

Estate Improvement Scheme (EIS), Year 1 Progress Report

Purpose and progress

As part of the Housing Revenue Account (HRA) medium-term financial strategy, the Housing Scrutiny Committee approved £1 million per annum for 5 years of capital funding for improvements to City Council-owned housing estates. The criteria for each proposal must meet two fundamental principles:

- The proposal will add value to the asset, i.e. the estate.
- The proposal should not act as a substitute for the planned maintenance programme, though it may be prudent for the Council to consider including works from the planned programme where it makes sense to incorporate them.

A steering group was created to oversee the project. It includes council officers from stakeholder services and representatives from the police. The group devised a set of additional criteria by which proposals are assessed. Any proposal brought forward as part of the EIS must meet at least one of the following objectives:

- Build out future cost (i.e. a 'spend to save' initiative)
- Design out crime and anti-social behaviour
- Make a visible and positive difference to the aesthetics of an estate
- Contribute to strengthening the community on the estate
- Improve the health and safety and / or well-being of those living on the estate

The funding has been available since 1st April 2019. A year into the programme, there have been 35 applications for proposals of varying cost, described briefly below. 12 have already been implemented or are nearing completion, and 23 more are currently in development stage or consulted upon. A dedicated surveyor has been employed to work on the project, which has sped up implementation.

The Estate Improvement Scheme has also worked with the Housing Development Agency to ensure that its work complements and enhances contractual rectification work to new build schemes that Keepmoat Homes have been undertaking since June 2019.

Consultation and involvement

Suggestions for proposals have largely come from residents through resident engagement and walkabouts. They range from a large-scale crime prevention re-design project, making changes to mitigate anti-social behaviour and installing bike shelters, to redesigning communal drying areas and repairing hard standings.

The method of consultation varies depending upon the nature of the proposal. If it seeks to replace or upgrade an existing thing (e.g. a fence), a notice of intent is sent to residents in the

direct vicinity. The letter outlines that the work will go ahead and will only be altered in the event of strong resident objection, with 2 weeks to respond.

If the proposal seeks to install something new, all impacted residents are consulted in writing for their views. Note that the Council's consultation letter states that a resident not responding would be interpreted as them not opposing the proposal. But in many cases, residents fed back suggestion that further improve the proposals.

Ward councillors have also been consulted on specific proposals in their areas. And we continue to encourage more ideas by promoting the scheme in the residents' publication *Open Door*, at established resident involvement groups and Area Committees.

Information on individual estates' proposals follows below in the form of (I) summaries of the 12 proposals already implemented in the past year listed in alphabetical order, and (II) a list of the 23 applications currently being processed.

I. 12 Estate Improvement Scheme proposals implemented to date

Ainsdale and Tweedale

Replacing broken fencing, upgrading bin storage areas and installation of bike sheds. Delivery is ongoing

Proposal:

- Replace wooden gate and railings with a bow-topped, metal equivalent matching the rest of the area.
- Install heavy-duty metal railings to complete the boundary fence and increase security.
- Install bin-stop bars in 3 bin stores to stop bins damaging the back of the stores.
- Reconfigure drying areas to create more grassed area and install covered bike racks on tarmac bases.

EIS criteria met:

- ✓ Build out cost (e.g. better designed bin areas)
- ✓ Design out crime and anti-social behaviour
- ✓ Make a visible and positive difference to the aesthetics of an estate
- ✓ Contribute to strengthening the community on the estate
- ✓ Improving the health and well-being of those living on the estate

Consultation:

Between 13th September and 18th October 2019, all 38 affected households were written to, with a map detailing location of the proposed changes. 6 residents (16%) responded, 5 approving and 1 opposing.

Costs: £16,755

Citywide - communal fencing

Replace broken communal fencing at 62 sites around the Council's estates (10 in the North, 52 in the South).

Request: Residents and councillors have highlighted areas across the city where fencing is in very poor condition.

Proposal:

New communal fencing where needed; 62 consultations in process. Works will take about 6 months to deliver in full. A combination of metal fencing and wooden picket will be installed to match its surroundings.

EIS criteria met:

- ✓ Build out cost
- ✓ Make a visible and positive difference to the aesthetics of an estate

Consultation: Sent to south of the city from 20th March to 4th December 2019. Sent to north of the city from 20th December to 08th January 2020. Residents supported the proposals in all locations, suggestions for amendments were also considered.

Costs: £161,855

Citywide – resurfacing programme started

Resurfacing of hardstanding parking areas at Lichfield Road, Davy Road path, Lisle Walk / Highdene, Minerva Way and Augustus Way. Delivery is ongoing.

