



Community & Children's Services Committee

Date: THURSDAY, 25 JANUARY 2024
Time: 2.00 pm
Venue: COMMITTEE ROOMS, WEST WING, GUILDHALL

Members:

Ruby Sayed (Chair)	Caroline Haines
Helen Fentimen (Deputy Chair)	Laura Jørgensen (Co-optee)
Joanna Tufuo Abeyie	Florence Keelson-Anfu
Deputy John Absalom	Alderman Alastair King DL
Munsur Ali	Alderman Christopher Makin
Shahnan Bakth	Benjamin Murphy
Jamel Banda	Henrika Priest
Matthew Bell	Deputy Nighat Qureishi
Ian Bishop-Laggett	Beverley Ryan (Co-optee)
Anne Corbett	Naresh Hari Sonpar
Aaron D'Souza	James St John Davis
Mary Durcan	Ceri Wilkins
Deputy John Fletcher	Philip Woodhouse
Deputy Marianne Fredericks	
Steve Goodman OBE	
John Griffiths	

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<https://www.youtube.com/@CityofLondonCorporation/streams>

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Ian Thomas CBE
Town Clerk and Chief Executive

AGENDA

Part 1 - Public Reports

1. **APOLOGIES**

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

3. **MINUTES**

To approve the public minutes and non-public summary of the meeting held on 13th December 2023.

For Decision
(Pages 7 - 18)

4. **ACTION TRACKER**

Members are asked to note the Committee's actions tracker.

For Information
(Pages 19 - 20)

5. **THE CITY & HACKNEY SAFEGUARDING CHILDREN PARTNERSHIP (CHSCP) ANNUAL REPORT 2022/23**

Report of the Independent Chair of the CHSCP.

For Information
(Pages 21 - 22)

6. **ANNUAL REVIEW OF THE COMMITTEE'S TERMS OF REFERENCE**

Report of the Town Clerk.

For Decision
(Pages 23 - 26)

7. **DEPARTMENTAL BUDGET ESTIMATES COMMUNITY AND CHILDREN'S SERVICES - EXCLUDING HOUSING REVENUE ACCOUNT (HRA)**

Report of the Executive Director, Community and Children's Services and the Chamberlain.

For Decision
(Pages 27 - 38)

8. **HOUSING REVENUE ACCOUNT (HRA) AND CAPITAL BUDGETS 2024/25**

Report of the Executive Director, Community and Children's Services and the Chamberlain.

For Decision
(Pages 39 - 50)

9. **HOUSING GOVERNANCE ARRANGEMENTS**

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

For Decision
(Pages 51 - 64)

10. **UPDATES FROM SUB COMMITTEE CHAIRS, ALLOCATED MEMBERS AND PORTFOLIO HOLDERS**

For Information

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

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

13. **EXCLUSION OF THE PUBLIC**

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

For Decision

Part 2 - Non-Public Reports

14. **NON-PUBLIC MINUTES**

To approve the non-public minutes of the meeting held on 13th December 2023

For Decision
(Pages 65 - 68)

15. **ACTION TRACKER**

Members are asked to note the non-public actions tracker.

For Information
(Pages 69 - 70)

16. **FURTHER CORPORATE CHARITIES REVIEW RECOMMENDATIONS – THE CITY OF LONDON CORPORATION COMBINED RELIEF OF POVERTY CHARITY (1073660)**

Report of the Managing Director, City Bridge Foundation.

For Decision
(Pages 71 - 78)

17. **EMERGENCY AND TEMPORARY ACCOMMODATION FRAMEWORK: PROCUREMENT STAGE 1 STRATEGY REPORT**

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

For Decision
(Pages 79 - 86)

18. **LEASE RENEWAL - REQUEST FOR A DELEGATED DECISION**

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

For Decision
(Pages 87 - 90)

19. **SYDENHAM HILL REDEVELOPMENT, LEWISHAM - PROGRESS REPORT**

Report of the City Surveyor.

For Information
(Pages 91 - 106)

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

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

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COMMUNITY & CHILDREN'S SERVICES COMMITTEE

Wednesday, 13 December 2023

Minutes of the meeting held at Guildhall at 2.00 pm

Present

Members:

Ruby Sayed (Chair)	Deputy John Fletcher
Helen Fentimen (Deputy Chair)	Deputy Marianne Fredericks
Munsur Ali	Steve Goodman OBE
Jamel Banda	Florence Keelson-Anfu
Matthew Bell	Naresh Hari Sonpar
Deputy Anne Corbett	Deputy Philip Woodhouse
Mary Durcan)	

In attendance

Eamonn Mulally – Chair of the Homelessness and Rough Sleeping Sub Committee

Officers:

Judith Finlay	- Executive Director, Community and Children's Services
Pam Wharfe	- Community and Children's Services
Jason Hayes	- Community and Children's Services
Michael Gwyther-Jones	- Community and Children's Services
Ellie Ward	- Community and Children's Services
Hannah Dobbin	- Community and Children's Services
Rachel Talmage	- Community and Children's Services
Simon Cribbens	- Community and Children's Services
Valeria Cadena	- Community and Children's Services
Liam Gillespie	- Community and Children's Services
Deborah Bell	- Community and Children's Services
Chris Pelham	- Community and Children's Services
Teresa Shortland	- Community and Children's Services
Ola Obadara	- City Surveyors
Mark Lowman	- City Surveyors
Andrew Cusack	- City Solicitors
Mark Jarvis	- Chamberlains
Julie Mayer	- Town Clerks
Charles Smart	- Town Clerks

1. APOLOGIES

Apologies were received from Joanne Abeyie*, Munsur Ali, Shahnan Bakth*, John Griffiths*, Caroline Haines*, Alderman Alastair King, Alderman Christopher Makin*, Ben Murphy, Henrika Priest, Ian Bishop-Legatt, Aaron De Souza, Deputy Nighat Qureishi*, Ceri Wilkins and Natasha Lloyd Owen.

*Members who joined on line.

At the start of the meeting the Chair welcomed a group of City of London Corporation unpaid carers. The carers had been invited to an earlier informal meeting of the Committee to present their views on the new Carers Strategy, which appeared next on today's agenda. The Chair thanked Members, Officers and Carers for an excellent example of co-production, commending the sterling work of Carers' Champion, Anne Corbett. A Member spoke on behalf of those who are cared for, who are also very supportive of the new Strategy.

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

The following Members declared general non-pecuniary interests:

- Deputy John Fletcher by virtue of his Membership of the Advisory Board for the Portsoken Community Centre (agenda item 12) and as a Governor of the Aldgate School (agenda item 15)
- Deputy Marianne Fredericks by virtue of her position as a Governor of the Aldgate School (agenda item 15)

3. MINUTES

RESOLVED, that – the public Minutes and non-public summary of the Meeting held on 1st November 2023 be approved.

Members would be updated on the following in due course.

- The total cost of the service, which was not included in the Homelessness and Rough Sleeping Strategy report.
- Consultation over the use and recharging of agency cleaning staff.
- The Womens Project update, noting that this needs extensive discussion ahead of a further report.
- Middlesex Street now has an action plan which can be shared with Members

4. OUTSTANDING ACTIONS

The Committee received the actions list, noting that some of the items could now be removed. The Executive Director and Town Clerk would be working on a more concise format.

5. ANNUAL REVIEW OF THE COMMITTEE'S TERMS OF REFERENCE

The Committee considered a report of the Town Clerk in respect of the Committee's Terms of Reference. Members noted a number of suggested updates in respect of the City and Hackney Health and Care Board, the Health and Social Care Act (2022) and Community Safety.

The Town Clerk advised that the January meeting would be able to receive an update of this report, in good time for the Policy and Resources Committee in March and the Annual Meeting of the Court in April 2024. Members were

asked to contact the Town Clerk with any further suggestions, noting that the next iteration of the report would show tracked changes.

RESOLVED, that – noting the above comments, the report be deferred to January 2024.

6. **APPOINTMENT TO THE HOUSING MANAGEMENT AND ALMSHOUSES SUB COMMITTEE**

The Town Clerk was heard in respect of the above appointment and it was RESOLVED, that – being the only Member expressing a willingness to serve, Steve Goodman be appointed to the Housing Management and Almshouses Committee.

7. **CARERS STRATEGY 2023-27**

The Committee considered a report of the Executive Director, Community and Children's Services. The report presented a revised Carers Strategy for 2023 – 2027 for Members' approval, which set out the strategic priorities for the City of London Corporation (City Corporation) and guides its activities in relation to carers.

The Chair acknowledged the feedback from carers at the informal session. The Officer confirmed that the points raised had been captured in the Strategy but accepted that some could be strengthened. The Chair also stressed that this would not be an isolated forum for discussion, as the City of London Corporation (CoLC) is committed to ensuring that unpaid carers get the best possible support. Members agreed that the Strategy presents a very positive step change.

Members noted the following two questions which had been received in advance of the meeting:

Aside from Statutory advocacy, how will carers be able to self-refer for Advocacy services, which specialise in the Care Act or Health? In addition, this service could provide training for Social Care, partner agencies and residents.

It was recognised that there are different levels of advocacy required for carers: i.e. the Statutory Care Act must be provided, however, the Carers Support Service will be recommissioned to offer primary and preferred requirements. Requirements for signposting to specific disability and health pathways have been noted and included in the new specification.

How will we support parent carers in their right to have a 'parent carer needs assessment' and ensure we have a knowledgeable staff member to undertake this?

Holistic child and family assessments are undertaken by Children's Social Care (CSC) but a parent carer can choose to receive a separate assessment. Some staff in CSC have specialist experience of children with disabilities and can provide advice and support to other members of

the team. The Team Manager has been networking with other local authorities in terms of benchmarking the levels of support offered.

In response to further questions

1. In respect of financial difficulties and inequalities experienced by carers, officers agreed to feed back to Members, if the data is available.
2. Facilitating respite care can be complex but the new Carers Service will assist with access to funding for short breaks, benefit entitlement and volunteering services such as shopping etc. During the informal session, it was noted that respite breaks are vital to the health and wellbeing of carers.
3. The formulation of an emergency plan is a key action point; working with adult social care and health service colleagues. There are some national schemes for 'carers' cards' which will be included.
4. When the cared-for person goes into residential care it doesn't end a carer's responsibility. The Strategy acknowledged this transition but it could be stronger in terms of support offered.
5. The City Wellbeing Centre undertook a pilot to provide support to unpaid carers but there had been mixed reviews. The officer had met with them recently in terms of lessons learnt. One of the local Primary Care Networks had conducted a pilot on carers' support and they would be included in future discussions in Shoreditch Park and the City Primary Care Network. Officers will work with carers to understand more about the type of emotional support they need. A Member suggested approaching '*Hackney Coaching for Unpaid Carers*'.
6. The City's extensive business community might be able to offer staff volunteering days; i.e. shopping assistance, and Florence Keelson-Anfu kindly offered to lead on this. Another Member had been approached by businesses offering help. The Chair offered to set up a meeting to co-ordinate this work and welcomed further input.

In the event of any reflections from this Committee requiring further adjustments, it was RESOLVED, that - authority be delegated to the Town Clerk, in consultation with the Chair and Deputy Chair of the Community and Children's Services Committee to approve the Carers' Strategy for 2023-27.

NB. in the event of no further changes being necessary, then the Strategy for 2023-27 be approved as set out in the report.

8. **CARE LEAVER COMPACT**

The Committee considered a report of the Executive Director, Community and Children's Services in respect of the Pan London Care Leavers Compact, which provides a framework for developing consistency, breadth and quality in the support offered to City of London (CoL) care leavers.

Members noted the new Lord Mayor's '*Bridge to the City*' initiative, which seeks to create an environment where care leavers are encouraged to apply for positions in the financial sector, without fear of discrimination about their lived experience. The Chair advised that she had been working with the Strategic Education and Skills Director to ensure joint working. Members noted that the '*Bridge the Gap Conference*' had been scheduled for 30th January 2024; it would be open to all Members and the Education Board Clerk, Jayne.Moore@cityoflondon.gov.uk could provide further details. The Committee asked to receive further updates on this venture.

RESOLVED, that:

1. The progress made on the six commitments, which all London local authorities have been invited to sign up, to be noted.
2. The Community and Children's Services Committee signs up to the six commitments set out in the Compact.

9. **SAFE HAVENS IN THE CITY OF LONDON**

The Committee considered a report of the Executive Director, Community and Children's Services which sought support for the delivery of Safe Havens across the City of London Corporation's buildings and estates. Members noted that the scheme aims to help tackle and prevent violence against women and girls in public spaces and make the Square Mile a safer place to live, work, study and visit. Members noted that the report had been approved by the Court of Alderman, ahead of a final decision by Resource Allocation Sub Committee on 21st January 2024.

