



## Gresham (City Side) Committee

**Date:** FRIDAY, 10 OCTOBER 2014  
**Time:** 12.00 pm  
**Venue:** COMMITTEE ROOMS, 2ND FLOOR, WEST WING, GUILDHALL

**Members:**

Simon Duckworth (Chairman)	Alderman Ian Luder
Tom Hoffman (Deputy Chairman)	Alderman Professor Michael Mainelli
Deputy Ken Ayers	Wendy Mead
Deputy Anthony Eskenzi	Ian Seaton
George Gillon	Deputy Dr Giles Shilson
Brian Harris	The Rt Hon the Lord Mayor Alderman Fiona Woolf (Ex-Officio Member)

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Following a kind invitation from the Mercers' Company, lunch will be served at 1.00pm at Mercers' Hall, following which there will be a meeting of the Joint Grand Gresham Committee at 2.15pm.

**John Barradell**  
Town Clerk and Chief Executive

# **AGENDA**

## **Part 1 - Public Agenda**

1. **APOLOGIES**
2. **MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**
3. **MINUTES**  
To agree the public minutes and non-public summary of the meeting held on 16 May 2014.  
**For Decision**  
(Pages 1 - 4)
4. **CITY OF LONDON GRESHAM ALMSHOUSES UPDATE**  
Report of the Director of Community and Children's Services.  
**For Information**  
(Pages 5 - 22)
5. **REVENUE OUTTURN - 2013/14**  
Report of The Chamberlain and The Director of Community and Children's Services.  
**For Information**  
(Pages 23 - 24)
6. **REVENUE BUDGET 2014/15 AND 2015/16**  
Report of The Chamberlain and The Director of Community and Children's Services.  
**For Decision**  
(Pages 25 - 38)
7. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
8. **ANY BUSINESS THAT THE CHAIRMAN CONSIDERS TO BE URGENT**
9. **EXCLUSION OF THE PUBLIC**  
MOTION - That under Section 100A of the Local Government Act 1972, the public be excluded from the meeting for the following items on the grounds that they involve the likely disclosure of exempt information as defined in Part 1 of Schedule 12A of the Local Government Act.  
**For Decision**

## **Part 2 - Non-Public Agenda**

10. **NON-PUBLIC MINUTES**  
To agree the non-public minutes of the meeting held on 16 May 2014.  
**For Decision**  
(Pages 39 - 40)

11. **JOINT GRAND GRESHAM COMMITTEE MATTERS - CITY SIDE  
CONSIDERATION**
12. **NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE  
COMMITTEE**
13. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND  
WHICH THE COMMITTEE AGREES SHOULD BE CONSIDERED WHILST THE  
PUBLIC ARE EXCLUDED**

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## **GRESHAM (CITY SIDE) COMMITTEE** **Friday, 16 May 2014**

Minutes of the meeting of the Gresham (City Side) Committee held at Committee Rooms, 2nd Floor, West Wing, Guildhall on Friday, 16 May 2014 at 12.00 pm

### **Present**

#### **Members:**

Deputy Ken Ayers  
Simon Duckworth  
Deputy Anthony Eskenzi  
Brian Harris  
Tom Hoffman  
Alderman Professor Michael Mainelli  
Wendy Mead  
Ian Seaton  
Deputy Dr Giles Shilson

#### **Officers:**

Philippa Sewell	-	Town Clerk's Department
Steven Reynolds	-	Chamberlain's Department
Nicholas Gill	-	City Surveyor's Department
Alan Bennetts	-	Comptroller & City Solicitor's Department

#### **1. APOLOGIES**

Apologies for absence were received from George Gillon, Alderman Ian Luder and the Right Hon. The Lord Mayor.

#### **2. MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**

There were no declarations of interest.

#### **3. ORDER OF THE COURT OF COMMON COUNCIL**

The Committee received the order of the Court of Common Council 1 May 2014 appointing the Committee and approving its terms of reference.

#### **4. ELECTION OF CHAIRMAN**

Members were invited to elect a Chairman in accordance with Standing Order 29. A list of Members eligible to stand was read out and Simon Duckworth, being the only Member indicating his willingness to serve, was declared to have been elected for the ensuing year.

#### **5. ELECTION OF DEPUTY CHAIRMAN**

Members were invited to elect a Deputy Chairman in accordance with Standing Order 30 and, as immediate past Chairman, Tom Hoffman was elected for the ensuing year.

RESOLVED UNANIMOUSLY: That the Members of the Gresham (City Side) Committee express their sincere thanks to:

TOM HOFFMAN

for the diligent, knowledgeable and enthusiastic manner in which he has presided over their proceedings since first being elected as Chairman in May 2011.

During his period of office he has given considerable attention to every aspect of the responsibilities which the City of London Corporation shares with the Mercers' Company in the joint administration of the Will of Sir Thomas Gresham.

Every effort has been made on his part to maintain the excellent relations with the Mercers' side, and his contribution to efforts overseeing the Royal Exchange and Gresham College has always been informed and pertinent. The Chairman has devoted his expertise and time during the review of the Memorandum of Understanding, and his judgement when negotiating between the City Side, Mercers Side and Gresham College has been invaluable.

The Chairman has shown great interest in supporting the continued success of Gresham College. He has taken every opportunity to promote the work of the College, working with co-sponsors and other Members of the City Corporation to ensure that the College has been supported in its ambitions and vision for growth. During his term of office the College has grown substantially, with the attendance at lectures remaining consistently high. The ongoing website presence and development of a smartphone app has enabled even more people to benefit from the College's many assets, with online views doubling to approximately 2 million in 2012/2013.

His continued concern with the welfare of Almsfolk together with the condition of the Gresham Almshouses has been evident throughout his term of office. The annual visits to the residents at the Almshouses during Christmas remain warmly received, and the Chairman has played a key part in ensuring the needs of the residents are met both in the short and long term.

At the conclusion of his service as their Chairman, the Committee wish to thank him for his cordial chairmanship, the intelligent contribution he has made to the accomplishments of the Committee and his generous hospitality, and to wish him good health and happiness in the future.

The Chairman welcomed new Members of the Committee, Deputy Ken Ayers and George Gillon (in his absence), and thanked the outgoing Member, Deputy John Owen-Ward.

6. **MINUTES**

**RESOLVED** - That the public minutes and non-public summary of the meeting held on 21 February 2014 be approved as an accurate record.

