

## COMMUNITY & CHILDREN'S SERVICES COMMITTEE

Friday, 24 April 2020

Minutes of the Virtual Meeting which could be viewed  
on You Tube at 11.30 am

### Present

#### Members:

Randall Anderson (Chairman)  
Ruby Sayed (Deputy Chairman)  
George Abrahams  
Munsur Ali  
Rehana Ameer  
Matthew Bell  
Peter Bennett  
Mary Durcan  
Helen Fentimen  
John Fletcher  
Marianne Fredericks  
Alderman Prem Goyal  
Alderman David Graves  
Caroline Haines  
Deputy the Revd Stephen Haines  
Graeme Harrower

Laura Jørgensen - Co-optee  
Angus Knowles-Cutler  
Natasha Maria Cabrera Lloyd-Owen  
Deputy Catherine McGuinness  
Benjamin Murphy  
Deputy Joyce Nash  
Barbara Newman  
Dhruv Patel  
Susan Pearson  
William Pimlott  
Matt Piper - Co-optee  
Henrika Priest  
Jason Pritchard  
James de Sausmarez

#### Officers:

Andrew Carter	- Director of Community and Children's Services
Carol Boswarthack	- Community and Children's Services Department
Anne Bamford	- Community and Children's Services Department
Gerald Mehrtens	- Community and Children's Services Department
Paul Murtagh	- Community and Children's Services Department
Chris Pelham	- Community and Children's Services Department
Simon Cribbens	- Community and Children's Services Department
Jason Hayes	- Community and Children's Services Department
Andy Liggins	- Public Health Consultant
Mark Jarvis	- Chamberlain's Department
Michael Harrington	- Chamberlain's Department (Procurement)
Christopher Bell	- Chamberlain's Department (Commercial Director)
Chandni Tanna	- Town Clerks (Communications Department)
Angela Roach	- Assistant Town Clerk
Julie Mayer	- Town Clerks
Lorraine Brook	- Town Clerks
Mark Lowman	- City Surveyors

#### In attendance

Jeremy Mayhew

Director of Finance

At the start of the meeting, the Chairman welcomed Members and those watching the first live broadcast of a City of London Corporation Committee Meeting. The Chairman thanked residents and volunteers in the community for their contributions during the COVID-19 crisis. The Committee also congratulated the Director and officers of the Community and Children's Services Department on their recent success in achieving an Outstanding Ofsted Inspection rating for the Children's Social Care Service.

1. **APOLOGIES**

Apologies were received from Alderman John Garbutt and Philip Woodhouse.

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

There were no declarations.

3. **MINUTES**

RESOLVED, that – the minutes of the meeting held on 6 March 2020 be approved.

4. **COVID RESPONSE**

The Director of Community and Children's Services invited the Department's Service Managers to provide updates on Homelessness, Adults and Children's Services, Housing Services, Education, the Library Service and Public Health.

The Director opened the presentation by advising Members that the COVID-19 website was up and running; providing information on areas such as benefits, waste management, funerals etc. The Director thanked Members for their suggestions and contributions; particularly noting the Portsoken mailout to local residents and to Marianne Fredericks for the posters on ward notice boards.

Additionally, City Resident has been distributed and a newsletter created that residents can sign up for. As part of triage processes for those 'shielded'; the department are seeking to assess anyone within the group without internet access. The Lord Mayor and Chairman of Policy and Resources have written a letter to all residents and the C&CS Chairman has sent an open letter thanking all volunteers. A letter and advice in relation to 'Ramadan at Home' is on the website and the Director thanked Munsur Ali for his input. A mail-out entitled 'At Home' has gone to all housing tenants.

Members thanked officers for their presentations and asked if their notes could be provided after the meeting.

In response to questions, the following points were noted:

#### Comms and residents without Internet

As this is a rapidly changing environment, written communications quickly go out of date. The Director welcomed discussions with Members outside of the meeting as to how we might keep pace.

#### Out of Borough Estates/Shielding

Those living in the City Corporation's Out-of-City Estates and who have been asked to shield will be contacted by their local authority who will assess their need for support. City Corporation Housing Managers are also contacting residents they know are vulnerable to check on their wellbeing, and if necessary, put them in touch with relevant support services.

#### Redeployment

Community and Children's Services were required to fill specialist, critical roles, which is difficult from a generic redeployment register. Managers were sourcing additional capacity from specialist agencies. Furthermore, the Team were looking to engage final year social work students as assistant social workers. Some library staff with relevant experience and skills have assisted with contacting NHS Shielded and other vulnerable groups.

