

Overview & Scrutiny Committee

Tuesday 2 June 2020
6.00 pm

Brandon Estate communications

List of Contents

Item No.	Title	Page No.
6.	Cabinet response to Recommendations of the Overview and Scrutiny Committee on the Brandon Estate	
	Documents provide by cabinet member	
	<ul style="list-style-type: none">• Update to Overview and Scrutiny Recommendations on the Brandon Estate – May 2020 (pages 1 – 3)• Timeline of Repairs – Jack Hobbs Club (pages 5 – 6)• Project Plan on Jack Hobbs repairs (pages 7 – 8)• Response to recent written submission by Mr Tom Lloyd (pages 9 -12)	
	Documents provided by ward councillors	
	<ul style="list-style-type: none">• Letter from ward councillors (pages 13 – 14)	
	Documents provide by Mr Tom Lloyd	
	<ul style="list-style-type: none">• Letter from Mr Tom Lloyd (pages 15 -17)• Comments on Cabinet response by way of comments in document (18 – 24)	

**Update to Overview & Scrutiny Recommendations on the Brandon Estate
May 2020**

	Overview & Scrutiny Recommendation	Response to OSC recommendations presented to Cabinet on 7 April 2020	Update & progress since Cabinet meeting on 7 April 2020
1	That a core group of councillors, officers and residents meets regularly to review progress against the issues. This group should undertake a holistic review to ensure that all the strands of work in hand meet residents' needs. The group should work transparently by publishing documents such as action plans with RAG rating and minutes of its meetings	<ul style="list-style-type: none"> • Governance arrangements are in place to ensure increased lead member and ward councillor oversight as well as increased oversight and engagement of residents. • A RAG rated issues log has been in place since November 2019. This is updated and shared weekly with TRA chairs and ward councillors. • Since November 2019, the lead member, officers and TRA chairs have met on a number of occasions in relation to specific issues. Regular monthly meetings are now in place. • In addition, the lead member is supported by a fortnightly teleconference with ward councillors and a weekly briefing with officers. • A quarterly newsletter has been created to communicate key information to residents. The first edition was distributed to all residents across the Brandon Estate in December 2019. 	<ul style="list-style-type: none"> • Between mid-March and May, the Council's urgent response to the COVID-19 pandemic was prioritized and the reporting arrangements for issues related to the Brandon Estate, including the issues log and regular meetings, were paused. • As the immediate impact of the pandemic now appears to be easing, the intention is scale arrangements back up and resume regular reporting shortly.
2	That a clear timetable is set out and delivered for full access to the Jack Hobbs Club by April 2020	<ul style="list-style-type: none"> • Repair and refurbishment works on the Jack Hobbs Club commenced in October 2019. A meeting was held between officers, councillors and TRA chairs on 10 December 2019 to review progress. A timeline was agreed with all internal and external works, including installation of required furniture and equipment, completed at the end of February 2020 and full access available to the community thereafter. • The programme of major works was completed at the end of February. Additional repairs arose after these works were agreed and are being urgently progressed. Further details of these works and monitoring will be undertaken through the council's issues log. • The Jack Hobbs Club is open for community use and 	<ul style="list-style-type: none"> • Activities in the Jack Hobbs Club took place from January 2020 • The leak to the TRA room first arose at the end of January and this was subsequently repaired. A further leak arose at the end of February which was also rectified. An additional leak occurred at the end of April and there were ongoing investigations carried out by the Council's heating contractors OCO and plumbing contractors SBS to identify the source. This is now believed to be caused by the toilet cisterns and repairs were

		<p>youth activities are taking place on every weekday evening. These activities are publicised locally to further raise awareness of club. As an example, the calendar of activities in place for March-April 2020 are set out in Appendix 1.</p> <ul style="list-style-type: none"> The Property team has identified suitable alternative premises for the Latin American Disabled People Project (LADPP) which is currently based at the Jack Hobbs Club. Subject to legal and due diligence processes, the move is expected to be completed by June 2020. 	<p>completed on 18 May.</p> <ul style="list-style-type: none"> No further leaks have been identified. Due to the impact of COVID-19, only emergency repairs are being carried out at present. Remedial works to the Jack Hobbs Club will be scheduled once the usual repairs service resumes. Regular youth activities took place in the Jack Hobbs Club from January 2020 until the centre was closed to the public on 18 March in line with government guidelines on social distancing. There is a borough wide offer from youth activity providers of remote programmes including mentoring support. Additional governance and management arrangements for the centre were under development in March. This work had been paused during the COVID-19 response due to officer redeployment but will now be resumed, in collaboration with the community, to ensure that the centre is able to function as a community asset.
3	<p>That the housing scrutiny commission's review of district heating networks should include Brandon as one of its case studies. This should include the question of how compensation for heating outages is paid – i.e. whether it can be credited to bank accounts instead of rent/service charge</p>	<ul style="list-style-type: none"> This work is being taken forward by the housing scrutiny commission as part of its review of district heating. Agendas and minutes of the housing scrutiny commission meetings are available at http://moderngov.southwark.gov.uk/ieListMeetings.aspx?CommitteeId=520 The Council's complaints policy (which incorporates compensation) is under review and the issue of how compensation for heating outages is paid is being 	<ul style="list-style-type: none"> This work is ongoing as part of the housing scrutiny commission's review

	accounts	considering as part of that review.	
4	That an investigation be undertaken into the amount of time it took to implement the new CCTV, and that a report arising from the investigation be provided to the overview and scrutiny committee	<ul style="list-style-type: none"> • In February 2019, Brandon TRA chairs and ward councillors were invited to the CCTV control room to discuss camera coverage on the estate and to demonstrate how the CCTV team works to pro-actively and reactively respond to crime and anti-social behaviour across the borough. • The CCTV team subsequently undertook consultation and site surveys for a permanent six camera system in the Brandon 3 TRA area and obtained an indicative quote for equipment and installation. This quote was passed to Housing & Modernisation for consideration. • In March and April 2019, discussions took place to identify funding for the new CCTV system. In May 2019 funding was identified and notification was sent to the CCTV team in June 2019. • The CCTV team held a meeting in June 2019 to review and confirm the locations of the cameras. A detailed specification of works was requested from the contractor and it was expected that extensive engineering and transmission works would be required for the CCTV network to become operational. • The specification of works was received from the contractor in July and an order for equipment was subsequently placed with an expected lead time of 6-8 weeks. • Works began in September 2019. Due to the complexity of the project and the need for extensive engineering and transmission works, an estimated completion date of 31 October 2019 was reported to the Director of Communities and to the lead member. • The CCTV works were completed in early November 2019. The timescales for both the lead in and the installation works are in line with projects of this nature. • TRA chairs and ward councillors have visited the control room and positive feedback was received. The CCTV team is continuing to work with residents, ward councillors and 	Issue resolved

		police colleagues.	
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Jack Hobbs Club

