

Subject:	Increasing security at council owned blocks of flats		
Date of Meeting:	4 March 2015		
Report of:	Executive Director, Environment, Development & Housing		
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FOR GENERAL RELEASE**1. PURPOSE OF REPORT AND POLICY CONTEXT:**

- 1.1 This report provides information on the steps already taken to manage and reduce unwanted visitors accessing both high and low rise blocks of flats in the city. Recommendations have been provided on how the issue could be managed in the future, this includes taking a more sustainable approach opposed to reactive measures.
- 1.2 An initial report was provided to Housing Management Consultative Sub Committee (HMCSC) on 1 April 2014. This paper expands on some of the options that housing were asked to explore by members and the Executive Director at the meeting, which included an integrated CCTV system linking up all blocks of flats in the city, a concierge service, reintroduction of residential caretakers and any other cost effective measures that could help increase security.

2. RECOMMENDATIONS

- 2.1 That Housing Committee approves the recommendations:
- 2.2 To disable the trades button facility at all high rise blocks of flats city wide where agreed after consultation with residents. Provide Royal Mail with fobs for access to continue with postal deliveries and if successful, continue with prioritising the low rise blocks that could benefit.
- 2.3 To not install the trades button facility on intercom systems for any new builds flats citywide.
- 2.4 To install Multi Steel doors or doors that are Secure by Design as the main front door of a block of flats as standard, as part of the existing capital investment door replacement programme. This would be a change from using timber style doors, which are vulnerable to damage and require more maintenance.
- 2.5 To carry out a review, 12 months after the trades button has been switched off.

3. CONTEXT / BACKGROUND INFORMATION

- 3.1 The proportion of vulnerable people living in council housing in Brighton and Hove is high. For example, the proportion of tenants who have disclosed that they have a long term health issue or disability has increased from 37% in 2012 to 41% currently, which contrasts with 16% of the total population of the city according to the 2011 Census. Also, 28% of council tenants in the city are aged 65 years or over compared to 13% for the population of the whole city. Furthermore, we have an increasing number of residents living in council housing who have identified as having complex needs, which applies to 17% of tenants. Complex needs are defined as residents who have multiple needs and where there are potentially serious risks to their own or others health, safety and wellbeing without intervention. This leads to complex social problems where there are high levels of anti-social behaviour (ASB), and often vulnerable victims living alongside vulnerable perpetrators.
- 3.2 Reports of unauthorised visitors into council owned high rise accommodation, mainly in the Kemptown area of the city increased significantly at the start of 2014. The Housing Management Consultative Sub Committee (HMCS) considered a report on Security in High Rise Accommodation on 1 April 2014 and discussed ways in which unwanted visitors could be prevented in future.
- 3.3 The Sub Committee noted the following in response to the report:
- There had been successful examples of concierge services in London boroughs. A suggestion was made to seriously investigate the idea of introducing a concierge service within high rise blocks.
 - A suggestion for contact to be made with Sussex Police to scope the installation of CCTV at St James's House car park, with any action on the issue applying to properties citywide.
 - To re-introduce a caretaker role to help with the issue of rough sleeping in a storage area at St James's House.
 - To also consider that security was also an issue in low rise blocks, with CCTV unable to solve the problem of a recent theft when good quality images were available. This was because the perpetrator could not be identified.
- 3.4 This report provides feedback on the work completed to date, which is divided into sections on the research carried out, the purpose of the solution, any associated cost and a case study example for each recommendation. These are to consider the costly alternatives which include an integrated city wide CCTV system, a concierge service in high rise blocks, reinstating the role of a residential caretaker and other cost effective options that may help reduce the unauthorised access.
- 3.5 An initial multi agency meeting was held in February 2014 involving all teams dealing with enforcement and support. The aim was to gain a clearer understanding of the problem at blocks of flats and devise an action plan to make improvements. Positive discussions were had about engaging with the individuals responsible and ways to re-design St James's House Car Park to resolve some of the issues.