#### Capital Programme

Whilst some aspects of the capital programme had slowed, the windows programme was proceeding, with full resident engagement. The Assistant Director, Barbican and Property Services had been meeting twice weekly with contractors and architects. The team were looking to appoint consultants to prepare for forthcoming planning applications. Members noted that the overall impact would depend on how quickly we came out of lockdown.

#### Public Health

Members noted that the National Website stated 13 deaths in London (and not 5) as this had included deaths at St Barts Hospital of non-City residents.

The City of London Corporation's Public Health Consultant was due to meet with Public Health England and the Chief Medical officer, directly after this meeting, in respect of a London wide contact tracing strategy. Members felt that, as part of any future 'opening up plan', and to give confidence to workers and residents, it was very important to get testing up and running as soon as possible. The PH Consultant agreed to raise this at the forthcoming meeting with PHE and the CMO. Members were asked to be mindful of the fact that, generally, anyone with symptoms, self-isolating or shielding were not coming into the City and urged caution against being out of step with the government's response in relation to Walk-in testing sites.

#### Food Banks

Members were very supportive of the food distribution and voucher schemes and wanted to give thanks to all City volunteers. Officers advised that food

distribution /banks were self-organising and, therefore, the City Corporation is only aware of those residents it had referred following contact with the resident and not those going directly to the food banks. The use of food vouchers provides an additional response to hardship. They can be issued by City Advice service and are not given directly to the food banks. The Director explained that the longer-term aim was for residents to return to self-sufficiency and other forms of help, but in the interim there was a need for support during the crisis. The Department would continue to work with established food banks in respect of supporting activity and procedures on an interim or longer-term basis.

### Education

In respect of the potential of challenge around GCSE and A-Level results, an appeals process will be in place, but appeals are likely to be able to be made only on process not on the professional decisions made by the teachers.

### Homelessness

Members were pleased at the provisions being offered for the homeless and noted that the Youth Hostel provision (for 12 weeks) was in addition to that provided by the City Travelodge. Furthermore, the GLA had sourced a number of hotel places in London. The City team have continued to work with Hackney and other providers to secure accommodation as required. Moving forward, work is underway regionally to ensure a fair distribution of accommodation pathways are available to rough sleepers in accommodation. Members noted that a Local Task Group on the Exit Strategy had been established, aiming to keep people off the streets post Covid19.

Concerns were expressed about homeless/rough sleeping individuals residing at the Travelodge. Allegedly, they had been leaving the hotel, going to shops, begging and thereby potentially intimidating members of the public. Officers advised that support services were being offered through a number of organisations across the City. Additionally, a Task Action Group was meeting weekly to address a range of issues; including consideration of those not practicing social distancing. There were currently 6 outreach shifts a week; checking on the welfare of rough sleepers and their needs. Mental health, drug and alcohol support workers continued to reach out to people on the streets.

### BAME Communities

Members raised concern re: the potential disproportionality of BAME communities in terms of COVID 19 deaths and hospitalisations. Officer advised that this was being explored with partners and that we are currently in the 'explore and understand' phase. Officers would be happy to discuss with Members how this might be shaped.

### COLPAI

The Chairman mentioned that in March 2020 the contractor on the COLPAI site had stopped work for several days whilst concerns were addressed, and that CCTV had been installed to monitor the site. A Member asked whether the City of London Corporation (CoLC) had received definitive legal advice that it would be in breach of contract if it stopped work on its COLPAI project? The Member asked why 'good reasons' for stopping the work did not include protecting the

life and health of construction workers, their families and people they come into contact with and the welfare of the residents on the other side of the hoarding. The Chairman replied that, whilst definitive legal advice had been obtained on this contract, it was not framed exactly as set out in the Member's question. He said that the fundamental issue for assessing a breach was that if the CoLC had reason to think that safety (either for the residents or for the workers on site) was somehow dramatically different from other construction works. Furthermore, there was a very limited time in which this could be done. The Chairman also referred to the Government's recent advice, which had strengthened in the last couple of days, and the fact that other sites were opening up. The Member queried why the advice had not been framed as set out in her question and that COLPAI was 'dramatically different' from most other construction sites because, at its nearest point, it was less than social distancing length away from residents' homes. Furthermore, it did not compare to other sites which were currently surrounded by unoccupied office buildings.

The Chairman stressed that the work was being done to provide social housing and a school and, whilst the Member accepted that no-one would oppose this, a delay of a few weeks to a three-year project would protect the City's social housing tenants and a number of primary school children at home during lockdown. The Chairman advised that ordering a work stoppage would likely cause more than a few weeks of delay and could lead to an extended period of litigation. In response to a question asked by another Member, the Chairman said he thought that residents would agree that the site should not sit derelict for an extended period of time. Additionally, the workers on the site were now able to earn a living and happy to be back at work. The other Member noted that this was the first time this particular reason for work not ceasing on COLPAI had been mentioned and asked which was more important: a site being derelict, or the health of workers, their families and people they came into contact with. The Chairman replied that if the workers were properly socially distancing, they were not significantly more at risk.

