

Ref	OBJECTIVES & KEY ISSUES	ACTIONS	Lead / officers	RAG	Timescale	Control Measures/Comments
<b>1.</b>	<b>Estate Cleaning</b>					
1.1	To raise satisfaction on estates. Performance is currently at 63.5 against a target of 70%.  External Cleaning	<ul style="list-style-type: none"> <li>Carry out a thorough inspection of 50 sites to check customer satisfaction perception against officer grading. This will be repeated at the start of March to check for improvements.</li> </ul>	Contract Managers/ NHOs		January-March 22	The areas of concern are external hard surfaces 21/47 failure rate, play areas 9/22 failure rate refuse areas 8/31 failure .  Many issues with leaves and moss. Officer perception is broadly in line with residents satisfaction and has identified a number of failures
		<ul style="list-style-type: none"> <li>Asking for improvement plans on low performing estates</li> </ul>	Contract Managers/ NHOs		February 22	Improvements requested but team have requested changes to format
		<ul style="list-style-type: none"> <li>Better recording on photobook to be more challenging with our inspections</li> </ul>	Contract Managers/ NHOs		March 22	Has started but some training needs and adjustments required
		<ul style="list-style-type: none"> <li>More regular walkabouts</li> </ul>	Contract Managers/ NHOs		ongoing	Programme has been developed
		<ul style="list-style-type: none"> <li>Recording failures on Whitespace</li> </ul>	Contract Managers/ NHOs		ongoing	Still teething issues but in progress
		<ul style="list-style-type: none"> <li>Insisting on schedules for weeding, moss clearance and drain cleaning. These have yet to be received</li> </ul>	Contract Managers/ NHOs		February 22	Still not received in an acceptable format
		<ul style="list-style-type: none"> <li>Working with colleague in Environment</li> </ul>	Contract Managers/ NHOs		ongoing	Fortnightly meetings held

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1.2	<b>Internal Cleaning</b>	<ul style="list-style-type: none"> <li>Issuing failure notices</li> </ul>	Contract Managers/ NHOs		ongoing	System in place but needs to be more robust and linked to power BI
		<ul style="list-style-type: none"> <li>Carrying out more regular inspections</li> </ul>	Contract Managers/ NHOs		In progress	rate internal stairwell skirting and lifts 2/5 tracks are dirty.
		<ul style="list-style-type: none"> <li>Giving feedback through notices in blocks acknowledging the dissatisfaction and saying how we put it right</li> </ul>	Contract Managers/ NHOs		End of February	Residents who have raised issues through the survey will receive feedback
		<ul style="list-style-type: none"> <li>Improvement plans on low scoring estates that also look at state of the communal repairs in the block.</li> </ul>	Contract Managers/ NHOs		End Of February	To be coordinated with Community Works
		<ul style="list-style-type: none"> <li>Attention to detail, skirting , lift tracks, lights and bannisters</li> </ul>	Contract Managers/ NHOs		ongoing	Improvements to satisfaction being monitored
		<ul style="list-style-type: none"> <li>Robust monitoring</li> </ul>	Contract Managers/ NHOs/ contractor		ongoing	Improvements to satisfaction being monitored
<b>2.0</b>	<b>Grounds Maintenance</b>					
		<ul style="list-style-type: none"> <li>Winter works to cut back shrubs and tidy up hedges and flower beds</li> </ul>	Parks Team		February 22	Completed
		<ul style="list-style-type: none"> <li>Increased mulching to control weeds</li> </ul>	Parks Team		February 22	Completed
		<ul style="list-style-type: none"> <li>Allowing plants to grow horizontally for better ground cover which will control weeds</li> </ul>	Parks Team		February 22	Completed
		<ul style="list-style-type: none"> <li>Estate signage to tell residents why we are allowing the grass to grow longer</li> </ul>	Parks/contract managers		April 22	Signage ordered
		<ul style="list-style-type: none"> <li>Rewilding areas in consultation with residents through the</li> </ul>	Parks Team		June 22	Project plans written