Timeline of repairs November 2019 – May 2020

2018

November – December	Discussions took place with the Brandon TRAs around the prospect of transforming the Jack Hobbs Club (JHC) into a community space. It was identified that repair works would be required to ensure the building was fit for purpose.
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2019

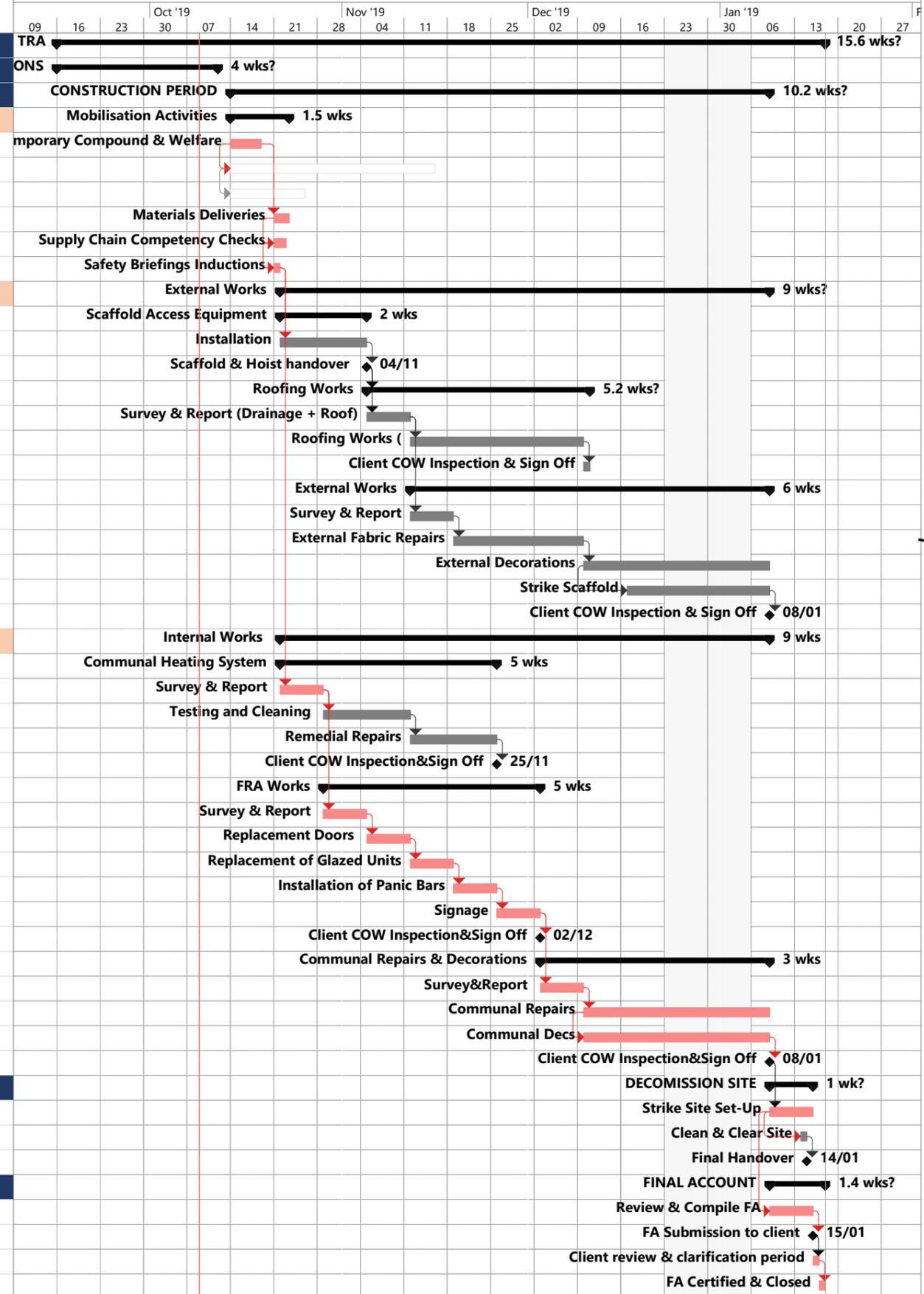
January – August	<p>Procurement process undertaken. The process included internal discussions and detailed investigations and surveys to finalise the scope of works required.</p> <p>The final agreed scope of works comprised:</p> <ul style="list-style-type: none"> • Roof repairs • External repairs • Fire safety works • Repairs to the heating system <p>The project was awarded to AE Elkins under the Council's Major Works Partnering Contract.</p>
18 February	It was agreed that the Communities Division will take over responsibility for the JHC from the Property team from 1 April 2019, with Chloe Newman and the Southwark Young Advisors taking on management of the centre
September	Internal financial approval process completed to approve contract award
18 September	Pre-commencement meeting with contractor takes place
22 September	Contractor confirms start date of 14 October 2019. Works scheduled to be completed by 28 February 2020.
14 October	Works commence
29 November	Additional internal repairs are added to the schedule of works

2020

5 January	Radiator in communal area bursts. Council's heating contractor, OCO, attended to repair radiator.
19 January	<p>Tom Lloyd, chair of Brandon 1 TRA, reports leak to TRA room. Repair requested logged.</p> <p>This is an additional repair, outside of the scope of the original schedule of major works.</p>
27 January	Leak repaired and remedial works scheduled.
3 February	Tom Lloyd raises concerns regarding potential trip hazard due to flooring in TRA room
18 February	Trip hazard in TRA room rectified by contractor
24 February	Further larger leak to TRA room reported. Urgent repair request logged. Leak believed to be related to toilet system or heating system.

