



## Community & Children's Services Committee

**Date:** WEDNESDAY, 7 MARCH 2018

**Time:** 8.30 am

**Venue:** COMMITTEE ROOMS, WEST WING, GUILDHALL

**Members:**

Rehana Ameer	Angus Knowles-Cutler
Randall Anderson (Deputy Chairman)	The Lord Mountevans
Tom Anderson	Deputy Joyce Nash
Matthew Bell	Barbara Newman
Peter Bennett	Dhruv Patel (Chairman)
Richard Crossan	Susan Pearson
James de Sausmarez	William Pimlott
Mary Durcan	Henrika Priest
John Fletcher	Jason Pritchard
Marianne Fredericks	Deputy Elizabeth Rogula
Alderman Prem Goyal	Ruby Sayed
Alderman David Graves	Deputy John Tomlinson
Deputy the Revd Stephen Haines	Mark Wheatley
Caroline Haines	Deputy Philip Woodhouse
Alderman Robert Howard	George Abrahams
Deputy Catherine McGuinness	Mark Bostock
Deputy Henry Jones	

**Co-opted Members:** Laura Jørgensen and Matt Piper

**Enquiries:** Natasha Dogra tel. no.: 020 7332 1434  
Natasha.Dogra@cityoflondon.gov.uk

**Breakfast will be available in the Committee Rooms from 8:15am**

**John Barradell**  
Town Clerk and Chief Executive

# **AGENDA**

## **Part 1 - Public Reports**

1. **APOLOGIES**
2. **MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**
3. **MINUTES**  
To agree the minutes of the previous Committee meeting.  
  
**For Decision**  
(Pages 1 - 6)
4. **PRESENTATION: THE ROLE OF LIBRARIES**  
  
**For Information**
5. **DEPARTMENTAL BUSINESS PLAN 2018-19**  
Report of the Director of Community and Children's Services.  
  
**For Decision**  
(Pages 7 - 12)
6. **BUSINESS PLAN: QUARTER 3 UPDATE**  
Report of the Director of Community and Children's Services.  
  
**For Information**  
(Pages 13 - 30)
7. **WAIVER REPORT - INTERIM GAS APPLIANCE TESTING AND MAINTENANCE**  
Report of the Director of Community and Children's Services.  
  
**For Information**  
(Pages 31 - 36)
8. **ROUGH-SLEEPERS UPDATE**  
Report of the Director of Community and Children's Services.  
  
**For Information**  
(Pages 37 - 56)
9. **MENTAL HEALTH CENTRE**  
Report of the Director of Community and Children's Services.  
  
**For Decision**  
(Pages 57 - 60)

10. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**

11. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**

12. **EXCLUSION OF THE PUBLIC**

MOTION - That under Section 100A(4) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Paragraph 3 of Part I of Schedule 12A of the Local Government Act as follows:-

**For Decision**

**Part 2 - Non-Public Reports**

13. **PROJECT PROPOSAL - SUMNER BUILDINGS**

Report of the Director of Community and Children's Services.

**For Decision**

(Pages 61 - 76)

14. **FLOOD AT ARTIZAN STREET LIBRARY AND COMMUNITY CENTRE**

Report of the Director of Community and Children's Services.

**For Information**

(Pages 77 - 80)

15. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**

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

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## COMMUNITY & CHILDREN'S SERVICES COMMITTEE

**Friday, 9 February 2018**

Minutes of the meeting of the Community & Children's Services Committee held at Committee Rooms, West Wing, Guildhall on Friday, 9 February 2018 at 11.30 am

### **Present**

#### **Members:**

Rehana Ameer	Angus Knowles-Cutler
Randall Anderson (Deputy Chairman)	The Lord Mountevans
Peter Bennett	Deputy Joyce Nash
Mary Durcan	Barbara Newman
John Fletcher	Dhruv Patel (Chairman)
Marianne Fredericks	Susan Pearson
Alderman David Graves	Henrika Priest
Caroline Haines	Jason Pritchard
Alderman Robert Howard	Deputy Elizabeth Rogula
Deputy Catherine McGuinness	Ruby Sayed
Deputy Henry Jones	Deputy Philip Woodhouse
	Mark Bostock
	Adrian Bastow

#### **Officers:**

Paul Murtagh	-	Community & Children's Services Department
Barbara Hamilton	-	Community & Children's Services Department
Natasha Dogra	-	Town Clerk's Department
Richard Holt	-	Town Clerk's Department
Chris Pelham	-	Community & Children's Services Department
Gerald Mehrtens	-	Community & Children's Services Department
Simon Cribbens	-	Community & Children's Services Department
Mark Jarvis	-	Chamberlain's Department

#### **1. APOLOGIES**

Apologies had been received from Mark Wheatley, Stephen Haines, James de Sausmarez, Laura Jorgensen, Matt Piper, William Pimlott, Matthew Bell, George Abrahams, Ben Murphy, Deputy John Tomlinson,

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

Susan Pearson declared an interest stating that she had been a Member of a committee which had a recipient under the Stronger Communities and Small Grants Programme.

#### **3. MINUTES**

**RESOLVED** – that the minutes of the previous meeting be agreed as an accurate record.

#### **4. PRESENTATION: WESTMINSTER DRUG PROJECT**

The Committee received a presentation regarding the Westminster Drug Project and noted the following services were offered:

**Drug & Alcohol Treatment:**

- Arrest Referral
- Psychosocial Interventions
- Clinical / Pharmacological treatment
- Group work
- Satellite Service at the Neaman Practice, Hackney Recovery Service and Bishopsgate Police Station.

**Corporate & Community Engagement**

- Training and Education
- Health & Wellbeing Focused
- Equally focused between local community and corporate sector
- Promoting informed choices and providing brief interventions.

**Smoking Cessation**

Clinics run at 15 pharmacies across the City.

In response to a query it was noted that the following treatments were available:

**Psychosocial Treatment**

- One to one key work with allocated Health & Wellbeing Practitioner
- Tailored care planning, specific to individual need
- Risk management
- Close inter-agency joint working procedures
- GP services
- St Mungo's Street outreach
- Community mental health programmes
- Blood born virus Screening
- Naloxone
- Referral to inpatient detox and rehabilitation.

**Pharmacological Treatment**

- Specialist clinical intervention provided by the City's partners at the Hackney Recovery Service
- Opiate substitute prescribing
- Hepatitis B vaccinations
- Community alcohol detox programme.

In response to a query regarding drug use by City workers it was noted that work was being done to identify users and providing intervention. Members noted that when alcohol intervention was undertaken advice was also given regarding drug use. Members asked how the success was measured by the service; it was noted that at the beginning of treatment 3 key priorities were identified for the service user, and if these were met the service was deemed a success.

Members queried the responsibility of businesses to assist any staff suffering drug or alcohol misuse. It was noted that businesses were invited to join Business Healthy initiatives and other similar programmes used to tackle drug

issues; however, it was the responsibility of individual businesses to join such programmes to promote the health and wellbeing of their employees.

**RESOLVED** – that the presentation be received.

5. **THE CITY AND HACKNEY SAFEGUARDING ADULTS BOARD ANNUAL REPORT 2016/17**

Members noted that the City and Hackney Safeguarding Adults Board is a statutory Board and the Annual Report is a statutory requirement. The Committee noted that during 2016/17

☐ City partnership has been driving forward work on financial abuse and social isolation.

☐ There have been 4 Safeguarding Adult Reviews in 2016/17, none of which were for City residents.

☐ Learning has come back into the City via the SAR workshops.

**RESOLVED** – that the report be received.

6. **SAFEGUARDING CHILDREN'S BOARD ANNUAL REPORT**

Members were informed that the City & Hackney Safeguarding Board (CHSCB) annual report for 2016/17 is a transparent assessment on the effectiveness of safeguarding and the promotion of child welfare across the City of London and the London Borough of Hackney.

Members noted that the report:

☐ described the **governance and accountability** arrangements for the CHSCB, outlining the structures in place that support the CHSCB to do its work effectively.

☐ set the **context for safeguarding children and young people** in the City of London, highlighting the **progress made by the City partnership** and the challenges going forward.

☐ set out the lessons that the CHSCB has identified through its **Learning & Improvement Framework** and the actions taken to improve child safeguarding.

☐ described the range and impact of the **multi-agency safeguarding training** delivered by the CHSCB and a brief account of the single agency training delivered by partners.

☐ set out the **priorities going forward** and the **key messages** from the Independent Chair of the CHSCB to key people involved in the safeguarding of children and young people.

Members agreed that the current arrangements regarding the Safeguarding Children's Board were very effective and should continue to be implemented. Officers said that the Board was working very well; the level of resources locally and multi-agency meetings would continue to meet as usual.

**RESOLVED** – that the report be received.

7. **CITY OF LONDON CORPORATION'S APPRENTICESHIP PROGRAMME**

Members noted that the City of London Corporation confirmed its commitment to delivering the first 100 apprentices across its departments in 2017/18. This level would be maintained each year.

The recruitment targets to date have been achieved. The recruitment activities for the third and fourth cohort are currently underway. The ongoing marketing and recruitment campaigns for apprentice cohorts one, two and three have proved to be successful. The number of enquiries from departments for apprentice vacancies continues to increase. Members were very pleased with this progress and thanked Officers for their work; the Committee agreed that this work should be communicated publicly.

Members were informed that there is also an increase in the number of older candidates and university graduates who are successful in responding to COL apprentice vacancies. The results of the mandatory initial assessments are showing a need for the service to provide additional learning support in areas such as functional skills for apprentices between the ages of 16 and 19 years, and some specialist support for apprentices with disabilities such as hearing impairment.

**RESOLVED** – that the report be received.

**8. CITY OF LONDON AND GRESHAM ALMSHOUSES, EAST LODGE AND COMMUNAL AREAS - REFURBISHMENT WORKS**

The Committee received an update on the refurbishment works and noted that part of the increased scope of work was to undertake a drainage survey, given concerns raised by estate staff as to the condition of below ground services. Architects have also been commissioned to work on pre-planning drawings for the works required to bring the windows up to standard. As the Almshouses are in a conservation area and are listed, replacement of the existing wooden frames and sashes may not be approved, and listed building consent will be required for any overhauling works.

A Member queried why some work was scheduled to be carried out over the winter season. Officers said that this work would be kept to a minimum to avoid any disruption or inconvenience to residents. Officers informed Members that residents would be fully consulted to ensure that the work would be completed around their needs.

The Chairman asked Officers to investigate the possibility of Member involvement with regards to the consideration of procurement options in relation to this project and other housing matters. The Director agreed to discuss the matter with the appropriate Officers and would arrange a meeting in due course.

Members noted that the funding was delivered by the Trustees of the Almshouses and Officers would investigate the breakdown of the funding arrangements and circulate the information via email. The Committee queried whether budgets were closely monitored for such projects to ensure that where



costs had been significantly underestimated it was identified why. Officers agreed to circulate this information to Members via email after the meeting.

**RESOLVED** – that Members:

1. Noted total estimated programme cost of £1,344,504 which includes fees and staff costs of £47,544 for internal, external and common parts refurbishment works at the City of London Almshouses.
2. Approved Option Two - authority is given for the Director of Community and Children's services to use in house staff and Mooney Kelly quantity surveyors to develop the specification and carry out procurement of a works contractor to then proceed to Gateway 5, at an estimated cost of £31,332

9. **STRONGER COMMUNITIES AND SMALL GRANTS PROGRAMME**

The Committee noted that the Stronger Communities grant funding closed to applications on 3<sup>rd</sup> November 2017. Applications were assessed by an Officer panel and recommended to the Director in consultation with the Chairman and Deputy Chairman for approval. Seven projects were successful and have together received just under £57,000 in grant funding. It was proposed that Members commit a further £30,000 to support a new "crowdfunding" project that aims to lever in additional contributions to fund community based schemes.

The Small Grants programme, funded by the Department, has allocated just over £9,000 in 2017/18 to support seven small community initiatives. This programme will be combined into a single Stronger Communities fund in 2018/19 that will provide opportunities for both smaller and larger projects.

**RESOLVED** – that Members:

- ☐ to note the grants approved for Stronger Communities funding
- ☐ to commit £30,000 from the unallocated Stronger Communities fund to trial a crowdfunding grant initiative
- ☐ to note the grants approved for the Small Grants Programme and its merger into the Stronger Communities fund for future years.

10. **DRAFT DEPARTMENTAL BUSINESS PLAN 2018/19**

The Committee received the draft high-level business plan for 2018/19 for the Department of Community and Children's Services (DCCS) for comment by Members. The final business plan will be brought to Committee for approval in March 2018.

Members asked Officers to include references to resources available for mental health programmes or City accessibility. Members also requested that an appendix be included setting out the acronyms used within the business plan.

**RESOLVED** – that the report be received.

11. **REVISED ELIGIBILITY CRITERIA FOR THE CITY EDUCATIONAL TRUST FUND AND THE CITY OF LONDON CORPORATION COMBINED EDUCATION CHARITY**

Members noted that the Education Charity Sub-Committee has revised the eligibility criteria for the City Educational Trust Fund (charity number 290840)

and the City of London Corporation Combined Education Charity (charity number 312836) (the Charities). The revised eligibility criteria for the two charities was presented to Members. The new eligibility criteria for the charities aims to streamline the assessment process, reduce costs of charity administration and maximise expenditure of funds to further the purposes for which each charity was established.

**RESOLVED** – that Members of the Community and Children's Services Committee considered the amended eligibility criteria for the Charities.

**12. QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**

Members requested an update regarding the cold weather shelter. Officers said the severe weather protocol was currently in operation and accommodation had been provided for 6 people. Members asked whether an alternative provision was available for those who did not want to take up accommodation but wanted to seek shelter inside. Officers said that local churches served as pop up hubs and the outreach provision was scaled up during adverse weather conditions along with other services.

**13. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**

There was no urgent business.

