Community & Children's Services Committee

Date:	**FRIDAY, 8 FEBRUARY 2019**
Time:	11.30 am
Venue:	**COMMITTEE ROOMS, WEST WING, GUILDHALL**

Members:

Randall Anderson (Chairman)
Dhruv Patel OBE (Deputy Chairman)
George Abrahams
Munsur Ali
Rehana Ameer
Tom Anderson
Matthew Bell
Peter Bennett
Mary Durcan
John Fletcher
Marianne Fredericks
Alderman John Garbutt
Alderman Prem Goyal OBE JP
Alderman David Graves
Caroline Haines
Deputy the Revd Stephen Haines
Graeme Harrower

Deputy Henry Jones
Angus Knowles-Cutler
Natasha Maria Cabrera Lloyd-Owen
Deputy Catherine McGuinness
Benjamin Murphy
Deputy Joyce Nash
Barbara Newman
Susan Pearson
William Pimlott
Henrika Priest
Jason Pritchard
James de Sausmarez
Ruby Sayed
Deputy Philip Woodhouse

Co-opted Members: Laura Jørgensen and Matt Piper

Enquiries: **Julie Mayer – 0207 3321410**
julie.mayer@cityoflondon.gov.uk

Lunch will be served in Guildhall Club at the rising of the Committee

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 approve the public minutes and non-public summary of the meeting held on 11 January 2019.

   For Decision
   (Pages 1 - 8)

4. **BREXIT UPDATE**
   Director of Community and Children's Services to be heard.

   For Information

5. **CITY OF LONDON ALMSHOUSES REVENUE AND CAPITAL BUDGETS 2018/19 AND 2019/20**
   Report of the Chamberlain and Director of Community and Children's Services.

   For Decision
   (Pages 9 - 18)

6. **PORTSOKEN COMMUNITY ENERGY PROPOSAL**
   A briefing note ahead of a full report and feasibility study.

   For Information
   (Pages 19 - 28)

7. **SOCIAL WELLBEING STRATEGY**
   Report of the Director of Community and Children's Services.

   For Information
   (Pages 29 - 76)

8. **COMMUNITY ENGAGEMENT**
   Report of the Director of Community and Children's Services.

   For Information
   (Pages 77 - 84)

9. **UPDATE ON CITY OF LONDON CORPORATION CROWDFUNDING PROJECT**
   Report of the Director of Community and Children's Services.

   For Information
   (Pages 85 - 88)

10.   **REGISTRATION SERVICE UPDATE 2018**
      Report of the Director of Community and Children's Services.

                                                          For Information
                                                          (Pages 89 - 106)

11.   **PROGRESS REPORT OF THE PROVISION OF ADDITIONAL PRIMARY SCHOOL PLACES AND SOCIAL HOUSING ON THE FORMER RICHARD CLOUDESLEY SCHOOL SITE**
      Report of the Director of Community and Children's Services.

                                                          For Information
                                                          (Pages 107 - 110)

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

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

14.   **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.

                                                          For Decision
                       Part 2 - Non-Public Reports

15.   **NON-PUBLIC MINUTES**
      To agree the non-public minutes of the Meeting held on 11 January 2019.

                                                          For Decision
                                                          (Pages 111 - 112)

16.   **REVIEW OF RECENT HOUSING PROCUREMENT ISSUES AND PROPOSED MITIGATIONS TO IMPROVE COMPETITIVE TENDERING IN FUTURE**
      Report of the Chamberlain.

                                                          For Decision
                                                          (Pages 113 - 120)

17.   **COMPLIANT WAIVER EXTENSION**
      Report of the City Surveyor.

                                                          For Decision
                                                          (Pages 121 - 126)

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

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

COMMUNITY & CHILDREN'S SERVICES COMMITTEE

Friday, 11 January 2019

Minutes of the meeting held at Committee Rooms, West Wing, Guildhall at 11.30 am

Present

Members:

Randall Anderson (Chairman)	Graeme Harrower
George Abrahams	Deputy Henry Jones
Munsur Ali	Angus Knowles-Cutler
Tom Anderson	Deputy Catherine McGuinness
Matthew Bell	Benjamin Murphy
Peter Bennett	Barbara Newman
Mary Durcan	Susan Pearson
John Fletcher	William Pimlott
Marianne Fredericks	Jason Pritchard
Alderman John Garbutt	James de Sausmarez
Alderman Prem Goyal OBE JP	Ruby Sayed
Alderman David Graves	Deputy Philip Woodhouse
Caroline Haines	

Officers:

Andrew Carter	-	Director of Community and Children's Services
Mike Kettle	-	Community and Children's Services
Paul Murtagh	-	Community and Children's Services
Chris Pelham	-	Community and Children's Services
Simon Cribbens	-	Community and Children's Services
Theresa Shortland	-	Community and Children's Services
Mike Kettle	-	Community and Children's Services
Gerald Mehrtens	-	Community and Children's Services
Marcus Roberts	-	Community and Children's Services
Mohamed Hussain	-	Community and Children's Services
Mark Jarvis	-	Community and Children's Services
Julie Mayer	-	Community and Children's Services

1. **APOLOGIES**
   Apologies were received from Dhruv Patel (Deputy Chairman), Matthew Bell, Deputy, the Rev. Stephen Haines, Natasha Lloyd Owen, Deputy Joyce Nash, Henrika Priest, Laura Jorgensen and Matt Piper.

2. **MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**
   There were no declarations.

3. **MINUTES**
The minutes of the previous meeting were approved, subject to an amendment recording apologies for James De Sausmarez.

4. **ANNUAL REVIEW OF THE COMMITTEE'S TERMS OF REFERENCE**
Members considered a report of the Town Clerk in respect of the annual review of the Committee's Terms of Reference. Whilst Members noted and agreed the amendments set out in the report, opinion was divided as to whether meetings should continue to take place on Fridays and, as a number of apologies had been received for this meeting, the Town Clerk agreed to email all Members of the Committee to canvass opinion. Members noted that, given the timescale, the next meeting would take place on the published date of Friday, 8th February 2019.

RESOLVED, That - the Terms of Reference of the Community and Children's Services Committee be amended to include:

1. An amendment to 4(b) Education – to include the nomination/appointment of Local Authority Governors; as appropriate.

2. An addition to 4(c) Sub Committees – to include the new Homelessness and Rough Sleepers Sub Committee.

3. The Committee continues to meet on the 2nd Friday of every month, for the time being, subject to the Town Clerk canvassing Members as to a preferred meeting day.

5. **TO APPOINT 4 MEMBERS TO THE EDUCATION CHARITY SUB COMMITTEE**
Being the only Members willing to serve, Caroline Haines and Randall Anderson be appointed to the Education Charity Sub Committee of the Education Board. Given that there were a number of apologies for this meeting, the Town Clerk agreed to email all Members to seek interest in the remaining two positions.

6. **TO APPOINT A GOVERNOR TO SIR JOHN CASS SCHOOL**
The Town Clerk was heard in respect of the above appointment and, as there were 2 expressions of interest for 1 position, a ballot would be necessary. The Chairman invited both nominees to speak in support of their nominations. Ahead of the ballot, the Head of Service (Education and Early Years) was heard and Members noted that the current terms of this appointment; Currently, there are two Governors appointed by the City, each for a period of 4 years. However, when the new Instrument of Governance is introduced, the City will only have one Govenor on the reconstituted Board.

RESOLVED, that - Following the result of a ballot between Mr Munsur Ali and Deputy Gregory Jones, Mr Munsur Ali be appointed as the Governor to Sir John Cass Primary School.

7. **NEW HOUSING STRATEGY 2019-23**
   Members considered a report of the Director of Community and Children's Services in respect of a new Housing Strategy for 2019-23.

   During the discussion on this item, Members made the following suggestions:

   1. Final adoption of this Policy would fall within the remit of the Policy and Resources Committee and the Court of Common Council.
   2. It should be made clear that London affordable rent was different from regular affordable rent.
   3. Quality design guidelines should be evident.
   4. Safe housing should extend beyond fire safety and into monitoring utilities etc.
   5. Supporting vulnerable people with suitable adaptations important but it was also necessary to consider re-adaptations in time for new tenants.
   6. Previously adopted policies in respect of social housing would be applied as far as possible but some schemes may require a mixed tenure. All social housing would be at London affordable rent.
   7. Officers agreed to investigate Goldsmiths University Study and report back to Members. There were some concerns about residents visiting vulnerable neighbours if unaccompanied/unprepared.
   8. Further to the question to the Court of Common Council in respect of Great Arthur House windows, the previous day, it was noted that there had been issues in the past in respect of both value for money and repair and maintenance and this should be recognised.
   9. Members noted that all quotes in the report were from residents and the overall level of satisfaction was based on both these and the Annual Residents' Survey.

   RESOLVED, that – Noting the comments set out above, the document '*Healthy Homes; Vibrant Communities – Our Housing Strategy for 2019–23*' be approved.

8. **BUSINESS PLAN - QUARTER 2 UPDATE**
   Members received a report of the Director of Community and Children's Services. Members noted that all targets attributable to the City Corporation's care services had been met. In respect of Rough Sleepers, the interpretation of some of this data was complex; i.e. taking into account pan-London data and the Annual Count, and this was being explored in more detail by the Homelessness and Rough Sleepers Sub Committee.

   RESOLVED, that – the report be noted.

9. **REVENUE AND CAPITAL BUDGETS - 2019/20**
   Members considered a report of the Director of Community and Children's Services (CCS) in respect of the Revenue and Capital Budgets for 2019/20.

   Members noted that the recent meeting of the Homelessness and Rough Sleepers Sub Committee had discussed whether it might be possible to set aside a funding pot for an assessment hub. The Director had since met with

the Chamberlain and been advised that this would not be possible and such a bid would require a business case for additional funding. The Chamberlain agreed to investigate a query in respect of Portsoken Pavilion's rent free period and report back to Members.

The Director advised that any new budget pressures and their implications would be reported to Committee. Members noted that the Department were working closely with other authorities and the Health Service so as not to compromise services. Members noted that most of the PIs gave them assurance but were reminded that the areas not meeting targets were within the NHS and not the Community and Children's Services (CCS) Adult Social Care Team. The Director agreed to bring a gap analysis to the March or April meeting of the Committee, highlighting where CCS officers were struggling to meet areas of need.

RESOLVED, that -

1. Having been reviewed to ensure that it reflects the Committee's objectives , the provisional 2019/20 Revenue Budget be approved for submission to the Finance Committee

2. Having been reviewed, the draft Capital Budget be approved

3. The Chamberlain be authorised to revise these budgets to allow for further implications arising from departmental reorganisations and other reviews, corporate projects and changes to the Additional Works Programme

4. Authority be delegated to the Chamberlain to make any minor budget changes for 2018/19 and 2019/20 as a result of the completion of the asset verification exercise.

10. **HOUSING REVENUE ACCOUNT (HRA) AND CAPITAL BUDGETS 2019/20**
Members considered a report of the Director of Community and Children's Services

The Assistant Director advised that service charges varied across the City's Estates and the report reflected collection levels last year. Members asked for a further commentary which would provide evidence of efficient cost recovery. Members noted that Holloway Estate Window Replacement would be subject to a further report in respect of a revised programme. The Assistant Director agreed to check that all invoices had been settled in-year and reflected in the correct budget, particularly for schemes, such as the Golden Lane Community Centre.

RESOLVED, That:

1. Having been reviewed to ensure that it reflects the Committee's objectives, the provisional 2019/20 revenue budget be approved for submission to the Finance Committee.

2. Having been reviewed, the draft capital budget be approved.

3. The Chamberlain be authorised to revise these budgets to allow for further implications arising from departmental reorganisations and other reviews.

11. **CHILDREN CENTRE SERVICES - REVIEW 2018**
Members received a report of the Director of Community and Children's Services in respect of the Children Centre Services Review 2018.

RESOLVED, that – the report be noted.

12. **OFSTED FOCUS VISIT ON CARE LEAVERS**
Members received a report of the Director of Community and Children's Services and were very pleased at this excellent outcome. Members noted that the forthcoming Safeguarding Sub Committee would consider this report in more detail, along with a further report on transfer from care schemes into training and careers.

Whilst it was noted that all the City Corporation's young people were in education or training via pathway plans, there had been a recommendation about emphasising the voice of the young people. Therefore, officers were working with the virtual Head Teacher and introducing corporate champions for young people in care as they transition. In future, pathway plans would be written in a style which reflects their voice, rather than being written for them.

RESOLVED, that the report be noted.

13. **CRESCENT HOUSE/CULLUM WELCH HOUSE HEATING REPLACEMENT**
Members considered a report of the Director of Community and Children's Services in respect of Crescent House/Cullum Welch House Heating replacement.

Officers confirmed that the greater the number of leaseholders who choose to opt-in to the communal heating scheme, the greater the financial benefit would be from economies of scale. Officers continue to meet with planners to satisfy the listed building implications. Members noted that leaseholders could retain their existing individual heating systems but, could face real problems of complying with listed building consent when a new system is required. Residents had been consulted extensively on the difficulties associated with maintaining the existing system and the benefits of the new technology.

RESOLVED, that :

1. The contents of this report be noted.
2. Option 2, as set out in the report for communal heating, be approved.
3. The total estimated cost of £3,146,321 (including expenditure to date) be noted.
4. The expenditure to date of £18,207 (+VAT) be noted.

5. The additional budget of £132,000 needed to reach Gateway 5 be approved
6. The costed risk of £215,000 be noted. (NB. This is not included in the total estimated cost but is intended as a contingency and will only be drawn down if required)

14. **AVONDALE SQUARE WINDOWS OVERHAUL**
Members considered a report of the Director of Community and Children's Services in respect of the Avondale Square Windows overhaul. The Chairman agreed to accept a tabled note for Members, giving a further explanation in respect of the increased costs and some further general observations. Members noted the costed risk of £42,400 to be added to the works costs, which represented 20% of Pelling's estimate of £212,000, to cover likely additional windows works, resulting in a total requested works cost of £254,400.

Whilst there was a consensus to move forward urgently on this project, the Chairman suggested, and Members agreed, that approval of the 20% of Pelling's estimate, as set out above, be delegated to the Town Clerk, in consultation with the Chairman and Deputy Chairman of the Community and Children's Services Committee. Members noted this report would also be considered by the Projects Sub Committee on 18th January 2019.

RESOLVED, that:

1. The reasons for the increase in estimated project costs from £161,437.50 to £279,840 be noted.

2. The increased works cost of £110,900 from the original works estimate of £143,500 to £254,400 be noted.

3. Metwin Ltd be appointed to carry out the window overhaul works at Avondale Square Estate.

4. The increased total project cost from £161,437.50 to £237,440, which includes staff costs of £25,440 be approved.

5. Approval of the costed risk for likely additional window works of £42,400, if required, be delegated to the Town Clerk, in consultation with the Chairman and Deputy Chairman of the Community and Children's Services Committee

15. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
A Member asked a question in respect of Aldgate Community Events (ACE). Eight weeks ago, the Member had sent an email to the address provided on their website with a series of questions. The organisation had acknowledged receipt of the questions but had not responded. Members also noted that ACE's website was offline as the subscription had expired but it would be on-line again soon. Officers advised that they were preparing a paper, for consideration by Community and Children's Services Committee, in relation to the support

offered to community groups and the impact and outcomes sought, in-line with the Corporate Plan. ACE had received funding via the Stronger Communities Grant Scheme; all applications were assessed against set criteria and awards made accordingly. Members noted that, at times of potential difficultly, it could be that community groups required more support and monitoring to ensure they were meeting the core objectives of any funding or provision.

Some Members had attended ACE events, which had been very successful in empowering local communities, and their work with the local churches and schools was commended. The Member who asked the question stressed that the value of their work was not being challenged; the questions asked simply reflected due diligence and should, therefore, be responded to in a timely manner.

A Member asked a question about the Head Lease at Tudor Rose Court, a City of London freehold property. The Director agreed to provide a report to the next meeting of the Committee.

16. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
The Chairman agreed to change the running order of the agenda, in order to take Agenda Item 19 (Brexit Contingencies) in the public part of the agenda.

1. **Brexit Contingencies**
    The Director of Community and Children's Services delivered a presentation setting out the Department's contingency plans in respect of the possibility of a 'No Deal' Brexit. Members noted that this would be a standing item on all Service Committee Agendas, for the time being.

2. **Great Arthur House**
    The Chairman advised on the outcome of the recent decision of the First Tier Tribunal Property Chamber in respect of Great Arthur House. Members noted that the Tribunal had found that the City Corporation's Housing Revenue Account (HRA) should not be charging long lessees for the curtain walling work. Members noted that Counsel's opinion would be sought on whether to appeal the decision as, the cost to the HRA was likely to be around £4m. The City Corporation had 28 days from this judgement to make an Appeal and, therefore, would not be taking further action on billing at this stage and those who had paid would be refunded, if the decision was not appealed.

17. **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 Schedule 12A of the Local Government Act.

Item no	Para no
21-23	3

18. **NON-PUBLIC MINUTES**
    RESOLVED, that - the non-public minutes of the meeting held on 2nd November 2018 be approved.

19. **BREXIT CONTINGENCIES**
    This item was taken as part of the public agenda.

20. **ENGAGING WITH SUPPLIERS TO ENSURE PROJECTS YIELD MORE RESPONSES WHEN TENDERING**
    This item was deferred to the next meeting of the Committee.

21. **WINDSOR HOUSE**
    Members considered and approved a report of the Director of Community and Children's Services.

22. **YORK WAY ESTATE**
    Members considered and approved a report of the Director of Community and Children's Services.

23. **HOUSING MANAGEMENT SYSTEM UPGRADE**
    Members considered and approved a report of the Director of Community and Children's Services.

24. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
    There were no questions

25. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**
    There were no items.

The meeting ended at 1.30pm

Chairman

Contact Officer: Julie Mayer – 0207 3321410
Julie.mayer@cityoflondon.gov.uk

Committee:	Date:	Item no.
Housing Management & Almshouses Sub-Committee	21 January 2019	
Community and Children's Services Committee	8 February 2019	

Subject:	**Public**
City of London Almshouses Revenue and Capital Budgets 2018/19 and 2019/20	

Report of:	**For Decision**
The Chamberlain and The Director of Community and Children's Services	

Summary

1. This report is the annual submission of the City of London Almshouses revenue budgets overseen by your Committee. In particular it seeks approval for the revenue budget for 2019/20.

2. The overall budget position is summarised below: -

Table 1: Overall Position	Original Budget 2018/19 £'000	Original Budget 2019/20 £'000	Movement 2018/19 to 2019/20 £'000
Income	365	332	(33)
Expenditure	(300)	(318)	(18)
Surplus on income and expenditure account	65	14	(51)
Increase/Decrease in market value of investments	0	0	0
Actual/Estimated Reserve brought forward	1,684	3,016	1,332
Reserve carried forward	1,749	3,030	1,281

3. Overall, the 2019/20 budget indicates a surplus on income and expenditure of £14,000, a decrease of £51,000 compared with the Original Budget for 2018/19.

4. The reserve is both a contingency against unforeseen expenditure and a provision for the financing of future expenditure.

Recommendations

5. The Committee is requested to:
   - Review the 2019/20 revenue budget to ensure that it reflects the Committee's objectives.

Main Report

Management of the City of London Almshouses

6. In accordance with existing practice, the management costs of Property Services provided by the Community and Children's Services Department are excluded. However, the budgets for the Almshouses do include the costs of Support Services provided by the City of London Corporation's central departments and the Community and Children's Services Department.

Proposed Budget Position 2018/19 and 2019/20

7. The detailed budgets and reserves are set out in Table 2.

8. Expenditure and adverse variances are presented in brackets. Only significant variances (generally those greater than £10,000) have been commented on in the following paragraphs.

9. The increase in the opening reserves of £1,332,000 between the 2018-19 & 2019-20 original budget relates to the change in Accounting treatment of the Social Housing Grant of £1.3 million which is now recognized as Restricted fund.

10. A decrease of £26,000 in Income Contributions and Service Charges, is the tenant rental income mainly resulting from the 1% annual rent reduction.

Table 2

Actual 2017/18 £'000	City of London Almshouses Trust	Original Budget 2018/19 £'000	Latest Budget 2018/19 £'000	Original Budget 2019/20 £'000	Movement 2018/19 to 2019/20 £'000	Paragraph Ref
	Expenditure					
(99)	**Employees**	**(106)**	**(102)**	**(101)**	**5**	
(132)	Repairs and maintenance	(115)	(115)	(115)	0	Annex A1
(4)	Energy Costs	(6)	(6)	(6)	0	
(7)	Rents	(8)	(8)	(8)	0	
(9)	Council Tax	(7)	(7)	(7)	0	
(7)	Water	(7)	(8)	(8)	(1)	
(9)	Cleaning and Domestic Supplies	(8)	(9)	(9)	(1)	
(5)	Grounds Maintenance Costs	(9)	(9)	(9)	0	
(173)	**Total Premises Related Expenses**	**(160)**	**(162)**	**(162)**	**(2)**	
(9)	Equipment, Furniture and Materials	(5)	(5)	(5)	0	
(7)	Communications and Computing	(7)	(7)	(8)	(1)	
(2)	Fees and Services	(1)	(1)	(1)	0	
(1)	Advertising	(1)	(1)	(1)	0	
(0)	Clothes, Uniform & Laundry	(1)	(1)	(1)	0	
(3)	Hospitality	(2)	(2)	(2)	0	
(22)	**Total Supplies and Services**	**(17)**	**(17)**	**(18)**	**(1)**	
(23)	**Recharges for Support Services**	**(13)**	**(27)**	**(27)**	**(14)**	
(10)	**Transfer Payments**	**0**	**(6)**	**(6)**	**(6)**	
(1)	**Capital Charges**	**(4)**	**(4)**	**(4)**	**0**	
(328)	**Total Expenditure**	**(300)**	**(318)**	**(318)**	**(18)**	
	Income					
288	Rent and Service Charges	315	289	289	(26)	10, Annex A3
42	Investment Income	50	43	43	(7)	
330	**Total Income**	**365**	**332**	**332**	**(33)**	
2	**Net Surplus/ (Deficit)**	**65**	**14**	**14**	**(51)**	
	Reserves					
2,959	Balance Brought Forward	1,684	2,972	3,016	1,332	
2	Income and Expenditure Account	65	14	14	(51)	
11	Increase/Decrease in Market Value of Investments	0	30	0	0	
2,972		1,749	3,016	3,030	1,281	

Manpower Statement

11. Analysis of the movement in manpower and related staff costs are shown in table 3 below.

Table 3

	Original Budget 2018/19		Original Budget 2019/20	
	Manpower Full-Time Equivalent	Estimated Cost £'000	Manpower Full-Time Equivalent	Estimated Cost £'000
Housing Management	0.60	(29)	0.53	(26)
Matrons - Employees	1.05	(50)	0.95	(47)
Gardener	0.8	(27)	0.8	(28)
Total Employee Costs	**2.45**	(106)	**2.28**	(101)

Investments

12. The Trust holds 135,697 units in the Corporation's Charities Pool with a market value as at 30 September 2018 of £ 1,225,344. The distribution rate for the first six months of 2018/19 was 3.4%. Cash is held by the Chamberlain on behalf of the Trust and is invested with other City of London funds on the London Money Markets. In this way, the Trust benefits from the higher interest rates that the City of London can obtain. The budget assumes interest on cash balances of 0.521% for 2018-19 and 0.521% for 2019-20 onwards. Interest is credited annually based on the Trust's average cash balance.