7. **GRESHAM WORKING PARTY REPRESENTATIVES**

The Town Clerk read a list of names who had indicated their wish to serve on the Gresham Working Party and, with 4 Members indicating their willingness for 4 places, it was:-

**RESOLVED** – That Simon Duckworth, Tom Hoffman, Deputy Dr Giles Shilson and Ian Seaton be elected to the Gresham Working Party for the year ensuing.

8. **DRAFT FUNDING ARRANGEMENTS**

The Committee received a verbal update concerning the future funding of Gresham College from the Chamberlain. Members noted that the only substantial change since the agreement had been agreed in principle by Policy and Resources Committee and Finance Committee in June 2013, was the request of Gresham College to include an RPI uplift in year one.

**RESOLVED** – that the Funding Arrangements to replace the Memorandum of Understanding between Gresham College, the City Corporation and the Worshipful Company of Mercers be recommended for approval by Policy and Resources Committee and Finance Committee.

9. **QUESTIONS**

There were no questions.

10. **ANY BUSINESS THAT THE CHAIRMAN CONSIDERS TO BE URGENT**

There was no other business.

11. **EXCLUSION OF THE PUBLIC**

**RESOLVED** – That, under Section 100A of the Local Government Act 1972, the public be excluded from the meeting for the following items on the grounds that they involve the likely disclosure of exempt information as defined in Part 1 of Schedule 12A of the Local Government Act.

Item Nos.  
12-17

Exempt Paragraph(s)  
3

12. **NON-PUBLIC MINUTES**

**RESOLVED:** That the non-public minutes of the meeting held on 21 February 2014 be approved as an accurate record.

13. **APPOINTMENT OF GRESHAM PROFESSOR OF MUSIC**

The Committee considered the appointment of the Gresham Professor of Music.

14. **RETIREMENT DINNER FOR SIR RODERICK FLOUD**

The Committee received a verbal report of the Town Clerk and the Chamberlain concerning the arrangements for the dinner in honour of the retiring Provost of Gresham College.

**15. JOINT GRAND GRESHAM COMMITTEE MATTERS - CITY SIDE CONSIDERATION**

The Committee consider the various items on the agenda for the meeting of the Joint Grand Gresham Committee that day.

**16. NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**

There were no questions.

**17. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE COMMITTEE AGREES SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

There was no other business.

**The meeting ended at 12.31 pm**

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Chairman

**Contact Officer: Philippa Sewell  
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philippa.sewell@cityoflondon.gov.uk**



<b>Committee:</b>	<b>Date:</b>
Gresham (City Side) Committee	10 October 2014
<b>Subject:</b> City of London Gresham Almshouses Update	<b>Public</b>
<b>Report of:</b> Director of Community & Children's Services	<b>For Information</b>
<p style="text-align: center;"><b>Summary</b></p> <p>This report gives Trustees and Members an information update on the City of London Gresham Almshouses, in Lambeth.</p> <p><b>Recommendation</b></p> <p>Members are asked to:</p> <ul style="list-style-type: none"><li>• Note the report.</li></ul>	

## **Main Report**

### **Background**

1. This report is presented half yearly to Trustees of the Gresham Almshouses. It updates Trustees on operational matters relating to the Gresham Almshouses and their residents, and highlights any issues of concern, particularly where funding is required for which is not included in the current year's budget.

### **Social events**

2. Residents enjoyed a coach trip to Margate on 19 June. The weather was good and a relaxing seaside visit was enjoyed by all who attended. A new transport company provided a comfortable coach which was much appreciated by the residents.

### **Christmas hampers**

3. At the request of the Trustees after the last Housing Management & Almshouses Sub Committee meeting, officers have been investigating an alternative option for the provision of hampers this year. After investigation of options, including purchasing gift vouchers, it was considered that officers would purchase the hamper gifts as in previous years due to the disadvantage the gift voucher option may give some residents (declaration to HMRC as taxable income). Trustees of the Housing Management & Almshouses Sub Committee requested officers ensure suitability of the contents of the hampers for residents. The hampers will

be delivered to residents of the morning of the 10 December and Trustees will be invited to attend.

### **Garden work**

4. Since April 2014 the estate gardener has been working at the Almshouses on a full time basis. He had previously worked part week on another estate. This has enabled a review of his work allocation allowing him one day per week to work solely on the Gresham garden. This has ensured continuity of care to the grounds.
5. The increased gardener's hours overall have shown an improvement in the regular maintenance of the lawns and rose beds on which the residents have commented favourably.
6. The only small area of Japanese knotweed appears to be responding to treatment and the garden remains clear.

### **Community Facility & Office**

7. The work to create a new hall and office commenced on 11 August. The office will be the last area in the development to be complete; in the meantime Matron is working from her home at East Lodge. It is anticipated the hall and office will be complete by the end of October. Officers are planning a celebratory opening event in November which Trustees will cordially be invited to attend.

### **Road repairs and lighting**

8. Officers previously reported deterioration in the roadway on the estate, as well as a proposal to improve the lighting for residents' safety and security at the same time as repairs could be effected. Due to the remedial work at the Rogers Cottages and the communal hall project, the survey has not yet been undertaken, however it will be commissioned shortly and officers will present the findings at the next meeting/when the report is available.
9. As the lighting is poor on the estate, particularly as the winter draws in, a request has been made to investigate some low level temporary lighting as a contingency until the full survey findings are available.

### **Networking Group**

10. The Sheltered Housing Manager Jacqueline Whitmore has been invited to join the East London Almshouses Group; the next meeting is on 9 October 2014. This is a quarterly meeting of Almshouse managers where topics of interest to Almshouse providers and good practices are shared. Other attendees include representatives of City Livery Companies who provide Almshouse accommodation and other benevolent associations. Jacqueline will provide an update on the activities of the Group for the next Committee meeting.

## **Vacancies and remedial work on empty property**

11. There is currently one vacant property 4 Gresham, due to the death of a resident Mr Lau. Unfortunately upon inspection, it became apparent that the property is in need of considerable repair work due to an outbreak of dry rot to the skirting boards in the kitchen, rear hallway, bedroom and wet room. The cost of this work will be absorbed by the maintenance and void budget if not excessive.
12. The problem may have spread into neighbouring properties and a full survey of the extent of the dry rot will be undertaken whilst the remedial work is underway in 4 Gresham. However, if the report indicates a greater problem, officers will obtain full costs of the work and report immediately to Trustees as this work will require separate funding. We have had no indication from the neighbouring properties of any issues; officers anticipate they are being cautious in raising Trustees awareness at the point.
13. Once the repair work is complete to the property, officers will advertise the Almshouse vacancy in the Square Mile in accordance with the terms of Sir Thomas Gresham's Will. If a suitable candidate is not found through advertising, a candidate from the Almshouses who has previously requested a move to Gresham bungalow will be considered.
14. As a general point of note, officers have become aware of an increase in new enquiries with regard to availability of properties at the Almshouses, due to rising rents in the private sector.