**14. EXCLUSION OF THE PUBLIC**

**RESOLVED** – That under Section 100A (4) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Paragraph 3 of Part I of Schedule 12A of the Local Government Act.

**15. NON-PUBLIC MINUTES**

**RESOLVED** – that Members approved the non-public minutes of the previous meeting.

**16. 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 AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

There was no urgent business.

**The meeting ended at 1:00pm**

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**Contact Officer: Natasha Dogra tel. no.: 020 7332 1434  
Natasha.Dogra@cityoflondon.gov.uk**

<b>Committee:</b>	<b>Date:</b>
Community and Children's Services	7 March 2018
<b>Subject:</b>	<b>Public</b>
Departmental Business Plan 2018-19	
<b>Report of:</b>	<b>For Decision</b>
Director of Community and Children's Services	
<b>Report author:</b>	
Simon Cribbens: Community and Children's Services	

## Summary

This report presents the Department of Community and Children's Services (DCCS) high-level Business Plan 2018-19.

## Recommendation

Members are asked to:

- approve the Business Plan 2018-19.

## Main Report

### Background

1. As part of the framework for corporate and business planning, departments were asked to produce standardised high-level, 2-side business plans for 2018-19. The intention is that the plan presents concise, focused and consistent statements of the key ambitions and objectives of the department.

### Current Position

2. The DCCS high-level plan was presented in draft to this Committee on 9 February 2018 for comment. Following Member feedback, the plan now includes specific reference to delivery of mental health services and accessibility to housing and open space. Acronyms have been either removed or set out in full.
3. An amended plan is presented at Appendix 1.
4. In addition, Appendix 2 sets out in more detail the measures contained in the plan to monitor delivery of projects and programmes.
5. The renewed plan aligns more clearly to the draft Corporate Plan, particularly to its strategic objective to "contribute to a flourishing society" and the four corporate objectives that sit below it.
6. It retains the Department's agreed objectives – set out in its five year business plan (2017-22). The programmes and projects it commits to include longer term programmes for education, housing and public health that continue from 2017-

18. It adds emerging priorities including the integration of health and social care services, addressing fire safety and promoting inclusion.
7. Delivery of the Business Plan is driven by a range of service level plans and activities that take forward its commitments. Their achievement is monitored and reported through set of key performance indicators, some of which are captured in the high-level plan.

## **Conclusion**

8. The high-level Business Plan 2018-19 has been developed in consultation with Members, the Director, senior departmental managers and their teams. The approved plan will set out the key ambitions and objectives the department will deliver in the year ahead.

## **Appendices – Final high-level business plan for 2018/19**

- Appendix 1: High-level business plan
- Appendix 2: Measuring delivery

## **Simon Cribbens**

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Community and Children's Services

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## We provide care, support and guidance to our diverse communities

### The corporate outcomes we aim to impact on are:

- **Contribute to a flourishing society** – supporting our communities so they feel safe, have good health, have opportunities to enrich their lives and reach their potential and develop.
- **Support a thriving economy** – support our communities to nurture their skills and achieve their potential.
- **Shape outstanding environments** – ensure our homes and community spaces are accessible and well-maintained.

### What we do is:

#### People:

- Adult Social Care, Children's Social Care, Education & Early Years, Homelessness and Rough Sleeping.

#### Commissioning & Partnerships:

- Performance monitoring and analysis, strategic planning, policy development and service commissioning.

#### Housing and neighbourhoods

- Community Development, Housing Benefits, Housing Estate Management and Sheltered Accommodation and Tenancy Support.

#### Barbican and Property Services

- Barbican Estate Management, Property Services and Housing Development.

#### Education Unit:

- Academy Development, Adult Learning, Apprenticeships and Employability.

#### Barbican and Community Libraries / Information Services:

- Community Libraries and Information and Advice.

#### Public Health

- Business Healthy, Health Planning and Pan-London Sexual Health.

### Our budget 2018/19 is:

(£,000)	Local risk	Central risk
People	7,276	474
Commissioning & Partnerships	1,875	(111)
Housing Revenue Account (HRA)*	(1,697)	(450)
Housing (non - HRA)	813	67
Barbican Estate	(2,063)	(1,035)
Education	764	800
Community Libraries	1,647	334

\*HRA total income is £15,092,000  
Public Health grant = £1,614,000

### Our top line objectives / outcomes are:

**Safe** - People of all ages live in safe communities, our homes are safe and well maintained and our estates are protected from harm.

**Potential** - People of all ages can achieve their ambitions through education, training and lifelong-learning.

**Independence, Involvement and Choice** - People of all ages can live independently, play a role in their communities and exercise choice over their services.

**Health and Wellbeing** - People of all ages enjoy good mental and physical health and wellbeing.

**Community** - People of all ages feel part of, engaged with and able to shape their community.

### What we'll measure:

A departmental Outcomes Framework provides a basis for outcomes-based commissioning and delivery

Key Performance Indicators (KPIs) have been identified for each of the departmental objectives to support the monitoring and tracking of progress.

**To contribute to corporate programmes and projects – this includes:**

1. Delivering an outstanding education offer through the City of London family of schools
2. Securing efficiencies and better outcomes through the integration of health and social care commissioning across the City of London and Hackney (and with other partners)
3. Promoting effective transitions and progression through education and fulfilling employment
4. Promoting equality in health through outreach to all the City communities
5. Increasing access to and effectiveness of pan-London sexual health services through the mobilisation of e-healthcare services
6. Delivering more homes and better meet social housing needs.

**What we'll measure:**

1. Ofsted ratings and attainment scores
2. Delayed transfer of care; placement costs; effectiveness of reablement
3. Apprenticeship and adult skills performance
4. "Health in all policies" impact
5. Service take up and outcomes
6. Consents; starts; completions

**To deliver departmental programmes and projects – this includes:**

7. Improving outcomes and services for children and young people with special education needs and disabilities
8. Improving the breadth and quality of youth services, and developing our children and young people's access to our open spaces and cultural offering
9. Improving outcomes and experience for adult social care users
10. Safeguarding children, young people and adults at risk
11. Delivering and enhancing "accommodation pathways" and health services for rough sleepers
12. Delivering a programme of major works to maintain and improve our existing homes
13. Maintaining safe homes that comply with advances in fire safety requirements
14. Supporting City businesses and the Corporation to improve their employee's health and wellbeing and participation in health and wellbeing activities
15. Supporting the development of skills and learning for all ages in the community through a range of activities, resources and support and enhance the art and culture offer in the City.
16. Promote and champion inclusion, diversity, accessibility and social mobility for all of the communities we support.

**What we'll measure:**

7. Special Educational Needs and Disability dashboard indicators
8. Participation and reach of service; reduced young people Not in Education, Employment or Training
9. % of adult care users / carers having as much social contact as they would like
10. Making Safeguarding Personal satisfaction levels
11. Level of long term rough sleeping
12. % non-decency; residents satisfied with their neighbourhood as a place to live
13. % compliance
14. Number of participants in the exercise on referral programme
15. Courses completed / passed
16. Adult learning enrolments / completions

**How we plan to develop our capabilities this year:**

- Developing commissioning capabilities and strengthening relationships with partners
- Development of internal recording, monitoring systems and processes to ensure robust departmental risk mitigation
- Delivering needs assessment and analysis, and strengthening performance monitoring to inform service design and delivery
- Identifying options for departmental cross working across key projects and programmes

**What we're planning to do in the future:**

- Respond to the impacts of devolution and public sector reform, developing more efficient partnerships and system based approach
- Identify options to further increase housing supply within the City and across London
- Expand the range and level of cultural and education opportunities offered through our apprenticeships programmes and the City family of schools
- Enhance and improve the range of services delivered through our community libraries to increase efficiency and effectiveness.

## Appendix 2: Measuring delivery

Corporate Project / Programme	Key measurements include...
Delivering an outstanding education offer through the City of London family of schools	<ul style="list-style-type: none"> <li>• School Ofsted ratings</li> <li>• Progress and attainment at school stages that is considerably above national levels</li> </ul>
Securing efficiencies and better outcomes through the integration of health and social care commissioning across the City of London and Hackney (and with other partners)	<ul style="list-style-type: none"> <li>• Reduction in delayed transfers of care (discharge) from hospital</li> <li>• Reduction of average cost of residential social care</li> <li>• Proportion of people who require less support following a period of reablement (help on discharge from hospital to regain independence)</li> </ul>
Promoting effective transitions and progression through education and fulfilling employment	<ul style="list-style-type: none"> <li>• Proportion of completions of City apprenticeships and positive destinations (employment or further training)</li> <li>• Number of City young people not in education, employment or training</li> <li>• Enrolments and passes of adult skills courses (accredited and non-accredited)</li> </ul>
Promoting equality in health through outreach to all the City communities	<ul style="list-style-type: none"> <li>• Percentage of people engaging in City smoking cessation programmes who quit smoking</li> <li>• Proportion of residents taking up an NHS health check</li> <li>• Number and proportion of participants in the exercise on referral programme who are still active after six months</li> </ul>
Increasing access to and effectiveness of pan-London sexual health services through the mobilisation of e-healthcare services	<ul style="list-style-type: none"> <li>• Take up of e-services for sexual health testing</li> </ul>
Delivering more homes and better meet social housing needs.	<ul style="list-style-type: none"> <li>• Number of units given planning consent, number of construction starts and number of completions</li> </ul>

Departmental Project / Programme	Key measurements include...
Improving outcomes and services for children and young people with special education needs and disabilities	<ul style="list-style-type: none"> <li>• Education outcomes for children with special educational needs</li> </ul>
Improving the breadth and quality of youth services, and developing our children and young people's access to our open spaces and cultural offering	<ul style="list-style-type: none"> <li>• Take up of Youth Services</li> <li>• Libraries Soft Outcome Learning (SOUL) measures</li> <li>• Use of the Golden Lane Sport and Fitness Centre by young people</li> </ul>
Improving outcomes and experience for adult social care users	<ul style="list-style-type: none"> <li>• Adult Social Care service user and carer reported quality of life (survey outcome)</li> <li>• Proportion of adult social care service users</li> </ul>

	who say services have made them feel safe and secure
Safeguarding children, young people and adults at risk	<ul style="list-style-type: none"> <li>• Reduced duration of Children in Need and Child Protection Plans</li> <li>• Stability of placements (foster care) for looked after children</li> <li>• Number and percentage of adults referred for safeguarding (such as abuse or neglect) whose expressed outcomes are fully or partly met</li> </ul>
Delivering and enhancing “accommodation pathways” and health services for rough sleepers	<ul style="list-style-type: none"> <li>• Increased proportion of new rough sleepers who sleep out just once</li> <li>• Reduced number of people deemed ‘living on the streets’</li> </ul>
Delivering a programme of major works to maintain and improve our existing homes	<ul style="list-style-type: none"> <li>• Increase in average energy efficiency rating for our housing stock</li> <li>• Proportion of City housing stock meeting ‘decent homes’ standard</li> </ul>
Maintaining safe homes that comply with advances in fire safety requirements	<ul style="list-style-type: none"> <li>• Annual fire risk assessments</li> </ul>
Supporting City businesses and the Corporation to improve their employee’s health and wellbeing and participation in health and wellbeing activities	<ul style="list-style-type: none"> <li>• Participation in Business Healthy programme</li> <li>• Worker take up of City smoking cessation programmes</li> </ul>
Supporting the development of skills and learning for all ages in the community through a range of activities, resources and support and enhance the art and culture offer in the City.	<ul style="list-style-type: none"> <li>• Number and proportion of families taking up the two year old free early learning offer</li> <li>• Enrolments and passes of adult skills courses (accredited and non-accredited)</li> <li>• Percentage of primary school offers meeting first choice</li> <li>• Libraries Soft Outcome Learning (SOUL) measures</li> </ul>
Promote and champion inclusion, diversity, accessibility and social mobility for all of the communities we support.	<ul style="list-style-type: none"> <li>• Take up of services matches make up of community</li> <li>• Percentage of participants involved in community activities and volunteering reporting an improved quality of life</li> <li>• Proportion of residents involved in community activities who are new to volunteering</li> <li>• 25 per cent of Aldgate Pavilion Café employees from the local community</li> </ul>



<b>Committee:</b> Community and Children's Services Committee	<b>Dated:</b> 7 March 2018
<b>Subject:</b> Community and Children's Services Business Plan: Quarter 3 update	<b>Public</b>
<b>Report of:</b> Andrew Carter, Director of Community and Children's Services	<b>For Information</b>
<b>Report author:</b> Sukhjot Gill, Community and Children's Services	

## Summary

This report sets out the Department of Community and Children's Services (DCCS) performance during Quarter 3 (October to December 2017) in relation to its Business Plan 2017-2022.

## Recommendations

Members are asked to:

- note the report.

## Main Report

### Background

1. Progress against the departmental Business Plan is monitored and reported against a set of 41 performance indicators (PIs) aligned to the plan's priorities, and which evidence achievement of outcomes.
2. Performance is driven by a range of key business plan actions and the delivery of our core business.
3. The report also comments on the departmental risk register and the budget.

### Business Plan PI performance

4. Overall performance in Q3 show that of the departmental PIs:
  - 17 (57%) achieved or exceeded the target set (rated GREEN)
  - 5 (17%) were performing within 10% of the target set (rated AMBER)
  - 8 (27%) are more than 10% outside of their target (rated RED)
  - 11 are PIs are not reported in Q3 (annual or bi-annual measures).
5. Outlying (red or amber rated) performance in the quarter reported is set out below against each of the Business Plan's priorities.

## ***Priority – Safe***

### **6. 1.1b Stability of placements for children in Care (RED)**

Children in Care in the same placement for over two years fell to 50% against a target of 67%. However, this is attributable to one of two children with placement of that length.

**Mitigation:** This is focus of social work practice.

### **7. Number of people deemed as 'living on the streets' (RED)**

In Q3, 49 long term rough sleepers were reported against a target of 43 or fewer. Although above target, the total remains constant in the City, despite a 2% increase on the last quarter London wide. Only two of the 37 new rough sleepers in the City during the quarter remained rough sleeping long enough (three weeks) to be counted as "living on the streets".