	This is an additional repair, outside of the scope of the original schedule of major works.
25 February – 6 March	OCO, the Council's heating contractor, and SBS, the Council's plumbing contractor, attend regularly to investigate leak
28 February	Major works completed
9 March	As leaks had not yet been resolved, issue escalated to senior management
9 March	Contractors attend between 8pm and 10pm and advise that repairs have been completed.
10-11 March	Building regularly monitored for leaks.
12 March	Leaks reappear. Urgent calls made to SBS, OCO and council's repairs team. Contractors attend and leaks stopped.
13 March – 26 April	Building monitored regularly for leaks. No leaks visible.
18 March	Building closed to public due to COVID-19 requirements
27 April	Tom Lloyd reports that leaks to TRA room have reappeared. Urgent call raised with SBS and OCO. Water cleared from room.
28 April – 6 May	Ongoing investigations and discussions between SBS and OCO on source of leaks to rectify issue. Repairs completed and leaks monitored. Issue believed to be connected to toilet cisterns and replacement cisterns ordered.
6 May – 18 May	Building monitored daily for leaks.
18 May	Cisterns replaced.
18 May – 29 May	Building monitored and no further leaks observed.

ID	Task Name	Duration	Start	% Complete	Finish	Resource Names	Predecessors
0	PROJECT E30891-162 JACK HOBBS TRA	15.6 wks?	Mon 16/09/19	8%	Fri 17/01/20		
1	KEY DEVELOPMENT ACTIONS	4 wks?	Mon 16/09/19	64%	Fri 11/10/19		
17	CONSTRUCTION PERIOD	10.2 wks?	Mon 14/10/19	0%	Wed 08/01/20		
18	Mobilisation Activities	1.5 wks	Mon 14/10/19	0%	Wed 23/10/19		
19	Site Set Up - Temporary Compound & Welfare	1 wk	Mon 14/10/19	0%	Fri 18/10/19		16
20	Property Specific Surveys & Report (K&D / Windows / FED)	5 wks	Mon 14/10/19	0%	Fri 15/11/19		19SS
21	ECIR Surveys	2 wks	Mon 14/10/19	0%	Fri 25/10/19		20SS
22	Materials Deliveries	0.5 wks	Mon 21/10/19	0%	Wed 23/10/19		19
23	Supply Chain Competency Checks	2 days	Mon 21/10/19	0%	Tue 22/10/19		22SS
24	Safety Briefings Inductions	1 day	Mon 21/10/19	0%	Mon 21/10/19		23SS
25	External Works	9 wks?	Tue 22/10/19	0%	Wed 08/01/20		
26	Scaffold Access Equipment	2 wks	Tue 22/10/19	0%	Mon 04/11/19		
27	Installation	2 wks	Tue 22/10/19	0%	Mon 04/11/19	MAC	24
28	Scaffold & Hoist handover	0 wks	Mon 04/11/19	0%	Mon 04/11/19	AEE	27
29	Roofing Works	5.2 wks?	Tue 05/11/19	0%	Tue 10/12/19		28
30	Survey & Report (Drainage + Roof)	1 wk	Tue 05/11/19	0%	Mon 11/11/19	AEE Roofing	28
31	Roofing Works (4 wks	Tue 12/11/19	0%	Mon 09/12/19	AEE Roofing	30
32	Client COW Inspection & Sign Off	0.2 wks?	Tue 10/12/19	0%	Tue 10/12/19	AEE/LBS	31
33	External Works	6 wks	Tue 12/11/19	0%	Wed 08/01/20		
34	Survey & Report	1 wk	Tue 12/11/19	0%	Mon 18/11/19	PJ Mears	30
35	External Fabric Repairs	3 wks	Tue 19/11/19	0%	Mon 09/12/19	PJ Mears	34
36	External Decorations	2 wks	Tue 10/12/19	0%	Wed 08/01/20	Armoured	35
37	Strike Scaffold	1 wk	Tue 17/12/19	0%	Wed 08/01/20	MAC	36SS+1 wk
38	Client COW Inspection & Sign Off	0 wks	Wed 08/01/20	0%	Wed 08/01/20	AEE/LBS	37
39	Internal Works	9 wks	Tue 22/10/19	0%	Wed 08/01/20		
40	Communal Heating System	5 wks	Tue 22/10/19	0%	Mon 25/11/19		
41	Survey & Report	1 wk	Tue 22/10/19	0%	Mon 28/10/19	TBC	24
42	Testing and Cleaning	2 wks	Tue 29/10/19	0%	Mon 11/11/19	TBC	41
43	Remedial Repairs	2 wks	Tue 12/11/19	0%	Mon 25/11/19		42
44	Client COW Inspection&Sign Off	0 wks	Mon 25/11/19	0%	Mon 25/11/19	AEE/LBS	43
45	FRA Works	5 wks	Tue 29/10/19	0%	Mon 02/12/19		
46	Survey & Report	1 wk	Tue 29/10/19	0%	Mon 04/11/19		41
47	Replacement Doors	1 wk	Tue 05/11/19	0%	Mon 11/11/19	LFS	46
48	Replacement of Glazed Units	1 wk	Tue 12/11/19	0%	Mon 18/11/19	LFS	47
49	Installation of Panic Bars	1 wk	Tue 19/11/19	0%	Mon 25/11/19	LFS	48
50	Signage	1 wk	Tue 26/11/19	0%	Mon 02/12/19	LFS	49
51	Client COW Inspection&Sign Off	0 wks	Mon 02/12/19	0%	Mon 02/12/19	AEE/LBS	50
52	Communal Repairs & Decorations	3 wks	Tue 03/12/19	0%	Wed 08/01/20		
53	Survey&Report	1 wk	Tue 03/12/19	0%	Mon 09/12/19	Armoured	50
54	Communal Repairs	2 wks	Tue 10/12/19	0%	Wed 08/01/20	Armoured	53
55	Communal Decs	2 wks	Tue 10/12/19	0%	Wed 08/01/20	Armoured	54SS
56	Client COW Inspection&Sign Off	0 wks	Wed 08/01/20	0%	Wed 08/01/20	AEE/LBS	55
57	DECOMISSION SITE	1 wk?	Thu 09/01/20	0%	Wed 15/01/20		
58	Strike Site Set-Up	1 wk	Thu 09/01/20	0%	Wed 15/01/20		56
59	Clean & Clear Site	0.2 wks?	Tue 14/01/20	0%	Tue 14/01/20		58SS+0.6 wks
60	Final Handover	0 wks	Tue 14/01/20	0%	Tue 14/01/20		59
61	FINAL ACCOUNT	1.4 wks?	Thu 09/01/20	0%	Fri 17/01/20		
62	Review & Compile FA	1 wk	Thu 09/01/20	0%	Wed 15/01/20		58SS
63	FA Submission to client	0 wks	Wed 15/01/20	0%	Wed 15/01/20		62
64	Client review & clarification period	0.2 wks?	Thu 16/01/20	0%	Thu 16/01/20		63
65	FA Certified & Closed	0.2 wks?	Fri 17/01/20	0%	Fri 17/01/20		64