## **Sheltered Housing Review**

15. Officers have undertaken a review of the existing provision of sheltered housing by City of London. The purpose of the review is to consider what changes might be needed to reflect national policy and the changing needs and aspirations of people regarding their accommodation for their later years. The review is attached at Appendix 1.
16. The review and proposals to adopt a strategy of building homes for older people on all City estates is being taken to Community & Children's Services Committee in November. The next phase of the review will be to identify options for upgrading existing homes for older people; officers will be bringing a report to the Gresham Committee early next year to set out any identified options for Gresham Almshouses.

**Jacqueline Whitmore**  
Sheltered Housing Manager

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## City of London Corporation – Sheltered Housing Review 2014

Department of Community and Children's Services

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## Introduction

1. This report sets out the context and key findings of the Department of Community and Children's Services sheltered housing review.
2. The review was initiated following a report into supported living undertaken to help implement the City's Health and Wellbeing Commissioning Strategy. It was approved in December 2012. That report included a recommendation to:

*'review existing sheltered housing provision and assess potential for delivering improved support for older people more widely in the community'.*

## Aim and method of the review

3. The objectives of the review were to assess the range and quality of the City's existing sheltered housing provision, current and likely future demand and need, and to identify gaps in provision and opportunities for improvements. The review has taken into account the changing housing needs and aspirations of older people, current policy and developing practice in the delivery of social care and housing-related support. The aim of the review is to develop options for change that position the sheltered housing service more clearly within a balanced range of housing provision for older people and integrate it more effectively with adult care and support services;
4. There are six sheltered housing schemes available to City residents. Four – Isleden House, Harman Close, Mais House and City Almshouses - are owned or managed by the City. Two – Tudor Rose Court and Iveagh Court - are owned by housing associations and grant nomination rights to the City. Whilst all six schemes have been included the assessment of overall City supply only the four City managed schemes will be taken into account for the purpose of recommendations and options appraisal.
5. In addition to gathering quantitative information the review has undertaken a literature review, qualitative research, site visits to an extra-care scheme, and extensive consultation with the City's sheltered housing residents and other older City residents. Site visits were undertaken by two other major providers of housing for older people to obtain independent assessments of our sheltered schemes and ensure a balanced perspective on issues and likely future requirements for change. One of these included a detailed assessment of Mais House, our largest sheltered scheme in Sydenham Hill, Lewisham, which is a primary focus for the review. The review has been carried out internally, with support from independent external advisors as necessary, and overseen by a Project Board comprised of City elected Members and DCCS Housing Service senior managers
6. Options for appraisal for approval by Members may include service improvement, changes to service delivery models, disposal and investment and development opportunities presented by the City's asset management strategy and affordable housing development programme. An action plan will be drafted to implement agreed proposals once approved.

## Summary of key finding and issues

7. The key findings of the review are summarised below. More detail can be found in the subsequent sections.
  - 7.1. Rising numbers of older people are likely to increase pressure on service but the assessment of future needs is complex; changes in people's aspirations, delivery of care and the choice of suitable alternative provision in the market will all shape the future requirement for sheltered housing.
  - 7.2. Policy and technology are challenging traditional models of sheltered service provision and delivery such as the City's. Some authorities are re-modelling provision to provide more extra-care or mobile warden services to target resources more tightly or across different tenures.
  - 7.3. The current supply of alternative specialist housing for older people in the City consists of sheltered accommodation. The majority of schemes (4 out of 6) and all three City-owned schemes, are on out-of-City estates in neighbouring boroughs; sheltered housing within the City is provided through two housing association-owned schemes to which the City has nomination rights. There is no private retirement or extra-care provision in the City.
  - 7.4. Demand for sheltered accommodation is soft and increasingly being used to meet general needs demand; sheltered housing is less attractive to its original market of fit and active older people; perceptions of sheltered accommodation amongst non-residents are poor.
  - 7.5. Most people want to remain living in their existing homes for as long as possible, especially in the City. High levels of owner-occupation, satisfaction with their existing neighbourhood and the lack of suitable alternatives may be contributing to this, although residents appear disinterested in private retirement housing provision.
  - 7.6. The requirement for extra-care provision in the City is likely to remain low and not an efficient or sustainable option for the City.
  - 7.7. All of the City's schemes require investment to meet current standards. Two schemes – Harman Close and Mais House - are the least popular and require significant investment to refurbish or remodel them in order to make them fit for purpose on the future. Mais House is particularly problematic suffering from a poor location and very low demand.



## Context of the review

8. A number of factors are driving change in the way our local housing, health and care services work together to deliver services for older people. Together with issues related to the City's sheltered housing stock condition, these have shaped the focus of the review and will be taken into account in deciding on options for change going forward.

### Condition of City sheltered stock

9. All City of London sheltered housing stock was built more than forty years ago and is now visibly ageing. Most of the stock does not meet current standards and will require investment, remodelling or re-provision if it is to meet new and developing design standards for older people's accommodation such as that set out in the HAPPI<sup>1</sup> report, take opportunities for better care and support provided by advances in technology, and meet the aspirations of older people.

### Demographic change

10. Demographic change is driving the way we plan fund and deliver health, care and housing provision. The number of people in the UK population is forecast to increase steadily over the next three decades. By 2050, there will be 19 million people over 65, and 8 million over 85, with a significant proportion living alone. Average life expectancy now is 82.6 for women and 78.7 for men, and rising: one in three children born in 2013 will live to be over 100.
11. Life expectancy in the City is the highest in England. But greater numbers of older people living longer may not be matched by healthy life expectancy: at 65 men have a 47 per cent chance of remaining disability free, compared to 42 per cent for women. And living longer significantly increases the risk of dementia; the proportion of people with dementia doubles for every five year age group. As a result, there is likely to be growing pressure on public services, particularly social care and health services, from older people.

