



Community & Children's Services Committee

REPORTS FOR INFORMATION

NOVEMBER 2022

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Committees: Department of Community and Children’s Services Grand Committee – For Information Health and Wellbeing Board – For Information	Dated: 03/10/2022
Subject: Adult Social Care Transformation	Public
Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?	1,2,3
Report of: Andrew Carter, Director of Community and Children’s Services	For Information
Report author: Ian Tweedie, Head of Service, Adult Social Care	

Summary

The Department of Health and Social Care (DHSC) has set out to transform services.

A suite of reforms of the health and care system have been outlined in white papers and legislation. The implementation of the reforms will have a significant impact on the Adult Social Care service in terms of process, systems, and resources. The reforms include changes to local authority charging for adult social care services and reintroduce the assessment of local authority Adult Social Care by the Care Quality Commission (CQC).

A City of London Adult Social Care Transformation Board has been set up to oversee the implementation of the reforms, with work currently in progress. Implementation costs for this financial year are being fully met from existing grant funding. Uncertainty around the level of future central government reform funding for 2023/24 and beyond is causing concern across the wider Adult Social Care sector.

Recommendation

Members are asked to:

- Note the report.

Main Report

Background

1. The early stages of the COVID-19 pandemic led to the Government postponing the implementation of the Mental Capacity (Amendment) Act 2019 in recognition of the pressure on health and social care services. As we emerged from the pandemic, the DHSC set out to transform services. A suite of reforms of the

health and care system have been outlined in the following white papers and legislation:

- *Health and social Care Integration: Joining up care for people, places, and population*
 - *Build Back Better: Our plan for health and social care*
 - Adult Social Care Reform white paper, *People at the Heart of Care*
 - Health and Care Act 2022
2. The Mental Capacity (Amendment) Act 2019 introduced the Liberty Protection Safeguards. Implementation was originally scheduled for 1 October 2020, however, it was postponed by the Government due to the COVID-19 pandemic. The safeguards are intended to ensure that people who lack the capacity to make decisions about their own care and treatment are not unlawfully deprived of their liberty.
 3. In September 2021, the Government published *Build Back Better: Our plan for health and social care*. This policy paper sets out a number of Government initiatives designed to strengthen the NHS and social care as we move forward and recover from the pandemic and its consequences.
 4. In December 2021, the white paper, *People at the Heart of Care*, was published, setting out a 10-year vision for the transformation of support and care in England. The vision puts people at its heart and revolves around three objectives:
 - People have choice, control, and support to live independent lives.
 - People can access outstanding quality and tailored care and support.
 - People find adult social care fair and accessible.
 5. February 2022 saw the publication of *Health and Social Care Integration: Joining up care for people, places, and population*. This white paper sets out measures to make integrated health and social care a universal reality for everyone across England, regardless of their condition and of where they live.
 6. The Health and Care Act received Royal Assent in April 2022 and introduces significant reforms to the organisation and delivery of health and care services in England, including:
 - return of CQC assessment of local authority Adult Social Care services
 - changes to Hospital discharge requirements
 - duty to co-operate between NHS bodies and local authorities
 - a cap on care costs (Amendment to the Care Act 2014)
 - information-sharing and standards across health and social care
 - Secretary of State's default powers in relation to Adult Social Care

Current Position

7. An Adult Social Care Transformation Board has been set up to oversee the implementation of the reforms. There are three sub-boards in place, each chaired

by the relevant senior officers:

- **Finance:** has oversight of funding and budgeting as well as systems and data. This board oversees work on the delivering the 'Care Cap.'
 - **People:** oversees policy, practice and learning and development. This board is responsible for preparation for CQC Assurance on local authority Adult Social Care services.
 - **Commissioning and Partnerships:** has oversight of Care Markets, Equalities and Communications. This board has responsibility for the market sustainment plan.
8. Further details of the Transformation Programme Board and timeline can be found in Appendix 1.
 9. The reform will have a significant impact on the Adult Social Care infrastructure. The Transformation Programme Board will manage the requirements, realigning City of London Adult Social Care to meet the legislative change. A programme manager is in place to set out the delivery of the reform and identify the resources required.
 10. Capacity to implement the reforms is being sourced through a mixture of internal upskilling, as well as external expertise brought in as and when required. Implementation costs for 2022/23 are being met through existing grant funding. Uncertainty remains around the level of additional central government grant funding that will be allocated to the City of London for the reform implementation and delivery costs for 2024/24 onwards.
 11. A new CQC assurance framework will impact on systems and processes for recording and performance reporting. The associated CQC assurance reports will be published.
 12. The People Sub-group is overseeing a programme of CQC inspection preparation. A review of the draft criteria for CQC inspections has been undertaken and evidence is being collated against this. A full self-assessment will be completed following publication of the final framework, outlining plans to improve or enhance our evidence against the framework. A dedicated Principal Social Worker for Adults has been appointed in line with the Targeted Operating Model to lead on Quality Assurance for the service, using the Children's Social Care model.
 13. Charging reform and the introduction of the lifetime 'Care Cap' will bring increased complexity in the financial assessment process, necessitating new assessment and monitoring systems. Current modelling is being undertaken to estimate the level of expected increase in referrals to Adult Social Care, as people who fund their own care and support request Care Act assessments to register themselves for the cap on care.
 14. System options to meet the requirements of the care account are currently being researched, and an options paper is due in November 2022. Costs for the procurement of a solution are expected to be met from Government's grant

funding in 2022/23. Modelling data is currently being collated for an impact assessment of those unknown self-funded residents who may wish to open a care account. Policy and practice around the Care Act assessment and financial assessment is being reviewed in line with care account requirements.

15. Processes are being reviewed alongside the required data system changes to identify leaner, smarter ways of working, with a view to minimising additional resource requirements that reform may have on adult social care.
16. As part of their commitment to the reforms, the Government produced the policy document *Market Sustainability and Fair Cost of Care Fund: Purpose and conditions 2022 to 2023*. This outlined the grant funding available to meet the current implementation costs of reform and the conditions for further funding for the following three years. As part of the requirements, the City of London will complete a provisional three-year market sustainment plan by February 2023.
17. Work has been undertaken with the DHSC regarding the Market Position Statement, and with other local authorities to benchmark the fair cost of care and future sustainability of City's care market. A draft Market Sustainability Plan has already been submitted to the DHSC for initial feedback prior to completion in February for publication on the City of London website.
18. There is no new date set for the postponed implementation of the Liberty Protection Safeguards, which increase the scope of the original legislation. There will be a training requirement that will impact on resources, including the introduction of new registered role of Approved Mental Capacity Professional. The detail around the training and registration for this role will follow the Government's publication of a new Code of Practice, expected this coming winter. A City of London impact assessment undertaken in 2021 will be reviewed and updated following the publication.
19. The People sub-board is overseeing the finalisation of a City of London Hospital Discharge Model in line with Government guidance and based on local data. This is expected to be completed in November.
20. As the transformation programme progresses, update reports will be provided to the Committee as appropriate.
21. **Financial implications:** In September 2021, the Government announced the Health and Social Care Levy to fund increases in costs associated with Adult Social Care reform. In September 2022, the Government announced the cancellation of the Health and Social Care Levy. There is sector-wide concern around the financial implications of Adult Social Care reform and the level of future central government funding. As funding details currently remain unclear there is the risk of a shortfall in funding, this risk will be monitored by the Finance sub-board.
22. **Resource implications:** The extent to which the combined programme of reform will impact on Adult Social Care resources will be determined by the detail of forthcoming government publications and announcements.

23. **Legal implications:** This is a legislative change crossing the services of Adult Social Care, Children and Families, Education and Early Years alongside commissioned providers. City of London will need to ensure that there is legislative compliance.
24. **Risk implications:** The CQC assessment of local authority Adult Social Care services represents a potential reputational risk, subject to the publication of the final assessment framework.
25. **Equalities implications:** The Government has conducted Equalities Impact Assessments on all the reform. Additional Equality Impact Assessments will be completed as part of the City of London Transformation Programme.
26. Climate implications: N/A
27. Security implications: N/A

Conclusion

28. The breadth of reform impacting on Adult Social Care carries with it a level of reputational, legal, and financial risk over the next few years. The City of London has put in place a programme structure to effectively deliver the reform. There remains a level of uncertainty across the Adult Social Care sector regarding future funding of the reform.

Appendices

- Appendix 1 – Transformation Programme Board and Timeline.