NB. Notwithstanding this, residents and other partners can also assist by continuing to report non-compliance and other issues to the dedicated email address: [info@colpai-project.co.uk](mailto:info@colpai-project.co.uk)

**5. STRATEGY TO ENHANCE ENGAGEMENT WITH SUPPLIERS IN THE HOUSING CATEGORY TO YIELD MORE BIDDER RESPONSES**

Members considered a report of the Chamberlain in respect of poor bidder responses for some projects. In response to a resolution from DCCS Committee on this matter, the Procurement Sub Committee approved a recommendation to set up a bespoke Housing Working Group, which has met bi-monthly for the past year. Members noted that the Housing Working Group, its action log and this report now provided a clear way forward. The report before Members therefore proposed that the Housing Working Group be closed, and the actions monitored regularly by the Construction Category Board.

RESOLVED, that:

1. The recommended strategy proposed by the Working Group, on behalf of the Procurement Sub-Committee, be approved.
2. The disbandment of the Housing Working Group be noted.

6. **YORK WAY ESTATE, LONDON N7, COMMUNAL HEATING REPLACEMENT – GATEWAY 5 – ISSUES REPORT**

Members considered a report of the Director of Community and Children's Services in respect of communal heating replacement at York Way Estate. In response to a question, the Assistant Director advised that the City Corporation was in discussions with Cadent Gas to ensure that any future plans Cadent has to remove the gas supply from our buildings are properly discussed, developed and implemented with the City Corporation to prevent a recurrence of this situation.

RESOLVED, that:

1. The contents of this report be noted;
2. An additional budget of £40,000 be approved, from the Housing Revenue Account, for connecting eight flats to the new communal heating system at the York Way Estate.
3. A further budget of £22,500 be approved, from the Housing Revenue Account, for temporary heating to be provided at the eight flats due to the existing gas supply being disconnected.
4. That approval be given for TSG to undertake the works outlined at 2 and 3 above;
5. The revised project budget of £3,150,490 (excluding risk) be noted;
6. The total estimated cost of the project at £3,150,490 (excluding risk) be noted.
7. Option 1, to supply temporary electric boilers and then connect the new communal heating system to the eight previously converted flats at Kinefold House, be approved.

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

In response to a question, Members noted that work was ongoing to make the webpage links to the You Tube feed for virtual Committee Meetings as easy to navigate as possible.

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

There were no items.

9. **EXCLUSION OF THE PUBLIC**

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

Items No	Para No
10 – 16	3

10. **NON-PUBLIC MINUTES**

RESOLVED, that – the minutes of the meeting held on 6 March 2020 be approved.

11. **HOUSING DELIVERY PROGRAMME - FINANCE UPDATE**

The Committee received a report of the Director of Community and Children's Services.

12. **SUMNER BUILDINGS SUMNER BUILDINGS – ISSUE REPORT – GATEWAY 3**

The Committee considered and approved a report of the Director of Community and Children's Services.

13. **YORK WAY ESTATE PROVISION OF SOCIAL HOUSING – GATEWAY 3 – OUTLINE OPTIONS APPRAISAL**

The Committee considered and approved a report of the Director of Community and Children's Services.

14. **CITY OF LONDON PRIMARY ACADEMY ISLINGTON (COLPAI) - GATEWAY 5 – ISSUE REPORT**

The Committee considered and approved a report of the City Surveyor

15. **HOLLOWAY ESTATE, ISLINGTON ARTS FACTORY (IAF)**

The Committee considered and approved a report of the Director of Community and Children's Services.

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

One question was asked whilst the public were excluded.

17. **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 13:50pm**

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Chairman

**Contact Officer: Julie Mayer tel. no. 020 7332 1410  
julie.mayer@cityoflondon.gov.uk**

**APPENDIX:**

**Notes from COVID Response Session at Item (4) above.**



**COMMUNITY AND CHILDREN'S SERVICES COMMITTEE**  
**24 APRIL 2020 – SERVICE UPDATES IN RESPECT OF COVID-19**

**Support for vulnerable residents – Simon Cribbens**

1. Priority has been to identify and contact those who are most vulnerable or at risk to ensure they have adequate support.
2. top priority has been those identified by government as **shielded** (very vulnerable to c-19).
3. We have been alerted to these residents by the health service in three tranches – most recently a further 45 people on Wednesday of this week - bringing the total to 154.
4. WE are contacting every shielded person – to offer assistance. Until the recent addition we'd managed to make contact or account for all but one.
5. Beyond the shielded, and those we know through adult and children social care services, we are contacting everyone who is registered for Telecare services (as indicator of possible vulnerability).
6. and our housing management teams on the Barbican, Golden Lane and Middlesex Street estates (and estates outside of the City) have contacted those did not include the groups I've mentioned, but who they identify as vulnerable.
7. Guinness Trust is also contacting vulnerable residents on Mansell Street – many of whom we have already contacted because they fall into the categories I've mentioned.
8. Finally – we have spoken to all those who contacted us or have been referred to us through our dedicated webform, email address or telephone number that we've been publicising.