### Legislative and policy change

12. At a national level the government is shaping the legislative framework to integrate the delivery of health, care and housing policy outcomes and shifting funding towards housing and community-based interventions to support those agendas. Health and Wellbeing Boards are being encouraged to ensure adequate housing representation in the planning and commissioning for the wellbeing of residents. The Care Act 2014 explicitly mentions the suitability of accommodation in shaping wellbeing assessments and sets out duties to co-operate, and has indicated the significance of housing to the preventative agenda in health provision through the inclusion of disabled facilities grant in the Better Care fund.
13. Changes in policy emphasising prevention, choice and person-centred services are driving changes in the funding and delivery of care services and the patterns of provision in care and housing-related support. Policy in care for the elderly is increasingly focused on giving clients control of their own budgets to buy the care

<sup>1</sup> The high-profile **Housing our Ageing Population: Panel for Innovation (HAPPI)** was established in June 2009 to examine what is needed to ensure new build specialised housing meets the needs and aspirations of the older people of the future? <http://www.homesandcommunities.co.uk/ourwork/happi>

they need and maintaining people in their own home for as long as possible. This policy shift, away from residential care and high-cost interventions towards prevention and community-based services (such as extra-care housing for the elderly), is creating change in the way care and accommodation is provided.

#### Changing patterns of provision

14. Historic models of providing care and accommodation are being reviewed by many local authorities and housing providers. The accommodation-based model of community care in which people move along a continuum of accommodation provision as their need for care increases is being challenged. Many local authorities, driven by reduced funding settlements and the desire to 'de-institutionalise' care provision, have shifted away from residential care in favour of extra-care schemes where residents have their own tenancies and care is purchased and provided on site on a 24/7 basis. In this model the concept of the sheltered scheme warden or manager as 'good neighbour' has evolved into that of professional partner in the allocation, assessment and care delivery system.
15. The 'balanced community' model of sheltered housing in which fit and active residents support frailer ones is being challenged by some authorities, on the grounds of efficiency and use of public funds, and by residents – especially younger and more active ones many of whom do not wish to adopt the role of 'reluctant carer' for neighbours. Newer models of service delivery have sought to combine technology and staff resources in a more flexible or peripatetic way delivering targeted support in the community as and where needed.

#### Technological innovation

16. Traditional systems rely on community alarm systems that allow residents to summon help in an emergency and improve safety through smoke detectors and automatic door closers. Newer systems that detect risk in the environment (flooding or gas escape from taps left on, excess heat) and in personal circumstances (inactivity and movement detectors, fall sensors, exiting the dwelling) allow these basic functions to be integrated and extended through the use of touchscreen tablets and social media platforms which enable enhanced contact with the outside world, family, care and support.
17. These innovations do not only improve independence and choice for residents and reduce social isolation, anxiety and risks; they also provide opportunities to coordinate and reshape service delivery, reduce costs and make better use of resources, for example by reducing the need for frequent personal calls on residents by wardens or enabling preventive maintenance.

#### The City's affordable housing development programme

18. The City's housing strategy takes account of the impact of a growing older population in its priorities and commitments. The City's affordable housing development programme and five year asset management strategy provide both the opportunity and the funding to address the housing needs of the elderly in the City and its estates in other boroughs. Improvements to existing stock and the provision of new housing to lifetime standards will create more choice for older people through by enabling them remain in their existing homes for longer or to downsize releasing much-needed larger properties for families.

## The spectrum of housing for older people

19. Sheltered housing sits within a wide range of specialist housing for older people for which definitions or descriptions can be complex. Sheltered housing is often called retirement housing (or villages) when provided for market rent or sale in the private sector. Some general definitions are set out below. All housing provision for older people in the City and on the city's estates in neighbouring boroughs is sheltered accommodation. The City does not own or manage any extra-care provision. There are no private retirement villages or care homes in the City. Current policy is focused on reducing the use of care homes where possible, principally through provision of extra-care schemes.

### Designated housing for older people

20. This is housing, usually a group of flats, allocated only to older people. It may have specific design features or be in a quiet location. Support is not provided.

### Sheltered housing

21. Sheltered housing provides conditions for independent living including the support of a warden and a 24-hour alarm system for emergencies. Schemes are generally groups of self-contained flats or bungalows. Some are all under one roof (hotel-style); others may be groups of bungalows or flats. Most have with communal facilities such as a lounge, laundry and gardens. Scheme managers or wardens provide limited support, such as daily checks on residents, and community activities but not care. Resident wardens are no longer the norm in sheltered housing schemes. Most schemes will have an on-site warden during the day five days per week or a peripatetic (mobile) warden service.

### Extra care

22. Extra care housing provides for independent living in schemes comprised of self-contained homes with design features, support services and provision of on-site care. It is sometimes known as assisted living, very sheltered, close care or continuing care.

### Retirement communities

23. Retirement communities (or villages) are large scale purpose built developments. They usually provide upmarket accommodation for sale or rent with a wide range of facilities available on site including gyms, cafes, shops and facilities for the provision of care.

### Care homes

24. A care home is a residential setting where a number of older people live with and have access to on-site care services. All care homes provide personal care but some also provide nursing care. Residents do not generally have a tenancy of an individual dwelling and usually live in single rooms with access to shared communal facilities.

## Housing requirements of older people – aspirations, needs and demand

25. Demographic forecasts suggest large increases in the older population In the City. The overall population is projected to increase by 40% between 2011 and 2026, from 7,400 to 10370; the increase in the numbers of over 65s is greater at 60%: from 1,140 to 1,840. The number of these people living alone is likely to be disproportionately high in the City – average household size in the city of London is 1.64, the smallest of all English local authorities.<sup>2</sup>
26. However, other factors such as changing preferences and aspirations, the availability and provision of care, and the market will also shape the likely future requirement for specialist or sheltered housing. Age is not necessarily a firm indicator of the need for specialist or sheltered housing or care; the need and demand for different accommodation and support can be difficult to predict because people may only consider the need for change at a time of crisis. And demand for certain types of accommodation is partly supply-led: need for age-specific accommodation is relative and depends on the choice and attractiveness of other options and services in the market.

### Aspirations of older people

27. Nationally, only 5% of older people live in specialist housing. Around 90% live in mainstream housing and research suggests the vast majority want to stay living in their current home for as long as possible. In many instances this would require only small levels of assistive input, including for example the use of assistive technology. This evidence suggests a strong preference for independence and control; it may also reflect the current lack of affordable alternatives in the market or increasing high levels of owner-occupation amongst older people. In any event this trend supports current policy direction in social care and is supported by consultation we have undertaken with our own residents. This is detailed below.