During the discussion, the following points were noted:

1. Other minority groups, who disproportionately experience harassment and violence, should also be offered a 'safe haven'.
2. Officers are working with the Business Improvement Districts in respect of their schemes, noting that this report focusses on City of London Corporation buildings. The Chair welcomed the collaborative working.
3. Funding for training and communications for the City of London Corporation is being met from the Safer City Partnership.
4. Care experienced and other vulnerable young people, who might be at risk of exploitation by 'County Line' gangs, would also benefit from this venture. It was suggested that some of the Livery companies could assist by offering access to the basic facilities in their buildings and the Chair asked if officers could explore this.

RESOLVED, that - the Safe Havens Scheme be endorsed, noting that Guildhall, Mansion House, Central Criminal Court, Bastion House and Libraries are suitably equipped, allowing the one-hour training to be rolled out to start the accreditation

10. **CITY OF LONDON ANTI-SOCIAL BEHAVIOUR POLICY**

The Committee considered a report of the Executive Director, Community and Children's Services, in respect of the new City of London Corporation Anti-Social Behaviour (ASB) Policy, which seeks to bring clarity in terms of how the City Corporation deals with the different types of ASB. Members felt that, generally, the report presented a positive development.

During the discussion, a number of points were raised and Members identified the following gaps, which they felt were not addressed within the policy:

- irresponsible skateboarding and cycling
- irresponsible parking of dockless e-scooters and hire bikes
- public urination/defecation in Portsoken Ward
- littering
- alcohol related anti-social behaviour
- illegal filming
- use of drones
- illegal drug use
- sex working
- protest events in the Square Mile
- unreasonable behaviour – citing the policy recently considered by the Housing Management and Almshouses Sub Committee

Members suggested the implementation of such a policy could be strengthened by:

- A communications plan to ensure that it is advertised on the City of London Corporation web page, social network pages and community publications
- Removal of acronyms
- Contact details for associated responses
- Work with businesses so they can educate workers on ASB – such as alcohol related issues
- Details of how to report issues to dockless bike and scooter operators
- Further clarification of the ASB definitions as 'not limited to' might be misleading
- More information on the webpage on the role of the Community Safety Team
- Consideration of how the policy might work in practice to avoid residents being passed between various departments

It was noted that the City of London Police have been running a successful pilot to tackle irresponsible behaviour by some cyclists, scooter and skateboard users. The Chair offered to follow up on the issues of defecation and urination

by Aldgate Square, noting that the Ward Member had attempted to report and resolve this.

The Chair welcomed the above suggestions and asked Members to be mindful that they were being asked to approve a Policy, noting that the operational detail would be worked in later. The Assistant Director explained that the Policy, and the work of the Community Safety Team (CST), brings together the work of including licensing, street trading, housing, homeless outreach and cleansing, but the CST not have jurisdiction over them. Furthermore, changing elements of agreed Policy might require a decision by several committees. Members noted that the Policy seeks to codify existing agreed and approved policies, which respond to ASB, which is defined by legislation and, by definition, does not include areas of criminality or nuisance.

Members noted that the report would be presented to the Policy and Resource Committee and the Police Authority Board in January 2024. However, they felt unable to approve the report without clarification of the issues raised. The Chair agreed to speak to the Chair of Policy and Resources in respect of adding a separate document, by way of an appendix, reflecting the suggestions of Members of the Community and Children's Services Committee. Officers advised that the preparation of an additional document could be undertaken, but the report would have to be delayed to provide time to do so.

RESOLVED, that – the report be deferred in light of the comments set out above, which Members would like to see in an appendix to the report.

11. **CARE EXPERIENCE AS A PROTECTED CHARACTERISTIC - POLICY APPROVAL**

The Committee considered a report of the Executive Director, Community and Children's Services, in respect of the Independent Review of Social Care's Final Report (published May 2022) which had looked in-depth at the experience of people who had been in care.

The final report recommended that the Government should make '*care experienced*' a protected characteristic. Whilst the Government chose not to implement this, local authorities across the country have been adopting the principle within their policy and procedural arrangements.

The Equality, Diversity and Inclusion Committee supported the Policy, noting that there might be other potential protected characteristics that could be included in the future.

Members noted that evidence is very clear in that care leavers have much poorer outcomes in adult life than their peers:

- They are they are more likely not to be in education, employment and training; i.e. - 39% of CL was compared to 13% of the general population.

- 25% of the homeless population is estimated to have been in care at some point.
- 52% of care experienced young people have had a criminal conviction by the age of 24, compared to 30% of young people who have not been in care.

In concluding, the Assistant Director advised that the Policy would provide a significant opportunity to address these poor outcomes, and support care experienced young people as they become adults, in line with the CoC's approach to others with protected characteristics. This in turn would fulfil the City Corporation's Public Sector Equality Duty and role as Corporate Parents.

RESOLVED, that – the Court of Common Council be recommended to recognise care experience as a protected characteristic where practicable and, in doing so, approve the Policy as set out in Appendix 1 to the report; ie - '*Care Experience as a Protected Characteristic*'.

12. COMMUNITY CENTRE FINANCE (PORTSOKEN AND GOLDEN LANE COMMUNITY CENTRES (GLCC))

The Committee considered a report of the Executive Director, Community and Children's Services in respect of the operation of the two community centres at Portsoken and Golden Lane Estate, which are managed by the Housing Division. A Member commended the success of the Portsoken Community Centre for adding great value to the local community and thanked the Leadership Team for their hard work.

Members noted that a report on leaseholder recharges would be presented to the next meeting of the Housing Management and Almshouses Sub Committee (HMASC), which has decision making powers, delegated from the Community and Children's Services Committee (CCS). The Chair and Deputy Chair agreed to refer the decision back to CCS, if appropriate.

RESOLVED, that:

1. The current operating models for Portsoken and Golden Lane Community Centres be endorsed, noting that officers will consider the viability of any suggested alternative arrangements
2. The requirement to contribute to Golden Lane Community Centre's costs from a non-HRA budget be noted.
3. It be noted that officers will consider in more detail whether leaseholders will continue to be recharged costs relating to GLCC and, if so, how the contribution will be calculated, with a decision to be made before the new financial year.

13. COMMUNITY PATROLLING SERVICE - VARIATION OF CONTRACT

The Committee received a report of the Executive Director, Community and Children's Services, in respect of the Variation of the Community Patrolling

Service Contract to deliver Home Office funded activity on the City's bridges, thereby allowing for the rapid mobilisation of an expanded service, in line with the conditions of the grant.

A Member raised concerns expressed by residents about the amount of time operatives spend in their vehicles, as they feel they should be patrolling the Estates. The officer agreed to raise this with the Contract Manager.

Members were encouraged to contact the officer after the meeting if they had any further suggestions or questions and, if so, the Chair asked if they could be shared with all Members of the Committee.

RESOLVED, that – the report be noted.

14. **ROLES AND POWERS OF COMMUNITY SAFETY AND CONSTABULARY POWERS IN THE CITY**

The Committee received a report of the Town Clerk in respect of issues raised by the Police Authority Board over the course of 2023 which relate to the roles of, and the powers available to, several 'policing-adjacent' organisations in the City.

RESOLVED, that – the report be noted.

15. **CHILDREN'S SOCIAL CARE SELF EVALUATION FRAMEWORK (SEF)**

The Committee received a report of the Executive Director, Community and Children's Services, which presented the Self-Evaluation Framework (SEF), which is used for the Annual Engagement Meeting. Members noted the positive feedback in the engagement letter from Ofsted, circulated the previous day, in respect of the Annual Engagement Meeting.

RESOLVED, that – the report be noted.

16. **COMMUNITY & CHILDREN'S SERVICES (NON-HOUSING) REVENUE OUTTURN FORECAST AS AT QUARTER 2 - 2023/24**

The Committee received a report of the Executive Director, Community and Children's Services and the Chamberlain, which presented the Quarter 2 estimated outturn for the Community & Children's Services Committee budget (excluding the ring-fenced Housing Revenue Account (HRA) Repairs and Maintenance budget). Members noted that this would be reported with the Budget Estimates and the updated 5 year plan at the next meeting of the Committee.

The Chair asked that, going forward, finance reports be marked 'for discussion', rather than 'for information'. The Director advised that her Senior Leadership Team would be having a budget review meeting early in the New Year. Members noted the volatility of social care budgets and it was suggested that the City of London Corporation should ensure the Department receives a realistic allocation.

At 3.50pm Members agreed to extend the meeting to 4.15pm, to conclude the business on the agenda.

RRESOLVED, that – the report be noted.

17. UPDATES FROM SUB COMMITTEES, ALLOCATED MEMBERS AND PORTFOLIO HOLDERS

Middlesex Street Estate

The allocated Member had circulated a report ahead of this meeting and would be arranging to meet with officers to run through the outstanding items. The Town Clerk advised that the officers' 14 days submission deadline for Committee reports is relaxed to 7 days for Member updates.

Homelessness and Rough Sleeping Sub Committee

The Chair provided the following updates:

- The Sub Committee's successful visit to the Rough Sleeping Assessment Centre on Wednesday 6th December. When complete, the Centre would be handed over by the building contractor to Thames Reach. Their approach is to have a 'soft go-live' to identify teething issues and implement solutions before becoming fully operational within two weeks of the handover. Media officers are preparing a press release to be delivered once the Centre is operational.
- A Severe Weather Emergency Plan (SWEP) was activated between Wednesday 29th November and Monday 4th December when London wide night time temperatures were consistently at 0 degrees C or below.
- It is anticipated the Sub Committee's Terms of Reference will be presented to the Community and Children's Services Committee in January 2024.

Sydenham Hill Estate

The Chair provided the following update:

- The spade in the ground event took place on 8th December 2023.
- There has been some anti-social behaviour since the bus stop had been moved and fencing was being put up to provide privacy for residents.

Young People

The Chair provided the following update, on behalf of the Young People's Champion:

- Five City of London Corporation apprenticeships had been ringfenced for care experienced young people. The Chair thanked Florence Keelson-Anfu, who is on the Board of 'Partnership for Young London'.
- The Chair advised Members of a couple of vacancies for Allocated Members to the City's various housing estates and the Town Clerk agreed to circulate them after the meeting, to seek expressions of interest.

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

In response to a question about financial arrangements for leaseholders, particularly on Golden Lane, the Housing Management and Almshouses Sub Committee would receive a report at its next meeting, as noted under agenda item (12) above.

19. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

Members noted that Matt Piper had stepped down as Chair of Governors at the Aldgate School and been replaced by Beverley Ryan.

20. 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.

Item no(s)	Paragraph no(s)
21-22, 28	1,2 & 3
23, 27, 31	1,2
24-26, 29	3

21. NON-PUBLIC MINUTES

RESOLVED, that – the non-public minutes of the meeting held on 1st November 2023 be approved.

22. NON-PUBLIC OUTSTANDING ACTIONS

The Committee received the non-public outstanding Actions list.

23. CHILDREN'S SOCIAL CARE SEF - NON-PUBLIC APPENDIX

The Committee received a non-public appendix in respect of agenda item 15.

24. NON-COMPLIANT WAIVER: EMERGENCY AND TEMPORARY ACCOMMODATION

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

25. GATEWAY 3/4 OPTIONS APPRAISAL: WILLIAM BLAKE ESTATE WINDOW REPLACEMENT AND COMMON PARTS REDECORATIONS

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

26. **GATEWAY 5 ISSUES REPORT: CITY OF LONDON PRIMARY ACADEMY ISLINGTON (COLPAI)**

The Committee considered and approved a report of the City Surveyor.

27. **CITY OF LONDON CHILDREN'S CENTRE SERVICES AND FAMILY HUB DEVELOPMENT**

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

28. **HOUSING REVENUE ACCOUNT (HRA) - COMMERCIAL PROPERTY DEBT POSITION AND ARREARS RECOVERY**

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

29. **EXTENSION TO REPAIRS AND MAINTENANCE CONTRACTS**

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

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

There were no questions.