- 3.6 This area of work is being progressed by the Contract and Compliance Team. At present this is concentrating on the possibilities of installing a CCTV system in the car park that links up to the BHCC Traffic Management Team, already responsible for monitoring four other car park sites in the city. Other issues being progressed at this time include an application for building regulations, providing revised costs to management and resolving complications with drainage and asbestos within the car park. The project will ensure all resident concerns and feedback is taken into account and improvements are made as a result of this.
- 3.7 One of the initial responses to try and manage the situation was to organise a security company to carry out sweeps of the main blocks impacted by rough sleepers, drug litter and other anti-social behaviour. This also included the introduction of 24 hr security guards at some sheltered blocks in the city. This service provides either support during normal office hours, or visits out of hours to lock up communal rooms that had experienced unwanted visitors trying to rough sleep in the lounge area. The cost of providing both the sweeps and static guard service from April 2014 to end of January 2015 was £84,423. As we tackle the underlying causes of security issues the need for security services has been reducing. During the month of January 2015, two 24hr security guards are in two sheltered housing schemes and regular security sweeps in one general needs blocks. However we recognise the need to be responsive to issues as they arise and can switch on security services at very short notice if we feel it is needed.
- 3.8 Regular reports on drug litter and other related nuisance activity are shared between internal BHCC teams and with the police. The information included the current level of security sweeps, with detail on the name and location of the high rise block, where the report came from, feedback from the security company and follow up actions to resolve the issues. Examples of the action taken as a direct result of this approach include:
- Improvements to the car parking area at St James's House, mainly to close off space used to rough sleep and use drugs
 - Locking up and unlocking of the communal rooms at sheltered blocks
 - Direct intervention with rough sleepers occupying a bin room to find alternative suitable accommodation
- 3.9 Officers regularly communicated with residents being impacted by the unauthorised entry by attending the High Rise Action Group, Special General Meeting on 17 April 2014, and both Warwick Mount and Essex Place Tenant and Resident meetings.
- 3.10 In some cases the behaviour of residents in council properties, or their visitors, can be part of the cause of increased security risks. Good Tenancy Enforcement and Tenancy Sustainment work with these residents is critical to address the underlying causes of security risks in council blocks. The Anti Social Behaviour Crime & Policing Act 2014 received Royal Assent in March 2014 and is being brought into force in stages. This legislation enables authorities to take faster and more effective action to stop those who make victims lives a misery. The statutory guidance accompanying the Act states that "the welfare, safety and wellbeing of victims whose complaints for the basis of any action must be the main consideration at every stage of the process, and

that the right response will depend on a range of factors but most importantly, on the needs of the victim and on the impact the behaviour is having on their lives”.

3.11 In order to identify alternative cost effective technology solutions to help increase security, colleagues from both Tenancy Services and Property and Investment teams were consulted, along with technical advice from approved contractors who repair or install cameras and door entry systems for Brighton & Hove City Council (BHCC).

3.12 The two ideas supported at first by ward councillors and subsequently by the Warwick Mount Resident Association were to close off the trades button at the high rise blocks being most impacted by unauthorised entry. In addition to this to upgrade all entrance doors to a multi steel door, where conservation restrictions do not apply and as part of the existing capital door replacement programme.

3.13 Trades button switch off

The trades button provides free access to anyone between the hours of 6am – 1pm. Disabling this, or reducing the hours of opening will instantly make the block more secure and the cost to do so is very low. This includes a contractor attending site and the issuing of a fob for Royal Mail to compliment the delivery rounds they carryout. Rotherham Metropolitan Borough Council issued Royal Mail with their own fob/s as part of a security upgrade to communal high security doors in September 2013. A pilot trial was suggested at Warwick Mount with communication to be made with Royal Mail to make sure there would be no interruption to postal deliveries.

3.14 Consultation started by attending the Resident Association meeting on 21 May 2014 with the group supporting a suggestion that all residents within the block be contacted by letter to explain the proposal and seek feedback. Letters were sent to all 73 flats in the block, 21 responses were received all in favour of the pilot going ahead and this level of support, along with the positive feedback from the Resident Association the trial started on 21 July with a key fob being supplied to Royal Mail in order for them to gain access and continue with postal deliveries.

