



Community & Children's Services Committee

Date: THURSDAY, 4 JULY 2024

Time: 12.00 pm

Venue: COMMITTEE ROOMS, WEST WING, GUILDHALL

Members:

Helen Fentimen OBE JP (Chair)	Alderman Alastair King DL
Ruby Sayed (Deputy Chair)	Deputy Natasha Lloyd-Owen
Joanna Tufuo Abeyie	Alderman Christopher Makin
John Absalom	Timothy James McNally
Shahnan Bakth	Eamonn Mullally
Jamel Banda	Henrika Priest
Matthew Bell	Jason Pritchard
Deputy Keith Bottomley	Deputy Nighat Qureishi
Anne Corbett	Beverley Ryan (Co-optee)
Aaron D'Souza	Tom Sleigh
Mary Durcan	Naresh Hari Sonpar
Deputy John Fletcher	Jacqui Webster
Dawn Frampton	Ceri Wilkins
Steve Goodman OBE	Philip Woodhouse
Deputy Madush Gupta	
Deputy Shravan Joshi MBE	
Laura Jørgensen (Co-optee)	

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Ian Thomas CBE
Town Clerk and Chief Executive

AGENDA

PLEASE NOTE: Items marked “**” which are ‘for information’ and/or HAVE been considered by the various Sub Committees will be taken without discussion unless the Clerk is advised prior to the meeting

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 1st May 2024.

For Decision
(Pages 9 - 18)

4. **OUTSTANDING ACTIONS**

To receive the Outstanding Actions List.

For Information
(Pages 19 - 22)

5. **TO ELECT A MEMBER TO THE PROJECTS AND PROCUREMENT SUB COMMITTEE**

Town Clerk to be heard.

For Decision

6. **TO ELECT A MEMBER FROM THE COURT OF COMMON COUNCIL TO THE HOMELESSNESS AND ROUGH SLEEPING SUB COMMITTEE**

Town Clerk to be heard.

For Decision

7. **HOUSING COMPLAINTS UPDATE**

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

For Decision
(Pages 23 - 52)

8. **HOUSING NET ZERO DELIVERY PLAN**

Report of the City Surveyor.

Please note this report has two large appendices, which will be available on the web page and circulated separately.

For Decision
(Pages 53 - 58)

9. **HOLLOWAY PARK**

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

For Decision
(Pages 59 - 64)

10. **FUTURE PLANNING FOR SEVERE WEATHER EMERGENCY PROTOCOL (SWEP)**

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

Please note a non-public appendix at agenda item 39.

For Decision
(Pages 65 - 74)

11. **CARE LEAVER OFFER**

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

Please note this report has a large appendix, which will be available on the web page and circulated separately.

For Decision
(Pages 75 - 80)

12. **HOMELESSNESS AND ROUGH SLEEPING SERVICES ***

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

For Information
(Pages 81 - 96)

13. **EMERGENCY AND TEMPORARY ACCOMMODATION PLACEMENTS – STAGE 1 STRATEGY REPORT AND STAGE 2 AWARD REPORT ***

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

For Information
(Pages 97 - 104)

14. **SCHOOL ADMISSIONS UPDATE ***
Report of the Executive Director, Community and Children's Services.
Please note a non-public appendix at agenda item 39.
For Information
(Pages 105 - 110)
15. **ADULT SKILLS, EDUCATION AND APPRENTICESHIP UPDATE ***
Report of the Executive Director, Community and Children's Services.
For Information
(Pages 111 - 120)
16. **CHILDREN'S SOCIAL CARE REFORM ***
Report of the Executive Director, Community and Children's Services.
For Information
(Pages 121 - 124)
17. **ADULT SOCIAL CARE SELF-ASSESSMENT ***
Report of the Executive Director, Community and Children's Services.
Please note this report has a large appendix, which will be available on the web page and circulated separately.
For Information
(Pages 125 - 128)
18. **PAN LONDON CHILDREN IN CARE COUNCIL ***
Report of the Executive Director, Community and Children's Services.
For Information
(Pages 129 - 132)
19. **EDUCATIONAL CAMPAIGN TACKLING VIOLENCE AGAINST WOMEN AND GIRLS - UPDATE***
Report of the Executive Director, Community and Children's Services.
For Information
(Pages 133 - 140)
20. **REVENUE OUTTURN 2023/24 - COMMUNITY AND CHILDREN'S SERVICES COMMITTEE (CITY FUND) ***
Joint report of the Chamberlain and the Executive Director, Community and Children's Services.
For Information
(Pages 141 - 150)

21. **HOUSING REVENUE ACCOUNT (HRA) OUTTURN 2023-24 ***

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

For Decision
(Pages 151 - 156)

22. **WARDMOTES**

To note the Resolutions from recent Wardmotes and receive a verbal update.

For Information
(Pages 157 - 158)

23. **UPDATES FROM SUB COMMITTEES, ALLOCATED MEMBERS AND PORTFOLIO HOLDERS**

For Information

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

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

26. **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

27. **NON-PUBLIC MINUTES**

To agree the non-public minutes of the previous Committee meeting.

For Decision
(Pages 159 - 162)

28. **NON-PUBLIC OUTSTANDING ACTIONS**

To receive the non-public outstanding actions list.

For Information
(Pages 163 - 166)

29. **CHARITIES REVIEW RECOMMENDATIONS – THE CITY OF LONDON
ALMSHOUSES (REGISTERED CHARITY NUMBER: 1005857)**
Report of the Acting Managing Director, City Bridge Foundation.
For Decision
(Pages 167 - 190)
30. **HOUSING REVENUE ACCOUNT (HRA) COMMERCIAL PROPERTY - DEBT
POSITION, PROGRESS AGAINST ARREARS RECOVERY AND VACANT UNITS ***
Joint report of the City Surveyor and Executive Director, Community and Children’s
Services.
For Information
(Pages 191 - 198)
31. **WINDOW REPLACEMENT AND COMMON PARTS REDECORATIONS:
HOLLOWAY ESTATE**
Report of the Executive Director, Community and Children’s Services.
For Decision
(Pages 199 - 214)
32. **WINDOW REPLACEMENT AND COMMON PARTS REDECORATIONS:
SOUTHWARK ESTATES**
Report of the Executive Director, Community and Children’s Services.
For Decision
(Pages 215 - 230)
33. **WINDOW REPLACEMENT AND COMMON PARTS REDECORATIONS:
SYDENHAM HILL**
Report of the Executive Director, Community and Children’s Services.
For Decision
(Pages 231 - 246)
34. **REPLACEMENT AND COMMON PARTS REDECORATIONS: WINDSOR HOUSE**
Report of the Executive Director, Community and Children’s Services.
For Decision
(Pages 247 - 262)
35. **ASSESSMENT CENTRE FOR ROUGH SLEEPERS**
Report of the City Surveyor and Executive Director, Community and Children’s
Services.
For Decision
(Pages 263 - 324)

36. **SPORT AND LEISURE FACILITY INVESTMENT - OPTIONS APPRAISAL**

Joint report of the Executive Director, Community and Children's Services and Executive Director, Corporate Communications and External Affairs.

For Decision
(Pages 325 - 334)

37. **SHOE LANE LIBRARY TERMS AND SPECIFICATION**

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

For Decision
(Pages 335 - 348)

38. **EXTENSION TO LIFT CONTRACT ***

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

For Information
(Pages 349 - 354)

39. **NON PUBLIC APPENDICES ***

To receive the following non-public appendices:

For Information

- a) **Severe Weather Emergency Protocol** (Pages 355 - 358)

To receive a non-public appendix in respect of agenda item 10.

- b) **School Admissions** (Pages 359 - 360)

To receive a non-public appendix in respect of Agenda item 14.

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

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

COMMUNITY & CHILDREN'S SERVICES COMMITTEE

Wednesday, 1 May 2024

Minutes of the meeting held at Guildhall at 2.00 pm

Present

Members:

Joanna Tufuo Abeyie
Shahnan Bakth
Deputy Keith Bottomley
Deputy Anne Corbett
Mary Durcan
Helen Fentimen OBE JP
Deputy John Fletcher
Steve Goodman OBE
Deputy Shravan Joshi MBE

Deputy Elizabeth King BEM JP
Henrika Priest - *in the Chair*
Deputy Nighat Qureishi
Ryan
Ruby Sayed
Naresh Hari Sonpar
Jacqui Webster
Ceri Wilkins
Philip Woodhouse

Officers:

Judith Finlay	- Executive Director, Community & Children's Services
Deborah Bell	- Community & Children's Services
Michael Gwyther-Jones	- Community & Children's Services
Simon Cribbens	- Community & Children's Services
Chris Pelham	- Community & Children's Services
Ellie Ward	- Community & Children's Services
Pam Wharfe	- Community & Children's Services
Deborah Bell	- Community & Children's Services
Liam Gillespie	- Community & Children's Services
Julie Mayer	- Town Clerks
Chandni Tanna	- Communications & External Affairs
Andrew Cusack	- Comptroller & City Solicitors
Steve Chandler	- City Surveyors
Jack Joslin	- City Bridge Foundation

Henrika Priest was moved into the Chair until the appointment of the Chair at agenda item 4, which was uncontested.

1. APOLOGIES

Apologies were received from Matthew Bell, Alderman Prem Goyal, Alderman Christopher Makin, Eamon Mullally, Tim McNally, Dawn Frampton and Jason Pritchard.

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

There were no declarations.

In respect of item 28 (Installation of Sprinklers in Social Housing Tower Blocks), the officer advised that the work would require Building Control Consent by the District Surveyor but not Planning Permission. Therefore, any Planning and Transportation Committee Members' interests would not be engaged.

3. **ORDER OF THE COURT OF COMMON COUNCIL**

RESOLVED, that – the Committee received the Order of the Court dated 25th April 2025.

4. **ELECTION OF CHAIR (Uncontested)**

The Committee elected a Chair in accordance with Standing Order 29 and, being the only Member declaring a willingness to serve, it was RESOLVED, that – Helen Fentimen be declared as Chair of the Community and Children's Services Committee for 2024/25.

Vote of Thanks

It was moved by Henrika Priest, seconded by Helen Fentimen and RESOLVED unanimously, that – the Members of the Community and Children's Services Committee place on record their sincere appreciation to:

RUBY SAYED

for the tenacious and compassionate manner in which she has chaired their Committee since 2021.

Ruby's term as chair started in the aftermath of the covid pandemic, quickly followed by the arrival of some 600 refugees into the city. This had been a very challenging time but Ruby extended a warm welcome to our guests, ensuring their needs were met in terms of health care, safeguarding and education.

Ruby has campaigned for high quality social housing, to ensure tenants feel safe and comfortable and are given a voice; noting that this has not been without challenges and, at times, beyond the control of both the Committee and the City of London Corporation. Tenants in the most deprived area of the City have been placed at the forefront, noting particularly the delivery of the New Community Centre and Artmakers Space in Portsoken.

Working with our partners, ruby has demonstrated excellent co-production in respect of the high support hostel for the City's street population and overseen tremendous improvements in the City of London Corporation's approach to homelessness; by securing permanent pathways off the streets.

Ruby's compassion towards vulnerable residents was further evidenced by the implementation of new strategies aimed at improving the lives of the City Corporation's unpaid carers and those with Special Educational Needs and Disabilities. (SEND)

Ruby has been a tireless champion of care leavers; implementing a policy to make care experience a protected characteristic and in the delivery of the London Care Leaver Compact.

Finally, the committee wishes to place on record its recognition of ruby's dedication and to wish her every success in the future, noting that her legacy will improve the quality of life of city residents for many years to come.

5. **ELECTION OF DEPUTY CHAIR (Uncontested)**

The Committee elected a Deputy Chair in accordance with Standing Order 30and, being the only Member declaring a willingness to serve, it was RESOLVED, that – Ruby Sayed be declared as Deputy Chair of the Community and Children's Services Committee for 2024/25.

6. **MINUTES**

RESOLVED, that – the public minutes and summary of the meeting held on 11th March 2024 be approved.

7. **OUTSTANDING ACTIONS**

The Committee received the outstanding actions list

8. **APPOINTMENTS TO SUB COMMITTEES, PORTFOLIOS AND ALLOCATED MEMBERS**

The Committee considered a report of the Town Clerk concerning the appointment of the Community and Children's Services Committee's Sub Committees and approval of their Compositions and Terms of Reference. In addition, Members were asked to appoint Lead Members to the various portfolios, and Allocated Members to the City's Housing Estates.