Background Papers

- [*Health and social care integration: Joining up care for people, places and populations*](#)
- [*Build Back Better: Our plan for health and social care*](#)
- [*Adult Social Care Reform white paper, People at the Heart of Care*](#)
- [*Health and Care Act \(2022\)*](#)
- [*Mental Capacity \(Amendment\) Act 2019*](#)
- [*Market Sustainability and Fair Cost of Care Fund: Purpose and conditions 2022 to 2023*](#)

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ASC Transformation Board
Director of Community & Children's Services

Programme Office

Finance Sub-Board
Head of Finance

People Sub-Board
Assistant Director People

Commissioning & Partnerships Sub-Board
*Assistant Director
Commissioning & Partnerships*

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BUDGETS & FUNDING

Programme Finance Group

SYSTEMS

Systems & Data

MOSAIC Advisory Board

L&D

PRACTICE

L&D & Practice

POLICY & PROCESS

Policy & Process

CARE MARKET

Commissioning

EQUALITIES & COMMS

Stakeholder & Comms Group

Hospital Discharge Group

LPS Board

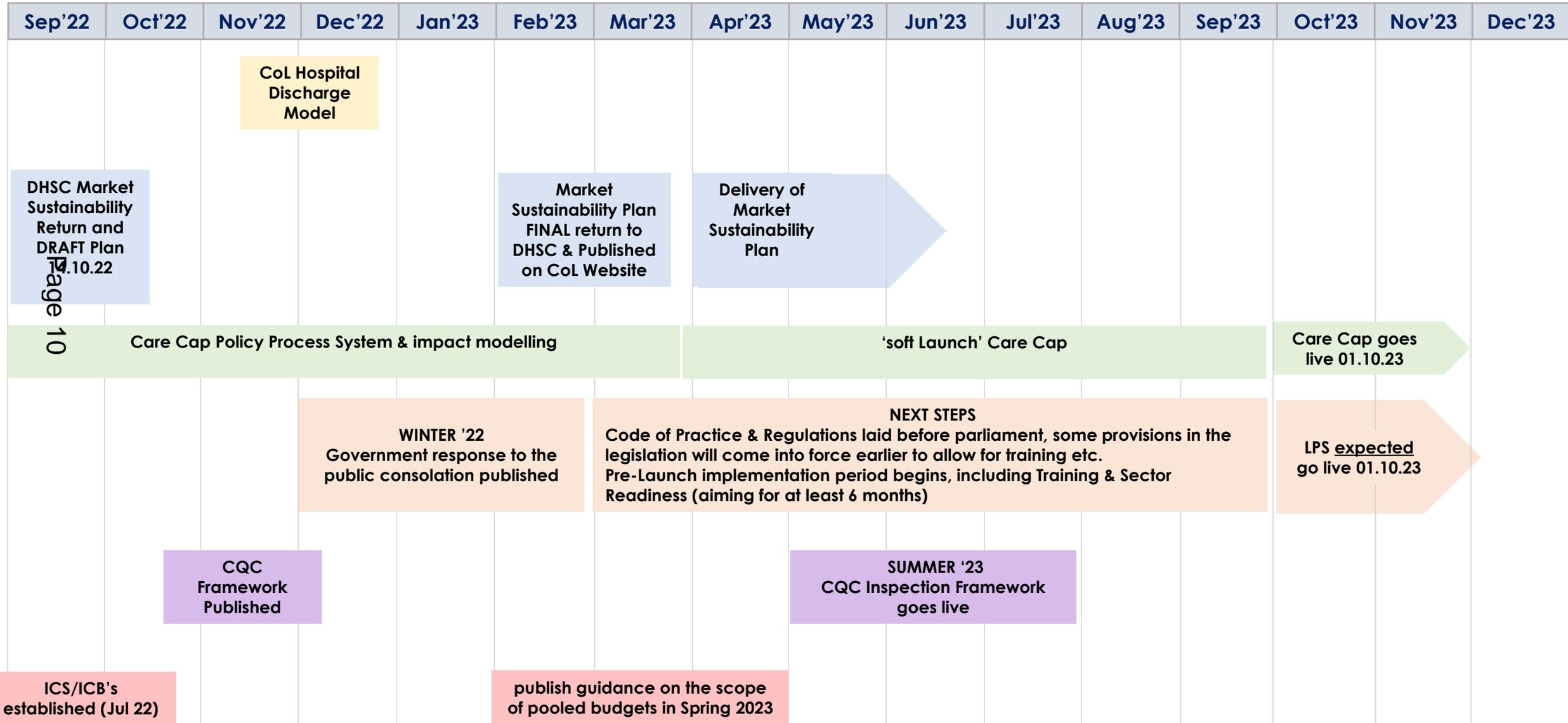
IPB

Adult Social Care Transformation

High level timeline

KEY:

Health & care Act	Liberty Protection Safeguards (LPS)-MC(A)A 2019
Market Sustainability Return	Assurance & CQC Inspections
Fair Cost of Care - 'Care Cap' (Care Act 2014)	Integration White Paper (ICP & ICB's)



Committee:	Dated:
Community and Children’s Services Committee	3/11/2022
Subject: Commissioning Update and Departmental Contracts Register	Public Appendix – Non-Public
Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?	1, 2, 3, 4
Does this proposal require extra revenue and/or capital spending?	N
If so, how much?	N/A
What is the source of funding?	N/A
Has this funding source been agreed with the Chamberlain’s Department?	N/A
Report of: Clare Chamberlain, Executive Director of Community and Children’s Services	For Information
Report author: Greg Knight, Head of Commissioning, Commissioning and Partnerships	

Summary

This report provides Members with highlights of current activity, successes, issues and priorities for the Department of Community and Children’s Services (DCCS) Commissioning Team.

Recommendation

Members are asked to:

- Note the contents of the report.

Main Report

Background

1. The DCCS Commissioning Team leads on the key activities and procurements for most contracts within the department. The team manages all elements of the commissioning cycle, including the analysis, planning, implementing and reviewing of services.
2. The team is responsible for the completion and management of sourcing plans, commissioning timelines and maintaining the service’s contracts register. The team proactively manages contract performance against key performance indicators to deliver the service area aims. In doing so, it seeks to secure effective services and cost efficiency for the City of London Corporation and those who use and receive its services.
3. There is a Service Level Agreement between the Commissioning Team and Commercial Services: the Commissioning Team leads on

procurement activity under £100,000. Commercial Services lead on tenders above this threshold, within the DCCS Category Board governance process.

4. The Commissioning Team currently manages 144 contracts, not including social care placement contracts, with a total value of £25,474,612. Of those contracts, 89 (62%) are under £100,000 and 55 (38%) are over the £100,000 threshold.

Commissioned services highlights

5. This section provides highlights of the current activity, successes, issues and priorities for the Commissioning Team and its work programme.

Children's and Young People's Placements

6. The team continues to use the Commissioning Alliance's Care Place framework to source placements for looked-after children and young people. This allows access to a wide range of care provision areas such as fostering, residential care, special educational needs, and 16–25-year-olds' semi-independent accommodation. Use of the framework has resulted in gaining access to market-leading prices and delivering £160,000 savings per annum since its implementation this financial year. This represents a 34% saving on the previous average weekly placement costs.
7. The team continues to review placement processes with a view to improving service quality and outcomes. The team's contract monitoring and management approach, which includes a senior management visitors programme, is designed to dovetail and supplement the Commissioning Alliance's own programme and processes. The monitoring approach will be expanded further to include a young inspectors programme in partnership with City Children in Care Council.

Adults and Children's Social Care – Out of Hours provision

8. The City's Service Level Agreements with Hackney Council – to provide the Adults and Children's Social Care Emergency Out of Hours Duty Teams – is in the process of being extended. The extension of both elements will enable service continuity in the short-to-mid-term while the Commissioning Team undertakes a service review and market exploration exercise.

Universal Youth and Play Services

9. Society Links, the City's Universal Youth and Play Service provider have made excellent progress in increasing engagement in inclusive provision and supporting the development of young people, since being awarded the contract in April 2022. The service is expanding its core programme of weekly sessions delivered from Golden Lane and Portsoken Community Centres, to

include activities four days per week. The additional offer provides targeted sports and female-only sessions, in addition to a programme to support Afghan children and young people who are part of the resettlement programme. Society Links also managed a successful community fun day at Golden Lane estate in the summer, which was attended by 180 residents.

Holiday Activities and Food Programme

10. The Holiday Activities and Food Programme, which provides healthy food and activities for children and young people eligible for free school meals, ran over the summer holidays. Activities took place at the Aldgate School and at Golden Lane Leisure Centre and resulted in six eligible children attending 72 sessions. The Christmas programme is currently being finalised and will consist of a sports programme from Golden Lane Leisure Centre and provision delivered from the Portsoken Community Centre by Society Links.

City Youth Forum

11. The newly appointed Member of Youth Parliament (MYP) and the Deputy MYP for the City delivered campaigns throughout the summer holidays, in support of their manifesto commitments to improve the mental wellbeing of young people living, working and studying in the City of London. The campaign consisted of a series of talks and workshops delivered by mental health professionals, social media campaigns, sports and creative sessions at Golden Lane Leisure Centre, and a social gathering for the City Youth Forum. Prospects, the service provider, the MYP and the Deputy MYP are in discussions with the Commissioning Team to arrange a meeting with the Lord Mayor and Members to share successes and discuss future plans.

Homecare, Reablement and Rapid Response Services

12. Following the contract award in July 2022, the mobilisation phases for both the Homecare service, and the Reablement and Rapid Response services, are now complete, with the respective providers, Hartwig Care and OneCare. The team ensured that the commissioned services are fully operational by working with the providers and colleagues in Adult Social Care to ensure a seamless transition for residents using the services. The team are in regular communication with the providers and will complete the first quarterly contract monitoring in November 2022. Service users were given the choice of which care they receive throughout the implementation, with four people opting to receive direct payments and obtain their Homecare from alternative Care Quality Commission registered providers.

Homelessness and Rough Sleeping

13. The team are supporting the significant work programme within the Homelessness and Rough Sleeping service. Services being commissioned include elements funded through the Department for Levelling Up, Housing and Communities' Rough Sleeping Initiative. The team have recently commissioned and mobilised a coproduction and consultation development

project to increase service user participation, a tri-borough service with Hackney and Tower Hamlets Councils to provide psychotherapy support to rough sleepers, and a mobile intervention service which provides support to service users who have moved away from the streets to a range of temporary accommodation settings.

14. The team is progressing with the procurement to appoint a service provider for the new assessment service at Snow Hill Court and supporting the mobilisation of the High Support Hostel for single homeless adults, which is due to open imminently.

Registrar Service

15. The Registrar service is managed by the London Borough of Islington through an agreement with the City of London under section 113 of the Local Government Act 1972. The Proper Officer is appointed by each local authority to manage the registration service, and they have overall responsibility for the delivery of the statutory registrations of births, marriages, and deaths. The post of Proper Officer should be held by a senior officer in a position to make decisions and influence the provision of the local registration service at all levels, and is generally held by the Director of Community and Children's Services, or an Assistant Director under the Scheme of Delegations. The Home Office has agreed that, during the period of recruitment for the new Director of Community and Children's Services, the Director of Public Protection and Regulatory Services in Islington will fulfil this role on a temporary basis. Regular monitoring of the service will continue to be undertaken by the Commissioning Team.