**Action:** A multi-disciplinary Challenge Group focuses on this issue. Additional specialist accommodation has been secured and supported 16 rough sleepers to leave the street, including five of the City's thirteen most entrenched rough sleepers. A plan to improve co-ordination and secure movement through our pathway of specialist accommodation has been put in place to maximise its effectiveness.

### **8. Proportion of residents who feel 'very safe' or 'safe' on their estate (AMBER)**

The annual survey of tenants and leaseholders (2017) reported 71% of respondents feeling very safe or safe. This is below the target set of 75%. Leaseholders report higher levels at 75% compared to tenants - of whom 70% feel 'very safe' or 'safe' on their estate.

**Action:** The annual survey data is used to make any immediate changes and incorporate any necessary changes into service plans and individual estate plans for 2018/19 to address findings.

## ***Priority – Potential***

### **9. Number of young people not in education, employment or training [NEET] (RED)**

The Q3 performance is reported as 8.1% - above the target of 5.3%. The figure in this quarter is inflated by the high number (for the City) of young people in October whose circumstance were not known. This is associated with the new academic year. In November and December the NEET proportion dropped to 2.2%.

**Action:** The information, advice and guidance (IAG) worker continues to work with young people who are NEET and to identify and support those 'not known'.

**10. Number and Proportion of City families taking up the two-year-old free check (RED)**

Reported as 25% in Q3, which is below the 72% target. Out of six children eligible, two moved out of the area. Three of the remaining four children have not taken up the offer in the winter part of the year. The small cohort of children eligible for the offer means that any change can notably impact the PI.

**Action:** The families of the three children who did not take up the offer have been contacted to offer their child a place in the Spring term.

***Priority – Independence, Involvement and Choice***

**11. Delayed transfers of care from hospital attributed to Social care (AMBER)**

The annual target for days of delay is 24. Performance by the end of Q3 was 19 days, slightly above the desired trend. However, DCCS is challenging the attribution of 8 days of delay to social care services.

**Action:** A specific DTOC reduction plan is in place.

***Priority – Health and wellbeing***

**12. Usage of the Golden Lane Sport and Fitness Centre (RED)**

By the end of Q3 59,776 people has used Golden Lane Sports Fitness Centre - 51% of the annual target (116,568).

**Action:** Fusion (the provider) launched a new class timetable in January 2018 and a corporate campaign in January 2018 to drive membership and usage. In addition, they are launching a new young people's dance club at Golden Lane to increase participation.

**13. Number of new social homes: planning consents and starts (RED)**

Since April 2017 there have been 47 planning consents (41%) of a target of 116. The outstanding target is linked (predominantly) to the planning application for the COPAI site (66 units). No starts are expected this year, however 94 are planned for 2018/19.

**Action:** Delivery of the housing programme is being supported through the establishment of a Member led working party.

***Priority – Community***

**14. Proportion of residents 'very satisfied' or 'satisfied' with the overall service we provide as their landlord (RED)**

The annual survey of tenants and leaseholders reported 70% satisfaction - below the target of 85%. Satisfaction for tenants is much higher at 78%, compared to 45% for leaseholders.

**15. Proportion of City estate residents satisfied with their neighbourhood as a place to live (AMBER)**

The annual survey reports 86% against a target of 94%. Among tenants 85% are satisfied with their neighbourhood as a place to live compared to 94% of leaseholders.

**16. Proportion of residents satisfied with the community facilities on their estates (RED)**

The annual survey reported as 55%, which is below the target set of 75%. Satisfaction for tenants is higher at 58% compared to leaseholders 44%.

**17. Action:** Service plans and individual estate plans for 2018/19 to address issues. Extensively refurbished community centre on Golden Lane to be re-opened in April 2018. Community Builders project being implemented from January 2018. Crowdfunding initiative to be piloted in Aldgate to deliver community based projects.

18. Appendix 2 sets out a range of activities undertaken in quarter 3 in addition to core business.

## **Departmental Strategic Risk Register**

19. During the quarter there has been one change of risk rating.

**20. Failure of the City of London Academies to meet the high performance and financial expectations of the City of London (AMBER)**

Rapid expansion has taken place since January 2017 with 5 new academies. Highbury Grove was previously classed as 'inadequate', and while an interim inspection shows the school is now closer to 'requires improvement', this still poses considerable risk. Four of the five new schools have not been inspected yet and so their Ofsted and exam performance cannot be adequately reported. Interim scrutiny shows that pupils in these schools are making good progress. Currently COLPAI and Highgate Hill are under subscribed, and it is likely that Highbury Grove will be undersubscribed for the 2018-19, which could lead to financial pressures on the schools.

21. A summary of the Departmental Risk Register is provided in Appendix 3.

## **Complaints and compliments**

22. Complaints and compliments will be reported to this Committee at the end of quarter 4.

## **Financial and Risk Implications**

23. There is an overspend of approximately £83,000 anticipated for People's Services. This is largely driven by pressures on the Adult Social Care budget due to client movements since the original budget was set. This adverse outturn is expected to be contained within the Director's Local Risk budget this year. Additional resources have already been agreed for ASC in 2018/19 and 2019/20.
24. There is a small underspend for Commissioning and Partnerships due to vacant posts not being filled until partway through the year.
25. Year to date expenditure for libraries is lower than budgeted due to automation of processes providing an early return on the 2018-19 efficiency savings. However, several large expenses are due before the end of March, including a building repair bill at Portsoken Health & Community Centre, so the service is expected to breakeven.
26. A summary of the departmental local risk and central risk for 2017/18 is included in Appendix 4.

## **Appendices**

- Appendix 1 – Quarter 3 performance indicators update
- Appendix 2 – Quarter 3 business plan activities
- Appendix 3 – Quarter 3 departmental risk register summary
- Appendix 4 – Quarter 3 budget information and charts

## **Background Paper**

- DCCS Business Plan 2017-2022 report to Community and Children's Services Committee – 11 May 2017.

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## Appendix 1: Quarter 3 performance indicators update

	KPI / measure	Target	Q1	Q2	Q3	KPI RAG
<b>1. Priority objective: Safe</b>						
1.1a	Reduced duration of Children in Need (CIN) and Child Protection Plans (CPP)	0% Below 2 years +				G
	Reduced duration of Children in Need (CIN) - those on a Child In Need Plan at quarter/year end					
	<ul style="list-style-type: none"> <li>3 months or less</li> </ul>		33.3%	8.75%	Awaiting data	
	<ul style="list-style-type: none"> <li>More than 3 months but less than or equal to 6 months</li> </ul>		8.3%	31.25%		
	<ul style="list-style-type: none"> <li>More than 6 months but less than 1 year</li> </ul>		58.3%	43.75%		
	<ul style="list-style-type: none"> <li>1 year but less than 2 years</li> </ul>	0% Below 2 years +	0%	6.25%		G
	<ul style="list-style-type: none"> <li>2 years</li> </ul>		0%	0%		
	Reduced duration Child Protection Plans (CPP) - those on a Child Protection Plan at quarter/Year end					
	<ul style="list-style-type: none"> <li>3 months or less</li> </ul>		100%	100%	100%	
	<ul style="list-style-type: none"> <li>More than 3 months but less than or equal to 6 months</li> </ul>		0%	0%	0%	
	<ul style="list-style-type: none"> <li>More than 6 months but less than 1 year</li> </ul>		0%	0%	0%	
	<ul style="list-style-type: none"> <li>1 year but less than 2 years</li> </ul>		0%	0%	0%	
	<ul style="list-style-type: none"> <li>2 years</li> </ul>		0%	0%	0%	

	KPI / measure	Target	Q1	Q2	Q3	KPI RAG
1.1b	Stability of placements of looked after children: three or more placements during the year	11.67%	23.1%	15.8%	11.8%	R
	Number of LAC in same placement for 2 years plus / Number of LAC in care for 2.5 years plus) - of those still LAC at quarter/year end	68.40%	66.7%	66.7%	2 (50%) - all CiC 1 (0%) - under 16's only	
1.2	Number and percentage of adults referred for safeguarding whose expressed outcomes are fully or partly met	100%	100%	100%	100%	G
1.3	Proportion of adult social care services who say that those services have made them feel safe and secure	Inner London average 81%	75%			A
1.4	Number of children and young people (including looked after children) missing from education	<10 Annual	0	0	5	G
1.5	Increased proportion of new rough sleepers who sleep out just once	75%	69%	71%	81%	G
1.6	Reduced number of people deemed "living on the streets"	<43	46	49	49	R
1.7	Increased proportion of residents who feel 'very safe' or 'safe' on their estate	75%	71%			A
1.8	Increase in average SAP Rating for our housing stock	69	69	69	69	G

	KPI / measure	Target	Q1	Q2	Q3	KPI RAG
<b>2. Priority objective: Potential</b>						
2.1	Proportion of City housing stock meeting “decent homes” standard	100%	100%	100%	100%	<b>G</b>
2.3	School Ofsted rating and “progress 8” score of 0.5 and above for: <ul style="list-style-type: none"> <li>City of London Academy Southwark</li> <li>The City Academy Hackney</li> <li>City of London Academy Islington:</li> </ul>	Score of 0.5+	Ofsted Rating:  Good & improving  Outstanding  Good	0.32  1.07  0.49		<b>G</b>
2.4	Progress and attainment at KS2 that is significantly above national averages	Above London Average	Reading +2.77 Writing + 2.5 Maths +3.05			<b>G</b>
2.7	Number of City young people not in education, employment or training (NEET)	Below London Average (5.3%)	2.3%	8.3% (amended)	8.1% (provisional)	<b>R</b>
2.8	Number and proportion of City families taking up the two-year-old free early learning offer	72%	3 (42.9%) all eligible 3 (75%) excluding migrations	3 (50%) eligible 3 (100%) those still resident in City	25% (1/4)	<b>R</b>
2.9	Enrolments in adult skills (accredited and non-accredited)	2,000	656 (Summer Term enrolments)	No data	1048 (Autumn Term)	<b>G</b>
2.10	Adult skills participants gaining a national accreditation	TBC	87%			<b>G</b>



	KPI / measure	Target	Q1	Q2	Q3	RA G
<b>3. Priority objective: Independence, Involvement and Choice</b>						
3.1	Adult Social Care service user and carer reported quality of life	Above London Average	Carer =7.7 Adult user = 18			A
3.2	Proportion of people using social care who receive self-directed support, and those receiving direct payments	100%	100% (self Directed support) 55% (direct payments)	100% (self Directed support) 55% (direct payments)	Awaiting data	
3.3	Delayed transfers of care from hospital attributed to Social care	24 Days	0	0	19	A
3.4	Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services	89%	8 89%)	100%	100%	G
3.6	Proportion of Adult Social Care users living at home	70%	76%	76%	Awaiting data	


































	KPI / measure	Target	Q1	Q2	Q3	KPI RAG
<b>4. Priority objective: Health and Wellbeing</b>						
4.1	Percentage of people engaging in City smoking cessation programmes who quit smoking	42%	42%	45%	59.5%	<b>G</b>
4.4	Proportion of City housing stock meeting “decent homes” standard	100%	100%	100%	100%	<b>G</b>
4.5	Usage of the Golden Lane Sport and Fitness Centre	116,568	22,099	19,646	18,031	<b>R</b>
4.7	Number of new Social Homes: <ul style="list-style-type: none"> <li>• Planning consents</li> <li>• Starts on site</li> <li>• Completions</li> </ul>	116 34 0	34 0 0	0 0 0	13 0 0	<b>R</b>
4.8	Percentage of participants involved in community activities and volunteering reporting an improved quality of life	60%	80%			<b>G</b>



	KPI / measure	Target	Q1	Q2	Q3	RAG
5. Priority objective: Community						
5.1	Proportion of residents 'very satisfied' or 'satisfied' with the overall service we provide as their landlord	85%	70%			R
5.2	Proportion of City estate residents satisfied with their neighbourhood as a place to live	94%	86%			A
5.3	Percentage of participants involved in community activities and volunteering reporting an improved quality of life	60%	80%			G
5.4	Proportion of residents involved in community activities who are new to volunteering	30%	40%	40%	55%	G
5.5	Customer satisfaction with the library service:					G
	Adults Survey	97%	98%			
	Children's Survey	100%	100%			
5.7	Proportion of residents satisfied with the community facilities on their estates	75%	55%			R

## Appendix 2: Quarter 3 Business plan activities

Priority objective	Quarter 3 activities
Safe	<b>Develop and implement interventions for perpetrators of domestic abuse</b> A programme has been delivered to social workers that provides tools and techniques for intervention.
	<b>Develop an Adult Service Improvement Plan</b> A self-assessment of adult social care services has been completed and an action plan is being developed to address areas improvement or service gaps.
	<b>Raise awareness and reduce the risk of financial abuse</b> A multi-agency event on financial scams was delivered by DCCS in December. Letters were sent to all Adult Social Care service users offering individual visits from Trading Standards to discuss issues/concerns in this area.
	<b>Implement a Making Safeguarding Personal approach</b> A safeguarding case audit began in Q3 to assess the quality of work and response in relation to safeguarding and financial abuse. Any learning will be addressed within the Adult Service Improvement Plan.
	<b>Develop and deliver an “accommodation pathway” for rough sleepers</b> The accommodation pathway was put in place and we now have the full complement of beds and partnership agreements to support spot purchase of specialist provision.
Health and Wellbeing	<b>Public Health, including Business Healthy, will promote healthy behaviours</b> Business Healthy ran a campaign “release the pressure” to promote techniques and services to address mental ill health issues among the working population.
	<b>Community engagements, volunteering and targeted provision will promote social inclusion and increase social connections</b> Commencement of ‘Exploring What Matters’, an 8-week interactive course to enable communities to develop happier and more meaningful lives.
Community	<b>We will monitor the take up of services to ensure they reach all sections of the communities we serve</b> The new Spice online reporting tool was launched this quarter. This now enables more detailed profiling of Time bank users so we can begin to build up a picture of who is using Time Credits and ensure they reflect our diverse communities.
	<b>Our community engagement will promote and reward volunteering</b> The Community Builders programme was launched, encouraging residents to volunteer to help build community cohesion and neighbourliness in their area.