**Need**

1. There is an excellent network of family, friend, neighbour and volunteer support. Where there is need, we are putting them in touch with relevant services
2. Therefore, our experience has been that very few people have wanted or needed help from us: – of 108 shielded 12 asked for some kind of help. Shopping, social contact, advice.
3. Across all we've contacted – only one person needed emergency food
4. Overwhelming the response is gratitude for contact and for having a number people can contact if needs change.
5. We have invested in additional support to ensure we can respond to changing needs or demand – including financial and hardship:
  - a. Increased home care capacity
  - b. £25k in emergency support scheme
  - c. Redeployed staff to provide social contact
  - d. Invested in food vouchers – that City Advice can issue to provide emergency help
  - e. We have also approved grant in support of foodbank that's developed in the city

- f. Practical support through staff and partners.

### **Adult and Children Social Care – Chris Pelham**

Staff levels across Adult and Children Social Care have remained good throughout the Covid 19 crisis. Across both service areas , we have recruited 2 Student Social Workers as unqualified Social Workers on 3-month contracts to help build capacity during this period.

Skeleton staffing levels from both areas are working from the Guildhall 3 days a week to support collection and distribution of PPE as well being able to respond to any emergencies.

Across both areas, contact has been made with all vulnerable people who have an allocated Social Worker. This contact will be a mixture of face to face ; virtual contact using different social media platforms and phone calls. Any direct visits require risk assessments undertaken and if necessary, in accordance with PHE guidance, PPE will be used.

#### **Adult Social Care**

We have 85 service users with an allocated social worker. All cases have been risk assessed to inform the level of contact required during this crisis. Contact has been made with all allocated cases and or family members where required.

We have 22 City residents who are living in residential care homes outside of the City . We have risk assessed all in respect of their wellbeing and safety. We carry out reviews on all cases remotely and will increase the number of reviews during this period depending on presenting circumstances , if required. Our commissioning team also link with the home Local Authority Areas where the homes are to ensure we are aware if there are any concerns emerging which might impact on the residents.

We have had to increase capacity in the service to develop and deliver a Discharge To Assess model to support new discharge arrangements under the Coronavirus 2020 legislation. This allows for the discharge of patients from hospital within 2/3 hours of being medically signed off, to be discharged back into the community. Our model operates 7 days a week , 12 hours a day.

In order to deliver this scaled up model we have recruited an additional Occupational Therapist; procured a small number of hotel beds just outside of the City to accommodate any need for intermediate care and; we have also increased our domiciliary care provision by 10% to support potential need for home care support. To date the use of the beds has been low but this supply will remain during this crisis.

#### **Children's Social Care and support for vulnerable children**

There are currently 48 City of London children and young people on our Covid 19 'vulnerable list' that we are supporting in various ways. This includes a very small number of Child Protection Plans, 24 Children in Need cases, 25 Children in Care and 33 Care Leavers .

The Social Workers are in regular contact with all children via home visits and virtual visits using Face Time/ WhatsApp etc., as well as telephone calls. All children in care and Care Leavers continue to have their Care and Pathway Plans independently reviewed and for care leavers we have included additional mid-way reviews to ensure they have the right support at this time.

All children are connected to the Participation service who continue to provide virtual support for the Children in Care Council

The majority of children are engaged in learning , either by going direct to school or through the on line resources that are provided by the schools and the virtual school. Where necessary equipment has been purchased to support learning capacity.

We also have 19 children with an Education, Health and Care Plans. We have received assessments from all the schools these pupils attend. A small number of these children are attending school. As a minimum, we are in weekly contact with all children in this cohort , and in some instances daily contact. All children have access to laptops / WiFi to access relevant resources.

### **Homelessness and Rough Sleeping – Chris Pelham/Will Norman**

The following is an update on activity regarding rough sleeping and builds on the previous update circulated to the Members of the sub-committee.