City Connections Carers Pilot

16. A new nine-month pilot service for City Carers commenced on 17 October 2022. The service is led by the Carers Centre Tower Hamlets and includes weekly drop-in sessions, one-to-one support, and a new fortnightly carers group. It is one of the key actions from the Carers Strategy implementation group. The outcomes and uptake of the pilot will inform the future commissioning of the City Connections Service. Additional information on the pilot can be found on the City Connections website at: <https://cityconnections.org.uk/are-you-a-carer/carers-support-information/carers-connections>.

Healthwatch

17. The Healthwatch City of London contract has been extended for one of the possible two years and includes a one-off uplift in costs to enable the retention of additional staff. Additional funding opportunities are being sought to facilitate the continued funding envelope for the contract for the final potential year. Healthwatch England are in discussion with the Department of Health and Social Care regarding the funding of all Healthwatch offices on an ongoing basis. Recruitment for a new General Manager was completed in October.

Golden Lane Leisure Centre

18. The team is exploring the implications and potential of a contract extension with Fusion Lifestyle for the management of Golden Lane Leisure Centre beyond 31 March 2023. The extension will need to provide adequate time for the Corporation's new sports strategy to be completed by the Town Clerk's Department throughout 2023, in order to inform the long-term vision for sport in the City, and the service at Golden Lane.
19. A contract extension may have additional revenue implications for the department, with provisional discussions identifying the need for the City to underwrite the financial risk of future energy prices. There may also be capital funding needs to renew mechanical and electrical equipment including the plant supporting the swimming pool. It may be that such investment aligns with the ambitions – and potential funding streams - of the Climate Action Strategy.
20. A report will be presented to this Committee in January 2023, setting out the options and implications of a contract extension with Fusion Lifestyle, and seeking Members' decision.

New Responsible Procurement Requirements

21. The team will ensure that the recent policy changes within the Procurement Code are embedded within working practices from 1 January 2023. The changes include an increased 15% weighting allocated to responsible procurement within tenders, increased consideration to economic, environmental, climate and social aspects to minimise the negative impacts and maximise the potential benefits including social value.

Corporate & Strategic Implications

22. The Commissioning Team's sourcing plans and work plan are centred around the delivery of the Corporate Plan and Departmental Business Plan objectives, most notably the aim to 'Contribute to a flourishing society'.

Financial implications

23. The Commissioning Team's work will continue to focus on delivering value for money and savings within the department's budget in the financial year 2022/23.

Resource implications

24. Not applicable.

Legal implications

25. Not applicable.

Risk implications

26. Not applicable.

Equalities implications

27. Equalities considerations are included throughout the commissioning and management of services. Providers are required to report on the service's key performance indicators and assess the take-up and use of services from target groups.

Climate implications

28. Not applicable.

Security implications

29. Not applicable.

Conclusion

30. The team continues to implement a strategic approach to commissioning, prioritising workload and effective partnership working across the range of services and contracts. The team aims to manage service performance and ensure high-quality outcomes for City residents.

Appendices

- Appendix 1 – DCCS contracts register (Non-Public)

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Committee:	Dated:
Community and Children’s Services Committee	3rd November 2022
Subject: Childcare Sufficiency Assessment	Public
Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?	<ul style="list-style-type: none"> • Contributing to a flourishing society • Support a thriving economy • Shape understanding environments
Does this proposal require extra revenue and/or capital spending?	No
Report of: Andrew Carter, Director of Community and Children’s Services	For information
Report authors: Isabelle Denniee, Lead Early Years Advisor – Education and Early Years Theresa Shortland, Head of Service – Education and Early Years	

Summary

- This Childcare Sufficiency Report is an analysis of the supply and demand of childcare provision in the City of London. It measures the effectiveness of the City’s childcare market by identifying any supply–demand gaps and makes recommendations as to how the City of London should plan to address any gaps in the market in the forthcoming planning period.
- The 2022 Childcare Sufficiency Report also updates on the recovery of the Early Years sector, following the COVID-19 pandemic.

Recommendation

Members are asked to:

- Note the report.

Main Report

Background

1. Statutory guidance for local authorities (June 2018) outlines the requirements for English local authorities aligned to their duties pursuant to section 2 of the Childcare Act 2016 and sections 6, 7, 7A, 9A,12 and 13 of the Childcare Act 2006. This 2022 City of Childcare London Sufficiency Report outlines how the City is meeting its duty to secure sufficient childcare.
2. The previous Sufficiency Report in November 2020 highlighted a number of themes:

- A. Type of childcare and sustainability: A relatively high percentage of parents stated that they would like their child to attend a “pre-school/playgroup”. These parents tended to be Barbican residents, and this highlighted the relative importance of the ongoing sustainability of the Barbican Playgroup. At the same time, some settings reported that they had a significant number of childcare vacancies. These vacant places were across all age groups 0–4 years. Occupancy levels for the autumn term 2021 were still below pre-COVID-19 averages and challenging for some Early Years childcare providers. All City of London Early Years settings survived the financial hardship of the pandemic with the support of zero-rated business rates and ongoing access to the Department for Education (DfE) Nursery Grant Funding, managed by the Education and Early Years Team.
- B. When parents/carers were invited to state what types of formal childcare they intended to use in future years, the second and third most frequent types were: a holiday play scheme; and an after-school club. As well as the out-of-school club based at the Aldgate School, Society Links has been commissioned by the City of London to provide activities for young people aged 8–19 years living in the City of London, in the Portsoken and Golden Lane Community Centres.
- C. One of the most frequent ‘barriers’ to accessing formal childcare stated by parents who participated in the 2020 childcare sufficiency audit was that they could not afford the childcare that they required: 21% of the respondents stated that they did not use formal childcare as it was too expensive; this compared to 39% in the 2018 childcare sufficiency audit. Information about the Childcare Accessibility Scheme is shared with all local Early Years providers to ensure that the scheme is promoted as widely as possible.
- D. Almost one-quarter of parents/carers consulted for the 2020 City of London Sufficiency Report outlined that they had a child with special needs and/or disabilities, or they had a young child with undiagnosed needs. A repeated request made by the City-based Early Years childcare providers/settings was for more training, to support their staff being able to identify special and additional needs at an early age. During the academic year 2021–2022, a training programme was offered by the Education and Early Years Team to upskill Early Years providers. This included the Early Years Special Educational Needs Co-ordinator (SENCO) qualification, the City of London Talks and Listens Enthusiastically (COLTALE) Programme, Attention Autism, Behaviour for Learning, Makaton and an introduction to working with children with Attention Deficit Hyperactivity Disorder (ADHD).

Current Position

3. The City of London Education and Early Years’ Service continues to ensure that every child living or educated in the City of London has the opportunity to achieve their maximum potential and thrive in their unique community. Between January and July 2022, parents and childcare providers were interviewed, either face-to-face or via channels including its Family Information Service, the Barbican parent’s WhatsApp group, The Aldgate School’s and local Facebook pages.

4. The Sufficiency Report 2022 indicates that occupancy levels for the first part of the year have been returning to the levels that were observed pre-pandemic. The City of London's Early Years private sector childcare providers are experiencing an uplift in the buoyancy of the market and take-up of places, with some also re-establishing their waiting lists. There is a particular increase in the take-up of places for children aged under 2 years.
5. Even though there has been an increase in the number of City workers returning to offices in the City, the local parents' survey showed that 25% of responding parents were still working from home for at least part of the week. Consequently, some parents are continuing to seek flexibility around when they accessed a nursery place for their child.
6. A total of 19% of families stated that they were accessing formal childcare only, which is the same as the percentage of parents accessing informal childcare; and 52% of responding parents/carers stated that they were accessing a combination of formal and informal childcare. The three types of formal (registered) childcare being accessed by City of London parents with the highest frequency in spring 2022 were (in order of frequency):
 - i. After-school Club
 - ii. Day nursery
 - iii. Breakfast Club

It can be noted that 10% of responding parents/carers stated that the out-of-school childcare that they were accessing was located outside of the City of London – most frequently in the London Borough of Islington, followed by the London Borough of Hackney. This provision is mostly offered within the schools attended by these children in neighbouring boroughs.

7. The City of London Childcare Accessibility Scheme aims to offer financial support for resident families to access early education and childcare. The purpose of the early education place is to support the child's early development and empower parents to make positive changes to their lives through work, training or family support. However, only 9% of parents surveyed said they were aware of the scheme.
8. Of the responding parents/carers, 14% stated that they had at least one child aged 0–18 years in their family who had Special Educational Needs and Disability (SEND) – with the most frequent type of SEND being speech language and communication needs, followed in frequency by autism spectrum conditions. Similarly, City of London childcare providers continue to highlight their collective observation of an increased number of pre-school children showing speech, language and communication needs. Aligned to this, the number of parents/carers having an awareness of the City of London's Speech and Language programme, COLTALE, remains relatively low (15%).
9. During the summer 2022, the Early Years Advisors worked closely with community libraries to promote the COLTALE programme, including taking part in the Summer Reading Challenge Family Fun Day. A new set of COLTALE stories written by local

children and families has been collated and a book will be published in autumn 2022 to further promote families “talking together, learning together”.

10. The majority of the Early Years childcare providers stated that, in summer 2022, recruitment and retention continues to be a challenge for them. Managers commented on staff turnover with recruitment simultaneously proving difficult. Retention of staff was an issue that was previously aligned to the relatively low pay in the Early Years and Childcare sector. A number of recent examples of professionals leaving to work in better paid occupations have been cited by City of London nursery managers and proprietors. Another theme has been that a number of staff members who were from other Eastern and Western European countries opted to return to their country of origin post-Brexit.
11. Early Years providers and parents/carers showed a keen interest in broadening the City Children Centre Services across the City local area to deliver the ‘hub & spoke’ model – in particular, services such as drop-in family activities and access to speech and language therapy.