1 June 2020

Below is the Council's response to points raised by Tom Lloyd in relation to the report to Cabinet "Response to Recommendations of the Overview and Scrutiny Committee on the Brandon Estate"

- 1. Tom Lloyd: No mention was made of the ongoing illegal parking problems, despite us speaking about this issue at length back at the November 2019 OSC meeting. This problem has abated, not down to any enforcement by LB Southwark, but it is one of the unexpected bonuses of the CV-19 lockdown.**

The report provides a response to the specific recommendations made by the Overview and Scrutiny Commission.

Following the issues around parking and noise nuisance raised at the Overview & Scrutiny meeting in November, the council put in place weekly parking enforcement arrangements at this location, as set out in the attached log. Weekly enforcement activity continued until the introduction of social distancing restrictions due to COVID-19. The council also put in place noise nuisance monitoring arrangements from January 2020.

A meeting was arranged to discuss the council's approach to this situation with Tom Lloyd on 31 January. This was attended by Cllr Akoto, Stephen Gaskell, Head of the Chief Executive's Office, Nicky Costin, Parking & Network Management Unit Manager and Jackie Mcgeever, Neighbourhood Nuisance Service Manager. It was agreed that there had been limited infringements of parking restrictions and that a community mediation approach was now required to resolve concerns from residents around disruption caused by the football matches.

An independent mediator, Dave Walker from the Southwark Mediation Centre, was appointed to support the TRA and the football organisers to work together towards a solution. This process was ongoing at the start of the COVID-19 pandemic.

- 2. The supposed £180k repairs programme has been problematic, no consultation was offered to our TRA in the internal fit out, suggestions that we made were ignored, it was signed off despite the TRA pointing out the leaks into the TRA room. Chloe Newman was emailed by the TRA on four separate occasions during January & February 2020, asking for the leaks to be dealt with. From looking at what has been done it is difficult to actually see £18k worth of improvements, never mind the supposed £180k. Despite the works programme being signed off, all the toilets in the building are signed 'out of order' I have posted pictures to the Brandon website, which I hope you have seen, and you will see the state of the hall following the completion of the works programme.**

The original schedule of works comprised roof repairs, external repairs, fire safety works, repairs to the heating system and some internal repairs. This schedule of works was completed at the end of February.

Whilst these works were being carried out, a leak to the TRA room on the ground floor arose at the end of January which were separate to the original schedule of works. The hall manager arranged for contractors to investigate the leak and this was investigated and stopped. A further leak was reported at the end of February which was also remedied. Discussions between Council's heating contractors OCO and plumbing contractors SBS were ongoing to identify the source of the leak. An additional leak was reported at the end of April and investigated. Following further investigations, this is believed to be caused by the toilet cisterns and repairs were completed on 18 May.

3. **Following the lockdown, the hall manager Chloe Newman just mothballed the building despite the fact that there were ongoing unresolved leaks. No surprise that on the 25th April we found water streaming into the TRA room, damaging our few possessions. This was duly reported to the council. A month on, nothing has been fixed up.**

In line with government requirements in response to the COVID-19 pandemic, the Jack Hobbs Club was closed to the public on 18 March. The hall manager and her team visited the building regularly to monitor the building for leaks. Following the identification of the leak in April, contractors were called for emergency repairs and attended regularly to carry out investigations. Following final repairs on 18 May, the building continued to be monitored for leaks and none were identified. As the council is currently only carrying out emergency repairs due to the COVID-19 response, remedial works will be scheduled once the usual repairs service resumes.

4. **Many of the supposed youth events programmed did not take place, nothing was advertised on the estate notice boards to Brandon residents, and what programmes did arrive were parachuted in from elsewhere, and the attendees coming with them. The hall is not serving the Brandon community. The appendix document shared "*Jack Hobbs Club Youth Activities Programme, March-April 2020*" has about as much validity as the line up for the 2020 Glastonbury festival, as both have been cancelled due to the CV-19 situation.**

Youth activities took place at the Jack Hobbs Club every week night from January 2020. These were advertised through posters around the estate and through the Streetbase young advisers programmes. Details of activity schedules were provided to TRAs and ward councillors on a number of occasions between December and March.

The Cabinet report was drafted in February and was due to be considered by Cabinet at its meeting on 11 March. Due to the impact of COVID-19, the meeting was rescheduled to 7 April. The appendix sets out activities that were originally planned to take place in March and April, before the impact of the COVID-19 crisis was known.

