, referencing Government's lifting of the Housing Revenue Account (HRA) ARCH chief executive John Bibby commented:

"Government should be applauded for the decision to lift the HRA borrowing caps in the 2018 Autumn Budget and this report clearly shows that this decision has enabled councils to begin to provide much needed affordable rented homes for local people. But more can and should be done."

"This report highlights some of the remaining constraints on local authorities and we hope very much that the new government will act quickly to remove those constraints to allow councils to deliver the new generation of council housing for those who need it."

"We recognise that home ownership is a genuine aspiration for many, but it is not the answer for everyone and in many areas of the country house prices and rents in the private rented sector are unaffordable to those on modest incomes. The Government's Housing White Paper of February 2017 recognised that the housing market is broken, and the Prime Minister said in his New Year's Message that he wants to "unite & level up" the country. If he is to achieve this, then we need to fix the broken housing market and stock retained councils must be allowed to play their full part in doing so by building more council housing where this is necessary to meet local housing needs". The full report can be found here - <http://www.cih.org/resources/PDF/Policy%20free%20download%20pdfs/LA%20New%20Build%20Report%20Jan20.pdf>

Following the elections at the end of last year, ARCH has sought to meet with current housing minister to keep issues raised in the Social Housing Green Paper 'on the table' - so to speak

In discussions, loan sharks appears to becoming a hot top, more information can be found here <http://www.stoploansharks.co.uk/who-we-are/>.

The Housing Ombudsman Service is proposing changes in their scheme:

they aim to process referrals within 3 to 4 months.

to be more proactive on best practice, increase subscription rates levy to £2.16 per property.

They further propose:

- Landlords will be required to provide information relating to referral within a set time period
- The service will advise landlords on their complaints processes, e.g. number of stages
- They may find maladministration if there is evidence of complaint handling failure, regardless of resolution outcome
- The service will act as a 'whistle-blower', reporting 'serious detriment' failures to the regulator

Grenfell Tower Inquiry.

Phase 1 of the inquiry report was published on 30th October 2019. It was critical of London Fire Brigade preparations, particularly their insistence on pursuing the 'stay put' policy rather than planning an earlier evacuation.

Phase 2 began on 27 JANUARY 2020 and remarkably, *firms involved in the refurbishment of Grenfell Tower have asked the public inquiry into the fire for a guarantee that anything they say in the hearings will not be used for any prosecution.* (<https://www.bbc.co.uk/news/uk-51296935>)

CONFERENCE REPORT AND DISCUSSION

Overall the response of Tenant Group members was positive, with positive views expressed about the programme. The formal feedback was also positive, with over 80% satisfied.

Attendance was down on previous years, only 77 delegates and few organisations represented

Location was an issue, both getting to and from Bridlington

ARCH CONFERENCE 2020

Provisionally the dates for the 2020 conference are booked. Stevenage and Birmingham have put themselves forward as hosts.

SEE THE PERSON National Campaign

Just like other groups, See the Person has also suffered from 'political cold shoulders' due to 'Brexit – *its is*' Having said that, members are doing all the can to raise the campaign profile locally.

The new campaign website is now live <https://seetheperson.org>; <https://seetheperson.org/campaign/>. Various roadshows are being planned to further raise the profile of the campaign and there is also a press pack, designed to inform the press so their reporting is a truer reflection on social housing.

This page is intentionally left blank

Community Fund 2020 - 2023

Commissioned Projects



Community Fund
Bringing Communities Together

Statutory Services Contracts

Subject to contract signing, the following contracts will commence 1st April 2020 :

Organisation	Service	Location of Services/Hub
Croydon Citizens Advice Bureau Page 44	<p>The provision of free, independent, impartial advice and support to ensure residents are able to access the advice and support they need at the right time.</p> <p>The service will provide advice and support across a wide range of areas, including (but not limited to):</p> <ul style="list-style-type: none"> • Housing and Tenancy issues • Welfare Benefit • Finance and Debt • Employment Law • Family Law • Generalist advice 	<p>Primary locations are South Norwood & Central Croydon Outreach sessions in New Addington and Purley, pilot further outreach in North Croydon</p>
Whitgift Foundation Carers Information Service	<p>This service will provide an independent carer assessment for adult carers in Croydon. The service will also look to meet the eligible needs of carers to support them to continue to provide care. It also aims to promote carers' wellbeing; preventing, reducing and delaying future needs for support and provide a universal offer of support for all carers.</p>	<p>Main hub in Fairfield plus services delivered across all wards.</p>