Proposal:

Resurfacing at:

- 16-22 Augustus Way
- 119-130 Minerva Way car park
- Hanover car parks
- Lichfield Way car parks
- Davy Road path
- Lisle Walk / Highdene garage
- Car parking space, 26A Fishers Lane.

EIS criteria met:

- ✓ Make a visible and positive difference to the aesthetics of an estate
- ✓ Contribute to strengthening the community on the estate
- ✓ Improving the health and well-being of those living on the estate

Consultation: Sent out on a site by site basis; residents at each of the locations listed approved the proposals.

Costs: £503,573

Davy Road

To improve the area's security, aesthetics and ease of use: install new access gates, repair the perimeter fencing and resurface walkways.

Request: Residents and councillors have raised concerns about security within the grounds of the estate because of the ease of public access and the aesthetics of the broken fencing.

Proposal:

- Replace the 2 wooden gates which lead to the rear garden area and install pin code lock access.
- Install gates in the space leading from the garages to the garden.
- Replace sections of fencing from the gates up to the tall hedgerow.
- Replace the paving slabs with tarmac.
- At the rear right-hand section of the garden, clear the overgrown foliage and replace a section of the fence which borders the Brackyn Road residential gardens.

EIS criteria met:

- ✓ Build out cost
- ✓ Design out crime and anti-social behaviour
- ✓ Make a visible and positive difference to the aesthetics of an estate
- ✓ Contribute to strengthening the community on the estate

Consultation: Sent to south of the city from 20th March to 4th December 2019. All 41 affected residents were written to, 6 residents expressed their support and 2 did not.

Costs: £5,000

Ditton Fields

Suited locks installed on front doors of communal buildings and bin stores.

Request: Residents and council officers requested that security and officer access be improved by replacing the locks on front doors of communal buildings.

Proposal: To install a new suited lock system on the front communal door which would have a suited key entry system, with all residents provided with two new keys. Also install suited locks to electric and bin cupboards. The new system will increase ease of access to staff to facilitate inspections, housekeeping and window cleaning.

EIS criteria met:

- ✓ Build out cost
- ✓ Design out crime and anti-social behaviour
- ✓ Make a visible and positive difference to the aesthetics of an estate
- ✓ Improving the health and well-being of those living on the estate

Consultation: Between 6th May and 12th August 2019, 245 residents were written to. 39 residents (16%) responded, with 34 supporting the proposal and 5 against.

Costs: £11,473

East Road

Implement measures to reduce anti-social behaviour and improve aesthetics of the estate.

Request: Requests from residents to tackle anti-social behaviour at the estate were fed back from Walkabouts in 2018. The 'Design Out Crime' police section were contacted for their recommendations, and a metal fabricator consulted to find the solution.

Proposal:

- Install metal screens to enclose areas under the stairwells, thus restricting access for rough sleeping and fly-tippers.

- Restrict access from the stairwell at Hilderstone House and East Road garages to prevent vandalism and prevent free runners accessing the site.
- Secure bin stores to prevent fly-tipping, reduce anti-social behaviour and increase fire safety by installing full-width self-closing gates with pin code access.

EIS criteria met:

- ✓ Build out cost
- ✓ Design out crime and anti-social behaviour
- ✓ Contribute to strengthening the community on the estate
- ✓ Improving the health and well-being of those living on the estate

Consultation: From 15th January to 5th February 2020, the 91 tenants and leaseholders affected were written to. 20 residents (i.e. 22%) responded, 19 expressing support and one opposing. All were invited to a Walkabout in April 2019 to further discuss the proposals.

Costs: £22,495

Fernwood Heatherfield and Bracondale

Install perimeter fencing, solar LED lights and upgrade the lock mechanism in recycling stores to reduce Anti-Social Behaviour.

Proposal:

- Install solar motion-detector lighting over the dark recycling areas.
- Install metal gates and fencing 1.2 metres high with bow-topped railings, giving a defined visual boundary.
- Secure the recycling bin store with a self-closing lockable door to prevent access by un-authorised persons.
- Install gates across the footways at the front, wide enough for mobility scooters and wheelchairs.

Residents made the following valuable suggestions to enhance the proposals. The first two are being implemented, and the third consulted upon:

- The new gates should be fitted between the front hedges to complete the boundary.
- A gate should be fitted across the path between the car park and hedge.
- Introduce CCTV at the scheme.