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		council's biodiversity strategy				
		<ul style="list-style-type: none"> <li>Increased monitoring by contract managers and housing officers</li> </ul>	Contract Managers/NHOs		February 22	Completed
		<ul style="list-style-type: none"> <li>New planting including trees</li> </ul>	Parks Team		April 22	Plans in place
		<ul style="list-style-type: none"> <li>Better comms with residents through TRA meetings and quarterly gardening forum</li> </ul>	Ian Ross/Linda Elliott		ongoing	Gardening Forums are held quarterly with guest speakers and lively exchange of information.
<b>3.0</b>	<b>CCTV</b>					
3.1	To identify problematic individuals/capture incidents as/when they occur	<ul style="list-style-type: none"> <li>Utilisation of re deployable cameras through a fair system across all estates</li> <li>Monthly monitoring of use of cameras</li> <li>Additional CCTV</li> </ul>	Linda Elliott/Lesley Ambler		ongoing	Monthly meeting in place to ensure compliance and to consider all requests for cameras
		<ul style="list-style-type: none"> <li>Refresh all cameras so they are future ready</li> </ul>	Linda Elliott/PPARS		22-24	Part of Boroughwide camera refresh will see all cameras upgraded. Contract to be let imminently
<b>4.0</b>	<b>Electric Vehicle Charging and Transport Strategy</b>					
4.1	EVC strategy working with overall transport strategy for the council	<ul style="list-style-type: none"> <li>Rollout the installation of EVC's on housing estates, following a pilot in 2021 – where 22 EVC's were installed on 11 estates. The pilot was 75% funded by the Office for Low Vehicle Emission and 25% funded by the Council.</li> </ul>	Linda Elliott Eliot Quinn		Oct 22	Estates are now recognised as part of the overall transport strategy in the council
<b>5.0</b>	<b>Pest Control</b>					
5.1		<ul style="list-style-type: none"> <li>Revise the SLA with Environment and introduce measures to manage the effectiveness of works carried out</li> </ul>	Linda Elliott/Judith		June 22	Monthly SLA meetings in place

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			Grant/ Doug Perry			
6.0	<b>Play Strategy</b>					
	Ensure that Lambeth Housing's play areas are fit for purpose, well maintained and improve the health of residents	<ul style="list-style-type: none"> <li>Two contracts in place for monitoring and repair</li> </ul>	Linda Elliott		Aug 22	All play areas are compliant and are low risk
		<ul style="list-style-type: none"> <li>Working with colleagues to deliver football programmes</li> </ul>	Dermot Collins/Linda Elliott			All play areas Programmes in place for Summer
7.0	<b>Estate projects</b>					
7.1	Claremont East – Environmental Improvements	<ul style="list-style-type: none"> <li>Renewal of the roadway – Ringway, term contractor for highways</li> <li>Traffic calming measures</li> <li>New bin stores - DLO</li> <li>Demolition of pram sheds – DLO</li> <li>Renewal repair of fences - DLO</li> <li>Additional landscaping and planting – Grounds Maintenance Team</li> <li>Removal of Japanese Knotweed</li> </ul>	Linda Elliott/ Dan Thomas		Nov 22	Project Group set up Collaboration with Highways and Housing. Budget is 500k
7.2	China Walk – Environmental Improvements	<ul style="list-style-type: none"> <li>Renewed benches Wedgewood House, privet hedges, bollards with lighting, paint railings, Dresden House, installation of cycle storage</li> </ul>	Lesley Ambler		Nov 21	completed
7.3	Myatts Field (Section 106)	<ul style="list-style-type: none"> <li>Improvements to disused and existing garages, improvements to play areas, new gym equipment, additional planting, new refuse facilities with green roof, contribution to Boiler Garden Project</li> </ul>	Lesley Ambler		April 22	Nearly completed.
7.4	Springfield (Pocket Parks)	<ul style="list-style-type: none"> <li>Improvements to trim trail play area near Donnington - new play equipment. Creation of paths</li> <li>Make entrances by Donnington</li> </ul>	Lesley Ambler		June 22	Planning stage