3.15 The pilot lasted for three months and the review completed in October identified two issues. These were queries on emergency service access and lack of communication within Royal Mail to make sure all delivery staff were aware of the new entry arrangements. The response made to the Resident Association explained that the Fire and Rescue Service have an override key for all blocks in the city, this provides access to the main door/s and can power down lifts if required. Sussex Police have fob access to a number of blocks due to being one of our partners to tackle crime, nuisance and anti-social behaviour in the city. In the event of an ambulance attending the block without the Fire & Rescue service or Police, there would be an expectation for a neighbour to provide assistance with entry. Royal Mail were contacted as part of the complaint and advised to improve on communication with delivery officers.

- 3.16 The Warwick Mount Residents Association completed a review in October and felt the trades switch off had been a success. Reasons to support this were because there had been a noticeable reduction in visitor traffic to the block, including unwanted visitors. One resident commented that they had noticed the lift not being used as much after midnight until approximately 6am. Everyone agreed that the block felt more secure in the month of October 2014 in comparison to June 2014, when the trades turn off trial started. The group decided that due to the positive changes the arrangements should be made permanent and suggested a letter in the notice boards should be sufficient to let everyone know.
- 3.17 A direct result of the trades button being permanently turned off meant the main doors at Warwick Mount were secure 24 hours a day. Cost savings have also been made, as each visit by a contractor to adjust a trades button timer is a current charge of £65.
- 3.18 Due to the positive response at Warwick Mount a neighbouring block, Essex Place learnt of the pilot scheme and requested more information be presented at their meeting in September. See section 5.2 on the community engagement and consultation carried out to take forward this second pilot phase. The Sheltered service completed the removal of the trades button facility at all blocks during 2014, currently no properties have the use of this function on the intercom panel and sheltered residents have provided positive feedback in response to this change.

3.19 Installation of the multi-steel door as standard

The Multi Steel door or other similar Secure by Design product is much more robust, has an improved closure mechanism and costs much less to maintain in comparison to a timber door. Residents attending the High Rise Action Group Special General Meeting in April 2014 made suggestions to install heavy fire doors that lock automatically in order to reduce anti-social behaviour.

- 3.20 A performance study¹ carried out on steel doors and frames compared to other materials showed the steel manufactured product to have superior performance for strength and durability when compared with alternative materials. This is partly due to the natural strength of steel which can withstand increased levels of man-made or natural abuse when evaluated against other materials such as wood or aluminium. When properly installed and maintained, metal doors often last 30 years longer than the alternative materials previously referred to.

4 ANALYSIS & CONSIDERATION OF ALTERNATIVE OPTIONS

Other higher cost options for Housing Committee to note if the suggested recommendations are unsuccessful include:

4.1 An integrated city wide CCTV system

¹ Why Steel? Performance Study of Steel Doors and Frames Compared to Other Materials, October 2012, Key Marketing Group

This would require high level of investment from the Housing Revenue Account into the current network of cameras positioned at high rise blocks. The equipment currently records images, from a fixed position and for any pictures to be accessed an officer has to attend site to download the information required. Major upgrades would be needed to allow the cameras to rotate and send images back to monitoring suite, including a platform to transmit the CCTV images.