### Appendix 3: Departmental Risk Register Summary

Risk Code	Title	Current Risk Rating	Risk Score	Actions Assessment	Target Date	Risk Trend
DCCS ED 001	Failure to deliver City of London Academy expansion programme	R 	24		30/09/19	
DCCS ED 002	Failure of the City of London Academies to meet the high performance and financial expectations of the City of London	A 	12		01/09/19	
DCCS HS 003	Lone Working	A 	12		30/12/17	
DCCS HS 002	Failure to carry out and review effective fire risk assessments for residential and commercial accommodation	A 	12		30/12/17	
CR13	Safeguarding	A 	8		31/03/18	
DCCS 001	Departmental Emergency Response	A 	8		31/03/18	
DCCS CP 002	City of London Community Education Centre site redevelopment	A 	8		31/06/18	
DCCS CL 001	Loss of IT systems at public facing sites	G 	6		31/03/18	
DCCS HS 004	Housing Finance Changes	G 	4		31/03/18	
DCCS HS 001	Health and Safety Procedures	G 	4		31/03/18	
DCCS PE 003	Early Help – Referrals	G 	4		31/03/18	

Actions Assessment:  Actions to mitigate the risk are in place, and are being delivered to anticipated timescales.  : Risk trend unchanged since last report

#### Risk Score key:

		Impact			
		Minor (1)	Serious (2)	Major (4)	Extreme (8)
Likelihood	Likely (4)	4	8	16	32
	Possible (3)	3	6	12	24
	Unlikely (2)	2	4	8	16
	Rare (1)	1	2	4	8

Red (Severe)
Amber (Significant)
Green (Manageable)

Urgent action required to reduce rating

Action required to maintain or reduce rating

Action required to maintain rating

## Appendix 4: Quarter 3 Budget information and charts

Table 1: Local risk summary (figures in red indicate income or a favourable variance)

Local risk	Budget 2017/18 £'000	Year To Date (YTD) Budget £'000	Actual to date £'000	Projected outturn £'000	Variance £'000	Notes
People Services	7,126	4,775	4,552	7,209	83	<sup>1</sup>
Commissioning &	2,200	547	386	2,144	(56)	<sup>2</sup>
Housing Non HRA	862	561	709	835	(27)	
HRA Gross Income	(15,795)	(11,549)	(15,776)	(15,795)	0	
HRA Gross Expenditure	10,999	8,469	8,444	11,313	314	
HRA transfers to/from	3,312		3,312	2,998	-314	
Barbican Residential	(2,076)	(2,368)	(5,127)	(2,071)	5	
Education Board	504	374	374	504	0	
Libraries	2379	1842	1687	2379	0	<sup>3</sup>
<b>Total local risk</b>	<b>9,511</b>	<b>2,652</b>	<b>(1,439)</b>	<b>9,516</b>	<b>5</b>	

Table 2: Central risk summary

Central Risk	Budget 2017/18 £'000	Year To Date (YTD) Budget	Actual to date £'000	Projected outturn	Variance £'000	Notes
People Services	473	2,887	1,655	438	-35	
Commissioning &	(111)	403	499	(71)	40	
Housing Non HRA	67	50	331	82	15	
HRA	(450)	(91)	0	(450)	0	
Barbican Residential	(1,035)	(140)	(358)	(1,035)	0	
Education Board	800	690	690	800	0	
Libraries	334	(19)	(19)	334	0	<sup>4</sup>
<b>Total central risk</b>	<b>78</b>	<b>3,780</b>	<b>2,798</b>	<b>98</b>	<b>20</b>	

### Notes:

1 - Pressures on the Adult Social Care and Older People budget due to client movements since budget was set. Additional resources have been agreed from 2018/19 as this year's overspend can be contained within the overall local risk budget

2 - Small underspend due to vacant posts not being filled until partway through the year

3 - Several large expenses due out before the end of March, including a building repair bill at Portsoken Health & Community Centre

4 - Large refund was received during the third quarter for backdated rates overpayments following a revaluation – this arrives during March

Chart 1: Projected Outturn Variances vs Latest Approved Budget £'000

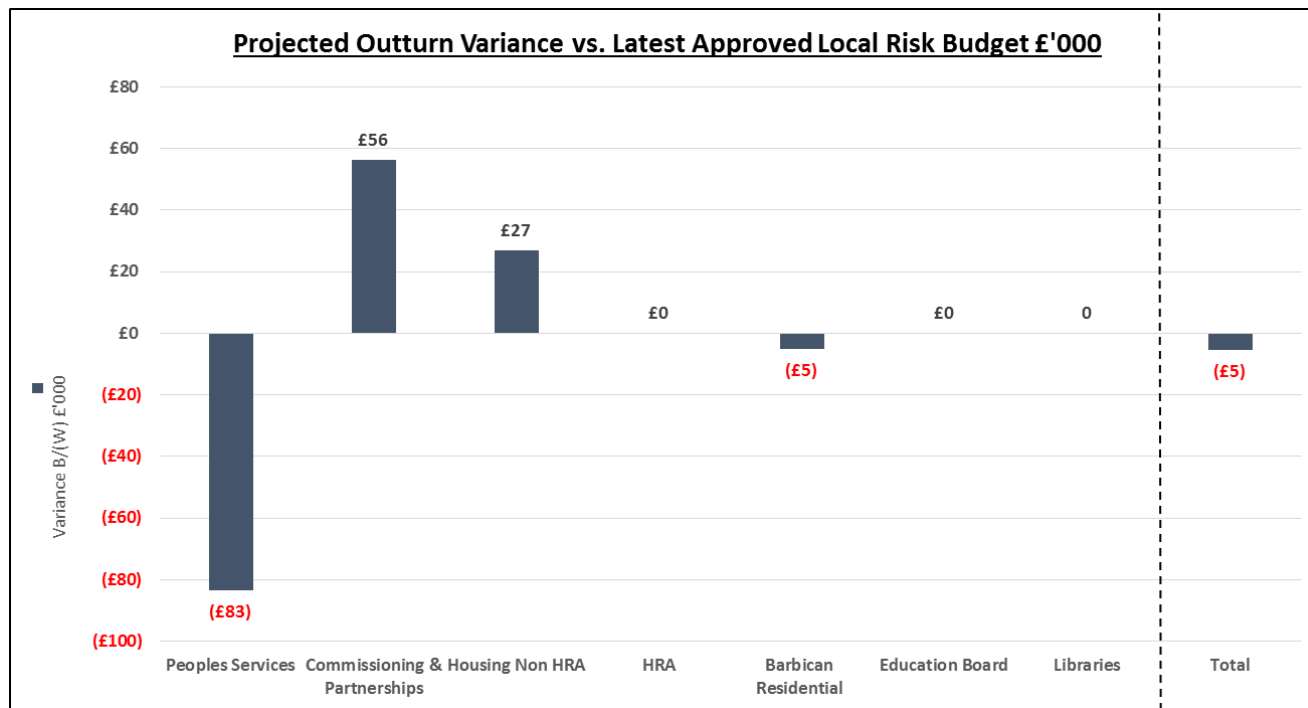


Chart 2: Year to Date Budget vs Actual to Date Local Risk £'000

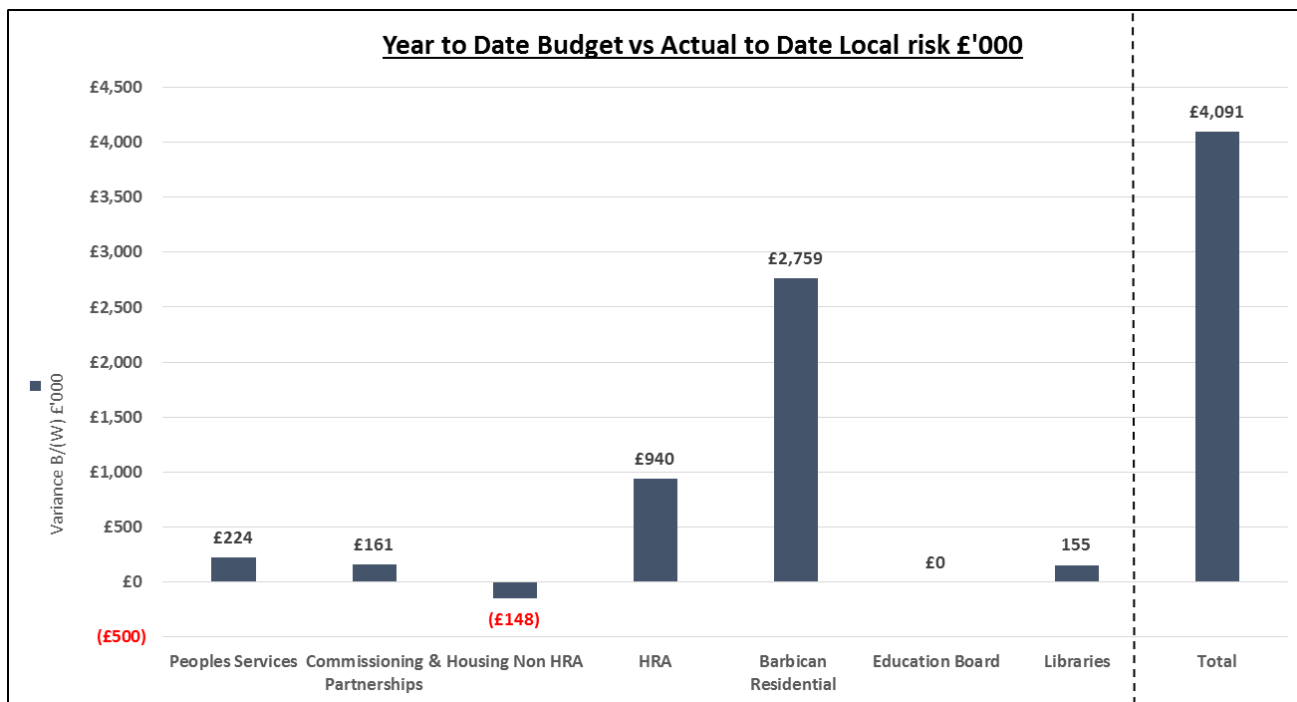
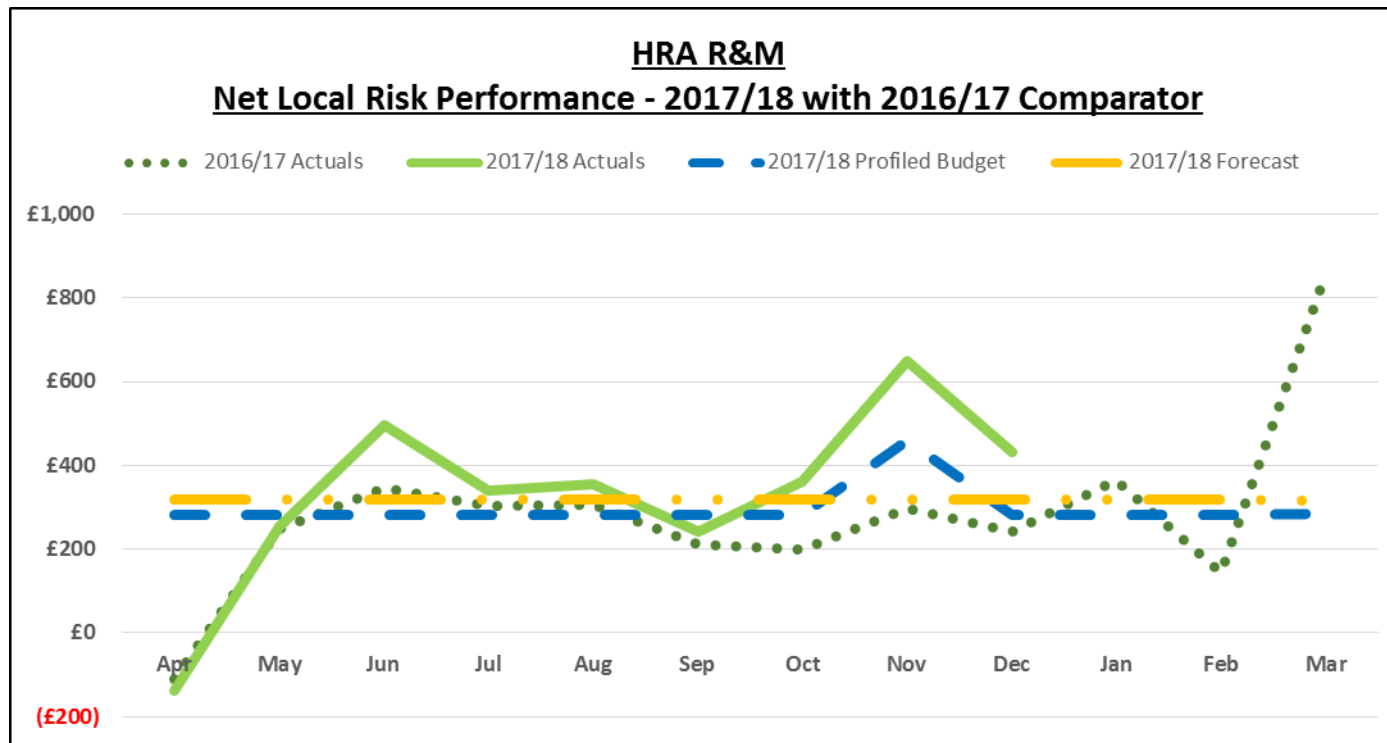




Chart 3: Housing Revenue Account Repairs and Maintenance



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<b>Committee(s)</b>	<b>Date:</b>
<u>Waiver Report (Rule 25 Procurement Code)</u> <u>Community and Children's Services Committee</u>	12/1/2018
<b>Subject:</b>  Waiver Report – Interim Gas Appliance Testing and Maintenance  Document Reference Number: <b>WLOF0051</b>	<b>Public</b>
<b>Report of:</b> Director of Community and Children's Services	<b>For Information</b>
<b>Report author:</b> Paul Murtagh Assistant Director Barbican & Property Services, Department of Community and Children's Services	

## Summary

DCCS Housing Property Services is providing notification for the award of an Interim Gas Appliance Testing and Maintenance Service contract to TSG Building Services plc, from the 1<sup>st</sup> July 2017 - 30<sup>th</sup> September 2017. The City of London Corporation has a statutory obligation to deliver this service and therefore needs to ensure that the appropriate provision is in place to prevent any health and safety risks and potential litigation.