RESOLVED, that – the following sub committees/ portfolio holders and Allocated/Lead Members be appointed, together with the Chairs and Deputy Chairs of the Sub Committees:

a) **Housing Management and Almshouses Sub Committee:**

Steve Goodman - *Chair*
Helen Fentimen – *Deputy Chair*
Ruby Sayed
Joanne Abeyie
Keith Bottomley
Mary Durcan
John Fletcher
Tim McNally
Eamonn Mullally
Henrika Priest
Ceri Wilkins

Members agreed that it was in the best interests of both the Grand and Sub Committee, given the extensive work in this area, to expand the Membership by 1 (from 8-9 Members) for 2024-25.

b) **Safeguarding Sub-Committee**

Ruby Sayed – *Chair*
Helen Fentimen – *Deputy Chair*
Joanne Abeyie
Anne Corbett
Mary Durcan
Jackie Webster
Philip Woodhouse
Ceri Wilkins

c) **Homelessness and Rough Sleeping Sub Committee**

Eamonn Mullally – CCS - *Chair*
Natasha Lloyd Owen – CCS – *Deputy Chair*
Henrika Priest - CCS
Anne Corbett - CCS
Shravan Joshi - CCS

Members agreed to the vacancy for a Court Member being advertised again following the meeting.

d) To appoint the Chair of Community and Children's Services Committee to the **Education Board**

e) **Lead Members**

- a. **Adult and Children Safeguarding** – Ruby Sayed
- b. **Young People** – Ceri Wilkins
- c. **Carers' and SEND* Champion** – Anne Corbett

The Committee agreed to expand (C) to include Special Educational Needs and Disability (SEND).

f) To appoint the Chair and Deputy Chair of the Community and Children's Services Committee, together with the Chair of the Health and Wellbeing Board (HWB), along with up to 3 Deputies, to the **City and Hackney Sub Committee of the North East London Integrated Care Board).**

Deputies:

Ceri Wilkins
Mary Durcan

Members noted that Mary Durcan was likely to be appointed by the Health and Wellbeing Board later that week and agreed to the vacancies being advertised again following the meeting.

g) To appoint the Chair and Deputy Chair of the Community & Children's Services Committee, or their representatives, to the **Crime and Disorder Scrutiny Committee.**

- h) To appoint the following **Allocated Members to the City Corporation's various Housing Estates**. Members agreed to the 2 vacancies being advertised again following the meeting.

ESTATE	ALLOCATED MEMBER
Avondale Square (Southwark), including Harman Close	<i>Vacant</i>
<u>Small Estates:</u> Isleden House (Islington); Windsor House (Hackney)	Mary Durcan Ceri Wilkins
Golden Lane (City)	Ceri Wilkins Anne Corbett
Holloway & York Way (Islington)	Mary Durcan
Middlesex Street (City) & Dron House/Spitalfields (Tower Hamlets)	John Fletcher
South Bank Estates: Southwark Blocks (Southwark) William Blake (Lambeth)	<i>Vacant</i>
City of London & Gresham Almshouses (Lambeth)	Florence Keelson-Anfu
Sydenham Hill: Lamma Green/Otto Close (Lewisham)	Ruby Sayed

9. **APPOINTMENT OF CO-OPTEES**

RESOLVED, that – Beverley Ryan and Laura Jørgensen be appointed as the two Parent Governors.

10. HOUSING COMPLAINTS UPDATE

The Committee considered a report of the Executive Director, Community and Children's Services in respect of housing complaints. The Chair advised that it was unusual for the Grand Committee to receive detailed housing reports and Members noted that this report, and the next two on the agenda, had been deferred from the recent inquorate Housing Management and Almshouses Sub Committee (HMASC).

The Chair stressed the importance of robust communications in respect of these reports, to ensure that tenants, leaseholders and staff know how to access the policies. The Chair also asked Members to be mindful of monitoring and targets and, whilst the Housing Complaints Report would require a decision today, it would also receive further scrutiny at the HMASC. The officer advised that there would be a report to the HMASC in July, presenting the results of the Housing Complaints Handling Self-assessment, together with the Complaints and Compensation Policy.

RESOLVED, that:

1. The report be noted.
2. The suitability of arbitration, as a potential dispute resolution measure for housing complaints at the City Corporation be endorsed, noting that this would be referred to the HMASC.
3. The Assistant Director for Housing Management acts as the '*Senior Lead Person*' for housing complaints, in accordance with the Housing Ombudsman's Complaint Handling Code.
4. The Chairman of the Housing Management and Almshouses Sub-Committee acts as the '*Member Responsible for Complaints*' (MRC) under the same Code.
5. The reporting cycle for complaints be approved.

11. HOUSING COMPLIANCE POLICIES

The Committee considered a report of the Executive Director, Community and Children's Services in respect of compliance. In response to a suggestion from a Member, the officer agreed to include re-inspections for asbestos in the Policy.

RESOLVED, that – the following Policies be approved for use by the Housing Division:

1. Asbestos Management
2. Electrical Safety
3. Lift Safety
4. Water Safety

12. REASONABLE ADJUSTMENTS POLICY

The Committee considered a report of the Executive Director, Community and Children's Services in respect of the reasonable adjustments Policy.

RESOLVED, that – the Reasonable Adjustments Policy be approved for use by the Housing Division.

13. DEPARTMENTAL FIVE-YEAR BUSINESS PLAN - DIRECTION OF TRAVEL AND PROPOSED SCOPE

The Committee received a report of the Executive Director, Community and Children’s Services in respect of the Five Year Business Plan. The Committee welcomed the report as it has provided the Department with the opportunity to be a ‘trailblazer’ in shaping and trialling a five-year business plan model, which could be adopted corporately. Members noted that numbers in the City are relatively low, leading to large swings in service projections, thereby making this model far more efficient in terms of budgetary forecasting.

RESOLVED, that – the report be noted.

14. COMMUNITY INFRASTRUCTURE LEVY NEIGHBOURHOOD FUND

The Committee received a report of the Managing Director, City Bridge Foundation, in respect of the Community Infrastructure Levy (CIL) Neighbourhood Fund. The Chair commended the strong alignment between the views of City workers and residents.

During the discussion, the following points were noted:

1. The team has a 12-Month Outreach/Communications Plan, which seeks to widen diversity. The Team are very pro-active in terms of supporting organisations and Members were invited to make suggestions. The Deputy Chair had referred groups to the team and thanked them for their excellent service.
2. The application forms can be complex and the team agreed to look at this.
3. There are smaller grant programmes, which are also managed by the Team, leading to pathways to larger funding. Some smaller/minoritised groups may not have the infrastructure in their organisations to deliver applications and the Team offer assistance in this regard.
4. Pro-active feedback is always offered as it can be a developmental tool. The Team works with organisations to help them submit stronger bids, when it might be better for them to withdraw an application, rather than receive a rejection which is in the public domain.
5. Delegations to officers are assessed quarterly and reported to the Resource Allocation Sub Committee.
6. The Golden Lane and Barbican Neighbourhood forum, which came into effect in July 2023, will have 25% input in respect of CIL funding collected in the area. The Team are working with planning colleagues in terms of putting this into practice and can provide more detail on request.

RESOLVED, that – the report be noted.

15. **STRONGER COMMUNITIES ANNUAL REPORT**

The Committee considered a report of the Managing Director of the City Bridge Foundation, which presented the Stronger Communities Annual Report.

During the discussion, the following points were noted:

1. The new CRM system is enabling profiling on new applications. The neighbourhood fund has targeted outreach and the stronger communities fund is available for smaller companies.
2. Some large charities have small branch offices; i.e. Age UK in the City of London, which relies on this funding to serve the community.
3. Monitoring and evaluation form part of the Terms and Conditions of grant approvals. The next report to the Committee would provide more information.
4. A member suggested that some organisations might want to deliver presentations in terms of what they have achieved with their grant funding.
5. Housing estates outside of the City can apply to Stronger Communities but the Neighbourhood Fund is for the square mile. There are neighbourhood funds across London but they are likely to be constituted differently. The Resource Allocation Sub Committee (RASC) received a report on CIL funding in other boroughs some years ago and the officer agreed that this work could be refreshed.

RESOLVED, that – the report be noted.

16. **SPECIAL EDUCATIONAL NEEDS AND DISABILITIES SELF-EVALUATION FRAMEWORK (SEND SEF)**

The Committee received a report of the Executive Director, Community and Children's Services, in respect of the Special Educational Needs and Disabilities Self-Evaluation Framework (SEND SEF).

The Chair of Governors of the Aldgate School expressed concern about data showing underperformance at the Aldgate School. The Strategic Director advised that the data was correct on the DfE website in December 2023 but there are different data sets available, for schools only, and welcomed the Governor's feedback. The Executive Director agreed that this would be rectified in the future, as the SEND SEF is designed to be iterative and the report would be updated and re-circulated to the Committee.

Members noted that the LA function of the CoLC was being peer reviewed, in preparation for the next Ofsted/CQC Area SEND and AP Inspection, and a meeting had taken place earlier in the day looking at areas of focus. The Chair of Governors advised that, given the increasing number of children requiring additional support, there will be financial implications. The Chair (of the

Committee) agreed with this position, noting the need for dynamic data in the reports.

RESOLVED, that – the report be noted.

17. MEMBER ENGAGEMENT - HOUSING ESTATES

The Committee received a report of the Executive Director, Community and Children’s Services, in respect of Member Engagement on the City’s various housing estates. The Chair suggested that this report would benefit from a more detailed discussion at the next meeting of the Housing Management and Almshouses Sub Committee, stressing the importance of good governance in respect of major developments, to enable allocated members to be aware of issues at an earlier stage.

RESOLVED, that – the report be noted.

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

Members had received three reports in advance of the meeting. Given the time constraints on this agenda, the Chair suggested that Members raise any queries directly with the relevant officers.

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

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

There were no questions.

20. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

The Chair advised that the new Housing Director would be starting on 26th May 2024 and thanked the Interim Housing Director for a sterling job covering both the HRA and Barbican Estates.

21. 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)
22-33	3

22. NON-PUBLIC MINUTES

RESOLVED, that – the non-public minutes of the meeting held on 11th March 2024 be approved.

23. NON-PUBLIC OUTSTANDING ACTIONS

The Committee received the non-public outstanding actions list.

24. **REPORT OF ACTION TAKEN: GREAT ARTHUR HOUSE**
The Committee received a report of the Town Clerk.
25. **WINDOWS AND COMMON PARTS REDECORATIONS - GOLDEN LANE ESTATE (PHASE 1 CRESCENT HOUSE) - SERVICE CHARGE ABATEMENT**
The Committee considered and approved a report of the Comptroller and City Solicitor.
26. **HOUSING REPAIRS AND MAINTENANCE CONTRACTS - PROCUREMENT STAGE 1 REPORT**
The Committee considered and approved a report of the Executive Director, Community and Children's Services.
27. **WINDOWS AND COMMON PARTS REDECORATIONS – GOLDEN LANE ESTATE (PHASE 2)**
The Committee considered and approved a report of the Executive Director, Community and Children's Services.
28. **INSTALLATION OF SPRINKLERS IN SOCIAL HOUSING TOWER BLOCKS**
The Committee considered and approved a report of the Executive Director, Community and Children's Services.
29. **SUMNER BUILDINGS & AVONDALE SQUARE ESTATE**
The Committee considered and approved a report of the Executive Director, Community and Children's Services.
30. **SYDENHAM HILL REDEVELOPMENT, LEWISHAM**
The Committee received a report of the City Surveyor.
31. **MIDDLESEX STREET CAR PARK**
The Committee received a report of the City Surveyor.
32. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
There were no questions.
33. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**
There were no items.

The meeting ended at 4.20 pm

Chairman

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

PUBLIC OUTSTANDING ACTIONS – COMMUNITY AND CHILDREN’S SERVICES COMMITTEE (CCS) – JANUARY 2024 UPDATE

TITLE OF REPORT/SUBJECT	Date Added	Initial request and pending Actions	Action Owner	Due Date	LATEST POSITION
Homelessness and Rough Sleeping Services – Options for Domestic Abuse Victim/Survivor	27/07/2023	A Report on the range of services offered to people fleeing domestic abuse who present as homeless.	AD People	Early 2024	A report for information will be presented to July Committee.
Window Replacement	27/07/2023	Report requested on HRA implications on window replacements.	AD Housing	Ongoing	This will be dealt with in part by the development of the new asset management strategy. Work on the strategy is in progress and a workshop to test some of the early findings is planned for 4 July.
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	May 2024	A report for information will be presented to July Committee.
City and Hackney Safeguarding Children Partnership (CHSCP) Annual report	25/01/2024	The legislative change would be presented to members for decision. The chair requested a member briefing ahead of the committee meeting which takes decision in this matter.	AD People	Autumn 2024.	The CHSCP are not changing their governance arrangements immediately. The CHSCP will be working with partners during the year to consider the local options and will update Members in advance of any proposal – likely to be Autumn 2024. No further update.
Asset Management Strategy	11/03/2024	The chair requested an update on the strategy in the next few days as members were concerned regarding the delays,	AD Housing	October 2024	An update was provided at the HMASC meeting. The first draft is due at the end of June. Workshops have been planned in early July with key staff to test the findings. A full update will be presented at the next meeting taking place in October.