1. Since 1/3/20 we have supported 72 people were assisted into accommodation- the following is split into 2 groups- those with connections to City and those without.
2. We have assessed that 33/72 have connections to the City- 16 have long term connections and 17 have more recent connections but it is reasonable to expect we will have a duty to support them in their accommodation pathway in the future.
3. 14/33 have No Recourse to Public Funds – this will be placing additional capacity / resource burdens on us as we work to support this group- will need a potential case management approach given potential interface with other agencies / issues re settled status etc.
4. We have assessed that 27/33 have supported living needs with a range of issues linked to substance misuse , mental health etc...that would be met via hostel type accommodation with keyworker and specialist services type support .
5. The remaining 39/72 don't have any obvious connections based on historical information/ CHAIN database etc...they were all placed in the accommodation from within the City of London area. This would be the new flow of rough sleepers.

6. The above have been placed in mixture of ours and GLA accommodation.

The current cohort on the streets:

There were 27 people counted on the streets in the audit last week. There will be fortnightly counts to help get a consistent picture of the numbers . There is a lot of movement of people coming in and out of the City and this fortnightly audit feels the most useful way to get a consistent reflection on numbers. The team are working on building picture of these 27 in terms of who we would assess as likely to come into accommodation and definitely not likely.

Support Services for Rough Sleepers still on the streets:

1. Weekly tasking meetings between Outreach, CoLP , Mental Health Services and Substance Misuse services are used to target wrap around support and intervention for rough sleepers.
2. There are currently 6 outreach shifts scheduled per week. Every shift includes critical welfare checks and the outreach team are prepared to offer basic assistance within the shift itself.
2. Every week we include outreach shifts augmented by mental health practitioners and drug and alcohol professionals.
3. One shift per week is currently provided by Doctors of The World which is tasked directly from the weekly tasking and action meeting.

Accommodation update:

We are very close to securing a 20-bed occupancy at the City Youth Hostel. There are issues re locking systems and cleaning contracts which are being finalised, but we are hopeful that we will be able to go live with this by middle of next week. It will be for 14 weeks - It will be staffed 24/7 plus security 24/7

Covid 19 Information

1. Of the 27 on the street 1 person presented as symptomatic
2. Currently none of the 72 are reporting as symptomatic
3. The presentation of C19 symptoms across the RS cohort has been much lower than first anticipated. Of course , current analysis doesn't capture those infected but not displaying symptoms.

Next Steps

1. We have established a Task and Action group has met twice and will meet weekly going forward.
2. Subject to range of regional / national agreements / direction we are modelling a potential need of up to 100 people to go on the accommodation pathway – this is a bit crude but is based on us having to take responsibility for the 3 groups above (32; 39; 27)- HOWEVER there is still a lot to be determined regarding who would be responsible for which groups/individuals .

3. The GLA are going to be convening their own Task and Finish group to drive next stages forward. This will be key to assisting in our local strategies.

### **Barbican & Community Libraries – Carol Boswarthack**

1. Libraries all closed at the end of March, but the staff are working extremely hard from home. I challenged them to create a library without walls and that's exactly what they've done.
2. We now have a large number of online experiences including
  - a. videoed and streaming online Rhymetimes for families
  - b. temporary online membership so people can access our eBooks, eAudiobooks, eMags and eComics. Staff have also been working hard on buying extra stock and building up collections to assist with the main needs e.g. home schooling, stress and anxiety.
  - c. access to streaming music and video and a number of other incredible resources that have been made available to us since the pandemic started
  - d. answering enquiries on anything (regular service)
  - e. giving 121 IT tuition via Zoom
  - f. a virtual Dragon Café in the City on 29 Apr
  - g. Virtual reading groups
  - h. We've created a timetable of our virtual activities - it's going on the website and is available on all our social media.
3. Additionally, library staff with substantial experience of working with the elderly and vulnerable have been phoning residents on the NHS Shielded and Telecare lists to see if they need any additional help with e.g. shopping or collection of medicines. It's been very well-received. They are also making weekly befriending calls to those people who in normal times would receive a home delivery service from us
4. Customer feedback has been quite extraordinary and very gratifying.
5. We are now working on a detailed recovery plan so when we're able to reopen, we'll be ready to do that safely.

## Virtual Events

#LibrariesFromHome #LibrariesWithoutWalls

**Monday**

9.30 *Artizan St FB* Visit the Virtual Garden  
11.00 *Barbican Joel on YouTube* Live Rhymetime  
13.00 *Shoe Lane FB* Daily Kids Colouring Page  
15.00 *Barbican Children's FB* Children's Rhymetime  
*Barbican Instagram - Daily Dingbat Challenge*

**Tuesday**

9.30 *Artizan St FB* Visit the Virtual Garden  
11.00 *Barbican Joel on YouTube* Live Rhymetime  
13.00 *Shoe Lane FB* Daily Kids Colouring Page  
15.00 *Barbican Children's FB* Children's Rhymetime  
16.00 *Barbican FB & Twitter* Classic Album Club  
*Barbican Instagram - Daily Dingbat Challenge*