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

There was one item whilst the public were excluded

The meeting ended at 4.15pm

Chairman

Contact Officer: julie.mayer@cityoflondon.gov.uk

PUBLIC OUTSTANDING ACTIONS – COMMUNITY AND CHILDREN’S SERVICES COMMITTEE (CCS) – DECEMBER 2023 UPDATE

TITLE OF REPORT/SUBJECT	Date Added	Initial request and pending Actions	Action Owner	Due Date	LATEST POSITION
CCS High Level Business Plan	03/05/2023	Briefing requested re the 5-Year Business Plan and for it to include social mobility.	Head of Strategy and Performance	January/February 2024	Business Plan to be presented to CCS in March 2024
Womens Project	27/07/2023	Next report to include: <ul style="list-style-type: none"> • Women with no recourse to public funds. • Clarity re those who identify as women. • A comprehensive business case to secure the project’s continuity. 	AD People	Early 2024	A report will be presented to CCS in March 2024.
Window Replacement	27/07/2023	Report requested on HRA implications on window replacements.	AD Housing and Barbican		The next report will cover the overall window replacement strategy, as part of the wider Asset Management Strategy for HRA stock. Discussions will take place between 12.01.24-16.01.24 with companies to work on the asset management strategy.
Tenant Satisfaction Measures (TSM)	27/07/2023	<ul style="list-style-type: none"> • Monthly HMASc sub-group requested, with delegated authority for scrutiny/sign-off of KPIs and TSMs. 	AD Housing and Barbican	Housing KPIs (with TSMs) now being reported monthly.	<ul style="list-style-type: none"> • The proposed performance sub-group requires further discussion and ultimately a member decision as to whether such a group should be constituted.

PUBLIC OUTSTANDING ACTIONS – COMMUNITY AND CHILDREN’S SERVICES COMMITTEE (CCS) – DECEMBER 2023 UPDATE

		<ul style="list-style-type: none"> Explore options for a tenant perceptions survey, with report findings. 			<ul style="list-style-type: none"> Acuity commissioned to carry out the tenant survey in preparation for the first regulatory return - due in April 2024.
Care Leavers Compact-Bridge to the City Update	13/12/2023	Report presented to November Safeguarding Sub-Committee and approved by December CCS	AD People	December 2023	An update on the progress of this work will come to the 1 st May CCS Committee.
Anti-Social Behaviour Policy	13/12/2023	Members agreed to defer the report, pending the inclusion of an appendix setting out their suggestions.	AD Commissioning and partnerships	Early 2024	The report will be deferred until the appendix can be prepared.

Committee(s): CCS Committee – For Information Health & Wellbeing Board – For Information Safeguarding Sub Committee – For Information	Dated: 25 th January 2024 2 nd February 2024 TBC
Subject: The City & Hackney Safeguarding Children Partnership (CHSCP) Annual Report 2022/23	Public
Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?	1,2,3 and 4
Does this proposal require extra revenue and/or capital spending?	N/A
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: Jim Gamble – Independent Chair CHSCP	For Information
Report author: Rory McCallum , Senior Professional Adviser CHSCP	

City’s Corporate Plan

Contribute to a flourishing society

1. *People are safe and feel safe.*
2. *People enjoy good health and wellbeing.*
3. *People have equal opportunities to enrich their lives and reach their full potential.*
4. *Communities are cohesive and have the facilities they need.*

Support a thriving economy

5. *Businesses are trusted and socially and environmentally responsible.*
6. *We have the world’s best legal and regulatory framework and access to global markets.*
7. *We are a global hub for innovation in finance and professional services, commerce and culture.*
8. *We have access to the skills and talent we need.*

Shape outstanding environments

9. *We are digitally and physically well-connected and responsive.*
10. *We inspire enterprise, excellence, creativity and collaboration.*
11. *We have clean air, land and water and a thriving and sustainable natural environment.*
12. *Our spaces are secure, resilient and well-maintained*

Summary

The City & Hackney Safeguarding Children Partnership annual report for 2022/23 sets out examples of the evidence, impact, assurance and learning of the statutory safeguarding arrangements in the City of London and the London Borough of Hackney. It reports on the following activity:

- The governance and accountability arrangements for the CHSCP’s safeguarding arrangements alongside a summary of progress against the CHSCP’s priorities.
- The context for safeguarding children in the City of London, highlighting the progress made by the City of London partnership.

- The context for safeguarding children in the London Borough of Hackney, highlighting the progress made by the Hackney partnership.
- The lessons that the CHSCP has identified through its Learning & Improvement Framework, the key messages for practice and the actions taken to improve child safeguarding and welfare as a result of this activity.
- The range and impact of the multi-agency safeguarding training delivered by the CHSCP.
- The CHSCP's priorities going forward and the pledge of safeguarding partners.

In line with statutory requirements, the CHSCP annual report 2022/23 has been sent to the Child Safeguarding Practice Review Panel and Foundations, the What Works Centre for Children & Families.

Recommendation(s)

Members are asked to note the report.

Main Report

The Annual Report can be accessed via the CHSCP website: [HERE](#)

Corporate & Strategic Implications

Strategic implications – The publication of an annual report by the CHSCP is a statutory expectation defined in [Working Together to Safeguard Children 2023](#) .

Financial implications - None

Resource implications - None

Legal implications - None

Risk implications - None

Equalities implications – The annual report contains no proposals relevant to the City's public sector Equality Duty 2010

Climate implications - None

Security implications - None

Rory McCallum

Senior Professional Advisor, CHSCP

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Agenda Item 6

Committee(s): Community and Children's Services Committee	Dated: 25 th January 2023
Subject: Annual Review of the Committee's Terms of Reference	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	3, 8, 10
Does this proposal require extra revenue and/or capital spending?	N/A
If so, how much?	
What is the source of Funding?	
Has this Funding Source been agreed with the Chamberlain's Department?	
Report of: Town Clerk	
Report author: Committee and Member Services Officer	For Decision

Summary

The Annual Review of the Committee's Terms of Reference enables any proposed changes to be considered in time for the annual reappointment of Committees by the Court of Common Council. The Terms of Reference for the Community and Children's Services Committee are attached at Appendix 1.

The Suggested amendments since last year have been shown in strikethrough and/or italics.

Recommendations:

1. The terms of reference of the Committee (**set out at Appendix 1**) be approved, subject to any comments, for submission to the Court in April 2024; and,
2. Members consider whether any change is required to the frequency of the Committee's meetings.

Contact: julie.mayer@cityoflondon.gov.uk

COMMUNITY AND CHILDREN'S SERVICES COMMITTEE TERMS OF REFERENCE

1. Constitution

A Ward Committee consisting of:

- two Aldermen nominated by the Court of Aldermen,
- up to 34 Commoners representing each Ward (two representatives for the Wards with six or more Members regardless of whether the Ward has sides), those Wards having 200 or more residents (based on the Ward List) being able to nominate a maximum of two representatives; and
- a limited number of Members co-opted by the Committee (e.g. the two parent governors required by law)

2. Quorum

The quorum consists of any nine Members (NB. *The co-opted Members only count as part of the quorum for matters relating to the Education Function*).

3. To be responsible for:-

- (a) the appointment of the Executive Director of Community & Children's Services;
- (b) the following functions of the City of London Corporation (other than in respect of powers expressly delegated to another committee, sub-committee, board or panel):-
 - i. Children's Services – *to include Corporate Parenting, which is also scrutinised by the Committee's Safeguarding Sub Committee, together with performance data.*
 - ii. Adults' Services – *noting that performance data is also scrutinised by the Safeguarding Sub Committee.*
 - iii. Education - *to include attendance/admissions for the Aldgate School, Children Centre matters and Special Educational Needs and Disability (SEND), which are also scrutinised by the Safeguarding Sub Committee.*
~~to include the nomination/appointment of Local Authority Governors; as appropriate.~~

iv. Libraries - in so far as the library services affects our communities (*NB - the budget for the Library Service falls within the remit of the Culture, Heritage and Libraries Committee but the Head of the Libraries Service reports to the Director of Community and Children's Services*)

v. ~~Social Services~~

vi. Social Housing - (i.e. the management of the property owned by the City of London Corporation under the Housing Revenue Account and the City Fund in accordance with the requirements of all relevant legislation and the disposal of interests in the City of London Corporation's Housing Estates (pursuant to such policies as are from time to time laid down by the Court of Common Council). (*NB. the Housing Management and Almshouses Sub Committee has decision making powers in these matters, delegated by the Grand Committee*).

vii. Public Health - *as prescribed by the Health and Social Care Act 2022, noting the separate and distinct responsibilities of the Port Health and Environmental Services Committee, the Health and Wellbeing board and the Health and Social Care Scrutiny Committee.*

viii. Sport/Leisure Activities – *including the Golden Lane Leisure Centre.*

ix. Marriage Licensing and the Registration Service.

and the preparation of all statutory plans relating to those functions and consulting as appropriate on the exercise of those functions;

(c) appointing Statutory Panels, Boards and Sub-Committees as are considered necessary for the better performance of its duties including the following areas:

- Housing Management and Almshouses Sub-Committee
- Safeguarding Sub-Committee
- *City and Hackney Sub Committee of the North East London Integrated Care Board*
- Homelessness and Rough Sleepers Sub-Committee

(d) excepting those matters reserved to the Court of Common Council or which are the responsibility of another Committee, all aspects of City of London Combined Relief of Poverty Charity (registered charity no. 1073660) and City of London Almshouses Charity (registered charity no. 1005857) and day-to-day management and administration of the charities. The Committee may exercise any available powers on behalf of the City Corporation as trustee under delegated authority from the Court of Common Council as the body responsible for exercising the powers of the City Corporation as trustee. This includes, but is not limited to, ensuring effective operational arrangements are in place for the proper administration of the charities, and to support expedient and efficient delivery of the charities objects and activities in accordance with the charities annual budget, strategy and policies.

- (f) making recommendations to the Education Board on the Policy to be adopted for the application of charitable funds ~~from The City of London Corporation Combined Education Charity (registered charity no. 312836) and the City Educational Trust Fund (registered charity no. 290840)~~; and to make appointments to the Sub-Committee established (by the Education Board) for the purpose of managing those charities.
- (g) the management of the Aldgate Pavilion.

Agenda Item 7

Committee:	Dated:
Community and Children's Services	25 January 2024
Subject: Departmental Budget Estimates Community and Children's Services excluding Housing Revenue Account (HRA)	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	1,2,3,4,9,12
Does this proposal require extra revenue and/or capital spending?	N
Report of: Executive Director of Community and Children's Services Executive Financial Officer and Chamberlain	For Decision
Report author: Mark Jarvis, Head of Finance- Chamberlains Beatrix Jako, Financial Business Partner - Chamberlains	

Summary

This report presents for approval the budget estimates for the Department of Community & Children's Services for 2024/25, for subsequent submission to Finance Committee.

Overall, the proposed revenue budget for 2024/25 totals (£17.925m), an increase in net expenditure of (£794,000) compared to the 2023/24 original budget of £ (17.131m) agreed by your Committee on 23 January 2023.

The proposed budget for 2024/25 has been prepared within the resource envelope allocated to each Chief Officer by Resource Allocation Sub-Committee, including an inflationary increase of 3% and the full year impact of pay increases to staff arising from the pay deal effective from July 2023.

This report presents, at Appendix 1, the budget estimates for 2024/25 for the Community and Children's Services Department excluding Housing Revenue Account (HRA) of which a summary is shown in the table below.

Summary of Appendix 1

Table 1	Original budget 2023/24 £'000	Original budget 2024/25 £'000	Movement original 2023/24 to original budget 2024/25 £'000
Expenditure	(29,227)	(29,596)	(369)
Income	14,536	14,348	(188)
Support services and capital charges	(2,440)	(2,677)	(237)
Total net expenditure	(17,131)	(17,925)	(794)

Recommendation

Members are asked to:

- i) review and approve the Community and Children's Services Department's (excluding HRA) proposed revenue budget for 2024/25 for submission to Finance Committee,
- ii) review and approve the Community and Children's Services Department's (excluding HRA) proposed capital and supplementary revenue projects budgets for 2024/25 for submission to Finance Committee,
- iii) authorise the Chamberlain, in consultation with the Executive Director of Community and Children's to revise these budgets to allow for any further implications arising from Corporate Projects and changes to the Cyclical Works Programme,
- iv) agree that minor amendments for 2023/24 and 2024/25 budgets arising during the corporate budget setting period be delegated to the Chamberlain.

Main Report

Background

- The Community & Children's Services Committee oversees three main service areas:
 - People Services (which includes Adult Services & Children & Families Services)
 - Commissioning and Partnerships (which includes Commissioned Services)
 - Housing Services (including the Housing Revenue Account)

Departmental budget estimates for 2024/25

1. This report presents, at Appendix 1, the budget estimates for 2024/25 for the Community and Children's Services Department analysed between:
 - **Local Risk budgets** – these are budgets deemed to be largely within the Chief Officer's control.
 - **Central Risk budgets** – these are budgets comprising specific items where a chief officer manages the underlying service, but where the eventual financial out-turn can be strongly influenced by external factors outside of his/her control or are budgets of a corporate nature (such as interest on balances and rent incomes from investment properties).
 - **Support Services and Capital Charges** – these cover budgets for services provided by one activity to another. The control of these costs is exercised at the point where the expenditure or income first arises as local or central risk. Further analysis can be found in Appendix 2.