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Agenda Item 4

PUBLIC OUTSTANDING ACTIONS – COMMUNITY AND CHILDREN’S SERVICES COMMITTEE (CCS) – JANUARY 2024 UPDATE

Golden Lane Leisure Centre	11/03/2024	The chair had requested that an early draft of the options appraisal in respect to the sports strategy be shared with CCS committee at the earliest opportunity.(this report is due at RASC Committee July 2024). An update was also requested regarding the podium works.	AD Commissioning and Partnerships	Ongoing	A further update will be provided at committee.
Financial Support with Major Works (Long Leaseholders)	11/03/2024	<p>Queries and concerns would be answered by officers and shared with committee. Officers would look at the 25 year terms on loans and how it would impact the HRA. Officers would also look at the cap and discretionary schemes.</p> <p>The chair requested if a charge could be placed on properties, if a resident is deceased and if this could be explored further.</p>	AD Housing	July	A leaseholder finance paper will be presented to CCS Committee in the Autumn.
Housing Complaints Policy	01/05/2024	A report to be taken to HMASc in July, presenting the results of the Housing Complaints Handling Self-assessment, together with the Complaints and Compensation Policy. It was agreed to include re-inspections for asbestos in the Policy.	Head of Housing Management	July	<p>A report on the Housing Complaints Policy will be presented to CCS Committee in July.</p> <p>The Asbestos Policy was approved by CCS on 1 May 2024, one of several compliance policies approved.</p>
Stronger Communities Annual Report	01/05/2024	The next report would provide more information in terms and conditions of grant approvals. The Resource Allocation Sub	Head of Central Funding and		The next Annual Report will provide some more detail about the programme, how it is run and how grants are managed. This has been logged and will be incorporated into next

PUBLIC OUTSTANDING ACTIONS – COMMUNITY AND CHILDREN’S SERVICES COMMITTEE (CCS) – JANUARY 2024 UPDATE

		Committee (RASC) received a report on CIL funding in other boroughs some years ago and the officer agreed that this work could be refreshed.	Charity Management		years’ reporting. With regards to the next Neighbourhood Fund and how it operates in other boroughs, this research is underway, and findings will be provided to estate managers once collected.
Special Educational Needs and Disabilities Self-Evaluation Framework (SEND SEF)	01/05/2024	A new report will be circulated to members of the committee	Strategic Education and Skills Director	Ongoing	An updated version of the SEND SEF would come back to committee at a later date following the peer review.
Member Engagement - Housing Estates	01/05/2024	This report would be taken to HMASC for a more detailed discussion stressing the importance of good governance in respect of major developments, to enable allocated members to be aware of issues at an earlier stage.	Head of Housing Management	Ongoing	This matter was discussed at HMASC on 3 June 2024. The actions identified will be followed up.

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Agenda Item 7

Committee: Housing Management and Almshouses Sub-Committee Community and Children's Services Committee	Dated: 3 June 2024 4 July 2024
Subject: Housing Complaints Update	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	2, 4, 12
Does this proposal require extra revenue and/or capital spending?	N
If so, how much?	£
What is the source of Funding?	
Has this Funding Source been agreed with the Chamberlain's Department?	N/A
Report of: Judith Finlay, Executive Director of Community and Children's Services	For Decision
Report author: Liam Gillespie, Head of Housing Management, Department of Community and Children's Services	

Summary

This report addresses two actions contained in the Housing Management and Almshouses Sub-Committee action tracker, relating to housing complaints and the potential use of arbitration as a means of resolving complaints.

The Housing Ombudsman's expectation of social landlords in complaints handling has changed, with a new Complaint Handling Code, which is now statutory following the passing of the Social Housing (Regulation) Act 2023. This Code requires landlords to identify a senior lead person and a Member responsible for complaints, and two recommendations are made about the proper people to hold these positions.

This report also outlines recent complaints and compensation figures and provides an update on how officers intend to incorporate complaints learning into current processes through a Complaints Learning Panel.

The current policies on complaints and compensation are under review and will be submitted to this Sub-Committee for approval, once they have been amended to ensure compliance with the changed Complaint Handling Code.

Recommendations

Members are asked to:

- Note the report
- Comment on the suitability of arbitration as a potential dispute resolution measure for housing complaints at the City Corporation

- Endorse the suggestion that the Assistant Director for Housing Management acts as the 'senior lead person' for housing complaints in accordance with the Housing Ombudsman's Complaint Handling Code
- Endorse the suggestion that the Chairman of this Sub-Committee acts as the Member Responsible for Complaints (MRC) under the same Code
- Agree the reporting cycle for complaints matters proposed in section 11

Main Report

Background

1. This report is intended to update Members on our management of housing complaints and outline regulatory changes relating to the handling of complaints by social landlords.
2. Our current policies on Complaints and Compensation are under review and are attached to this report. Members may wish to comment on any matters they would like officers to consider as part of the review of these policies.
3. At the April 2023 meeting of this Sub-Committee, Members suggested that officers should examine the possibility of using arbitration as a means of resolving complaints. The example of Southwark Council's housing arbitration service was suggested, and officers have been in contact with counterparts at that authority regarding their process. Further information is provided below.

Housing Ombudsman - Complaints Handling Code

4. The City Corporation is a compulsory member of the Housing Ombudsman Scheme. The Ombudsman provides a free, independent, and impartial service which investigates complaints from tenants and leaseholders of social landlords, in accordance with the rules set out in the Housing Ombudsman Scheme.
5. The Ombudsman has a Complaint Handling Code, which sets out the Ombudsman's expectations of landlords and how they manage complaints. Some key areas of the Code are:
 - a universal definition of a complaint
 - providing easy access to the complaints procedure and ensuring residents are aware of it, including their right to access the Housing Ombudsman Service
 - the requirement to have two complaints stages, and clear times set out for responses
 - ensuring fairness in complaint handling with a resident-focused process
 - taking action to put things right and appropriate remedies
 - creating a positive complaint handling culture through continuous learning and improvement
 - completing an annual self-assessment against the Code

6. With effect from 1 April 2024, the Code became statutory in accordance with the Social Housing (Regulation) Act 2023. Landlords with more than 1,000 homes are now required to return an annual self-assessment of their compliance with the Code, at the same time as they submit their Tenant Satisfaction Measures (TSMs) return to the Regulator for Social Housing.
7. The deadline for the next TSMs return and submission of the self-assessment is 30 June 2024. Officers are due to complete the latest self-assessment in April 2024. This will be published on our website so that residents can see how we are performing against the requirements of the Code.
8. A service improvement plan will be developed to address any areas of non-compliance with the Code, which will be submitted to this Sub-Committee and published on our website.

‘Senior Lead Person’ and ‘Member Responsible for Complaints’

9. The Complaint Handling Code requires:

- A ‘senior lead person’ to be appointed as being responsible for complaints handling, who must assess any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision
- A member of our governing body to be appointed to have lead responsibility for complaints, to support a positive complaints culture (referred to as the Member Responsible for Complaints or ‘MRC’). The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord’s complaint handling performance. This person must have access to suitable information and staff to perform this role and report on their findings

10. It is suggested that:

- the Assistant Director for Housing Management acts as the named senior lead officer for this purpose
- the Chairman of the Housing Management and Almshouses Sub-Committee should hold the responsibilities of the Member Responsible for Complaints

11. The Code states that the MRC must receive:

- regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance
- regular reviews of issues and trends arising from complaint handling
- regular updates on the outcomes of the Ombudsman’s investigations and progress made in complying with orders related to severe maladministration findings
- an annual complaints performance and service improvement report

12. To meet the requirements of the Code in relation to the MRC's responsibilities, it is proposed that officers submit a quarterly report to this Sub-Committee, outlining performance and key information on complaints.
13. Subject to Members' comments, the first such report can be submitted to this Sub-Committee's next meeting on 8 July 2024, to cover the full 2023/4 financial year, and including the self-assessment against the Code. Subsequent reports can then be provided, covering each quarter, and providing the information outlined in paragraph 8 above.

Complaints Learning Panel

14. Officers have set up a Complaints Learning Panel, which will be held quarterly to review the outcomes of complaints from residents. The purpose of the Complaints Learning Panel is to identify themes, trends and potential service improvements (including amendments to policies and procedures) arising out from resident complaints. Any identified actions will be tracked by the responsible officers. The Panel will be chaired by the Assistant Director or their delegate, as the senior lead person for complaints purposes.
15. The activity of the Panel will be used to create reports to this Sub-Committee and support the role of the MRC, as well as informing communications with residents on service improvements identified.

Complaints Figures, 2021 – 2024

16. **Appendix One** shows the total Stage One complaints received over the past three financial years.
17. There has been a marked increase in total complaints, particularly for repairs related matters (which includes Major Works complaints). In 2023/4, there was an increase in repairs complaints of 84% based on the previous year. The increase for housing management complaints was 55% for the same period.
18. A change in the Housing Complaints Policy came into force in September 2021, bringing the process in line with the Housing Ombudsman Complaint Handling Code. Changes to the policy removed the third investigation stage, with stage two being the final stage for internal investigation. Stage Three investigations were honoured for those complaints currently under investigation at the time of the policy change.
19. In line with the Complaint Handling Code, we promoted resident awareness of how to make a complaint by promoting the service and policy changes, including updating the webpage, ways to make a complaint, attending estate drop-ins and placing articles in the @Home residents' magazine.
20. We increased complaints awareness among staff at this time, ensuring that officers are clear on what defines a complaint, and their responsibility in ensuring that complaints are forwarded appropriately and that residents are signposted to the service.

21. Increased awareness of the complaints process might explain some of the increase, however the standard of service provided in some areas, for example in responsive repairs, will likely account for a sizeable part of the noted increase. Members are aware of the challenges faced by the Repairs service at present, and the actions being taken by officers to address under-performance.
22. An analysis of trends and themes arising from these complaints is being compiled for discussion at the Complaints Learning Panel, to try to isolate the drivers for the increase in complaints over the past three years, and enable remedial action to be planned. Officers will present this further analysis to Members in July 2024.

Compensation and Housing Complaints

23. The aim of complaints resolution is to put matters right as far as is reasonably practicable. Sometimes, the appropriate solution is an amount of financial compensation, for instance where there has been a quantifiable loss to a complainant (e.g. damage to their property).
24. In some cases, it is appropriate to offer an amount in recognition of distress or inconvenience caused to a complainant. Our current Compensation Policy gives some examples of the sums that might be offered in these circumstances:
 - £25 for a missed appointment
 - Goodwill gesture up to £50 for distress and inconvenience
25. Officers have discretion under this policy to make an award of financial compensation appropriate to the circumstances. If a service failure results in serious inconvenience or distress to a complainant, a decision will be made on an appropriate amount of compensation with reference to previous complaints and typical amounts awarded by the Housing Ombudsman.
26. As outlined below, the Compensation Policy is being reviewed and it is intended that more detail will be provided about financial compensation and the typical amounts that might be offered in given circumstances.
27. The table below shows the total compensation paid to complainants over the past three years.

2021/22	2022/23	2023/24
£750.00	£7,351.00	£9,221.61

28. The figures above include some substantial amounts of compensation which were payable by contractors, however they are included in the figures as they were offered in response to complaints investigated through our complaints procedure.
29. There are several possible reasons for the increase in compensation besides the increase in complaints which are upheld:

- the compensation policy had not always been referred to correctly by complaints investigators, to determine if the level of service failure warranted an award, however this has been addressed
- investigating officers for repairs and maintenance complaints had been relying on complainants requesting compensation, rather than referring to the policy to determine if the service failures identified warranted compensation

30. The changing requirements of the Complaint Handling Code and improved awareness among officers has meant that complaints investigators are now clearer on the expectations regarding awards for service failures which have caused distress and inconvenience to residents.

Policy Reviews

31. Officers are currently reviewing both the Housing Complaints Policy (Appendix Two) and the Compensation Policy (Appendix Three), to ensure that they are compliant with the expectations of the Housing Ombudsman and the Complaint Handling Code.

32. The Housing Complaints Policy was last reviewed in 2021 and best practice in this area has developed in the meantime, however it is not anticipated that the policy will change significantly. Some improvements and clarifications have been identified, to better meet the requirements of the Complaints Handling Code.

33. The Compensation Policy was last approved in 2020. Officers have identified that the current policy requires improvement in some respects, to give more detail about typical circumstances in which compensation will be offered, and, where financial remedies are appropriate, list standard amounts that will normally be offered as compensation.

34. Officers intend to submit the revised policies to the 8 July 2024 meeting of this Sub-Committee.

Arbitration as a Complaints Resolution Method

35. At the meeting of HMASC on 17 April 2023, an action was added to the Action Tracker regarding the potential for an 'Arbitration Panel' for resolving complaints from tenants and leaseholders.