**Wednesday**

9.30 *Artizan St FB* Visit the Virtual Garden  
11.00 *Barbican Joel on YouTube* Live Rhymetime  
12.00 *dragoncafeinthecity.com* Dragon Café in the City \*  
13.00 *Shoe Lane FB* Daily Kids Colouring Page  
15.00 *Barbican Children's FB* Children's Rhymetime  
16.00 *Barbican FB* Best of the Book Club  
*Barbican Instagram - Daily Dingbat Challenge*

\* Fortnightly from Wed 29th April -email - shoeLane@cityoflondon.gov.uk

**Thursday**

9.30 *Artizan St FB* Visit the Virtual Garden  
11.00 *Barbican Joel on YouTube* Live Rhymetime  
Noon *Barbican FB* Most Listened to on Naxos  
13.00 *Shoe Lane FB* Daily Kids Colouring Page  
14.00 *Barbican FB* Librarian eLibrary Recommendations  
15.00 *Barbican Children's FB* Children's Rhymetime  
17.30 *Zoom* Comic Forum \*  
*Barbican Instagram - Daily Dingbat Challenge*  
\*Every third Thursday of the month - email joel.janiurek@cityoflondon.gov.uk

**Friday**

9.30 *Artizan St FB* Visit the Virtual Garden  
11.00 *Barbican Joel on YouTube* Live Rhymetime  
13.00 *Shoe Lane FB* Daily Kids Colouring Page  
15.00 *Barbican Children's FB* Children's Rhymetime  
16.00 *Barbican Facebook -* Music Quiz Challenge  
*Barbican Instagram - Daily Dingbat Challenge*

**Saturday**

11.00 *Barbican Joel on YouTube* Live Rhymetime

### Housing Management – Paul Murtagh

#### Staff numbers

- Number of staff working remains high (only 1 member of staff not at work).

#### Cleaning and Caretaking Service

- Operating a reduced service (50%);
- Focusing on critical tasks such as sanitisation (touch points etc), fire safety, bins, dealing with bulk waste.

#### Estate Services

- Operating a reduced service (80%);
- No home visits;
- Parking enforcement suspended until 15 May.

#### Housing Needs

- Operating a reduced service (50%);
- Biddings and viewings suspended;
- Assessing new applications;
- Housing Census.

### Rents

- Service running almost as normal;
- New rent notifications and direct debit notifications sent out (3500);
- Monitoring arrears carefully and, contacting residents in arrears to offer support and advice;
- Unable to issue full parking permits – temporary ones issued for now.

### Income Recovery

- Operating a reduced service (80%);
- Helping with increased Universal Credit claims (100 applications since lockdown);
- 91 households been in contact to advise of the adverse impact of COVID-19;
- Suspended arrears action sheds, garages and parking until 15 May (unofficially).

### Sheltered Housing

- Operating a reduced service (80%);
- Staff supporting residents by telephone;
- Liaising with care agencies and social services as normal;
- Communal lounges closed;
- No known cases of COVID-19 in our schemes.
- Lots of excellent work being done by residents on all our housing estates to help the more vulnerable residents

### Repairs and Maintenance

- Number of staff working is high;
- Call Centre operating fully as normal;
- Operating an emergency repairs service only (P0, P1 and P2);
- All statutory inspections being carried out in full – gas, electric, asbestos, legionella, lifts etc;
- Looking at how we may start doing less urgent repairs going forward without endangering staff, contractors and residents.

### Major Works and Improvements Programme

- Live projects on hold – access to homes and contractors deciding to furlough staff;
- Design process on several projects still ongoing for now – windows, sprinklers, door programme;
- Several projects could start up quickly after lockdown lifted.

#### HRA Commercial Premises

- Many of our commercial tenants on our social housing estates are closed either, directly as a result of government instructions for the lockdown or, indirectly as a result of a drop in trade, difficulty in obtaining supplies and staffing issues etc.
- In line with the agreed Corporate approach to assisting our commercial tenants during these difficult times, we have offered the following concessions to those who fall within the relevant categories:
  - o Switch to monthly rent rather than quarterly (Phase 1);
  - o 3-month rent deferral period (Phase 2).
- Several commercial tenants have subsequently indicated that they need further assistance from the Corporation to help them through the crisis. We are working corporate colleagues and Members to see what, if anything more, can be done.

#### **Education – Anne Bamford**

##### School openings

All schools have reopened and there are both online offers and face to face provisions for relevant vulnerable groups of learners and the children of key workers. Despite considerable efforts from schools to encourage eligible pupils to attend, low numbers have taken advantage of this offer, with most schools only having on average around 4.8 pupils each day.