Strategic Support Contracts

Subject to contract signing, the following contracts will commence 1st April 2020 :

Organisation	Service	Location of Services/Hub
Collaborative bid from: Asian Resource Centre Croydon BME Forum Croydon Voluntary Action Croydon Neighbourhood Care Association	<p>The service will facilitate VCS organisations and groups to build networks and connections in communities, to work with others and to prioritise prevention and early intervention. The service will focus its delivery of outcomes in the following areas:</p> <ul style="list-style-type: none"> • Capacity building and support • Fundraising support • Development of partnerships, collaboration and networking • Volunteering programmes • Targeted support for under-represented groups • Premises • Information on service 	<p>Primary locations are Thornton Heath, West Thornton, Broad Green, Norbury & Pollards Hill, Norbury Park & Thornton Heath plus services delivered across all wards.</p>
Croydon Neighbourhood Care Association	<p>The Service will include monitoring, facilitating and supporting collaborative working amongst local care groups in line with Croydon's preventative agenda. As well as helping organisations to explore and implement new or different service delivery models. As part of the overall service, the provider will also support the facilitation of community involvement, engagement and participation of all adults including service users and be a representative body for them and the local care groups.</p>	<p>Main hub in Thornton Heath plus services delivered across all wards.</p>

Outcome 1: People Live Long, Happy and Independent Lives

Subject to contract signing, the following projects will commence 1st April 2020 :

Organisation	Project Description	Location of Services/Hub
Metro	Croydon HIV Living Service Integrated community-based model of support for people living with HIV within all areas of Croydon	Main hub in South Croydon plus services delivered across all wards.
Mind in Croydon	The Active Minds project supports people with mental health problems to access mainstream sports and healthy lifestyle activities in the community.	Main hub in South Croydon plus services delivered across all wards.
Whitgift Foundation Carers Information Services	A free Health and Wellbeing Service for carers of people who need help due to illness, disability or old age. Services include a Carers Café, self – help groups and social and physical activities.	Main hub in Fairfield plus services delivered across all wards.
The Family Centre	Extend existing café opening ours, to include a lunch club for older people. Project also includes establishing a food education programme and Croydon Fare Share Pantry (Foodstop).	New Addington North, New Addington South.
Asian Resource Centre	The programme will bring together 5 grassroots organisations: the partnership's overall aim is to support older Asian people to live a healthier and more connected life free from isolation, loneliness and poor health	Primary locations are Thornton Heath, West Thornton & Broad Green plus services delivered across all wards.
Croydon Mencap	Supported Volunteering Buddies, is a formal partnership between Mencap and CVA to provide meaningful volunteering activities for those with ongoing support needs, focusing on adults with Learning Disabilities.	All wards.

Outcome 1: People Live Long, Happy and Independent Lives (2)

The following projects will commence 1st April 2020:

Organisation	Project Description	Location of Services/Hub
Club Soda	Gig Buddies – is a project designed to build positive and equal relationships amongst people with and without learning disabilities; gaining better accessibility at venues and improving accessible information about leisure opportunities.	New Addington North, Fairfield
Croydon BME Forum	Black History Month Launch and events - seeks to promote community cohesion and resilience through activities that promote 'neighbourliness' and intercultural understanding .	Broad Green
Old Lodge Lane Baptist Church	Community Connect/Food Stop promotes the Council's Gateway approach into the community via a single access point (community hub).	Kenley
African Youth Development Assoc	Project aims to address cultural/traditions taboos by speaking out about FGM and establish more positive community relationships.	Waddon, Fairfield
Caridon Foundation	To address avoidable health and socio-economic inequalities for some of Croydon's most disadvantaged residents using Sport, Education, Employment opportunities and counselling.	Crystal Palace & Upper Norwood
Young Roots	Support highly vulnerable & isolated young people to reduce social isolation and anxiety through weekly girls' group activities	All wards
Parents in Partnership	Support families of young people with learning or other disabilities who are about to transition to adulthood	All wards

Outcome 1B: Prevention Fund (1)

Subject to contract signing, the following projects will commence 1st April 2020 :

Organisation	Project Description	Location of Services/Hub
Upper Norwood Association for Community Care	UNACC support 100s of residents each year through this holistic health / social package for older	Main hub in South Norwood plus services delivered across all wards.
Croydon Vision	Provides a range of activities for our members and their families/carers who are blind or partially sighted.	Main Hub in Addiscombe West plus services delivered across all wards.
Contact - Selsdon Churches Neighbourhood Care	Partnership between the local churches, the local authority and the community to provide services, information and advice that help elderly and vulnerable residents remain independent in their own homes	Selsdon & Addington Village, Selsdon Vale & Forestdale, Sanderstead.
Croydon African Caribbean Family Organisation - UK	Provision of adult day services at CACFO Adult Day Centre	Primary locations are Norbury Park, Norbury & Pollards Hill, Thornton Heath, Bensham Manor, West Thornton, South Norwood & Selhurst plus services delivered across all wards.