The scope of the service includes:

- Annual servicing, safety check and maintenance of landlord's domestic gas supply and appliances.
- Subsequent repairs required (responsive and those as a result of service/safety checks).

## Recommendation(s)

The Chamberlain is asked to:

- Note the retrospective waiver of rule 15 of the Procurement Code subject to a compliant procurement exercise being undertaken.
- Note the award of the contract for Gas Appliance Testing Services at DCCS Housing Estates to TSG Building Services plc for a value of approximately £112,500 from 1<sup>st</sup> July – 30<sup>th</sup> September 2017.

## **Main Report**

### **Background**

1. In February 2008 the City awarded a 5-year contract to Planned Maintenance Engineering (PME) Ltd for the provision of mechanical and gas maintenance at DCCS Housing Estates, at an estimated contract value of £420,000 per annum. The contract allowed for further extensions for a period of up to 10 years. PME was subsequently taken over by Carillion, who has continued to provide this service.

The current contract period expired on 31<sup>st</sup> July 2017 but had been subject to review. The contractor, relatively late in the process, and somewhat unexpectedly, informed the City it did not wish to extend the current contract beyond this date. The reason for this was mainly due to its reliance on its contract with City West Homes in the London Borough of Westminster, without which, it was made very clear that the Corporation's contract was simply not viable. Carillion was subsequently unsuccessful in its bid for the City West contract and therefore, subsequently informed the Corporation that they wished to terminate its contract for the provision of these services.

### **Current Position**

2. Due to the statutory nature of the service and the risks to the City in terms of health and safety, interim arrangements have been implemented with TSG Building Services PLC.

A tender exercise has been undertaken to put in place a new longer term contract. This tender is being undertaken by way of a further competition exercise using the Fusion21 framework. The new contract commenced 2<sup>nd</sup> October 2017, following approval to award from the Facilities Services Category Board in September 2017.

### **Options**

3. Due to the statutory nature of the requirements the appointment of an interim service provider is the only viable option to ensure the services are continued whilst a formal tender exercise is undertaken. TSG Building Services PLC specialises in this type of work and is very well respected within the Industry. The Company has recently been successful in securing related contracts for DCCS including its Decent Homes and Central Heating Boiler Replacement and Systems Upgrade Programmes. TSG has worked with the Corporation to ensure, as far as possible, a continuous and seamless service as well as ensuring that the Corporation complies with its TUPE obligations under this contract.

### **Procurement Strategy**

4. Due to the value of the services a formal EU-compliant tender exercise, using the Fusion21 framework, will be undertaken to put in place a new contract to commence 1<sup>st</sup> October 2017.  
The contract will be for a period of 3 years with an option to extend for up to 1 further year.

#### Summary of Recommended Proposal(s)

5.

<b>Name of supplier</b>	TSG Building Services Plc
<b>Length of contract:</b>	3 months
<b>Contract start date:</b>	1 <sup>st</sup> July 2017
<b>Contract end date:</b>	30 <sup>th</sup> September 2017
<b>Total Contract Value:</b>	£112,500
<b>Annual Contract Value:</b>	N/A
<b>Estimated Total Savings:</b>	N/A
<b>Estimated Annual Savings:</b>	N/A

#### Reasons for Waiver

6.

	<b>Reason for Waiver</b>	<b>Further information (<i>please complete</i>)</b>
<b>4</b>	<p><b>Retrospective Waiver</b></p> <p>(A purchase where previous authority has not been obtained). Under no circumstances should an officer proceed with a purchase with the intention of applying for a waiver retrospectively. City Procurement must be contacted prior to the placement of any order. Therefore a retrospective waiver will be noted and reported as a purchase where previous authority has not been obtained (non-compliance). However it will allow the City to pay its contractual obligations.</p>	<p>The reason for the Waiver is to ensure that the City continues to discharge its obligations to undertake statutory testing, maintenance and repairs of gas appliances across its DCCS Housing Estates. Due to the late notification from the contracted supplier to terminate the contract, interim arrangements were sought to ensure continuation of services whilst a formal tender exercise is being undertaken.</p>

#### Responsible Procurement Implications

7. The main responsible procurement focus in contracts of this type tends to be providing work related opportunities, from job ready schemes to apprenticeships. Due to the fact that the interim service only covers a period

of three months, there will not be a significant negative impact in this area. DCCS Housing and City Procurement will work closely to maximise responsible procurement outcomes as part of the new tendered service starting October 2017.

## Comments

8.

Department	Name & Title	Comments
City Procurement	James Carter Senior Category Manager – Facilities Services	City Procurement has undertaken a full tender exercise under the Fusion21 framework to secure a new 3-year contract for these services commencing 2 <sup>nd</sup> October 2017.
Comptroller & City Solicitor's	Philip Mirabelli – Head of Contracts	I agree with the reasons for the waiver.
Financial Services Division	Julie Smith Head of Finance for Facilities Category Board	I am in agreement with the retrospective waiver and recommendations.
Departmental Chief Officer	Andrew Carter Director of Community and Children's Services	Given the statutory nature of the requirements I agree the appointment of an interim service provider (retrospective waiver) to ensure the services are continued whilst a formal tender exercise is undertaken.

## Health & Safety Implications

- Aside from the statutory requirements to provide this service that are outlined in this report, a failure to provide this service can have serious health and safety implications for the Corporation's social housing tenants. The risk from carbon monoxide poisoning as a result of poorly maintained gas appliances is well documented and the interim arrangements for which approval is hereby sought, have ensured that this risk is adequately and properly managed.

## Conclusion

Members are asked to note the waiver of Procurement Rule 15 in accordance with Procurement Rule 25 to appoint TSG Building Services plc to provide interim services whilst a formal tender exercise is undertaken.

## Appendices

- None

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<b>Committee:</b>	<b>Dated:</b>
Community and Children's Services Committee	07/03/2018
<b>Subject:</b> Update on Rough Sleepers	<b>Public</b>
<b>Report of:</b> Andrew Carter, Director of Community and Children's Services	<b>For Information</b>
<b>Report author:</b> Will Norman, Interim Service Manager for Homelessness and Rough Sleeping	

## Summary

This report articulates our work with rough sleepers to fulfil the City's local authority function in accordance with the policy commitments of central government and the Mayor of London. The City continues to be part of a pan-London approach to addressing rough sleeping and is represented at the Greater London Authority's (GLA's) operational leads meeting.

The national street count took place in November 2017 and 36 rough sleepers were recorded, a 28% reduction on the 2016 figure. Numbers of new and intermittent rough sleepers continue to rise, along with most London local authorities, but quarter 2 saw no individuals migrate into the 'living on the streets' cohort. In quarter 3 the proportion of rough sleepers who did not spend a second night on the street was 81%.

The accommodation pathway is fully operational with 16 individuals helped since the last committee report. Service level agreements are now in place with Westminster, Hackney and Tower Hamlets, while extra provision has been negotiated to complement the existing agreement with Southwark. The outreach team are carrying out weekly anti-begging patrols with newly commissioned service provider, Parkguard.

This winter has seen the introduction of a new pilot initiative to protect the welfare of rough sleepers during adverse weather. The Severe Weather Emergency Protocol (SWEP) uses four supported beds across two settings as well as access to B&B accommodation. This creates a stronger local offer for hard-to-reach individuals and builds on partnership work already underway with voluntary sector agencies. The new SWEP provision has been running alongside the Winter Awareness Campaign seen on billboards, in stations and on phone boxes across the City.

## Recommendation

Members are asked to note the report.

## Main Report

### Background

1. Rough sleeping audit: The City outreach team continues to implement monthly audits. It is important to note that the audits are just a snapshot of the number of rough sleepers on the City's streets. They provide an opportunity to gather intelligence about who is actually sleeping out on any given night.

**Table 1: Number of rough sleepers in the City of London 2015 to 2017**

Month	No.	Month	No.	Month	No.
January 2015	32	January 2016	35	January 2017	31
February 2015	N/C**	February 2016	36	February 2017	27
March 2015	39	March 2016	24	March 2017	31
April 2015	27	April 2016	28	April 2017	32
May 2015	25	May 2016	27	May 2017	30
June 2015	22	June 2016	33	June 2017	N/C
July 2015	26	July 2016	31	July 2017	33
August 2015	21	August 2016	29	August 2017	40
September 2015	29	September 2016	25	September 2017	N/C
October 2015	21	October 2016	29	October 2017	34
November 2015	48*	November 2016	50*	November 2017	36*
December 2015	N/C**	December 2016	N/C**	December 2017	N/C**

\* Official count – the annual counts are reported to the Department for Communities and Local Government to measure local authorities progress in meeting their targets.

\*\* No count undertaken.

### Current Position

#### 2. Street profile – quarter 3

- 149 individuals were recorded as sleeping rough in the City, of which:
  - 37 were new rough sleepers, an increase of 76% in the previous quarter
  - 49 were longer-term rough sleepers, known as 'living on the streets', the same as in the previous quarter
  - 65 were intermittent rough sleepers, one less than in the previous quarter.

#### 3. Narrative – year to date

The City has seen an increase in new rough sleepers for the year to date. There has been a 42% increase since April and 76% increase on the previous quarter. Despite this, the number of people 'living on the streets' has only increased slightly from 43 in quarter 1, to 49 in quarters 2 and 3. This 6% increase is comparable with the picture across London. We have also seen a steady improvement in new rough sleepers not

spending a second night on the street, with quarter-on-quarter progress of 69%, 71% and finally 81%. This latter figure is the highest proportion recorded for the City since 2012 and the introduction of the No Second Night Out campaign.

4. Performance has been consistently strong through the year in preventing new rough sleepers going on to 'living on the streets' with only three people recorded to date. In quarter 2, no one was recorded at all.

5. The total number of rough sleepers recorded in the City increased by 10% between April and December 2017. This compares with a more modest rise across London of 1.8%. Numbers of intermittent rough sleepers have fluctuated, with a 9% increase between quarters 1 and 2 and a 7% reduction between quarters 2 and 3.

6. The number of current RS205 clients (people identified as being the most entrenched rough sleepers) has increased through the year from 10 in quarter 1 to 14 in quarter 2 and 16 in quarter 3. Despite this, recent data from the Challenge Group reveals that five out of the 13 most entrenched and complex cases currently on the outreach caseload are in accommodation at present.

## 7. Accommodation pathway

**Table 2: Current pathway update**

Provision	Description	Update
King George's Hostel	2 beds	All in place and underwritten with service level agreements.  <b>16</b> people helped so far, of which <b>4</b> are from the City LOS/RS205 cohorts.
Edward Alsop Court	2 beds	
Dellow Centre Hostel	4 beds	
Great Guildford St Hostel	6 beds	
Mare St Hostel	1 bed	
Pop-Up Hubs	Quarterly hub for rough sleepers	Added to St Mungo's outreach contract. Next hub scheduled for 12 to 18 March 2018.
Housing First	Person-centred accommodation solutions	Added to St Mungo's outreach contract. Client and accommodation identified.
Pathway co-ordinator post	Co-ordination of pathway beds	Added to St Mungo's outreach contract. New post to be created leading on Pathway co-ordination, Pop-up Hubs and Housing First.
Parkguard Pilot	Civil enforcement support for outreach	Pilot underway – <b>13</b> patrols undertaken.
Rent deposit scheme	Rent deposits to aid access to private rented sector	Options currently being piloted.
Specialist mental health input	Enabling Assessment Service London (EASL) low-threshold referral service	Newly commissioned.
Outreach welfare specialist	Department for Work and Pensions outreach worker	Available at the Dellow Centre free of charge.
Detox and rehab treatment pathway	Specialist treatment options for rough sleepers	Pause specialist support service for women used for one individual to date.

Education and engagement campaign	Communication strategy	Winter Awareness Campaign extended through to February 2018.
Commissioning support	For ongoing procurement and commissioning of pathway providers	Dedicated business partner in place.

8. Supplementary to this, our bed at Anchor House remains occupied with a move-on plan in place. A new referral has been identified for when this proceeds.

### **Housing First, Pop-up hubs and pathway co-ordination**

9. Two areas that members agreed extra funding for as part of the pathway were Housing First and the continuation of the successful Pop-up Hub model. In addition to the existing St Mungo's outreach contract, a new contract has been agreed which will see the provision of a Housing First model as well as one Pop-up Hub per quarter, led by a dedicated worker within their service. This senior level worker will also take responsibility for co-ordinating the 15 beds within the newly expanded accommodation pathway. All three areas will be subject to a performance-monitoring framework that will sit as an appendix to the existing contract monitoring. We expect this approach to improve communication, define accountability and achieve greater efficiency.

10. The next Pop-up Hub is scheduled for 12 to 18 March 2018. This hub will also use Greenlight – a voluntary sector inclusive health service to provide basic clinical services as well as advice and guidance on access to primary care. The last hub held in October 2017 worked with 17 individuals.

11. We have identified a private rented sector flat in Westminster for one long-term rough sleeper as part of our Housing First model. The accommodation is being paid for and the client is making a slow transition off the streets, supported by a dedicated outreach worker.