- 4.2 Estimated figures provided by an approved council contractor to upgrade all cameras and wiring infrastructure at one high rise block in the Kemptown area was in the region of £2000 - £5000. External cameras used by the BHCC Traffic Management Team have a broad price structure and can cost anything from £400 for a fixed camera used typically in a car park to £15,000 to install a camera used to monitor bus lanes and capture specific detail like vehicle licence plates. The annual maintenance charge also provided by the Traffic Management Team is £1,000 per camera per year and broadband connection charges are £3,500 per year, per car parking site. The reason for not providing more information on the full cost of introducing an integrated network of cameras in the city is due to the varied requirements for each block. For example some have existing infrastructure that could be used, other differ in size and could be in need of more equipment.
- 4.3 Other housing providers have made significant progress in this area and set up dedicated CCTV suites. Sandwell Homes based near Birmingham set up a suite covering 150 cameras at 30 separate blocks of flats and 20 other sites. The costs provided for the year 2011 which relate to the communications room were £2.2 million; this figure includes staff resources and provides 28 full time employees for a year. The landlord passes the cost onto residents by a service charge of £3.59 per week. In order to generate revenue the camera network also covers an area in the city centre.
- 4.4 Enquiries have been made with Sussex Police and the Traffic Management Team who have existing arrangements in place to share and view city wide cameras 24 hours a day, 7 days per week. There is a high possibility that images could be viewed at the Traffic Management Suite if the housing service decide to proceed with an investment programme.

4.5 There are limitations to the use of CCTV. An article 'CCTV: Neighbourhood Watched'² cited research carried out in 2008 by the Campbell Collaboration which found that although cameras could be effective with vehicle and car park crime, evidence to support how CCTV has reduced crime on housing estates was 'mixed'. BHCC have experienced incidents when suspected criminals have been able to avoid identification by being aware of the cameras position and used clothing to cover or shield their face. Furthermore, decisions would have to be made on the type of response BHCC would provide if 24 hour CCTV detected an incident. The most serious issues would be responded to by Sussex Police and consideration could be given to a private security company being called out to deal with other incidents. This service would be an additional charge, with one approved security company charging £15 per call out. At this time there is no data or evidence to help predict how many incidents would require attendance, therefore the total costs are very uncertain.

4.6 All existing and any planned new installations of overt CCTV need to adhere to the Regulation of Investigatory Powers Act 2000 (RIPA). This Act governs the powers of public bodies to carry out surveillance and investigation. One of the steps public bodies must take is to consult with the residents impacted by a new installation. This could find some residents in support of the additional CCTV; others may find the idea intrusive, and the right balance would need to be found. Integrated CCTV is not being recommended at this stage due to the high costs and lack of evidence to support how effective this measure would be. If this option is selected at a later date, further extensive research will need to be completed on the cost options for a programme of investment and with the assistance of residents to clearly define the purpose and benefits of CCTV.

4.7 **Concierge service**

A linked city wide CCTV system providing real time images would be desirable in order to provide any form of concierge service. Research has shown two types of service:

1. A static model with officers based in a geographic area carrying out security patrols, general caretaking duties and meeting/greeting visitors and contractors.
2. A remote service based in a concierge suite and using technology to monitor activity in and around a block, communicating with unwanted visitors through speakers based in communal areas and with residents through intercom systems within their homes.

From the research it was confirmed that both types of service are operational 24 hours a day, every day of the year.

² Inside Housing 9 June 2014

- 4.8 Southampton City Council set up a concierge centre over 8 years ago to manage 19 high rise blocks, with 10 members of staff employed to run the service. Residents have a handset located in their flat which is linked to the control centre. There are also intercoms and speakers in the communal ways which can be used to make announcements and for residents to communicate. Set up figures were not provided for this service, but a £1 per week charge is made to residents. BHCC would have to give further consideration to the service charge if it was decided to pursue this option.
- 4.9 North Ayrshire Council offers a static service providing 82 cameras and covering 41 high rise blocks. This costs £1.9 million per year. All costs are absorbed by the Housing Revenue Account and at present no charge is passed to residents.
- 4.10 The option of a Concierge service is not being recommended at this time, as the investment into CCTV would need to happen first in order to provide a remote service model. Further research would need to be carried out on the benefits of a static model and how this would be funded.

4.11 **Residential caretaker service**

Brighton & Hove City Council had a Residential Caretaker Service up until 2005 when the new Estates Service Team was introduced. Some of the reasons behind this change were due to the introduction of the European Working Time Directive in 2003, setting a maximum limit for weekly working hours with adults being unable to work more than 48 hours per week. Other reasons for the service being changed were high costs and the job package including a 'service tenancy'. This type of tenancy provided accommodation in or near to the area the role covered and resulted in properties being taken out of the total number of homes BHCC could provide to people on the waiting list, often occupying expensive temporary accommodation. This option would lead to a significant increase in service charge.