Draft Capital and Supplementary Revenue Budgets

13. The latest estimated costs for the Committee's draft capital and supplementary revenue projects are summarised in the Table 4 below.

Table 4

Project	Exp. Pre 01/04/18 £'000	2018/19 £'000	2019/20 £'000	Later Years £'000	Total £'000
Pre-implementation City of London Almshouses East Lodge Refurbishment Works	0	31			31
TOTAL CoL ALMSHOUSES	**0**	**31**	**0**	**0**	**31**

14. Pre-implementation costs comprise consultancy fees to identify the refurbishment works required. The implementation phase will be subject to further approvals and funding from the CoL Almshouses Trust.

15. The latest Capital and Supplementary Revenue Project forecast expenditure on approved schemes will be presented to the Court of Common Council for formal approval in March 2019.

Background Papers:
Estimate Working Papers   Chamberlain's

Contact:
Contact Officers:
Chamberlain's Department –
Goshe Munir Tel: 020 7332 1571 / Goshe.Munir@cityoflondon.gov.uk

Community and Children's Services Department –
Paul Murtagh Tel: 020 7332 3015 / Paul.Murtagh@cityoflondon.gov.uk

REPAIRS, MAINTENANCE AND IMPROVEMENTS		Original Budget 2018/19 £'000	Latest Budget 2018/19 £'000	Original Budget 2019/20 £'000
Breakdown and Emergency Repairs				
Building	E	(67)	(67)	(67)
Electrical	E	(9)	(9)	(9)
Breakdown Heating and Ventilating	E	(7)	(7)	(7)
Breakdown Rech Insurance Claim	E	(3)	(3)	(3)
		(86)	(86)	(86)
Contract Servicing				
Building	E	(2)	(2)	(2)
Electrical	E	(3)	(3)	(3)
Heating & Ventilating	E	(8)	(8)	(8)
		(13)	(13)	(13)
Cyclical Works				
Asbestos Data	E	(2)	(2)	(2)
Adaptations for the Disabled	E	(7)	(7)	(7)
Redecorations Works	A	(5)	(5)	(5)
		(14)	(14)	(14)
Projects				
Asbestos Management	A	(2)	(2)	(2)
		(2)	(2)	(2)
Total Repairs, Maintenance and Improvements		(115)	(115)	(115)

Key: E = Essential   A = Advisable   D = Desirable

2019/20 REPAIRS, MAINTENANCE AND IMPROVEMENTS - EXPLANATION OF WORKS

Breakdown and Emergency Repairs

Building - £67,000

Responsive repairs currently undertaken by Wates Living Space.

Electrical - £9,000

Responsive repairs currently undertaken by Wates Living Space.

Heating and Ventilating - £7,000

Rechargeable Insurance Claim - £3,000

Contract Servicing

Building - £2,000

Servicing and Maintenance of building related components. Currently undertaken by Wates Living Space.

Fire extinguishers: The current contractor is Allied Protection.

Chlorination of water tanks: The current contractor is Hertel UK. The contract is market tested annually.

Electrical - £3,000

Fire Alarms and Warden Call Systems: The current contractor is Allied Protection. Also included is the rental of a British Telecom line in respect of the fire alarm system

Heating & Ventilating - £8,000

Servicing and Maintenance of Gas Appliances: The current contractor is TSG Building Services PLC.

Cyclical Works

    Asbestos Data - £2,000

    Inspection /removal of asbestos. Current contractor Eton Environmental.

    Adaptations for the Disabled - £7,000

    Works to properties to accommodate those with a disability. Currently provided by GB Adaptions.

    Redecorations Works - £5,000

    Various redecoration works – contractor to be determined.

Projects

    Asbestos Data - £2,000

    Inspection /removal of asbestos. Current contractor Eton Environmental.

<u>Rent and Service Charges</u>

Subjective Description	2017-18 Actual (£,000)	2018-19 OR CU (£,000)	2018-19 Revised (£,000)	2019-20 OR BK (£,000)
Rent	222	245	219	219
Service Charges on account	66	70	70	70
Total	288	315	289	289

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Housing Management and Almshouses Sub Committee – 21 January 2019
Members Briefing Note

Portsoken Community Energy Proposal

Summary

The purpose of this report is to provide Members with information on the proposal to establish the City of London's first community-owned solar power station in Portsoken Ward on the Middlesex Street Estate. The proposal is led by a group of Portsoken residents working in partnership with Repowering London a not-for-profit organisation that has a strong track record of delivering community energy schemes on social housing estates. The partnership has successfully secured funding from the Mayor of London's 'London Community Energy Fund' to assess the technical and financial viability of the scheme and pre-register the scheme before the 31st of March 2019.

Repowering London is a not-for-profit organisation that specialises in creating local energy projects. Repowering has delivered five award winning community energy projects totaling 300kWp installed solar generating capacity. This includes both the first and the largest community-owned solar installations on inner-city social housing in the UK.

Recommendation

Members are asked to note the report to support the project and consider the final feasibility report that will be produced in February

1.   Community Energy
Community Energy is about putting people at the heart of the energy system. It is when renewable energy assets such as solar panels are owned and managed by the local community. The systems are funded through a community share offer and the financial benefits from the sale of electricity are redistributed into the community through a return on investment and a ring-fenced community fund.

2.   Strategic alignment with the City of London Corporation
The proposal is closely aligned with the City of London's ambitions to be a Low Carbon City and commitment to play its parts in reducing carbon emissions to achieve the Mayor's target of net zero emissions by 2050. The project is a step towards implementing the recommendations of the Zero Emissions City Report published in July 2018 that states City of London Corporation should
•   Take steps to support and respond to the proposed decarbonisation of the national grid;
•   Take a proactive role in supporting the forthcoming changes to the City's energy infrastructure;
•   'Provide support to stakeholders in delivering CO_2 savings within their estates'.

The City of London's Responsible Business Strategy – Towards A Sustainable Future , as part of its corporate objectives for 2018-2023, has identified energy resilience and the achievement of positive environmental outcomes as key issues. Furthermore, the project also offers the opportunity 'to create a future where individuals and communities flourish and the planet is healthier.

3. The Proposal

This will be the first community-owned energy project in the City of London, but it is also part of a growing movement of community energy projects in London and up & down the country. The project is a clear positive example to bring the community together, tackle climate change, generate renewable energy and cut borough-wide carbon emissions. The proposal is to

- Establish Portsoken Community Energy as an independent and financially viable Community Benefit Society (a form of Cooperative).
- Conduct a technical and financial feasibility study to install solar panels on the estate - initial desk-based assessment of the estate shows that the optimal solar generating capacity is 50 kWp consisting of 185 panels each of 250 watts.
- The installing of solar panels requires a 20 year roof lease agreement that will be held with the City of London and Portsoken Community Energy.
- The installation costs of approximately £50,000 will be raised through a community share offer at no cost to the City of London.
- The solar panels will power the Library or communal areas (to be determined through the technical feasibility).
- The solar energy will be sold at a 5% discount to commercial market prices. This will be agreed through a Power Purchase Agreement (PPA).
- Surplus income will be ring fenced for the benefit of the local residents and can be used for training and addressing fuel poverty.
- The project offers an ethical investment opportunity for residents and businesses who can benefit from an average 3% annual return on investment.
- Residents who are unable to invest can join the Society with a £1 membership fee. All members have an equal say in the Society irrespective of the amount invested.

4. Project Benefits

Key potential environmental, financial and social benefits of the project includes:

Environmental
- Installation of 50 kWp of solar generating capacity
- Generation of 800 MWh of clean renewable electricity over the 20 year life of the project
- Carbon savings of 20 tCO_2 per annum and a total 400 tCO_2 over the lifetime of the project

Financial
- Creation of a Middlesex Street Estate community fund of an estimated £10,000
- Offer residents and businesses a local ethical investment opportunity with an average 3% annual return
- Provide the City of London with nominal savings on energy bills for the Library / communal areas

Social
- Allowing the wider community to take positive action against climate change while promoting renewable energy
- Tackle fuel poverty through direct support and workshops

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- Provide training and work experience for young people
- Bring the community together and inspire wider environmental activities

5.   Financial Model

Adopting a Co-operative approach ensures that the financial returns are delivered back to the community, thereby creating a truly socially responsible investment opportunity. The feasibility stage of the project will ensure that a robust financially viable model is developed for the Society. Portsoken Community Energy will be an independent financially sustainable organisation and will not be dependent on the City of London for further funds and resources. Repowering recommends the following financial model based on its award-winning model for Brixton Energy.

Portsoken Community Energy will generate its income from the following sources:
- Feed-in Tariff (FIT) from the generation of renewable energy;
- Sale of renewable energy onsite to building owner/management body (at discounted rate);
- Surplus electricity (not consumed by building) will be sold to the grid at an export tariff.

Income generated by the project is allocated towards:
- Meeting project costs e.g. ongoing administration and maintenance;
- An annual return to shareholders (to be recommended by the board of Directors and agreed by members)
- Surplus income generated will be ring-fenced for a Community Fund.

6.   Technical considerations

Structural survey – in order to proceed with the project we require confirmation that the roof is structurally sound and able to take the load of the solar panels. If the roof is not structurally sound we will consider alternative sites.

Roof works – we understand that the roof will require renewals in the 20 year life of the project. As part of the feasibility analysis we will assess the costs for taking down, storing and re-instating the solar panels under such an eventuality. We will also consider financial options to cover these costs as the Society may not be able to absorb these costs.

Feed-in-Tariff (FIT) - The financial viability of the project is reliant on securing the FIT (generation and export tariff) that Government is removing from 1st April 2019. While we cannot install the solar panels before end of March 2019 Government has provided community energy projects an opportunity through the 'pre-registration process'. This allows community energy projects to lock in the FIT and gives an extended period of a year to commission and install the solar panels that is by March 2020. However, the pre-registration process will be assessed on a first come first basis. There is a small risk that the project may not secure the tariff in which case alternative models will need to be explored.

Planning application – following confirmation of the structural assessment we will apply for planning approval.

Energy Performance Certificates – while Community Energy projects require an EPC for the registration process they are exempt from the requirement to demonstrate a high rating of A-D. Should our pre-registration application be successful the higher tariff will apply.

Ongoing operations and maintenance costs for the solar panels will be provided for in the financial model and paid for by the Society. Access will be required to meter cupboards for meter readings on a regular basis. Roof access will be required on annual basis for regular checks. Cleaning will be required once every five years. Roof securing and access will be considered as part of the technical feasibility study.

Electricity supply- At this stage we are unable to supply electricity directly to households. Repowering is currently developing trials of local electricity supply on its existing projects in Brixton and Homerton and will support Portsoken Community Energy in achieving this long-term ambition once a proven model is established.

7.   Outline project plan
- Technical reports produced in Jan 19 (structural and system design)
- Outline Business case to the City of London - Feb 19
- Community Benefit Society registered with the FCA - Feb 19
- Pre-register sites to secure FIT by 31st Mar 19
- Agree Heads of Terms for roof lease agreement with the City of London – Mar 19
- Engage residents and key stakeholders – ongoing
- Agree roof lease agreement and Power Purchase Agreement with the City of London – Aug 19
- Launch share offer Sep 19 (subject to securing FIT approval and the City's approval)
- Installation of solar panels Jan to Mar 2020

8.   Next steps
We look forward to working with the City of London to develop the project and finalise the business plan. Next steps include:
- Produce structural survey
- Conduct site visits with installers to finalise system design
- Produce business case for the City's consideration in February
- Pre-register sites by 31st March 2019

9.   Appendices
- Appendix 1 – About Repowering London and the Co-operative model

Appendix 1

1.   About Repowering London

Repowering London is a Community Benefit Society ('BenCom') that specialises in creating local energy. Creating local energy means that we adopt a community-led approach to delivering renewable energy projects that are owned by the community and provide benefits to local residents.

Our vision is to create resilient, empowered communities across London with greater control and ownership of their energy generation and usage. At Repowering London, we are committed to working with Local Authorities and communities, developing local solutions to local energy related problems. Through our projects, we aim to:

• Tackle fuel poverty and reduce exposure to energy price shocks
• Generate decentralised renewable / low carbon energy;
• Provide training and employment opportunities for local people;
• Promote local leadership through mentoring and community ownership
• Provide opportunities for local and socially responsible investment;
• Increase awareness about energy efficiency and encourage behaviour change.

To deliver these objectives, Repowering London has created a strong team that possess the necessary technical, financial, legal, project management and community engagement expertise to co-produce community-owned renewable energy projects.

Repowering plays a critical role in shaping the policy development of the community energy sector by playing a leading role in the following groups:

• Local Energy Contact Group a special unit that advises the Department for Business Energy and Industrial Strategy on community energy policy.
• Community Energy England a trading body set up to provide a voice for the community energy sector and help create the conditions within which community energy can flourish.
• DG Forum Steering Group which convenes representatives from the distributed generation sector and Distribution Network Operators, reporting to Ofgem.

2.   Our experience

Repowering London is unique in the UK in its delivery of a programme of social works alongside each community-owned renewable energy installation. We run mentoring sessions, training and workshops for local residents, paid youth internship programme and work experience through the development of projects.

Repowering London have co-produced five community-owned solar projects, three in Brixton with the support of Lambeth Council and a fourth project in Homerton with Hackney Council. These have included both the first and largest inner-city community-owned energy projects on social housing in the UK. We have recently completed our fifth project in Vauxhall and are raising funds for sixth scheme in North Kensington working with Kensington and Chelsea Council.

The projects installed a total solar PV capacity of 300kW through community share offers raising £375,500 largely from local investors. Shareholders of the co-operative receive a 3-4% return on investment and historically have also benefited from 30-50% tax relief. The projects will also

generate a Community fund of £75,000 for further training opportunities and tackling fuel poverty in some of London's most deprived estates.

To date 84 young people have benefited from Repowering's training programme. **The Repowering London youth training programme** is a paid scheme covering sustainable energy, social enterprise and community development. The programme is offered to young people (16-19 year olds), who are lacking opportunities and role models and who may feel alienated from greater society, disengaged with education and uncertain of the future.

Repowering also runs training and workshops to help people understand the simple changes they can make to reduce their energy bills, for example through draught proofing their homes and switching to different energy tariffs that match their energy usage. Through our fuel poverty programme delivered in 2017-2018 we have provided direct advice and support to 972 London residents saving them a total £6,732.

We are also delivering an innovative project called 'Energy Garden' the world's first citywide community energy and gardening project. delivered through a partnership between Repowering London and TfL and is funded by the People's Postcode Lottery.

3. The Co-operative approach

Delivering a project according to the principles of our award winning Co-operative model requires the following:

3.1. Each project is housed in an individual **Community Benefit Society**, which is run by its members and has a board of directors (three to four directors) who come from the local community. This body is supported by Repowering London.

3.2. A Community Benefit Society is a specific form of co-operative whose primary purpose is to provide benefit to a defined community. This means that financial benefit is not limited to members who have invested in the BenCom. There is also the option of an 'asset lock' which ensures that all assets are protected for community benefit.

3.3. As a form of Co-operative, Community Benefit Societies adhere to the core Co-operative principles, for example each member has one vote, regardless of the amount they invest.

3.4. Each Community Benefit Society is registered with the Financial Conduct Authority (FCA) that approves the model rules and objects of the co-operative.

3.5. Residents or businesses can choose to invest £250 to £20,000 in the Society thereby becoming
shareholders and members. Shareholders will receive a competitive return on their investment, anticipated to be approximately an average 3% per annum.

3.6. The minimum shareholding for residents from the social housing estate is set at a significantly reduced threshold, making membership in the Community Benefit Society more accessible for the immediate community. This threshold is estimated at £50.

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3.7. Local residents who are unable to invest are invited to join the Society as a member for a nominal £1 membership fee. Following co-operative principles all members will have one vote irrespective of the size of shareholding.

3.8. The Council or other local stakeholders can also invest in the Community Benefit Society taking
advantage of the return on investment but also to be involved in the ongoing management and governance of the Society.

3.9. The lease agreement for each of the projects will be held between the building owner and the Community Benefit Society.

3.10. The energy generated will be used on site to power communal supplies such as lighting, lifts and community offices, shops or outreach centres.

3.11. The Community Benefit Society will sell the renewable energy generated on site to the Council or energy user at a discount compared to commercial market prices. This will be included in a Power Purchase Agreement.

3.12. A proportion of the income generated from the Community Benefit Society will be reinvested in the community through a ring-fenced fund to address fuel poverty and raise awareness on energy efficiency.

3.13. In summary, the approach developed by Repowering is designed to align the interests of all key local stakeholders:
- Local residents have the opportunity to have a direct financial stake in the project.
- Residents that can't afford to invest will still be able to join the Society through a £1 membership fee. All members have an equal vote and say in the business of the Society.
- Local residents can also benefit directly by applying to the Community Fund.
- The property owner (e.g. Local Authority) benefits from reduced running costs for buildings where solar panels are installed, as the cost of electricity for communal services is reduced.
- Where a Residents' Management Organisation (RMO) is in place, the project will be developed with their input and support, and aligned with their priorities.
- The creation of a new, legally constituted and incorporated community organisation provides a vehicle for future projects, such as community broadband or energy efficiency measures, and a single point of contact for external organisations such as electricity suppliers to work with residents.
- Each Repowering Community Benefit Society joins a network of other similar projects, providing a mechanism for learning and skills beyond renewable energy development to be shared.

4. Repowering London credentials: Awards and achievements
- In July 2012, BES1 was selected by KPMG as one of the Top 100 Innovative Urban Infrastructure projects globally.

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- In October 2012 Repowering received further recognition, winning the Inside Housing Sustainable Finance award for the innovative financial model developed for the Brixton Energy projects.
- In July 2013 Repowering won the Renewable Energy Association Community Awards.
- In August 2013 Repowering was ranked top 20 UK Social Enterprise by ReEconomy.
- In September 2015 Repowering was highly commended for the National Community Energy Awards.
- In June 2016 Repowering won the Ashden Sustainable Communities Award with Low Carbon Hub.
- In November 2016 Repowering won the European Solar Prize 2016 Local Organisation of the year
- In September 2018, Repowering won the award for Healthier Cities for our Energy Garden Project and 'Overall Winner' at the 2018 Sustainable Cities Awards

5. **Contact:** For further information about Repowering please contact Afsheen Rashid, Co-founder and CEO at Afsheen.Rashid@Repowering.org.uk, +44 (0) 7834 686 264

6. **PORTSOKEN COMMUNITY ENERGY PROPOSAL**
    Members received a briefing note which provided information on the proposal to establish the City of London's first community-owned solar power station in Portsoken Ward, on the Middlesex Street Estate.

    Members noted that the proposal was being led by a group of Portsoken residents, working in partnership with Repowering London; a not-for-profit organisation with a strong track record of delivering five award winning community energy projects on social housing estates. Members noted that the partnership had successfully secured funding from the Mayor of London's 'London Community Energy Fund' and they were required to pre-register for the scheme before the 31st of March 2019. Members also received a presentation on the proposal, delivered by the Co-founder and CEO of Repowering.

    During the presentation and questions, the following points were noted:

    1. The panels would be fitted to roofs which are due to be resurfaced as part of the current Major Works Improvement Programme and, whilst the scheme could still go ahead, there would be cost implications if the solar panels were fitted ahead of the roof works. Furthermore, the issue of routine maintenance of the roofs would also need to be taken into consideration.

    2. Members noted the approximate size of the solar panels and the feasibility study would confirm the actual number that could be installed.

    3. The scheme would offer local employment opportunities both during installation and potentially for longer term appointments within the Co-op and/or on other projects.

    4. There is potential for other financial support beyond the Mayor's fund; i.e. donations and carbon offset funding, along with the community share capital. The price of electricity is always rising but market forces would indicate exact prices.

    5. There were some solar panels on Golden Lane's Community Centre and the payback period, when compared to double glazing, was very low.

    6. Repowering used standard templates for leases with other local authorities, which were of similar long terms, negotiated to meet their circumstances. Members asked if the templates and heads of terms could be shared as part of the next report.

    7. Portsoken Energy would generate the Co-op and formal service agreement. The Co-op would own the panels and have statutory responsibility for meter readings; billing etc, supported by Repowering.

    8. The proposal should be presented to the City Corporation's Energy (Officer) Board and Members noted that, given its very high expenditure in this area, the

Draft Minute from Housing Management and Almshouses Sub Committee - 21 January 2019

City Corporation achieved very large economies of scale with current arrangements. However, given the scope and size of this project, it is unlikely to impact on the work of the Energy Board.

9. In previous projects, the majority of share offers had been for a minimum investment of £250.00, with a few contributing larger amounts. It was just £1.00 to join the Co-op but this would be for membership only with no return. The Co-op would have a governance structure and annual general meeting. Under Co-op rules, no individual could apply for more than a third of the total share value and all members would have equal status.

10. The schemes were marketed on social and environmental benefits, not financial. Whilst returns were not guaranteed, there would be provision every year for returning capital. Members would not be personally liable and the Co-op would be registered as a corporate entity, with an asset lock in the event of insolvency.

11. Shares were not transferable but are refundable and, in the event of death of a shareholder, they could appoint a nominee at the point of application. The funds were invested with the Co-op Bank, with a possibility of future investments in other trusted, ethical institutions. In order to protect those who needed to withdraw funds promptly, there would be no long-term, locked-in investments.

12. Whilst investments beyond the residents of an estate were welcome, internal targets were generally for 20% of an estate. Members noted that Vauxhall was at 25%.

In concluding, the Chairman acknowledged Members enthusiasm for this project as it promoted both renewable energy and the spirit of community involvement and partnership working. The Chairman thanked Repowering London for an exciting and innovative presentation.

In order to progress the proposal, Members and officers noted the deadline of the end of March 2019, for the works to be commissioned for March 2020. Officers would therefore need to be mindful of the various Committee cycles; likely to include the Energy Board, the Community and Children's Services Committee, Planning and Transportation Committee, Procurement Sub Committee, Policy and Resources Committee and possibly the Court of Common Council. The Chairman of the Housing Management and Almshouses Sub Committee asked to see a progress report at the next meeting.

RESOLVED, that – the briefing note and plans for progressing the proposal be noted.

Committee:	Dated:
Community and Children's Services Committee	08/02/2019
Subject: Social Wellbeing Strategy	**Public**
Report of: Andrew Carter, Director of Community and Children's Services	**For Information**
Report author: Claire Giraud, Strategy Officer, Department of Community and Children's Services	

Summary

The City of London Corporation (COLC) published a Social Wellbeing Strategy in 2017, aimed at reducing loneliness and building communities. The strategy set out different approaches to tackling loneliness and social isolation in the Square Mile. This report and the attached Social Wellbeing Action Plan 2017–20 (Appendix 2) provide an update on the implementation of the strategy to date. The majority of actions are now in progress or completed.