Proposed Revenue budget for 2024/25

2. The provisional 2024/25 budgets, under the control of the Executive Director of Community and Children's Services being presented to your Committee, have been prepared in accordance with guidelines agreed by the Policy and Resources and Finance Committees. These include continuing the implementation of the required budget reductions across local risk, as well as the proper control of transfers of non-staffing budget to staffing budgets. The Chamberlains has agreed to grant an additional funding of £470k subject to Court of Common Council's approval in March 2024 under the budget process in relation to Adult Social Care and Children Social Care placement costs. In order to come back to the resource envelope allocated to each Director by Resource Allocation Sub Committee, we have had to include an unidentified savings budget in Local Risk of £126k due to ongoing pressures within children's services as a result of high cost placements.

The central risk budget also contains an unidentified savings budget of £86k which is caused by pressures on the asylum seekers service. Pressures are arising due to the number of individuals those that are turning 18 that will then attract little or no funding from the Home Office. The Chamberlain is aware of these pressures and further discussions are to be had regarding how these are to be funded going forwards.

3. Overall, the 2024/25 provisional revenue budget total £17.925 million, an increase of £794k when compared with the original budget for 2023/24. The main reasons for this increase are:
 - Additional resources of (£385k) to compensate for the July 23 pay award.
 - 3% inflation uplift of (£412K) added to Local risk budgets.

- The budget of (£6k) was transferred across to Commissioning form Culture, Heritage and Libraries in relation to the Portsoken Community Centre/Green Box
 - Decrease in Surveyors Repairs & Maintenance budget of £246k.
 - Increase in central support and capital charges (£237k).
4. An analysis of service expenditure is provided in Appendix 1. Expenditure and unfavourable variances are presented in brackets. Only significant variances (generally those greater than £150,000) have been commented on in the following paragraphs.
- Members should note that the Cyclical Works Programme (CWP) figures included in this report relate only to elements previously agreed programmes, which will be completed in 2023/24 and 2024/25. The separate bid for CWP works programme for 2024/25 has not been included in this report. The report will be submitted to Committee in January 2024 and will then require approval from Resource Allocation Sub-Committee to agree the funding. Once both Sub-Committees have agreed the 2024/25 programme Members will be advised of the outcome and Members are asked to authorise the Chamberlain to revise the budgets to allow for these approvals.
 - The increase in supplies and services reflects an increased level of provision in the commissioning budget within Homelessness in relation to Outreach Services, High Support Hostel, Rough Sleepers Assessment Centre, Rough Sleeping Initiative (RSI) and Severe Weather Emergency Protocols (SWEPP) to support homelessness and to reduce the occurrence, duration, and impact of rough sleeping in the Square Mile.
 - Third party payments overall have decreased which is mainly due to the cost of programmes led by the Adult Skills & Education service such as Digital Hub, Skills Bootcamp and Multiply has not been agreed for 2024/25 and therefore excluded from the budget at this stage. However once next year's allocation has been finalised an adjustment will be made to the budget. This is fully met from external funding and has no effect on the overall budget.
 - The 2024/25 original local risk budget includes an unidentified savings of £126k due to ongoing pressures within children's services as a result of high cost placements. The central risk budget also contains an unidentified savings budget of £86k which is caused by pressures on the asylum seekers service. Pressures are arising due to the number of individuals turning 18 which attracts little or no funding from the Home Office.
 - Government grant income has decreased in total as the budgets are based on the most recent allocations and include decreases to the funding from the Home Office due to the number of current asylum seekers turning 18 which the attract little or no funding at all along with reduction in grant from

the Education and Skills Funding Agency and Great London Authority for Adult & Community Learning. The City of London's allocation for 2024/25 which include the Digital Hub, Skills Bootcamps and Multilpy projects for the Adult & Community Learning has not yet been confirmed, however once finalised an adjustment will be made to the budget. This is offset by expenditure and will not affect the Director's overall local risk budget.

- Analysis of the movement in total manpower and related staff costs are shown in Table 2 below.

5. Staffing Statement

Analysis of the movement in staff related costs are shown in the table below. There is an increase of £552,000 in employee expenditure between the 2023/24 original budget and 2024/25 original budget. Factors influencing this overall increase are a provision for pay award and incremental progression.

Table 2	Original Budget 2023/24		Original Budget 2024/25	
	Manpower Full-time equivalent	Estimated cost £000	Manpower Full-time equivalent	Estimated cost £000
People Services	72	(4,516)	49	(3,633)
Partnership Services (including Central Directorate)	43	(2,555)	26	(1,875)
Housing Services	9	(564)	7	(555)
Education and Skills	-	-	43	(2,124)
TOTAL COMMUNITY AND CHILDREN'S SERVICES	124	(7,635)	125	(8,187)

It should be noted that the 2024/25 staffing statement above reflects structural changes in relation to the transfer of Education and Early Years Services to the Education and Skills Unit.

Potential Further Budget Developments

6. The provisional nature of the 2024/25 revenue budget recognises that further revisions may be required, including in relation to:
 - decisions on funding of the Additional Works Programme by the Resource Allocation Committee
 - budget adjustments relating to the Surveyors Repairs and Maintenance projects.
 - budget adjustments to align with the new Target Operating Model.

Revenue Budget 2023/24

7. The current forecast local risk outturn for 2023/24 is currently expected to be overspent by up to £263k. The reason for this adverse variance is due to the cost pressures within child social care and the continued presence of a number of high-cost placements.
8. The central risk budget is projected to overspend by £274k mainly due to the increased cost of benefit administration as well as the number of asylum seekers that are 18 years or older for which we attract little or no government funding.

Appendix 3 shows the movement between the Original Budget 2023/24 and the Latest Approved Budget 2023/24.

Draft Capital and Supplementary Revenue Budgets

9. The latest estimated costs of the Committee's current capital and supplementary revenue projects are summarised in the Table below.

Service	Project	Exp. Pre 01/04/23 £'000	2023/24 £'000	2024/25 £'000	2025/26 £'000	Later Years £'000	Total £'000
	<u>Pre-Implementation</u>						
Community Development	Golden Lane Area Lighting & Accessibility	(1)	(14)	-	-	-	(15)
	<u>Authority to start work</u>						
Public Health	Assessment Centre for Rough Sleepers	(163)	(1,256)	(331)	-	-	(1,750)
Public Health	High Support Hostel	(617)	(55)	-	-	-	(672)
TOTAL COMMUNITY & CHILDREN'S SERVICES EXCLUDING HRA		(781)	(1,325)	(331)	-	-	(2,437)

10. Pre-implementation costs comprise feasibility/option appraisal expenditure which has been approved in accordance with the project procedure, prior to authority to start work.
11. The latest Capital and Supplementary Revenue Project forecast expenditure on approved schemes will be presented to the Court of Common Council for formal approval in March 2024.

Business Planning for 2024/25

12. A separate report will be presented to this committee at a later date containing the high-level business plan.

Corporate & Strategic Implications

13. The work of the Department contributes to the following Corporate Plan priorities:

- 1: People are safe and feel safe
- 2: People enjoy good health and wellbeing
- 3: People have equal opportunities to enrich their lives and reach their full potential
- 4: Communities are cohesive and have the facilities they need
- 9: We are digitally well connected and responsive
- 12: Our spaces are secure, resilient and well maintained

Security implications

15. There are no specific security implications in relation to the budget or business plan but many of our workstreams contribute to the departmental priority 'safe' with the aim of people of all ages living in safe communities, our homes are safe and well maintained and our estates are protected from harm.

Public sector equality duty

16. Promoting equality, fostering good relations and reducing discrimination are all integral elements of the work of the department as demonstrated in some of the work included in the high-level summary business plan. The department specifically considers this in service and policy development through Tests of Relevance and Equality Impact Assessments.

Conclusion

17. This report presents the budget estimates for the Community & Children's Services Department for Members to consider and approve.

Appendices

- Appendix 1 – Committee Summary Budget – City Fund
- Appendix 2 – Support Services and Capital Charges from / to Community & Children's Services Committee
- Appendix 3 – Original 2023/24 Budget to Latest Approved 2023/24 Budget
- Appendix 4- Original 2023/24 Budget to Original 2024/25 Budget

Mark Jarvis

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Beatrix Jako

Financial Business Partner, Chamberlains

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Appendix 1: Community and Children's Services Summary – City Fund

Analysis of Service Expenditure	Local or Central Risk	Actual 2022/23 £'000	Original Budget 2023/24 £'000	Latest Approved Budget 2023/24 £'000	Original Budget 2024/25 £'000	Movement 2023-24 to 2024-25 £'000	Para ref
EXPENDITURE							
Employees	L	(6,808)	(6,877)	(7,457)	(7,408)	(531)	5
Employees – mainly social workers dealing with Asylum Seekers and staff paid by Dedicated Schools Grant (DSG)	C	(3,981)	(758)	(803)	(779)	(21)	5
Premises Related Expenses (see note i)	L	(1,231)	(343)	(378)	(382)	(39)	
Premises Related Expenses (SRP)	C	(292)	(4)	(4)	(4)	0	
City Surveyor – R&M	L	0	(251)	(253)	(5)	246	4
Transport-related Expenses	L	(15)	(15)	(15)	(17)	(2)	
Home to School Transport (met from DSG)	C	(42)	(72)	(72)	(75)	(3)	
Supplies and Services (mainly professional fees which are largely met from grant income plus expenses relating to contracts)	L	(6,503)	(4,857)	(6,539)	(5,923)	(1,066)	4
Supplies and Services (mainly costs of our private, voluntary and independent childcare providers which are met from DSG)	C	(1,215)	(102)	(182)	(98)	4	
Third Party Payments (mainly social care clients plus contract costs and providers of adult learning)	L	(6,989)	(7,003)	(6,797)	(6,236)	767	4
Third Party Payments (mainly agency costs relating to asylum seekers plus costs that are met from DSG)	C	(3,086)	(5,271)	(5,654)	(5,215)	56	
Transfer Payments (mainly payment to Fusion Lifestyle funded by income from London Marathon Charitable Trust)	L	(87)	(113)	(113)	(105)	8	
Rent allowances – funded by Department for Work and Pensions (DWP) rent benefit rebates)	C	(4,105)	(3,561)	(3,561)	(3,561)	0	
Capital charges	C	(926)	0	0	0	0	
Unidentified Savings - Children Social Care	L	0	0	0	126	126	4
Unidentified Savings – Asylum Seekers	C	0	0	31	86	86	
Total Expenditure		(35,280)	(29,227)	(31,797)	(29,596)	(369)	
CONTINUED ON NEXT PAGE							

CONTINUED FROM PREVIOUS PAGE							
Analysis of Service Expenditure							
	Local or Central Risk	Actual 2022/23 £'000	Original Budget 2023/24 £'000	Latest Approved Budget 2023/24 £'000	Original Budget 2024/25 £'000	Movement 2023/24 to 2024/25 £'000	Para ref
INCOME							
Government Grants (mainly Public Health and Skills Funding Agency grant income)	L	5,741	4,002	5,445	3,796	(206)	4
Government Grants (mainly DSG, DWP rent benefit rebates, Home Office funding)	C	10,355	7,719	7,817	7,423	(296)	4
Other grants, reimbursements and contributions (mainly B&B rent allowances, S256 Monies and London Marathon Charitable Trust)	L	1,241	778	966	778	0	
Other grants, reimbursements and contributions (City's Cash contributions towards Toynbee Hall contract and Strings project at The Aldgate School)	C	592	366	560	512	146	
Customer, client receipts (mainly fee income and client contributions towards their social care packages), and rent income for the community centres)	L	1,391	1,083	1,094	1,215	132	
	C	44	0	60	20	20	
Transfer from Reserves (Public Health, Healthwatch & Proceeds of Crime Act POCA reserves)	L	156	10	47	26	16	
Transfer from Parking Meter Reserves (in relation to concessionary fares and taxi cards)	C	410	578	578	578	0	
Total Income		19,930	14,536	16,567	14,348	(188)	
TOTAL EXPENDITURE BEFORE SUPPORT SERVICES AND CAPITAL CHARGES		(15,350)	(14,691)	(15,230)	(15,248)	(557)	
SUPPORT SERVICES AND CAPITAL CHARGES							
Central Support Services and Capital Charges		(2,890)	(2,494)	(2,495)	(2,733)	(239)	App 2
Recharges within Fund		54	54	54	56	2	
Total Support Services and Capital Charges		(2,836)	(2,440)	(2,441)	(2,677)	(237)	
TOTAL NET (EXPENDITURE) / INCOME		(18,186)	(17,131)	(17,671)	(17,925)	(794)	

Notes – Examples of types of service expenditure:

- (i) Premises Related Expenses – includes repairs and maintenance, energy costs, rates, and water services.