- 4.12 Greenwich Borough Council still offer a residential type service, this includes duties such as cleaning, clearance of bulky items, minor repairs to lights, raising necessary repairs and graffiti removal. When fully operational the service provided one caretaker for every 200 properties, with some larger estates having 2 or 3 caretakers covering an area. The service is now being phased out by not replacing staff when they leave the role.
- 4.13 The existing service model at Greenwich offers the same service as cleaners within the BHCC estates service, at a higher cost and lacks evidence to support how the issues with unwanted visitors would be addressed. Further research would need to be carried out on how a residential caretaker service would resolve the present security issues.

4.14 **Alternative solutions**

One further low cost solution being researched at this time is for a group of residents and council officers to visit a London borough to learn about how urban design has been used to deter crime and help regenerate a residential area. A visit is being planned for March 2015. A further update will be provided on the findings and if there are ideas that can be replicated in Brighton and Hove.

5 COMMUNITY ENGAGEMENT AND CONSULTATION

5.1 Section 3.13 onwards provides a detailed explanation on the trades button pilot. Other engagement and consultation to note includes:

5.2 Due to the positive response at Warwick Mount a neighbouring block, Essex Place learnt of the pilot scheme and requested more information be presented at their meeting in September. As a result all members supported going ahead with consulting all 127 residents by letter about replicating the pilot scheme here. Out of 127 properties in the block 18 responses supported the trades facility be turned off, 2 had no opinion and 2 others rejected the proposal. The Residents Association advised they wish to proceed with a three month pilot. Communication was carried out by displaying a letter in the notice boards and by sending a text message to all residents (who are contactable by phone) advising them of the changes, with the agreement to carry out a review in February 2015. At the time of submitting this report there has been no feedback.

5.3 This report was presented to tenant representatives at the Area Panel meetings held during January and February 2015 and well received. All comments and recommendations from the meetings has been summarised below:

5.4 East Area Panel

Comments:

- A resident from Craven Vale had spoken with the local post person who confirmed they had been issued with a fob by the council to continue with postal deliveries. The resident had been made aware that Royal Mail are not willing to pay any money for keys or fobs in future.

Questions:

- Craven Vale has existing double glazed doors, would they be replaced with the Multi Steel type design.
- One resident enquired if the main entry door to their low rise block would be replaced as currently leaks water and does not close properly
- Do Multi Steel doors make a loud noise when they close? The current door in our block makes a loud banging noise when it shuts which is a disturbance.

5.5 Central Area Panel

Comments:

- As long as there is no extra costs to residents I agree with trades button removal

- What it has shown at Warwick Mount is increased tailgating and key copying. The removal of the trades has resolved some issues, but not all
- St James's House representative in favour of the removal, tailgating is the biggest issue here, along with the insecure emergency exits
- The security sweeps were helpful, since that has been removed the problem has started again
- Could residents be more proactive in self policing their communities
- Car park issues continuing at St James's House
- Ensure each block is consulted about the design of the door
- Comments made on the type of damage that can occur to the door opening motor if propped open for long periods of time
- The high costs of CCTV were noted in respect of a camera on each floor to cover stairwells, a resident confirmed that if one camera cost £400 a lot of money would need to be invested to provide covered on every landing at a high rise block
- Wider discussion on the pros and cons of CCTV
- The chair requested a vote the majority of representatives attending the meeting were in favour of keeping the trades button. Those in support of going ahead with the switch off included Warwick Mount and the chair of the Senior Housing Action Group, who live in blocks where the switch off has been successful. The rep from St James's House, a block that has attracted much nuisance also requested their block benefit from the removal of the trades button
- All were in support of multi steel/secure by design doors being fitted as standard and part of the existing capital door replacement programme

Questions:

- An explanation requested on what a multi steel door is
- Will all trades be removed? What about at night, tailgating and being let in by other residents. One representative was against the idea of removing trades button for Tyson Place
- Will the natural lighting be reduced by the multi steel/secure door design, against natural light being reduced from the main entrance to the block
- Clarification requested on paragraph 3.3 of the report - what support will be offered and the move on signage
- Information requested on why static guards had been provided in sheltered schemes
- More clarity on how cleaners report issues through and then escalated. Do cleaners actively report?