EIS criteria met:

- ✓ Build out cost
- ✓ Design out crime and anti-social behaviour

- ✓ Make a visible and positive difference to the aesthetics of an estate
- ✓ Contribute to strengthening the community on the estate
- ✓ Improving the health and well-being of those living on the estate

Consultation: Between 3rd and 24th July 2019, all 30 impacted tenants were written to. 17 responded (i.e. 57%), 16 in support and 1 against.

Costs: £22,895

Fulbourn Road and Mallets Road open spaces

Install security fencing to stop unauthorised encampments.

Request: The green behind the Council's Mallets Road properties has seen sustained, repeated illegal occupation by vans and caravans. Damage and vandalism have been caused to the new hedgerows, fencing, gate lock and signage. Preventative measures have been requested repeatedly by residents and councillors.

Proposal: Install a robust, galvanised, maintenance-free metal barrier around the perimeter of the green, 60cm high, with lockable access gates for the grass cutter. It will be inside the hedge and existing embankment.

EIS criteria met:

- ✓ Design out crime and anti-social behaviour
- ✓ Make a visible and positive difference to the aesthetics of an estate
- ✓ Contribute to strengthening the community on the estate
- ✓ Improving the health and well-being of those living on the estate

Consultation: 48 households were written to because their property borders the green. 5 responded (i.e. 10%), all in support.

Costs: £12,120

Hanover and Princess Court

Upgrade bin stores and the communal areas to deter anti-social behaviour. Resurface the car park and create a new Car Club space. Install CCTV in communal areas.

Request: Residents and councillors have raised concerns about security, Anti-Social Behaviour and the aesthetics of the communal areas.

Proposal:

- Resurface the entrance to the garages and the car park with tarmac.
- Create 1 new parking space in the car park. This will ensure that there is no net loss of spaces for residents since the creation of the Car Club space. Once the new space is created the Car Club space will then be activated and available to rent a vehicle from.
- Relocate the clothing bank (possibly into the central courtyard against the garages) in order to remove the slabs at the entrance to the carpark block and resurface it with tarmac.
- Install a new metal fence to replace all the broken rails on the perimeter of the site. The fence will stand approximately 1m high and be made of galvanised metal which is powder coated for durability.
- Initiate a second stage of consultation regarding the introduction of CCTV.
- Repair the holes in the bin chutes.
- Refresh the bin store by replacing the door, repaint the ceiling, replace the metal frame around chute and lay a new flooring cover.
- Tile the walled area directly around the lift doors to cover the stained brickwork.
- Gate off the mezzanine floor on the first floor (leading to the garages) where the lift stops between floors at Princess and Hanover Court. The gates will be made of metal and powder coated in blue.

EIS criteria met:

- ✓ Build out cost
- ✓ Design out crime and anti-social behaviour
- ✓ Make a visible and positive difference to the aesthetics of an estate
- ✓ Contribute to strengthening the community on the estate

Consultation: Between 2nd and 19th December 2019, all 127 impacted residents were written to. 19 responded (i.e. 15%), 10 in support and 9 against.

Costs £35,074

St Bede's Crescent

A steel pergola erected in the communal garden.

Request: Residents requested a replacement for the broken wooden pergola in the communal garden, so the existing wisteria climbing plant could continue to be supported. The original had to be removed because the structure became unsafe.

Proposal: To build a galvanised metal-framed pergola the same size as its predecessor, located in the same place. A metal, rather than wooden, frame would improve its durability.

EIS criteria met:

- ✓ Make a visible and positive difference to the aesthetics of an estate
- ✓ Contribute to strengthening the community on the estate
- ✓ Improving the health and well-being of those living on the estate

Consultation: From 3rd to 17th March 2019, 42 consultation letters were sent to the homes affected. 11 residents (26%) replied, all expressing support for the proposal.

Costs: £4,999

Sheltered housing

Re-paving walkways with permeable surface.

Proposal: The sheltered scheme maintenance officer requested the replacement of the existing pathways with a smooth permeable paving alternative. The new surface will be more hardwearing and will reduce the risk of tripping for vulnerable residents.

EIS criteria met:

- ✓ Make a visible and positive difference to the aesthetics of an estate
- ✓ Improving the health and well-being of those living on the estate

School Court Consultation: All 17 affected residents were consulted (3 homes were void at the time). 100% approved the proposal.

Mansel Court Consultation: All 16 affected residents were consulted. 100% approved.

Rawlin Court Consultation: All 14 affected residents were consulted. 13 approved.

Costs: £95,463

Upperhall Court

Correct design defects on balconies, security and access to gas meters. Upgrade bin store and erect car park signs.