Appendix 2: Support Service and Capital Charges from/to Community and Children's Services Committee

Support Service and Capital Charges	Actual 2022/23 £000	Original Budget 2023/24 £000	Latest Approved Budget 2023/24 £000	Original Budget 2024/25 £000
Administrative Buildings	(269)	(295)	(295)	(251)
City Surveyor's Employee Recharge	(1)	(1)	(1)	(1)
Insurance	(66)	(63)	(64)	(66)
IS Recharges – Chamberlain	(641)	(547)	(547)	(531)
Capital Charges	(526)	(519)	(519)	(556)
Support Services –				
Chamberlain	(581)	(444)	(444)	(556)
Comptroller and City Solicitor	(265)	(201)	(201)	(252)
Town Clerk	(369)	(282)	(282)	(354)
City Surveyor	(106)	(80)	(80)	(100)
CLPS	(66)	(62)	(62)	(66)
Total Support Services and Capital Charges	(2,890)	(2,494)	(2,495)	(2,733)
Recharges Within Funds				
Corporate and Democratic Core – Finance Committee	32	32	32	32
HRA	0	0	0	0
Barbican Residential Committee	22	22	22	24
Total Support Service and Capital Charges	(2,836)	(2,440)	(2,441)	(2,677)

Appendix 3: Movement between 2023/24 Original Book Budget and 2023/24 Latest Approved Budget

Community and Children's Services	£000
Original Net Local and Central Risk Budget (Executive Director Community and Children's Services & City Surveyor)	(14,691)
Executive Director Community and Children's Services	
Pay award July 2023	(299)
Winter payments	(112)
Allocation from Transformation Fund in relation to the Operational Property Review	(80)
Transformation Fund Carry forwards from 2022/23 in relation to the Housing Review	(40)
Virement from Culture, Heritages and Libraries to Commissioning budget regarding the Portsoken Community Centre/Green Box	(6)
City Surveyor	
Planned & Reactive Works including Cleaning	(2)
Latest Approved Net Local and Central Risk Budget (Executive Director Community and Children's Services & City Surveyor)	(15,230)

Appendix 4: Movement between 2023/24 Original Book Budget and 2024/25 Original Book Budget

Community and Children's Services	£000
Original Net Local and Central Risk Budget (Executive Director Community and Children's Services & City Surveyor)	(14,691)
Executive Director Community and Children's Services	
Pay award July 2023	(385)
3% inflation uplift	(412)
Virement from Culture, Heritages and Libraries to Commissioning budget regarding Portsoken Community Centre/Green Box	(6)
City Surveyor	
Surveyors Repairs and Maintenance	246
Latest Approved Net Local and Central Risk Budget (Executive Director Community and Children's Services & City Surveyor)	(15,248)

Agenda Item 8

Committee(s): Community and Children's Services	Dated: 25 January 2024
Subject: Housing Revenue Account (HRA) and Capital Budgets 2024/25	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	1,2,3,4,12.
Does this proposal require extra revenue and/or capital spending?	N
Report of: The Chamberlain and the Executive Director of Community and Children's Services	For Decision
Report author: Goshe Munir, Senior Accountant, Chamberlain's Department	

Summary

1. This report is the annual submission of the revenue and capital budgets overseen by your committee. In particular it seeks approval for the provisional revenue budget for 2024/25, for subsequent submission to the Finance Committee. Details of the HRA draft capital budget are also provided.
2. The provisional nature of the revenue budgets particularly recognises that further revisions might arise from the necessary budget adjustments resulting from corporate projects.
3. There is a significant planned investment in the next year in the major works capital programme to upgrade the fabric of existing HRA social housing. However, the Revenue Reserve position remains very tight in the short term as a result of delays of up to two years in income generating new build projects, which has meant that more than £1.2m per annum in additional rental revenue has had to be foregone. Additional forecast rental income from the COLPAI development has been more than offset by increased repair contract and higher energy costs, however a reduced level of transfer to the Major Repairs Reserve means the HRA remains in balance.
4. The General Housing Revenue Reserve position is summarised below: -

Table 1 General Housing Revenue Reserve	<i>Original Budget 2023/24</i> £000	Original Budget 2024/25 £000	Movement
Service Expenditure	(12,349)	(15,044)	(2,695)
Service Income	16,217	17,701	1,484
Other Movements	(291)	(282)	9
Transfer to Major Repairs Reserve	(3,281)	(2,231)	1,050
(Surplus)/deficit in year	296	144	(152)
Balance brought forward	49	301	252
Balance carried forward	345	445	100

5. Overall, the 2024/25 provisional budget indicates a surplus for the year of £144k increased cost expected in service expenditure offset by increased transfers to the major repairs reserve as set out in Table 1 above. Revenue Reserves at 31 March 2024 are now expected to be £445k.
6. The overall Major Repairs Reserve (MRR) position is summarised below: -

Table 2 Major Repairs Reserve	Original Budget 2023/24 £000	Original Budget 2024/25 £000	Movement
Transfer from General Housing Revenue Reserve (see contra Table 1)	3,281	2,231	(1,050)
Net capital expenditure after / grant funding	(16,814)	(16,854)	(40)
City Fund Loan	13,533	14,623	1,090
Movement in MRR in year	0	0	(0)
Balance brought forward	250	1,018	768
Balance carried forward	250	1,018	768

- The Major Repairs Reserve (MRR) funds a very significant investment in the capital programme for major works across the 5-year asset management plan, including the decent homes program, window renewal and roof replacements. In order to do so the MRR will start to borrow using a planned loan from City Fund. This borrowing requirement has been forecast and included in the Corporations Medium Term Financial Plan for a number of years.

Recommendation(s)

7. The Committee is asked to:
 - Review the provisional 2024/25 revenue budget to ensure that it reflects the Committee's objectives and, if so, approve the proposed budget for submission to the Finance Committee.
 - Review and approve the draft capital budget.
 - Authorise the Chamberlain to revise these budgets to allow for further implications arising from departmental reorganisations and other reviews.

Main Report

Management of the Housing Revenue Account

8. The HRA is ring-fenced by legislation which means that the account must be financially self-supporting. To enable this, a 30-year plan has been produced alongside a more detailed 5-year plan presented separately. The budgets in this report are included as an element of the plan. Although the "capital account" is not ring fenced by law, the respective financial positions of the HRA and the City

Fund have meant that capital expenditure is financed without placing a burden on the use of City Fund resources. HRA related capital expenditure continues to be funded from the HRA, including the Major Repairs Reserve, a city fund loan and homeowners making their appropriate contributions.

Business Planning Priorities

9. A number of development opportunities and major works projects will require considerable resource input but will result in increased social housing capacity and improvements to our properties, particularly in terms of energy efficiency.

Proposed Budget Position 2023/24 and 2024/25

10. The detailed budgets are set out in table 3.

Actual 2022-23 £000	Table 3 - HOUSING REVENUE ACCOUNT	Original Budget 2023-24 £000	Latest Budget 2023/24 £000	Original Budget 2024-25 £000	Movement 2023-24 to 2024-25 £000	
	LOCAL RISK Expenditure					
(3,554)	Repairs, Maintenance & Improvements	(2,976)	(4,060)	(4,267)	(1,291)	Appendix 1
(101)	Supplementary Revenue Budgets	(323)	(323)	(150)	173	12
(1,472)	Technical Services and City Surveyor's Costs	(1,495)	(1,495)	(1,515)	(20)	
(4,179)	Employee Cost	(4,541)	(4,406)	(4,819)	(278)	13
(1,443)	Premises & Other Support Cost	(264)	(844)	(813)	(549)	14
(3,436)	Specialised Support Services	(2,750)	(3,402)	(3,480)	(730)	15
(14,185)	TOTAL Expenditure	(12,349)	(14,530)	(15,044)	(2,695)	
	Income					
	Rent					
11,810	Dwellings	11,646	12,038	13,385	1,739	16
579	Car Parking	624	536	540	(84)	
127	Baggage Stores	127	126	127	0	
1,443	Commercial	1,791	1,533	1,554	(237)	17
	Charges for Services & Facilities					
108	Community Facilities	79	118	118	39	
1,854	Service Charges	1,939	2,287	1,967	28	
23	Other	11	10	10	(1)	
15,944	TOTAL Income	16,217	16,648	17,701	1,484	
1,759	NET INCOME FROM SERVICES	3,868	2,118	2,657	(1,211)	
0	Loan Charges – Interest	(125)	0	(135)	(10)	
33	Interest Receivable	0	33	33	33	
1,792	NET OPERATING INCOME	3,743	2,151	2,555	(1,188)	
0	Loan Charges – Principal	(166)	0	(180)	(14)	
(1,728)	Transfer to Major Repairs Reserve	(3,281)	(2,076)	(2,231)	1,050	
64	(Surplus) / deficit FOR THE YEAR	296	75	144	(152)	
162	Surplus brought forward	49	226	301	252	
226	SURPLUS CARRIED FORWARD	345	301	445	100	

11. Expenditure and unfavourable variances are presented in brackets. Only significant variances (generally those greater than £50,000) have been commented on in the following paragraphs.
12. The Supplementary Revenue Costs underspent by £173k due to the number of revenue expensed projects falling in 2024/25 as compared to the previous year.
13. The increase in Employee Costs of £278k includes a 3% uplift for inflation and the full year impact of pay increases to staff arising from the pay deal effective from July 2023 & the winter pay award effective from April 2023.
14. Premises & Other Support Cost have increased by £546k due to higher than previously budgeted expected central support & Insurance cost charges, Commission/Royalties expenses and provision for refunds required for the Water Rates.
15. Specialised Support Services Cost have increased by £730k due to a significantly higher inflationary increase in Energy cost unit prices (tariffs) and standing charges than previously allowed for.
16. The increase in rent income for 2024/25 is due to the expected capped % level of increases and the additional income from the 66 new flats at the COLPAI development. The capped rental increases has been estimated in these figures as 7% but will now rise to 7.7% given latest government guidance - an increase of £88k to the numbers currently set out in this report.
17. The decrease in commercial income by £237k is due to reduced estimates of rent for lettings due to higher numbers of void units given current market conditions.

Actual 2022/23 £'000	Table 4 - HOUSING REVENUE ACCOUNT	Original Budget 2023/24 £'000	Latest Budget 2023/24 £'000	Original Budget 2024/25 £'000	Movement 2023/24 to 2024/25 £'000	Paragraph Ref
	MAJOR REPAIRS RESERVE (MRR)					
2,999	Transfer from HRA (depreciation agreed by HRA)	3,281	2,076	2,231	(1,050)	
(17,086)	Capital Expenditure	(72,711)	(50,466)	(66,129)	6,584	
0	Section 106 / Grants	44,691	34,286	18,261	(26,430)	
1,271	Reimbursements from homeowners	4,163	2,911	7,568	3,403	
568	RTB Receipts	500	500	500	0	
	Community Infrastructure Levy	0	0	0	0	
11,879	GLA Grant	0	4,933	6,555	6,555	
0	City Fund Capital Receipt	6,543	3,751	16,391	9,848	
0	City Fund Loan	13,533	2,009	14,623	1,090	
(369)	Transfer from/to reserve for year	0	0	0	(0)	
1,386	Balance Brought Forward	250	1,018	1,018	768	
1,018	MRR BALANCE CARRIED FORWARD	250	1,018	1,018	768	

18. Analysis of the movement in manpower and related staff costs are shown in Table 5 below. These costs are spread across Direct Employee Cost, Technical Services and Specialised Support Services.

Table 5 Manpower statement	Original Budget 2023/24		Original Budget 2024/25	
	Manpower Full-time equivalent	Estimated cost £0	Manpower Full-time equivalent	Estimated cost £0
Supervision and Management	32	(1,863)	31	(2,071)
Estate Officers	9	(398)	9	(453)
Porter/Cleaners	24	(937)	26	(1,138)
Gardeners	5	(204)	5	(197)
Wardens	0	(17)	0	(18)
Technical Services	41	(2,719)	39	(2,794)
TOTAL HOUSING REVENUE ACCOUNT	111	(6,138)	110	(6,671)

Potential Further Budget Developments

19. The provisional nature of the 2024/25 revenue budget recognises that further revisions may be required.

Revenue Budget 2024/25

The forecast outturn for the current year is in line with the Latest Approved Budget.