Recommendations

Members are asked to:

- Note and consider progress in implementing the Social Wellbeing Strategy.

Main Report

Background

1. The COLC's Adult Wellbeing Principles include a commitment that people are not socially isolated and that they have the relationships and support they need. The Social Wellbeing Strategy (see Appendix 1) was developed to support the delivery of this commitment.

2. Reducing social isolation is identified as a priority in the Department of Community and Children's Services' Business Plan, in the Joint Health and Wellbeing Strategy and in our Mental Health Strategy.

3. Tackling social isolation is also recognised as important for our safeguarding responsibilities, as isolation can increase vulnerability to abuse. For example, this link is recognised in the City and Hackney Safeguarding Board's Strategic Plan 2017–18, which includes an action to:

"Develop a local 'Early Help' protocol and overview of services to support socially isolated individuals who lack support and may be at risk of safeguarding concerns."

4. The Social Wellbeing Action Plan 2017–20 (see Appendix 2) was developed to support implementation of the strategy and to monitor progress on delivery. Progress is routinely monitored by the Adult Social Care leadership team and reported to the Adult Wellbeing Partnership.

Action Plan Summary

5. Overall, 30 actions have commenced since the launch of the strategy, of which 14 are completed, 15 are in progress, and one is experiencing minor problems (we were not able to place a community noticeboard in the Barbican Waitrose store and are currently investigating alternative locations).

RAG Status Key and Summary

Status of Actions		Compared to Feb 2018
Not started	5	-3
Major Problems	0	0
Minor Problems	1	-1
In Progress	15	-9
Completed	14	+11

6. Significant milestones include:

- development of the Community Builders initiative, with completion of a successful pilot on the Golden Lane Estate. Work is now underway to roll this out to other City Corporation estates
- the success of inclusion groups – for example, the Mansell Street Women's Group, facilitated by Age Concern for older Bangladeshi women, and 'Out and About at the Barbican' for older Lesbian, Gay, Bisexual and Transgender (LGBT) residents
- a City guide listing details of community groups and social activities, which has been made available in venues across the City of London.

7. The five actions not progressed as originally envisaged are:

- *To seek access to community resources within the City of London Primary Academy Islington (COLPAI)*: the refurbishment of the Golden Lane Community Centre has improved and increased community provision. However, the department will engage with COLPAI when the development is more progressed in order to explore opportunities for community access to facilities.

- *To commission a peri-natal support project*: needs analysis does not support the commissioning of a City specific approach. Services for parents of new born children – including those who may be isolated – will be progressed within the children, young people and maternity work stream of the City and

Hackney Integration Programme. The department's Children's Centre Review will also consider the needs of this group as part of its scope, and report to proposals to this Committee in June 2019.

- *To develop outreach by social wellbeing services in places where potentially isolated residents already go.* An outreach delivery model is not considered cost effective. However, the mobilisation of new contracts to support isolated and vulnerable groups in April 2019, will include a greater emphasis on service promotion, including a communications plan to support access to and awareness of services and activities in the City.

- *To improve use of online technologies such as Meetup.com and interests.me to link people to each other, groups and activities*: The use of online and digital technologies is being supported through digital inclusion initiatives. However, the department's focus will be on better signposting to community activities, including the provision of a dedicated web portal as part of a contracted service from April 2019.

- *To train officers and partners to identify signs of relationship distress, offer support and make referrals, with ongoing conversations with providers to identify an appropriate training offer.* This training has not been developed. However, the City has committed to roll out a 'Making Every Contact Count' approach, which seeks to use every interaction to achieve health and wellbeing. This provides an opportunity to address this action, and that will be explored when the roll out of the project is scoped.

8. A brief summary of key developments under each of the four themes identified in the Social Wellbeing Strategy is provided below. These themes are: Asset-Based Community Development; Shared Spaces; Early Intervention; and Building Skills.

Theme One: Asset-Based Community Development
9. This theme aims to encourage community-based responses to loneliness, drawing on and enhancing the assets, strengths and skills already present within the City of London community.

10. A key initiative is Community Builders, residents on City estates who volunteer to connect people and link them to groups or activities. Following a pilot on the Golden Lane Estate, Phase 2 is underway on other City estates. A sustainable model of delivery that adapts to the different local contexts but keeps the ethos of Community Builders is being developed.

11. Residents' groups have been supported to hold events on their estates. For example, 'Remembering Yesterday, Celebrating Today' provided the theme for Avondale Community Events Big Picnic on 1 September 2018, bringing residents together to commemorate the centenary of the end of World War 1.

12. Aldgate Community Events was a key partner in the delivery of the Aldgate Square Festival from 15 to 17 June 2018, which celebrated the launch of the Square. The festival included a spectrum of music, arts, performance, games and theatre from around the East End and beyond, reflecting the rich and diverse

culture of the community. An outreach programme involved the community, and included an initial consultation through to a call for local performers to participate in the festival.

Theme Two: Shared Spaces

13. The actions in this theme aim to create and enhance shared spaces where people naturally come together, either through chance encounters or organised community activities.

14. This Committee received an update on the work of the Dragon Café on 21 September 2018. The Dragon Café seeks to engage City residents and workers with their mental wellbeing through a varied fortnightly programme of activities in a welcoming space in the Shoe Lane Library. An evaluation of the Dragon Café in the City Pilot found that three-quarters of visitors (76%) agreed or strongly agreed that attending helped to improve their mental wellbeing.

15. The development of shared physical spaces that help to connect communities includes the launch of Aldgate Square in June 2018 and the refurbishment of Golden Lane Community Centre, which was completed in July 2018.

Theme Three: Early Intervention

16. This theme looks at how contact can be made with lonely people sooner, through sustained and consistent communication and by outreach work using a wider network of partners.

17. One focus area is support for 'social prescribing', enabling GPs, nurses and other primary care professionals to refer people to a range of local, non-clinical services (such as community groups) for support. One action has been to develop a guide to community resources in the City of London to support NHS social prescribers.

18. Providing up-to-date information on activities and resources is vital for community development. The *Over 50s City Guide* provides listings for groups in and around the City of London, and was launched and distributed in March 2018. The COLC's online Family and Young People's Information (FYI) Directory provides details of services, activities and events for families and young people in the City of London, and this continues to be regularly updated.

19. Those who care for a family member (including young carers) can find themselves losing contact with their communities and networks. A new carers assessment has been developed and includes assessment of the carer's social and community needs.

Theme Four: Building Skills

20. The actions in this theme aim to develop the skills that will enable individuals to form new connections and enhance existing relationships – for example, providing an English for Speakers of Other Languages (ESOL) Conversation Class for residents who do not have English as a first language, and commissioning the Age UK 'Only Connect' programme, launched on 1 October 2018 to improve inclusion and digital skills for older people.

Conclusion

21. The plan has moved forward since its creation and many of the actions are either complete or in progress.

Appendices
- Appendix 1 – Social Wellbeing Strategy
- Appendix 2 – Social Wellbeing Action Plan for 2017–20

The Strategy was approved by this Committee on 11 May 2017 and by the Health and Wellbeing Board on 16 June 2017.

Background Papers
- Social Wellbeing Strategy – Report to the Community and Children's Services Committee, 11 May 2017.
- Dragon Café in the City – Report to the Community and Children's Services Committee, 14 September 2018.

Claire Giraud
Strategy Officer – Department of Community and Children's Services

T: 020 7332 1503
E: claire.giraud@cityoflondon.gov.uk

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Social Wellbeing Strategy 2017

Reducing loneliness and building communities

Contents

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1. Vision and objectives

The City of London Corporation's Adult Wellbeing Principles includes a commitment that people are not socially isolated and that they have the relationships and support they need. The objective of this strategy is to realise this commitment in practice.

2. Background

2.1 The extent of loneliness

Loneliness is a national issue. A report from Age UK found that 7 per cent of people aged 65 or over in England said they always or often felt lonely. Including those who say they are sometimes lonely, the figure rises to 33 per cent.[1] There are reasons to believe that the City may be particularly affected, due to its older population and the prevalence of single person households. Greater London has an average of 11 per cent of residents over 65, while the City has 14 per cent, and 51 per cent of these older people live alone, compared to a national average of 33 per cent.

While loneliness can affect anyone, certain groups have been found to be more at risk. Older people are significantly more likely to be at risk, especially when coupled with a loss of income or existing relationships, living alone or in residential care. Being single, widowed, divorced or never married increases the risk of loneliness, as does having a partner or child but not feeling close to them.[2] A range of personal characteristics make loneliness more likely, such as entering later old age (75 years and over), being from an ethnic minority community, being gay or lesbian or having a mobility, cognitive or sensory impairment.[3]

While social isolation is mostly viewed an issue for older people, it can be an issue at any stage of life. A survey conducted on behalf of Family Action found that one in five new mothers lack support networks to help them through pregnancy. Among mothers living in low income households or from certain ethnic minorities, the figure rises substantially.[4] Research by the New Economics Foundation estimated around 1 million workers in the UK experience loneliness, with a total cost to employers of £2.5 billion per year.[5]

Policy makers are concerned about loneliness for three reasons. Firstly, because dissatisfaction with one's level of social contact leads to lower personal wellbeing. Secondly, being lonely has a significant impact on an individual's physical and mental health, which in turn leads to earlier than expected support needs and requires the provision of health and social care services.[6] Finally, social isolation can mean that someone is more at risk of abuse or neglect.

A survey by the Campaign to End Loneliness found that 16 per cent of over 60s would not know where to go for help if they were feeling lonely, while many more people are unwilling to seek help or identify as lonely because of the stigma associated with the issue. This is therefore not an issue which all individuals will have the capacity to solve for themselves and intervention from the statutory, voluntary and community sectors is required.

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[1] Susan Davidson and Phil Rossall (2014), 'Age UK Evidence Review: Loneliness in Later Life.'

[2] Panayotes Demakakos, Susan Nunn and James Nazroo (2006), 'Loneliness, relative deprivation and life satisfaction', Retirement, health and relationships of the older population in England

[3] Campaign to End Loneliness 'Risk Factors: Factsheet', http://campaigntoendloneliness.org/guidance/wpcontent/uploads/2015/06/Risk-factorsGFLA.pdf

[4] Janaki Mahadevan (2012) 'New mums lack support to cope with isolation and depression', Children and Young People Now.

[5] New Economics Foundation and the Co-op (2017), 'The Cost of Loneliness to UK Employers'

[6] The costs of an individual being chronically lonely are estimated at £12k per year in additional GP and A&E visits and social care costs.

2.2 Social isolation and loneliness

While isolation and loneliness are closely linked, they are two distinct concepts. Isolation is an objective term to describe a person with limited social connections. Loneliness is a subjective measure of a person's feelings about their social relationships. It is a deeply personal state and a level of social contact that may satisfy one person may leave another feeling profoundly alone.

While the two states are related, one does not imply the other. It is possible to be isolated but not lonely. A person may prefer solitude and find that this has no impact on their quality of life. It is also possible to be lonely in a crowd. Older people in large households and care homes are more likely to feel lonely.[7] Both isolation and loneliness are recognised as issues that should be addressed to improve wellbeing, although it is uncertain whether they have independent effects or whether isolation only impacts on health through loneliness. There are therefore three groups to consider when working to improve social wellbeing:

- the socially isolated and lonely – the most obvious target of any intervention, whose loneliness may be reduced by reducing their level of social isolation;
- the socially connected but lonely – interventions targeting this group may concentrate more on improving the quality of existing relationships, providing opportunities for specific interactions or reframing attitudes to the time they are alone;
- the socially isolated but satisfied – although happy with their limited social relationships, this group could be at risk if their personal circumstances change.

The importance of preventative work with this third group is highlighted by a recent investigation by the British Red Cross and the Co-op.[8] Their research identified that life transitions, when an individual's relationships or role in society suddenly and substantially changed, were common triggers for loneliness. An example of such a transition could be retirement, becoming a parent or experiencing bereavement. While offering support after the event is important, the effect can be more effectively mitigated by ensuring the individual has adequate social connections prior to the transition point being reached.

2.3 Policy context

The 2010 Marmot Review sought to identify the most effective evidence based strategies for reducing health inequalities. These included:

- putting empowerment of individuals and communities and reducing social isolation at the heart of action on health inequalities;
- paying attention to the importance of stress and mental health in shaping physical health and life chances, and the importance of personal and community resilience;
- concentrate on the 'causes of the causes' – that is, invest more in the material and psychosocial determinants of health.

The Care Act 2014 creates a clear imperative for a range of partners to take action on loneliness. It states that a local authority must promote wellbeing when carrying out its support duties. The wellbeing principle includes; personal dignity, physical and mental health and emotional wellbeing, protection from abuse and neglect, control by an individual over day to day life, participation in work, education and leisure activities, social and economic wellbeing, maintaining personal relationships and the individual's contribution to society. Loneliness and social isolation present substantial barriers to a number of these principles.

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[7] Susan Davidson and Phil Rossall (2014), 'Age UK Evidence Review: Loneliness in Later Life.'
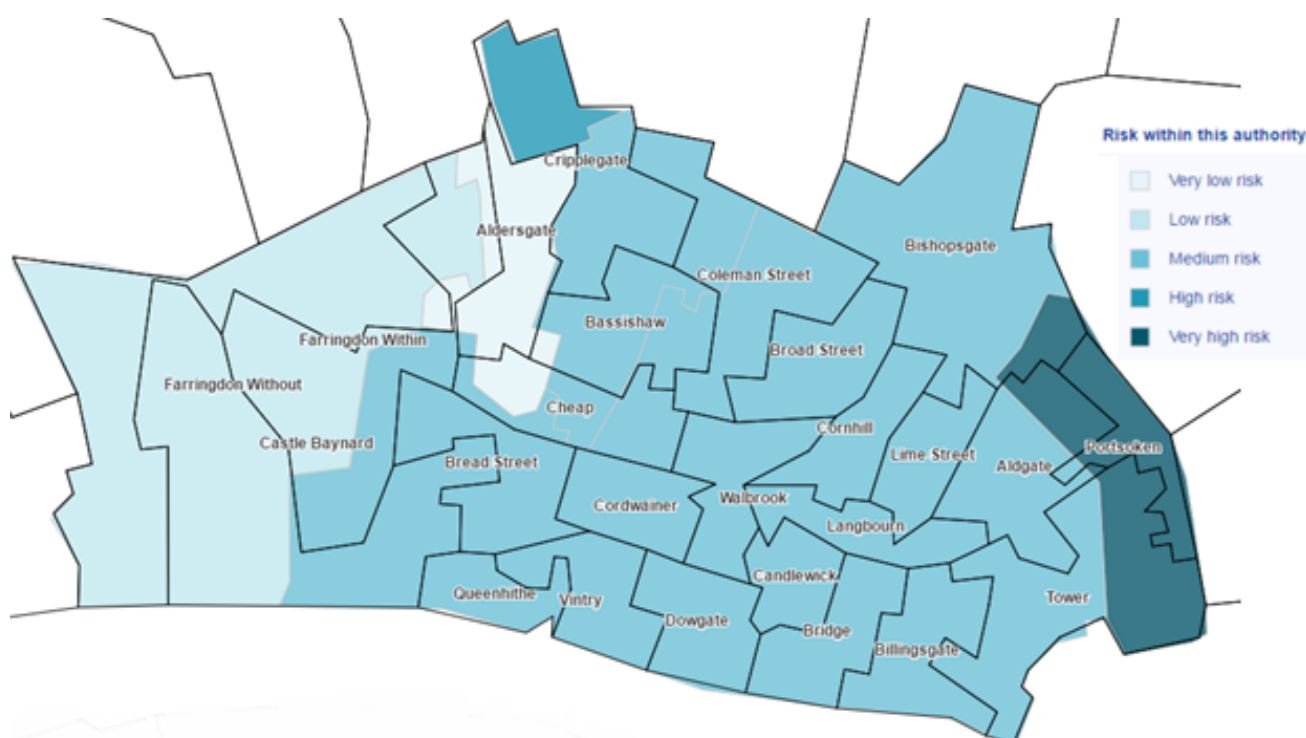[8] Co-op and British Red Cross (2016) 'Trapped in a bubble: An investigation into triggers for loneliness in the UK'

3 Loneliness in the City

3.1 Older people

In the City 14 per cent of residents are aged 65 and over, higher than the Greater London average of 11 per cent. The City also has a higher proportion of people in later old age with 4 per cent of the population over 75 years of age, compared to a Greater London figure of 3 per cent. The City has a large number single person households and around a fifth of these are home to a person over 65. In the City, 34 per cent of people live alone; 31 per cent of people aged under 65 and 51 per cent of people aged 65 years or over.[9]

The majority of these people will not be lonely. However, as older age and living alone are strong risk factors, they can be used as a starting point to estimate the likely level of need. Age UK have analysed data from the English Longitudinal Study of Aging (ELSA) and the Office for National Statistics to predict the risk of loneliness in the older population. The darker areas of the map (below) show the areas with the greatest predicted prevalence of loneliness. The prediction is based age, marital status, household size and self-reported health. The darker the map, the greater the probability of loneliness predicted by the model.

This indicates that older people in two areas, Golden Lane and Portsoken, home to large concentrations of the City's population, stand out as being high risk and very high risk areas.

That the City's other main population centre, the Barbican, appears to be relatively low risk is likely due to the map's focus on poor physical health as a cause of, and thereby proxy for, loneliness. While older residents living in the Barbican may be less likely to report poor health than their counterparts living elsewhere in London, other sources of local evidence suggest that it would be a mistake to assume there is no problem with social isolation here.

The City Corporation and Healthwatch hosted a series of 'Ageing Well in the City' workshops to learn about people's needs as they grew older. A particular theme raised during the events was a need to do more to tackle social isolation and loneliness.

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[9] Census 2011 / ONS
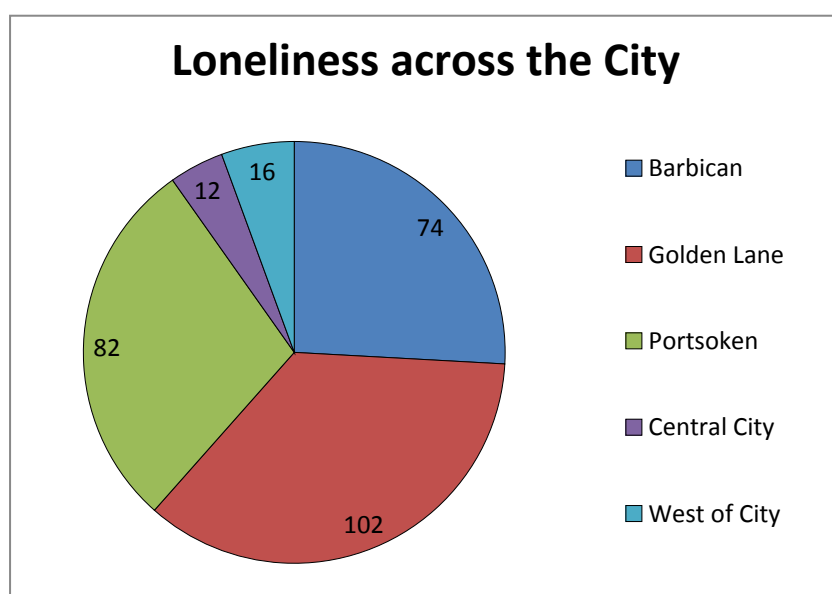
6

3.2 Working age people

The Age UK and ELSA data only provides part of the picture, as loneliness can be an issue for people of any age. People with physical or mental health problems, caring or parental responsibilities, the long term unemployed and refugees and asylum seekers are all known to be at greater risk of loneliness. Other sources of data are needed to produce a more comprehensive picture.

In the City 42.5 per cent of Adult Social Care service users say they had as much social contact as they would like, similar to the average for Greater London of 41.8 per cent. Many carers are also both socially isolated and lonely as they can find their caring role leaves them with precious little free time to engage in social activity. Of City carers, 46.4 per cent are satisfied with their level of social contact compared to 35.5 per cent across Greater London. While the City compares favourably to the regional average, it still shows a majority experiencing loneliness.

Anecdotal evidence from Early Years Practitioners also suggests a considerable number of new City parents experience loneliness. This problem appears to cut across demographic groups. Nationally parents on low incomes or from BAME (Black and Minority Ethnic) groups are more affected by isolation. In the City these longer term residents tend to have enough of a social network to mitigate at least some of the problem. In contrast, high income professionals who move in to the City can become isolated from family and friends in other parts of the country and may be just as at risk.
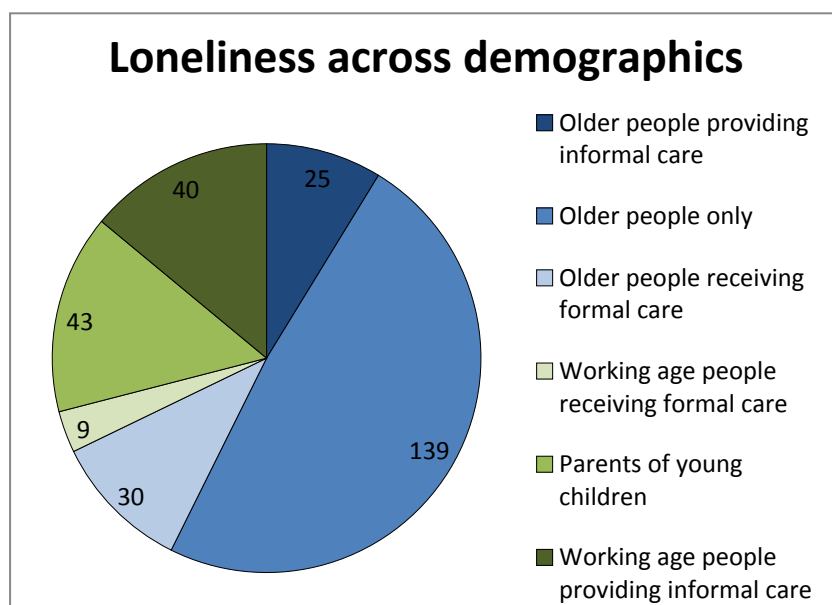
3.3 A Combined estimate

Combining these data sets to give a more complete overview of loneliness in the City replicates the geogrpahic spread seen on the Age UK map on page 6. The Golden Lane and Portsoken areas are still home to the majority of individuals at risk of loneliness, the Barbican has a slightly stronger presence, accounting for just over a quarter of the total at risk population. Only a small number of people thought to be at risk of loneliness live outside these main residential areas.

Loneliness across the City

Area	Value
Barbican	74
Golden Lane	102
Portsoken	82
Central City	12
West of City	16

The data can also be used to produce an estimate of who is most at risk of loneliness in the City. The 'loneliness across demographics' chart on page 8 provides an at a glance breakdown between older (blue) and working age (green) groups, as well as all those

providing informal care (by viewing the dark blue and dark green sections together) and all those receiving formal care (by viewing the light blue and light green sections together).