Next Steps

12. The overall childcare assessment confirms that there are sufficient good-quality childcare places for children aged 0–4 years in the City, as of summer 2022. This assessment has, however, also identified next steps that are outlined below:
 - a) Type of childcare and sustainability: The City of London should continue the systematic monitoring of occupancy levels in the sector – taking into account the incidence of City workers continuing to work from home on a part-time basis, therefore, seeking flexible childcare hours.
 - b) Recruitment of good quality staff is a national challenge: The City of London should continue to advise managers in local Early Years settings on the issues of recruitment and retention through promotion of national campaigns such as PACEY’s #ChangedALife campaign. Recruitment and retention issues continue to be discussed at the pan-London Heads of Early Years Meetings (attended by the City Lead Early Years Advisor) and the subject is being consistently monitored by the DfE.
 - c) After-school and holiday provision: The City of London should continue to monitor take-up of after-school and holiday provision at The Aldgate School playcentre and ensure that the Youth Service offer provided by Shared Lives responds to the needs of local families.
 - d) Affordability: The City of London should continue to promote the Childcare Accessibility Scheme, particularly in the context of the current cost-of-living crisis, to ensure that families who need it most are able to access childcare places.
 - e) Speech and Language needs: In summer 2022, the City of London re-energised the promotion of the COLTALE programme – and its role should be systematically disseminated through all education, children’s centre, social and

health-themed partners, to ensure that parents, carers and professionals have an enhanced awareness of what the programme offers.

- f) Children’s Centre Services: The City of London should now intensify its exploratory conversations with relevant Early Years providers and partners to broaden the reach of the City Children’s Centre Services to deliver a hub-and-spoke model which will include provision of drop-in services in the North and West of the City of London.

Key Data

- 13. See Sufficiency Report – Appendix 1
- 14. New birth data June 2021–May 2022: 65 live births (no still births). This is slightly higher than the usual 50–52 annual birth data and takes into account the Afghan refugees who arrived in the City on 6 September 2021.

Corporate & Strategic Implications

- 15. Financial implications – In the City, Early Years providers are mostly small businesses, with one voluntary organisation and maintained provision in the Aldgate School and the City of London Children’s Centre. All Ofsted registered Early Years providers continue to receive the DfE’s Early Education grant that is administered by the Early Years service.
- 16. Resource implications – Difficulties with retention and recruitment are a current national issue for the childcare market. The implications for the Early Years providers is staff sufficiency. The impact of staff shortages is that a reduced number of childcare places are available to families. The DfE is aware of this and is putting in place training support for staff to gain qualifications.
- 17. Equalities implications – Take-up of childcare from lower-income families is essential to parents being able to work and access training. It is vital that the Childcare Accessibility Scheme supports those families where equalities implications are greatest. This includes those people protected by existing equality legislation, covering age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, and pregnancy and maternity.
- 18. Legal implications - N/A
- 19. Risk implications - N/A
- 20. Climate implications - N/A
- 21. Security implications - N/A

Conclusion

22. The overall assessment of childcare in the City confirms that there are sufficient good-quality childcare places for children aged 0–4 years. This situation will, however, require ongoing monitoring, including the changing developments associated with the current cost-of-living crisis.

Appendices

- **Appendix 1** – City of London: *Childcare Sufficiency Assessment Service: July 2022 Update*

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City of London

Childcare Sufficiency Assessment Service: July 2022 Update

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Key Conclusions

- A) **Conclusion:** It is evident that occupancy levels for the first part of 2022 have been returning to levels that were observed pre-pandemic, and that the City of London's private sector Early Years Childcare providers are experiencing an uplift in the buoyancy of their take-up and (in the majority of cases) their waiting lists. This has been accompanied by an increase of footfall within the City of London – however, it is evident that the incidence of working from home, including among workers that may have previously been customers at City of London Early Years Childcare settings/providers, is possibly maintaining a level which will affect occupancy on an ongoing basis.

Action: The City of London should continue its systematic monitoring of occupancy levels – with a focus on how its private sector providers are continuing to see a gradual return to pre-COVID levels.

- B) **Conclusion:** City of London childcare providers continue to highlight their (collective) observation of an increased number of pre-school (aged) children showing speech, language and communication needs – however, aligned to this, the number of parents/carers having an awareness of the City of London's programme remains relatively low.

Action: In summer 2022, the City of London has reenergised the promotion of the City of London Talks and Listens Enthusiastically (COLTALE) programme – and its role should be systematically disseminated through all education, social and health themed partners, so as to ensure that parents, carers and professionals have an enhanced awareness of its existence.

- C) **Conclusion:** The majority of the Early Years Childcare providers/setting stated that, in summer 2022, recruitment and retention had been an issue or challenge for them. This included the four private day nurseries that operate in the City of London. Retention was an issue that was aligned to the (relatively low) pay in the Early Years and Childcare sector, and a number of recent examples of professionals leaving to work in better-paid occupations were cited by City of London-based nursery managers and proprietors.

Another theme had been that a number of staff members who were from other (especially) Eastern and Western European countries had opted to return to their country of origin post-Brexit.

Action: This is a UK-wide challenge. The City of London should continue to signal to its Early Years and Childcare sector that it will advise them on issues of recruitment and retention, including through promotion of national campaigns such as PACEY's #ChangedALife campaign¹ and will help them as much as possible if individual staff members require advice or support.

¹ See: <https://www.pacey.org.uk/news-and-views/pacey-media-centre/changedalife-campaign/>

It can also be noted that the recruitment and retention issue has been discussed at the pan-London Heads of Early Years Meetings and the subject is being consistently monitored and solutions are being considered by the Department for Education (DfE).

- D) **Conclusion:** There was discernible support among Early Years and Childcare providers and parents/carers for a broadening of the City Children Centre Services, for City residents, across the City local area to deliver the 'hub-and-spoke' model – in particular, services such as drop-in family activities and access to speech and language therapy.

Action: The City of London should now intensify its exploratory conversations with relevant private, voluntary, and independent sector partners to examine the viability of broadening the reach of the City Children's Centre Services to deliver a hub-and-spoke model (which has been under consideration since 2019) – which involves a firmer foundation and presence of the resource in the North and West of the City of London locality.

- E) **Conclusion:** The three types of formal (registered) childcare being accessed by City of London parents with the highest frequency in spring 2022 were (in order of frequency):

1. After-school Club
2. Day nursery
3. Breakfast Club

Action: The City of London should continue to have an awareness that an after-school club remains the most frequent type of childcare that local parents are evidently accessing, and: (a) continue to monitor take-up at The Aldgate School playcentre; and (b) continue to ensure that the youth service offer recognises this associated demand.

- F) **Conclusion:** A repeated type of feedback on the theme of occupancy reiterated by the City of London's Early Years Childcare sector, was that some parents were continuing to seek flexibility around when they accessed a nursery.

Action: The City of London, via its ongoing systematic monitoring of occupancy levels within its family of Early Years Childcare providers, will continue to attain intelligence on the supply/demand of types of places which parents are requesting and/or taking up, including weekdays where demand is peaking.

Introduction

The City of London Education and Early Years Service continues to ensure that every child living or educated in the City of London has the opportunity to achieve their maximum potential and thrive in their unique community.

To this effect, and aligned to a context of the challenges that the COVID-19 pandemic inherently presented to the national and inner-City London Early Years and Childcare sector during 2020 and 2021: in autumn 2021, the City of London commissioned a two-year service whereby, up to mid-2023, the ongoing sufficiency of childcare provision in the locality would be monitored and subject to evolving strategic recommendations.

The service would, as relevant, on that ongoing basis:

- assess the existing childcare provision in the City of London, mapping supply and demand and gaps (as they evolved) in the childcare market – as well as monitoring any legacy impact of the COVID-19 pandemic
- review and summarise evolving demographic data, including child population projections by age group
- undertake periodic surveys and interviews of local parents and carers
- monitor prevailing vacancies/occupancy being experienced by the City of London’s childcare providers
- assess the ongoing awareness of the City of London Accessibility Scheme
- monitor the impact of the City of London Family Information Service regarding access to and sharing of relevant Early Years and Childcare themed information
- monitor the ongoing reach, accessibility and use of the City of London COLTALE programme by local families.

The Service’s work therefore informed this report at the mid-point of July 2022.

Childcare Sufficiency Assessment Research Methodology January – June 2022

This Childcare Sufficiency update report has been researched and produced via:

1. analysis of up-to-date demographic population forecast data pending the release of the full Office for National Statistics (ONS) Census 2021 data
2. analysis of outcomes of structured interviews with the Early Years Childcare providers/settings situated in the City of London, that took place in early summer 2022
3. analysis of the outcomes of an online survey that was promoted to City of London resident parents and carers in March–May 2022 and which focused on the theme of Early Years and Childcare needs.

1. Key Updated Demographic Context

Demography remains a critical factor with regard to the sufficiency of localised childcare – from a demand and need perspective.

This City of London childcare sufficiency update for summer 2022 includes recent demographic data, pending the finalised publication of the comprehensive national 2021 census figures by the ONS.

1.1 Table 1 indicates the estimated population of 0–18-year-olds within each of the City of London’s wards as published by the ONS in September 2021 – pending the release of the 2021 ONS national census in late summer 2022 – figures which will be included in the next (subsequent to this version) City of London Sufficiency report in late 2022.