Request: Residents pointed out areas within the grounds which could benefit from improvement and did not fall within the remit of Keepmoat's snagging liability.

Proposal:

- Two sections of railings fitted to left and right of the building to match the perimeter fencing, the left side incorporating a gate for accessing the metre boxes.
- Install a sign in the car park stating it is for residents' use only.
- Modify the rear gate so the grass cutter can access without driving through the front entrance, which causes mess and a safety risk.
- Robust floor paint for the metre cupboards.
- Lay an access path to the gas boxes hidden behind shrubs and cut back the shrubs for easier access.
- Install black metal railings in the style of the perimeter fence along the front four ground floor balconies: 1.1 metres high, each with an inward-opening, lockable access gate, for safety and privacy.
- Fill the gaps in the balcony floor with thin wooden slats.

EIS criteria met:

- ✓ Build out cost
- ✓ Design out crime and anti-social behaviour
- ✓ Make a visible and positive difference to the aesthetics of an estate
- ✓ Contribute to strengthening the community on the estate
- ✓ Improving the health and well-being of those living on the estate

Consultation: All 16 impacted properties were written to. 8 responded (i.e. 50%), all in support for the proposals and with several useful suggestions.

Costs: £11,997

II. 23 Estate Improvement Scheme proposals currently being processed

Ashbury and Golding

Increase fire safety and deliver on Zero Tolerance Policy: install lockable enclosures for recycling bin storage. Reconfigure drying areas to include bike storage so nothing is stored in communal areas.

Atkins Close

Increase fire safety and security: upgrade bin storage, secure bike storage and shed, and upgrade doors and entry system.

Bermuda development

Increase disabled mobility: install an automated metal gate with push-button control inside and outside. Current gate obstructs mobility vehicles, wheelchair users, children's buggies, etc. Install a new bulletin board in a position where less likely to be vandalised. **Consultation is complete, residents support the proposals.**

Bill Briggs Court

To prevent anti-social behaviour, rough sleepers and fly-tipping: create three new secure parking spaces, potentially lettable. Lockable metal gate, and the three parking bays partitioned with maintenance-free, fire-proof sheet steel. **Consultation is complete, residents support the proposals. Currently waiting on planning permission.**

Campkin Road

Increase fire safety and security: upgrade bin storage, secure bike storage and shed, and upgrade doors and entry system.

Cherry Hinton Library flats

To create a secure and clear distinction between public and private space for the flats above the newly extended library: install a railing partition with rear and front gates, fob entry system and additional roofing and lighting. **Consultation is complete, residents support the proposals. The project is currently awaiting planning permission for the library upgrade.**

Citywide – street lighting

New LED communal street lighting with energy-saving controls, to upgrade the 107 lights not working on council estates, increase visibility and reduce anti-social behaviour. Site-specific lighting designs to suit neighbourhoods. **One new solar light has already been installed at Cherry Hinton recreational field and Leete Road. 30 out of the 107 light upgrades have been completed but the remaining 77 are on hold until the Covid-19 lockdown ends.**

Cockerell Road

Increase fire safety and deliver on Zero Tolerance Policy: provide drying areas, upgrade bin chutes, waste areas, door entry and signage.

Ditchburn Place

For safe, secure storage for residents' scooters, reducing car use and keeping communal areas clear and safe: install a 6-bay electric scooter store with charging points and LED lighting.

Ekin Road

Increase fire safety and deliver on Zero Tolerance Policy: reconfigure drying area to provide bike racks and wheeled recycling bins. Improve paintwork and tarmacking of communal areas which look very neglected.

Fison Road

Increase fire safety and deliver on Zero Tolerance Policy: it has seven very large recycling sites, causing fly-tipping and fire safety hazards. Install bike racks and bin storage. Either: return most of the area to grass, leaving a small paved area for two blue co-mingled bins or increase the size of the drying areas, adding an additional rotary dryer and secure bike storage. Repair broken woodwork and brickwork.

Headford

Increase fire safety and deliver on Zero Tolerance Policy: reconfigure drying areas to install five covered bike racks. Extend slabbed areas so wheeled bins not standing on mud. Remove bike racks inside the blocks and improve doors and paintwork that are in bad repair.

Consultation is currently underway.

Kingsway

To prevent anti-social groups using stairwells and corridors to congregate and hide: isolate entrances to the stairs that access the upper floors and install an access control system. **First stage of consultation has resident approval. Designs are now being developed ready for second stage consultation.**

Langdale

Increase fire safety and deliver on Zero Tolerance Policy: install bike shed and remove a broken wall, leaving vertical edges to dissuade climbers.