- 5. The relationship between our TRA and the LB Southwark communities team does not feel in any way equal, and there is no collaboration on working towards the same goals. We are treated very much unwanted sitting tenant, our opinions ignored, and made to ask for permission to use the hall on an event by event basis. It feels a bit like being in a flat share, but you have to ask permission to watch the TV, sit on the sofa, or use the bathroom. Last Thursday we received a letter from Stephen Douglass threatening to change the locks on our TRA hall and deny us access to the building, due to our gardening group using water from our TRA room. This is despite us getting agreement from the hall manager last year, to have access to water, to tend the nearby garden area. We have spoken to other TRA's and we seem to be singled out with these restrictions, as other TRA's have not had the same communication.**

I am sorry Tom feels this way. We have attempted to worked closely with all the Brandon TRAs, ensuring that we are responsive to their needs. The Issues Log procedure has been created to encourage partnership working and provides an opportunity to feed into agreed goals. Moreover, the regular meetings with TRA chairs and officers is also another opportunity to collaborate on things.

Tom has been told a number of times that he will be given priority over other bookings if he needs a bigger space to hold meetings or hold events – to my knowledge and to date, this has been upheld.

As a result of the pandemic, we went into a period of lock down. TRAs were all issues guidance not to use their TRA halls until instructed otherwise. SGTO also wrote to all TRAs to this affect. This instruction still stands. Although, we are seeing the partial easing of lock down, we are still fighting a deadly virus and as such instructions pertaining to halls have not changed for anyone. If there is a reason to believe that a hall is being used, then additional correspondence will be issued by the council.

- 6. Despite the recent flagship 'Resident Involvement Review' restructure, which has at its centre a plan to promote developing TRA's and diverting budgets away from the Tenants Council & HomeOwners Council and back to TRA's at a grassroots level, we as a TRA are unable to function with the resources we are currently allocated. We live on an estate of 665 properties, and the only small room allocated to us as a TRA, only seats 16 people. If we want use of any other part of the building we have to ask permission to use our TRA hall. Our TRA is significantly disadvantaged by not having any hall to generate revenues through hall rental. As things stand, we are financially castrated having to depend on the paltry grant that we receive from the tenants fund. The other part of the Brandon has two fully operational TRA halls, and generates an annual income of about £15k annually from hall rental. This in turn gives them the funding to promote events for residents.**

If any TRAs are having difficulties in providing events due to lack of resources, they are able to contact the council for support and guidance. If agreeable, I can provide Tom with full details on how to go about this.

- 7. We have had no secure storage within the hall, and as a result have few possessions to host any events for our residents. Of the few possessions that we have, some of our equipment went missing during the recent renovations, and when we reported it to Chloe, we were just told to report it to the police, and she would cooperate with their enquiries. There is no real functional TRA operating on our estate, because LB Southwark will not give us the funding or premises from which to operate. It is a bit like asking someone who is homeless and sleeps on the street, why they do not live a more functional life. They cannot because they have no home, no possessions, and no income!**

On the 26/02 Tom was advised in an email that during a site audit/visit that it had been noted by inspectors that there were items stored in the plant room that can be accessed from the T&RA space. Prior to COVID19 Chloe advised Tom that she was in the process of liaising with the LADPP re: removal of items from a store cupboard in the communal ground floor to free up a small space for the T&RA. Once the hall is open, Chloe will continue to look at other storage available, although there is limited storage in the Jack Hobbs.

- 8. We do not have a TRA that has any real role on what happens on our estate, because the decision as to who uses our TRA hall is being decided by a LB Southwark hall manager. We do not have any budget with which to operate, as all hall rental income is being collected by Southwark. We do not have any say in what youth providers or anyone else for that matter, gets to use our TRA hall. As you often see in politics, the best way to neuter an organisation is to starve it of funding, so that it has to keep reducing services like central government reducing funding to borough councils. In a similar way LB Southwark have reduced our TRA to a point where we are barely functional, have zero say on who uses our community hall, and really all we can do is hold monthly meetings, but we are in reality powerless, and toothless.**

A meeting was organised with youth providers, young advisors, officers and TRA chairs (Tom was present) to discuss youth provision on the Estate. All chairs had an opportunity to feed into this and through the various channels continue to have chances to have an input.

NOTE FOR OSC*2 June 2020*

Dear Members of Overview and Scrutiny Committee,

As ward councillors for Newington, where the Brandon estate is situated, we are writing to you regarding the response from Cabinet to OSC recommendations on the Brandon.

Firstly, we would like the committee to note the amazing community spirit that exists across the Brandon with residents working together to support each other. We have seen this more than ever in relation to COVID-19. We would also like to welcome the improvements made since the last OSC meeting including the installation of additional CCTV cameras and the improvement of coordination.

In relation to the cabinet report we:

1. **Welcome the establishment of a senior single point of contact at Officer and Cabinet level for the Brandon.** This saw an immediate improvement in coordination. In light of COVID-19 and the likelihood of staff roles changing we would like clarity on who will continue to be a single POC for the Brandon and request this structure continues.
2. **Jack Hobbs:** There has been some progress regarding the Jack Hobbs club including, prior to COVID-19, the commencement of some youth activities and the completion of major structural repairs – although since then subsequent repairs have been identified.

COVID has of course had an impact on both staff levels and the ability to continue with repairs but, to ensure the Jack Hobbs is functional as soon as possible and serves the whole community, including the TRA, we would like to request:

- A clear engagement structure is set out for how the community will be involved in decisions on the Jack Hobbs, for example which activities are run there.
- The role of the Tenants and Residents Association in relation to the hall is agreed with the TRA committee in writing (including sharing of space and storage) to ensure it is able to operate effectively and serve the broader community.
- An assessment of the repairs and operations of the centre to ensure there is adequate staff time allocated and a project plan set out for the remaining works to be completed (noting the uncertainties around COVID-19). This should include the appointment of a single point of contact in the repairs team.
- When youth activities start again ensure there is a full communications plan in place (including visual promotion) so residents are aware of what is available.