Table 1 – Resident population of 0–18-year-olds in the City of London (ONS 2021)

Ward	All ages	0-2 years	3-4 years	5-7 years	8-11 years	12-14 years	15-18 years	Total 0-18 years
Aldersgate	2,601	61	57	90	131	57	31	427
Bishopsgate	360	6	6	2	10	3	14	41
Cripplegate	2,726	81	63	77	110	102	95	528
Farringdon Within	496	6	3	18	41	24	34	126
Farringdon Without	1,742	47	26	13	30	28	52	196
Portoken	2,181	41	38	146	136	45	89	495
Queenhithe	467	9	12	29	3	3	12	68
Tower	365	11	7	6	1	6	4	35

Table 1 indicates that the ward which has the highest number of resident 0–18-year-olds remains the Cripplegate ward (which incorporates the Barbican estate), followed in frequency by the Portoken ward (which incorporates the Mansell Street estate and the Middlesex Street estate).

1.2 Table 2 shows inflow migration and outflow migration aligned to the City of London locality for the period 2018–2020. The Table indicates that inflow, in particular international inflow, was higher than outflow of people. Previous years had shown an identical incidence and the proportion of inflow in comparison to outflow had been increasing year-to-year.

Table 2 – Inflow and outflow migration, City of London, 2018–2020 (ONS 2021)

		Mid 2018 – Mid 2020			
City of London	Mid-2019 Pop. Estimate = 9,721	Long-term International Migration		Internal Migration (within UK)	
		Inflow	Outflow	Inflow	Outflow
		1,232	388	1,116	977
	Mid-2020 Pop. Estimate = 10,938	Long-term International Migration		Internal Migration (within UK)	
Inflow		Outflow	Inflow	Outflow	
	1,433	192	879	915	

1.3 Finally, as an initial recap of key demographics for the City of London locality, it can be noted that various sources of research indicate that City workers are still only gradually returning to their offices. For example, in June 2022 Bloomberg UK published research² which concluded that (only) *“about 60% to 70% of City employees are back at their desks...less than the 75% commuting prior to the omicron wave taking hold in late 2021”*. The research also concluded that *“businesses pushing for a return to the office continue to meet resistance from employees enjoying a better work-life balance as a result of not having to travel in every day”*. Other research has called this a ‘working from home revolution’. In June 2022, King’s College also promoted its research which reported that:³

- Six in 10 London workers say they are now hybrid working, as defined by working from home at least one day a week and from their workplace fewer than five days a week.
- Of those in work at the time, 37% said they worked from home at least one day a week on average before the pandemic. Double this proportion – 75% – report doing so in the past four weeks.
- **Three-quarters of London workers think we’re never returning to the previous way of working where most people come into their workplace five or more days a week.**

Such findings continue to be critical with regard to the sustainability of the City of London’s private sector childcare providers – and their latest views and feedback on this theme are summarised in the following section.

2. Feedback from City of London Early Years Childcare Providers

The narrative below summarises feedback, aligned to specific themes, received (as an outcome of structured interviews undertaken through telephone or virtual/web e-interviews) from representatives of seven of the City’s eight Early Years Childcare providers during the period April – May 2022.

2.1 Occupancy and business confidence in the first half of 2022

2.1.1 In terms of the fundamental subject of occupancy, representatives of the settings interviewed reported that attendance was buoyant and returning to pre-COVID levels, though not – in the case of the private sector representatives – having returned to those 2019 levels, as yet.

Two representatives outlined their anecdotal opinion that there had been incidence of families deciding to move out of their (City of London located) estate and away from London.

The representatives of the City of London’s private sector settings, i.e., Bright Horizons City Child, Smithfield House Nursery, Hatching Dragons Nursery and Newpark

² <https://www.bloomberg.com/news/articles/2022-06-11/city-of-london-offices-still-not-as-busy-as-before-omicron>

³ <https://www.kcl.ac.uk/policy-institute/assets/wfh-revolution-how-new-ways-of-working-are-changing-london.pdf>

Childcare Centre (Barbican Nursery) each outlined their opinion that City of London worker/employee footfall was starting to “*steadily*” increase, including as increasing numbers of such individuals commuting in to the City and arriving at Farringdon, Liverpool Street and Cannon Street railway stations.

One setting summarised the experience of others when feeding back that “*our occupancy has really gone up [to 93% at this time] since November last year*”.

Another stated that “*we have 60 children on roll at the moment and quite a few starts for September... the situation is much more positive than it was*”.

Essentially, there was optimism returning with regard to the essential theme of occupancy (enquiries – including through ‘walk ins’ – leading to increasing) – for example, aligned to feedback from one representative who stated how:

“The situation is looking more optimistic and we have had a greater interest from parents to send their children to nursery than at any other time over the past 18 months...”

However, the same representative echoed views of two other interviewees when stating “*we have to be aware though that [City employees] working from home is still a factor*”.

Encouragingly, another private sector representative stated that “*we have recently had eight ‘show arounds’ in just one week*”.

Final feedback on the theme of occupancy was that three representatives reiterated that some parents were continuing to seek flexibility around *when* they accessed a nursery. Tuesday, Wednesday and Thursday were the most requested days, aligned, (it was thought by representatives) to such parents working mid-week and having extended time at home on Mondays and Fridays (though still working on those two week days, however, working from home and caring for a child simultaneously at home).

2.1.2 Six of the seven representatives interviewed stated that their setting currently had a waiting list, post Easter 2022. Three representatives reported that they were particularly experiencing enquiries about places for 2-year-olds – including two of the City of London’s private sector nurseries, with one such representative stating:

“This kind of does indicate a baby boom during lockdown... we are certainly seeing enquiries for this age group”.

Another Childcare representative stated:

“Our two-year-olds’ room is our busiest room”.

Two representatives of nurseries also reported (words to the effect of) “*Our baby room is also much busier than it has been for a while*”.

It was noted, however, that one of the private sector settings did not have a waiting list at the time of their interview in May 2022. In contrast, one private sector setting had 40 names on a waiting list, including children ready to start attending in September 2022.

2.1.3 Each representative was invited to rate their business confidence in early summer 2022.

Two representatives stated a rating of *very confident* and five stated *quite confident*.

2.1.4 As with the childcare sufficiency research that was undertaken in winter 2022, a number of the representatives highlighted a belief – and a tangible incidence – that the number of children experiencing speech, language and communication difficulties had increased by the advent of COVID-19.

Two such interviewees passed on their opinion that local primary schools (including The Aldgate School) should continue to be aware that a higher number of pupils than pre-pandemic would, in all likelihood, join local Reception classes with such needs. One of these interviewees believed that up to a third of their setting's current cohort of 3-4 year old pupils were evidencing (both diagnosed and undiagnosed) speech, language and communication difficulties.

2.2 Feedback on recruitment and retention

2.2.1 In December 2021, the Early Years Alliance published its Breaking Point report which surveyed just under 1,400 people in the Early Years Childcare sector. The report made a number of conclusions, the majority of which had relevance for the City of London during the immediate post-COVID period:

- 84% of responding settings were finding it difficult to recruit suitable new Early Years staff, with 60% finding it 'very difficult'. The reasons most commonly cited by these respondents were:
 - a lack of applicants for roles (87%)
 - applicants lacking full and relevant Early Years qualifications (70%)
 - an inability to meet the salary demands of applicants (52%)
- 62% of respondents said they were aware of staff who had left their setting in the past six months and had left the Early Years sector completely
- 49% of respondents said they had to use bank or agency staff over the previous six months
- 21% of respondents had to reduce or otherwise restrict opening hours as a result of lack of adequate staff over the previous six months
- 49% of respondents had to limit or stop taking on new children due to a lack of sufficient staff over the previous six months
- 61% of respondents who had experienced staffing shortages over the previous six months said that it had a negative impact on quality
- 46% of respondents felt pessimistic about having sufficient staff in 12 months' time
- 34% of respondents thought that it is likely that a lack of adequate staff will result in their setting or rooms in their setting being forced to close *temporarily*

over the next 12 months

- 16% of respondents thought that it is likely that a lack of adequate staff will result in their setting being forced to close *permanently* over the next 12 months
- The most commonly cited reasons for staff leaving the workforce were: feeling undervalued by the government (77%); job-related stress (72%); and poor pay (57%).

Additionally, in May 2022, the National Day Nurseries Association reported how nurseries across the UK were being forced to close or reduce their services *“at an alarming rate because they are struggling to recruit and retain staff”*. The organisation also reported how *“some smaller nurseries have had to reduce their opening hours and a lot of really experienced practitioners are leaving the profession”*.

2.2.2 Five of the seven representatives interviewed stated that recruitment and retention had been an issue or challenge for them, too, in 2022. This included the four private day nurseries that operate in the City of London.

Direct feedback included:

“We are losing staff on a regular basis... recruitment is simultaneously proving to be hard work as well, including with candidates not showing up⁴ or not interviewing well.”

“It has been hard to find people... we had one candidate who sent her son to be interviewed instead of herself...”

“When COVID-19 started to decrease, that is when we saw some staff leave... some people left because of the money – they saw that they can earn more elsewhere.”

“We are having problems finding qualified staff... even though our company tends to offer ‘better wages’ and holidays packages...”

“We see problems too when staff are off [work] sick... it is making maintaining our ratios very hard..

“As a nursery we are racking up huge agency [staff] fees... like others we are really struggling to find qualified staff on a permanent basis... I think staff are starting to discover they can earn more money for a lot less responsibility.”

One interview deemed the challenges with retention as being related to the *“psychology of the pandemic”* and how the COVID-19 pandemic had *“jolted”* the sector’s workforce into realising how the responsibility of their role – and the stresses that accompanied it – did not see any recognition aligned to what they tended to earn in the sector.

⁴ In June 2022, the publication Nursery World reported this as a growing concern and problem: <https://www.daynurseries.co.uk/news/article.cfm/id/1673152/Nurseries-say-job-applicants>

2.3 Family support type services

Each setting representative was invited to state whether they personally believed that the City would benefit from family support type services **at its Northern and Western geographic location**, in order to supplement the traditional (outreach) role and delivery undertaken by City Child and Family Centre.