Lichfield and Neville

Increase fire safety and deliver on Zero Tolerance Policy: for all 33 blocks, install a lockable bin store for recycling bins. New front doors at bottom of the stairs to meet fire standards. A lockable loft hatch in communal areas, to remove open access fire-risk. (This would be a pilot scheme for many other estates of this type, with unsecured waste bins in communal areas. But Lichfield and Neville has a high proportion of elderly tenants with reduced mobility, so it is a priority for fire-risk.) Install cycle and mobility scooter storage across the scheme.

Maitland Avenue, block 38-82 and surrounding area

Increase fire safety and security: remove chutes, bins and balcony. Provide new metal bin and bin storage area. Improve fencing around site.

Markham Close

Increase fire safety and security: provide secure, covered bike storage. Upgraded bin chutes and shed security.

Molewood and Hazelwood Close

Increase fire safety and deliver on Zero Tolerance Policy: provide secure, covered bike storage and upgraded bin stores.

Perse Way

Increase security and fire safety: replace communal doors, locking mechanism and damaged fencing. New drying areas and upgraded bin area.

St Kilda Avenue

Increase security and to prevent anti-social behaviour: renew communal boundary fencing behind the flats.

Thorpe Way

To prevent cars parking on the grass and obstructing grass cutting: install 300 metres of knee rail, galvanised to avoid future maintenance costs.

Tiverton Way and Monkswell

To prevent bins and bikes being left in communal areas: reconfigure drying areas to replace with square driers, bin storage and bike racks. Replace damaged Perspex over communal stairs. Replace fencing in front of flats, and all communal windows at Monkswell, which are damaged.

Walpole St Bede's

Increase fire safety and deliver on Zero Tolerance Policy: provide bin storage areas and bike racks by reconfiguring the very large drying areas, which currently attract fly-tipping.

For more information or for more details on a specific proposal, contact Resident Engagement Officer Emily Watts email Emily.Watts@cambridge.gov.uk or phone 01223-458323.

ESTATES IMPROVEMENTS.

WILL BEAVITT



Replacement Estate Furniture.
Fison Road



New Access Road for Grounds
Maintenance
Davy Road



Combined Bike rack & Drying area.
Ainsdale & Tweeddale



New Build Modifications
Balcony infill. Colville Rd



New Build balcony railings.
Upperhall Court

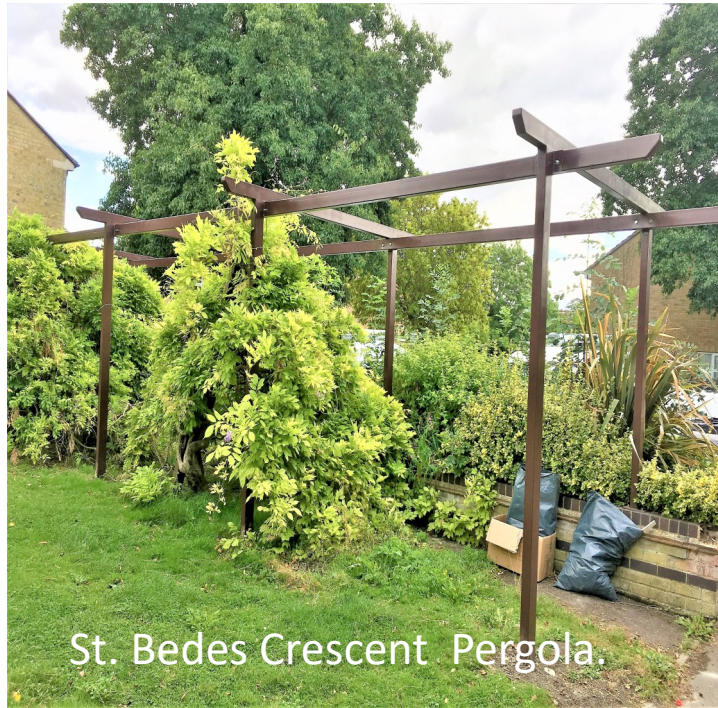


Secure Bike Rack & Mobility store
Lichfield Road



Hanover Court

New Park style railings



St. Bedes Crescent Pergola.



Hilderstone House

New security stores tackling ASB



New Fencing
Thorpe Way.



Colville Rd
New Build New flooring



Walpole Rd.
Fernwood & Heatherfield



Solar
Light Trial
Cherry
Hinton