### City sheltered residents

28. Many existing sheltered residents are generally happy with their accommodation. In consultation they cited safety, security, support, affordability and companionship as the main benefits. For many, the presence of a scheme manager is the key to ensuring this. However, motivation for the move to sheltered was conditional and varied with tenure.
29. Some, principally those who were already City tenants, suggested that they may have remained where they were living previously if their accommodation had been more suitable in terms of its size and accessibility - for example, smaller and with a lift or on the ground floor. Previous tenants of private rented accommodation highlighted security of tenure, affordability and a better standard of accommodation as key factors. These features are not specific to sheltered accommodation and could in most cases be provided through unsupported general needs provision. Others had moved because their families wanted them to be closer to support or because they did not want to burden their families. For these residents the support on offer was an important consideration.

<sup>2</sup> This data applies to the City population only. Similar data for the population of City housing elsewhere in London is not available

30. Many sheltered residents were critical of the space and storage standards of their accommodation. This is a common criticism of many sheltered schemes. Particular examples of these deficits in City sheltered schemes are detailed in the next section.

#### Other City residents

31. City residents not living in sheltered accommodation had less positive perceptions of it (including retirement communities or villages) and the lifestyle it offers. Many cited a number of negative factors leading them to want to remain living where they were. These included loss of independence, fear of institutionalisation, not wanting to be in a community of older people, or the size and standard of accommodation as issues.<sup>3</sup> For this group the key requirements in terms of housing needs as they grow older were less related to specialised age-specific accommodation or issues of personal support and companionship, and more focused on provision and services which would enable them to stay where they were: aids and adaptations, good mobility accessibility and handyperson services.
32. Companionship appeared to be less of an issue for this group although some Barbican residents suggested social isolation was an issue. There was some awareness of the potential of telecare to enable independent living and to help combat social isolation, especially for those living alone. This should be promoted.
33. Positive factors underpinning the desire to stay in their current accommodation included proximity to transport, services, cultural facilities and familiarity with the neighbourhood. This group of residents live predominantly in Golden Lane Estate and the Barbican. Many of those consulted expressed the intention never to leave, having actively chosen to move and live there for these reasons.
34. Sheltered housing has become less attractive to its original market of fit and active older people. Whilst the population of 65-79 older people is projected grow, many of them will be in that fit and active target group. In addition, in the City most of that growth will be in the Barbican and Golden Lane areas. Levels of owner-occupation amongst the 65-79 population is likely to be high. When older people move they tend to choose the same tenure they are currently living in. In view of these factors demand from this group for social rented sheltered housing is likely to be low.
35. These positive and negative factors will need to be taken into account in any additional provision or re-provision the City makes for older people if the City is to succeed in increasing choice for older people and encouraging downsizing and greater mobility in the local market as part of its overall housing strategy.

#### Resident profile, demand and support need

36. The profile of residents in the City's sheltered housing schemes shows a balanced client group. Demand for sheltered housing and the need for care and support in most schemes is relatively low.

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<sup>3</sup> Research also suggests that fear of change, the upheaval of moving and, for owner occupiers, asset retention, are key considerations.

37. Around 28% of residents are aged 80 or more; around 70% are aged between 60 and 80. This reflects patterns nationally although the numbers of residents under 60 (2%) is below average and has not followed increases in the national trend. Whilst the numbers of the population aged between 60 and 80 in the City are projected to grow more rapidly, the numbers of very old people ie 80+ are projected to grow only slowly (by 8% to 2020).
38. Current levels of demand for sheltered housing are steady but soft. Sheltered schemes have in the past experienced difficulty in letting empty dwellings in some of the less popular schemes. As at August 2014 all schemes are full and there are 96 people on the waiting list for sheltered accommodation. However many people refuse offers when they arise which suggests their application is a form of 'future proofing', an insurance policy for those hoping not to have to move.
39. Demand varies between schemes. There is a clear preference and high demand for 'own front-door' bungalow-type dwellings on schemes most near to the City such as those at Isleden House and City Almshouses. There is also a clear preference for one bedroom accommodation - at present more than 30% of those on the waiting list have expressed a single preference for the City Almshouses. These design features seem likely to be as much a factor in their popularity as the fact that they provide support. Demand for the most distant scheme at Mais House is very low.
40. Care and support needs at most sheltered schemes are relatively low. Overall, only 9% of residents have high support needs and more than 50% have no or low support needs. Around 10% of residents are in receipt of care, lower than national average estimates.
41. The refusal rate and low numbers of people requiring high support suggests sheltered housing is increasingly being used as general needs accommodation to meet the lack of suitable alternatives for those who might wish to move but do not need support. This picture reflects national trends in sheltered housing, especially in ageing stock. Some providers are actively questioning the efficiency of the traditional model of accommodation-based support and are remodelling outdated sheltered schemes into extra-care models of provision to help reduce reliance on costly residential care. However it is unlikely that this model of provision would be efficient or sustainable for the City.
42. The numbers of very elderly City residents is low and projected to increase only gradually. Numbers being placed into residential care are very small (3-4 per year) and are decreasing. Capacity in the City to spot-commission this provision is adequate. Increasing numbers are being enabled to remain living independently through the provision of care directly into the home and the use of personal budgets. This trend and the use of personal budgets are causing some extra-care providers to review the viability of providing large extra-care schemes with the provision of on-site 24/7 care. It should also be noted that the City has a purely landlord function in regard to its sheltered housing schemes, all of which are outside the City. The relatively low number of residents who are in receipt of care are thus funded and provided for by the host boroughs.
43. There is potential however, with advances in assistive technology and in conjunction with decisions about the level and nature of the City's future provision of housing for older people, to review the way housing-related support is provided, for example through a more peripatetic or mobile form of provision.

## Sheltered housing supply – profile and stock condition

44. The total supply of sheltered housing across all sectors comprises six schemes providing 235 units of accommodation. Of these 219 are social rented; the remainder are owner-occupied. This represents around 11% of all City social rented stock.
45. Most of the social rented sheltered provision is out of the City. Four of the schemes, providing 191 units are managed by the City and located in neighbouring boroughs. Three of these (Harman Close, Isleden House and Mais House) are owned by the City. Two of the schemes are owned by housing associations (Hanover and Guinness Trust). These provide 28 units of accommodation through nomination rights granted to the City and are located in the City. The Iveagh Court scheme owned by Guinness Trust and providing nine units of accommodation is being decommissioned. The vacancy rate across City sheltered housing is currently around 20 a year.
46. All six schemes have community alarm systems and alarm monitoring services supported by an emergency call-out service at night if needed. All have staff on-site during the day across the working week.
47. More details on the size, location and provision at these six schemes is provided at Appendix A.