Outcome 1B: Prevention Fund (2)

Subject to contract signing, the following projects will commence 1st April 2020 :

Organisation	Project Description	Location of Services/Hub
New Addington Good Samaritans	Stay physically and mentally active by providing residents with a safe, therapeutic and friendly environment, thereby reducing isolation and improving their quality of life.	Fairfield, New Addington North, New Addington South
Shirley Neighbourhood Care Scheme	Deliver services that enhance elderly residents to live independently for as long as possible and combat loneliness	Shirley North, Shirley South
Addiscombe Neighbourhood Care	The provision of services that target support, prevention and intervention including: Lunch Club, escorted shopping bus service, exercise classes, advice, loan of equipment and outings. Operating in the Addiscombe area	Woodside, Addiscombe West, Addiscombe East, Fairfield, Parkhill & Whitgift
Westbury Community Project	The Westbury Community Project provides a day service at the Mercedes Amos Day Centre for older people over the age of 65.	Thornton Heath, West Thornton, Bensham Manor, South Norwood, Selhurst, Broad Green, Waddon
Croydon Neighbourhood Care Association	Befriending very vulnerable, frail elderly people and their carer's. The service is to provide a home visit, telephone call and to "keep in touch" with carer's.	Primary Location is Thornton Heath plus services delivered across all wards.

Outcome 1B: Prevention Fund (3)

Subject to contract signing, the following projects will commence 1st April 2020 :

Organisation	Project Description	Location of Services/Hub
Parchmore Methodist Church and Community Centre	Parchmore 65's+ service will provide activities and support for older people in Thornton Heath	Norbury Park, Norbury & Pollards Hill, Thornton Heath, South Norwood, Bensham Manor, Broad Green
Purley and Coulsdon Club for the Elderly	PACE is a community-led day opportunity and support service for older people with some physical disabilities who look after themselves, perhaps with the assistance of a carer.	South Croydon, Purley Oaks & Riddlesdown, Purley & Woodcote, Sanderstead, Coulsdon Town, Old Coulsdon
South Norwood and Woodside Community Association	Vibrant diverse group who welcome mainly older people who need support to live independently and to not be socially isolated. The proposal builds on the existing activities	Primary locations are Selhurst, South Norwood, Thornton Heath & Woodside plus services delivered across all wards.
Age UK	Memory Tree Café to partner with the multi-disciplinary Dementia Pilot to establish a community hub where service users can access services in one place	Thornton Heath

Page 50

Outcome 1B: Prevention Fund (4)

Subject to contract signing, the following projects will commence 1st April 2020 :

Organisation	Project Description	Location of Services/Hub
Purley Cross Community Information Centre	PCC is a Community Hub offering an accessible service to members of the local community and surrounding areas. Provides info training, advice and help to live independently	Purley & Woodcote

Outcome 1B: Prevention Fund (5)

The following projects will commence 1st April 2020:

Organisation	Project Description	Locations of Services/Hub
Old Coulsdon Centre for the Retired	To improve the conditions of life for the retired by providing facilities, in the interests of social welfare, for recreation and leisure.	Old Coulsdon
Croham Hurst Good Neighbours	The project supports and befriends old people with house visits, shopping, social activities, outings, form filling and minor repairs in flats and houses.	South Croydon, Sanderstead

Outcome 2: Children & Young People thrive and meet their potential

Subject to contract signing, the following projects will commence 1st April 2020:

Organisation	Project Description	Location of Services/Hub
Play Place (East)	8 partners engaging 400 people across 6 social housing communities to provide educational activities, sports, programme of mechanical skills, specific info sessions for young women and holiday and food schemes.	Addiscombe East, Shirley South, New Addington North, Selsdon Vale & Forestdale, New Addington South
Metro	Holistic package of support to LGBTQ young people, including: 2 weekly youth groups, one to one support liaising with families, community outreach events, workshops for schools and capacity training.	Main hub in South Norwood plus services delivered across all wards.
Reaching Higher	Early intervention programme to 250 YP aged 11-16 identified by schools as being disadvantaged. Programme includes, groups sessions, 121 weekly coaching, work with primary schools on transitions, training and supporting peer mentors and community based activities. Programme will target schools with low attainment scores.	Primary locations are Thornton Heath, South Norwood, Selhurst, Woodside & Shirley South services delivered across all wards.