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		<ul style="list-style-type: none"> <li>accessible - remove steps to Donnington and install ramp</li> <li>Partly remove fence near Lostock and Install ramp</li> </ul>				
7.5	Digital advertising	<ul style="list-style-type: none"> <li>Introduce digital advertising boards on 3 estates, Oaklands, Holderness and Notre Dame</li> <li>Connect with commercial team to generate income stream</li> <li>Look at key messages in housing and environment using boards to reach residents</li> <li>Monitor results</li> </ul>	Linda Elliott/ Rachel Rehling			Planning stage but success measured on access to key messages on recycling
7.6	Electrical Vehicle Charge Points on Estates	<ul style="list-style-type: none"> <li>Rollout the installation of EVC's on housing estates, following a pilot in 2021 – where 22 EVC's were installed on 11 estates. The pilot was 75% funded by the Office for Low Vehicle Emission and 25% funded by the Council.</li> </ul>	Lesley Ambler/ Dan Thomas		April 23	Contractor to be procured jointly with Transport team
7.7	Estate Road survey	<ul style="list-style-type: none"> <li>We have commissioned highways to carry out a survey of all estate roads with a view of outing together a priority list for repairs and renewals. We will be filling in potholes in the meantime</li> </ul>	Dan Thomas/ Linda Elliott		May 22	Programme in place to carry out repairs and road renewals
7.8	St Matthews B road project	<ul style="list-style-type: none"> <li>Introducing suds gardens and biodiverse planting along major roads in the borough including St Matthews</li> </ul>	Helen Firminger			Waiting result of grant application
7.9i	St Matthew Community Garden	<ul style="list-style-type: none"> <li>New community garden installed by our own repairs project team in consultation with residents</li> </ul>	Dan Jeffery		April	With TRA
7.10	Cycle stores	<ul style="list-style-type: none"> <li>New purpose built cycle stores with smart locks</li> <li>Convert available space</li> </ul>	Karreene Brown/ Simon Hannah			4 installed with further sites identified
8.0	<b>Communal Repairs</b>	<ul style="list-style-type: none"> <li></li> </ul>				
8.1	<b>Improve resident perception and</b>	<ul style="list-style-type: none"> <li>Environmental action days to identify estates with communal repairs and</li> </ul>	Merline St Rose/		ongoing	Programme over the summer

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	<b>satisfaction</b>	complete repairs on the day	Linda Elliott/ Muhem Miah			months
		<ul style="list-style-type: none"> <li>Collaborative improvement plans to include cleaning, gm, play and communal repairs</li> </ul>	Merline St Rose/ Linda Elliott/		March 22	Satisfaction survey
		<ul style="list-style-type: none"> <li>Stock condition survey of estate roads with community works</li> </ul>	Merline/ Linda/ Dan		May 22	Satisfaction survey
		<ul style="list-style-type: none"> <li>Improved action plans for all estates</li> </ul>	Area Teams/ Estate Services		May 22	Satisfaction survey
9.0	<b>Community gardens</b>	•				
9.1	<b>Encourage community gardening to improve health and well being</b>	<ul style="list-style-type: none"> <li>List of all gardens</li> <li>Promotions</li> </ul>	All		ongoing	Advice to be shared through garden group
10.0	<b>Environmental Action Day</b>	•				
10.1	Day of Engagement and action to improve satisfaction on estates	Multiple teams across housing including Lambeth Parks, Pinnacle, Serco, Community Works, project repairs team and area teams will carry out estate improvements as well as engaging with residents on matters such as asb, rent queries and consultation on improvements	Linda Elliott/ Muhem Miah/ Area Teams		ongoing	Successful day on Woodvale, day planned for Tanswell on 17 February 22
11.0	<b>Fibre to Property broadband</b>					
11.1	Maximise access to high speed broadband throughout estates	Install fibre broadband across all estates. Working with suppliers.	Linda Elliott/ Matt Simms		2024	9000 properties can now access broadband. Also free Wi-Fi in perpetuity to community rooms. TRA halls and sheltered unit common room
11.2	Maximise social value	Ensure TRAs and community group	Linda		ngoing	All community spaces have

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	from suppliers	take up the offer of free wifi and training	Elliott/ Matt Simms			been identified for free wi fi in perpetuity. Digital inclusion training will start with sheltered units in March
<b>12.0</b>	<b>St Matthew VAWG</b>					
	Improve safety for women and girls on the border between Rush Common and St Matthews Estate	<ul style="list-style-type: none"> <li>• Luminescent glow in dark paving paint</li> <li>• Lighting improvements to estate entry and car park</li> <li>• Signage to Rush Common</li> <li>• Purpose built estate refuse enclosures notice board</li> </ul>	Linda Elliott		March 22	Part of council's VAWG strategy

Red	= No progress made, work just begun
Amber	= Action started, work ongoing
Green	= Work ongoing and near completion/ Work Completed