Loneliness across demographics

Legend:
- Older people providing informal care (25)
- Older people only (139)
- Older people receiving formal care (30)
- Working age people receiving formal care (9)
- Parents of young children (43)
- Working age people providing informal care (40)

This suggests that around two thirds of lonely individuals in the City are over 65. Around half of the total is made up of older people who neither provide nor receive care, and as such they are unlikely to already be known to Adult Social Care services.

A quarter of lonely individuals are estimated to be informal carers and around two-thirds of these are of working age. Some, but by no means all, of these people will be known to Adult Social Care. In the 2011 Census, 121 people said they provided at least 20 hours of unpaid care per week. However, only 60 carers are known to Adult Social Care and only 22 per quarter engaged with the City Carers Service in 2015-16.

An estimated one in seven lonely City residents receives care from Adult Social Care. The majority of these are older people. A similar number of working age parents are thought to experience loneliness. These will all receive personal contact from a Health Visitor and an information pack from the FYi service, but those who become isolated are unlikely to have yet taken up the offer of the play groups and early help services that the City Corporation provides. Finding the isolated parents, informal carers and older people without care needs will be a crucial challenge in tackling loneliness in the City.

Many people who experience severe loneliness will not fall into any of the groups listed above. Again it must be recognised that loneliness is an experience unique to each individual and factors that may leave one person lonely, another would take in their stride. The estimates made above should be seen as a minimum, acknowledging that the figures for the Barbican based on ELSA data may be an underestimate and recognising that loneliness does not just affect older people, carers, new parents and people with disabilities. While it is helpful for services to target these groups, they should also be open to all and look to tackle loneliness wherever they encounter it.

3.4 Community research

In order to better understand personal experiences of loneliness the City Corporation commissioned Dr Roger Green, from the Centre for Community Engagement Research at Goldsmiths, University of London, to explore the level and nature of need in the local older population. The study used a qualitative ethnographic approach to gain older residents'

views. While living in the City of London was experienced by older residents in a number of different ways, the experience of being socially isolated or lonely was voiced by many residents. A number of themes emerged from this:

- Many residents chose to live in the City because of the anonymity that comes from living in the centre of a large conurbation. This solitude can turn to isolation and become problematic following a major change such as retirement or bereavement.

- Other residents spoke of feeling separated from friends and relatives living elsewhere in the UK or abroad. While many maintained regular phone contact, they still complained of feeling isolated from family.

- Some minority groups appeared to be underrepresented in existing community networks. This was evident with LGBT* (lesbian, gay, bisexual and transgender) and BAME older people.

- Some residents felt isolated by the extremely urban built environment and those in later old age or with physical disabilities found the physical layout of their estates difficult.[10]

3.5 Local profiles

By combining the analysis of the ELSA, social care and early years data with Dr Green's research, local estimates of loneliness can be produced for each area of the City.

Loneliness in the Barbican

Anecdotal evidence suggests that the socially isolated here are 'asset rich and income poor' older people. Our model suggests that around two thirds of those at risk of loneliness in the area are over 65. Around 1 in 5 provide unpaid care and around 1 in 6 receive formal care.

Of the working age people thought to be at risk of loneliness, 1 in 3 are informal carers and 2 in 3 are new parents. Very few working age people receive formal care in the Barbican.

Dr Green's study observed that isolation was also a particular issue for older LGBT people in the Barbican area, with limited engagement with community activities or good neighbour schemes.

Loneliness in Golden Lane

Our estimate suggests that loneliness in Golden Lane is overwhelmingly an older people's issue, with 80 per cent of those thought to be affected over 65. While the proportion providing informal care is in line with the City average and a slightly higher number receive formal care, the vast majority have no known care needs.

Income may be a factor restricting social activities for some older people on Golden Lane. Of the City's 130 Pension Credit claimants in August 2015, 50 lived on Golden Lane. Claimants tended to share several of the risk factors associated with loneliness, such as living alone and being in later old age.

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[10] Roger Green and Tim Stacey (2015), 'The Voices of Older People: Exploring Social Isolation and Loneliness in the City of London.'

Of the working age people thought to be at risk of experiencing loneliness on Golden Lane, half are informal carers and half are parents of young children. Again, few working age people receive formal care here.

Loneliness in Portsoken

Our loneliness estimate in Portsoken produces a more even split between age groups, with working age people accounting for 40 per cent of the total. Around half of these are providing informal care, a third are new parents and 1 in 5 are recipients of social care.

Three quarters of the older people thought to be at risk of loneliness in Portsoken neither provide informal care nor receive formal care. Very few older people here provide informal care, while 1 in 5 receives a care package from Adult Social Care. Portsoken has a higher number of Pension Credit claimants (60) than Golden Lane, despite having fewer people of pension age overall, indicating that income is likely to be an even larger barrier to socialising here.

Dr Green's study found that ethnicity was associated with loneliness on the Mansell Street Estate, with one resident saying said she felt that there was 'no bridge' between the different communities. This research, along with national data and the relative youth of Portsoken's BAME population, indicates that problems with loneliness are likely to be especially prevalent.

Loneliness in the West and Central areas of the City

Our estimate suggests there is less loneliness in the West and Central areas of the City. These non-residential areas are home to 32 per cent of the population but only 10 per cent of the people thought to be at risk of loneliness.

The picture of who is lonely is also very different here, with primarily working age people thought to be affected. In the centre of the City, loneliness is primarily thought to affect parents of young children. In the West of the City unpaid carers stand out as making up almost half of the total. Housing tenure is likely to restrict the population in both of these areas to affluent individuals. Targeted interventions aimed at busy professionals juggling work with parenting or caring responsibilities should be considered here.

4 Current provision

The estimates of loneliness given in section 3 do not take into account the positive impact made by current efforts to reduce isolation. A wide range of activities are already on offer in the City that provide opportunities for social interaction.

4.1 City Corporation provision

The City Corporation aims to reduce loneliness though the Reach Out Network of support groups for older people, carers and people with memory problems or a diagnosis of dementia.

Age Concern are commissioned to provide a volunteer befriending and shopping service for older people or people with mild to moderate mental health problems. This includes telephone and e-befriending for those with limited mobility.

Many classes and groups are also available in City libraries, through the Adult Skills and Education Service and as part of the Young at Heart programme run from the Golden Lane Leisure Centre.

4.2 Neighbourhood development

The City Corporation's Neighbourhood Development Team aims to build and support strong and inclusive groups that enable people to feel more connected to their community and happier in their homes.

Their work includes supporting residents associations to develop and grow, running one-off events on estates and longer term projects such as the CityPlay East and Remembering Yesterday, Celebrating Today, and supporting the Neighbour Networks that provide an easy way for neighbours to volunteer in their local communities.

Spice Time Credits are a crucial part of the City Corporation's neighbourhood development work. Time Credits encourage people to volunteer or form their own groups. Spice's 2015 evaluation found that 60 per cent of volunteers said their level of social contact had increased as a result of Time Credits and 32 per cent said they felt less socially isolated.

4.3 Community activity

A wide range of community groups operate in the City, many of them using the Spice framework. Gardening is hugely popular in the City, with groups operating on most estates and Friends of City Gardens working throughout the City. Each estate also has an older people's group and residents' association. Ward members in Portsoken put on a busy programme of events and social activities.

St Luke's community centre in Islington and St Hilda's community centre in Tower Hamlets have busy schedules of classes and events, including regular older people's lunch clubs. Specific provision for the Bangladeshi community is available in the form of lunch clubs at Toynbee Hall and Sonali Gardens as well as the Mohila Women's and Girl's Spice Time Credits groups that meet at the Portsoken Health and Community Centre.

As well as running the City Corporation's befriending service, Age Concern City of London run a range of other projects promoting social and digital inclusion. These include busy Walking for Health groups, regular trips, Techy Tea Parties and targeted work with the most disadvantaged communities in the Square Mile.

4.4 Health related provision

The City and Hackney Clinical Commissioning Group (CHCCG) has commissioned Family Action to run a social prescribing pilot project. If a person's GP thinks they might benefit from taking part in activities or joining social groups, they will refer them to the scheme. The surgery's Wellbeing Coordinator will then meet with the person to talk through the options available and work with them to find local activities, services or advice that suit their needs and interests.

One Hackney and City provide a similar service for the most vulnerable patients as well as those with serious physical and mental health problems.

The City and Hackney Wellbeing Network helps people to build resilience and to alleviate issues such as stress, anxiety and low mood. As well as offering a large number of arts and activity based groups, courses developing emotional resilience, managing difficult emotions and building self-confidence are very relevant in the context of reducing loneliness.

4.5 Provision for new parents

The City has one Children's Centre within its borders, the Cass Child and Family Centre in Aldgate. City parents can also access the Golden Lane Children's Centre nearby in Islington. A range of drop in Stay & Play sessions and bookable advice, support and educational activities are on offer. Three community libraries offer a weekly schedule of parent and child activities such as Storytime, Rhymetime and Stay & Play.

The Adult Skills and Education Service offers a range of courses intended for parents to take with their children, such as Family Arts and Crafts and Learning Through Play. Courses are also available to address the practical issues that may be contributing to parental isolation, such as English for Speakers of Other Languages (ESOL), CV writing and interview skills. Little Outdoor Explorers, developed by the Family and Young People's Information Service, is an occasional six-week course designed to build confidence in parents with children under five, by helping them to venture out into the urban environment.

Targeted City parents will receive two additional Health Visitor assessments (supplementing the mandatory five) in their home with a focus on maternal mental health, maintaining infant health, promoting development and keeping safe. The targeted offer is aimed at first time parents and families identified as having needs such as physical or mental health problems, substance misuse issues and safeguarding or domestic abuse concerns.

The Hackney WellFamily Service is a primary care service commissioned by the CCG and provided by Family Action, aimed at addressing complex psychosocial needs. The service provides recovery-focused and holistic interventions including a mix of individually targeted and flexible practical and emotional support.

5 Evidence on interventions

5.1 Literature Review

There is limited evidence on what makes an intervention to reduce loneliness effective. A systematic review by Cattan and White was able to draw some limited conclusions about what showed the most promise.[11] Another evidence review compiled for the National Institute for Health Research made similar recommendations.[12]

The researchers concluded that group based interventions showed promise in reducing loneliness, especially when targeted at a specific group and with a specific activity in mind. Long-term effectiveness was improved by providing activities that enhance self-esteem and personal control. Where groups have a support purpose, such as post-bereavement, attendance needs to be over a period of five months or more to be of benefit.

One on one contact from health or social care workers may be successful at achieving other objectives, but has no impact on loneliness. One on one contact from a volunteer appears to be of limited impact, with the majority of studies failing to find a statistically significant impact.

While this indicates a preference for group based interventions, many group based interventions already exist and yet loneliness persists. This is because groups are only accessible for those who already possess the social skills to participate. The one on one interventions that have shown promise are those that aim to find and work with individuals at the stage before they can begin access group activities.

The outcome of technology-assisted interventions depends on whether existing relationships are being developed or new ones are being sought. There is some limited evidence that loneliness can be reduced by training older people to communicate online with friends and family. However, three systematic reviews of telephone-based interventions looking to match people with new contacts showed no decrease in loneliness.

Evidence also suggests that an asset based approach is likely to be effective in tackling loneliness. This means involving participants in the design and delivery of services in order to harness the skills, knowledge and connections already present within a community. Working in an asset based way is more likely to be successful as it is better able to deliver services that the intended beneficiaries want, to genuinely involve people as co-producers and to be sustainable in the long term.[13]

5.2 The Social Wellbeing Panel

The City Corporation established the Social Wellbeing Panel to gather further evidence on successful interventions implemented elsewhere and to learn more about how to reduce loneliness in the City.

Based on community research and feedback from residents, the Panel chose to hear from experts on isolation amongst new parents, Black and Minority Ethnic older people, those living in the commercial areas of the City and people with physical and mental health issues. Despite these groups having different circumstances, shared themes emerged from each evidence session.[14] These themes, discussed in the next four sections, will be the building blocks of any attempt to reduce loneliness.

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[11] Cattan, M. White, J. Bond and A. Learmouth (2005) 'Preventing social isolation and loneliness among older people: a systematic review of health promotion interventions' Ageing and Society 25:1. p.41-67.

[12] Interventions for loneliness and social isolation; The University of York Centre for Reviews and Dissemination (2014)

[13] Jane Foot (2010) 'A glass half-full: how an asset approach can improve community health and well-being'

[14] Improving Social Wellbeing in the City of London: Reducing loneliness and building communities (2017)

5.2.1 Asset Based Community Development

In every evidence session witnesses spoke of the strength of volunteers, the effectiveness of peer support and the benefits of placing trust in communities. Local people are experts in their own lives and know what community assets they value and what further support they need to thrive. Local people already have the trust of their neighbours, the networks to reach people seen as 'hard to reach' by public services and the life experiences and language necessary to build relationships.

As well as providing valued support to others, volunteering can be transformative for the volunteer, building skills, confidence and social capital, instilling a sense of purpose and having a significant impact on personal wellbeing. Witnesses from a maternity support project spoke of their volunteers going on to train as midwives and doulas, while a community research project saw their interviewers grow in confidence and independence during the life of the project, becoming agents of change in their own communities.

Taken together, these principles lead to an asset based approach. This moves from seeing communities as repositories of need, such as loneliness and isolation, to being the source of opportunities and strengths, like volunteers and neighbours with lived experience. Instead of seeing people as clients receiving a service, commissioners should move to viewing people as citizens, each with something to offer and with the capacity to develop their own potential.

A word of caution was sounded that an asset based approach can take time to show results. Some communities will need an initial investment to strengthen and support local associations and it will take time to build up confidence and a sense of empowerment, as well as to build trust and assure local people that there is a genuine intention to share power with them. Finding enough suitable volunteers who can commit sufficient time to a project and sustain their involvement in the long term can also be a challenge.

In the City of London, this approach is most developed in the Portsoken Ward on the City's eastern edge. Here the ward's elected Members act as facilitators for community activity, securing funding and asking local people to decide what is most needed. While residents have the final say, Members have a preference for activity with a clear purpose, such as gardening or social trips, as this has proven to be most effective at bringing people together.

Regular and keen attendees are seen to be the most effective means of promoting events. They are asked to reach out to friends and neighbours who may be more isolated and to bring them along. This kind of low commitment activity may also be a good way of recruiting new volunteers and act as a catalyst for more involvement.

5.2.2 Shared Spaces

Another common theme to emerge was the need for shared spaces where relationships can develop naturally and where community building can take place. This can include some public sector places such as libraries, other inclusive spaces like cafes or venues run by community groups or simply areas of the streetscape that are welcoming, safe and encourage people to socialise.

To be effective assets for enhancing social wellbeing, shared spaces must be welcoming and informal. They must not appear to be, and should not be, the front door of statutory services. Many people will be unwilling to engage in venues where they fear judgement or where they may be given more help than they are ready to receive. Trust must be built up gradually on neutral ground, with contact moving at a pace set by each individual. Referrals to formal support, while important, can only be made once relationships are established and myths are dispelled.

Shared spaces should also have a broad appeal, offering activities and events that a wide variety of people want to participate in. Not only will a wide appeal enable more relationships to form, it is also an essential part of engaging with isolated people, as it prevents an intervention from becoming stigmatised.

While venues are important, those delivering loneliness interventions should not feel tied to their own bricks and mortar. Taking opportunities to engage with people in the informal spaces where they normally are is equally important. Venues such as housing estates, supermarkets and faith buildings should not be ignored.

5.2.3 Early Intervention

All of the speakers at the Social Wellbeing Panel stressed the importance, but also the challenge, of early intervention. If loneliness leads to lower personal wellbeing and risks to physical and mental health, providing support sooner is clearly preferable. It is also easier to deal with problems at an earlier stage, before the psychosocial effects of loneliness, such as lower confidence and a reluctance to engage with others, become entrenched.

The shared spaces discussed above play a crucial role in early intervention. People may not be comfortable approaching statutory services for help, but important issues can come out in informal and comfortable spaces once trusted relationships have been built up. Food or entertainment can draw people into venues and often more serious issues are raised. Other people participate when they realise there are people willing to listen and help is available.

There is also a need to work hard to let people know support is available. Poorly advertised support will only be accessed by those who would have found it anyway, those who are already well connected or who have the skills required to easily find and access help. Providing written information, in the right places and in the right format, as well as keeping health and community professionals briefed on the support available is a starting point. However, the best method of reaching the most isolated is to have advocates within the community who will vouch for services and actively promote them to a wide network.

A culture change across services can also play a part in early intervention and every service provider should be encouraged to ask themselves what they can do to improve social wellbeing. GP practices have developed this approach well, with social prescribing schemes enabling doctors to refer patients at risk of loneliness to social support.

5.2.4 Building Skills

A final theme to emerge was the potential to reduce people's risk of loneliness by building their skills. This could be about enabling people to have more ways to communicate, either through learning a shared language or by getting online and learning how to make new connections and keep in touch with friends and family on social media and Skype.

It could also look to the Recovery College Model and involve increasing people's ability to manage their own health conditions, thereby being better able to focus on other aspects of life such as social wellbeing. This is relevant beyond mental health, and includes helping everyone to develop the skills needed to make new connections and ensure their current relationships are healthy and mutually beneficial.

The effectiveness of skills development interventions can be enhanced by using asset based approaches and shared spaces. Recovery colleges use a co-production approach between a professional tutor and a peer supporter who is an 'expert by experience'. Languages and IT classes will have the best reach with their target audiences if they are supported by volunteers from those communities and if they are delivered in a local and welcoming venue.

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6 Approach One: Asset Based Community Development

The evidence from the literature review and the Social Wellbeing Panel points to Asset Based Community Development as an effective way to tackle loneliness. Community based responses have the potential to reach isolated individuals that officials ones could never hope to connect with, to be sustainable in the long term and to maximise opportunities for social contact and personal growth by involving local people in their design and delivery.

The City Corporation has a role to play in creating the conditions necessary for community groups to thrive and in supporting vulnerable members of the community to feel able to take part and contribute their personal assets. However, the City Corporation should not seek to define community for residents and should recognise that many different understandings of this concept exist. Communities of interest, place and circumstance all enable people to connect to others and the most suitable approach will vary from person to person.

6.1 Communities of interest - Community Connectors

Throughout Dr Green's research, City residents report being lonely but also feeling that something is holding them back from engaging in the community life they know exists on their doorstep. He found that many lonely people were waiting for a helping hand to take the first step and approach these groups, either because they were unaware of what was available, because of a lack of confidence and a fear of rejection or simply because long established habits can take some encouragement to break.

Instead of waiting for lonely individuals to ask for help, there is a need for a more nuanced befriending approach that reaches into communities directly and pro-actively. Community Connector volunteers would help people to reconnect with their community using the individual's interests and skills. They would offer positive encouragement and emotional support, as well as practical help to identify activities that align with the person's passions and abilities. At first the volunteer may accompany the person to a new activity, or it may be enough to buddy them up with other new attendees. Ultimately the aim is to help build each person's confidence so they are able to take part independently.

Volunteers would be the face of the project and would use their existing social networks to contact people at risk of loneliness, making their approach more likely to be trusted and accepted and giving the project a wide reach into local communities. Referrals would also be sought from concerned family members or neighbours, frontline City Corporation staff who notice something amiss, and self-referrals from people who realise they need some additional support. Partnering with the Fire Service's Home Fire Safety Visits could give the Community Connectors direct access to some of the most isolated people in the City. Where a similar partnership was trialled in Cheshire, an Age UK advocate was invited into 98% of visited homes, resulting in the provision of further support in 36% of cases.

This quote from a worker in Gloucester shows how the project would work in practice:

> *"I received a call about a lady in her 70s living alone. I made contact and after discussing her interests I put her in touch with people attending her local chapel. She also enjoyed scrabble but had recently lost her fellow players due to illness. I was aware of another single lady living close by, who also enjoyed scrabble. With permission I passed on their contact numbers. Soon afterwards they arranged to meet and enjoy playing regularly. She says she is now much happier."*[15]

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[15] Campaign to End Loneliness, Promising approaches to reducing loneliness and isolation in later life, http://www.campaigntoendloneliness.org/wp-content/uploads/Promising-approaches-to-reducing-loneliness-and-isolation-in-later-life.pdf

6.2 Communities of place – Neighbourhood Development

Neighbourhood development interventions may not be recognised as being intended to reduce loneliness by the communities they serve. Instead, they are focused on creating communities of place with shared activities bringing people together in a natural way.

As explored in 4.2, the City Corporation already has a successful Neighbourhood Development Team, which works to develop residents' groups and one-off events as well as promoting volunteering through Spice Time Credits and the Neighbour Networks.

The Volunteering Review found residents thought that more local and community based volunteering options would break down barriers between neighbours. In particular, there was a call for more housing estate based volunteering projects. This work will improve social wellbeing directly as people take part in activities, and indirectly, as when the community builds, people are more likely to look out for their neighbours.

Our approach to community development is to work with what is already there and keep momentum going, rather than continually changing our approach or suggesting new projects when development is slow-moving, but building. True community development means working with residents to assist them to develop and undertake activities that are inclusive and enjoyable for all, leading to long-term, workable community groups. We can do this by:

- continuing to support the 'Remembering Yesterday, Celebrating Today' programme of events which enables integration and intergenerational relationships to thrive;
- building the capacity of residents groups, using those at the Avondale Square estate as a benchmark and providing additional training and support where required;
- expanding our existing Neighbour Networks, providing support where necessary to foster these growing communities;
- offering clarity on where safeguarding procedures such as DBS checks are required and where they are not, and providing support for their administration;
- developing Time Credits as an empowerment tool for both estate staff and residents, encouraging a variety of new community groups to meet and develop;
- using mediation to improve communications with both newly-established and existing groups, to secure on-going relationships;
- building officer confidence to work with communities and to support resident led activity in its vital early stages;
- encouraging resident groups to cross estate boundaries and share what they do with others, working towards a City of London community;
- supporting Members and business organisations in the commercial areas of the City to better engage with their local resident populations.

6.3 Communities of circumstance

6.3.1 Perinatal support

All four witnesses speaking at the Social Wellbeing Panel's new parents evidence session agreed on the importance of providing support to new parents in both the periods before and after the birth of their baby. They also all spoke about the power of peer support and that using volunteers, rather than paid workers, would give a service the trust of the community, access to a greater number of isolated parents and the lived experience necessary to provide the right support to parents who are struggling.

The current offer to new parents is based around support provided by paid workers or informal group activities for parents and children in the libraries and Children's Centres. In

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our consultation many parents told us that these groups were good for getting out and making acquaintances, but were not ideal venues for building deeper friendships.

This highlights a gap for a voluntary befriending service, supporting isolated parents from three months before birth up until their child's first birthday. A new perinatal support service would aim to develop a trained group of volunteers who were able to identify isolated new parents, encouraging them to form social groups with each other and provide mutual support, as well as signposting them to other services as trust is built up.