5.6 West Area Panel

Comments:

- A sheltered resident commented that there had been no problems in her block since the trades button had been removed
- If the trades button was removed resident association reps would find it difficult to access flats to deliver newsletters and put up posters etc.
- The milkman, paperboy and online food shopping companies would also have difficulty with access
- The group held a vote by a show of hands – 4 were in favour of removing, 6 in favour of keeping the trades button

- Chair confirmed some of the people voting to remove the trades button lived in sheltered housing who have already had the trades switched off
- Some residents just let anyone in via the intercom system, that needs addressing
- The security of fobs should be considered so they are not misused

Questions:

- Will the cost of providing security sweeps be passed onto residents
- Are security guards employed by BHCC a cheaper alternative
- When will the main entry doors on the Ingram Estate be replaced
- The chair requested confirmation on what information was required and what weight would be given to the area panel feedback
- How effective would key safes be to store fobs when there are frequent changes to the postie's working on a round

5.7 North Area Panel

Questions:

- What is a multi-steel door
- What is remotely operated CCTV and how long are the images stored for?

5.8 Responses to the questions from Area Panels

A multi steel door is a custom made door manufactured from stainless steel containing anti-vandal glass panels to let in natural light. They contain concealed soft closers to eliminate any noise from closing shut and can be operated by existing fob entry door systems. There are numerous designs that are also able to comply with any planning issues in conservation areas. Any new doors will be individually selected for the block, considering existing door designs in the immediate area.

A three year main entry door capital investment programme will be starting in the next financial year 2015/16, with £539,000 of funding set aside to replace main entry doors across the city. The programme is currently at the design stage and there are no specific details at this time on the block names or areas of the city that will benefit from this in year one. Once this information is available residents will be communicated with and information will be available on the website.

Tailgating and the copying of keys is a continued problem. We are considering how tailgating could be resolved in the future and hope to find some ideas that could be used here during the trip to London. If we move away from installing timber style doors which are operated by keys, there will not be the opportunity to get copies of keys made. New software helps show how fobs are used, both the date and time of access can be viewed and fobs that are lost or stolen can be cancelled remotely to avoid them being misused.

Key safes could be used as an alternative to issuing fobs out to Royal Mail. This would allow a fob to be stored on the exterior of the block accessible only by entering the correct code.

Since being made aware of the security concerns BHCC has worked with partners to try and resolve the security issues. Our cleaning teams regularly report through issues which are logged and included in a citywide report. This is shared with the Police, Community Safety Team and Neighbourhood Liaison Substance Misuse Team to help with allocating resources to an area.

The cost associated with providing security sweeps is not being passed onto residents at this time, but is an overspend and cannot continue. An approved council contracted security company is current being used to provide this service, there are no plans to make this arrangement permanent and start employing security guards at this time.

CCTV images recorded by BHCC digital equipment at council owned blocks of flats in the city will be stored for a period of up 31 days. After this time the information will be automatically overwritten by new information.