36. The model used by the London Borough of Southwark was suggested as an example of the kind of solution that could be considered. Officers have spoken to a counterpart at Southwark Council about the Southwark Arbitration Service, which is used to resolve disputes between that authority and its tenants or leaseholders. It is believed that Southwark's service is the only one of its type operated by a local authority in London.

37. Southwark's Arbitration Service operates two 'tribunals'; one for tenants and one for leasehold disputes. The average caseload pre-COVID was around 45 cases

per year, however this has since fallen. It should be noted that Southwark has a housing stock of approximately 38,000.

38. Each tribunal has a set of rules, which outline the sort of disputes which can be entertained, the composition of the panels and the rules for findings and remedies. The legal basis for the service is the Arbitration Act 1996 and the provisions of the Tenancy Agreement or lease. The Tenancy Agreement lists the sort of disputes which can be referred for arbitration.

39. In outline, Southwark's Arbitration Service works as follows:

- The two tribunal panels are made up of an independent chair (often a housing professional), a Member (not from the Ward in which the dispute arose) and a resident (usually nominated by a Tenants' Association, again not from the area in which the dispute arose)
- A barrister acts as Clerk to the panel to ensure the rules are followed and to record the proceedings and decisions
- The complainant can apply to have their complaint considered by the panel once they have been through the formal housing complaints process (i.e. stages one and two)
- Taking the arbitration route is done by mutual agreement and the parties consent to being bound by the findings of the panel
- The tribunal may award compensation, require specific performance of works up to £50,000, or make a declaration as to the rights of the parties

40. Although the formal complaints process must be exhausted before arbitration may be applied for, it is not strictly a 'third' stage to the housing complaints process, as it is not compulsory; the complainant still has the choice to go to the Housing Ombudsman instead of using arbitration if they wish.

41. The status of arbitration as a quasi-legal method of dispute resolution means that arbitrated complaints will not normally be entertained by the Housing Ombudsman if the complainant subsequently approaches them, as their jurisdiction precludes becoming involved in legal and quasi-legal processes.

42. The types of complaints from tenants that Southwark Arbitration can deal with are contained in the Council's Tenancy Agreement (Conditions of Tenancy) booklet, and include:

- disrepair
- missed appointments
- lack of heating and hot water
- standard of repair

43. The types of complaints from leaseholders that the panel can deal with are:

- alleged unreasonable action regarding the Right to Buy sales process
- alleged breaches of covenant, excluding those which fall under the jurisdiction of the First-Tier Tribunal (Property Chamber).

44. While arbitration is not a 'third stage' of the complaints process, we would still need to clarify how an arbitration process would interact with the revised Complaints Handling Code expectations. The new Code requires that:

*Where a landlord's complaint response is handled by a third party (e.g. a contractor or **independent adjudicator**) at any stage, it must form part of the two stage complaints process set out in this Code. Residents must not be expected to go through two complaints processes.*

45. The justification for providing arbitration is presumably that it is a voluntary option open to the complainant; they may instead elect to pursue their complaint to the Ombudsman if they wish.

46. Were we to consider this further, the following implications would need to be addressed:

- Tenancies and leases would need to be reviewed to ensure that they provided for arbitration. There is reference to arbitration as a dispute resolution option in current leases, however the scope of this would need to be determined. Current tenancies make no reference to alternative methods of dispute resolution
- The potential cost of maintaining the system would need to be determined (this would largely consist of legal fees and officer time)
- The responsibility for administering any arbitration service would need to be decided (i.e. which Department it would sit in, to ensure independence and confidence in the process)
- The compliance of any process with the Housing Ombudsman's expectations would need to be clarified

47. Members are asked to comment on this process and indicate whether they would like officers to consider it further.

Corporate & Strategic Implications

Strategic implications

A clear, transparent and fair complaints process will support the achievement of the outcomes in our proposed Housing Strategy, which is designed to support the delivery of quality resident-focused services.

Financial implications – none.

Resource implications – none.

Legal implications – none.

Risk implications – none.

Equalities implications – none.

Climate implications – none.

Security implications – none.

Conclusion

48. This report addresses two actions contained in the Housing Management and Almshouses Sub-Committee action tracker, relating to housing complaints and the potential use of arbitration as a means of resolving complaints.

49. The Housing Ombudsman's Complaint Handling Code, which is now statutory, outlines expectations of social landlords in complaints handling. Officers are currently reviewing the existing Complaints and Compensation Policies to ensure that our practice in this area accords with these requirements.

50. Housing complaints have increased significantly in 2023/4 and officers will analyse trends and themes in complaints to inform learning and service improvements, through a new Complaints Learning Panel. Members will be kept informed of developments in this area through Committee reports.

51. The model for housing dispute arbitration used by the London Borough of Southwark has been examined and Members are asked to comment on whether this might be suitable for our purposes. The implications of using arbitration, particularly how such a service would interact with the Complaint Handling Code, need further investigation.

Appendices

- Appendix 1 – Complaints totals 2021 - 2024
- Appendix 2 – Complaints Policy
- Appendix 3 – Compensation Policy

Liam Gillespie

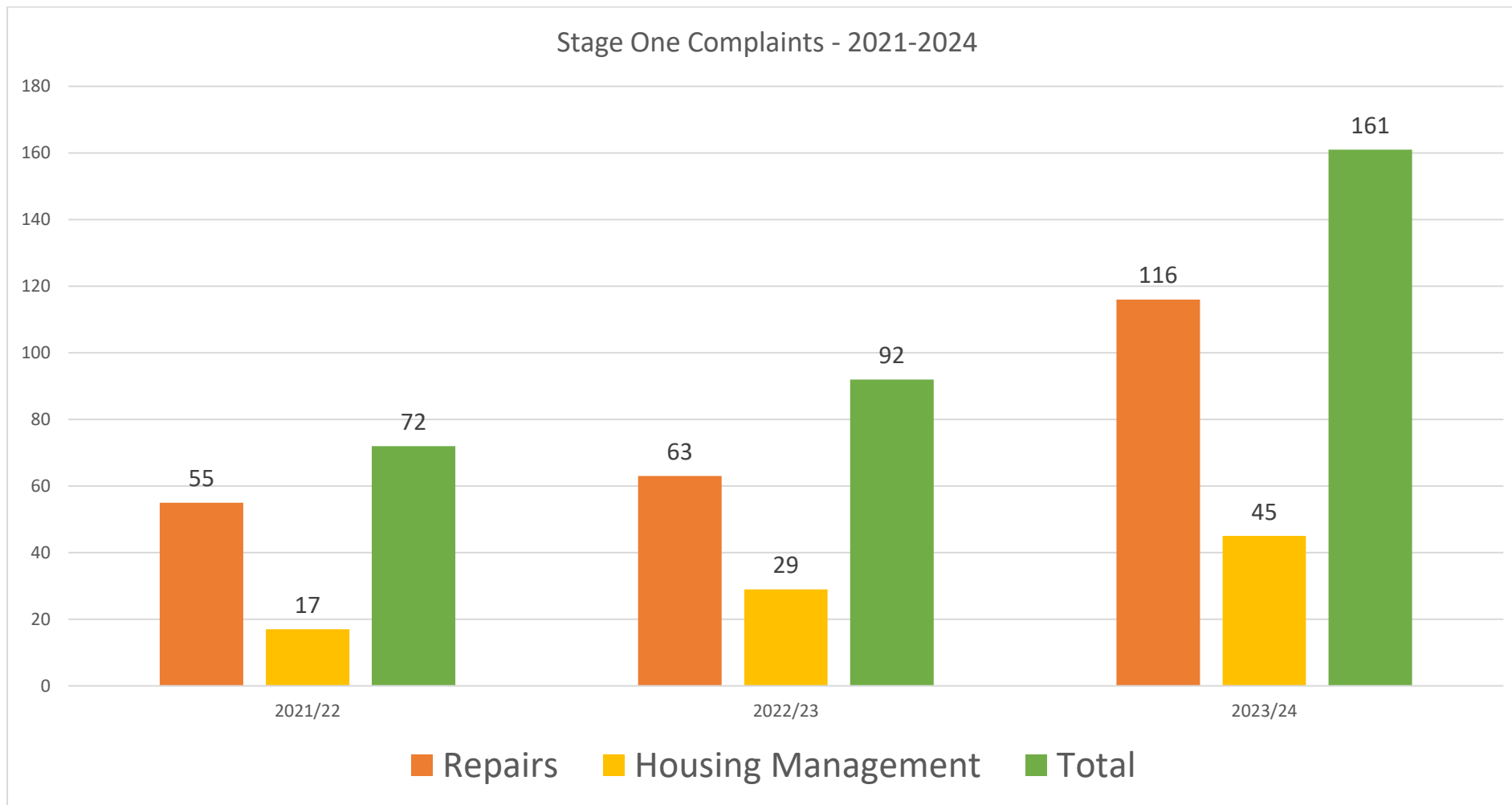
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Total Complaints: 2021/22, 2022/23 & 2023/24



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City of London Corporation
Department of Community & Children's Services
Housing Service

Housing Complaints Policy

Approved by:	<i>Housing Management & Almshouses Sub-Committee</i>
Original Approval Date:	<i>May 2017 (v.1), May 2019 (v.2)</i>
Review Date:	<i>September 2021 (this version – v.3)</i>
Re-Approval Date:	<i>20/09/2021</i>
Next Review Date:	<i>September 2024</i>

1. Purpose and scope

1.1 We have this policy because we want our residents and service users to know about our approach to complaints. We aim to provide good quality services but sometimes we get it wrong. When this happens, we want to make it as easy as possible for residents to tell us and know that we will respond positively, quickly and fairly.

1.2 This policy applies to:

- City of London tenants, leaseholders and freeholders who receive services from the Housing Service
- Those affected by the City of London Housing Service
- Those applying for services delivered by the City of London Housing Service

2. Policy aims and objectives

2.1 Our priority is to put things right when they go wrong. To help us do this, we aim to deliver an excellent complaint handling service that puts the complainant at the heart of what we do and gives them the chance to express their point of view and the outcome they are seeking.

2.2 A key objective of this policy is to help us better understand the resident experience. We will use this insight as an opportunity to learn and continually improve our services.

3. Definitions

3.1 We have adopted the following definition of a complaint from the Housing Ombudsman's Complaints Handling Code:

A complaint is an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.

3.2 Regardless of the definition that we adopt, if a resident tells us that they are not satisfied with a service we will take steps to resolve the issue as quickly as possible.

4. Exclusions

4.1 We cannot always accept a complaint. Sometimes we will have valid reasons such as the following:

- **Age** – The issue giving rise to the complaint occurred more than 6 months ago, unless it is a recurring problem.
- **Legal action** – A complainant pursues the issue through a legal route. This will not stop us trying to resolve the issue.
- **Previous complaints** – A matter has already been considered and reviewed using the complaints service
- **Not within our control** – Complaints about services, people or bodies over which we have no control.
- **Insurance claims** - A claim for damages or personal injury which will be dealt with as an insurance claim.
- **Alternative appeals or review procedures** – Issues over which there is an alternative redress process.

If we cannot accept a complaint, we will explain the reasons to the complainant.

5. **Service standards**

- 5.1 When we provide a complaints service, residents can expect the following from us:

- To be provided with information about our complaints service in a variety of formats
- If we do not accept a complaint, we will explain the reasons why
- Use plain language and make clear the outcome of the complaint
- Acknowledge a complaint within 2 working days
- Provide a response at Stage 1 of our process within 10 working days
- Provide a response at Stage 2 of our process within 20 working days of the complaint being escalated.
- When we offer a remedy, we will set out what we intend to do and the timescales
- If we decide not to escalate a complaint, we will provide an explanation

6. **Legislation and regulation**

- 6.1 This policy will have regard to the following requirements of the Regulator of Social Housing:

Value for Money Standard – We will make the best use of our resources by learning from complaints and minimising mistakes.

Tenant Involvement and Empowerment Standard - We will adopt an approach to complaints that is clear, simple and accessible and ensure that complaints are resolved promptly, politely and fairly.

- 6.2 In July 2020 The Housing Ombudsman published a Complaints Handling Code. In addition, the November 2020 Social Housing White Paper proposed a new charter for social housing which includes an expectation that residents will have their complaints dealt with promptly and fairly. This policy will ensure we comply with the Code and that we are able to meet the expectations of the White Paper and subsequent legislation.

7. Our approach to complaints

7.1 Access

We will make the complaints service accessible to all residents using a range of channels through which residents can make a complaint, including our website and any official social media platforms. We will comply with our Equality Act duty and tailor our service to meet an individual's needs, making whatever adjustments are required.

We will accept complaints made by a resident's representative and fully engage with representative when we handle the complaint. We will also encourage and signpost residents to advice and advocacy services as appropriate.