3. **Heating and Hot Water:**

There continues to be regularly outages across the estate - during the lockdown there have been problems on the Brandon 1 (due to stolen valves) and recently on the plant on Brandon 2. Whilst we recognise this is linked to ongoing major works and maintenance on district heating, we feel that communication with residents needs to be improved and

would like to request proactive communication to residents about the status of works and the compensation available for both tenants and leaseholders. The council should also set out the policy on compensation available to leaseholders - which is not clear enough.

4. **Activities for young people and children:** this continues to be a huge priority and, given the impact of COVID-19 on young people, we need a coherent, consolidated approach that engages the community and young people as soon as possible.

5. **Funding** - there are a number of pots of funding available, including CIL and the Great Estates project. We would like the council to work on a holistic approach ensuring that key projects are funded and there is not overlap or duplication. For example, the Brandon 3 TRA would like to make key improvements to a square in the centre of the residential area but have so far been unable to secure funding.

We all want the Brandon to be a great place to live for all our residents and are committed to working with the whole community to make that a reality.

Regards

Cllr Alice Macdonald
Cllr James Coldwell
Cllr Eleanor Kerslake

Brandon Estate Agenda Item
OSC Committee Tuesday 2nd June 2020

Good Morning Counsellors,

As chair of the Brandon 1 TRA, I wanted to give you a bit of context ahead of the upcoming OSC meeting, at which I will be making some representations, on behalf of our residents.

Back in November 2019 we (Brandon TRA chairs) spoke in front of this committee to represent some of our concerns on a number of issues on the Brandon, including the following:

- The lack of progress with the repairs at the Jack Hobbs Club
- Parking issues with Sunday footballers
- Delays in installing CCTV
- District heating issues
- The lack of progress in getting youth activities up and running in the hall.

Following this meeting, a number of positive initiatives were put in place, including the weekly Brandon Issues Log, and holding monthly meetings with the TRA chairs. Stephen Gaskell took over in the role of Brandon director, and co-ordinated various council departments towards resolving some of our issues.

We had a meeting with Stephen Gaskell (and his PA Susan) on Thursday 20th February 2020, and the following issues were discussed. We asked Stephen to consider the following:

- We would like to have priority use of the spaces within the JHC, should we decide to host events for residents, or hold larger meetings.
- We desperately need some storage space within the JHC (and we do not mean some broom cupboard)
- We need to work with you to address the significant financial imbalance that we face, as a result of legacy control of the rental revenues from the JHC.
- Allow us to have some input into the redevelopment of the JHC, just to point out some simple inexpensive improvements, that will make the space work better for everyone.

This felt like a positive meeting, that we were listened to, and that Stephen was going to look at finding some solutions to our predicament.

Stephen subsequently passed dealing with this on to Alex Irvine and Ian Brinley, who had one meeting with Brandon TRA on the 16th March 2020, to discuss joint use of our TRA hall. This ultimately came to nothing, as Alex was transferred full time to CV-19 duties, and is no longer looking after the Jack Hobbs project. Stephen Gaskell has promised us a phone call this week, to discuss this further.

Brandon Estate Agenda Item
OSC Committee Tuesday 2nd June 2020

Ahead of the OSC meeting I have read the report titled *“Response to Recommendations of the Overview and Scrutiny Committee on the Brandon Estate”* and have made some comments to correct inaccuracies. I have copied this to you all ahead of tonight's meeting.

The main points I want to make are:

- No mention was made of the ongoing illegal parking problems, despite us speaking about this issue at length back at the November 2019 OSC meeting. This problem has abated, not down to any enforcement by LB Southwark, but it is one of the unexpected bonuses of the CV-19 lockdown.
- The supposed £180k repairs programme has been problematic, no consultation was offered to our TRA in the internal fit out, suggestions that we made were ignored, it was signed off despite the TRA pointing out the leaks into the TRA room. Chloe Newman was emailed by the TRA on four separate occasions during January & February 2020, asking for the leaks to be dealt with. From looking at what has been done it is difficult to actually see £18k worth of improvements, never mind the supposed £180k. Despite the works programme being signed off, all the toilets in the building are signed 'out of order' I have posted pictures to the Brandon website, which I hope you have seen, and you will see the state of the hall following the completion of the works programme.
- Following the lockdown, the hall manager Chloe Newman just mothballed the building despite the fact that there were ongoing unresolved leaks. No surprise that on the 25th April we found water streaming into the TRA room, damaging our few possessions. This was duly reported to the council. A month on, nothing has been fixed up.
- Many of the supposed youth events programmed did not take place, nothing was advertised on the estate notice boards to Brandon residents, and what programmes did arrive were parachuted in from elsewhere, and the attendees coming with them. The hall is not serving the Brandon community. The appendix document shared *“Jack Hobbs Club Youth Activities Programme, March-April 2020”* has about as much validity as the line up for the 2020 Glastonbury festival, as both have been cancelled due to the CV-19 situation.
- The relationship between our TRA and the LB Southwark communities team does not feel in any way equal, and there is no collaboration on working towards the same goals. We are treated very much unwanted sitting tenant, our opinions ignored, and made to ask for permission to use the hall on an event by event basis. It feels a bit like being in a flat share, but you have to ask permission to watch the TV, sit on the sofa, or use the bathroom. Last Thursday we received a letter from Stephen Douglass threatening to change the locks on our TRA hall and deny us access to the building, due to our gardening group using water from our TRA room. This is despite us getting agreement from the hall manager last year, to have access to water, to tend the nearby garden area. We have spoken to other TRA's and we seem to be singled out with these restrictions, as other TRA's have not had the same communication.
- Despite the recent flagship 'Resident Involvement Review' restructure, which has at its centre a plan to promote developing TRA's and diverting budgets away from the Tenants Council & HomeOwners Council and back to TRA's at a grassroots level, we as a TRA are unable to

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function with the resources we are currently allocated. We live on an estate of 665 properties, and the only small room allocated to us as a TRA, only seats 16 people. If we want use of any other part of the building we have to ask permission to use our TRA hall. Our TRA is significantly disadvantaged by not having any hall to generate revenues through hall rental. As things stand, we are financially castrated having to depend on the paltry grant that we receive from the tenants fund. The other part of the Brandon has two fully operational TRA halls, and generates an annual income of about £15k annually from hall rental. This in turn gives them the funding to promote events for residents.