Our evidence on best practice told us that the most effective interventions started working with mothers from three months before birth. However, we recognise that this may present difficulties for working women. Consideration will need to be given to this when planning the work of the service. There should also be flexibility about what support means and it may be that these mothers would find it easier to engage online before their maternity leave begins.

6.3.2 Out and About at the Barbican

Dr Green's research noted a greater level of isolation was experienced by the Barbican's LGBT* community. In response, the City Corporation has commissioned Opening Doors London (ODL) to provide a pilot project working with this community.

ODL will establish a local, informal and supportive social group for LGBT* City residents aged 50 and over called 'Out and About at the Barbican'. Activities will be determined by attendees' interests and there will be opportunities to connect with ODL's London wide programme of events and befriending. The Barbican Centre has agreed to provide a regular meeting space and there is potential to work with the centre on a cross art project that will culminate in an installation in the Barbican foyers.

Initially the group will be supported by a small number of volunteers to act as 'buddies' for those less confident about coming along. Over the course of a nine month pilot, a small group of volunteers from within the City of London group will be recruited and trained to deliver monthly sessions and buddying themselves. The Sessional Worker will also identify additional support needs among more vulnerable members and offer advice, signposting and referrals to other support services as required.

6.3.3 The Mansell Street Women's Group

Dr Green's research also noted that ethnicity was a driving factor of loneliness for some residents of the Mansell Street estate. The City Corporation has commissioned Age Concern City of London to provide a pilot project working with women, primarily of Bangladeshi origin, aged 45 and over.

Age Concern will establish a bilingual social group based locally to Mansell Street at the Portsoken Health and Community Centre. Activities will be determined by attendees' interests and there will be opportunities to connect with Age Concern's local programme of events. The City Corporation will also run a Speaking English with Confidence class through the group, available free of charge to any member interested in improving their spoken English. Age Concern are also exploring the possibility of offering IT classes, either with the City Corporation or in partnership with Queen Mary, University of London.

Initially the group will be supported by bilingual (Sylheti and English) Engagement Workers. Over the course of the pilot, they will identify and support members of the community to take on volunteering and coordinating roles to enable the group to move towards self-sufficiency. The Engagement Workers will also identify additional support needs among more vulnerable members and offer advice, signposting and referrals to other support services as required.

7 Approach Two: Shared Spaces

Certain spaces in any area become locations where people not only 'meet and greet' each other but also where social and community capital emerges and where friendships and social networks can develop.

The Social Wellbeing Panel heard that to be at their most effective, these shared spaces should be separate from statutory services, be welcoming and offer activities with a wide appeal. Services should also move beyond their own spaces and seek to work with people in the places where they already go and naturally feel comfortable.

7.1 Libraries first

Public libraries provide a shared space where people feel they belong and which people feel comfortable visiting on their own. This provides an accessible, safe and relaxed space where people can access help at their own pace – as shown by the success of offering light-touch support at informal sessions in the libraries, such as the parent and child groups and Read and Relax group.

Efforts to improve social wellbeing should therefore take a 'libraries first' approach. Libraries are a place where many people naturally go, making them an ideal venue for outreach work. They are places where people feel at home, enabling trusting relationships to be built up. They are also an existing asset, reducing costs and offering value for money.

Some concerns have been raised that reduced library opening hours may limit their potential as community venues. However, the more libraries are used and the greater the number of services delivered through them, the better the budgetary pressures that have limited opening hours can be resisted.

7.2 Providing community space in City libraries

More can be done to fully utilise the City's lending libraries as focal points for the community. The Barbican area lacks a suitable community venue and this shortage of suitable local venues can make it difficult for residents to organise their own group activities.

The library is already a well-used community hub, but it lacks a separate, multi-use, low-cost space, bookable by groups where social activities can be run.

By repurposing some of the space within the existing footprint of the library, such a space can be provided. This space can then enable a variety of community activity to take place in a local and accessible setting, as already takes place at the Artizan Library and the Portsoken Health and Community Centre.

Shoe Lane Library in the West of the City has recently been refurbished to host a new wellbeing area, a cosy seating space, iPads for reading e-magazines and a coffee machine, all of which should encourage social interaction.

7.3 Improving City Corporation community spaces

Of the City's existing community spaces, two were identified in Dr Green's research as not effectively facilitating informal relationship building. There were the Golden Lane Estate Community Centre and the Portsoken Health and Community Centre, known locally as the Green Box. Current projects offer an opportunity to these spaces.

The proposal to refurbish the Golden Lane Estate Community Centre, and locate the City of London Community Education Centre (COLCEC) and the Estate Office on the same site would allow the Centre to remain open for longer by sharing reception staff. The Golden Lane Residents Association are carrying out a feasibility study into a community-led management model. Whichever option is chosen, it must overcome the issues with access arrangements and opening hours which have contributed to making Centre an underused space. An access agreement should also be arranged with the City of London Primary Academy Islington (COLPAI) to enable this to be used as an additional community venue.

The freeholders of the Mansell Street Estate are exploring completely redeveloping the estate to increase the density of homes. The proposal includes the provision of a ground floor public Community Centre to replace the Portsoken Health and Community Centre, as well as a community rooftop top space for Guinness residents. This should provide a more effective and inviting community space for the area.

The management model used for these community spaces matters as much as the design. Residents should feel a sense of ownership, spaces should be inviting and easily adapted to a range of purposes, and booking should be accessible. Again, the Artizan Centre provides an example to follow. Residents can book space and party pay in Time Credits, achieving the dual aims of increasing the amount of activity and making the space more available to people on lower incomes.

The Aldgate Square scheme will also create a new public space conducive to relationship building, providing the Portsoken area with a pleasant, central, open space by the end of 2017. The Aldgate gyratory it replaces was a traffic dominated system that was difficult for all road users to navigate. Instead, the new scheme will be centred upon a large green space available for events, leisure and play. This will host will CityPlay East as well as City Café, a new community venue equidistant between the areas two housing estates.

7.4 Using other community spaces

It is also important to think outside the spaces managed by the City Corporation and to offer support to people in the venues they naturally frequent. This will enable interventions to take place earlier and increase the chances of reaching those who are most isolated.

Potential venues could include the GPs' surgery, pharmacies, supermarkets, housing estate offices, pubs, cafés, places of worship and local cultural venues. For example, volunteers with the proposed perinatal support project could attend the Neaman Practice when the baby clinic is running and talk to new parents, offering further support if it is needed.

Local pharmacists are keen to be more involved with public health work and as 76 per cent of Neaman Practice patients have their prescriptions dispensed at either Portman's Pharmacy on Cherry Tree Walk or Chauhan's Chemist on Goswell Road, these venues provides a means to reach a large proportion of City residents.[16]

A recent study by the University of Hertfordshire highlighted the social benefits many older people gain from a trip to the shops and suggested that this could be enhanced by using slower checkout lanes to improve the social aspect of shopping or using special offers to encourage older people to shop at quieter times of the week, making the supermarket a less stressful and more enjoyable environment.[17] Dr Green's study found that the Waitrose on Cherry Tree Walk was a crucial 'bumping space' for Barbican residents and these ideas should be explored with store managers.

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[16] City and Hackney Joint Strategic Needs Assessment City Supplement (2014)

[17] Wendy Wills, University of Hertfordshire (2016) http://www.foodprovisioninlaterlife.com

8 Approach Three: Early Intervention

Given the risks to health posed by loneliness, and the cumulative impact over time, it is clearly preferable to offer support as soon as possible. Sustained and consistent communication is needed to reach the most isolated – with the most effective forms of communication being service users and volunteers who will champion services to others. There is also a role for all service providers to play in reducing social isolation, from GPs surgeries to libraries and leisure centres.

8.1 Social prescribing

The City already has a pilot social prescribing service, commissioned from Family Action by the CHCCG. This allows GPs to refer patients with social and emotional needs to a Wellbeing Co-ordinator to receive tailored support. This will typically take place over two or three sessions and might result in referrals to welfare advice, walking clubs, art clubs, exercise groups or further support from the community or voluntary sector. Referrals to mental health support or CBT (cognitive behavioural therapy) are also available. If helpful, volunteers with the service can accompany people to the first sessions of a new activity.

The Neaman Practice has improved from being a low referrer of patients into the scheme to an average one, but a number of actions could be taken to ensure social prescribing is fully utilised as a means to support isolated people:

- Raising awareness of social prescribing amongst patients and the public, so if people feel they would benefit from the service they can ask for it, and do not need to wait for their GP to offer;
- Enhancing the social prescribing offer to carers. For most patients, GPs will make a referral to social prescribing if issues of isolation become evident during a consultation. Given the likelihood of carers both experiencing loneliness and attending the GPs' surgery, GPs could pro-actively discuss social wellbeing with all carers and consider referrals to social prescribing;
- Building links with other City services. A referral agreement between Social Prescribing and Fusion Leisure is being piloted and an agreement with Spice Time Credits is being explored;
- Working with Tower Hamlets CCG and ensuring that their new social prescribing service has the information and capacity to effectively support people living in the East of the City;
- Making more use of One Hackney and City for patients with serious physical and mental health problems and those who have previously been reluctant to engage with support;
- The actions listed in improving information below will also help the Wellbeing Coordinators to better tailor their support to a patient's needs and interests. Wellbeing Coordinators work mostly with Hackney or Tower Hamlets patients, and there is a need to make it easy for them to know what is available in the City.

8.2 Improving information

There is already a large amount of community and voluntary activity in the City of London, but barriers can make it difficult for socially isolated people to get involved. Some of these barriers will take considerable effort to overcome while some may be dealt with more simply. Improving communication offers a way a relatively large number of people with low level needs can be supported to engage with the community.

Dr Green's research found that information about current activities had considerable room for improvement and speakers at the Social Wellbeing Panel stressed the need for sustained

and consistent communication reiterating that support is available, in order to intervene as early as possible and reach those most in need.

Communications about the social activity available in the City could be improved by:

- Providing a one-stop website listing community groups and social activities in the City of London;
- Producing a City Over 50s Guide listing the most popular community groups and services working to improve social wellbeing;
- Ensuring full use is made of existing publications such as City Resident and the Barbican Broadcasts to raise awareness of community activity;
- Making more use of new technology such as Meetup and interests.me to enable people to find out about activities and make new connections.

8.3 Assertive outreach

A range of City Corporation services, such as the Fusion Young at Heart Over 50s Group or the reading groups in the libraries provide opportunities for social contact and companionship. Looking at those who have recently dropped out of attending may help identify those affected by social isolation.

Initially staff from the service should contact the resident. They may have an unrelated issue for non-attendance, such as having moved out of the area, or they may have comments relevant to the service. However, staff should also be alert to any social issues that may arise and should either seek to deal with these themselves or seek permission to make a referral to the Community Connectors or other services as appropriate.

Training may be required to enable staff to make the calls confidently and effectively. Targeting people who have recently dropped out of attendance at a group may find people who have experienced a significant life event, such as bereavement. These conversations and subsequent referrals will need to be handled sensitively. The calls may raise a number of issues, for example a fall in income may have caused a resident to stop going to a sports club, and officers will need to access to a wide variety of service to meet this range of needs.

Social Workers should ensure that their work with carers promotes having a life outside of their caring role, making use of referrals to the Reach Out Network, Community Connectors and other sources of support as appropriate. The Carer's Strategy also commits to developing a carer's buddying system to provide additional one to one peer support.

8.4 Financial safeguarding

The City of London Adult Safeguarding Board Sub Group has identified preventing financial abuse as a priority for the City, as this accounts for the second highest number of adult safeguarding alerts in the Square Mile.

Financial abuse has a complex relationship with social wellbeing. Those who are already isolated are more likely to become victims of financial abuse, while those who are targeted are at risk of experiencing a significant emotional impact, increased stress and anxiety, reduced self-esteem and family relationship breakdown.

To tackle financial abuse, a Task and Finish Group with representatives from the City Corporation, City Police and voluntary sector has been established. An awareness raising leaflet will be included alongside every 2017-18 Council Tax Bill and the participating organisations will explore how data sharing between them may enable those at risk of financial abuse to be identified and supported.

9 Approach Four: Building Skills

Developing skills can improve an individual's social wellbeing by enabling them to have more ways to communicate, make new connections and keep in better touch with friends and family. Improvements can also be made by learning to value existing personal relationships as wellbeing assets and by achieving personal development goals to build self-confidence or reframe an individual's attitude to the time they are alone.

9.1 Language skills

Improving the English language skills of those City residents who are not yet fluent will enhance their ability to make new friends outside of their own linguistic community. Chance encounters with neighbours or at the school gates will become more likely to lead to developing friendships, while gaining employment or joining a community group will be made easier. ESOL (English for Speakers of Other Languages) classes have an important role in promoting social integration and community cohesion.

In the 2011 Census, 101 residents said they could not speak English well or at all. These were mainly (80) working age people concentrated in the East of the City. In Portsoken 18 per cent of households contain no-one who speaks English as a main language, 4 per cent of households do not contain an adult who speaks English as a main language and 11 per cent of households contain some adults who do speak English as a main language and some who do not. This means 33 per cent of households in the area could benefit from additional English language education.

Offering additional pre-entry and entry level ESOL classes at Sir John Cass's Foundation Primary School in Aldgate or the Green Box on the Mansell Street Estate would make the classes more accessible to local people in Portsoken. Linking the classes to other community groups, such as the Mansell Street Women's Group with its bilingual outreach workers and community volunteers will extend the reach of the classes into the harder to reach sections of the community.

9.2: Technology tuition

Dr Green's research found that a large number of older people in the City had only very basic computer skills. This was particularly evident in discussing how residents became both physically and visually separated from their families who might live in another part of the UK or abroad, and felt very isolated from them despite regularly speaking to a child or grandchild over the phone. Many people were unaware of the social benefits of using Skype with a camera to keep in closer contact with family or friends.

Providing IT training would enable more people to get online and connect with friends and family or new people who share their interests. Age Concern City of London have previously run a training scheme, cITy Smart, at the Artizan Library and COLCEC (which also runs its own computer classes). Whilst this was successful at promoting digital inclusion amongst those who are moderately active and engaged, IT training in community venues misses those who are most isolated and unable to travel.

The training should follow the principles laid out by the Good Things Foundation, which found that using peer support, from trained volunteers who have experienced similar challenges to their trainees, and lending people devices to use in their homes was particularly effective. The training should be responsive to the person's needs and interests, but with a focus on establishing social networks both on and offline. This could include closed Facebook and WhatsApp groups for participants, linking them in to special interest groups and forums online and using Skype to keep in touch with family and friends.

The training should also be supplemented by offline events, as it is a lot easier for people to chat to one another online if they have met in person first. Regular drop in IT sessions at a local venue should be available for those who can get there, while occasional social meetings with transport provided for everyone will enable digital relationships to flourish.

An intergenerational aspect to technology training should also be explored. This is something that was piloted previously as part of cITy Smart and St Paul's Girls School in the Barbican area have expressed an interest in playing a role.

9.3 Signposting to relationship advice

Research by Relate found that around one in five couple relationships are distressed to the point where the problems are having a clinically significant impact on one or both partners' wellbeing. There are also clear links between relationship distress and depression, anxiety, increased blood pressure and heightened risk of heart attacks.

Several life events older people are likely to experience, such as retirement, children leaving the home or becoming a carer can put relationships under considerable strain. However, only 4 per cent of Relate clients are over 60. Becoming a parent, particularly for the first time, also puts people at risk of experiencing personal and relationship distress. It is estimated that 40 to 70 per cent of couples experience a decline in relationship quality in their first year of parenthood.

Providers of counselling and support services typically operate a pay-what-you-can-afford model to ensure services are as accessible as possible. However, cultural attitudes often delay people seeking support and research indicates that most people who access relationship counselling believe they left it too late. Personal relationships are widely held to be a private matter and people often feel obliged to address any issues themselves without outside help. Similarly relationship support is often perceived as a specialist activity – the preserve of specific provider organisations. Frontline practitioners may need support to identify relationship distress, value relationships as an asset, and make appropriate referrals.

City Corporation officers and partner agencies should be offered training to help them identify relationship difficulties, respond using active listening and solution-focused techniques, and make appropriate referrals to further support. Embedding relationship support in services which are already accessed and trusted by people, such as GPs, health visitors, social workers and housing officers, can achieve more widespread take up.

Greater use should also be made of the social and emotional wellbeing courses offered by the City and Hackney Wellbeing Network. Courses are available at no charge to City residents and can help individuals to change how they respond to difficult emotions and situations, build self-confidence, develop emotional resilience and take part in arts and other activities in a relaxed and therapeutic setting.

10 Evaluating the impact

Evaluating the impact of any intervention to improve social wellbeing presents a number of difficulties. The stigma associated with loneliness can lead to significant levels of under-reporting. Loneliness is a fluid and subjective state, with vastly different experiences felt between individuals and by the same individual at different times. There will also always be considerable uncertainty as to whether the most vulnerable have been reached, as the most isolated are by definition not known to services and not easily found.

10.1 Public Health Outcomes Framework

The Public Health Outcomes Framework can provide one indicator. This asks Adult Social Care service users and informal carers whether they are satisfied with their current level of social contact. Improving these scores would be an encouraging sign. However, the confidence intervals attached to the data for the City of London are high, making any change unlikely to be statistically significant. The indicator also does not attempt to measure reductions in loneliness in the general population at a stage before they begin to require care, although the Department of Health has said that it will introduce such a measure.

10.2 Quantitative scales

Individual interventions should be evaluated using a quantitative scale to numerically measure participants' feelings about their own level of social contact. A number of different scales are available, with varying degrees of academic rigour, sensitivity and clarity between different types of loneliness.

The Campaign to End Loneliness Measurement Tool has undergone academic tests to ensure it produces valid and reliable results, it is short enough to be used routinely be service providers and it contains positive, sensitive, non-stigmatising language. Participants are asked to answer the following three questions on a scale of strongly disagree to strongly agree:

- I am content with my friendships and relationships
- I have enough people I feel comfortable asking for help at any time
- My relationships are as satisfying as I would want them to be.

Answers are combined to place each individual on a twelve point scale, ranging from lowest social wellbeing to highest.

This can be used to evaluate a service in two stages. All new participants should be asked to answer the questions at an early stage. This will provide a baseline and will also allow the service to check whether it is engaging with participants who truly need help to improve their social wellbeing. This is not intended filter out individual participants, as the scale has explicitly not been designed or tested to work as a screening tool. However, it may provide an indication that a service needs to refocus its outreach work.

After a period of six to twelve months all participants should be asked to answer the questions again. The focus will now be on how people's scores have changed over time. If someone scores '9' at one point, and then '7' three months later (after having been matched with a befriender, for example) it is reasonable to assume that their experience of loneliness has decreased.[18]

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[18] Campaign to End Loneliness 'Measuring your impact on loneliness in later life',
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Name:	Social Wellbeing Strategy Action Plan
Duration:	2017-2020
Relevant Strategies:	Joint Health and Wellbeing, Resident Communications & Engagement, Mental Health
Board responsible for monitoring plan:	AWP / ASMT
Owner:	Claire Giraud
Implementation date:	Jul-17	Review date:	Jan-19

RAG Status Key and Summary	
Not Started	5 (-3)
Major Problems	0
Minor Problems	1 (-1)
In Progress	15(-9)
Complete	14 (+11)

Progress Tracked

Approach:	Asset Based Community Development						
Objective:	Encourage community based responses to loneliness, drawing upon and enhancing the assets, strengths and skills already present within the City of London community.						
Ref:	Action:	Start:	End:	Measure/outcome:	Lead officer:	RAG Status:	Comment:
1.1	Communities of interest						
1.1.1	Pilot a Community Builders project	Aug-17	Mar-18	i) Increase in social wellbeing of participants (CTEL measurement)	Neighbourhood Development and Engagement Manager	Complete	The first pilot group of Community Builders on Golden Lane is complete. Jade Ibegbuna has been evaluating outcomes using the star evaluation method. The community builders on Golden Lane organise community coffees and weekly chats. A wellbeing event was held in the community centre on 19 November 2018.
1.1.2	Roll out of Community Builders project	May-18	Sep-18	i) Increase in social wellbeing of participants (CTEL measurement)	Neighbourhood Development and Engagement Manager	In Progress	Phase 2 of the Community Builders project is underway. Jade Ibegbuna has begun visiting other City estates to engage with residents. We are developing a sustainable model of delivery and training that incorporates the different local contexts of each estate, but that keeps the ethos of Community Builders. Recruitment and training for new community builders from other estates is being facilitated and supported by a Peer Research project addressing social isolation, which is being developed by Dr Roger Green of Goldsmith University with Strengthening Communities funding. Peer researchers will be encouraged to become 'Community Builders'.
1.2	Communities of place						
1.2.1	Develop and expand our existing Neighbour Networks	Aug-17	Jul-20	i)Proportion of City estate residents satisfied with their neighbourhood as a place to live ii) Percentage of participants involved in community activities iii) Proportion of residents involved in community activities who are new to volunteering and volunteering reporting an improved quality of life	Neighbourhood Development and Engagement Manager	Complete	Volunteers supported a Community Arts Project on the Golden Lane Estate. We are awaiting an evaluation report.
						In Progress	Research by Roger Green is underway, with Roger visiting various out of City estates. Training for the first 8 community researchers has taken place on 13 December 2018, 6 estates have been chosen for interviews, the pilot estate will be Southwark collington house, the interviews are to be conducted in January, the interviews and their results to be reported on by Easter 2019. 18/1/19 The first interviews are taking place on Monday Jan. 21st at Collinson Court, Southwark.