1. The latest estimated costs for the Committee's draft capital and supplementary revenue projects are summarised in the tables below.
2. Pre-implementation costs comprise feasibility and option appraisal expenditure which has been approved in accordance with the project procedure, prior to authority to start work.
3. The anticipated funding of this major works programme is indicated above, with the 2023/24 and 2024/25 financial impact on HRA resources being reflected in the revenue estimates figures included elsewhere in this report. In addition, the HRA will need to borrow from the City Fund in order to finance its current capital programme.
4. The latest Capital and Supplementary Revenue Project budgets will be presented to the Court of Common Council for formal approval in March 2024.

Draft Capital and Supplementary Revenue Projects

Estate	Exp. Pre 01/04/23	2023/24	2024/25	2025/26	2026/27	2027/28	Later Years	Total
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
Schemes at pre-implementation stage								
L4-Avondale Square	83	130	1,935	-	-	-	-	2,148
L4-Golden Lane	710	37	10,244	9,498	8,000	-	-	28,489
L4-Dron House	-	306	-	-	-	-	-	306
L4-Holloway Estate	691	1,992	630	-	-	-	-	3,313
L4-York Way Estate	-	-	-	-	-	-	-	-
L4-Housing General HRA	394	87	8,234	5,136	2,000	-	-	15,851
L4-Middlesex Street	-	15	225	-	-	-	-	240
L4-Isleden House	-	-	-	-	-	-	-	-
L4-Southwark Estates	1,137	3,393	754	45	-	-	-	5,329
L4-Sydenham Hill	822	392	194	6	-	-	-	1,414
L4-William Blake	58	455	1,959	-	-	-	-	2,472
L4-Windsor House	980	238	286	12	-	-	-	1,516
Sub-total schemes at Pre-implementation stage	4,875	7,045	24,461	14,697	10,000	-	-	57,090
Authority to start work granted								
	Exp. Pre 01/04/23	2023/24	2024/25	2025/26	2026/27	2027/28	Later Years	Total
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
L4-Avondale Square	4,052	4,298	495	-	-	-	-	8,845
L4-Dron House	2,173	-	-	-	-	-	-	2,173
L4-Golden Lane	12,717	20	-	-	-	-	-	12,737
L4-Holloway Estate	561	41	-	-	-	-	-	602
L4-Housing General HRA	37,852	2,769	-	-	-	-	-	40,621
L4-Isleden House	2,761	761	-	-	-	-	-	3,522
L4-Middlesex Street	5,034	1,852	797	-	-	-	-	7,683
L4-Southwark Estates	23	-	-	-	-	-	-	23
L4-Sydenham Hill	5,215	10,014	19,816	14,812	-	-	-	49,857
L4-William Blake	232	-	-	-	-	-	-	232
L4-Windsor House	45	-	-	-	-	-	-	45
L4-York Way Estate	9,601	23,989	20,710	2,325	-	-	-	56,625
Sub-total Authority to Start Work	80,266	43,744	41,818	17,137	-	-	-	182,965
TOTAL COMMUNITY & CHILDREN'S SERVICES - HRA								
	Exp. Pre 01/04/23	2023/24	2024/25	2025/26	2026/27	2027/28	Later Years	Total
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
TOTAL COMMUNITY & CHILDREN'S SERVICES - HRA	85,141	50,789	66,279	31,834	10,000	-	-	240,055
Of this,								
Capital	80,005	50,466	66,129	31,834	10,000	-	-	238,434
Supplementary Revenue	5,136	323	150	-	-	-	-	5,609
	85,141	50,789	66,279	31,834	10,000	-	-	244,043
Funded by								
Long Lessee contributions		2,947	7,610	5,965	4,755			21,277
External contributions (S106, grants)		39,219	24,816	17,137				81,172
CIL								-
Borrowing		2,009	14,623	5,832	2,245			24,709
Right to Buy Receipts		500	500	500	500			2,000
HRA balances		287	108		-			395
Major Repairs Reserve		2,076	2,231	2,400	2,500			9,207
Capital Receipt		3,751	16,391	-	-			20,142
		50,789	66,279	31,834	10,000	-	-	158,902

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Appendices

Appendix A: Schedule of Repairs, Maintenance and Improvements.

Appendix B: Summary of HRA position.

Appendix A

REPAIRS, MAINTENANCE AND IMPROVEMENTS		Original Budget 2023/24 £000	Revised Budget 2023/24 £000	Original Budget 2024/25 £000
Responsible Officer is the Director of Community and Children's Services				
GENERAL				
BREAKDOWN AND EMERGENCY REPAIRS				
Building	E	(1,122)	(2,238)	(2,235)
Electrical	E	(280)	(421)	(421)
Lifts	E	(10)	(6)	(6)
Heating and Ventilation	E	(200)	(151)	(151)
Recharge and Insurance Claims	E	(150)	(100)	(100)
		(1,762)	(2,916)	(2,913)
CONTRACT SERVICING				
Building	E	(60)	(68)	(68)
Electrical	E	(250)	(135)	(135)
Lifts	E	(120)	(130)	(130)
Boilers	E	(250)	(267)	(267)
Ventilation	E	(350)	(413)	(413)
		(1,030)	(1,013)	(1,013)
CYCLICAL WORK AND MINOR IMPROVEMENTS				
Elderly/Disabled - Internal Redecorations	E	(12)	(12)	(12)
Portable Appliance Testing	E	(2)	(2)	(2)
Asbestos Management Contingency	E	(60)	(19)	(19)
Fees for Feasibility Studies	A	(15)	(13)	(13)
Energy Performance Certification Work	E	(5)	(5)	(5)
Water supply works	E	(80)	(55)	(55)
Asset Management plan	A	(10)	(25)	(25)
Safety Measures	E	0	0	(210)
		(184)	(131)	(341)
TOTAL GENERAL		(2,976)	(4,060)	(4,267)

Summary of HRA position – Nov 2023

The HRA position remains finely balanced for the next two years but the outlook should improve from 2026/27 with additional revenue coming on stream from the completion of new developments. **Note the Capital Forecasts and the Loan profile used here were prepared prior to the Budget Estimates and may therefore differ in detail.**

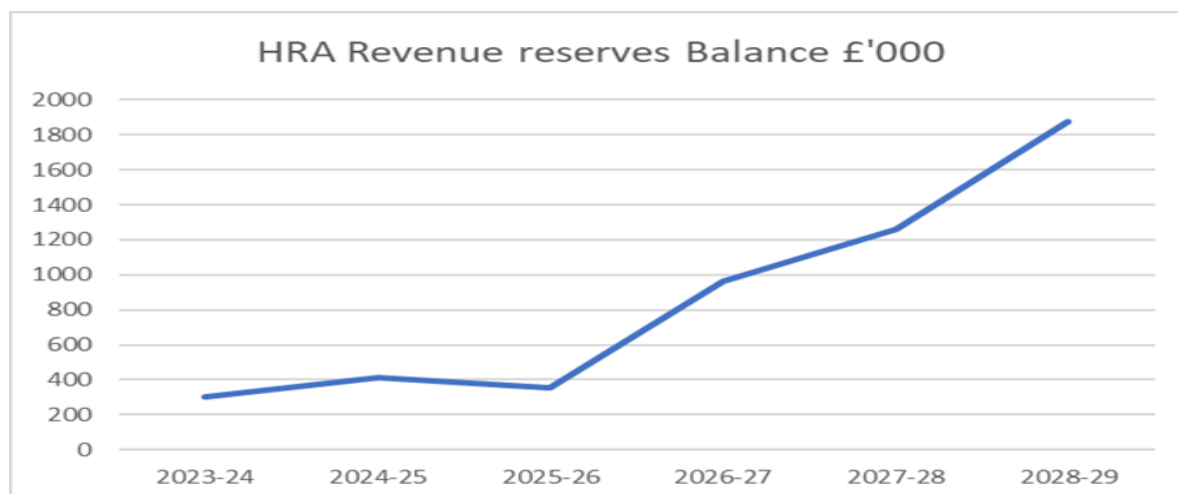
- A very significant investment in the existing HRA housing stock (the major works to windows, heating systems and roof replacements, as well as installation of sprinklers and fire doors) is underway and will continue over the next two years.
- The HRA currently has no borrowing. However the planned investment will require borrowing of up to a maximum of £31.0m at the end of 2026/27 from City Fund to finance, as provided for in the Corporations Medium Term Financial Plan.
- Revenue reserve balances are predicted to be very low for the next few years and this is the main concern around the viability of the HRA. A review agreed with the external property valuers has allowed a reduction in the annual depreciation charge. This has helped to offset the substantial increase in costs charged to the HRA during the period.
- Increased repairs and maintenance costs have had to be factored into the budget following previous years overspends and the decision to continue the existing R&M contract with Wates. Additionally, a one-off cost of £600k regarding potentially unrecoverable service charge income (due to lack of required s20 consultation with residents) has had to be factored in.
- In the longer term additional rental income from new build units at Sydenham Hill & York Way will come on stream. Both are currently forecast to begin generating income in the last quarter of 2025/26 and should broadly offset the cost of borrowing (both interest and capital repayments) after this point. It should be noted that delays in these new build projects as well as the new units at COLPAI have contributed to the current low level of revenue reserves.
- Note no revenue savings from a new (better) R&M contract, the impact of the major works programme on reducing revenue repair costs or the impact of tighter management of housing costs generally have been factored into these numbers. Benchmarking of housing unit costs which remain very high and bringing down these costs without affecting quality will be important.
- The major works projections cover the existing capital programme. Further capital works will need to be timed so as to stay within the affordable funding envelope of the HRA in future periods.

Draft Five Year HRA Revenue Account Projections

1. Table 1 below shows the updated 5 Year Plan for the Housing Revenue Account.

TABLE 1 - HRA 5 Year Projections		Estimates 2023-24	Forecast 2024-25	Forecast 2025-26	Forecast 2026-27	Forecast 2027-28	Forecast 2028-29
Income							
Rent	Dwellings	12,038	13,385	14,149	15,692	16,162	16,647
	Car Parking	536	540	556	573	590	608
	Baggage Stores	126	127	131	135	139	143
	Commercial	1,533	1,554	1,601	1,649	1,698	1,749
Community Facilities		118	118	120	123	125	128
Service Charge		2,287	1,967	2,626	2,705	2,786	2,870
Other		10	10	10	11	11	11
	TOTAL Income	16,648	17,701	19,193	20,886	21,511	22,155
Expenditure							
Repairs, Maintenance & Improvements		(4,060)	(4,270)	(4,398)	(4,530)	(4,666)	(4,806)
Supplementary Revenue Projects		(323)	(150)	(155)	(159)	(164)	(169)
Technical Services & City Surveyor Costs		(1,495)	(1,515)	(1,560)	(1,607)	(1,655)	(1,705)
Employee Costs		(4,406)	(4,819)	(4,964)	(5,112)	(5,266)	(5,424)
Premises & Other Support Costs		(844)	(810)	(834)	(859)	(885)	(912)
Specialised Support Services		(3,402)	(3,480)	(3,584)	(3,692)	(3,803)	(3,917)
	TOTAL Exp	(14,530)	(15,044)	(15,495)	(15,960)	(16,439)	(16,932)
Loan Charges - Interest - 3%		33	(135)	(580)	(781)	(930)	(818)
Capital Repayment (4% Minimum Revenue Provision)		0	(180)	(773)	(1,042)	(1,240)	(1,091)
Total		33	(315)	(1,352)	(1,823)	(2,170)	(1,909)
	TOTAL Net Income	2,151	2,342	2,345	3,103	2,902	3,315
TSFR TO MRR (equ. Depreciation)		(2,076)	(2,231)	(2,400)	(2,500)	(2,600)	(2,700)
Surplus/ (Deficit) In Year		75	111	(55)	603	302	615
Bal b/f		226	301	412	357	960	1,262
Bal c/f		301	412	357	960	1,262	1,876

2. Revenue reserves are forecast to be very low at the end of this financial but to begin to recover from the end of 2026-27.