### **Parkguard Pilot**

12. The new pilot with Parkguard has been operating since November 2017. Early indications are that this is proving to be an important tool in establishing clear and consistent messaging to rough sleepers and our street population. It also supports our broader agenda around multi-agency collaboration. The work continues to develop, and summary data so far is shown in Table 3.

**Table 3: Parkguard pilot data**

<b>Activity</b>	
Number of patrols	<b>13</b>
Jointly with police	<b>3</b>
Jointly with outreach	<b>5</b>
Patrol hours	<b>31</b>

Direct contacts with rough sleepers	<b>26</b>
Direct contacts at begging sites	<b>14</b>
Community Protection Notices issued by police	<b>1</b>
Individuals moved on from begging sites	<b>4</b>

13. Parkguard have also contributed to other outreach-oriented work:

- Twice attended cleansing of hotspot sites to support outreach and other City of London departments
- Contribution to the annual street count, checking Aldgate and Tower Hill areas
- Attended a case conference for two high-profile entrenched clients.

## **Mental Health**

14. Enabling Assessment Service London (EASL) have been commissioned to provide a low-threshold referrals service to support the outreach team. This helps us plug a gap between rough sleepers with an unidentified or undiagnosed mental health need and people with chronic and acute needs that we expect to be met by statutory services. A second strand to this work is the provision of reflective practice to the outreach team to ensure that their practice is as psychologically informed as possible.

15. Data from 2016/17 indicates that 135 individuals, or 58% of rough sleepers, described a mental health need, but only a small proportion of these led to Mental Health Act assessments. EASL's role will be to provide a qualified insight into someone's mental state and contribute to written reports.

## **Severe Weather Emergency Protocol (SWEP)**

16. This winter has seen the introduction of a new pilot protocol aimed at protecting the wellbeing of rough sleepers during extreme weather. The City of London has negotiated four supported beds across two settings. This has been in collaboration with existing partners. Further to this we have the capacity to book two extra rooms in B&B accommodation, bringing the total capacity to six spaces on any given night, although capacity can be extended during longer SWEP periods. SWEP has been activated five times so far, this winter across 14 nights. At the time of writing, 11 people had been helped across 25 separate nightly stays.

17. We are currently exploring the possibility of enhanced shift patterns using resources located centrally with St Mungo's. This would create capacity for two shifts in every 24-hour period.

### **Winter Awareness Campaign**

18. In December 2017, we commenced an extended Winter Awareness Campaign scheduled to last into February 2018. Multiple formats have been used, including large billboard ads, posters within stations, phone box posters and Xads – interactive ads that target smartphone users. Total alerts to Streetlink for rough sleeping locations within the City leapt by over 300% between November and December 2017. Impact data also suggests that the campaign has increased awareness since last year, with a 29% increase on total alerts between December 2016 and December 2017.

### **Homelessness Reduction Act**

19. April 2018 sees the introduction of the Homelessness Reduction Act 2017 for councils across England. This new legislation is an amendment to the existing Housing Act and brings the following new clauses:

- a new duty to demonstrate how homelessness has been prevented
- the right for single, non-priority applicants to approach any local authority, irrespective of local connection
- people who qualify for an interim housing duty will have a right of up to 56 days in accommodation, up from 28 days under the previous legislation
- a 'Duty to Refer' will come in to effect from October 2018. This requires a yet unknown list of public bodies to refer people at risk of homelessness
- Personalised Housing Plans (PHPs) will be the principle tool for housing officers to share with applicants.

20. Despite the logistical and procedural challenges, we welcome this new legislation as an opportunity to prevent homelessness for more households. New burdens funding from Central Government has seen us invest in a new database and casework management tool as well as specialist consultation.

### **Gold Standard**

21. Just two challenges remain for the City to attain the National Practitioner Support Service (NPSS) Gold Standard. We're optimistic about achieving this before the next NPSS conference in July 2018.

### **St Mungo's Street Impact Service**

22. This service is commissioned by the GLA in response to the enduring problem of longer-term rough sleepers. The service is based on a payment by results model and is funded by social impact bonds. A cohort of rough sleepers has been identified using qualifying criteria and three caseworkers will complement the existing support provided by our commissioned outreach team. This is a welcome addition to our work and we expect them to have an impact on our 'living on the streets' cohort.

## **Member Involvement**

23. The Members' Rough Sleeping Meeting continues to take place quarterly, with recent presentations from Westminster Drug Project and St Mungo's. We will soon be providing a session as part of the Member Development schedule – date to follow.

## **Corporate & Strategic Implications**

24. The aim of reducing rough sleeping numbers in the City links directly with the Inclusive and Outward Looking City theme of the Community Strategy as well as the Housing Business Plan.

## **Implications**

25. There are no financial, legal, property or HR implications.

## **Health Implications**

26. There are no known health implications.

## **Conclusion**

27. The external context remains a challenging one. Rough sleeping numbers continue to rise across London, and the City saw a steep increase in new rough sleepers in quarter 3. Despite this, there is demonstrable success in preventing new rough sleepers from 'living on the streets'. The accommodation pathway continues to provide solutions that were unavailable to us last year and the outreach team is reaching more people using a local SWEP offer. We have evidence that our message to City of London residents and guests is getting through and we intend to build on this next year with a longer campaign.

## **Appendices**

- Appendix 1: Rough sleeper performance report: April – June 2017 (Quarter 1)
- Appendix 2: Rough sleeper performance report: July – September 2017 (Quarter 2)
- Appendix 3: Rough sleeper performance report: October – December 2017 (Quarter 3)

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## Appendix 1

### Rough sleeper performance report: April – June 2017 (Quarter 1)

#### 1 Summary

- During April to June 2017, the number of rough sleepers in the City of London decreased to 135 people (a 7% decrease) compared to the previous quarter. This compares to a 6.1% decrease across London as a whole.
- The number of new rough sleepers decreased substantially by 50% from 52 to 26 people when compared to the previous quarter. However, this drop is mainly due to a change in reporting.
- Of new rough sleepers, 69% spent just one night sleeping rough. This is lower than the previous quarter (75%) and lower than the London average of 80%.
- The City also has a significantly higher proportion of longer-term rough sleepers (34%). This compares to 14% across London as a whole. The City also has a higher number of RS205 clients – people identified as being the most entrenched rough sleepers at 10 people. However, only one new rough sleeper joined the 'living on the streets' cohort.

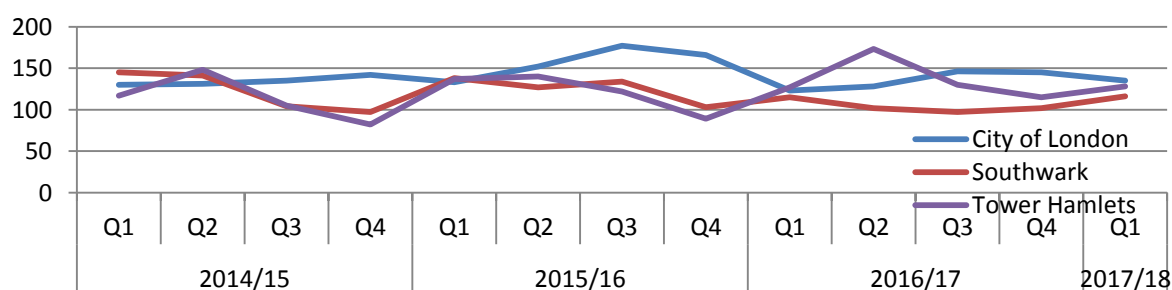
#### 2 Total rough sleeping

During the period 1 April to 30 June 2017 (quarter 1), a total of 135 individuals were recorded sleeping rough in the City of London. This is a decrease of 10 people from the previous quarter (7%), and compares to a 6.1% decrease in the overall total number of rough sleepers (2,584) across London, from the previous quarter.

Graph 1 compares the City of London to Tower Hamlets and Southwark. These local authorities have a similar scale of rough sleeping. Southwark reported 116 rough sleepers in the quarter and Tower Hamlets reported 128.

In Southwark, the total number of rough sleepers increased by 13.7% and in Tower Hamlets increased by 11.3% on the previous quarter.

**Graph 1: Number of Rough Sleepers**



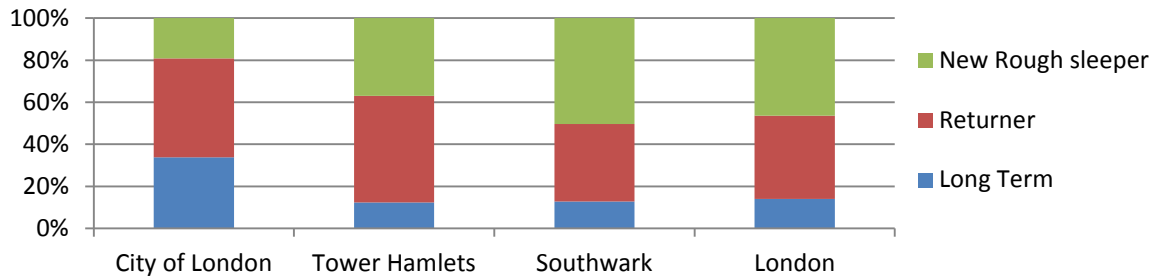
As shown in Graph 1, the number of rough sleepers tends to fluctuate between the quarters.

The 135 people recorded sleeping rough in the City during quarter 1 can be broken down as:



- 26 people (19%) were new rough sleepers
- 46 (34%) were longer-term rough sleepers described as 'living on the streets'
- 64 (47%) were those who sleep rough intermittently and have returned to the streets – either from accommodation or having spent a period outside of London.

**Graph 2: Composition of rough sleepers in 2017/18 Q1**



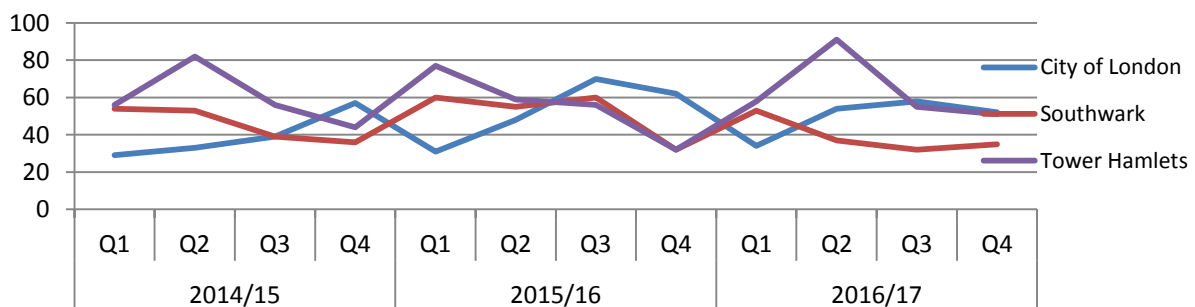
Graph 2 shows that, for quarter 1, the City of London has a much higher proportion of longer-term sleepers compared to its neighbours and London as whole. This composition is explored in more detail below.

### 3 New rough sleepers

During the previous quarter, there was a 50% decrease in the number of new rough sleepers from 52 people to 26 people. This is also a 24% decrease from the same period in 2017. The drop is mainly due to having more robust checks in how rough sleepers are being counted; previous quarters may have overestimated the new rough sleepers.

Across London as a whole there was a 12% decrease in the number of new rough sleepers in the previous quarter.

**Graph 3: Number of New Rough Sleepers**



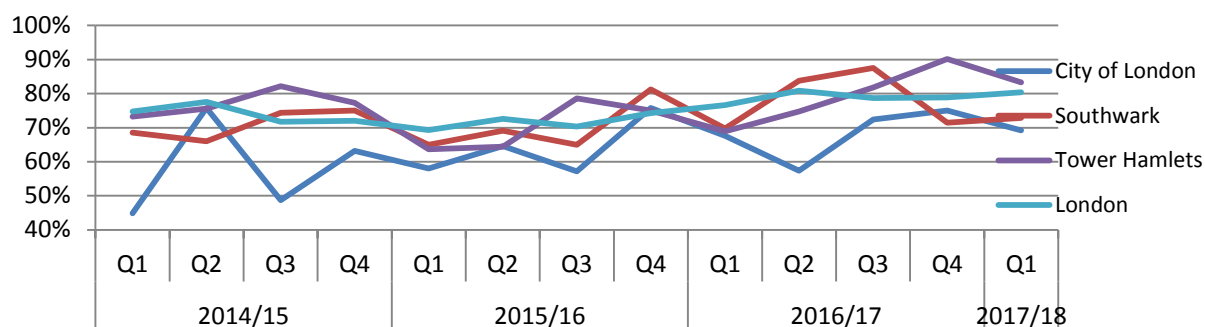
Tower Hamlets saw a decrease in the number of new rough sleepers by 6% but Southwark saw an increase of 69%.

Of the 26 new rough sleepers recorded in the City:

- 18 (69%) spent just one night sleeping rough
- seven (27%) spent more than two nights but were not living on the streets
- one (4%) joined the 'living on the streets' cohort.

## 4 Rough sleepers not spending a second night out

**Graph 4: Percentage of new rough sleepers not spending a second night out**



Of all rough sleepers, 69% spent just one night sleeping rough. This is lower than the previous quarter which was 75%. Across London, 80% of new rough sleepers spent just one night out, in Tower Hamlets the proportion was 83%, and in Southwark 72%.

## 5 Living on the streets (longer-term rough sleepers)

The total number of people (46) recorded living on the streets increased from the previous quarter (42 people), but fell from the same period last year by eight people. The number of longer-term rough sleepers is also considerably higher than its statistical neighbours, Tower Hamlets (16 people) and Southwark (15 people).