There was clear support – among such interviewees – for broadening of the City Children’s Centre services offer to a hub-and-spoke model, with two settings expressing an interest in hosting any extended Early Years and Childcare/best start-type offer:

“I know that some Barbican parents would like it if someone again, like my setting, decided to run a parent and toddler group around that area, which would be additional to the group run at Barbican library.”

“My setting [in the western vicinity of the City of London] would be interested in potentially hosting a parent and toddler group or parents drop-in as a part of an extended service.”

“There could be an increased emphasis on out-of-school childcare in the north of the City.”

3. Feedback from City of London Online Survey with Parents and Carers

The narrative below summarises feedback received from almost 100 parents and carers in response to an online survey which was promoted by the City of London in spring 2022, via channels including its Family Information Service, The Aldgate School and the locality’s Early Years Childcare settings.

The online survey was additionally promoted via informal channels, including the Barbican Parent’s WhatsApp group and local Facebook pages.

3.1 The analysis that follows focuses on the responses of parents/carers who evidently were resident within the City of London.

The average age of the children that were being cared for and raised by responding parents/carers was 5 ¼ years of age, with the most frequent age group being 0–12 months.

The average number of children that each responding carer/parent had was 1.68 – in comparison to the national English average of 1.7.

3.2 14% of responding parents/carers stated that they had at least one child aged 0–18 years in the family who had special educational needs and disability (SEND) – with the most frequent type of SEND being speech language and communication

needs, followed by autism spectrum conditions.

3.3 In terms of the fundamental usage of childcare:

- 19% of responding parents/carers stated they were accessing formal (registered with Ofsted) childcare *only*.
- 19% of responding parents/carers also stated they were accessing informal (not registered with Ofsted) childcare *only* – for example, family (including themselves), friends, neighbours, a nanny or an au pair.
- 52% of responding parents/carers stated they were accessing a combination of formal and informal childcare *only*.
- 10% of online respondents chose not to specify the service they were using.
- 25% of responding parents stated that, as of spring 2022, they were working – however, they were working from home.

Table 3 indicates the frequency with which all relevant responding parents/carers stated that they were currently accessing a type of formal or informal childcare – in late spring/early summer 2022.

Table 3 – Frequency with which responding parents/carers stated that they used specific types of childcare during term times

Type of childcare registered or non-registered childcare	Percentage of relevant responding parents/carers
Day nursery – full-time or part-time	23%
Pre-school or playgroup i.e. sessional childcare	6%
Nursery class in a state school	4%
Nursery class in an independent school	8%
Registered childminder	6%
After-school Club	31%
Holiday playscheme	4%
Breakfast Club	21%
Nanny or au pair	15%
Grandparents	8%
Other family members	4%
Friends	6%

Table 3 indicates that the three types of formal (registered) childcare that were being accessed by City of London parents with the highest frequency in spring 2022 were (in order of frequency):

1. After-school Club
2. Day nursery
3. Breakfast Club

3.4 It can be noted that 10% of responding parents/carers stated that the out-of-school childcare that they were accessing was located outside of the City of London – most frequently in the London Borough of Islington, followed in frequency by the London Borough of Hackney.

3.5 10% of parents who had a 3-year-old and/or 4-year-old stated that they were currently accessing the universal 15 hours free entitlement for 3- and 4-year-olds (with 40% stating that they were buying additional hours, most frequently at the same setting).

No (working) parents who had a 3-year-old and/or 4-year-old stated that they were currently accessing the 30 hours childcare offer for 3- and 4-year-olds, though this may have been affected by their income.

3.6 Qualitative feedback about the universal 15 hours free entitlement for 3- and 4-year-olds included:

“It is very good for me, but more hours at 3 years would be much more helpful.”

“The cut-off times are unfair in my opinion. Families should be able to sign up whenever their child enters childcare.”

Qualitative feedback about the 30 hours childcare offer for 3- and 4-year olds included:

“I would use this, if it was 40 hours.”

“I am a parent with a 3-year-old and I don’t know anything about this.” – and similarly:

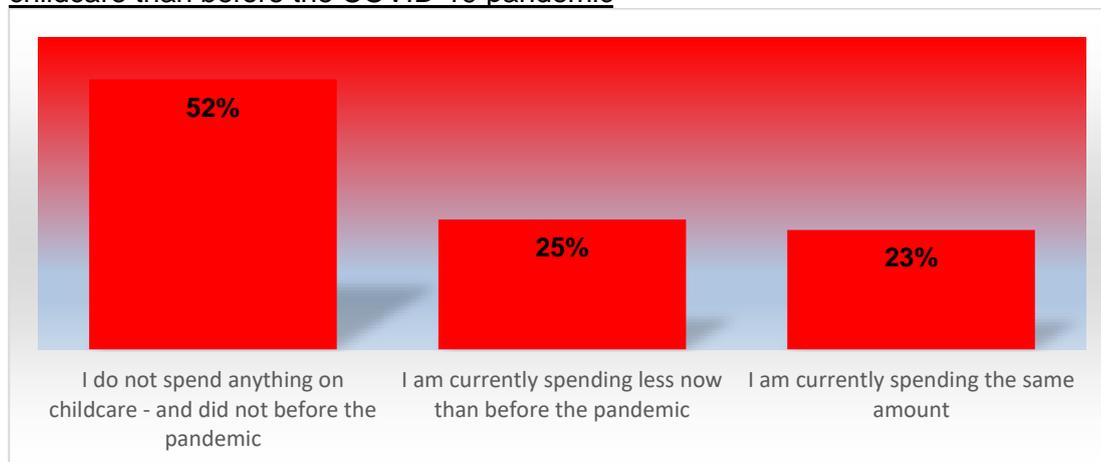
“I don’t know enough about 30 hours childcare.”

“I wish I knew if 30 hours is available to me.”

3.7 Parents and carers were invited to provide feedback on the theme of funded childcare.

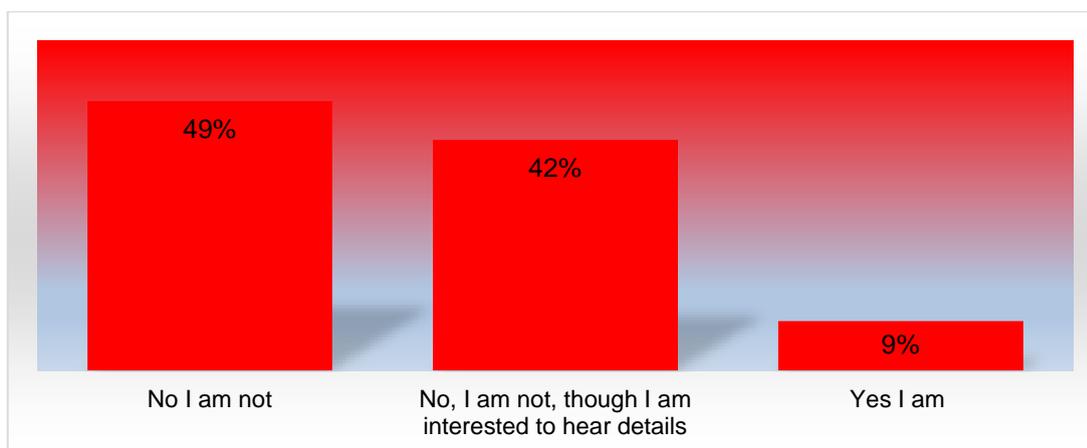
Those parents who were paying for some form of childcare stated whether this was any different from how much they were spending before the COVID-19 pandemic.

Diagram 1 – Proportions of parents/carers stating whether they were spending more or less on childcare than before the COVID-19 pandemic



3.8 Parents and carers were also invited to state whether they were aware of the existence of the City of London Childcare Affordability Scheme.⁵

Diagram 2 – Awareness of the City of London Childcare Affordability



3.9 All parents/carers were invited to state whether they had currently, or whether they had at some point in the past encountered any barriers to childcare.

⁵ The Childcare Affordability Scheme helps parents living in the City of London meet the costs.

Diagram 3 – Incidence of reasons stated as to why a parent/carer was not accessing/receiving support with childcare

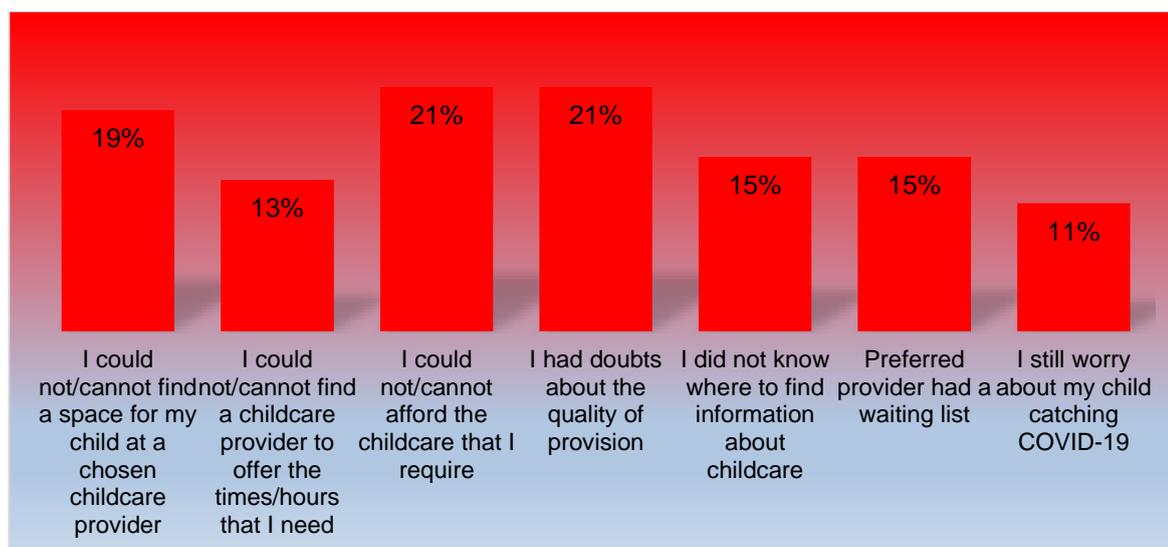


Diagram 3 indicates that the most frequent barrier that had been experienced by a responding City of London resident parent/carer at some point was “*I could not afford the childcare that I require*”, followed in frequency by “*I have had doubts about the quality of formal childcare provision*”.