- We have had no secure storage within the hall, and as a result have few possessions to host any events for our residents. Of the few possessions that we have, some of our equipment went missing during the recent renovations, and when we reported it to Chloe, we were just told to report it to the police, and she would cooperate with their enquiries. There is no real functional TRA operating on our estate, because LB Southwark will not give us the funding or premises from which to operate. It is a bit like asking someone who is homeless and sleeps on the street, why they do not live a more functional life. They cannot because they have no home, no possessions, and no income!
- We do not have a TRA that has any real role on what happens on our estate, because the decision as to who uses our TRA hall is being decided by a LB Southwark hall manager. We do not have any budget with which to operate, as all hall rental income is being collected by Southwark. We do not have any say in what youth providers or anyone else for that matter, gets to use our TRA hall. As you often see in politics, the best way to neuter an organisation is to starve it of funding, so that it has to keep reducing services like central government reducing funding to borough councils. In a similar way LB Southwark have reduced our TRA to a point where we are barely functional, have zero say on who uses our community hall, and really all we can do is hold monthly meetings, but we are in reality powerless, and toothless.

So where do we go from here? Is there anything that this committee can do to help our residents have some say in the destiny of the estate that we live on? Will the changes outlined in the resident involvement review do anything to addressing the issues listed above?

Best Regards,

Tom Lloyd,
Chair, Brandon 1 TRA

Item No. 13.	Classification: Open	Date: 24 March 2020	Meeting Name: Cabinet
Report title:		Response to Recommendations of the Overview and Scrutiny Committee on the Brandon Estate	
Ward(s) or groups affected:		Newington	
Cabinet Member:		Councillor Evelyn Akoto, Community Safety and Public Health	

FOREWORD - COUNCILLOR EVELYN AKOTO, CABINET MEMBER FOR COMMUNITY SAFETY AND PUBLIC HEALTH

In October 2019 I attended a community meeting on the Brandon Estate following the tragic murder of Clinton Evtoba, where a range of concerns regarding the estate were raised. At the meeting I promised to report back on specific issues and to work in partnership with the community moving forward to find practical solutions to addressing the concerns raised by residents.

The council subsequently appointed a director to lead on the Brandon Estate, raising the profile of current and future work relating to the Brandon housing estate, and I took on responsibility as lead cabinet member to oversee this work. This has enabled us to coordinate work and ensure a consistent approach to delivering for residents on the Brandon.

Implementing the recommendations of the Overview and Scrutiny Committee, arising from the meeting on 11th November, has been central to this work. We have now strengthened governance arrangements which has increased oversight of the cabinet member, ward councillors and senior officers, and has improved engagement with community representatives.

The Overview and Scrutiny Committee recommendations form part of ongoing work to develop a wider strategic approach to delivery of services on the Brandon estate, continuing to engage and ensure alignment with other council-wide initiatives. This includes priorities such as the Great Estates Programme, the Youth Provision Review, the Resident Participation Framework and the Social Regeneration Framework.

I look forward to building on the good work that's been achieved and we continue to achieve across the Brandon community. We have made good progress together in recent months. Equally I know that some of things we are working on have taken longer to resolve than we would hope but I am sure by continuing to work with residents, TRA chairs and ward councillors on the Brandon Estate, we can further build on the progress we have already made together.

RECOMMENDATION

1. That Cabinet agree the recommendations arising from the Overview and Scrutiny Committee and note progress of actions.

BACKGROUND INFORMATION

2. The Overview and Scrutiny Committee discussed issues on the Brandon Estate at its meeting of 11 November 2019. The session had been requested by ward councillors in relation to concerns about some aspects of the council's response to three murders on the estate. The committee heard from ward councillors, tenants and residents association (TRA) chairs, the cabinet member for community safety and public health and senior council officers.
3. The areas of concern identified at this meeting were the delay in decision making around installing CCTV cameras, slowness of progress in establishing a young people's hub at the Jack Hobbs Club, the nature of the council's engagement with residents, heating outages and the system of compensation for outages.
4. The Overview and Scrutiny Committee subsequently made the below recommendations at the Cabinet meeting of 17 December 2019:
 - 1) That a core group of councillors, officers and residents meets regularly to review progress against the issues. This group should undertake a holistic review to ensure that all the strands of work in hand meet residents' needs. The group should work transparently by publishing documents such as action plans with RAG rating and minutes of its meetings.
 - 2) That a clear timetable is set out and delivered for full access to the Jack Hobbs Club by April 2020.
 - 3) That the housing scrutiny commission's review of district heating networks should include Brandon as one of its case studies. This should include the question of how compensation for heating outages is paid – i.e. whether it can be credited to bank accounts instead of rent/service charge accounts.
 - 4) That an investigation be undertaken into the amount of time it took to implement the new CCTV, and that a report arising from the investigation be provided to the overview and scrutiny committee.
 - 5) That cabinet considers the recommendations and request that the relevant cabinet member reports back within eight weeks.

KEY ISSUES FOR CONSIDERATION

5. The table below responds to each of the recommendations from the Overview and Scrutiny Committee and sets out the corresponding actions that have taken place to date.
6. In addition to implementing the Overview and Scrutiny Committee's recommendations, a strategic approach is under development to build on progress made in responding to residents' needs and concerns and to ensure alignment with other council-wide initiatives such as the Great Estates Programme, the Youth Provision Review, the Resident Participation Framework and the Social Regeneration Framework.