We will ensure that all staff understand the difference between a service request and a complaint and are aware that complaints can be received verbally.

7.2 Awareness

We will raise awareness of our complaints service. We will use our website, newsletters and leaflets to ensure residents know how to complain.

As part of the information that we make available to residents we will include contact information for the Ombudsman. We will explain the role of the Ombudsman and ensure residents are aware that they can contact the service at any point for help and advice throughout their complaint.

7.3 Complaints handling

We want to make complaint handling a resident friendly experience. Our Housing Complaints Team will take responsibility for a complaint and work with colleagues to find a speedy resolution. Complaints will be acknowledged and recorded, and early contact made to ensure we understand the issues and the outcome the resident is seeking.

Our priority will be to resolve the complaint at the earliest opportunity. We will ask residents to allow us the opportunity to find a speedy resolution. Where the complaint requires formal consideration, we have a two-stage process.

The first stage will be a full and fair investigation. The investigation will be carried out by a senior manager who will be impartial and seek the information they need to find an outcome that would resolve the matter for the resident.

When it is not possible to find a resolution, we have a second stage in our process that allows residents to request a review of their complaint. The review will give residents the opportunity to challenge the earlier decision.

We will not unreasonably refuse to escalate a complaint to the next stage. If we refuse to allow escalation, we will explain the reasons for our decision.

When a resident is not satisfied with our response, we will ensure that are aware of how to contact the Housing Ombudsman. We will fully co-operate with the Ombudsman and continue to look to resolve the complaint.

7.4 Communication

We will make information about our complaints service available in clear and accessible formats. All our communications will use plain language. When we respond to complaints, we will make the outcome clear and explain the reasons for any decision made. We will keep residents regularly updated using methods of communication agreed with the resident.

Where a resident's expectation is unrealistic or unreasonable, we will explain this to the resident. If we consider that it may help to resolve a complaint, we seek the complainant's permission to engage with professional mediators as an alternative means of finding an effective resolution.

We will report back to our involved residents on our performance and ensure that information is regularly provided to all residents on how well we are delivering

our complaints service and improvements that have come about as a result of complaints.

7.5 Putting things right

We know that for most complainants when we have failed to provide a service the priority is to put things right. We will apologise and set out the actions we will take to resolve the complaint. Any remedy that is offered by us will reflect the extent of the service failure and the impact on the resident. When needed we will exercise appropriate discretion to find a remedy.

We recognise that finding a remedy may not in itself repair our relationship with our resident. In order to build confidence, we may at times engage the services of an independent third party to investigate or review a complaint.

7.6 Learning and improvement

We will ensure that we learn from complaints to keep improving. We will look beyond individual complaints to identify where our processes or policies need to change. We will ensure that this approach is part of our service planning framework and informs staff training.

7.7 Unacceptable complainant behaviour

If a complainant behaves unreasonably at any stage of the complaints process, we will apply our policy on unreasonable behaviour. Unacceptable or unreasonable behaviour could include:

- making numerous complaints about minor matters or matters which staff cannot change, which take up an unreasonable amount of staff time
- contacting multiple officers to complain about the same issue
- being abusive or offensive to staff or using inappropriate language
- making unfounded or unsupported complaints that may be malicious in nature.

If we consider a complainant to be unreasonable, we may close an existing complaint down or limit the means by which the resident can communicate with us. Once a decision has been made, we will inform the complainant and explain the reasons for our decision.

8. Responsibilities, monitoring and performance

- 8.1 Overall responsibility for this policy and its implementation rests with the Head of Housing Management. The Head of Housing Management will ensure that staff receive the appropriate training and support to achieve the aims of this policy. Where needed we may establish appropriate operational procedures.
- 8.2 Monitoring of the implementation of this policy and our performance in handling complaints will be the responsibility of the Housing Management and Almshouses Sub-Committee. We will provide complaints performance information to this Committee twice per year. Performance on complaints will also be included in our Annual Report for Tenants. We will carry out regular self-assessments against the Complaints Handling Code and ensure that our performance measures drive improvements.

9. Associated policies

- Compensation Policy
- Vexatious Complaints Policy (DCCS)

10. Document Management

Policy title	Housing Complaints Policy
Date created	September 2021 (v.3)
Policy owner	Head of Housing Management
Authorised by	Housing Management and Almhouses Sub-Committee
Date authorised	20 September 2021
Review period	3 years
Date of next review	September 2024

Consultation and assessment	
Resident consultation	Housing User Board (HUB), September 2021
Data Protection Impact Assessment	Not required. Minimal risk of data breaches. Use of personal data covered by Privacy Notice.

Document review history			
Version	Date amended	Date approved	Key changes
1.0		May 2017	New policy
2.0		May 2019	Re-approval only
3.0	Sept. 2021	20/09/2021	Stage three removed to comply with Ombudsman's Complaints Handling Code Stage Two timescale extended to 20 working days



City of London Corporation
Department of Community & Children's Services
Housing Service

Compensation Policy

Approved by:	<i>Housing Management & Almshouses Sub-Committee</i>
Original Approval Date:	<i>September 2016</i>
Review Date:	<i>April 2020</i>
Re-Approval Date	<i>30/09/2020 (v.2 – this version)</i>
Next Review Date	<i>30/09/2023</i>

1. Introduction

Compensation is often requested as a resolution to complaints, or in response to damage to goods caused by the alleged negligence of City of London employees or agents. This policy outlines our approach to dealing with requests for compensation from our residents.

2. Aims of this Policy

The aims of this policy are:

- To provide a framework for the compensation that may be due to a customer where we fail to meet our own service standards, or provide a poor service, and a customer suffers a material loss because of this failure.
- To assist staff in balancing the needs of the individual with a recognition that all compensation paid by the Department of Community and Children's Services will be funded from the Housing Revenue Account.

3. Scope

The policy applies to residents living on City of London Housing Service estates which are managed as part of the Housing Revenue Account (HRA), namely:

- tenants (including sub-tenants of leaseholders)
- leaseholders
- freeholders
- occupiers of City of London and Gresham Almshouses properties

In exceptional circumstances, this policy may apply to non-residents, subject to the Assistant Directors' discretion.

4. Policy Statement

Paying financial compensation, or compensation in kind, is an exceptional course of action and will only be considered if other outcomes are not deemed appropriate. In most cases it is reasonable to resolve complaints by:

- Apologising for the failure
- Providing the service asked for
- Changing the service provision or procedures for future use where a complaint has highlighted that a change is required
- Reconsidering a decision which may have been unreasonable or unfair

In exceptional circumstances, where the situation cannot be rectified by apology or practical action, compensation may be appropriate. The types of service failures that may trigger compensation, whether caused by City of London staff, or contractors or agents acting on our behalf, are as follows:

- Failing to deliver /provide a specified benefit, service or other entitlement
- Loss of amenities
- Loss of, or damage to, personal property
- Where a customer has incurred an expense as a result of our failure to provide a service

Compensation will only be considered where a service failing, or a consequence of action or inaction on our part, has caused material loss or harm to the resident and compensation would offer an appropriate form of remedy.

5. Compensation for Loss of/Damage to Goods

This policy is not intended to cover situations where an insurance claim is a more appropriate solution. If a resident believes that they have suffered loss or damage to goods and this was due to the negligence of the City's staff, agents or contractors, an insurance claim will normally be the most appropriate course of action (whether on their own policy or a relevant policy held by the Housing Service).

Please see the Insurance Cover and Claims Policy for more information.

6. What is compensation?

Compensation is taken to mean something, typically money, which is given to someone in recognition of loss, suffering or injury.

Compensation may take three forms:

- Direct replacement of items or payment to the value of those items.
- A goodwill gesture such as flowers or vouchers
- Financial recompense for actual loss or in recognition of the significant distress and inconvenience caused

7. When may compensation be considered?

Compensation may be considered at any stage in our complaints process – our complaints policy promotes resolution of the situation as rapidly as possible.

The event giving rise to the consideration of compensation should have occurred within the last six months. Compensation in respect of an event that happened more than six months previously will only be considered in exceptional circumstances. An exception may be made if there has been continuous contact with the resident or delays in bringing the matter to a conclusion have been as a result of actions (or inaction) by those working for the City.

8. Factors that will be taken into consideration

Compensation is discretionary. Each case is different and will be considered on its own merits. Staff may discuss the situation with the resident, and their views as to what would be an acceptable remedy will be considered.

The following will be taken into consideration when considering making a compensation payment:

- **Money not paid**

Where money due to the resident has not been paid, the City will pay the money due

- **Quantifiable Costs**

Where the resident can evidence incurred costs which would not have been necessary but for the service failure, reimbursement of those costs may be appropriate. The exception to this is where the resident incurs costs unreasonably.

- **Loss of a non-monetary benefit**

The resident may have been deprived of a non-monetary benefit, such as a service or amenity which under normal circumstances they would have received. An attempt should be made to quantify the loss of such benefits, to determine the amount of compensation due. It may be possible to base this on what it would have cost the City of London Corporation to make the appropriate provision for the relevant period or what value may be put on the facility.

- **Loss of value**

Where something owned by the resident has lost value as a result of the department's actions, an objective assessment of the loss may be possible. The matter may be referred for assessment where appropriate by an independent valuer.

- **Maladministration**

Maladministration is usually considered to be a fault with the way something has been done or not done, rather than the decision or outcome. It may occur where an organisation has failed to act reasonably in accordance with the law, its own policies and generally accepted standards.

- **Distress and Inconvenience**

In exceptional circumstances, compensation may be considered for distress or inconvenience. All the relevant circumstances will be considered, including the severity of the inconvenience, the length of time involved, and the number of people affected.

It is important to note that severe inconvenience may be caused over long periods of time without fault – for example where the City is engaged in legitimate and timely repairs. In such instances, this does not warrant compensation if the City has managed the problem in a fair and proper way, for example, in accordance with our policies and procedures.

10. Offer of Compensation

Offers of compensation will be made in writing and expressed to be '*in full and final settlement*' of the matter.

11. Offsetting Compensation

Any offers of financial compensation will be offset against arrears of rent, service charges or any other debts owed to the City of London Corporation Housing Service.

13. Policy Variations

In exceptional circumstances, we may consider making a variation to this policy. Our reasoning can be provided to the affected parties on request.

14. Monitoring and Performance

We will monitor our use of this policy and the way in which it is implemented, ensuring that any relevant information is reported at appropriate intervals.

15. Training

We will provide all staff responsible for implementing this policy with comprehensive training as required.

16. Equality and Diversity

This Policy has been subject to a full Equalities Analysis and will be implemented in accordance with our responsibilities and duties under relevant legislation, including the Equalities Act 2010.

17. Accessibility

We will ensure that tenants' needs are considered when implementing this Policy to ensure that they are treated fairly. We will make appropriate arrangements to ensure that customers with distinct communication needs are not unreasonably and disproportionately affected. This could involve providing communications in alternative languages or formats, or providing interpretation or transcription as appropriate.

18. Data Protection and Information Exchange

We will comply with our obligations under relevant data protection legislation and regulations. We will process and store personal information securely.

There are some circumstances in which we are required by law to disclose information given to us.

19. Policy Review

We will review this policy at least every three years, or following relevant changes to legislation, regulation or policy.

20. Legislation

- Secure Tenants of Local Authorities (Right to Repair) Regulation 1994

21. Related documents

- Complaints Policy
- Insurance Cover and Claims Policy
- Disposal of Personal Property Policy
- Tenants' Agreement and Handbook

<p>Department of Community & Children's Services</p> <p>Housing Service</p>	
<p>Policy Title: Compensation Policy</p>	
<p>Document Owner: Head of Housing Management</p>	
<p>Date Approved:</p> <ul style="list-style-type: none"> September 2016 (original) 30/09/2020 (version 2) 	
<p>Version: 2</p>	<p>Last amendment: September 2020</p>
<p>Effective date: 30/09/2020</p>	<p>Next review date: 30/09/2023</p>
<p>Changes in this version:</p> <ul style="list-style-type: none"> Formatting 	

Appendix 1: Examples of Compensation Amounts

All service failures and requests for compensation are different and will be considered on their own merits in accordance with our policies, including the Compensation Policy.

The information provided below is to help officers to assess how much compensation may be due in different types of circumstance, and to provide a benchmark to ensure compensation for similar types of service failure is considered fairly.

The City is under no obligation to pay the compensation amounts outlined in this policy.

1. Distress and Inconvenience

We are aware that for any person to have had cause to make a complaint, they will have suffered some inconvenience or distress. In exceptional circumstances, or cases where disproportionate levels of distress and inconvenience have been caused, it may be appropriate to provide a goodwill gesture such as flowers or gift vouchers up to the value of £50. It may be appropriate to talk to the resident about what they would appreciate.