### Condition and quality of provision

48. Most of the City-managed schemes provide a wide range of communal facilities. All four sheltered schemes have a garden. The three schemes owned by the City (Isleden House, Harman Close and Mais House) also provide communal lounges, laundries and kitchen areas.
49. All of the City's sheltered stock is now more than forty years old and outdated. There has been some investment and improvement over the years but none of the schemes meets current design and space standards. There are only two wheelchair accessible units and an over-provision of bed-sitter accommodation within the stock (58% of all dwellings) which is generally of a poor size, poorly configured for walking aids and unpopular with residents for whom privacy, space for guests to sleep and additional storage space are prime considerations.
50. Demand for City Almshouses and Isleden House is much higher than Harman Close and Mais House. These two latter schemes are a priority for re-investment or remodelling. The key features and issues with these schemes are summarised briefly in the following sections.

### City Almshouses and Isleden House

51. There are few pressing problems with either of these schemes. The schemes are relatively near to the City and both offer bungalow-style 'own front door' dwellings, all at ground floor level. These are considered to offer more privacy and independence and are highly popular with their residents. Space standards at both schemes are superior to schemes at Harman Close and Mais House. All dwellings at the City Almshouses provide one bedroom accommodation. Two in

three dwellings at Isleden are bedsitters but these are designed to allow easy screening and partitioning which increases privacy.

52. Dwellings at both schemes are on the ground floor and open directly onto a garden for the exclusive use of residents. Dwellings at Isleden have an additional small balcony style garden area. Isleden House has a communal lounge and a laundry. Construction of a new community facilities at the Almshouses are planned for November 2014.
53. Isleden House benefits from being part of a general needs estate in which the 'move down' from the general needs provision units to the sheltered scheme was envisaged as part of the original design. This limits the upheaval and dislocation associated with more distant relocation and provides potential for continued support and inter-generational activity within the community.
54. High demand for these schemes means that they are not a priority for investment but the City should develop an investment plan for Isleden House to ensure it complies with current design and accessibility standards.

#### Harman Close and Mais house

55. These schemes are more distant from City, although Harman Close benefits from being located on a general needs estate and is close to transport links and local services and amenities. In contrast Mais House is located on a hill and is relatively distant from services and amenities –shopping facilities are more than a mile away and reliance on public transport is necessary to access them.
56. Both schemes are 'hotel-style' schemes. This style is popular with some residents but can create an institutionalised feel with long narrow internal corridors. The shared circulation spaces and layouts no longer meet current design standards. Long narrow circulation areas and the need for residents to ensure main doors are closed when exiting and entering can make this style of scheme unsuitable for residents with dementia, mental health or substance abuse problems.
57. A large majority of the dwellings at both Harman House and Mais House are bedsitters. Kitchens and bathrooms in both schemes are small, poorly laid out and no longer meet current standards.
58. A more detailed assessment of Mais House indicated kitchens and bathrooms to be original installations, lacking modern features such as grip rails and easy storage; bathrooms do not provide level-access or walk-in bathing facilities. Windows have not been replaced and are now energy inefficient. A number of systems and installations such as the warden call, communal lighting and boiler systems are inefficient by current standards or are reaching the end of their useful life and will require replacement in the near future. External areas at Mais suffer from changes in level across the site.



## Appendix A

Scheme Name & Location	Managed by	Number of Units				No. units CoL lets	Design	Floor (inc. Grd)	Lift	Door entry	Communal areas & parking	Wheelchair accessible	Community Alarm
<b>Mais House</b> Lewisham	City of London	49	11*	1	61	61	Hotel style	4	Y	Y	Garden Lounge x3 Kitchen Laundry Parking	Common Areas  1 unit	Y
<b>Harman Close</b> Southwark	City of London	39	8	0	47	47	Hotel style	3	Y	Y	Garden Lounge x2 Laundry	Common areas	Y
<b>Isleden House</b> Islington	City of London	22	10	1	33	33	Single dwelling	Grd floor	n/a	n/a	Garden Lounge Laundry	Common Areas  1 unit	Y
<b>City of London Almshouses</b> Lambeth	City of London	0	50	0	50	50	Single dwelling	Grd floor	n/a	n/a	Garden Communal hall from Nov 2014	Communal hall 0 units	Y
<b>Tudor Rose Ct</b> City of London	Hanover HA	0	31	4	35	19	Hotel style	6	Y	n/a	Garden Lounge Kitchen Laundry	Common Areas 19 units	Y
<b>Iveagh Court</b> City of London	Guinness Trust	0	9		9	9	Single dwelling deck access		N			0	Y
Totals					235	219							



<b>Committee:</b>	<b>Date:</b>
Gresham (City Side) Committee	10 October 2014
<b>Subject:</b>	<b>For Information</b>
Revenue Outturn – 2013/14	
<b>Report of:</b>	<b>Public</b>
The Chamberlain	
The Director of Community and Children's Services	

## Budget Position for 2013/14

- The 2013/14 final budget for the services overseen by your Committee was agreed by you in October 2013 and endorsed by the Court of Common Council in March 2014. The budget amounted to an overall net expenditure provision of £113,000.

## Revenue Outturn for 2013/14

- The revenue outturn for 2013/14 amounted to a net expenditure of £79,000 representing a better than budget position of £34,000. A summary comparison with the budget for the year is shown below.