6. CONCLUSION

- 6.1 The recommendation for the trades button to be switched off is made in response to the continuing uncertainties about when residents can expect postal deliveries and regular requests for the trades button times to be extended from Royal Mail. All blocks will become more secure if this goes ahead and BHCC will work with residents and Royal Mail to ensure postal deliveries continue by supplying fobs or other means of access. Other services that require the resident to be at home and receive delivery, such as milk or internet food shopping will be for the resident to allow entry from the intercom in their home.
- 6.2 The idea was well received by the majority attending Area Panel meetings, especially from residents who have already benefited from the change at Warwick Mount and Sheltered Residents living in different areas of the city.
- 6.3 Multi steel or secure by design doors are much more robust in both design and material, are expected to last longer and require less repairs when compared to a timber style door. Section 3.20 confirms research carried out in this area.
- 6.4 A review should be carried out after a twelve month period to assess if the changes have resulted in an improvement to security. If any issues occur during the implementation period these can be addressed locally and adjustments will be made if required. At this stage, further detailed research and consultation could be carried out on the other options if there isn't a continued or sustained improvement with security at blocks of flats.
- 6.5 We have taken careful consideration of all the comments made, but on balance recommend that we go ahead with the trade button switch off after consultation with residents at each block.

7. FINANCIAL & OTHER IMPLICATIONS:

7.1 Financial Implications:

The security costs for sweeps and static guards highlighted in this report are forecast to cost approximately £100,000 for the year. These costs were not originally budgeted for in 2014/15 and are being managed within the current overall Housing Revenue Account Budget through underspends in the Employees and Repairs budgets identified during the year, through Targeted Budget Management (TBM).

The HRA Capital Investment Programme 2015-2018 budget proposals, presented to Housing Committee on 14th January includes budget totalling

£539,000 for Main Entrance Door Replacements for the next 3 years. The expenditure for multi steel doors will be met from this capital programme budget, which may need to be reviewed once a programme for this type of door is developed.

The other options outlined in this report for noting and further research such as CCTV installations and the possibility of introducing a concierge or caretaking service to blocks have wider implications with costs likely to be more significant. Prior to expenditure being committed, budgets would need to be identified and approvals sought (using a business case) from senior officers and/or members as necessary.

Finance Officer Consulted: Monica Brooks

Date: 10 February 2015

7.2 Legal Implications:

There are no significant legal implications attaching to the recommendations at paragraphs 2.3 to 2.5 above. Any future consideration of the introduction of CCTV would need to include the requirements of the Data Protection Act, and the Information Commissioner's Data Protection Code of Practice for surveillance and personal information.

Lawyer Consulted: Liz Woodley

Date: 05 February 2015

7.3 Equalities Implications:

Identified issues to date are:

- An Equalities Impact Assessment has been completed on the trades button switch off and installation of Multi Steel doors
- The charge to fit multi steel doors would be an increase from timber style doors for Leaseholders
- The standard timer setting on multi steel doors complies with all Equality Act guidance on opening time for general access, in particular for wheelchair users or someone with a pushchair

7.4 Sustainability Implications:

The maintenance cost of timber doors is substantially more over a 10 year period when compared with a multi steel door. This includes how timber as a material is changeable in different types of weather, the increased visits and repairs required to a Yale key lock and any replacements required to glass panels. Multi Steel is supplied with a lifetime guarantee.

An improvement to the general warmth of the block would be provided by the more robust material the Multi Steel door is made from, when comparing to a timber version.

7.5 Crime & Disorder Implications:

All options have been made with due consideration to improving block security, reducing the fear of crime and any associated nuisance caused to residents from unwanted visitors.

Landlords have new powers to deal with nuisance and anti social behaviour under the ASB Crime and Policing Act 2014 which will be utilised as and when required.

7.6 Risk and Opportunity Management Implications:

Risk:

- There is a strong reliance on Royal Mail taking responsibility for communicating effectively with delivery staff and remembering an access fob to continue with postal deliveries.

Opportunity:

- To improve relations with Royal Mail and the service they currently offer to residents
- To make a cost saving on the visits that are made twice a year to change the trade's timers due to the start and ending of British Summer Time (BST)
- To increase the market value of leaseholder properties due to the benefits associated with Multi Steel main entry doors and door entry technology

7.7 Public Health Implications:

To provide and achieve a safer living environment for residents in the city.

7.8 Corporate / Citywide Implications:

If further options need to be explored there may be opportunities for partnership working with the Traffic Management Team, particularly if one corporate location was shared for CCTV management.