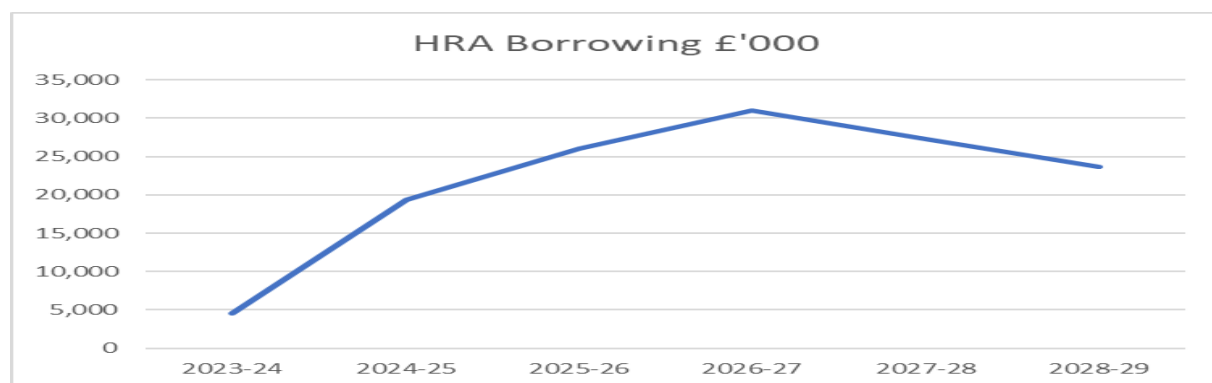


Major Repairs Reserve & City Fund Loan

Table 2 below sets out the movements on the Major Repairs Reserve and the City Fund loan over the period. Borrowing is expected to peak at the end of 2026-27 at £31.0m before falling in subsequent years, however this assumes that there will be no further call on the major repairs programme in those years. It also assumes that there are no exceptional construction inflation costs beyond those already allowed for.

TABLE 2 - MAJOR REPAIRS RESERVE		Forecast	Forecast	Forecast	Forecast	Forecast	Forecast
		2023-24	2024-25	2025-26	2026-27	2027-28	2027-28
MRR	B/F	1,018	275	545	227	227	327
Depn/tsfr from Rev		2,076	2,231	2,400	2,500	2,600	2,700
Net Capital Financing (see Table 4)		(7,319)	(16,961)	(10,217)	(8,500)	0	0
Loan Advanced/(Repaid)		4,500	15,000	7,500	6,000	(2,500)	(2,500)
MRR	C/F	275	545	227	227	327	527
CITY FUND LOAN							
Loan Balance	B/F	0	4,500	19,320	26,047	31,005	27,265
Loan Advanced/(Repaid)		4,500	15,000	7,500	6,000	(2,500)	(2,500)
HRA Minimum Repayments (4%)		0	(180)	(773)	(1,042)	(1,240)	(1,091)
Loan balance	C/F	4,500	19,320	26,047	31,005	27,265	23,674

3. The graph below shows the expected rise and then fall of HRA borrowing to fund the major repairs works as loan repayments increase.



Forecast Income

4. Additional dwellings rental income streams have also been factored in as set out in Table 3 below.

TABLE 3 - Dwellings Income	Estimates	Forecast	Forecast	Forecast	Forecast	Forecast
	2023-24	2024-25	2025-26	2026-27	2027-28	2028-29
Income						
Existing Rent roll + COLPAI	12,038	13,385	13,787	14,200	14,626	15,065
Sydenham Hill (110 units)	0	0	200	824	849	874
York Way (91 units)	0	0	162	667	687	708
TOTAL	12,038	13,385	14,149	15,692	16,162	16,647

- The delayed new flats at COLPAI are expected to be completed in December and the increased income has been included from February 2024. No allowance has

prudently been made for rental income during the period of the delay, but this is subject to negotiation with the contractor.

- The again much delayed new flats at Sydenham Hill, generating income in the region of £824k annually in 2026-27, from a revised date of January 2026.
- New flats at York Way are also projected to begin generating additional rental income of £667k annually from January 2026.

Revenue Expenditure – Benchmarking

5. The Savills report included on the unit cost of repairs, management costs and depreciation are set out below.

Benchmark		Repairs/Unit	Mgmt/Unit	Depn/Unit
City Of London		£2,250	£4,285	£1,660
Inner London LA's		£1,458	£3,398	£1,439

The depreciation charge has been reduced following agreement with our external valuers as the life of the housing assets. However, if anything the R&M position has worsened since the Savills report and bringing these costs under control is clearly very important for the future of the HRA.

Major Works Capital Programme

6. Table 4 below summarises the various categories of projects currently underway or being planned for which provision has been made in terms of borrowing capacity, loan repayments and interest charge within the rolling five-year plan. No provision has been made for future additional projects that have been identified in the latest full, or any new stock condition survey and therefore the capital works are expected to complete by the end of 2026/27.

TABLE 4		Project Manager Forecast 2023/24	Project Manager Forecast 2024/25	Project Manager Forecast 2025/26	Project Manager Forecast 2026/27
TOTAL COST OF PROJECTS					
Decent Homes/Electrical/Water/Lifts		22	0	0	0
Heating		3,038	1,000	0	0
George/Eric & Other		86	1,700	0	0
Roofs		0	7,150	2,033	0
Windows		8,503	10,365	8,998	8,500
Sprinklers (fire safety)		1,768	1,249	0	0
Fire Doors (fire safety)		4,754	4,822	0	0
TOTAL Cost of Projects		18,171	26,286	11,031	8,500
<i>TOTAL Cost of Projects (without fire safety)</i>		<i>11,649</i>	<i>20,215</i>	<i>11,031</i>	<i>8,500</i>
TOTAL FUNDING FROM MRR					
Decent Homes/Electrical/Water/Lifts		15	0	0	0
Heating		2,127	1,000	0	0
George/Eric & Other		60	1,190	0	0
Roofs		0	5,350	1,220	0
Windows		5,117	9,421	8,998	8,500
Sprinklers (fire safety)		1,768	1,249	0	0
Fire Doors (fire safety)		4,754	4,822	0	0
TOTAL Funding from MRR		13,841	23,032	10,217	8,500
<i>TOTAL Funding from MRR (without fire safety)</i>		<i>7,319</i>	<i>16,961</i>	<i>10,217</i>	<i>8,500</i>

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Agenda Item 9

<p>Committees:</p> <p>Barbican Residential Consultative Committee – For information Barbican Residential Committee – For decision Housing Management and Almshouses Sub-Committee – For decision Community and Children’s Services Committee – For decision Policy and Resources Committee – for decision</p>	<p>Dated:</p> <p>17th January 2023 22nd January 2023 30th January 2023 25th January 2023 22nd February 2023</p>
<p>Subject: Housing Governance Arrangements</p>	<p>Public</p>
<p>Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?</p>	<p>1, 2, 4, 12</p>
<p>Does this proposal require extra revenue and/or capital spending?</p>	<p>No</p>
<p>If so, how much?</p>	<p>N/A</p>
<p>What is the source of Funding?</p>	<p>N/A</p>
<p>Has this Funding Source been agreed with the Chamberlain’s Department?</p>	<p>N/A</p>
<p>Report of: Judith Finlay, Executive Director of Community and Children’s Services</p>	<p>For Decision</p>
<p>Report author: Gerri Scott, Housing Consultant</p>	

Summary

The City of London Corporation is responsible for the oversight and management of the Barbican Residential Estate and 12 other estates in six London boroughs funded by the Housing Revenue Account (HRA). This report considers the current governance arrangements and recommends how these should be provided in the future.

Recommendations

Members are asked to:

- a. Agree that there should be no immediate change to the current governance arrangements because of the dedicated focus on improving operational performance with new management arrangements for the Barbican Residential Estate and the HRA.
- b. Delegate authority to the Town Clerk, in consultation with the Chair and Deputy Chair, to consider any changes to the Terms of Reference arising from the discussion.
- c. Agree that consideration should be given to options for the establishment of a separate forum for HRA residents, including proposals for a body comparable

to the Barbican Residential Consultative Committee.

- d. Note that Terms of Reference are routinely reviewed on an annual basis, and that there should be a further, more comprehensive, review of housing governance arrangements in two years' time, on the understanding that the dedicated focus on both the Barbican Residential Estate and HRA should have delivered significant improvements to performance and the customer experience.

Main Report

Background

1. During 2020 and 2021, the City Corporation considered the findings of a review into its Governance arrangements, undertaken by Lord Lisvane. The recommendations of his review were extensive and Members resolved to work through the proposals in a methodical way, taking the various sections of the Review in turn.
2. One significant element of this was Housing, where the City has responsibility for the management of thirteen Estates, three of which (Barbican, Golden Lane, and Middlesex Street) are in the City itself, with the rest located across six London Boroughs.
3. Responsibility for Housing matters in general terms is currently spread across the Community & Children's Services (C&CS) Committee and its Housing Management & Almshouses (HM&A) Sub-Committee (for social housing estates), and the Barbican Residential Committee (for the Barbican estate).
4. Lord Lisvane's review itself did not propose changes to either the C&CS Committee or the H&MA Sub-Committee, although it did propose the abolition of the Barbican Residential Committee, with Lord Lisvane minded that its functions could be discharged through officers. Members were not supportive of this recommendation; however, emerging from the consequential discussions was tentative support for the potential creation of a standalone committee, incorporating both the housing-related responsibilities of the Community & Children's Services Committee (including those overseen by its Housing Management & Almshouses Sub-Committee) together with those of the Barbican Residential Committee. It was considered that this might give greater prominence and co-ordinated consideration to the increasingly important area of housing. This suggestion arose as a consequence not only of discussion of Lord Lisvane's proposals, but following representations made from residents and from Members around the historic and embedded shortfalls within the current set-up.
5. For example, a submission from the Barbican Association echoed both Lord Lisvane and many Members' disappointment with the state of relations between the City Corporation and Barbican residents as a collective, and wider concerns around the need for the Corporation to review the way in which it engaged with all residents (not just those of the Barbican Estate) were also prevalent.

6. However, the Court of Common Council (in December 2021) ultimately determined not to make changes to existing structures, as it felt that further activity was necessary to understand the root cause of issues and the optimal way to address these, prior to any changes to the committee structure relating to Housing.
7. Following the City-wide elections in March 2022, a number of reviews were undertaken to identify any underlying issues with the City Corporation's housing service provision and assess the optimal solutions to these, including whether any changes to committee structures would be beneficial.
8. Housing has had three external reviews, Altair (Barbican Residential Estate May 2023), Pennington (HRA Estates February 2023 and Savills (Housing Investment January 2023).
9. The reviews identified poor customer focus, poor contract and performance management, and a need for a new housing strategy and asset management plan. There is resident dissatisfaction and a high volume of complaints and concerns, most significantly from the Barbican Residential Estate, focusing on repairs and maintenance and transparency of associated costs. The Lisvane Review also recommended reviewing the mechanisms for engagement with residents.
10. In response, action plans are being implemented and new housing divisions proposed for the Barbican Residential Estate and the HRA. Permanent recruitment is underway for Assistant Director Barbican and Assistant Director HRA roles.
11. There is also the context of the wider regulatory environment which has been strengthened through the introduction of tenant satisfaction measures and consumer standards. The Regulator of Social Housing is introducing a new inspection regime, with all landlords required to publicly report against the new standards from April 2024. Although this regulation only applies to residents of social housing, this provides the context for landlords to act as stronger custodians of the customer experience.

Current Position

12. The key issue for residents is operational delivery and ensuring the timely delivery of quality repairs, maintenance, and major projects. Excellent communication is a core part of that responsibility.
13. It is not recommended that the existing governance arrangements are changed because the Barbican Residential Estate and HRA both require significant operational improvement and governance changes may divert from that focus.
14. The BRC is operating effectively and there is sufficient business for both the BRC and Housing and Almshouses Sub-Committee. However, all committees

need to have sufficient oversight and assurance to complement the new regulatory regime, and to ensure that there is proper focus on operational performance and customer satisfaction.

15. It is proposed that:

- a) The annual work plan for Housing and Almshouses Sub-Committee and the BRC should be reviewed to ensure that meetings focus on performance management, financial information and cost control, complaints, risk mapping and monitoring, programme oversight, health and safety compliance and focus on customer experience.
- b) A resident consultative body is established for the HRA to ensure that the resident voice is fully heard (Lisvane recommendation). Subject to approval, this proposals would need to be subject to a further report, detailing the terms of reference, composition etc. and may require approval by the Policy & Resources Committee.
- c) A further review of governance arrangements is scheduled to take place in two years' time to review whether the arrangements remain fit for purpose following a period of concerted and dedicated focus on the performance of the Barbican Residential Estate and the HRA.

16. Members may, however, wish to make comments on their respective Committee Terms of Reference.

17. Corporate & Strategic Implications

There are no strategic implications directly related to this report

- Financial implications – See Resource implications.
- Resource implications – Should a further HRA Consultative Committee be established as a result of a future report, this will have staffing resource implications. It will take time to develop and set-up, with ongoing demands for the meetings themselves. The cost of this would largely be determined by the frequency of the meetings and terms of reference of the body, which are yet to be determined.
- Legal implications – Proposals sufficiently cover the new regulatory
- Risk implications – N/A
- Equalities implications – N/A
- Climate implications – N/A
- Security implications – N/A

Conclusion

17. The current governance arrangements for the various bodies responsible for the City Corporation's housing estates sufficiently covers the statutory

responsibilities. However, the respective terms of reference need to be supplemented via the annual workplans of committees to ensure officers are reporting on the relevant and necessary information enabling dedicated focus on performance, improving the resident experience.