2. Missed Appointment – failure of contractor to attend appointment

If one appointment is missed, no compensation is due.

If more than one appointment is missed, or a second appointment is required because the contractor attended the first appointment but was unprepared, the value of £25 per missed appointment may be appropriate. The officer considering the complaint may add a further amount of up to £50 if there are other relevant factors, for example if the customer has suffered a high level of distress and inconvenience. More compensation may be offered at the discretion of the Head of Service or Assistant Director.

3. Failure to set up direct debit details correctly leading to rent arrears

If the City of London Corporation fail to set up a direct debit arrangement correctly, a tenant's account will go into rent arrears. Whilst the responsibility to pay rent lies with the tenant, where they think the arrangement is in place they may not check. Should a

resident receive correspondence regarding rent arrears, the department will explain and resolve the situation.

Should there be a repeated failure, crediting some of the rent owed would be appropriate, linked to the amount of time that the failure had occurred. For example, if the direct debit had taken more than 6 months to resolve, the credit of an amount equivalent to 2 week's rent in recognition of the service failure, the distress and the inconvenience may be appropriate.

4. Failure to administrate steps in the Right to Buy process within published timescales

If the City of London Corporation fail to meet these timescales, and there is no negative impact on the sale, then no compensation would be due.

If we fail to meet these timescales and a negative impact is caused, then the City should look at the impact and determine what compensation may be due. For example, if a mortgage that had been arranged is no longer available to the resident, we should recompense any fees charged for that mortgage arrangement.

5. Failure to place a bid on Choice Based Lettings on behalf of a person

If the City of London Corporation had agreed to place bids on appropriate properties on behalf of an applicant, and on a particular property we failed to do so, if the data shows that the applicant would not have won the bid, there is no negative impact and no compensation is due.

However, if the applicant would have had sufficient priority to win the bid and be offered first choice on the property, the service failure is more serious. In addition to an apology and an explanation, compensation or a goodwill gesture of up to £50 may be appropriate. It may be appropriate to talk to the resident about what they would appreciate.

Further Information

There are examples of case studies, the findings made by the Ombudsman and the levels of compensation paid on the Housing Ombudsman website:

<http://www.housing-ombudsman.org.uk/learning-faqs/case-studies/>

Appendix 2 – Right to Repair

This document provides a summary of The Secure Tenants of Local Authorities (Right to Repair) Regulation 1994.

The Right to Repair is a statutory compensation scheme. Therefore the process and amounts are not subject to discretion. The scheme only applies to 'qualifying repairs' including insecure windows and doors, unsafe power sockets or electrical fittings, leaking roofs and broken entry phone systems.

A repair only qualifies if the City of London Housing Service is responsible for it and it is estimated to cost less than £250.

If a resident claims a repair should be subject to the scheme, we may inspect it before we decide. We must write to the resident to confirm if the scheme does not apply.

When a resident reports a qualifying repair, and we have confirmed it qualifies, we must issue a repair notice to a contractor and send the resident a copy with information on how the right to repair scheme works. The time limit for the contractor to do the work will be set by our established timescales for completing that type of repair.

If the repair work is not done within that specified time limit, the resident must bring that to our attention and request another contractor to do the work. We must then issue a repair notice to a second contractor, subject to procurement restrictions, and send the resident a copy.

If the second contractor does not do the repair work within the policy timescales, the resident must be paid £10 in compensation. For every extra day the repair is not done, the resident must be paid another £2. The most compensation that must be paid for any one repair job is £50.

If the resident is not at home to let the contractor in as arranged, the scheme no longer applies.

The compensation may be used to reduce rent arrears if there are any.

Agenda Item 8

Committee(s)	Dated:
Communities and Children’s Services Committee – For Decision	4 th July 2024
Subject: Housing Net Zero Delivery Plan	
Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?	5,10,11,12
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?	No
Report of: City Surveyor	For Decision
Report author: Emma Bushell	

Summary

The purpose of this report is to set out the key points and recommendations from the City of London Corporation’s Housing Net Zero Delivery Plan and to seek decisions on the recommendations. The Delivery Plan has been developed in response to the position of the DCCS Housing Portfolio within the City of London Corporation’s Climate Action Strategy.

Recommendation(s)

The Communities and Children’s Services Committee is asked to:

- Note the report and its contents.
- Note that future projects to be taken forward will be received separately for approval via the Gateway process.
- Agree the recommended approach to integrating consideration of the Retrofit Archetypes and measures into the forthcoming Housing Asset Management Strategy.
- Agree the recommended pilot energy void programme and negate the two-week void KPI.
- Agree the recommended priorities in paragraph 10.
- Agree the recommended approach of joining the London Councils’ Strategic Partnership to access SHDF funding.

Main Report

Background

1. The UK has set in law a target to bring all its greenhouse gas emissions to net zero by 2050. To help achieve this target, the government’s ambition is to improve the energy efficiency of homes, and move to cleaner ways of heating homes, to halve the energy use of new buildings by the end of this decade.
2. In January 2020, the City Corporation set out on a fast-paced, cross-Corporation journey to develop an ambitious Climate Action Strategy (CAS). The resulting Climate Action Strategy was adopted at Court of Common Council on the 8th of October 2020.
3. The CAS marked the start of a new and transformative programme of action. It set out three interlinked primary objectives for the City Corporation and the Square Mile:
 - to support the achievement of net-zero emissions,
 - to build resilience, and
 - to champion sustainable growth.
4. The Climate Action Strategy also set out 4 targets for the City Corporation and Square Mile:
 - Net zero by 2027 in the City Corporation’s operations
 - Net zero by 2040 across the City Corporation’s full value chain
 - Net zero by 2040 in the Square Mile
 - Climate resilience in our buildings, public spaces, and infrastructure

5. To achieve these goals, the City Corporation has committed to a major investment of £68 million.
6. The Housing Action Plan (HAP) was developed with support from our consultants, Etude, who have been central to London Councils work, focusing on delivering low carbon retrofit work in support of Climate Action. The HAP set out a strategy for retrofit with suggested priorities and was presented to CCS in September 2021. This demonstrated how our housing stock can meet the Net Zero targets for 2027 (housing landlord supplies) and the 2040 (residents' own emissions from heating and power).
7. To simplify retrofit and enable integration into a wider Asset Management Strategy the HAP developed Retrofit Archetypes. Retrofit Archetypes segment properties based on what measures are required to meet net zero rather than the more traditional period-based archetype.
8. The HAP identified six retrofit archetypes across the City Corporation housing stock. London Councils are promoting the use of retrofit archetypes as a preferred approach for delivering retrofit in social housing across London. City Corporation are the first local authority to develop retrofit archetypes for our stock. The next step is to integrate these into the development of the Asset Management Strategy.
9. In 2023 Elevate Everywhere and Beveridge Associates were appointed to undertake surveys of City Corporation housing stock landlord communal services such as lighting, lifts, heating, and opportunities for renewable energy generation through Photovoltaic (PV) panels.
10. The Net Zero Carbon Housing Delivery Plan (HDP) builds on the strategic HAP and sets out a programme of work and identifies the immediate priorities:
 - Landlord services – LED lighting and PV,
 - Expansion of capital projects – William Blake, Avondale and Golden Lane Estates,
 - Information gathering – getting real data from each archetype to generate BIM models,
 - Upgraded void programme – pilot projects to develop void standard, particularly in archetypes requiring internal wall insulation.

These priorities are vital to put our housing stock on the pathway to meet the Net Zero targets for 2027 (housing landlord supplies) and work towards achieving the 2040 (residents' own emissions from heating and power).

Considerations

Progress since Housing Action Plan.

11. When the HAP was in development projects such as communal heating replacement works were identified that did not meet the necessary specification to contribute towards the Net Zero targets. Unfortunately, these projects were too far progressed to accommodate the uplifts or wholesale changes necessary.
12. These missed opportunities demonstrate the pressing need to prioritise and adopt a retrofit strategy. The forthcoming development of a new Asset Management Strategy presents an important opportunity for alignment (see paragraph 42). In the meantime, the HDP identifies opportunities for the enhancement of the current Major Works programme (see paragraphs 19 & 20).
13. On the positive side energy efficiency improvements to communal services such as lighting have seen a significant reduction in energy use and carbon emissions. Most of the communal lighting have already transitioned to LED, providing efficiency gains and CO₂ savings.
14. Whilst the new communal heating systems at Middlesex and York Way Estates have not decarbonised the heat source, they will deliver significant reductions in energy use and carbon emissions through improved efficiencies and flat level heat metering. These are effectively the first steps on the pathway towards full heat decarbonisation.

Projects Identified through the Housing surveys.

15. A gateway 2 paper was submitted to the March Building Chief Officers Group (BCOG) setting out the LED lighting projects identified by recent surveys. These cover the following estates and blocks: Almshouses, Avondale, Dron House, Golden Lane, Horace Jones, Holloway, Isleden House, Middlesex, Southwark, Sydenham, William Blake, Windsor, York Way.
16. A gateway 2 paper is currently being drafted for LED lighting project at the Barbican Estate.

17. The table overleaf sets out the indicative costs and the predicted energy and carbon savings for both the HRA estate and the Barbican.

	Project Capital Cost	Project Design Cost	Heritage & Planning Costs	Project PM Cost	Total Cost	Energy saved (kWh/year)	Cost saving/year	CO ₂ tn saved/year	Payback Years
HRA	£ 325,750	£ 68,275	£ 10,000	£ 40,719	£ 444,744	245100	£ 68,138	33.5	6.5
Barbican	£ 260,000	£ 50,000	£ 5,000	£ 32,500	£ 347,500	410000	£ 113,980	56.0	3.0

18. This will provide a 2% reduction on the current annual DCCS weather corrected scopes 1&2 emissions.

Enhancement of Major Works Programme.

19. Our consultants Etude ran several workshops and small group meetings with the Major Works Team to identify opportunities where planned major works could be enhanced to align with delivery of the Net Zero targets.
20. Following this engagement immediate opportunities were identified at the following three estates: William Blake, Golden Lane, and Avondale with further opportunities at Isleden House and York Way. The Energy Team are working with Housing Major Works colleagues to realise these opportunities where possible.

Information Gathering.

21. Whilst the Retrofit Archetypes are a vital development that can underpin a retrofit strategy, to fully exploit their potential more data points are needed. In addition, government funding bids require vast amounts of fabric, energy, and cost data.
22. A novel approach is to combine a PAS 2035 Retrofit Assessment (also a pre-requisite of government funding) with an internal LIDAR scan to develop a BIM model that can be used to create a standardised procurement data set.
23. This combination of a top-down strategy using Retrofit Archetypes with a granular bottom-up data driven approach will enable retrofit measures to be synchronised with the forthcoming Asset Management Strategy, streamlining costs through saving on access equipment and prelims, whilst reducing asset write downs by aligning retrofit measures with the asset lifecycles.
24. This project and funding required are included within the CAS CPG Year 4 project plan.

Void pilots.

25. Three of the identified Retrofit Archetypes have internal wall insulation as a fabric measure because they are deemed unsuitable for external wall insulation either for reasons of heritage conservation or due to technical complexities such as deck access walkways.
26. The installation of internal wall insulation requires a full decant of the property and temporary rehousing of the residents. Therefore, this measure is typically carried out when a property is void to reduce decant costs and resident disruption.
27. In addition, there are other invasive measures such as the installation of Mechanical Ventilation with Heat Recovery (MVHR) and investigations such as an air tightness blow test that would be better undertaken during the void period.
28. There is no current void standard and the HDP proposes using void properties to undertake pilots to inform the development of a void standard informed by Retrofit Archetypes, BIM model data and pilot projects.
29. Aside from the costs to do the works there are implications for any monitored and reported void turnaround KPIs and associated loss of rental income during the potentially longer void period.
30. An Energy Void Programme pilot and funding required for works are included within the CAS CPG Year 4 project plan.

Heat Network Efficiency Scheme (HNES).

31. The Heat User Interfaces (HIUs) in the communal heating system at Isleden House are end of serviceable life and have been identified in the Major Works programme as requiring replacement. In addition, the gas fired boilers, whilst still operable, are approaching end of serviceable life, although they have not yet been earmarked for replacement.
32. The Housing Action Plan highlighted that to comfortably achieve the 2027 Net Zero target would require a removal of gas fired boilers from all communal heating systems.