Outcome 2: Children & Young People thrive and meet their potential

Subject to contract signing, the following projects will commence 1st April 2020:

Organisation	Project Description	Location of Services/Hub
Play Place (South)	Provision of 250 free culturally diverse activities, clubs and holidays to achieve better outcomes for 300 young people aged 8 and over	Waddon, South Croydon, Purley Oaks & Riddlesdown, Purley & Woodcote, Kenley, Coulsdon Town, Old Coulsdon
Generating Genius	Programme to provide range of stimulating, engaging and accessible activities for 12-15-year olds to help prepare for academic and career success with focus on key professions underrepresented by state-educated pupils. (STEM, Medicine, Finance, Politics & law)	All wards
Duffus Cancer	24 programmes/year consisting of 3 sessions to support young people in a group setting, giving the tools to live resiliently and cope with life challenges. Based on University research, the programme focuses on building resilience, how to lead a healthy lifestyle, stress management, communication and relationships.	All wards
JAGS	Accredited programme to work with vulnerable and socially disadvantaged females aged 11-18 and aims to empower young people to reject negative narratives by providing necessary leadership skills through arts based therapy and social action.	All wards

Outcome 2: Children & Young People thrive and meet their potential

The following projects will commence 1st April 2020:

Organisation	Project Description	Location of Services/Hub
Cassandra Centre	To reduce the emotional impact of DV on children, to build confidence through art, craft, talking therapy, targeting children from BAME communities.	Norbury Park
British Refugee Council	The Youth Development Project aims to help 325 young people in Croydon to take the first steps towards rebuilding their lives	Fairfield
Waggy Tails Club	Help children who suffer from mental as well as physical disabilities to make friends and develop their social and communication skills through interaction with dogs and dog-related activities.	Old Coulsdon
The Chartwell Cancer Trust	Using technology to allow young cancer and leukaemia patients to access education during and after treatment – virtually attending school, socialising with classmates and remaining in contact with peers and support networks	All wards
Lions Society	Young ambassadors programme teaching young people to be responsible active citizens, giving young people a voice	Samuel Coleridge Centre (South Norwood)
Gloves Not Gunz	Project aims to divert and prevent young people from engaging in negative lifestyles such as drugs, violence and gangs	South Norwood, Purley, Waddon

Outcome 3: Access to Homes and Prevention of Homelessness

Subject to contract signing, the following projects will commence 1st April 2020:

Organisation	Project Description	Location of Services/Hub
Crisis	Accommodating homeless EEA nationals with no entitlement to public funds, whilst not in employment. The project combines an accommodation offer with intensive coaching and employment support, which supports the individual into work as soon as possible.	Fairfield
Parchmore Road Methodist Church	Parchmore Community Connect/Food Stop	Thornton Heath

Outcome 4: Everybody feels safe in their street, neighbourhood and home (1)

Subject to contract signing, the following projects will commence 1st April 2020:

Organisation	Project	Location of Services/Hub
Croydon Drop In	Multi-skilled mobile resource (Talk Bus), engaging face to face with children and young people of all ages and their friends and families	All wards
Bromley & Croydon Women's Aid	Strengthen the provision of abuse services for BAME women by offering prevention and bespoke support services	All wards
Rape & Sexual Abuse Support Centre	Provide sustained and consistent support to female survivors of domestic abuse and their children	Main hub in Fairfield plus services delivered across all wards.
Metro	Creating a safe space situated between hate crime victims and statutory agencies where they can discuss their cases face to face, gain support and information.	Main hub in Fairfield plus services delivered across all wards.
Croydon BME Forum	Multi-agency and collaborative approach to reduce violence. Project Co-ordinator to manage various forums including BME Serious Youth Violence Forum	All wards

Outcome 4: Everybody feels safe in their street, neighbourhood and home (2)

Subject to contract signing, the following projects will commence 1st April 2020:

Organisation	Project	Location of Services/Hub
Freedom Together	Main aims are to educate, empower and prevent women who are affected by domestic abuse and/or sexual violence.	Minister Nursery & Infant School (Waddon) Forest Academy Primary School (Shirley)
Croydon Borough Neighbourhood Watch Association	Crime Prevention days, working with schools to promote safety, working with CALAT, newsletters, training, welcome packs, recruit more coordinators	All wards