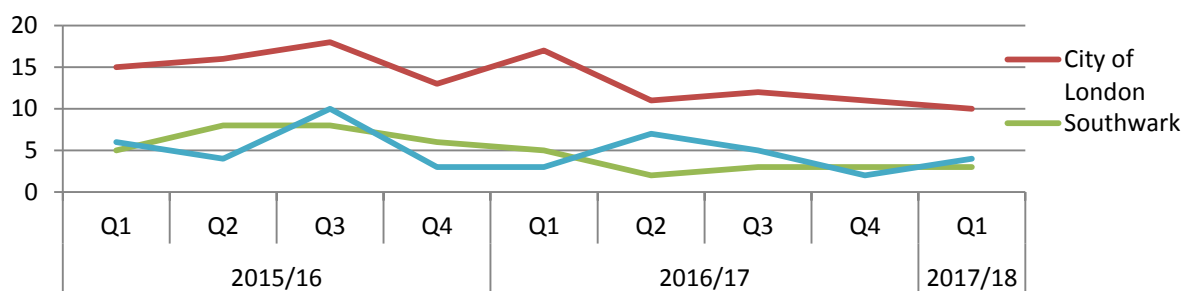
**Table 1: Number of longer-term rough sleepers**

	Q1 2017/18	Change from previous quarter	Change on same period last year
City of London	46	4	-8
Tower Hamlets	16	7	1
Southwark	15	-2	1
London	362	-15	-27

Graph 2 shows that City of London has a higher proportion of longer-term rough sleepers (34%). This compares to 14% across London as a whole, and its statistical neighbours Tower Hamlets (13%) and Southwark (13%)

Of those living on the streets, 10 are identified among London's most entrenched rough sleepers (known as RS205), of which one person was a new rough sleeper. Graph 3 shows that, although the City of London has a higher number of RS205 clients compared to its statistical neighbours. This number has fallen since Q1 2016/17 (17 people).

**Graph 5: Number of RS205 clients**



## 6 Intermittent rough sleepers (returner)

During the period, 64 people recorded rough sleeping in the City had done so having returned to the streets after a period away. Southwark reported 43 intermittent rough sleepers in the quarter and Tower Hamlets reported 66.

In the City the number of intermittent rough sleepers increased by 23% compared to the previous quarter. This increase is mainly due to having more robust checks in how intermittent rough sleepers are being counted.

Tower Hamlets has also seen an increase of 22% in the number of intermittent rough sleepers. In Southwark, there has been a drop of 10%.

Across London as a whole there was a 0.5% decrease in the number of intermittent rough sleepers in the past quarter.

Of this group, 38% had one contact, and a further 23% had two contacts. London wide, 50% of intermittent rough sleepers were seen just once. In Tower Hamlets 45% and in Southwark 53% were seen once.

The proportion of City rough sleepers recorded as intermittent (47%) is higher than that of London as a whole (at 40%). In Southwark, 37% of rough sleepers are intermittent, and in Tower Hamlets, 52%.

## Appendix 2

### Rough sleeper performance report: July – September 2017 (Quarter 2)

#### 1 Summary

- During July to September 2017, the number of rough sleepers in the City of London increased by five people to 140 people (3.6%) compared to the previous quarter. This compares to a 2.8% increase across London as a whole.
- During the period, half of all rough sleepers (70) had returned to the streets after a period away. This also increased by six people (7%) compared to the previous quarter.
- The number of new rough sleepers, decreased by five people (24%) to 21 people. Also, 71% of new rough sleepers spent one night out, but none had gone on to join the 'living on the streets' cohort.
- The City also has a significantly higher proportion of longer-term rough sleepers (35%). This compares to 14% across London as a whole.
- The number of people booked into accommodation or reconnected, has significantly increased from the previous quarter (nine people) to 32 people.

#### 2 Total rough sleeping

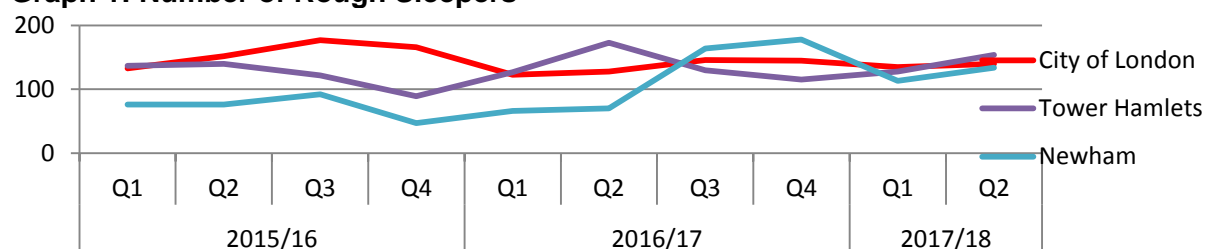
During the period 1 July to 30 September 2017 (quarter 2), a total of 140 individuals were recorded sleeping rough in the City of London. This is an increase of five people from the previous quarter (3.6%), and compares to a 2.8% (2,659) increase across London from the previous quarter.

Graph 1 compares the City of London to Tower Hamlets and Newham. These local authorities have a similar scale of rough sleeping.

Newham has seen the number of rough sleepers increase greatly to 134, 64 more than the same period last year.

Tower Hamlets reported 154, an increase of 26 people (17%) on the previous quarter.

**Graph 1: Number of Rough Sleepers**



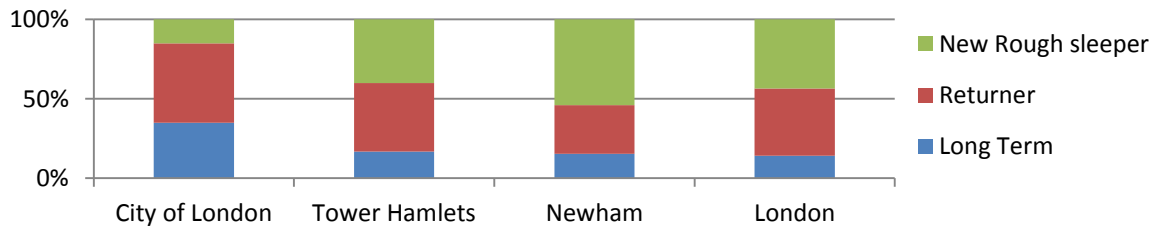
As shown in Graph 1, the number of rough sleepers tends to fluctuate between the quarters.

The 140 people recorded sleeping rough in the City during the quarter can be broken down as:

- 21 people (15%) were new rough sleepers
- 49 (35%) were longer-term rough sleepers described as 'living on the streets'

- 70 (50%) were those who sleep rough intermittently and have returned to the streets – either from accommodation or having spent a period outside of London.

**Graph 2: Composition of rough sleepers in 2017/18 Q2**



Graph 2 shows that, for quarter 2, the City of London has a smaller proportion of new rough sleepers (15%), compared to its neighbours and London as whole.

During the period, half of all rough sleepers (70) in the City had returned to the streets after a period away. This composition is explored in more detail below.

### 3 New rough sleepers

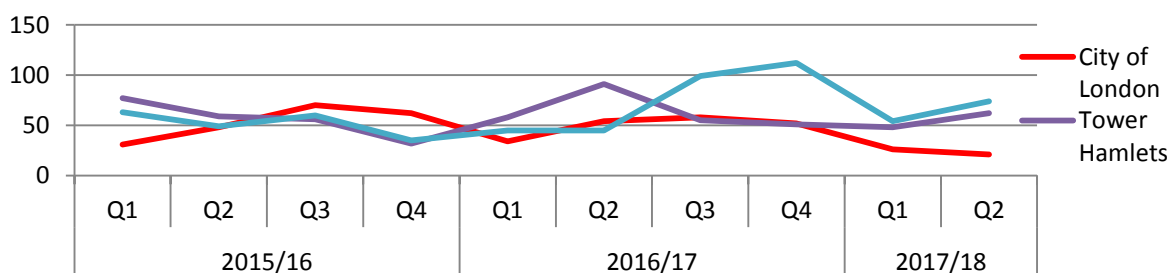
During the previous quarter, there was a decrease of five people (24%) in the number of new rough sleepers from 26 people to 21 people. Across London as a whole there was a 5.1% decrease in the number of new rough sleepers in the past quarter.

Also, more significantly, in this quarter none of the new rough sleepers in the City went on to join the 'living on the streets' cohort. Since 2016/17, an average of two new rough sleepers (per quarter) have joined the 'living on the streets' population.

Since 2016/17, the number of new rough sleepers has decreased considerably but this due to a change in reporting. There are more robust checks in how rough sleepers are being counted; previous quarters may have overestimated the number.

Both Tower Hamlets and Newham saw an increase in the number of new rough sleepers, by 23% and 27% respectively.

**Graph 3: Number of New Rough Sleepers**

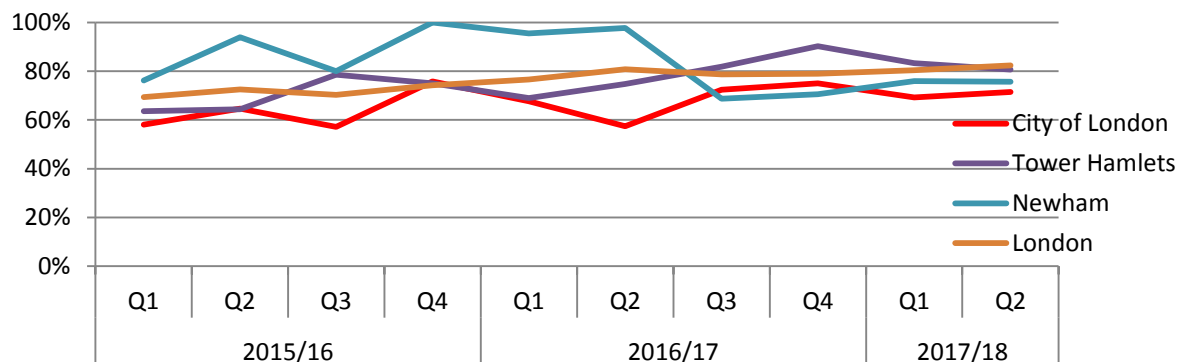


Of the 21 new rough sleepers recorded in the City:

- 15 (71%) spent just one night sleeping rough
- six (28.5%) spent more than two nights out, but not living on the streets.

## 4 Rough sleepers not spending a second night out

**Graph 4: Percentage of new rough sleepers not spending a second night out**



Of all rough sleepers, 71.4% spent just one night sleeping rough. This represents an improvement in performance from 69% in quarter 1, but is low compared to London (82%) as a whole.

In Tower Hamlets, the proportion was 81% of new rough sleepers spending one night out, and in Newham, 76%.

## 5 Living on the streets (longer-term rough sleepers)

The total number of people recorded living on the streets (49) increased from the previous quarter (46 people). The number of longer-term rough sleepers is also considerably higher than its statistical neighbours, Tower Hamlets (26 people) and Newham (21 people).

**Table 1: Number of longer-term rough sleepers**

	Q1 2017/18	Change from previous quarter	Change on same period last year
City of London	49	3	15
Tower Hamlets	26	10	-3
Newham	21	6	21
London	376	14	51

Graph 2 shows that City of London has a higher proportion of longer-term rough sleepers (35%). This compares to 14% across London as a whole, and its statistical neighbours Tower Hamlets (17%) and Newham (16%).

Recently the Greater London Authority has decided to view RS205, the most entrenched rough sleepers, as a Pan-London concept without a local focus. This means that RS205 clients are no longer allocated to a borough. However, 14 RS205 were recorded by the Combined Homelessness and Information Network (CHAIN) as 'Sleeping rough in the City' during quarter 2. Of the 14 rough sleepers, eight are not traditionally seen as City of London clients.

Data kept by the outreach team reveals that 11 RS205 clients that were previously recorded on the City list continue to sleep rough, the same as in the previous quarter.

## **6 Intermittent rough sleepers (returner)**

During the period, 70 people recorded sleeping rough in the City had done so having returned to the streets after a period away. Newham reported 42 intermittent rough sleepers in the quarter and Tower Hamlets reported 67.

In the City the number of intermittent rough sleepers increased by six people (8.6%) compared to the previous quarter. It also increased considerably from the same period last year (68%). This is due to a change in reporting as there are more robust checks in how intermittent rough sleepers are being counted.

Tower Hamlets has also seen an increase in the number of intermittent rough sleepers 1.5%. In Newham, there has been a drop of 4.8%.

Across London as a whole there was a 7.6% increase in the number of intermittent rough sleepers in the past quarter.

Of this group, 37% had one contact, and a further 33% had two contacts. London wide, 52% of intermittent rough sleepers were seen just once. In Tower Hamlets, 48% and in Newham, 45% were seen once.

The proportion of City rough sleepers recorded as intermittent (50%) is higher than that of London as a whole (at 42%). In Newham, 31% of rough sleepers are intermittent, and in Tower Hamlets, 44%.

## **7 Accommodation and Reconnection Outcomes**

The number of people booked into accommodation or reconnected, has significantly increased from the previous quarter (nine people) to 32 people.

In Tower Hamlets, 29 people were booked into accommodation or reconnected, and two people in Newham.

**Table 2: People booked into accommodation or reconnected in the City**

	Apr-Jun 17	Jul-Sep 17
Booked into accommodation or reconnected	9	32
Booked into accommodation*	6	28
Booked into long term accommodation	1	2
Booked into hostel accommodation	5	10
Booked into other accommodation	0	19
Reconnected	3	9
Booked into No Second Night Out (NSNO)**	3	4

\*Some people may have been booked into more than one type of accommodation during the period.

\*\*People booked into NSNO may also have been accommodated or reconnected during the period. The figure given includes referrals from the borough by London Street Rescue.

**Sukhjit Gill**  
**20/11/2017**

## Appendix 3

### Rough sleeper performance report: October – December 2017 (Quarter 3)

#### 1 Summary

- During October to December 2017, the number of rough sleepers in the City of London increased by nine people to 149 people (6.0%) compared to the previous quarter. This compares to a 1.1% decrease across London.
- During the period, 44% of rough sleepers (65) had returned to the streets after a period away. Of those, 65% had one or two contacts during with this period.
- The number of new rough sleepers, increased by 16 people (76%) to 37 people. However, 81% of new rough sleepers spent one night out, which is significantly higher than the previous quarter. Two of 37 new rough sleepers joined the 'living on the streets' cohort.
- The City also has a significantly higher proportion of longer-term rough sleepers (33%). This compares to 15% across London.