John Cass has been available as a primary hub provision should it be needed. The City of London School is available as a secondary hub should that be needed.

A survey has occurred this week within the family of schools to determine if there are any City secondary-aged children as pupils without access to computers and WiFi. The results confirmed that on average there are a total of 21 pupils per secondary school without access and while these numbers are quite evenly spread across year groups, the least access is currently in Year 7 and Year 9. The best access (i.e. the least numbers of pupils without access) seems to be in Years 8, 10 and 11. Also see the later section on online learning.

##### Childcare and early years



This week there were an average of 11.2 children each day accessing childcare and early years provision in the City.

### National Offer Day

The primary National Offer Day occurred as expected on 16 April. Admission appeal panels will not go ahead at present, but it is likely over the coming weeks to allow some kind of 'virtual' appeals process to occur. There is no Pupil Place Planning National Offer Day Survey this year, instead Local Authorities will complete a shorter summary of place sufficiency.

### FSM Vouchers

The demand for the FSM vouchers has overwhelmed the system for distribution. While there were some delays, most people are now reporting receiving weekly vouchers for £15 per child per week. Sir John Cass is supporting the City Emergency Support Scheme as a pickup point for vouchers if families are unable to access them online. It has been announced that 16-19 providers can also claim FSM vouchers. Other 16 – 19 providers with an allocation for free meals will now be able to apply to the national voucher scheme, with the value of the vouchers being claimed back via Free Meals in FE/ 16 – 19 Discretionary Bursary allocations.

### Disadvantaged and vulnerable pupils

The DfE have issued guidance on supporting vulnerable children and young people during the COVID-19 outbreak. The government encourages the following vulnerable children and young people to attend their educational settings, and for those settings to follow up with children and families in the case of absence:

- Children and young people who have a social worker (unless their social worker decides that they are at less risk at home or in their placement, for example, due to underlying health conditions)
- Children and young people who have an EHC plan whose needs cannot be met safely in the home environment
- Children and young people who have been assessed as otherwise vulnerable by education providers or local authorities (including children's social care services), and who are therefore in need of continued education provision

The guidance also provide advice to education providers, social workers and parents on how to determine whether a child should be attending their educational setting and how to encourage children, and their parents, to attend where this is in the best interests of the child. While families stay at home to reduce the spread of the coronavirus, some children and young people may face increased risk of abuse or neglect at home or from strangers online. The Government will make funding worth £1.6 million available immediately for the NSPCC to expand and promote its national helpline for adults to enable many more adults to know how and where to raise concerns and seek advice or

support about the safety and wellbeing of any children they are worried about. The DfE have also published guidance for families on supporting children and young people's mental health and wellbeing during COVID-19 and while they are learning from home.

#### Access to online learning

Following the announcement by the Secretary of State for Education on Sunday 19 April, laptops and tablets will be made available to help the most disadvantaged young people access online learning and social care services. Young people and families eligible for devices must not already have access to one, and must be in one of the following groups:

- Children with a social worker
- Care leavers
- Disadvantaged children in Year 10, ahead of sitting their GCSEs next year

Today, the Secretary of State wrote to local authorities, academy trusts and other responsible bodies overseeing schools, colleges and children's social care outlining the process for ordering devices for vulnerable and disadvantaged young people.

We have updated our guidance for school and colleges on how to order internet access and digital devices and access support to provide remote education during the coronavirus (COVID-19) outbreak.

The guidance can be found here:

- <https://www.gov.uk/guidance/get-help-with-technology-for-remote-education-during-coronavirus-covid-19>

Responsible bodies will work with schools to identify eligible young people, and then place an order through our website when it launches later this week. Where care leavers, children with a social worker at secondary school and disadvantaged children do not have an internet connection, they will also receive a 4G router.

Schools will be able to keep these devices once they have re-opened, allowing children and young people to continue to learn and receive support at home in the future.

Any 16 to 19-year olds in education without a suitable device and/or connectivity to study remotely and whose family can't afford these costs will also be eligible for support via the 16-19 Bursary Fund. Decisions on support will be made by education providers.

The country's major telecommunications providers will make it easier for families to access selected educational resources by temporarily exempting these sites from data charges.

In addition, to support the hard work of schools in delivering remote education, the Oak National Academy launched on Monday 20 April. This will provide 180 video lessons each week, across a broad range of subjects from maths to art to languages, for every year group from Reception through to Year 10.