	1.2.2	Continue to support the 'Remembering Yesterday, Celebrating Today' programme of events	On-going	Dec-18		Neighbourhood Development and Engagement Manager	Complete	Remembering Yesterday, Celebrating Today was incorporated into the Avondale Community Events Big Picnic on 1st September. The Community Engagement team have been Supporting their poppy artwork programme and linked in with Royal British Legion for fundraising etc. This project has come to close now as we reach the end of the Centenary year marking the end of WW1. Avondale Community Events held an auction of their collaborative art works based on the poppy emblem, in partnership with the Royal British Legion on the 25th October which raised money for the Legion. The project included a piece from Mark Anthony Taylor.
	1.2.3	Work with residents to assist them to develop activities that are inclusive and enjoyable for all, using those at Avondale Square as a benchmark	On-going	Jul-20		Neighbourhood Development and Engagement Manager	Complete	Aldgate Community Events were a key partner in the delivery of the Aldgate Square Festival. CE Team worked extensively with ACE to ensure a very thorough outreach programme for the event, from initial consultation right through to an open call for performances. The Aldgate Square Festival took place in June as the community launch of the new public square after an extensive community engagement and outreach programme involving consultation and workshops to help design the festival. Over the three days we had over 1500 people attend the event from all across the community. We had performances from local residents, community groups and artists, as well as collaborating with local arts organisations to pull together a diverse programme that reflected the community of Aldgate.
1.3		**Communities of circumstance**						
	1.3.1	Commission a pilot Perinatal Support Project	Aug-17	Aug-18	Increase in social wellbeing of participants (CTEL measurement)	Strategy Officer (Housing and Adults)	Not started	Action on hold - Initially we considered creating a Maternity strand within the Community Connectors instead of commissioning a group but for now this is already addressed with the CCG numerous ante natal classes.
						Commissioning Manager (Housing and Adults)		
	1.3.2	Monitor and support the ongoing pilot project 'Out and About at the Barbican'	On-going	Dec-17	Increase in social wellbeing of participants (CTEL measurement)	Strategy Officer (Housing and Adults)	In Progress	Spoke with the provider re attempts to increase City attendances - speaking with JI in order to ensure the community builders are aware of this service. 13 November 18 the project manager reported: "We have recorded 6 LGBT individuals from the City who have attended the group and associated activities in the last six months. We're still struggling to reach residents but have had some engagement via Barbican Talks online" and that they will not be seeking funding for 2019
						Commissioning Manager (Housing and Adults)		
	1.3.3	Monitor and support the ongoing pilot of the Mansell Street Women's Group	On-going	Apr-18	Increase in social wellbeing of participants (CTEL measurement)	Strategy Officer (Housing and Adults)		MSWG continues to meet monthly and has built up a regular group of attendees. Funding, to continue throughout 2018-19, has been received from the Stronger

| | | | | Commissioning Manager (Housing and Adults) | In Progress | Communities Grant Fund. Baseline CTEL evaluation surveys have been completed. Will need to look ahead for longer term commissioning of this service. MSWG has reapplied for funding in December 2018. |

Approach:	Shared Spaces						
Objective:	Create and enhance shared spaces where people naturally come together, either through chance encounters or organised community activities.						
Ref:	Action:	Start:	End:	Measure/outcome:	Lead officer:	RAG Status:	Comment:
2.1	Libraries First						
2.1.1	Adopt a 'Libraries First' approach when delivering community activity	Jul-17	On-going	Promote libraries to all both as a venue for community activity and as an opportunity for outreach	Head of Barbican and Community Libraries	In Progress	Shoe Lane Library has been awarded funding for a project called "Release the Pressure". The project is now three quarters of the way through, and is now called "The Dragon Café in the City" (DCC). We have had 10 sessions so far with a wide mix of activities, such as storytelling, mindfulness, lunch & learn workshops, yoga, pickling workshops, hoola-hooping and chess. We have about 240 people registered with DCC, many of whom have attended multiple times, and we have on average a 76% increase in library visitors on the days we are hosting the café. We are currently working with Deloitte to evaluate the impact of the project, with a view to seeking further funding to continue it in the autumn/winter. 4 January 19 - Following the success of the dragon cafe funding for a new sustainable model is in the process of being agreed. in the meantime monthly one off sessions have organised in order not to lose the interest and momentum gained by this project.
2.2	Providing community space in City libraries						
2.2.1	Investigate the potential to repurpose an area of Barbican Library to create a separate, multi-use, low-cost community use space	Jul-17	Jul-18	I) The possibility of providing a community space has been investigated ii) If agreed, a bid for CIL funding is submitted	Head of Barbican and Community Libraries Assistant Director Barbican & Property Services	In Progress	framework produced using ASC, Police and City Advice datasets. Surveys will be designed for event participants and residents (ASCOF & STAR) to further gauge impact. Letter sent to all ASC ser 4 January 19 - A further set of options for a space with reduced soundproofing and possible alternative access points are currently being considered. Conversations with the barbican centre regarding out of hours access have taken place and are in the process of being costed. A further report will come to committee when the findings are complete
2.3							
2.3.1	Refurbish the Golden Lane Community Centre and reopen with a management model to maximise community use	Oct-17	Apr-18	I) Refurbishment completed ii) Management model chosen to maximise community use	Head of New Developments & Major Projects Head of Estates	Complete	Refurbishment of Golden Lane Community Centre was completed and handed over in July.
2.3.2	Seek an access agreement with the City of London Primary Academy Islington	Aug-17	Jul-19	Access agreement in place	Assistant Director, Commissioning & Partnerships	Not started	Action not yet required as this is not built yet

2.3.3	Ensure redevelopment of Mansell Street includes provision of a Community Centre as well as a community space for Guinness residents	On-going	On-going	I) Community Centre provided ii) Community space provided for Guinness residents	Principal Planning Officer	In Progress	The planning application for the Mansell Street development was submitted in September 2016 incorporates a Community Centre and community space for estate residents. The application is still pending while the applicants review aspects of the scheme. The proposed community provision would not be affected by these. 28/01/19 still working on a revised design but the amended scheme would still include a community centre and community space, the project is on hold for the next few months.
2.3.4	Complete the Aldgate Square scheme to create a public space that includes community use opportunities	On-going	Jun-18	I) Scheme completed	City Surveyor Engineer/ Project Manager	Complete	Scheme has been delayed but planned to complete in mid-June 2018.
				ii) Aldgate Play performed	Assistant Director, Housing & Neighbourhoods		We are combining the City Play project with the Community Fair, which is happening in June in Aldgate Square. Plans are developing and the community is engaged.
				iii) 25 per cent of Aldgate Pavilion Café employees from the local community	Assistant Director, Commissioning & Partnerships		Café will commence operation June 2018, commissioning manager (Lorna Corbin and then maternity cover) will monitor achievement of target.

2.4	Using other community spaces						
2.4.1	Social wellbeing services will deliver outreach work by visiting the places City residents already naturally go	Aug-17	On-going	Outreach in spaces such as housing estates, the GP surgery, supermarkets and places of worship	Strategy Officer (Housing and Adults)	Not started	Action first requires 1.2.1 (Neighbour Networks) to go live. Contract ends in April 2019 it will all be under one contractor after.
2.4.2	Explore the suggestions in the Food Provision in Later Life study with Waitrose at the Barbican	Aug-17	Dec-18	Discussions held with Waitrose to determine their level of interest	Strategy Officer (Housing and Adults) Raj Singh - Business administration apprentice	Minor Problem	Waitrose has been unable to commit to supporting the study, or allowing a Community Builder to spend a period of time in the store each week. However, a short list of shops that act as informal community spaces are being drawn up and contacted.

Approach:	Early Intervention						
Objective:	Reach lonely people sooner, through sustained and consistent communication and by carrying out outreach work using a wider network of partners.						
Ref:	**Action:**	**Start:**	**End:**	**Measure/outcome:**	**Lead officer:**	**RAG Status:**	**Comment:**
3.1	**Social prescribing**						
3.1.1	Raise awareness of social prescribing	Jul-17	On-going	Increase in participation in social prescribing	Wellbeing Coordinator	In Progress	Wellbeing Coordinator continues to promote service in North of the City. Item to appear in Square Mile Health leaflet.
3.1.2	GPs to pro-actively discuss social wellbeing with all carers and consider referrals	Aug-17	On-going	Increase in participation in social prescribing	Adult Social Care Service Manager	In Progress	Although outside of our direct control ASC service manager the issue is discussed at the strategic quarterly meetings with the Neaman practice, who report this as going well from their perspective. Zoe Dahmi (strategy officer) has met with the Neaman Practice on 18th July 2018. ZD is working on a wider integration programme, in particular the neighbourhood model for CoL - this will link in to how GP's refer people to other services. Evaluations and Q2 figures for social prescribing in London and hackney provided by Charlotte Painter from the NHS in January 2019.
3.1.3	Build links between social prescribing and other City services - Fusion and Tempo (previously Spice).	Jul-17	Aug-18	Improved health and wellbeing outcomes for social prescribing patients (measured by EQ5D)	Strategy Officer (Housing and Adults)	In Progress	An agreement is in place with Fusion to enable easier access for social prescribing clients. Discussions are underway about making Tempo Time Credits (previously Spice) available on social prescription. We are currently organising a meeting between Family Action and Spice Time Credits to create implementation plan.
3.1.4	Ensure new Tower Hamlets social prescribing service can effectively support people living in the East of the City	Jul-17	On-going	Improved health and wellbeing outcomes for social prescribing patients in Portsoken	Strategy Officer (Housing and Adults)	In Progress	AJ met with Jon Owens, Transformation Manager at Tower Hamlets CCG to discuss how their service can support our residents. Information on City services / groups provided to be passed to prescribers at Spitalfields and Whitechapel. Zoe Dahmi (strategy officer) to meet with Jon Owens again in regard to neighbourhood plan, which will ensure better outcomes for CoL residents.
3.1.5	Improve the information available to Wellbeing Co-ordinators about activities and services in the City	Jul-17	On-going	Improved health and wellbeing outcomes for social prescribing patients (measured by EQ5D)	Strategy Officer (Housing and Adults)	Complete	A quick reference guide to resources in the City has been prepared for CHCCG social prescribers.
3.2	**Improving information**						
3.2.1	Provide a one-stop website listing community groups and social activities in the City of London	Oct-17	Sep-18	I) Website developed and promoted across the City ii) Website is receiving a substantial number of page views	Strategic Communications and Engagement Manager Strategy Officer (Housing and Adults) Adult Social Care Service Manager	Complete	The FYi directory has been updated.

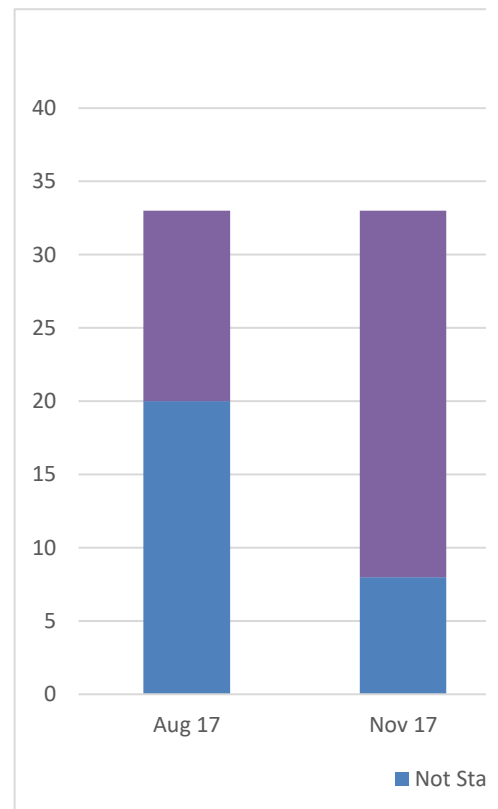						Family & Young People's Information Service Manager		
3.2.2	Identity funding for and produce a City Over 50s Guide listing the most popular community groups and social activities	Aug-17	Sep-17	I) Guide produced and available in venues across the City of London ii) Distribution venues report members of the public are taking copies of the guide	Strategic Communications and Engagement Manager Strategy Officer (Housing and Adults)	Complete	The Guide is in production and the Community Engagement Team are coordinating listings with around 50 groups in and around the City. Aiming to design, print and distribute by the end of March.
3.2.3	Ensuring full use is made of existing publications	Jul-17	On-going	Relevant news stories are used to promote new and existing groups	Strategic Communications and Engagement Manager Strategy Officer (Housing and Adults)	Complete	Ongoing work using appropriate corporate and departmental channels such as quarterly City Resident publication.
3.2.4	Making more use of new technology such as Meetup and interests.me to enable people to find out about activities and make new connections	Jul-17	On-going	I) Interests.me site is developed as/alongside 3.2.1 ii) Meetup is promoted within other actions in 3.2 and in 1.1 and 3.1	Strategy Officer (Housing and Adults)	Not started	At present this has been put on hold. The information currently sits on the FYi directory. In the future it may be decided that the information is pulled over on to one of these formats, however, it would need someone being responsible for keeping it updated.

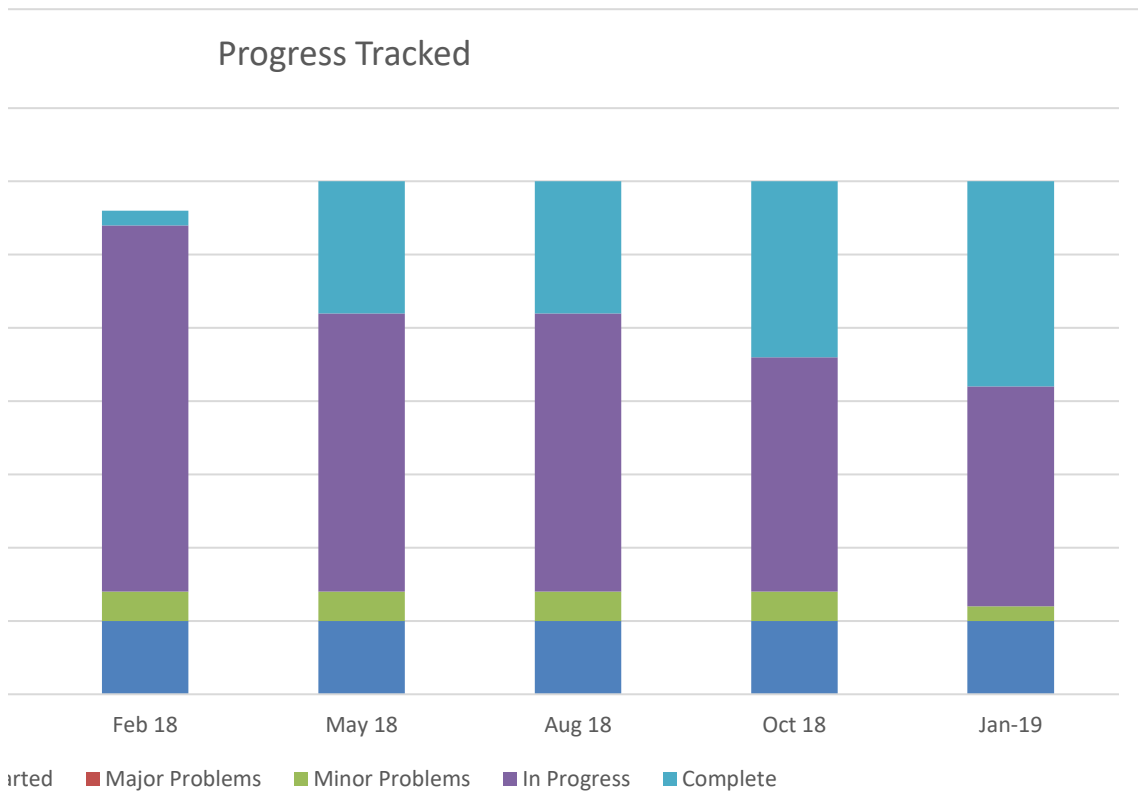| 3.3	Assertive Outreach						
3.3.1	Officers and commissioned providers from services that have a social element to proactively contact residents who stop attending	Jul-17	On-going	Number of residents referred to Community Connectors, City Advice, Social Care or other sources of support	Strategy Officer (Housing and Adults)	In Progress	A training course to support officers in this role is currently being delivered. Engagement has been good from libraries, adult education and some commissioned providers. Community Builders have completed their training (pilot), and this is being progressed to social prescribers.
3.3.2	Social Workers to ensure that their work with carers promotes having a life outside of their caring role	Jul-17	Jul-18	Increase in social wellbeing of carers (measured in ASCOF)	Adult Social Care Service Manager	Complete	New carers assessment in place on Mosaic. This has a much greater emphasis on the needs of the carer (including social and community needs) rather than the person cared for.
3.3.3	Develop a carer's buddying system to provide additional one-to-one peer support	Jul-17	Jul-18	Increase in social wellbeing of carers (measured in ASCOF)	Adult Social Care Service Manager	In Progress	The idea of a buddying system is on hold awaiting the new carers strategy. Carers Network have advised they have tried this before with very mixed results.
3.4	Financial Safeguarding						
3.4.1	Reduce the prevalence of financial abuse in the City by raising public awareness and undertaking preventative work with vulnerable groups	On-going	Jan-18	I) Performance framework produced to give a profile of financial abuse across the City ii) Top 100 vulnerable people in CoL at risk of financial abuse identified and information session in their own home offered iii) Partnership Event held to raise awareness of financial abuse amongst officers, partners and residents iv) Increase in queries about financial abuse received by CoL and relevant partners v) Incidences of financial abuse avoided or intervention provided at an earlier stage	Assistant Director - People	In Progress	A framework was produced using ASC, Police and City Advice datasets. Surveys will be designed for event participants and residents (ASCOF & STAR) to further gauge impact. A letter was sent to all ASC service users offering preventative visits from Trading Standards, which Social Workers followed up on over the next 3 months. An awareness raising event, aimed at officers, partners and community figures, took place on 4 December 2018 and received positive feedback. Work is ongoing and the future direction / resourcing of the group will be decided at CHSAB City Sub Committee on 28/02/18. A service User Event for both City and Hackney residents on Financial Abuse Awareness Planning took place on 4/10/18. At the CHSAB in February , it was agreed that this specific workstream had achieved what it set out to do and future work in this area would be addressed by the CHSAB as a whole and not solely the City. To that end, there was a campaign in November 18 across CHSAB raising awareness of financial abuse. This was reported by the CHSAB to our Members. There is also a bigger strategic discussion taking place with ourselves in DCCS, Trading Standards, City Bridge Trust and Members to explore how the City can support regional and national initiative to help the banking sector improve its safeguarding practices in terms of preventing investment fraud. These conversations are at an early stage.

| 3.4.2 | Participate in the national safeguarding research project run by Nottingham City Council | Aug-17 | On-going | | Adult Social Care Service Manager | In Progress | the research proposal has been submitted and accepted. A meeting was held with external evaluators and the requested logic model of links between social isolation work and safeguarding was provided.
Part of the SAB 2018/19 plan, is to be followed by an analysis of returns/data including of cases that haven't proceeded to Section 42 investigation.
04/12/18 Research project updates sent to Nottingham as follows:
As part of this work the community builders' pilot's first phase is complete, with community builders for one of our estates trained and running regular workshops and coffee catch up with their community; work is underway to 'recruit' community builders in the other estates.
The learning from the CoL Financial Abuse awareness raising resulted in the City and Hackney Safeguarding Adults Board rolling out a similar campaign across whole of Hackney and City.
At a macro level, conversations are progressing with Members of the CoL, Academics and CoL Officers to improve current safeguarding arrangements in banks linked to scams.
Within the context of the City's small numbers , we have identified 1 potential case of financial abuse linked to social isolation. We are carrying out internal review and may be able to use as a case study for wider learning. |
| | | | | I) Research proposal submitted
ii) Data collected and analysed | | | |

Approach:	Building Skills						
Objective:	Develop skills that will enable individuals to form new connections and enhance existing relationships.						
Ref:	**Action:**	**Start:**	**End:**	**Measure/outcome:**	**Lead officer:**	**RAG Status:**	**Comment:**
4.1	**Language Skills**						
4.1.1	Offer additional ESOL classes to residents who do not speak English fluently, at a time, place and cost they find accessible	On-going	Mar-18	I) Classes organised and attended by City residents ii) Number of ESOL qualifications achieved by City residents iii) Increase in social wellbeing of participants (CTEL measurement compared for MSWG members who attend and those who do not)	Quality & Performance Lead	Complete	Currently nine learners are attending English ESOL Conversation class and has been running since September. The session is delivered Monday morning 10:00-12:00 and proposal is to continue in the spring term and summer terms. Will continue to be delivered in summer term.
4.2	**Technology Tuition**						
4.2.1	Commission a digital inclusion project targeted at the most isolated and unable to travel, aiming to help participants have more contact with friends and family	Oct-17	Sep-18	I) Peer-to-peer training programme in place with participants and volunteers drawn from City population ii) Increase in social wellbeing of participants (CTEL measurement)	Strategy Officer (Housing and Adults) Lydia Dye-Stonebridge Executive Support Officer Commissioning Manager (Housing and Adults)	Complete	The specification for hybrid internal/external partnership is developed; Libraries will steer and host, volunteer management and programme coordination are handled by an external provider. RFQs sent 30.5; the selection is to take place in early July. Only Connect launches the week commencing 1st October 2018, Age UK has been commissioned. Update to follow as the new project manager from the City is put in place. There are only connect sessions on Wednesdays at the golden lane community centre. Age UK purchased in January 2019 a bank of devices (tablets etc) for the project.
4.2.2	Commission a shopping service to support food access for residents with limited mobility	Oct-17	Sep-18	I) Shopping service in place to support food access for residents with limited mobility ii) Number of clients who say confident using online shopping iii) Number of clients referred to 4.2.1 for further technology tuition	Commissioning Manager (Housing and Adults)	Complete	Started for one year on 1st April 2018. will then be part of the much wider Early Intervention and Ongoing Support Service.
4.3	**Relationship Skills**						
4.3.1	Identify funding for and offer training to resident-facing officers and partners, to enable them to identify signs of relationship distress and offer timely and appropriate support and referrals	Sep-17	Aug-18	I) Number of officers and partners received Brief Encounters training ii) Officers and partners report that the training has improved their practice engaging with residents experiencing relationship distress	Strategy Officer (Housing and Adults)	Not started	In conversation with providers to identify a course that meets the City's budget and training requirements. Awaiting update from Zak Darkwood

Progress Tracker

	Aug 17	Nov 17	Feb 18	May 18	Aug 18	Oct 18	Jan-19
Not Started	20	8	5	5	5	5	5
Major Problems	0	0	0	0	0	0	0
Minor Problems	0	0	2	2	2	2	1
In Progress	13	25	25	19	19	16	15
Complete	0	0	1	9	9	12	14

Progress Tracked

Legend: Started (partial) | Major Problems | Minor Problems | In Progress | Complete

X-axis: Feb 18, May 18, Aug 18, Oct 18, Jan-19

Committees:	Dates:
Community and Children's Services	08/02/2019
Subject: Community Engagement	**Public**
Report of: Andrew Carter Director of Community & Children's Services **Report authors:** Paul Murtagh Assistant Director Barbican and Property Services Sam Bedford Community Engagement Manager	**For Information**

Summary

The purpose of this report is to inform Members of the work of the Community Engagement Team which forms part of Housing and Property Services within the Department of Community & Children's Services.

Recommendations

The Committee is asked to note, discuss and comment on the report.

Main Report

Background

1. The Community Engagement Team forms part of the Housing and Property Services Team based in Lauderdale Place on the Barbican Estate. The composition of the Community Engagement Team and its funding source is contained in the table below:

Post	Funding Source
Community Engagement Manager	HRA (100%)
Community Events and Engagement Officers (x2)	HRA (50%) City Fund (50%)
Part-time integrated Community Development Worker (in partnership with St Botolph's without Aldgate) – 1 Year Fixed Term.	City Fund (50%) St Botolph's (50%)
Golden Lane Community Centre Manager	HRA (100%) (Expected to be covered by income generation)
Communications Officer	HRA (100%)
Community Events Apprentice	City Fund (100%)

2. The primary function of the Community Engagement Team is to engage with, support and develop local community groups by building their capacity, upskilling their members and providing support and advice where needed in order to help them develop into strong, independent and self-sufficient community groups.