33. The high-level appraisals for decarbonising the communal heating systems undertaken by Beveridge Associates identified several technical solutions for electric heat at Isleden House.
34. Whilst switching fuel source from gas to electricity is technically feasible there is a significant risk this would increase residents' bills as electricity is 4-5 times more expensive than gas. Whilst the efficiency of heat pumps reduces this risk it does not completely remove it.
35. The pathway to heat decarbonisation should first improve the efficiency of the existing system through improved controls, replacement of HIUs where necessary, increased insulation on the distribution network, improved hydraulic strategy, replacement of pumps and reduction in flow and return temperatures.
36. Following these improvements, modelling can identify what fabric measures are required to enable transition to a low carbon heat source at either nil or positive cost to the residents.
37. HNES is a government fund that will cover 49% of costs for efficiency improvement works on the distribution system, it does not cover replacement of the heat source. The funded works need to be completed within the financial year that the funding is received.
38. In November 2023 City Corporation submitted a successful bid for HNES funding to cover a range of works seeking to improve the efficiency of the current network and install dwelling level monitoring to enable a data driven approach to inform a decarbonisation plan that can be implemented instead of replacing the existing gas boilers.
39. The project was valued at circa £950k with 49% covered by HNES funding. A detailed design is underway and will complete in July 2024.
40. Delivery assurance is the key criteria for funding and as such the City Corporation Minor Works framework contractor, Sykes, have been approached to deliver these works should the bid be successful.
41. The Grant Award Agreement was signed by the Chamberlain as the City Corporation's s151 officer in April 2024.

Next Steps.

Asset Management Strategy.

42. Housing are currently developing of a new 30 year Asset Management Strategy. This is a critical opportunity to integrate retrofit measures for the reasons set out earlier in paragraph 23.
43. The Retrofit Archetypes and forthcoming BIM model and standardised procurement data set will simplify this process.

Funding Opportunities.

44. Wave 3 of Social Housing Decarbonisation Fund (SHDF) will open for bids in autumn 2024. London Councils are intending to form a Strategic Partnership and are seeking expressions of interest from social housing providers. Joining the partnership bid will enable City Corporation to access SHDF funding for a smaller number of homes than the lower limit of 100 properties for eligible single bids. There will also be a reduced requirement for granular data at the point of submission.
45. Wave 3 SHDF has an upper limit for each bid of 10% EPC C or above of properties. Because the majority of City Corporation housing stock are mid to high rise blocks with the mid floor properties achieving EPC C it the level of achievable funding per property will be lower.
46. Using the data derived from the information gathering project set out in paragraphs 22-24, the Energy Team will collaborate with Housing colleagues to identify suitable properties for SHDF, taking a pepper pot approach rather than a whole block approach to maximise funding per property.

Corporate and Strategic Implications

Strategic implications

47. Our energy performance helps to shape outstanding environments for our residents through the reduction of CO₂ emissions and our commitment to procuring clean renewable energy. In this way our energy performance helps shape the outcome "Leading Sustainable Environment".

Financial implications

48. Works to the housing stock are generally funded from The Housing Revenue Account, which is made up from rental and service charge incomes. There is already considerable strain on the

HRA finances and this needs to be borne in mind when planning energy efficiency works. Chamberlains' advice will be sought on what funding from the HRA and other central City sources is to be sought.

49. The CAS has earmarked £6m for housing to help achieve the scope one and two objectives. This delivery plan sets out where to use CAS funding to maximise grant opportunities and increase the specification of elements of the capital works programme such as roof insulation where viable benefits are possible.
50. The City Corporation will actively pursue any external funding for the works including the SHDF, HNES and the Energy Company Obligation (ECO). We will work with other local authorities to achieve improvements across more properties at lower costs.

Equalities implications

51. An Equalities Impact Assessment is currently being undertaken.

Conclusion

52. The earlier HAP recommended a strategy for retrofit through the pioneering development of Retrofit Archetypes. This approach is now being promoted pan London by London Councils. The City Corporation has an opportunity to continue to lead the sector in this area by taking the next step and integrating the Retrofit Archetypes into the forthcoming Asset Management Strategy. This approach will simplify retrofit and ensure synergy with wider investment.
53. An Energy Void Programme pilot with works allocated funding in CAS CPG Year 4 plans is proposed. This would necessitate removal of treated properties from the void turnaround KPI.
54. The HDP follows on from the high level, strategic HAP and sets out a programme of work and key priorities to put our housing stock on the pathway to achieving the Net Zero 2027 and 2040 targets as set out in the Climate Action Strategy.
55. Gateway 2 papers for HRA lighting improvements and for Energy Efficiency Improvements to the Communal Heating System at Isleden House have been approved at March BCOG. Another two are in development: PV Panels on the HRA Estates and LED Lighting Upgrades at the Barbican Estate.

Appendices

- Appendix 1 – Housing Action Plan
- Appendix 2 – Housing Delivery Plan

Background Papers

Housing Net Zero Carbon Action Plan - DCCS Committee – 24th September 2022.

Report Author

Emma Bushell

Energy and Carbon Manager, City Surveyor's Department

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Committee:	Dated:
Community and Children’s Services	04/07/2024
Subject: Holloway Park	Public
Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?	[N/A]
Does this proposal require extra revenue and/or capital spending?	N
If so, how much?	£
What is the source of Funding?	
Has this Funding Source been agreed with the Chamberlain’s Department?	Y/N
Report of: Judith Finlay, Executive Director of Community and Children’s Services	For Decision
Report author: Michael Kettle Senior Housing and Commercial Development Manager	

Summary

Peabody Developments Limited (Peabody) are building 985 new flats on the former Holloway Prison site, Parkhurst Road, London (Title number NGL804775). This development is adjacent to the City’s Holloway Estate, Parkhurst Road, London (Title number AGL362129).

Following the registration of their title, the Land Registry informed Peabody that they have found that the ‘red-edged’ extents of freehold titles NGL804775 and AGL362129 overlap with one another (referred to as double registration).

I have received a request from Peabody’s lawyers to rectify the double registration which affects both of our respective title plans. The physical possession of the land, subject to the double registration, falls within the physical boundary of the former Holloway prison site owned by Peabody.

The most expedient way to correct the double registration is for the City to transfer the overlapping strip of land to Peabody. Peabody have agreed to pay the City’s legal fees of up to £5,000 for this process.

Recommendations

Members are requested to:

- Agree to the transfer of the overlapping strip of land from the City’s Title AGL362129, as shown tinted blue on the plan in the appendix, to Peabody for a nominal payment of £1.
- Note that our reasonable legal costs of up to £5,000 will be met by Peabody in connection with the transfer.

Main Report

1. Peabody are delivering, in conjunction with London Square, 985 new properties on the former Holloway Prison site. These properties will be completed by 2029 and will include 415 properties for social rent, 178 shared ownerships, with 392 for private sale.
2. This development will be adjacent to our Holloway Estate, and I shall submit a report with regard the Right of Light implications that this will have on our estate, as some of their buildings will be nine storeys high.
3. Correcting the double registration will not affect the City's land at Holloway Estate or our Right of Light claims, which will arise because of Peabody's development.
4. The transfer will rectify a Land Registry defect where an overlapping area is included in both freehold titles belonging to the City and Peabody, and it is in the interests of both parties to ensure accurate land registration records.
5. It is almost certain that future easements and interests will need to be granted over the former Holloway Prison site to service Peabody's development. The transfer will regularise the physical possession of the land and ensure that the City is not unnecessarily consulted in respect of land that is neither within its control or part of the Holloway Estate.
6. Attached in the Appendix of this report is the Transfer Plan showing the land tinted blue.
7. Physical possession of the land is already with Peabody under title NGL804775, and the purpose of the transfer is purely to regularise the position on the ground. The disposal is permitted by the General Housing Consents 2013 – Section 32 of the Housing Act (1985).
8. The Comptroller & City Solicitor (Property Division) have been consulted and will deal with the transfer to Peabody.

Corporate & Strategic Implications

9. There are no strategic implications directly related to this report.
 - Financial implications – N/A
 - Resource implications – N/A
 - Legal implications – N/A
 - Risk implications – N/A
 - Equalities implications – N/A
 - Climate implications – N/A
 - Security implications – N/A

Conclusion

10. The transfer to rectify this Land Registry duplication will regularise the current position and will be beneficial for the City.

Appendix

- Transfer Plan (showing land to be transferred tinted blue)

Michael Kettle

Senior Housing and Commercial Development Manager

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HM Land Registry Illustrative plan

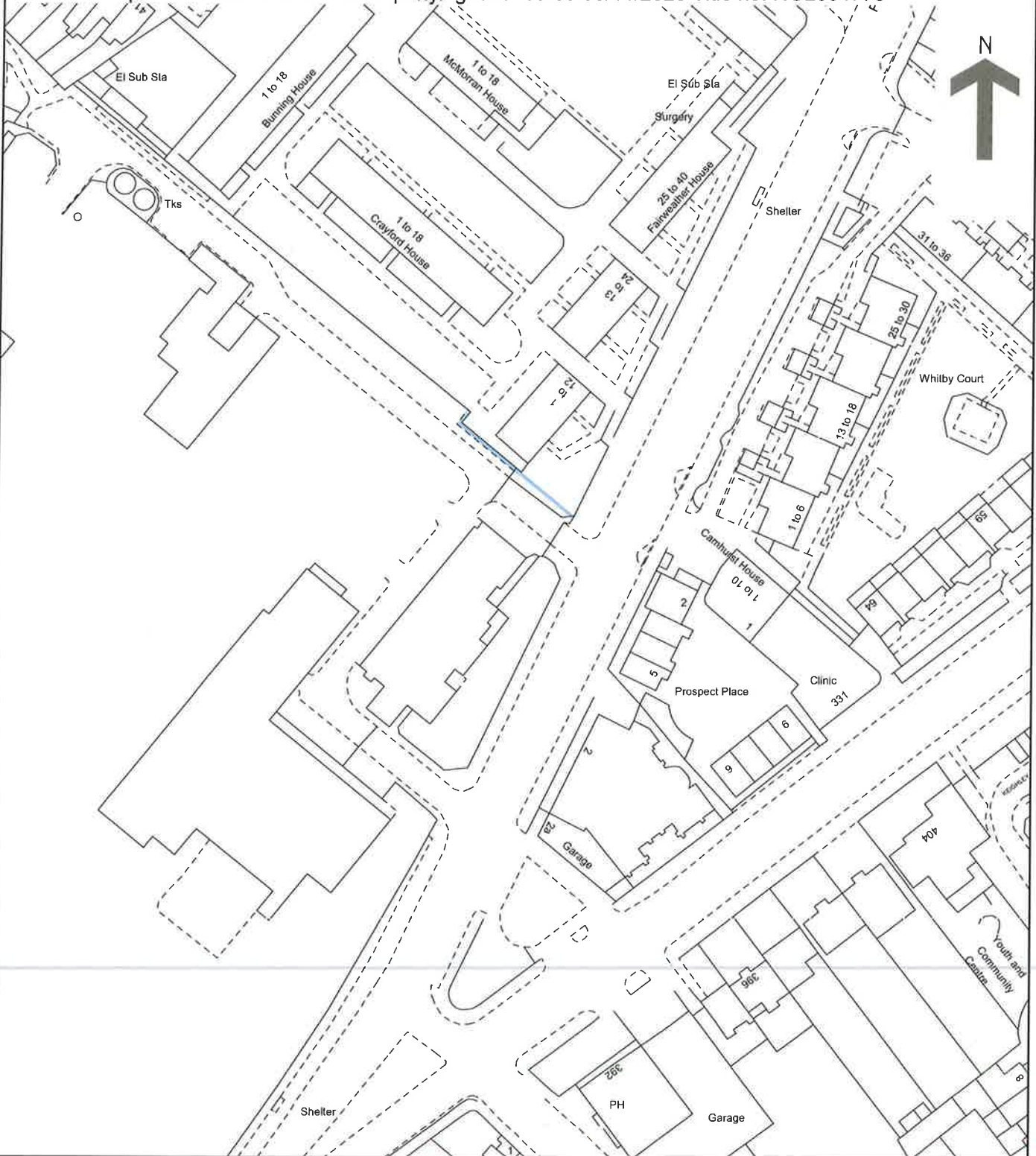
Title number **NGL804775**
Ordnance Survey map reference **TQ3085NW**
Scale **1:1250**
Administrative area **Islington**



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This is the plan referred to in the accompanying letter dated 08/11/2023 Title no. NGL804775



This plan shows the general position, not the exact line, of the boundaries. It may be subject to distortions in scale. Measurements scaled from this plan may not match measurements between the same points on the ground.

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Committee: Homelessness and Rough Sleeping Subcommittee Community and Children’s Services Committee	Dated: 04/03/2024 04/07/2024
Subject: Future Planning for Severe Weather Emergency Protocols	Public
Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?	1,2,3,4,10
Does this proposal require extra revenue and/or capital spending?	N
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain’s Department?	N/A
Report of: Judith Finlay – Executive Director, Community and Children’s Services	For Decision
Report author: Will Norman – Head of Homelessness Prevention and Rough Sleeping	

Summary

This report sets out the background to how and why the City of London delivers a Severe Weather Emergency Protocol (SWEP) and the methodology currently in use. The report describes the costs of delivering SWEP and places this cost in the context of the changes we are seeing in the sector regarding expectations and demand pressures. The report provides potential options designed to meet emerging demand and future proof SWEP delivery.