<b>Summary Comparison of 2013/14 Revenue Outturn with Budget</b>			
	<b>Final Budget</b>	<b>Revenue Outturn</b>	<b>Variations Increase/ (Decrease)</b>
	<b>£000</b>	<b>£000</b>	<b>£000</b>
<b>Chamberlain</b>			
- City Moiety: City's 50% share of Gresham Estate	(302)	(302)	-
- Discretionary Expenditure: Support to Gresham College	359	355	(4)
<b>Sub Total</b>	<b>57</b>	<b>53</b>	<b>(4)</b>
<b>Director of Community and Children's Services</b>			
- Mandatory Expenditure: Maintaining the Almshouses (paragraph 3)	56	26	(30)
<b>Sub Total</b>	<b>56</b>	<b>26</b>	<b>(30)</b>
<b>Totals</b>	<b>113</b>	<b>79</b>	<b>(34)</b>

*Note: figures in brackets indicate income or in hand balances, increases in income or decreases in expenditure.*

- The main variation was a reduction in net expenditure on the Gresham Almshouses of £30,000 primarily due to:-
  - a reduced requirement for repairs and maintenance of £19,000 - works to the communal garden boundary wall have been re-scheduled to the

current year and expenditure on demand-led breakdown and emergency repairs was lower than budgeted; and

- employee expenses were £7,000 within budget - the Assistant Matron who departed in June 2013 was not replaced, and the position of a gardener was vacant due to problems in recruiting someone of sufficient competence for a short contract equivalent to 2 days a month. A gardener has now been employed full time with effect from April 2014 for one day per week.

## **Recommendations**

4. It is recommended that this revenue outturn report for 2013/14 be noted.

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<b>Committee:</b>	<b>Date:</b>
Gresham (City Side) Committee	10 October 2014
<b>Subject:</b>	<b>Public</b>
Revenue Budget 2014/15 and 2015/16	
<b>Report of:</b>	<b>For Decision</b>
The Chamberlain	
The Director of Community and Children's Services	

1. This report is the annual submission of the revenue budgets overseen by your Committee. In particular it seeks approval to the provisional revenue budget for 2015/16 as shown at Appendices B3 - B5 and summarised in the table below for subsequent submission to the Finance Committee.

<b>Gresham Committee Summary Revenue Budgets 2014/15 &amp; 2015/16</b>			
Divisions of Service (a service overview is provided at Appendix B1 & B2)	Latest Approved Budget 2014/15 £'000	Original Budget 2015/16 £'000	Movement £'000
<b>Chamberlain</b>			
- City Moiety:	(335)	(339)	(4)
50% share of Gresham Estate			
- Discretionary Expenditure:	381	397	16
Support to Gresham College			
<b>Sub Total</b>	46	58	12
<b>Director of Community and Children's Services</b>			
- Mandatory Expenditure:	50	51	1
Maintaining the Almshouses			
<b>Sub Total</b>	50	51	1
<b>Total</b>	<b>96</b>	<b>109</b>	<b>13</b>

2. Overall, the 2015/16 provisional revenue budget totals £109,000 an increase of £13,000 compared with the final budget for 2014/15. The main reasons for this increase are:-

- an increase of £16,000 in the City Grant to Gresham College in accordance with the agreed 'Funding Arrangements' between the City of London Corporation, the Mercers' Company and Gresham College; partly offset by
- additional income of £4,000 from the City's 50% share of the Gresham Estate.

**Capital Budgets**

3. This Committee does not currently have a capital programme.

**Recommendations**

4. The Committee is requested to review the provisional 2015/16 revenue budget to ensure that it reflects the Committee's objectives and, if so, approve the budget for submission to the Finance Committee.

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**Annexes in Support of the Revenue Budgets**

<b>Annex No.</b>	<b>Contents</b>
	<b>Detailed Budgets and Service Overview</b>
B1-2	Brief Overview of the Service
B3	Committee Summary
B4	Chamberlain - Divisions of Service
B5	Community & Children's Services – Division of Service
	<b>Other Annexes</b>
C1	Support Services

**GRESHAM COMMITTEE**  
**SERVICE OVERVIEW**

Sir Thomas Gresham (1518-1579) built his London Mansion House, Gresham House in Bishopsgate, in collegiate form. In his Will, Gresham House and the Royal Exchange were left to the City Corporation and the Worshipful Company of Mercers. From the income of the Royal Exchange the two parties were to select professors in Divinity, Astronomy, Music, Geometry, Law, Physic and Rhetoric and pay each of the seven professors £50. The first four subjects were the responsibility of the City Corporation whilst the last three were the responsibility of the Mercers' Company. (In recent years the Mercers' Company has voluntarily added a fourth subject to their responsibility - Commerce.) The City Corporation was also obliged to maintain Sir Thomas' eight almshouses and pay each almsfolk a yearly allowance.

The professors took up residence in Gresham House (renamed Gresham College) in 1596 and lectures "for gratuitous instruction of all who chose to come and attend" began in 1598. The College had a valuable library and became "a favourite resort of learned men".

The demise of Gresham College began with the Great Fire of 1666. The College was undamaged, but the Royal Exchange was destroyed. As a result, the Lord Mayor, the Mercers' Company, the City Courts and officers and the merchants from the Exchange all moved into Gresham College, and its scholarly activities were disrupted. The buildings became ruinous and in 1767 an Act of Parliament was passed which permitted the City Corporation and the Mercers' Company to sell the ground to the Crown for an annuity in perpetuity of £500. The Act also provided for the lecturers fees to be increased to £100 each per annum. The almshouses were subsequently relocated and are now at a site in Brixton.

In 1909, the Grand Gresham Committee established Gresham College as a base for the Gresham Lectures at the newly constructed 89/91 Gresham Street. That property was substantially refurbished in 1984 for banking purposes. At that time the College moved to Frobisher Crescent in the Barbican. In 1991 the Mercers' made available their premises at Barnard's Inn and the College moved there and this is currently the base for the Gresham Lectures. In September 2004 the long lease of 150 years on 89/91 Gresham Street was granted to Friends Provident Life Assurance Ltd. The property is currently occupied.



## **Annex B2**

The Budgets are divided into three divisions of service. The first two shown are the responsibility of the Chamberlain and the third is the responsibility of the Director of Community and Children's Services:

1. City Moiety - This division shows the City Corporation's 50% share of the income from the Royal Exchange, 89/91 Gresham Street and the Gresham House annuity. The division also shows the City Corporation's share of the expenses of running the Estate.
2. Discretionary Expenditure- This division includes all other expenditure that does not form part of the City Moiety (item 1 above) or Mandatory expenses (item 3 below). It consists principally of the Grant to Gresham College, the non-mandatory element of the lecturers' fees and administrative costs.

Mandatory Expenses- This division shows the mandatory element of the City Corporation's four lecturers' fees (£400) and the cost of maintaining the almshouses and paying the almsfolk allowances.