3. The purpose of the Community Engagement Team's enabling role is to develop local community groups that can deliver activities and events for the local communities with little or no support from us. Ultimately, these local community groups should be run and sustained by the community they serve. Clearly however, this is a process that can take time and, some groups may initially require more support than others.

Why we do Community Engagement

4. The government's definition of community cohesion is "a society in which there is a common vision and sense of belonging by all communities; a society in which the diversity of people's backgrounds and circumstances is appreciated and valued; a society in which similar life opportunities are available to all; and a society in which strong and positive relationships exist and continue to be developed in the workplace, in schools and in the wider community".

5. In simple terms, and in the context of what Community & Children's Services (C&CS) is trying to achieve, community engagement is about creating estates and neighbourhoods where people feel they belong, where they have the chance to interact with others and where they feel at home.

6. In C&CS, we want to create strong, supportive communities, where people know each other and where they feel they belong, which in turn, has huge benefits. For young people, it gives them the opportunity to grow up in an environment where they feel included, where respecting other people and the place they live in is normal behaviour and, where radicalisation is less likely to occur as, different cultures and beliefs are not just accepted, but are celebrated.

7. For families, it brings a sense of belonging, somewhere where they feel safe and secure, a neighbourhood where they want to stay and work and where they contribute to and support local businesses. For older and vulnerable people, it provides supportive neighbours, people who care about them and the chance to have contact with others, rather than be isolated and lonely. For anyone at risk, it reduces the chance of abuse and the likelihood of going unnoticed because, neighbours look out for each other.

National, Regional and Corporate, Context

8. The work we do around community engagement links to, and delivers on, a number of key priorities across the City of London Corporation (CoLC), the wider City of London and national government.

9. One of the key themes of the New Deal for Housing Green Paper (August 2018), is "Tackling stigma and celebrating thriving communities". Stigma was the most consistent theme raised by tenants at the engagements events organised as part of the development of the Green Paper. Tenants reported that:

"We are stigmatised for being in social housing and treated as second-class citizens"

"I am made to feel less of a person than the person that has bought his or her own house".

"There is a perception of council tenants as benefit scroungers when many are hardworking, honest people".

10. The Green Paper aims to break down inequalities in social housing and ensure that tenants feel at home in their community rather than seeing it just as a place to live.

Regional Context

11. One of the five key objectives of the Mayor of London's Health Inequality Strategy (September 2018), is "Making sure all Londoners have the opportunity to participate in community life, empowering people to improve their own, and their communities health and wellbeing".

Corporate Context

12. The work we do around community engagement contributes significantly to the values and objectives of several Corporate strategies and business plans including:

City of London Cultural Strategy 2018-2022
- Our values - we are a global, flexible and cosmopolitan city yet have a strong sense of pride in our place, history, neighbourhoods and identity.
- Our strategic objectives – better promote our world class culture and heritage offer and use our wealth of outdoor spaces to widen its appeal to a more diverse audience, enabling communities in the City and beyond.

City of London Corporate Plan 2018-23
- Corporate aim - contribute to a flourishing society
- Corporate objectives:
  - People are safe and feel safe.
  - People enjoy good health and wellbeing.
  - People have equal opportunities to enrich their lives and reach their full potential.
  - Communities are cohesive and have the facilities they need.

Department of Community & Children's Service Business Plan Priority

- Community – people of all ages feel part of, engaged with and are able to shape their community.

City of London Housing Strategy 2018-23
- Outcome - Thriving and connected communities where people feel at home and flourish.

Our Vision

13. This report lays out our approach for engaging and developing our communities. In line with the City's commitment, we take a co-productive approach to our community engagement and development work. We work with residents to understand our communities and co-produce solutions, bringing together the skills of our residents and local organisations, alongside the facilities available in the local area to develop their strengths and their community.

14. The role of the Community Engagement Team is to help these individuals, institutions and organisations to realise the assets and strengths they have and to help develop them in sustainable ways that contribute to building cohesive and strong communities that allow people to reach their full potential. This can come through building their capacity, through training and development, support with delivery or help linking organisations into our networks both within and external to the Corporation.

15. Our offer of support to community groups that want to help build cohesive communities remains open to all and the Community Engagement team are constantly meeting and offering support to new and pre-existing groups.

Principles of Community Engagement

16. There are essentially four key principles for that underpin the work of the Community Engagement Team:

- Co-production;
- Asset based community development;
- Capacity building;
- Sustainability.

Commitment to working together

17. We are committed to working collaboratively on projects and new initiatives with residents, our City colleagues and our external partners. We are clear about available options and the decisions that will be taken. This co-operation means issues can be raised in a constructive manner and appropriate solutions found in a way that involves residents and officers.

18. Our estate teams and our Community Engagement Team, together with our colleagues across the City of London and our external partners work together with residents.

19. We aim to establish working groups with resident and community representation when delivering big events and projects, to ensure that we are co-producing events that reflect the local community in which they are taking place.

<u>Sustainable Community Engagement</u>

20. We believe that true community development is much more than just 'one-off' events. We work with residents to think through their proposals and assist them to develop and undertake activities that are inclusive and enjoyable for all which, in turn leads to long-term, workable and sustainable community groups.

21. To achieve truly sustainable community engagement, the Community Engagement Team will provide the following:

- Resources – to assist residents to identify funding and other avenues for resources. This will enable community members and groups to become self-sufficient and skilled on a longer-term basis.
- Support and Development – to work with resident and community led groups to support their development into independent, sustainable community organisations.
- Mediation and Time Credits – the use of mediation to improve communications with both newly-established and existing groups, to secure on-going relationships. We use Time Credits as an empowerment tool for both estate staff and residents.
- Evidence – we measure what we do and the impact it has to showcase the value of our work with residents. We encourage resident groups to cross estate boundaries and share what they do with others, working towards a City of London Community.

<u>Supporting Social Wellbeing</u>

22. We recognise that a strong and inclusive community can help people to feel less socially isolated. We are committed to supporting the public health agenda to improve social wellbeing by working with our residents to develop their communities.

Successful Community Engagement

23. The following are examples of the successes of the Community Engagement over the last 12 months:

<u>Remembering Yesterday, Celebrating Today</u>

An inclusive project that both celebrated and remembered those who fought and died in World War 1. The project culminated with Avondale Community Events partnering with the Royal British Legion, a relationship supported by the Community Engagement Team and the Estate Team, to produce community art and professional art commemorating the Centenary of the end of World War 1. The artwork was then auctioned off to raise money for the Royal British Legion's work supporting homeless ex-servicemen and women.

Aldgate Square Festival

The Community Engagement Team engaged in an extensive programme of public consultation and involvement to pull the festival together, hosting open meetings, community workshops and visiting lots of local groups and organisations to get input into how the festival should develop and how it should represent Aldgate.

The Team worked extensively with a number of local external partners including the Mansell Street Women's Group, Arts Admin, Aldgate Community Events, Sir John Cass Foundation Primary School, Canon Barnett Primary School, St Botolph's without Aldgate Church and several other City teams such as the Highways Team, the DBE Aldgate team, Libraries and London Metropolitan Archives. Together, we delivered an inclusive, co-produced and successful community festival attended by more than 1500 people across the 3 days. Along the way, we supported many local and community groups to get involved in the festival including, for example, helping to complete Risk Assessments for groups who wished to provide food and providing infrastructure, such as gazebos, for group's ideas.

Aldgate Community Events (ACE)

A volunteer umbrella group of residents, institutions and organisations that have been key partners with us to deliver both Lantern Parades and the Aldgate Square Festival. The group was formed through the process of engagement in the Aldgate Play project but, has also supported and delivered several events themselves for example, an oral history project and Guess Who's Coming to Dinner?

The Community Engagement team has supported the development of ACE from a group of interested and passionate volunteers into an independent Community Interest Company delivering good community activity in the local area. This has been achieved through support, training and linking ACE into networks and connections.

Aldgate Lantern Parade and Winter Fete

The Community Engagement team delivered the second Lantern Parade and Winter Fete in Aldgate in December last year. The event was co-delivered in partnership with Sir John Cass Foundation Primary School, Aldgate Community Events and St Botolph's without Aldgate amongst many other partners, working together as a collaborative working group. It was an excellent event, with hundreds of local residents and schoolchildren taking part in the parade and the fete. Again, we conducted an extensive programme of engagement across the community, running workshops in a number of community places such as Bevis Marks Synagogue, Kahaila Café and Artizan Street Library.

Avondale Community Events

A group of committed, community minded resident volunteers on our Avondale Estate who run a number of estate-based events and activities throughout the year. The Community Engagement Team and the Estate Team have supported the

group with the delivery of events, as well as supporting them in developing partnerships with the Royal British Legion and others.

Golden Lane Community Centre Advisory Board

The Community Engagement Team has established a Resident Advisory Board to assist in the steering of direction and vision for the Golden Lane Community Centre in its initial phase of being set up as a vibrant centre for the whole community with the purpose of informing the strategic direction of the centre. The Board continues to meet to inform and support the development of the centre as we move out of the initial set-up phase. This will enable the co-production of the ethos of the centre and builds on the strengths of the local community. This has also led to a number of resident-led activities being supported by the Community Engagement team through free provision of space and support promoting the activities within the Community Centre.

Golden Social

A community volunteer led coffee and chat social event that happens weekly in the Golden Lane Community Centre. The Community Engagement Team has trained a group of residents with the skills needed to engage with the community and as part of this, has supported them developing this weekly social event with the aim of reducing social isolation on the estate.

Petticoat Lane Consultation

The Community Engagement Team has been working with our colleagues in DBE to design, support and deliver a consultation plan for our work in improving Petticoat Lane. This has involved extensive outreach work with local businesses, both large and small in the area, residents and community organisations to ensure their voices are heard as part of the consultation.

Future Projects

24. The Community Engagement Team is working, both supporting and leading on, the following projects:

- Our City – Spacehive Crowdfunding platform
- Community Events on Estates plan
- Window Wanderland
- Supporting 'Mela In The City'
- Resident Magazine
- Engagement in the 'Illuminated River' on Southwark Estates
- Community Centre Review
- Consultation regarding St Botolph's Church Hall
- Employability Project at York Way.

25. In the future, the Community Engagement Team is particularly keen to support more resident-led ideas across the whole of our social housing estates.

Funding

26. The Community Engagement Team has a small budget of around £25,000 per annum taken from the Education and Early Years' budget that has, up until recently, been used exclusively for the Community Fair. In future however, this funding will be used by the Community Engagement Team to set up and run smaller community events across the whole of our social housing estates.

27. In addition to the above, the Team has a smaller HRA budget of £5,000 which, has typically been used to set up and run smaller, more localised and specific community events across our social housing estates.

28. Members may be aware of the 'Stronger Communities Grant' which, is funding made available by the City of London Corporation to help support the Corporate objectives around community cohesion and engagement. This funding is managed centrally by the Central Grants Team. As part of its objective to engage and develop local communities, the Community Engagement Team works with local communities to help them access funding from the Stronger Communities Grant where appropriate. This support includes helping put together sustainable bids and support in navigating the applications process. The decisions as to whether applications are successful or not is entirely independent of the Community Engagement Team.

Paul Murtagh, Assistant Director, Barbican and Property Services
T: 020 7332 3015
E: paul.murtagh@cityoflondon.gov.uk

Committees	Dated:
Culture, Heritage and Libraries – For Information Community and Children's Services – For Information	28.01.2019 08.02.2019
Subject: Update on the City of London Corporation crowdfunding project	**Public**
Report of: Andrew Carter – Director of Community and Children's Services Peter Lisley – Director of Major Projects	**For Information**
Report author: Simon Cribbens – Assistant Director, Community and Children's Services	

Summary

This report updates members on a crowdfunding initiative delivered for the City of London Corporation by the organisation Spacehive. In its first year, the project operated in a limited geographic area under the brand "Our Aldgate". To increase its potential to deliver for communities and the City Corporation's strategic objectives, the project will expand in its second year to offer opportunity across the Square Mile under the brand "Our City".

Recommendation

Members are asked to:

- note the report.

Main Report

Background

1. In 2018 the Department of Community and Children's Services (DCCS), working with the Department of the Built environment and Town Clerk's - Cultural Services, commissioned a pilot project to explore the use of crowdfunding as a way of allocating grants, by encouraging and supporting community organisations to put forward ideas and levering in additional funding from businesses, individuals and funding bodies.

2. Crowdfunding uses an internet-based platform to seek funding or investment for promoted projects. The delivery of such a platform was secured by a procurement exercise that appointed the organisation Spacehive (https://www.spacehive.com/) - a crowdfunding specialist supporting community and civic projects.

3. To support the project, and leverage additional funding, it was agreed by Members of Community and Children's Services in February 2018 to provide £30,000 of the unallocated Stronger Communities Grant (SCG) to provide match funding (capped at £3,000 each) for new initiatives.

4. The nature of projects is determined by those that propose them. However, the allocation of SCG funding is only to those that meet the criteria of that fund and pass the assessment of the Central Grants Unit.

5. Members also agreed that the initial focus of the crowdfunding pilot would be the Aldgate area, under the brand "Our Aldgate". This reflected not only the higher levels of need and diversity in that part of the City, but also a desire to encourage community activity to balance the very high level of business development in the area, and to promote the new Aldgate Square as a community hub.

Current Position

6. The project has attracted considerable interest from potential proposers and funders. Activity in 2018 includes:

   - two local successful crowdfunding campaigns worth £19,990 with 97 local backers
   - the allocation of £3,000 SCG funding to an oral history project that has levered in an additional £12,000
   - the allocation of £1,000 SCG funding to support the set-up of a community café that has levered in an additional £12,380
   - two live crowdfunding campaigns that have 332 backers and have raised £9,400
   - a pipeline of over 10 diverse projects, including a Bengali Mela, sculpture and community activities.

7. To date over 300 backers have pledged just over £48,000 to projects in the Aldgate area.

8. Officers committed to review progress of the project in year one to inform its year two delivery. The review noted the constraints on the project placed by the restriction to the Aldgate area. Spacehive's delivery for other local authorities has been authority-wide and helped them support projects to the value of £8m.

9. In response to the review of progress, officers from DCCS and the Town Clerk's Cultural Services division have agreed to expand the second-year operation to work across the whole of the Square Mile. The project will be rebranded under the title "Our City" and its delivery is being supported by total funding of £23,000 from DCCS and Town Clerk's Cultural Services.

10. The expanded project will launch in February 2019. This will greatly increase the opportunities for projects and proposals across the Square Mile, including those that may be proposed by the City's community of workers and businesses.

11. The Our City platform will provide a wider range of City communities with the opportunity to develop ideas of their own - challenging traditional programming approaches that can be seen to dictate cultural and community events and activities. As such it aims to secure projects that are more relevant and secure better participation or attendance.

12. The project's governance in year two will be expanded to include officers from Cultural Services. This will ensure that the opportunity for crowdfunding can be promoted to organisations across the City Corporation's portfolio of cultural partners. It will also enable the identification of projects that may deliver to Cultural or Visitor Strategy objectives, complement existing cultural programmes (such as the City's Outdoor Arts Programme), and/or meet the business plan objectives of other departments – and so may attract support from local risk budgets or other pots.

13. DCCS will continue to contract monitor Spacehive to ensure it delivers the commitments they have set out, and the City Corporation's strategic objectives.

14. The Town Clerk's Cultural Services Division will offer its expertise to those proposing cultural events on the platform, enabling organisers to deliver the best outcome for projects.

Corporate & Strategic Implications

15. The "Our City" project supports the on-going commitment of the City Corporation to work with communities to identify projects, events and activities that reflect their ambitions and needs. It contributes to the achievement of the Cultural Strategy objective of "widening audiences", specifically the action to *Provide opportunities for our communities to engage with and inform cultural output – engendering a strong sense of ownership, pride of place and widening participation*. It also supports the Corporate Strategy commitments to a flourishing society, an outstanding environment and thriving economy.

Conclusion

16. The expansion of the City Corporation's Crowdfunding initiative aims to maximise the opportunity and diversity of projects delivered in the Square Mile to the benefit of all City communities, and to contribute to the achievement of the Corporation's Corporate Strategy objectives.

Appendices

- None

Background Papers

"Stronger Communities and Small Grants Programme" - Community and Children's Services 09/02/2018

Simon Cribbens
Assistant Director – Commissioning and Partnerships, DCCS

T: 020 7332 1638
E: simon.cribbens@cityoflondon.gov.uk

Committee:		Date:
Community & Children's Services		08/02/2019
Subject: Registration Service update 2018		**Public**
Report Author: Besserat Atsebaha, Proper Officer Representative		**For Information**
Report of: Director of Community & Children's Services		

Recommendation

- Members are asked to note the report.

Summary

The City of London Registration Service has been delivered by the London Borough of Islington for over 40 years. Responsibility for the service was previously held by the Town Clerk's Department, but transferred to Community & Children's Services in 2014. A new arrangement was approved by Committee in January 2018 where the service is provided under a Section 113 agreement which allows staff from one local authority to perform duties in another. This paper gives an update on the Registration Service for 2018.

Main Report

Background

1. Every local authority is required by law to provide a registration service, but this can be delivered by another local authority.

2. The London Borough of Islington has provided a registration service to the City of London since 1977.

3. The service currently consists of:

   - Registration of births, deaths and still births;

   - Attestation of marriage and civil partnership notices;

   - Marriage and civil partnership ceremonies;

   - Renewal of vows ceremonies;

   - Commitment, naming and citizenship ceremonies;

   - Nationality and settlement checking;

   - Rehearsals and copy certificates;

- Church applications and returns;

- Completion of statutory returns.

A full description of services provided is attached as Appendix 1, together with a list of performance indicators.

4. The service is delivered principally from the Islington Registrar Office, with a Registrar also offering services at the Guildhall every Wednesday.

5. A Proper Officer (PO) must be appointed by the local authority to manage the registration service and have overall responsibility for the delivery of the service. Since November 2018 the City's PO has been Andrew Carter, Chief Officer / Director Community & Children's Services.

Current Position

6. In 2017/18 there were 181 marriages at licensed premises in the City of London. The Register Office issued 184 certificates and 73 marriage notices, and registered 1 birth and 494 deaths. The majority of deaths were people who lived in other local authorities but who died within City boundaries, usually at Bart's.

7. The service is high performing. In 2017/18, performance against timeliness measures was as follows. The percentage of births and still births registered within 42 days was 100% and the percentage of deaths registered within 5 days was 81%. Appointments to residents and those accessing St Barts have been available within 5 days as we operate walk in services for deaths. Some families struggle to attend within this timeline due to the bereavement and often do not live very close to London. The service has a dedicated website for booking ceremonies and on-line service access for births and deaths appointments.

8. Digitalisation of City's birth, death and marriage records has been completed for the period 1837 to 1950. Nearly 700 registers have been scanned with 13,000 records indexed in a database. Second phase in the autumn will see records digitalised from 1950 to 1991 (all records from 1991 to present day are already digitalised).

9. The agreed cost of the service provided by Islington is £29,000. However, efficiency measures have reduced the actual amount billed to £8,000 in 2017. A Marketing Officer has recently been appointed to help drive the number of marriage venues in the City – this will reduce costs further, as more weddings are carried out.

Appendices

- Appendix 1 – Registration & Citizenship Service – services delivered for City of London. LB Islington, January 2019

Besserat Atsebaha
Proper Officer Representative
T: 020 7527 8851 - E: besserat.atsebaha@islington.gov.uk

Registration and Citizenship Services

SERVICE DELIVERY PLAN
2019 - 2020

Date: *16/01/2019*
Author: *Besserat Atsebaha*
Document Ref:
Version: *draft*

Distribution

Name	Role
Andrew Carter	Proper Officer for Registration Matters
GRO	Delivery Partnership Support
Monica Patel	Commissioning
James Chapple	Account Manager – General Register Office

1. INTRODUCTION

The City of London Registration Service provides core statutory services around the official recording of key events – birth, stillbirth and death registrations, marriage ceremonies and civil partnerships.

The City of London provides a Registration Service in partnership with the London Borough of Islington. The boundaries of the City of London registration district and sub-district are coterminous with those of the City of London. The appointed Superintendent Registrar holds a joint appointment for Islington and London City and is based in the Islington Town Hall. The service is provided 7 days a week at Islington Town Hall by a Principal Registrar (part-time) and deputy registrars. We also provide the service every Wednesday at the Guildhall from 10am to 2pm.

Partnership working is essential to the Registration Service and other partners include Her Majesty's Passport Service, UK Border Agency, Coroners Office, Whittington & St Bartholomew's Hospitals, Approved Venues, Places of Worship, Home Office, Funeral Directors and Bereavement Office.

1.1 Contact details

In writing:	London City Register Office Town Hall Upper Street N1 2UD
By e-mail:	registrars@islington.gov.uk
Online:	www.islington.gov.uk
Telephone	0207 527 6350
Out of hours:	Emergency contact details are relayed via Islington Council's main telephone number - 0207 527 6350 Out of Hours mobile (given out to Contact Centre for Sundays).
SR	0207 527 8851
RBD	0207 527 6357
AR	0207 527 6553

2. NEW GOVERNANCE SCHEME

The City of London Registration service implemented New Governance on the 4th July 2011.

The City of London in partnership London Borough of Islington commits to meeting the national standards as set out in the Good Practice Guide (GPG). We will consult staff, stakeholders and service users on improving to 'Good' or 'Better' practice standards in the GPG.

3. COMMITMENT TO CODE OF PRACTICE

The City of London is confirming its formal commitment to the Code of Practice by adhering to the New Governance Scheme.

It is committed to providing the service delivery standards contained in the Code of Practice as an absolute minimum but will continue to develop services in accordance with the needs of Islington residents.

An annual report will be submitted to the Registrar General by the end of April of each year with the following year's service delivery plan. This report will show achievements as per the guidance and give the required assurances.

4. COMMITMENT TO NATIONAL STANDARDS IN THE GOOD PRACTICE   GUIDE

The City of London Registration Service is committed to ensuring that it will deliver a service that will meet local needs and adheres to the National Standards for registration service delivery as set out in the Good Practice Guide.

It is also committed to continual improvement and to work towards the better or best practice standards as set out in the Good Practice Guide.

5. REGISTRATION SERVICE STRUCTURE

The Registration service structure comprises of a Superintendent Registrar, Registrar of Births and Deaths and Additional Registrar of Marriages. The appointed Superintendent Registrar holds a joint appointment for Islington and London City and is based in the Islington Town Hall.

5.1   Structure, District Details and Organisation

- The district and sub district name will remain London City

- The London City Register Office (Head Office) will be located at Islington Town Hall Upper Street, London, N1 2UD

- All historical records will be kept at the London City Register Office in the current approved repository in the Town Hall Upper Street N1 2UD

- The RBD will be based at London City Head Office and sub district office located in the London Guildhall

- The AR will be based at London City Head Office and sub district office located in the London Guildhall

- Deputy Registrars and DSR's to cover from Islington Registration Service.