18. A further, more detailed, review should be scheduled to take place in two years' time to assess whether the governance arrangements remain sufficient to oversee the housing service, considering the dedicated focus on the Barbican residential estate and the HRA.

Background reports

Lisvane Review 2021/2022

Appendices (as agreed at the Court of Common Council 2023 – noting that the annual reviews are now underway)

1. Barbican Residential Committee Terms of Reference
2. Barbican Residents Consultation Committee Terms of Reference (agreed in February 2023 and subject to further review at the AGM in February 2024)
3. Community and Children's Services Terms of Reference
4. Housing Management and Almshouses Terms of Reference

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Housing Consultant

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LYONS, Mayor

RESOLVED: That the Court of Common Council holden in the Guildhall of the City of London on Thursday, 27th April, 2023, doth hereby appoint the following Committee until the first meeting of the Court in April, 2024.

BARBICAN RESIDENTIAL COMMITTEE

1. **Constitution**

A Non-Ward Committee consisting of,

- 7 Members who are non-residents of the Barbican Estate elected by the Court of Common Council, at least one of whom shall have fewer than five years' service on the Court at the time of their appointment
- 2 Members nominated by each of the following Wards/Sides of Ward:-
 - Aldersgate
 - Cripplegate Within
 - Cripplegate Without
- the Chairman or Deputy Chairman of the Community & Children's Services Committee (ex-officio)

The Chairman and Deputy Chairman of the Committee shall be elected from the Members who are non-residents of the Barbican Estate.

2. **Quorum**

The quorum consists of any three Members who are non-residents of the Barbican Estate.

3. **Membership 2023/2**

Non-Residents:-

- 2 (1) Anne Corbett *for one year*
- 2 (1) John Ross Foley *for one year*
- 4 (3) Andrew Stratton McMurtrie, J.P.
- 2 (2) John William Fletcher, Deputy
- 6 (2) Mark Raymond Peter Henry Delano Wheatley
- 7 (1) Susan Pearson, Alderwoman
- 2 (1) Timothy McNally

Residents:-

Nominations by the Wards of Aldersgate and Cripplegate (Within and Without), each for the appointment of two Members:

Aldersgate

Steve Goodman, O.B.E.

Helen Lesley Fentimen, O.B.E.

Cripplegate (Within and Without)

Mark Bostock, Deputy

Frances Leach

Paul Singh

Ceri Wilkins

together with the ex-officio Members referred to in paragraph 1 above.

4. **Terms of Reference**

To be responsible for:-

- (a) the management of all completed residential premises and ancillary accommodation on the Barbican Estate, e.g. the commercial premises, launderette, car parks, baggage stores, etc. (and, in fulfilling those purposes, to have regard to any representations made to it by the Barbican Estate Residents' Consultation Committee);
- (b) the disposal of interests in the Barbican Estate pursuant to such policies as are from time to time laid down by the Court of Common Council.

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Barbican Residents Consultation Committee (RCC)

TERMS OF REFERENCE

Membership/Constitution

1. Each House is entitled to nominate one representative to the RCC. If the nominated representative is unable to attend, the House may nominate a substitute. In the event of a vote (AGM only) elected members must declare their interest in relevant issues.
2. In addition to the House representatives, the RCC will include three officers; - i.e. the Chair and two Deputy Chairs. Officers will be elected annually at the AGM and may serve for a maximum of four years in their role.
3. Candidates for the officer positions must be House representatives or existing officers of the RCC. Nominations for officers will be requested in advance of the AGM and nominees will be offered the opportunity to circulate a brief statement to support their candidacy. Further nominations may be proposed at the AGM itself. Members may self-nominate. The immediate past-RCC Chair may stand for election as a Deputy Chair, for one year only, to ensure a smooth transition and the handover of institutional knowledge and contacts.
4. The Chair of the Barbican Association is an ex-officio Member of the RCC, providing that the Barbican Association reciprocates by ensuring that its rules provide ex-officio membership of its General Council to the Chair of the RCC. The Chair of the Barbican Association is not eligible to stand for election as an officer of the RCC.
5. In the event that an officer position becomes vacant, after the AGM, an election may be held at a subsequent RCC meeting. Officers elected in this way, within six months of the next AGM, may continue in office without having to seek re-election at that AGM.

Terms of Reference

1. To be the main formal channel of communication between tenants* and the Corporation of London in all landlord and tenant matters which affect the Barbican Residential Estate, including interfaces with other occupiers including the commercial premises, the City of London School for Girls and the Barbican Arts Centre.
2. To present the views of tenants on the general management of the estate, within the parameters of the Barbican RCC/Barbican Residential Committee's Terms of Reference and communicating views, via Resolution, as appropriate.

3. To enable consultation and the flow of information between the Corporation of London and tenants and to work towards a partnership approach to management.
4. To develop, in conjunction with the Corporation, Service Level Agreements between tenants and the Barbican Estate Office for the Estate as a whole and for individual House Groups and to be involved in the modification of these agreements as required.
5. To oversee delivery of services against any Service Level Agreements with tenants, third parties and Corporation departments, monitoring their performance and satisfaction with the service and making suggestions where appropriate for alterations or improvement
6. To identify Service Charge items and monitor service charge costs, receiving reports of all accounts relating to the estate
7. To discuss routine and major repair works and to consult on how these will affect tenants
8. To seek to achieve efficiencies and improvements to resident services via the network of Working Parties serving the Barbican Estate.

**tenants refers to all persons who have a tenancy agreement with the Corporation and also includes any resident who no longer retains the Corporation as a landlord but still pays a service charge to the Corporation.*

LYONS, Mayor	RESOLVED: That the Court of Common Council holden in the Guildhall of the City of London on Thursday 27 th April 2023, doth hereby appoint the following Committee until the first meeting of the Court in April, 2024.
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COMMUNITY & CHILDREN'S SERVICES COMMITTEE

1. **Constitution**
A Ward Committee consisting of,
 - two Aldermen nominated by the Court of Aldermen
 - up to 34 Commoners representing each Ward (two representatives for the Wards with six or more Members regardless of whether the Ward has sides), those Wards having 200 or more residents (based on the Ward List) being able to nominate a maximum of two representatives
 - a limited number of Members co-opted by the Committee (e.g. the two parent governors required by law)

2. **Quorum**
The quorum consists of any nine Members. [N.B. - the co-opted Members only count as part of the quorum for matters relating to the Education Function]

3. **Membership 2023/24**

ALDERMEN

- 4 Alistair John Naisbitt King DL
- 2 Christopher Makin

COMMONERS

2	Naresh Hari Sonpar.....	Aldersgate
4	Helen Lesley Fentimen, O.B.E.....	Aldersgate
2	Timothy James McNally	Aldgate
1	Ian Bishop-Laggett.....	Bassishaw
1	Nighat Qureishi, Deputy	Billingsgate
6	Benjamin Daniel Murphy.....	Bishopsgate
	(Bishopsgate has paired with Aldgate for this appointment).....	Bishopsgate
	(Bread Street has paired with Castle Baynard for this appointment).....	Bread Street
	(Bridge and Bridge Without has paired with Billingsgate for this appointment).....	Bridge and Bridge Without
1	Shahnan Bakth.....	Broad Street
2	James Bromiley-Davis.....	Candlewick
7	Mary Durcan.....	Castle Baynard
10	Henrika Johanna Sofia Priest.....	Castle Baynard
	(Cheap has paired with Farringdon Within for this appointment).....	Cheap
	(Coleman Street has paired with Broad Street for this appointment)	Coleman Street
2	Jamel Banda.....	Cordwainer
2	Joanna Tufuo Abeyie M.B.E.....	Cornhill
2	Anne Corbett.....	Cripplegate
2	Ceri Edith Wilkins.....	Cripplegate
	(Dowgate has paired with Candlewick for this appointment.).....	Dowgate
7	Matthew Bell.....	Farringdon Within
2	Florence Keelson-Anfu.....	Farringdon Within
3	John David Absalom, Deputy.....	Farringdon Without
7	Ruby Sayed.....	Farringdon Without
10	Philip Woodhouse, Deputy.....	Langbourn
	(Lime Street has paired with Cornhill for this appointment).....	Lime Street
7	Jason Paul Pritchard.....	Portsoken
12	John William Fletcher, Deputy.....	Portsoken
6	Caroline Wilma Haines.....	Queenhithe
13	Marianne Bernadette Fredericks, Deputy.....	Tower

2	Aaron Anthony Jose Hasan D'Souza.....	Tower
	(Vintry has paired with Cordwainer for this appointment).....	Vintry
	(Walbrook has paired with Langbourn on this appointment).....	Walbrook

Together with the co-opted Members referred to in paragraph 1 above and one Member in place of the Ward (Queenhithe) making only one of its two permitted appointments on this occasion:-

Steve Goodman, O.B.E.

4. Terms of Reference

To be responsible for:-

- (a) the appointment of the Executive Director of Community & Children's Services;
- (b) the following functions of the City of London Corporation (other than in respect of powers expressly delegated to another committee, sub-committee, board or panel):-
 - i. Children's Services
 - ii. Adults' Services
 - iii. Education - to include the nomination/appointment of Local Authority Governors; as appropriate
 - iv. Libraries - in so far as the library services affects our communities *(NB - the budget for the Library Service falls within the remit of the Culture, Heritage and Libraries Committee but the Head of the Libraries Service reports to the Director of Community and Children's Services)*
 - v. Social Services
 - vi. Social Housing - (i.e. the management of the property owned by the City of London Corporation under the Housing Revenue Account and the City Fund in accordance with the requirements of all relevant legislation and the disposal of interests in the City of London Corporation's Housing Estates (pursuant to such policies as are from time to time laid down by the Court of Common Council)
 - vii. Public health - (within the meaning of the Health and Social Care Act 2012), liaison with health services and health scrutiny
 - viii. Sport/Leisure Activities
 - ix. Marriage Licensing and the Registration Service
 and the preparation of all statutory plans relating to those functions and consulting as appropriate on the exercise of those functions;
- (c) appointing Statutory Panels, Boards and Sub-Committees as are considered necessary for the better performance of its duties including the following areas:-
 - Housing Management and Almshouses Sub-Committee
 - Safeguarding Sub-Committee
 - Integrated Commissioning Sub-Committee
 - Homelessness and Rough Sleepers Sub-Committee
- (d) excepting those matters reserved to the Court of Common Council or which are the responsibility of another Committee, all aspects of City of London Combined Relief of Poverty Charity (registered charity no. 1073660) and City of London Almshouses Charity (registered charity no. 1005857) and day-to-day management and administration of the charities. The Committee may exercise any available powers on behalf of the City Corporation as trustee under delegated authority from the Court of Common Council as the body responsible for exercising the powers of the City Corporation as trustee. This includes, but is not limited to, ensuring effective operational arrangements are in place for the proper administration of the charities, and to support expedient and efficient delivery of the charities objects and activities in accordance with the charities annual budget, strategy and policies.
- (f) making recommendations to the Education Board on the policy to be adopted for the application of charitable funds from The City of London Corporation Combined Education Charity (registered charity no. 312836) and the City Educational Trust Fund (registered charity no. 290840); and to make appointments to the Sub-Committee established by the Education Board for the purpose of managing those charities.
- (g) the management of the Aldgate Pavilion.

HOUSING MANAGEMENT & ALMSHOUSES SUB COMMITTEE

Constitution

10 Members to be elected by the Community & Children's Services Committee, including the Chairman and Deputy Chairman.

Quorum

Any 3 Members.

Terms of Reference

To be responsible for: -

- (a) discharging the City of London Corporation's function in respect of the management of its existing social housing stock (with the Grand Committee retaining responsibility over policies affecting the City's Strategic Housing responsibilities);
- (b) approving schemes affecting the City's existing social housing and proposed stock in accordance with the policies and strategies for investment agreed by the Grand Committee and having regard to the City Corporation's Project Approval Procedure;
- (c) approve policies in relation to the management of housing services to tenants and leaseholders in City estates and review them as necessary;
- (d) the management of the City of London Almshouses (registered charity no 1005857) in accordance with the charity's governing instruments; and
- (d) advising the Grand Committee on: -
 - the general performance of the Social Housing Service and the Almshouses; and
 - its recommendations concerning the Allocation Scheme in the City's Housing Registration process.

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