The final details of the access and distribution of the devices and content are being made available by the end of this week, but you can read further details on the following links:

- The Oak National Academy can be accessed here <https://www.thenational.academy/>
- The press release about the provision of free computers can be accessed here <https://www.gov.uk/government/news/new-major-package-to-support-online-learning>

### Assessment: GCSE and A-Level

Announcements have been made regarding Assessment of GCSE and A-Level results. A process will be followed which is a combination of school-based professional assessment and system-wide standardisation. The proposed aims of the standardisation process are as follows:

1. To provide students with the grades that they would most likely have achieved had they been able to complete their assessments in summer 2020
2. To apply a common standardisation approach, within and across subjects, for as many students as possible
3. To use a method that is transparent and easy to explain, wherever possible, to encourage engagement and build confidence
4. To protect, so far as is possible, all students from being systematically advantaged or disadvantaged, notwithstanding their socio-economic background or whether they have a protected characteristic
5. To be deliverable by exam boards in a consistent and timely way that they can quality assure and can be overseen effectively by Ofqual

Students will be given a 'fair grade' based on previous work.

Ofqual still intends to release the results on the scheduled release dates for both GCSEs (20/08/20) and A-Levels (13/08/20). There will be a process for schools to appeal on behalf of students, but it is proposed that appeals can only be about process not the professional judgements made. There will be provision for tests to be taken in the summer and autumn if this is needed by some students. There is a consultation open for a very short time (the consultation closes at 11:45pm on 29 April 2020) and the details can be found at this link:

<https://www.gov.uk/government/consultations/exceptional-arrangements-for-exam-grading-and-assessment-in-2020>

## Skills

### Changes to assessment arrangements for apprentices and accredited adult learning

An updated summary information sheet was sent this week to all the apprentices and all the relevant managers, tutors and stakeholders outlining the arrangements for their programmes of learning and assessment. Concurrently, an information sheet was also sent to all learners undertaking accredited adult education courses including foundation maths and English study, which also outlines the continued programme of study and assessment arrangements. The intention is to enable learners to be able to take online tests from home using remote invigilation. To date, this approach has received approval from most of the external quality assurance (EQAs) for end-point assessment (EPA) standards. ASES is awaiting further confirmation from the remaining EQAs.

## Communication with adult learners

It has been Easter holiday break for adult learning, but the tutors are continuing to maintain email, phone and 'hard copy' via learning packs and postcards connection with the learners. Courses which can be delivered remotely have been advertised for the summer terms and seem to be well-subscribed so far. You can apply for 'extraordinary bursary support if you have any learners aged 16-19 to get them computers and Wi-Fi access. <https://www.gov.uk/1619-bursary-fund> Also Finally, Learning partners are using St Luke's Community Centre which has remained open as a space to distribute 'hard copy' materials to the most vulnerable adults and families. ASES are providing 1:1 support for individuals experiencing 'technical support' issue and staff are able to access targeted technical support on:

<https://www.gov.uk/government/publications/coronavirus-covid-19-maintaining-further-education-provision/maintaining-education-and-skills-training-provision-further-education-providers>.

Staff can also raise specific online learning issues and request additional resources to train staff in online learning  
[FEC.OPERATIONS@education.gov.uk](mailto:FEC.OPERATIONS@education.gov.uk)

## Culture

Culture Mile Learning partners are using St Luke's Community Centre which has remained open as a space to distribute 'hard copy' creative play pack for young children to the most vulnerable families. They are also enabling the distribution of adult learning packs and resources to any adult learner without access to the online offers.

## **Public Health – Andy Liggins**

### Cases

- City residents = 16 residents have tested positive for coronavirus to date <https://coronavirus.data.gov.uk/#local-authorities>

### Deaths

- fewer than 5 deaths of City residents. During the meeting, Members noted that the National Website stated 13 deaths in London (and not 5) as this had included deaths at St Barts Hospital of non-City residents.

### Testing

NB ALL testing of CoL staff is currently only for those key workers who have symptoms or household members have symptoms

Essential workers and those prioritised for testing list now expanded further overnight <https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested>

### Testing options

- O2 and Lea Valley drive thru (and another 30-50 regional drive thru sites)
- Stratford walk-in - IS NOW NOT HAPPENING
- mobile testing units
  - Mobile testing units are being developed. They will operate out of a regional testing site and travel to offer tests where they are needed.
- home testing
  - apply online
  - currently only 8am - 8pm
  - home testing kit delivered to house (Amazon)
  - tests collected from house (Royal Mail)
  - results within x days

### Contact Tracing

Contact tracing is a well-established role for PHE, local authorities and the NHS. Based on government guidance as it develops and in conjunction with PHE and local systems, the City of London Corporation is committed to its role in supporting an evidenced based, responsive and effective contact tracing function.

My understanding is that it will be local authorities (not GPs) who will be asked to support PHE with the contact tracing effort (alongside digital/apps and a new expanded contact tracing workforce), but this is yet TBC.