	Recommendation	Cabinet Response	Follow up actions
1	That a core group of councillors, officers and residents meets regularly to review progress against the issues. This group should undertake a holistic review to ensure that all the strands of work in hand meet residents' needs. The group should work transparently by publishing documents such as action plans with RAG rating and minutes of its meetings	Agreed	<ul style="list-style-type: none"> • Governance arrangements are in place to ensure increased lead member and ward councillor oversight as well as increased oversight and engagement of residents.  A RAG rated issues log has been in place since November 2019. This is updated and shared weekly with TRA chairs and ward councillors.  Since November 2019, the lead member, officers and TRA chairs have met on a number of occasions in relation to specific issues. Regular monthly meetings are now in place. • In addition, the lead member is supported by a fortnightly teleconference with ward councillors and a weekly briefing with officers. • A quarterly newsletter has been created to communicate key information to residents. The first edition was distributed to all residents across the Brandon Estate in December 2019.
2	That a clear timetable is set out and delivered for full access to the Jack Hobbs Club by April 2020	Agreed	<ul style="list-style-type: none"> • Repair and refurbishment works on the Jack Hobbs Club commenced in October 2019. A meeting was held between officers, councillors and TRA chairs on 10 December 2019 to review progress. A timeline was agreed with all internal and external works, including installation of required furniture and equipment, completed at the end of February 2020 and full access available to the community thereafter.  The programme of major works was completed at the end of February. Additional repairs arose after these works were agreed and are being urgently progressed. Further details of these works and monitoring will be undertaken through the council's issues log.  The Jack Hobbs Club is open for community use and youth activities are taking place on every weekday evening. These activities are publicised locally to further raise awareness of club. As an example, the calendar of activities in place for March-April 2020 are set out in Appendix 1. • The Property team has identified suitable alternative premises for the Latin American Disabled People Project (LADPP) which is currently based at the Jack Hobbs Club. Subject to legal and due diligence processes, the

	Recommendation	Cabinet Response	Follow up actions
			move is expected to be completed by June 2020.
3	That the housing scrutiny commission's review of district heating networks should include Brandon as one of its case studies. This should include the question of how compensation for heating outages is paid – i.e. whether it can be credited to bank accounts instead of rent/service charge accounts	Agreed	<ul style="list-style-type: none"> This work is being taken forward by the housing scrutiny commission as part of its review of district heating. Agendas and minutes of the housing scrutiny commission meetings are available at http://moderngov.southwark.gov.uk/ieListMeetings.aspx?Committeeld=520 The Council's complaints policy (which incorporates compensation) is under review and the issue of how compensation for heating outages is paid is being considering as part of that review.
4	That an investigation be undertaken into the amount of time it took to implement the new CCTV, and that a report arising from the investigation be provided to the overview and scrutiny committee	Agreed	<ul style="list-style-type: none"> In February 2019, Brandon TRA chairs and ward councillors were invited to the CCTV control room to discuss camera coverage on the estate and to demonstrate how the CCTV team works to pro-actively and reactively respond to crime and anti-social behaviour across the borough. The CCTV team subsequently undertook consultation and site surveys for a permanent six camera system in the Brandon 3 TRA area and obtained an indicative quote for equipment and installation. This quote was passed to Housing & Modernisation for consideration. In March and April 2019, discussions took place to identify funding for the new CCTV system. In May 2019 funding was identified and notification was sent to the CCTV team in June 2019. The CCTV team held a meeting in June 2019 to review and confirm the locations of the cameras. A detailed specification of works was requested from the contractor and it was expected that extensive engineering and transmission works would be required for the CCTV network to become operational. The specification of works was received from the contractor in July and an order for equipment was subsequently placed with an expected lead time of

	Recommendation	Cabinet Response	Follow up actions
			<p>6-8 weeks.</p> <ul style="list-style-type: none"> • Works began in September 2019. Due to the complexity of the project and the need for extensive engineering and transmission works, an estimated completion date of 31 October 2019 was reported to the Director of Communities and to the lead member. • The CCTV works were completed in early November 2019. The timescales for both the lead in and the installation works are in line with projects of this nature. • TRA chairs and ward councillors have visited the control room and positive feedback was received. The CCTV team is continuing to work with residents, ward councillors and police colleagues.

Policy implications

7. The implementation of the Overview and Scrutiny Committee's recommendations and the development of a wider strategic approach will be aligned to the delivery of Council Plan priorities and to a range of strategies related to the concerns raised by residents such as the Resident Participation Framework and the Social Regeneration Framework.

Community impact statement

8. The implementation of the Overview and Scrutiny Committee's recommendations will have an impact on the Brandon community by delivering a number of improvements in response to concerns raised by residents.
9. In delivering these recommendations, the council will continue to be mindful of its public sector equality duty under the Equality Act (2010), giving due regard to the need to advance equality of opportunity between different groups, to foster good relations between different groups and to eliminate unlawful discrimination, harassment and victimisation.

Resource implications

10. There are no resource implications arising from this report.

Legal implications

11. There are no legal implications arising from this report.

Financial implications

12. There are no financial implications arising from this report.

BACKGROUND DOCUMENTS

Background Papers	Held At	Contact
Brandon Estate Update CCTV Decision Making Process CCTV Re-deployable Process Flow Chart	Scrutiny Team 160 Tooley Street London SE1 2QH	Fitzroy Williams 020 7525 7102
Links (please copy and paste into your browser):		
http://moderngov.southwark.gov.uk/documents/s85665/Brandon%20Estate%20Update%202.pdf		
http://moderngov.southwark.gov.uk/documents/s85734/CCTV%20decision%20making%20process.pdf		
http://moderngov.southwark.gov.uk/documents/s85735/Fig%201%20-%20CCTV%20FLOWCHART.pdf		

APPENDICES

No.	Title
Appendix 1	Jack Hobbs Club Youth Activities Programme, March-April 2020

AUDIT TRAIL

Cabinet Member	Cllr Evelyn Akoto, Cabinet Member for Community Safety and Public Health	
Lead Officer	Stephen Gaskell, Head of Chief Executive's Office	
Report Author	Susan du Toit, Senior Strategy Officer	
Version	FINAL	
Dated	11/03/2019	
Key Decision?	No	
CONSULTATION WITH OTHER OFFICERS / DIRECTORATES / CABINET MEMBER		
Officer Title	Comments Sought	Comments Included
Director of Law and Democracy	No	No
Strategic Director of Finance and Governance	No	No
List other officers here		
Cabinet Member	Yes	Yes
Date final report sent to Constitutional Team		11/03/2020