Outcome 5: Everybody has an opportunity to work and build their career

Subject to contract signing, the following projects will commence 1st April 2020:

Organisation	Project Description	Location of Services/Hub
CAYSH	Partnership with CVA to run volunteer mentoring programme, providing homeless young people (16-25) with intensive support in employability	All wards
Disability Croydon	Project to offer range of specialist employment services specifically focusing on barriers facing disabled people seeking employment. To provide support and training, emphasising confidence building and skills development	Main hub in Waddon plus services delivered across all wards

This page is intentionally left blank

TLP 11 February 2020 – All Ages & Youth Services Update

1. Croydon's Community Fund 2020-2023

The outcomes of the successful applicants for both the under £15k and Over £15K bids of the Community Fund (Commissioning Programmes 2020-2023 for voluntary sector organisations to bid to deliver a range of projects) including getting the recommended contract awards signed off by Members, were concluded, with all applicants being notified by 19 December 2019.

Applicants then had until 08 Jan 2020 to raise any challenges/queries.

Please see the All Ages & Youth Services update provided for the previous TLP (15 October 2019) for full details and find (attached) the summary of the new Community Fund contracts which will be going live from April 2020.

This covers both the over £15k commissioned contracts and the under £15k small grants, although please note the under £15k small grants will be added to throughout the year as there are 3 funding opportunities in any given year, with grants awarded each January, July & October.

The summary includes the areas in the borough each project will be delivered (if it was explicit in the bid).

We would also like to thank CRYSAAP, who provided the 5-person Resident Evaluation team, during what was a challenging process.

2. CDT Residents Christmas lunch

Following our CDT Summer Garden Party, also summarised in the All Ages & Youth Services update for TLP of 15 October 2019, we staged a CDT Residents Christmas lunch on Friday 06 December 2019 at the festively decorated Addington Community Hall.

The event provided a 3 course lunch, entertainer (singer) and a cameo Christmas Carols performance from the Castle Hill Academy Junior School choir, for over 130 residents from our across sheltered schemes, (including providing door-to-door transportation to more than 50 residents unable to make their own way to the event), and was also attended by the Mayor of Croydon (Councillor Humayun Kabir), ward councillor Louisa Woodley and 5 members from our Croydon Residents Youth Services & All Ages panel (CRYSAAP), who also supported the event administratively.

Further engagement and presents were delivered by the Trading Standards team and partner organisations London Fire Brigade, the David Lean Cinema and Community Fibre and our team of 5 were industriously supported by 14 other Housing officers, notably the Head of Tenancy as compere and Chief Superintendent Colin Carswell as one of our servers.

3. Concord, Sycamore & Windsor Houses (Temporary Accommodation)

The week before Christmas, our 3 Community Development Officers formally introduced our services (to engage with residents, arranging local activities, events, projects, initiatives and to link residents to Council & associated services) to the 328 residents of the Council-run temporary accommodation buildings, Concord, Sycamore & Windsor Houses.

This accompanied the CROYDON'S WINTER GUIDE brochure, produced by Croydon Bid, which we circulated to provide those families in temporary accommodation with additional options over the Christmas break and followed the similar summer booklets we delivered to them, containing a range of family activities and events taking place during the summer holidays.

4. All Ages Family Safety Challenge programme

We're now in our 8th year of this community safety programme, aimed specifically to provide vital information to young, vulnerable and inter-generational groups of people across the borough, via workshops delivered in local heats which cover fire, water, road and internet safety, the impact of ASB and use of fireworks, first aid, healthy lifestyles and general knowledge.

The programme for 2019/20 is all but completed, with the AAFSC finals taking place on Wed 19 February 2020, where we're hoping for 10-12 teams across Croydon to compete at the final and awards event.

The Community Development Officers, Yvonne Anderson, Laura Boden and Zoe Gaffney have increased the team's efforts this year to maximise Council residents engagement across our sheltered accommodation and via our estate-based community centres to maximise council residents' participation, with mixed results.

Our engagement for the 2019-20 programme started on 02 April 2019 at the Byron Children's Centre and our latest figures up to 13 December 2019, confirmed 2203 participants already engaged 62 different groups over 73 sessions and another 2283 participants over 13 community events.

Ken Constantine

Community Development Manager



Community Development Team | Health, Wellbeing & Adults department |
Bernard Weatherill House | 3rd floor | Zone B | 8 Mint Walk | Croydon CR0 1EA.