In addition to the information presented in Diagram 3 – (only) 5% of responding parent/carers stated: “*I do not use formal childcare as much as I did before the COVID-19 pandemic*”.

3.10 All responding parents/carers were invited to respond to the question: *What in your opinion should the City of London be doing – or continue to do – in terms of supporting parents and carers in 2022, in direct relation to childcare?*

The most frequent type of feedback was (words to the effect of): “*They should be helping to ensure more childcare options during the school holidays.*”

Specific feedback on this theme included:

“There really should be clubs to cover the long school holidays, like the scheme run by Society Links.”

“Could they help to provide more affordable options, especially during the holiday breaks?”

The second most frequent type of feedback focused on the theme of affordability:

“I think the City, like all local authorities, should aim to help subsidise childcare in the difficult period between 1 and 3 years when it is financially very hard to work and pay for childcare or you have to give up work and only do informal childcare.”

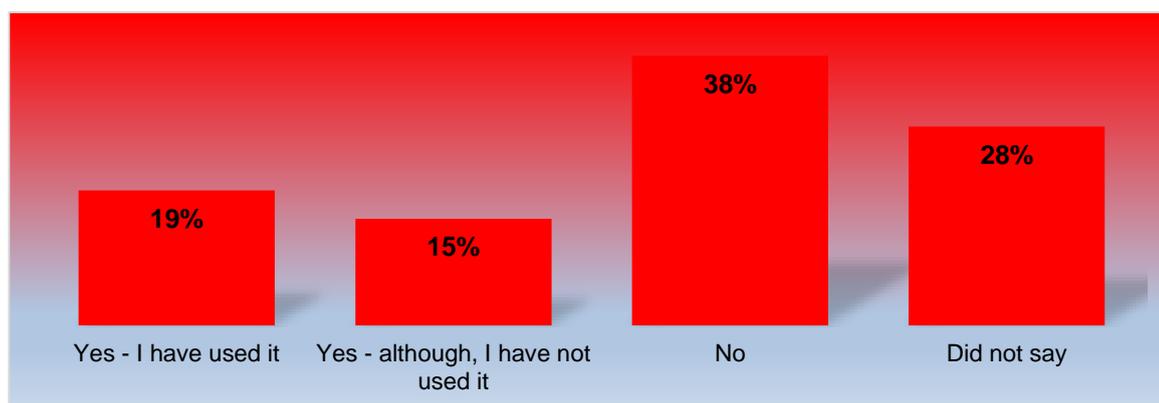
“I am going to quit my current job as: a) I cannot afford childcare and; b) I cannot find

cover for early mornings (I need to be at work by 8am).”

“There really has to be more state funding for childcare, as it is prohibitively expensive and driving people – mainly women – out of the workforce. Instead of a new HQ for Morgan Stanley on the Museum of London site there should be a new state school (primary and secondary) with a nursery!”

3.11 Responding parents and carers were requested to say whether they were aware of the existence of the City of London Family Information Service:

Diagram 4 – Awareness among responding parents/carers of the City of London FIS



3.12 All responding parents/carers were asked if they were aware of the City of London Talks and Listens Enthusiastically (COLTALE) Programme, which aims to support children to develop the best possible speech, language and communication skills.

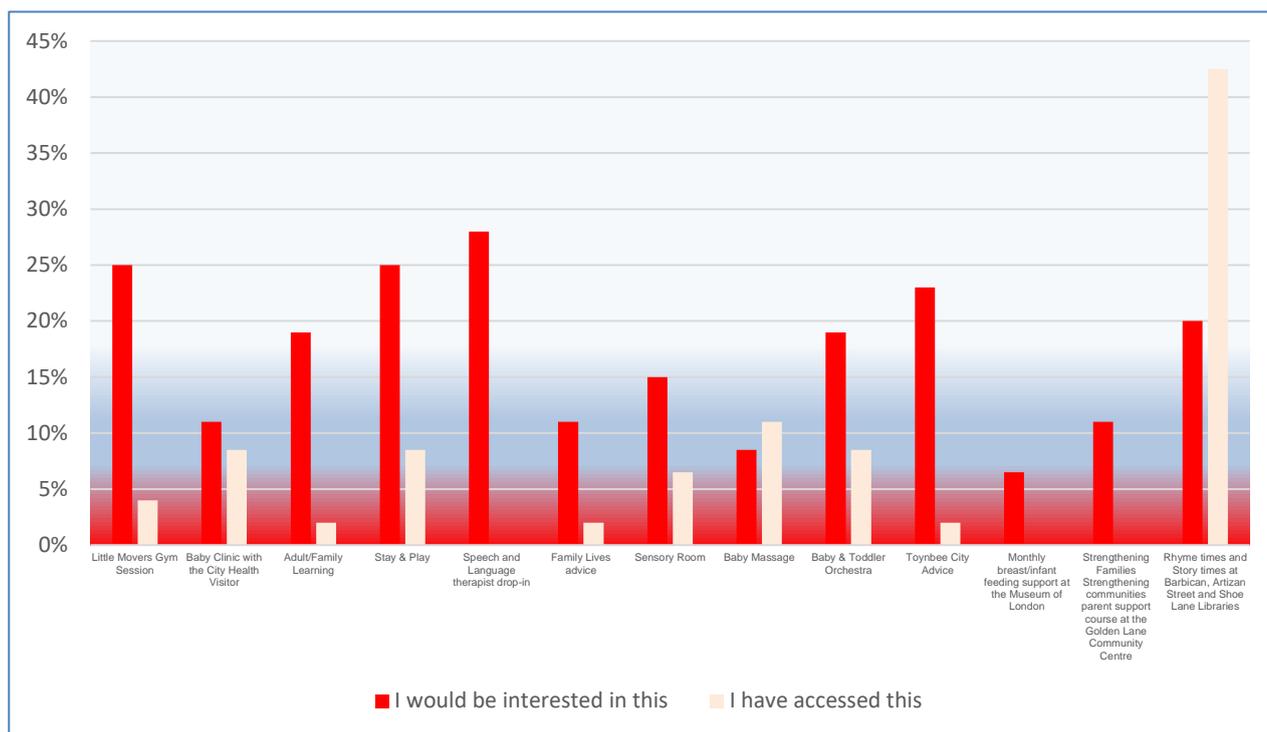
Table 4 – Parents awareness of the COLTALE programme in late spring 2022

Response	Percentage of relevant responding parents/carers
Did not say	29%
No	56%
Yes – although, I have not used it	7.5%
Yes – I have used it	7.5%

Table 4 indicates that approximately (only) 1 : 6 of responding parents were aware of the COLTALE programme in spring 2022.

3.13 Parents and carers were also invited to provide feedback on the best Start for Life themed services and activities – and the extent to which they accessed such provision or whether they may like to in the future, possibly as part of an extended geographical scope of offer by the Child and Family Centre at The Aldgate School.

Diagram 5 – Feedback on Start for Life type services, activities and provisions



3.14 Diagram 5 indicates that the three types of activities and forms of support that responding parents/carers had evidently accessed at some point in time with the highest frequency were:

1. Rhyme times and Story times at Barbican, Artizan Street and Shoe Lane libraries
2. Baby Clinic with the City Health Visitor
3. Drop-in Stay and Play family sessions.

3.15 Diagram 5 also indicates that the three types of activities and forms of support that responding parents/carers would evidently consider accessing at some point, including as part of an extended offer from City Child and Family Centre, were:

1. Speech and Language therapist drop-in
2. Little Movers and Gym sessions
3. Drop-in Stay and Play family sessions.

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Committee: Community and Children's Services	Dated: 03/11/2022
Subject: Health and Social Care Integration Update	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	1,2,3,4
Does this proposal require extra revenue and/or capital spending?	N
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain's Department?	N
Report of: Director of Community and Children's Services	For information
Report author: Kate Bygrave, Community and Children's Services	

Summary

This report updates Members on current work around local integration of health and social care.

There is a large amount of ongoing work across the City and Hackney place-based partnership. This is framed within a number of work streams and is designed to promote a more joined-up approach to health and social care services, ensure access to a wider range of services, and focus on prevention.

Recommendation

Members are asked to:

- Note the report.

Main Report

Background

1. Members have previously received reports regarding integrated health and social care across the City of London and Hackney. A separate report on some of the structures and governance around integrated care is included on the agenda for this committee.
2. Within each Integrated Care System (ICS), place-based partnerships lead the detailed design and delivery of integrated services across their localities and neighbourhoods. The partnerships involve the NHS, local councils, community and voluntary organisations, local residents, people who use services, their carers and representatives and other community partners with a role in

supporting the health and wellbeing of the population. There is a City and Hackney place-based partnership.

3. This report updates Members on some of the work taking place at the place-based partnership.

Current Position

4. The principle of the ICS is to devolve as much activity and finance to place but the exact nature of this is still to be set. This provides an opportunity for Members who sit on the local Health and Care Board to have greater influence on health spend to ensure City of London needs are met.
5. There is a local delivery plan with key priorities and outcomes and in relation to this, the City Corporation has developed some key outcomes it wants to see from integrated work in order to meet specific needs. These include (but are not limited to):
 - Meeting the health needs of rough sleepers effectively
 - Better integration and streamlining of services where residents are registered with health services in Tower Hamlets
 - Services redesigned through integration specifically meet the needs of City residents
6. There has been a significant amount of work undertaken in the placed based partnership locally.