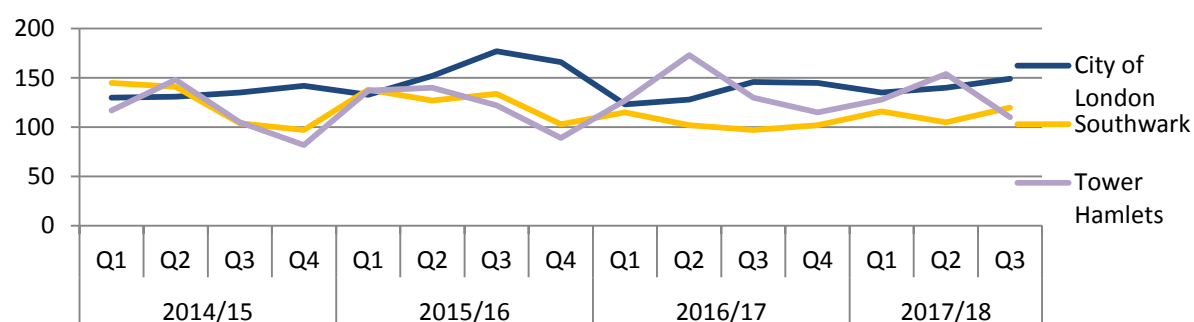
#### 2 Total rough sleeping

During the period 1 October to 31 December 2017 (quarter 3), a total of 149 individuals were recorded sleeping rough in the City of London. This is an increase of nine people from the previous quarter (6.0%). This compares to a 1% decrease across London from the previous quarter.

Graph 1 compares the City of London to Tower Hamlets and Southwark. These local authorities have a similar scale of rough sleeping. Southwark reported 120 rough sleepers in the quarter and Tower Hamlets reported 110.

In Southwark, the total number of rough sleepers increased by 14.3% and, by comparison, in Tower Hamlets the number fell by 44 people (28.6%) on the previous quarter.

**Graph 1: Number of Rough Sleepers**



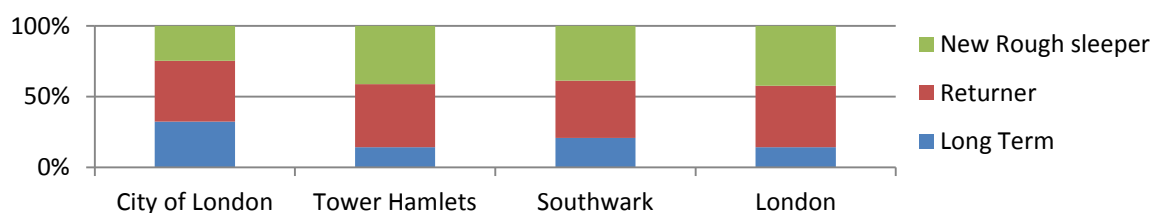
As shown in Graph 1, the number of rough sleepers tends to fluctuate between the quarters.

The 149 people recorded sleeping rough in the City during the quarter can be broken down as:

- 37 people (25%) were new rough sleepers
- 49 (33%) were longer-term rough sleepers described as 'living on the streets'
- 65 (44%) were those who sleep rough intermittently and have returned to the streets – either from accommodation or having spent a period outside of London.



**Graph 2: Composition of rough sleepers in 2017/18 Q3**



Graph 2 shows that, for quarter 3, the City of London has a smaller proportion of new rough sleepers (25%), compared to its neighbours and London as whole.

It also has a much higher proportion of long-term rough sleepers – 33% compared to 15% across London. This composition is explored in more detail below.

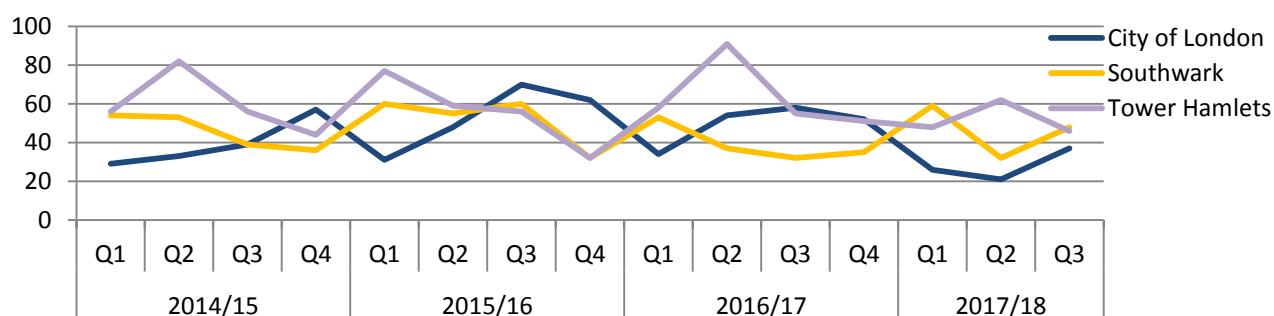
### 3 New rough sleepers

During the previous quarter, there was a large increase of new rough sleepers – from 21 people to 37 people – representing a 76% increase (16 people). Across London there was a 2.4% decrease in the number of new rough sleepers in the past quarter.

Southwark also saw the number of new rough sleepers increase by 16 people (50%). However, Tower Hamlets saw a decrease by 16 people (25.8%) over the previous quarter.

Graph 3 shows that, since 2016/17, the number of new rough sleepers has decreased considerably, but this is due to change in reporting. There are more robust checks in how rough sleepers are being counted; previous quarters may have overestimated the number.

**Graph 3: Number of New Rough Sleepers**

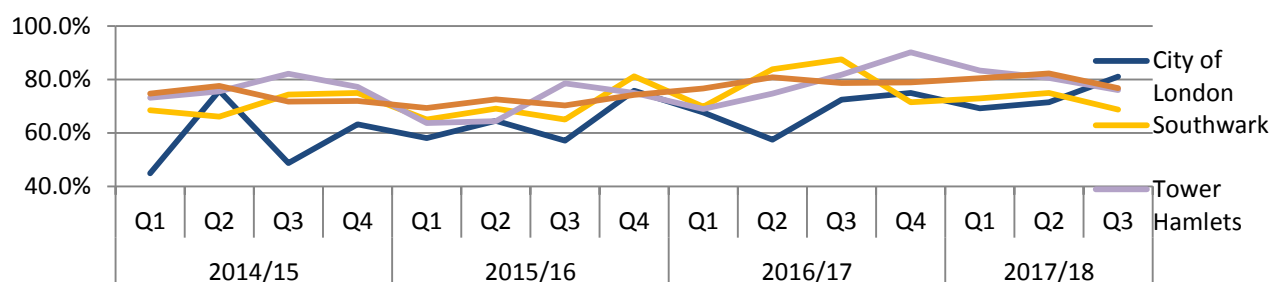


Despite the number of new rough sleepers increasing (81%) most spent one night out. This is a vast improvement and is the highest rate in the last four years (see Graph 4). Moreover, local intelligence suggests that this figure is higher (91%) once 'unknowns' are accounted for.

The City's performance was above the London average (76.8%) and its statistical neighbours Tower Hamlets (76.1%) and Southwark (68.8%).

## 4 Rough sleepers not spending a second night out

**Graph 4: Percentage of new rough sleepers not spending a second night out**



Of the 37 new rough sleepers, seven spent more than one night out. But only two joined the 'living of the streets' cohort. This is higher than the previous quarter where no one joined the cohort. However, since 2016/17 an average of two new rough sleepers per quarter have joined the 'living on the streets' population.

## 5 Living on the streets (longer-term rough sleepers)

There was no change in the total number of people (49) recorded living on the streets. The number of longer-term rough sleepers is also considerably higher than its statistical neighbours, Tower Hamlets (26 people) and Southwark (26 people).

**Table 1: Number of longer-term rough sleepers**

	Q3 2017/18	Change from previous quarter	Change on same period last year
City of London	49	0	4
Tower Hamlets	16	-10	-4
Southwark	26	2	17
London	384	8	29

Graph 2 shows that City of London has a higher proportion of longer-term rough sleepers (33%). This compares to 15% across London, and its statistical neighbours Tower Hamlets (15%) and Southwark (22%)

Recently the Greater London Authority has decided to view RS205, the most entrenched rough sleepers, as a Pan-London concept without a local focus. This means that RS205 clients are no longer allocated to a borough. However, 16 RS205 were recorded by the Combined Homelessness and Information Network (CHAIN) as sleeping rough in the City during quarter 3, which is higher than quarter 2 (14).

## 6 Intermittent rough sleepers (returner)

During the period, 65 people recorded as rough sleeping in the City had done so having returned to the streets after a period away. This is higher than its statistical neighbours – Southwark reported 50 intermittent rough sleepers in the quarter and Tower Hamlets reported 50.

Of this group, 35% had one contact, and a further 31% had two contacts. No one had six or more contacts. London wide, 48% of intermittent rough sleepers were seen just once. In Tower Hamlets, 48% and Southwark, 46% were seen once.



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<b>Committee</b>	<b>Dated:</b>
Community & Children's Services Committee – For decision	7 <sup>th</sup> March 2018
<b>Subject:</b> Mental Health Centre	<b>Public</b>
<b>Report of:</b> Andrew Carter, Director of Community and Children's Services	<b>For Decision</b>
<b>Report author:</b> Xenia Koumi, Department of Community and Children's Services	

## Summary

This report proposes the piloting of a mental health centre in the Square Mile to provide range of clinical treatments to tackle mental ill health. The centre's provision will include low cost interventions for workers and residents on low incomes. This will be enabled by provision of a rent free shop unit from which to operate. To ensure the rent loss does not impact on the Housing Revenue Account (HRA), the department will seek funding through the Priorities Pot funding process.

## Recommendations

Members of Community and Children's Services are asked to:

- support the piloting of the proposed mental health centre for a three year period.

## Main Report

### Background

1. Mental health, particularly mental ill health, is a high-profile issue and supporting good mental health among our resident and worker populations is a key strategic priority. The City Corporation's 2017 Joint Health and Wellbeing Strategy commits to improving services, tackling the issue and increasing opportunities for intervention. This is consistent with the department's Business Plan and the draft Corporate Strategy.

### Current Position

2. The City and Hackney Joint Strategic Needs Assessment (JSNA) City Supplement (2014) identifies that 21 per cent of City workers report suffering from depression, anxiety, or other mental health conditions. Among residents, the JSNA estimates that 1,300 of 19 to 64-year-olds have at least one common mental health disorder, of whom half have depression and/ or anxiety.

3. The availability and access to NHS services for City residents experiencing poor mental health is limited both in terms of the range of interventions available and the timeliness in which they can be accessed. Some interventions – such as psychotherapy - are rarely available on the NHS.
4. For those working in the Square Mile, local NHS mental health services are generally not available other than for crisis intervention. For some this is mitigated by access to private or subsidised healthcare by their employer, but this accounts for only half the working population. Those without such cover tend to be lower paid and find it difficult to access either NHS or private healthcare, including mental health treatments.

## **Options**

5. The department is proposing to deliver a mental health centre in the City to provide additional clinical interventions to those working and living in the Square Mile, including lower-paid workers. This would improve access to treatment, and extend the type of treatments available.
6. The centre would deliver a range of clinical therapeutic approaches to tackle mental ill health. Although a paid for service, the centre's offer would include low-cost treatments for low income workers and residents, based on cross subsidy from clients paying full price and reinvestment of any surplus.
7. To achieve this outcome it is proposed to offer a shop unit (from those held within the HRA) to the chosen provider at zero rent for three years during the pilot period.
8. The department will seek funding to compensate the HRA for rent loss through the Priorities Pot funding process. To further support the delivery and viability of the centre, the department is also seeking funding to refurbish a shop unit for this purpose as part of a bid to that process.
9. Shop units at the Middlesex Street Estate attract rents ranging from £25,000 - £35,000 per annum. The department proposes the use of a single unit. However, it has been suggested that the proposed centre would be more viable at scale, and therefore should occupy two shop units. Such an approach would increase the cost of reimbursing the rent loss to the HRA.
10. If Members support the proposal, including the reimbursement of rent to the HRA, the department's commissioning team would seek a provider through competitive and transparent process. It is intended that a three year period of operation would be offered to allow the reach and impact of the centre to be properly tested and a sustainability model developed.
11. The commissioning process would set out our ambitions for the scheme. It would place an emphasis on attracting providers who are either charities, social enterprises, SMEs or consortia of practitioners, and the evaluation of

submissions would be based on clinical excellence, potential outcomes and social value.

12. The department would favour proposals that offer a range of short, medium and longer term therapeutic interventions to maximise the breadth of the centre's impact. Providers would also be assessed on their proposal to tackle barriers to participation, including the range and quantum of services to those on lower incomes.
13. If Members support the delivery of this proposal, and funding from the Priorities Pot is secured, it is suggested that DCCS convene a steering group, including Member representation, to take it forward.

## **Proposals**

14. Members are asked to support the proposed health centre as set out above.

## **Corporate & Strategic Implications**

15. The above relates to the Department of Community and Children's Services' Business Plan (2017-22), which lists a priority objective as health and wellbeing, specifically that "people of all ages enjoy good health and wellbeing".
16. It also relates to the draft Corporate Plan (2018-23), where a corporate outcome within the strategic objective of "contributing to a flourishing society" is that "people enjoy good health and wellbeing".

## **Implications**

17. The operational, human resource and clinical risk of this provision would rest with the provider and be subject to monitoring by the commissioning team within DCCS.

## **Conclusion**

18. The Department of Community and Children's Services, within the City Corporation, has committed to supporting the mental wellbeing of the different populations within the Square Mile and is able to effect real change in this area by addressing gaps. The proposed centre provides a tangible opportunity to demonstrate the City's commitment, and provide treatments to those who currently are unable to access them.

## **Appendices**

- None

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