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## GRESHAM COMMITTEE - CITY'S CASH

GRESHAM COMMITTEE SUMMARY				
Actual 2013-14  £'000	Analysis of Service Expenditure		Latest Approved Budget 2014-15 £'000	Original Budget 2015-16 £'000
	<b>Expenditure</b>			
13	Service Charges		82	106
108	Premises Insurance		80	80
34	Fees and Services		46	47
346	Grant to Gresham College		369	385
8	Direct Employee Expenses		20	21
5	Repairs and Maintenance		13	13
2	Rents		2	2
1	Rates		1	1
1	Water Services		1	1
9	Almsfolk Allowances		9	9
0	Contingencies		3	3
9	Support Services		12	12
536	<b>TOTAL Expenditure</b>		638	680
	<b>Income</b>			
(116)	Fees and Charges for Services, Use of Facilities		(72)	(79)
(341)	Rents, Tithes, Acknowledgements and Way Leaves		(469)	(491)
0	Investment Income		(1)	(1)
(457)	<b>TOTAL Income</b>		(542)	(571)
79	<b>TOTAL NET EXPENDITURE</b>	A+B	96	109

<i>Actual 2013-14 £'000</i>	SERVICES MANAGED		<i>Latest Approved Budget 2014-15 £'000</i>	<i>Original Budget 2015-16 £'000</i>
(302)	<b>Chamberlain</b> City Moiety: 50% share of Gresham Estate		(335)	(339)
355	Discretionary Expenditure: Support to Gresham College		381	397
53	<b>Total Chamberlain</b>		46	58
26	<b>Director of Community and Children's Services</b> Mandatory Expenditure: Maintaining the Almshouses		50	51
79	<b>TOTAL NET EXPENDITURE</b>		96	109

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## FINANCE COMMITTEE - CITY'S CASH

CTC=DJG40 (City Moiety)

<i>Actual</i> 2013-14 £'000	<b>CITY MOIETY Chamberlain</b>	<i>Latest Approved Budget 2014-15 £'000</i>	<i>Original Budget 2015-16 £'000</i>	<i>Reference</i>
	<b>Expenditure</b>			1
13	Service Charges	82	106	
108	Premises Insurance	80	80	
34	Fees and Services	45	46	
<b>155</b>	<b>Total Expenditure</b>	<b>207</b>	<b>232</b>	
	<b>Income</b>			
(116)	Fees and Charges for Services, Use of Facilities	(72)	(79)	
(341)	Rents, Tithes, Acknowledgements and Way Leaves	(469)	(491)	
0	Interest	(1)	(1)	
<b>(457)</b>	<b>Total Income</b>	<b>(542)</b>	<b>(571)</b>	
<b>(302)</b>	<b>TOTAL NET EXPENDITURE / (INCOME)</b>	<b>(335)</b>	<b>(339)</b>	

1. Rents Tithes and Acknowledgements are comprised of the following:

<b>Rents, Tithes, Acknowledgements and Way Leaves</b>	<i>Latest Approved Budget 2014-15 £'000</i>	<i>Original Budget 2015-16 £'000</i>	<i>Reference</i>
Rental Income	(391)	(391)	
Service Charges receivable from lessee	(78)	(100)	
<b>Total Rents, Tithes, Acknowledgements and Way Leaves</b>	<b>(469)</b>	<b>(491)</b>	

CTC=DJG80 (Discretionary Expenditure)

<i>Actual</i> 2013-14 £'000	<b>DISCRETIONARY EXPENDITURE Chamberlain</b>	<i>Latest Approved Budget 2014-15 £'000</i>	<i>Original Budget 2015-16 £'000</i>	<i>Reference</i>
	<b>Expenditure</b>			
346	Grant to Gresham College	369	385	
9	Support Services	9	9	
0	Contingencies	3	3	
<b>355</b>	<b>Total Expenditure</b>	<b>381</b>	<b>397</b>	
<b>355</b>	<b>TOTAL NET EXPENDITURE / (INCOME)</b>	<b>381</b>	<b>397</b>	

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## FINANCE COMMITTEE - CITY'S CASH

## CTC=DJG60 (Mandatory Expenditure)

<i>Actual</i> 2013-14 £'000	<b>MANDATORY EXPENDITURE</b> <i>Director of Community and Children's Services</i>	<i>Latest Approved</i> <i>Budget</i> 2014-15 £'000	<i>Original</i> <i>Budget</i> 2015-16 £'000	<i>Reference</i>
	<b>Expenditure</b>			
8	Direct Employee Expenses	20	21	1
5	Repairs and Maintenance	13	13	
2	Rents	2	2	
1	Rates	1	1	
1	Water Services	1	1	
0	Fees and Services	1	1	
9	Almsfolk Allowances	9	9	
0	Support Services	3	3	
<b>26</b>	<b>Total Expenditure</b>	<b>50</b>	<b>51</b>	
<b>26</b>	<b>TOTAL NET EXPENDITURE / (INCOME)</b>	<b>50</b>	<b>51</b>	

## 1. Repairs and Maintenance

<b>Repairs and Maintenance</b>	<i>Latest Approved</i> <i>Budget</i> 2014-15 £'000	<i>Original</i> <i>Budget</i> 2015-16 £'000	<i>Reference</i>
Breakdown General	2	5	a b
Breakdown Electrical	1	2	
Contract Servicing General	1	1	
Contract Servicing Electrical	1	1	
Contract Servicing Heating & Ventilation	1	2	
Water Tank Inspection & Drainage Repairs	1	1	
Tree Maintenance & Pruning	1	1	
Communal Garden Boundary Wall	5	0	
	<b>13</b>	<b>13</b>	

a) Tree maintenance and pruning is now necessary on an annual basis as the trees are listed and cannot be pollarded.

b) Structural repairs are required to the boundary wall in the communal garden.

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### **SUPPORT SERVICES TO GRESHAM (CITY SIDE) COMMITTEE**

Central support costs are recharged to service committees on the basis of the level of service provided.

The support costs have been attributed in accordance the Service Reporting Code of Practice (SeRCOP) produced by the Chartered Institute of Public Finance and Accountancy.

The main support services provided by the central departments are:-

Chamberlain	Accountancy, insurance, revenue collection, payments, financial systems and internal audit.
Town Clerk	Committee administration, human resources, public relations, printing and stationery, emergency planning.
Community and Children's Services	Supervision and management of various services including: the resident warden service, implementation of repairs and maintenance to the Almshouses and all matters concerning the welfare of the Almsfolk.

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By virtue of paragraph(s) 3 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

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