Cost of Living

7. Partners in the local place-based partnership have been working together to identify joint work and information sharing to address some of the issues arising from the cost of living crisis.
8. The City of London Corporation has secured £50,000 from health funding to address cost of living pressures and will be using it to implement a Green Doctor Scheme which advises residents and carries out low level work in people's homes to improve energy efficiency.

Neighbourhoods

9. There are eight neighbourhoods across the City and Hackney place-based partnership, and City of London is part of the Shoreditch Park and City neighbourhood. Neighbourhoods bring together community services such as adult social care, adult community nursing, community pharmacy, mental health, and the voluntary and community sectors. Bringing services together in this way delivers more co-ordinated support and improves outcomes for residents. An evaluation will be conducted to see how these are working for City of London residents.

10. The focus of the last few years has been on redesigning community based services that are part of the neighbourhood.
11. Community Pharmacies across the neighbourhoods have been instrumental in the delivery of some community healthcare services as a result of the pandemic, including administering vaccine distribution, for both covid vaccinations and flu vaccines to increase uptake within local communities, including City residents. The community pharmacies teams were also instrumental in resolving medicine shortages as a result of the pandemic. Triaging into community pharmacies has also reduced some of the time constraints in Primary care.
12. Adult Community Nursing (ACN) moving to a neighbourhood's footprint has increased the capacity of the team to deliver more responsive services to residents, whilst still remaining in the same site, Rushden Street for the City, has maintained continuity of care, improving patient experience. Successful end of life and palliative care structures developed during the pandemic have remained in place. ACN are planning an evaluation of the move to neighbourhoods working and it's impact on patient experience that will include the experience of City residents.
13. Adult Community Nursing Teams from Tower Hamlets attended a peer review of the restructure of ACN in the City and Hackney, and provided very positive feedback on the activities of ACN across all of the Neighbourhoods.
14. The next phase of work is for community therapies to move to a neighbourhood's footprint to allow City of London residents wider access to community therapies from across the Shoreditch Park and City neighbourhood and improve the reach of community therapies to residents.
15. Planning is also underway to move some children's services to a neighbourhood model and City of London officers are part of these discussions to ensure that all City of London children have access to the joined-up services they need,
16. Adult Social Care services are linked in with neighbourhood ways of working and are part of multi-disciplinary meetings with a wider range of professionals. Here, complex cases are discussed with a joined-up plan, and ownership of cases by different professionals agreed. Adult Social Care have noted the benefits of this approach.
17. Neighbourhood forums have recently restarted in-person to allow residents and organisations from each neighbourhood to meet to discuss and agree the priorities for neighbourhood work. A new co-ordinator for the Shoreditch Park and City forum is considering different approaches to ensure that the voices of City residents and organisations are heard – this has been lacking in previous forums. A wider review of resident engagement in the system has been undertaken looking at how to include more people. Proposals from this are due to be presented shortly.

18. Evaluation of the neighbourhood's programme is in the early stages of commissioning, but will include a subset of analysis of impacts of the neighbourhoods work for the City of London.
19. Tower Hamlets has a different model for integrated care - it is not based on neighbourhoods in the same way, but there are links with the relevant colleagues and Adult Social Care are also linked in with health services.

Primary Care Networks

20. A Primary Care Network (PCN) is a collective of GPs working together to meet the needs of registered populations of between 30,000 and 50,000 patients. Locally, PCNs are based on the eight neighbourhood footprints and are responsible for providing primary care services within the neighbourhoods. The PCN's are working with local statutory partners and residents with a population health management approach. The Neaman Practice is part of the Shoreditch Park and City neighbourhood.
21. Certain funding streams are directed through the PCNs, mainly for staffing, such as physicians associates and practice-based physiotherapy. This is something that has been put in place in the Neaman Practice.
22. A pilot supporting people with long-term conditions through Community Gynaecology is being rolled out across all of the neighbourhoods, and funding through the neighbourhoods has provided a virtual menopause clinic. Plans are being developed to expand this program out to cover other conditions, starting with nephrology.
23. Another key requirement of each PCN is that they specifically reduce identified health inequalities. Work in the Shoreditch Park and City neighbourhood is focused on obesity, drug and alcohol use and smoking cessation.
24. PCN Directors have been invited to attend Neighbourhoods Providers meetings so that local Primary Care, including the Neaman Practice are informed on the work in the neighbourhoods
25. PCNs also exist in Tower Hamlets (they are a statutory requirement) but, as noted above, they do not follow the same model of neighbourhoods as in City and Hackney.

Organisational development

26. The workforce and organisational development workstream has been designed to facilitate stronger partnership working across the system, and support the joined-up approach to health and care. This workstream is being piloted in Anticipatory Care. A programme of workforce training opportunities was launched in September 2022, with sessions including working through change, making meetings work and navigating power dynamics. These

training sessions are attended by the City of London's Adult Social Care team, and team leaders also regularly attend system-wide reflection sessions.

Community navigators

27. Community navigators support residents to improve their health and wellbeing by working with them to identify their needs and interests and signpost to non-medical community-based activities. The aim is for community navigators to support residents to find their own personalised solutions and ensure that the wider determinants of health are addressed.
28. Community navigation encompasses a broad variety of navigation roles, including social prescribing, health and wellbeing coaches, dementia navigators, community connectors and, in the City of London, the City Connections Service for City of London residents provided by Age UK.
29. A framework for measuring the common core outcome measures has been developed to be used across the variety of Community Navigation roles and evaluation of this framework will look at the measurement of meaningful impacts for residents
30. Current work is focussed on understanding the role of community navigation in addressing financial hardship and ensuring that people in these roles feel confident supporting people around financial hardship.

Social Prescribing

31. Social prescribers support residents to access activities, social groups and advice services based on an individual's needs and interests. The aim is to improve wellbeing and ultimately improve overall. A new Social Prescribing contract has recently been awarded and, as before, will include the Neaman Practice. City of London officers were involved in shaping the tender documentation to ensure that there was good alignment of social prescribing with the City Connections Service.
32. Practices in Tower Hamlets also have social prescribing services located in them and registered City of London residents are able to access them. City of London officers undertook work with social prescribers in these practices to understand what services they could refer people to in the City of London.

Anticipatory Care

33. Anticipatory care and virtual wards (also known as Hospital at Home) are key areas of work in integrated care, with anticipatory care being a requirement from the NHS Five-Year Plan.
34. Anticipatory care is a proactive approach to care for people living with complex health and care needs and/or frailty to allow them to stay

independent and healthy for as long as possible, as well as aiming to reduce the risk of an individual's condition worsening, resulting in hospitalisation.

35. A pilot for testing and delivering person-centred, personalised and proactive support for people with moderate frailty is being piloted in the Springfield Park PCN. The pilot will be rolled out to the wider neighbourhoods and PCNs. The approach and model will be implemented across the City and Hackney system from April 2023.
36. The City of London Corporation have been involved in discussions planning for anticipatory care and will be preparing for its roll out in April 2023. Tower Hamlets practices will also roll out anticipatory care, and Adult Social Care will be part of the approach for people registered with Tower Hamlets GPs.
37. Virtual wards are designed to allow patients to receive care where they live, rather than in hospital, through the use of remotely monitored equipment and wearable devices, as well as face-to-face appointments from multi-disciplinary teams for an individual at home. This is currently being explored within the City and Hackney partnership, and City of London Corporation are part of these discussions.
38. Care co-ordinators are currently being recruited by Homerton Hospital to deliver Anticipatory Care and Personalised Care programmes across City and Hackney. These care co-ordinators will be based at GP's surgeries. They will support patients to remain healthy and independent and at home for longer by supporting patients to access community-based support services designed around what matters to the patient. They work in a similar way to community navigators, but with a specific focus on supporting those patients with frailty and complex health and care needs, as well as working with professionals and frontline staff in multi-disciplinary teams and meetings. A care co-ordinator will be available to City of London residents registered with Neaman Practice to support them with personalised approaches to anticipatory care.

IT Enabler

39. The IT Enabler Group supports setting the digital strategy and the implementation of digital solutions that support the development of new models of care across the Integrated Care programme locally.
40. The East London Patient Record is a platform to share patient information across health and social care services in the North-East London ICS for the purposes of giving direct care. This is now actively being used by social workers in the City of London Corporation to use relevant health information to inform social work assessment and services.
41. Local patient record systems across London are now being joined up in a London-wide system so that patients in any hospital can be linked up with their appropriate social care services. For City of London residents, it will

mean that social care will have access to information for those residents who are or have been in University College Hospital, which sits in a different ICS.

Next Steps

42. The different work streams in the Integrated Care System in City and Hackney are now beginning to look at evaluation of the work undertaken. Officers are working with system partners to develop an approach that captures how these developments have impacted directly on City Residents

Implications

43. **Strategic implications:** Integrated care is a key deliverable of the Corporate Plan outcome 2 – that people enjoy good health and wellbeing. It also impacts on outcomes 1, 3 and 4.

44. The priorities in many of our strategies such as the Joint Health and Wellbeing Strategy and the Children and Young People’s Plan also interact and align with work in the integrated care arena.

45. **Financial implications:** None

46. **Resource implications:** None

47. **Legal implications:** None

48. **Risk implications:** None

49. **Equalities implications:** Locally, tackling health inequalities is a key principle of the integrated care programme and there is a specific group looking at practical ways of tackling health inequalities. It is also a key focus at the ICS level.

50. **Climate implications:** None

51. **Security implications:** None

Conclusion

52. Integrated care is a key area of local work as part of the City and Hackney place-based partnership.

53. This report updates Members on some of the partnership’s current work.

Appendices

- None

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