- The Proper Officer will be based in Department for Community and Childrens Services, City of London Corporation, PO BOX 270, Guildhall, London EC2P 2EJ

- The Superintendent Registrar will be based at London City Register Office located at Islington Town Hall Upper Street, London, N1 2UD

5.2   Service Availability

The City of London will offer appointments to service users at Islington Register Office. Presence will remain in the district as an RBD or deputy will also offer the service at the London Guildhall every Wednesday from 10am to 2pm.

An out of hour's emergency service is available on Sundays, Bank Holidays, Easter and Christmas. This provision operates by the Superintendent Registrar informing Islington's Contact centre, St Bartholomew's Hospital, Coroners and other stakeholders of the out of hours' numbers dedicated throughout the year.

Below are the opening times of the Registration Service.

Monday	Tuesday	Wednesday	Thursday	Friday	Weekend
09:00 – 16:30	09:00 – 16:30	09:00 – 16:30	09:00 – 16:30	09:00 – 16:30	By appointment

* The public are offered notice appointments from 4.30pm to 7pm Monday to Thursday.

6. MONITORING PERFORMANCE

We will monitor performance in accordance with the GPG and the Proper Officers Guide.

Our monitoring tool is the electronic diary management system and local monitoring procedures against the key performance targets.

6.1 Customer Feedback

Customers are given surveys to complete and we collate that information on a quarterly basis. *Results from the last quarter shows that customer satisfaction levels are high.

We will introduce new surveys via online before the end of the year across all areas of the service.

6.2 Complaints Policy

The Local Authority's Corporate Complaints Procedure is used to evidence this performance indicator. Leaflets are readily available in the Register Office explaining how to complain and detailing the procedure. It is collated centrally but further efforts will be made to ensure annual records are available to the Superintendent Registrar.

Customers can also complain online on Islington Council's website;

www.islington.gov.uk/complaints

7. Stock Control

Principal Officer and deputies will be responsible for security stock, registers, and all fees received.

Each Registrar will be responsible for the safety of loose-leaf register pages along with another documents received relating to births, deaths, marriages and civil partnerships.

Registers will be kept in the approved safes and vaults within the Town Hall.

A form of account is submitted to the Local Authority at the end of each financial year. All accounts are subject to the Local Authority's auditing procedures.

8. SERVICE DEVELOPMENTS

- Review online booking process for the service to ensure user experience is increased (mobile friendly, less pages and wording).
- Undergo digitalisation project of historical entries with preferred supplier to assist with the preservation and quick access of entries.
- Increase number of approved venues to give greater choice to residents and those living in neighbouring districts.
- Marketing strategy to improve use of social media and optimising webpages to increase page hits.
- Collaboration with events team to introduce packages for ceremonies to include venue, staff and catering.
- Relationship building with stakeholders such as External Venues, Hospitals, Funeral Directors and local businesses.

9. BUISNESS CONTINUITY PLAN

Islington Registration Office has robust plans in place to ensure that a satisfactory level of service can be provided during unforeseen emergencies. This is evidenced through mutual agreements between Camden and Islington for Excess Death Planning.

Please see attached a Business Continuity Plan and Excess Death Plan for Pandemic Flu emergency planning. We also have a departmental crisis plan in place to deal with emergencies (see attached).

10. SERVICE DELIVERY

The Service operates under one Combined Head of Service (CHS) who oversees the service across COL and LBI. Staffing structure for both local authorities is shared across the service with 50 staff (permanent and sessional) covering the service delivery.

Locations of the Register Offices and delivery points are at Islington Town Hall, Guildhall and outstations as and when required.

Services managed by Combined Head of Service

The Services detailed below will be managed by LBI on behalf of COL. The parties agree that additional Services may be provided by LBI with the consent of the Governance Board.

Registration of births, deaths, still births

CHS manages the statutory registration of births, deaths and still births that occur in the COL registration district. Service will be provided in the current locations and service delivery points pending review from the Governance Board. CHS will ensure wherever possible appointments for births are made available within five days of request and for deaths and still births within two days of request.

CHS provides an out of hours' Registrars standby duty rota service for religious belief death registrations every Saturday, Sunday and bank holidays. Current arrangements will be reviewed LBI and stakeholders contacted to ensure the need of the residents are met. The Superintendent Registrar will be available seven days a week, day or night throughout the year for any emergency escalations or Registrar General's licences for deathbed marriages and civil partnerships.

Attestation of marriage and civil partnership notices

CHS manages the statutory attestation of marriage and civil partnership notices for residents of COL. Service will be provided at the current locations Monday to Friday at the agreed opening hours. CHS will ensure wherever possible appointments for notices are made available within 5 working days of request, or to allow the marriage / civil partnership to proceed at a time and venue of the customer's choice. CHS also provides evening appointments up to 7pm Monday to Thursday.

Marriage and Civil Partnership ceremonies

CHS manages the statutory celebratory ceremonies for marriages and civil partnerships to service users at COL using current permanent staff and casual/sessional registrars. Ceremonies held at the Town Hall (or such other council venues as agreed between the parties) and all Approved Premises within the COL Registration Districts. Service are provided seven days a week throughout the year apart from bank holidays, Good Friday, Easter Sunday, Christmas Day and New Year's Day. Additional services are provided out of hours for parties wishing to have late evening ceremonies and also in circumstances due to terminal illness where a Registrar is required at 'death bed' ceremonies.

Renewal of Vows ceremonies

CHS manages the provision of a Renewal of Vows Service to service users using current pool of permanent staff and casual/sessional Registrars. Ceremonies are held at the Town Hall (or such other council venues as agreed between the parties), all Approved Premises within the COL District, and at any other pre-inspected location.

Commitment Ceremonies

CHS manages the provision of a Commitment Ceremony Service to COL residents using current permanent staff and casual/sessional registrars. Ceremonies are held at the Town Hall (or such other council venues as agreed between the parties), all Approved Premises within COL Registration Districts, and at any other pre-inspected location.

Naming Ceremonies

CHS manages the provision of a Naming Ceremony Service to COL residents using its permanent staff and casual/sessional registrars. Ceremonies are held at the Town Hall, (or such other council venues as agreed between the parties), all Approved Premises within the COL Registration Districts, and at any other pre-inspected location.

Citizenship Ceremonies

CHS manages and administers the process of successful British nationality applicants in order that they may attend a citizenship ceremony, which will be held at the Town Hall, or such other premises within the COL Registration District as agreed between the parties.

Tell Us Once (TUO)

CHS provides the TUO service in conjunction with The Department for Works and Pensions (DWP) for any death registrations that occur in the COL registration district. This service allows users to inform various central and local government departments of the death of a relative/partner once through a dedicated portal. A named contact is sent a spreadsheet every week on all deaths registred so departments in the City can be informed and action appropriately.

Rehearsals

CHS provides a ceremony rehearsal service to COL residents using its permanent staff and casual Registrar/Celebrants. Rehearsals may be held at the Town Hall and all Approved Premises within the COL Districts.

Copy Certificates

CHS manages the production of copy certificates from current and historic records (births, deaths, marriages and civil partnerships) for COL residents.

Church applications and returns

CHS manages and the administers COL applications for Certifying a Place of Meeting for Religious Worship under the Places of Worship Registration Act, 1855. Also LBI will manage applications for the Registration of a Place of Religious Worship for the Solemnization of Marriages under Sec.41 of the Marriage Act, 1949.

All statutory returns received from COL certified places of worship will be checked and reviewed by LBI every quarter and forwarded to the General Register Office for England and Wales.

Statutory Returns

CHS manages and administers weekly/monthly returns to relevant departments within COL (elections and council tax).

CHS manages and administers any new statutory services which arise due to changes of legislation for the Registration service.

Staff Training

CHS provides all training on statutory duties to permanent and casual/sessional staff. CHS ensures the flexibility of the Service by training all Staff to cover every aspect of the services offered by COL. Staff receive regular appraisals that are properly planned, recorded and monitored for their own personal development. All posts will be subjected to the Council's job evaluation scheme.

Opening Hours

Opening hours at the Register Office or Town Hall for ceremonies and birth, death and still-birth registrations will be [9] am- [4.30] pm, Monday to Friday. Ceremonies will be held at the [Town Hall and Approved Venues] between [10] am and [6] pm on weekends. These hours of opening may change, subject to the agreement of both parties.

CHS provides an out of hours' Registrars standby duty rota service for religious belief death registrations every Saturday, Sunday and bank holidays. Current arrangements will be reviewed in COL and stakeholders contacted to ensure the need of the residents are met. The Superintendent Registrar will be available seven days a week, day or night throughout the year for any emergency escalations or Registrar General's licences for deathbed marriages and civil partnerships.

Booking appointments

All appointments for birth, death, still-birth registrations, notices, nationality and settlement checking services for COL Service Users will be made using current process at LBI. All appointments can be booked online or through the Contact Centre.

Licensing of Approved Premises

CHS assists with the process for licensing Approved Premises in the COL Registration District in accordance with the provisions of the Marriage Act 1994. The Superintendent Registrar will assist by inspecting each new application by an approved venue and also all renewal applications. CHS will actively seek to increase the number of Approved Premises within the COL Registration District.

Ceremonies administration

CHS manage ceremonies administration (enquiries, bookings, ceremony content, allocation of staff etc.) using the current process at LBI.

Archiving and storage of copy certificates

Historic registers for the COL Registration District will be kept at the current approved Repository at Islington Town Hall. All copy certificate applications will be sent to, processed and despatched from this office.

This service will be provided as follows:

> **A standard service** whereby copy certificate applications will be processed and ready same day if applicant applies in person before 11am. The statutory fee applies to this service.

> **A standard service** whereby copy certificate postal applications will be processed and despatched within 10 days of receipt. The statutory fee applies to this service.

> **A one-hour service** whereby copy certificate applications will be processed within one hour for the agreed fee plus statutory fee.

> In each case, applicants can also request the despatch of copy certificates via registered post and recorded delivery subject to payment of the appropriate Post Office charge.

Marketing

CHS will promote COL Approved Premises and its own decommissioned ceremony rooms through its programme of attendance at wedding fairs, promotional events such as open days and LBI bespoke ceremony website 'Say I do'. Also regular social media feeds will be used to enhance exposure. Marketing Officer appointed to carry forward marketing activities for the service.

Service standards and performance

The Registration Service Act 1953 confers upon Local Authorities, obligations and powers in regard to the registration of births, deaths and marriages.

As part of the Civil Registration Modernisation agenda, local authorities are being given greater freedom to deliver the local registration service in partnership with the Registrar General. The purpose of this is to ensure the delivery of statutory services and encourage good practice, which will enable the Local Authority to plan, develop and deliver a registration service which meets the needs of the local community.

CHS will commit to and comply with the Good Practice Guide (GPG) service delivery standards contained in the Code of Practice for Local Registration Authorities in England and

Wales developed by the General Register Office (GRO) and LACORS (the Local Authorities' Coordinators of Regulatory Services) for the purposes of managing the Services on behalf of the LBH. The Code of Practice is complemented by a Good Practice Guide jointly developed by the GRO and LACORS. This guide provides information on specific national standards the Local Authority must meet together with aspirational standards.

The table attached at the end of this document lists the Key Performance Indicators to be applied in the provision of the Service, though it is recognised by the parties that these may be supplemented by guidance from the annual meeting between the parties.

New business/services

When LBI develops and implements new services, or business improvements and efficiencies, these will be applied to the relevant services at COL. CHS will commit to develop new business and efficiencies as part of the annual service delivery commitments, as this is in the best interests of both parties.

Performance monitoring

In addition to the Key Performance Indicators, the method of monitoring the quality and standard of the services provided to the COL and as set out in this Service Delivery and Performance Management Plan will be subject to the following arrangements to ensure the provision of a high quality Service

11. SWOT ANALYSIS

Strengths	Self-serve options for customers to book births, deaths and marriages online (85% annually book online). Bespoke promotional website 'Say I do' with over 150,000 visits to the website per year. Stakeholder engagement is strong with key partners St Bart's Hospital, Coroners, DWP and General Register Office. Tell Us Once notifications in place for death registrations which allows for information to pass to central and local departments to amend deceased records. Staff are trained in all areas of registration and can cover during increased demand, planned absence and sickness,
Weaknesses	Registrations that require post-mortems (Coroner involvement) are below 80% completed within 7 days. This is low nationally due to Coroner time constraints.
Opportunities	To increase number of approved venues for marriages and civil partnerships by marketing and engagement local businesses such as hotels, livery halls and iconic buildings.
Threats	Emergency planning consideration if major incident occurred in the City of London – location to register deaths, mortuary and Coroner implications. Andrew Carter (Proper Officer) is lead on this and will brief EP for any registration considerations.

Key Performance Indicators		
Key Performance Indicator	**National Standard**	**Suggested evidence/monitoring mechanism**
Events accurately registered within national standard timeframe	Events registered within statutory timeframe 98% of births registered within 42 days 98% of still-births registered within 42 days 95% of deaths registered within 5 days (excluding post mortem and inquest cases) 95% of deaths after post mortem (excluding inquest cases) registered within 7 days of occurrence	RON reports Recording and monitoring dates of incoming declaration and when registered.
Average waiting times for registration and notice taking	95% of Service Users to be able to obtain an appointment as follows: • births/declarations 5 working days • deaths/still-births/declarations 2 working days • marriage/civil partnership notice 5 working days 90% of Service Users seen within 10 minutes of appointment time	Regular assessment of diary and logging of next appointment dates Data captured on Excel spreadsheets
Issue Certificates from deposited registers	95% of applications dealt with within 7 days of application	Data captured from certificate application booking or other electronic systems
Service User satisfaction	90% of Service Users satisfied	Survey questionnaires and Service User feedback
Total number of formal complaints received	Less than 0.5% as a percentage of all registrations	Corporate Logging by SR

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Accurately record Birth, Still-birth and Death information on forms of declaration	Completed declarations sent to receiving authority on the same day 90% of incoming declarations registered within 24 hours of receipt	Information recorded on counterfoils Data captured on Excel spreadsheet (post book)
Requisitioning of unregistered Births	Procedure in place for the reminding of outstanding registrations after 28 days and issuing formal requisitions after 42 days	Procedure in place Process delivered through RON system
Scrutiny of medical certificate of cause of death	Referral to coroner followed up by completion of Form 52	Form 52s issued and counterfoils accurately completed
Collection of official statistics	All relevant information requested and recorded Basis of request for information clearly explained to Service Users	Observation and spot checks by managers/ registrars
Burial or cremation certificates issued	Relevant documents accurately completed and issued at the appropriate time	Local performance management monitoring processes
Timely and accurate corrections and re-registrations	90% of applicants offered appointment within 7 working days of Registration Officer receiving GRO notification.	Data captured on excel spreadsheet (post book)
Taking notices of marriage and civil partnership	Couples able to give notice in time to allow the marriage or civil partnership to take place as planned	Customer satisfaction surveys
Accurate completion and processing of notices	Preliminaries completed in accordance with legal requirements	Local performance management monitoring processes
Marriage and Civil Partnership Ceremonies	Provision of a room within the Register Office to accommodate the couple and two guests for statutory fee	Room provided and advertised

Marriages and Civil Partnerships accurately recorded	Marriages registered immediately following the event. Civil Partnerships recorded onto RON within 2 working days of the formation	Marriage registers/ceremony observations RON Reports
Administration of Approved Premises	Procedures in place for approval process Controls in place to manage the expiry and renewal of licences	Local performance management monitoring processes
Submission of statutory returns	All returns made in accordance with statutory requirements and timescales	Local performance management monitoring processes
Custody and care of registers	Registers to be kept in repository approved by the Registrar General and in a secure and accessible location	Periodic checks and local monitoring of condition of registers and repository
Prepare, store and make available indexes to registers	To provide public access to indexes on request	Local performance management monitoring processes
Citizenship Ceremonies	Provision of or make arrangements for premises where citizenship ceremonies may be held Ceremony must take place within 3 months of the applicant being informed that the application has been successful and must be conducted by a superintendent registrar or deputy	Local performance management monitoring processes
Citizenship certificates accurately completed and Home Office informed	Certificates to be dated correctly and notification sent to Home Office within 14 days of ceremony	Local performance management monitoring processes

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Committees: Community and Children's Services Committee	Dated: 08/02/2019
Subject: Progress report of the provision of additional primary school places and social housing on the former Richard Cloudesley School site	Public
Report of: Andrew Carter, Director of Community and Children's Services	For information
Report author: Gerald Mehrtens, Director of Academy Development, Department of Community and Children's Services	

Summary

This report is to update Members on the progress being made on the capital build of a 2 Form Entry (2FE) primary school and nursery, City of London Primary Academy Islington (COLPAI), and 66 social housing units on the former Richard Cloudesley School site and adjoining City of London Corporation (COLC) land (the Site), since it was last reported on 12 October 2018.

In October 2018, the Community and Children's Services (C&CS) Committee approved the projected costs for the housing element of the development, and in November 2018, Policy and Resources (P&R) Committee further approval for funding that may be needed for the school element of the development. In December 2018, the land held by London Borough (LB) Islington transferred to the COLC and the COLC entered into a contract with ISg for the building of the development.

Demolition of the site is underway, with the main build due to start in February 2019. There have been some delays which are detailed in the report. The projected completion of the school is quarter two (Q2) in 2020, with completion of the housing projected for Q2 in 2021.

Recommendation

Members are asked to:

- Note the progress being made.

Main Report

Background

1. At the 13 December 2013 meeting of the C&CS Committee, Members resolved to support the principle of a development to provide affordable homes for social rent and additional nursery and primary school places, utilising the former Richard

Cloudesley School site owned by LB Islington, and part of the adjacent site owned by the COLC. This was followed by a decision at the 18 November 2016 C&CS Committee meeting to approve the provision of a 2 FE primary school and nursery, and 72 social housing units in a single 14-storey block of flats. In the event of this option being altered, the Committee agreed to delegate authority to the Town Clerk, in consultation with the Chairman and Deputy Chairman, to reconsider the proposal from officers.

2. The proposed development of the Site has had a history of delays at both pre-planning and planning approval stage, the details of which were reported in June 2018. The final planning approval was received on 19 July 2018.

3. The LB Islington agreed to transfer the former Richard Cloudesley School site to the COLC in return for nominations rights to 50% of the social housing units on the Site and a covenant on the part of the COLC to build the development. Subsequently LB Islington have agreed to contribute 30% of the housing unit costs up to £7 million for the housing element of the development.

4. In October 2018, C&CS Committee approved the projected costs for the housing element of the development. In November 2018, P&R Committee provided further approval for funding that may be needed for the school element of the development which the Department for Education (DfE) may not fund.

5. COLPAI opened in September 2016 and is presently housed temporarily on the Moreland Primary School site, with a lease that will expire in July 2020.

Current Position

6. During December 2018 the COLC entered into a bilateral development agreement with LB Islington while finalising a development agreement that includes the DfE was ongoing. This enabled approximately 96% of the land for the Site, previously owned by LB Islington, to transfer to the ownership of COLC, and the COLC to entered into contract with ISg, the contractor for this development.

7. Pre-commencement works, which included demolition, were agreed with LB Islington under licence prior to the transfer of the land and were due to be completed by the end of the 2018 calendar year. However, while carrying out these demolition works a gas leak occurred in Basterfield House and works on site were temporarily suspended. The Health and Safety Executive visited the Site and Cadent Gas Limited were called out to investigate who reported on the gas leak and advised that the situation had been made safe. ISG have completed further intrusive surveys and an inspection of basements to all adjoining buildings. Any services thought to be directed to the site have been traced using a signal generator and a computed tomography (CT) scan. ISg are also completing excavated of a slip trench to the perimeters of the site to expose any services. During these pre-commencement works large quantities of notifiable asbestos has been discovered buried in the floor slab of the old Richard Cloudesley School building, the removal of which is likely to further impact on the completion date for the school building.

8. At the time of writing this report a variation of a planning condition for the removal and replacement of 4 trees was scheduled to be heard at the Planning and Transportation Committee on 29 January 2019. The trees in question are of poor quality, identified as being "Category C" with a limited life expectancy in the region of 10 years. They are not subject to any statutory protection via a conservation area designation, nor have LB Islington deemed it appropriate to issue a Tree Preservation Order. Having explored the design and delivery options for the school in further detail, it has been concluded that these trees cannot be retained without damage, thus we seek their removal and replacement with 7-8 metre high Category A trees. Should this not be agreed this will have an impact on the completion of the build and may result in a variation of the planning application being submitted. When further key planning conditions are due to be discharged, consultation will take place where appropriate.

9. To keep all stakeholders informed of progress a regular newsletter is being produced and distributed to approximately 4000 households, and monthly Community Liaison Group meetings are held on the Golden Lane Estate. Two drop-in sessions have taken place with the third on 6 February 2019.

10. Officers are also presently exploring what, if any, VAT and Stamp Duty Land Tax liability (SDLT) there may be from the transfer of the Site to the COLC and the nominations agreement between LB Islington and COLC.

11. Main works for this development is due to commence in February 2019, with the projected completion of the school in Q2 in 2020 and completion of the housing projected for Q2 in 2021

Corporate & Strategic Implications

12. The COLC has a target of building 700 social housing units by 2025. This development makes a significant contribution to this target.

13. The COLC's Education Strategy states Pupils in the Family of Schools have access to transformative education, enabling them to achieve their potential, flourish and thrive.

14. The Department of Community and Children's Services Business Plan's priority objective 'Potential', states: "People of all ages can achieve their ambitions through education, training and lifelong learning", with the outcome to be achieved by "Delivering an outstanding education offer through the City of London family of schools".

Legal Implications

15. These are included in the body of the report.

Conclusion

16. This development makes a significant contribution to the COLC target of 700 social housing units. COLPAI opened in September 2016 and is presently housed temporarily on the Moreland Primary School site, with a lease that will expire in July 2020. The project is experiencing some delays against the programme but the projected completion of the school is still on schedule for Q2 in 2020, and the housing Q2 in 2021.

Appendices

None.

Background Papers

- Provision of affordable homes and additional nursery and primary school places, C&CS Committee, 13/12/13
- Provision of additional primary school places and social housing on the former Richard Cloudesley School site, C&CS Committee, 18/11/16
- Former Richard Cloudesley School Site, C&CS Committee, 11/05/18
- Gateway 4C Report, Provision of Additional Primary School Places and Social Housing on the Former Richard Cloudesley School Site, C&CS Committee, 11/05/18
- Progress report of the provision of additional primary school places and social housing on the former Richard Cloudesley School site, C&CS Committee 08/06/2018
- Progress report of the provision of additional primary school places and social housing on the former Richard Cloudesley School site, C&CS Committee 12/10/2018
- Land Transactions – Former Richard Cloudesley School Site, C&CS Committee, 12/10/2018
- City of London Primary Academy Islington (CoLPAI) –Tender Award Gateway 5, Policy and Resources Project-Sub, 15/11/2018
- COLPAI Capital Build approval, Policy and Resources Project Sub, 15/11/2018

Gerald Mehrtens
Director of Academy Development,
Department of Community and Children's Services

T: 020 7332 1002
E: gerald.mehrtens@cityoflondon.gov.uk

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