Three options are set out for Members to consider: a) changing nothing; b) increasing the budget and retaining the existing delivery model; c) increasing the budget and redesigning our SWEP delivery model. Appendix 1 sets out the cost of SWEP for 2023/24 and describes a potential option C. This appendix contains information which is commercially sensitive so can therefore be found in the non-public section.

Appendix 1 has been updated from the version seen by the Homelessness and Rough Sleeping Subcommittee on 4 March 2024 to include known winter SWEP costs for 2023/24. The Subcommittee supports option C and recommends this option to Community and Childrens Services for consideration. The cost of delivering option C, or similar, has been included in the mid-term financial planning process recently undertaken by Chamberlains.

This report references the following priority areas from the 2024–27 Homelessness and Rough Sleeping Strategy:

- Priority 1 – Rapid, effective and tailored interventions
- Priority 3 – Achieving our goals through better collaboration and partnership

Recommendation

Members are asked to:

- Consider the recommendation made by the Homelessness and Rough Sleeping Subcommittee to progress option C.

Main Report

Background

1. SWEP is a set of measures triggered by weather conditions that are considered an acute risk to the health of rough sleepers. Historically this involved only cold weather. More recently, hot weather is also included and, in rare cases, storms and high winds. SWEP is not a statutory requirement, however, over the last decade it has become a standard operating procedure for local authorities.
2. Local authority SWEP compliance, budget and capacity has witnessed notable change over the last five years. 2017/18 was the first year that the Greater London Authority (GLA) published annual SWEP guidelines, and approaches across local authorities varied enormously. February and March 2018 saw the 'Beast from the East' with night-time and daytime temperatures around or below zero. The risk to life among rough sleepers was significant and local and Pan-London capacity was quickly exhausted.
3. 2018/19 saw the introduction of the 'In for Good' principle. This asks local authorities to keep anyone coming into emergency accommodation off the street until such a time as a viable plan to end their homelessness has been formulated. While widely recognised as being a helpful objective, 'In for Good' can effectively extend a SWEP stay beyond the deactivation day, for days and potentially weeks or months.
4. The history of activation protocols has also changed. Prior to 2017/18, Homeless Link advice was that local authorities should activate SWEP when the weather was forecast to drop below zero degrees for three consecutive nights. This advice is still widely followed outside London, particularly in rural areas. The first GLA protocol of 2017/18 suggested that a single night forecast of zero degrees was more reliable and provided better safeguards for London's three larger rough sleeping populations. In 2018/19 the GLA adopted a co-ordination role on behalf of all 33 London authorities for activations and, to help achieve this, adapted the activation criteria further to a single night forecast of zero degrees anywhere in Greater London.
5. As part of its SWEP commitment, the GLA commissions a Pan-London SWEP project, which accepts referrals from all London local authorities. The expectation is that local provision will be exhausted before Pan-London SWEP is accessed.

6. Hot weather SWEP was first introduced during the heatwaves of summer 2021/22 where record temperatures in excess of 40 degrees were recorded in central London. 2022/23 was the first year that Hot Weather SWEP was formalised, and the GLA published a RAG-rated activation framework based on UK Health Security Agency guidance.
7. Hot Weather SWEP deviates from the cold weather model by not focusing on accommodation at night. Instead, Outreach teams work to get rough sleepers into cool daytime spaces.
8. An earlier draft of this report was seen by the Department of Community and Children's Services Departmental Leadership Team meeting on 17 January 2024 and the Homelessness and Rough Sleeping Subcommittee on 4 March 2024.

Current Position

9. The City of London has a SWEP document that is reviewed annually, with key data and findings shared with relevant operational and strategic groups and the Homelessness & Rough Sleeping Sub-Committee.

City Cold Weather SWEP

10. Activations are made by the GLA by mid-morning on the day preceding the night-time forecast and immediately relayed to commissioned services and stakeholders. Along with other local authorities, the City will not normally deviate from GLA protocol, regardless of the weather forecast in the Square Mile. Zero degrees in Barnet could mean 4 degrees in the Square Mile.
11. SWEP is deactivated in a similar way, but we are more likely to follow our own protocol if it makes more logistical and operational sense to extend a SWEP activation – for example, over a weekend or bank holiday.
12. The 'In for Good' principle in the City is taken to mean until such a time as a rough sleeper has a Credible Service Offer (CSO). The accommodation resources available each year vary depending on the assets available to us. This winter we had 11 spaces available in our Pathway (all in communal or repurposed rooms) plus B&B bookings and use of discretionary temporary accommodation.
13. Over the last three years we have averaged 30 nights of SWEP activation per winter period (taken to be 1 November to 31 March, although April has seen SWEP in the past). In 2022/23 there were 34 nights of SWEP activation, and we achieved 53 stays for 50 unique individuals.
14. During winter 2023/24 we saw 18 nights covered by SWEP activation and 64 individuals assisted.

City Hot Weather SWEP

15. Hot Weather SWEP focuses on access to advice, guidance and cool spaces during the day. Rough sleepers with health conditions are less able to take precautions to safeguard themselves, so there is an additional emphasis on health needs assessment.
16. Hot Weather SWEP guidance uses the Heat Health Alerts, issued by UK Health Security Agency, which alert us to what impact the heat could have. There are four alert levels:
 - Green: When there is expected to be minimal impact on health (and no alert will be issued)
 - Yellow: When people who are more vulnerable may struggle to cope. This may be issued when temperatures are forecast to reach 30°C for a couple of days
 - Amber: When the impact from the heat is likely to be felt across the entire population. This may be triggered when temperatures are forecast to approach 32°C
 - Red: When there is significant risk to life, for the entire population.
17. Activations are sent from the GLA in the same way as cold weather activations. Yellow alerts (not an activation) are common and only require advice, guidance and signposting. Amber and Red activations require access to dedicated 'cool spaces' during the day. Last summer we took the discretionary step of extending cool space provision into the evening for Red activations (not required).
18. Summer 2023 (which was cooler than expected) saw 19 days under Yellow alert and seven days under Amber activation. During 2022, which pre-dates the first dedicated Hot Weather SWEP protocols, cool spaces were provided on two separate occasions. Applying the UK Health Security Agency activation criteria retrospectively, two of these activations would have been Red.

Challenges

Expectations upon local authorities

19. As detailed above, prior to 2016/17, SWEP was managed locally with guiding principles set out by Homeless Link and the GLA. Incremental steps taken over recent years have increased expectations from regional bodies and central government. Rough Sleepers Initiative (RSI) funding has opened local service delivery up to greater scrutiny and reporting. Every autumn each local authority is asked to share its SWEP arrangements in advance. Individual borough SWEP performance data is widely shared.
20. Hot Weather SWEP requires two sets of arrangements meaning we are in a state of perpetual planning and review. 'In for Good' is a valuable principle for capitalising on SWEP activations and important learning arises from each season, however, the delivery of both protocols is increasingly resource intensive.

Fluctuating demand

21. SWEP demand is difficult to predict, both during an activation and in the preparation stages of planning. Single night activations on or around zero degrees somewhere in London can result in no rough sleepers accepting a SWEP offer. A week of sub-zero night-time temperatures combined with snow or freezing rain can see SWEP capacity quickly exhausted. Delivery models which meet the needs of both while also returning value for money are hard to achieve. Containing our SWEP offer within our existing pathway makes costs easier to track.
22. Differences between boroughs in rough sleeping numbers has a knock-on effect for the City. The second SWEP activation of winter 2023/24 saw the GLA-funded Pan-London SWEP project near capacity. A risk emerges of London-wide demand exceeding combined local and Pan-London provision.
23. The increasing probability of severe weather (hot and cold) and rising rough sleeping numbers present a challenge to current and near future planning.
24. Seasonal projects designed to operate continually through the winter can be helpful in offering additional baseline capacity, but they have limitations as to what they can offer should temperatures drop into SWEP criteria. Spaces will need to be held back to accommodate the extra demand created by the SWEP offer.
25. Despite obvious discomfort created by cold weather, not every rough sleeper will except an offer of SWEP accommodation. Our Outreach teams are determined in their attempts to restate SWEP offers. Data from recent activations tells us that approximately 80% of City rough sleepers accept SWEP during long activations (over a week). Depending on the measure used, this equates to between 24 and 37 SWEP spaces required for a lengthy activation at current rough sleeping levels.
26. Should rough sleeping numbers decline, the number of SWEP spaces required would track that figure. Short activations would require fewer spaces.

Cost

27. Prior to 2017/18 there was no dedicated SWEP budget for the provision of emergency accommodation. A £10,000 budget was used to fund an annual winter awareness campaign aimed at the public and businesses. Printed materials advertised StreetLink. SWEP provision was offered at no cost by existing commissioned providers and the only additional costs were B&B placements if this was exhausted. The winter promotional campaign has been discontinued and the budget increased to £20,000 from within the local risk budget.
28. The severe winter of 2017/18 saw most local authorities exhaust their core provision, and contingency plans were widely mobilised. The City temporarily

increased the burden on existing providers to ensure that no one was left out. To manage risk, additional funding was supplied to providers to boost security and night staffing cover.

29. During the COVID-19 pandemic, providers came to the aid of commissioners more than once to expand, modify and extend service provision to meet the 'Everyone In' challenge. Funding from the RSI often made this possible. Providers now face requests from across London for SWEP solutions and demand on them has increased significantly.
30. More detailed costs for delivering SWEP in 2023/24 can be found in Non-public Appendix 1.

Resources and infrastructure

31. Traditional SWEP responses use spare capacity in existing supported accommodation pathways. Spare offices, vacant rooms and communal spaces can all be used. The total number of 11 spaces this year is indicative of the spare capacity within our pathway rather than the level of need found in the rough sleeping population. If we had more spare capacity, we would use this to increase the size of our core SWEP offer.
32. The City's flexible SWEP offer uses hotel rooms so, should demand exceed the core 11 space allocation, SWEP offers remain at the Outreach team's disposal throughout any activation.
33. Buildings and spaces that could be used for surge or tier-two SWEP are hard to find and mobilise. The City would require delivery partners to operate such a service, and it would need a model that could be mobilised at pace with minimal preparation.
34. Hot Weather SWEP presents a distinct set of challenges. 'Cool spaces' must be available during daytime hours (and into the evening for a Red activation), accessible to a rough sleeping client group, and appropriately staffed. During the heatwaves in 2022, a conference room in the Guildhall North Wing was hastily commandeered (but not used). This is not seen as a sustainable solution.
35. The City Outreach team are doubly busy during winter under normal conditions and SWEP adds additional pressures. The more integrated we become into wider social care, community safety and health systems, the more demands there are of the Outreach team to engage with various initiatives, schemes and projects.
36. Sub-regional and multi-borough SWEP solutions do not currently exist but could in the future. While a SWEP offer distant from the Square Mile is less likely to prove effective, a more limited SWEP service shared with immediate neighbours is viable, subject to funding.

Procurement

37. The increase in the cost of delivering SWEP, unpredictable sources of funding and fluctuating demand has created challenges to securing compliant procurement processes. Contract variations can be used for existing providers, where possible, and open market tenders are required for new and novel pieces of work. The annual cycle of review, plan and commission is inefficient, resource intensive and introduces unnecessary risk. Short-term and late notice grant funding awards present technical and resource challenges for procurement and legal colleagues.

Options

A. Change nothing

38. It is possible to continue to deliver SWEP in the way we currently do. This will necessarily limit the scope of our SWEP offer to what can be contained within the Homelessness & Rough Sleeping local risk budget. The new Rough Sleeping Assessment Centre mobilises in early 2024 and this will offer an additional two safe spaces. On this basis 10 to 14 spaces within our existing pathway is sustainable. Assuming that contract terms can be agreed, Hot Weather SWEP at the Dellow Centre could continue to be the solution. £50,000 has been set aside from our Local Risk for the 2024/25 period.

Benefits

- Represents a continuation of our current practice, so is relatively easy to arrange.
- Costs are rising but still represents the cheapest way of delivering SWEP.

Risks

- In 2023/24 costs exceeded the £20,000 budget set aside for SWEP but were contained within the Homelessness and Rough Sleeping local risk budget.
- Trends seen over the last six years indicate that costs and demand are more likely to increase than remain the same or reduce. This puts the larger amount (£50,000) set aside for 2024/25 under pressure.
- The City is less prepared for known factors such as climate change, fluctuating rough sleeping numbers and public health crises.
- Capacity is arbitrarily limited to available space within the existing pathway. Meeting demand over and above this will require in-year emergency planning.
- Long-term procurement challenges created by rising aggregated spend and repeat contract variations.

B. Increase budget to extend existing measures

39. Continuing to deliver the existing year-round SWEP offer from the existing Homelessness and Rough Sleeping budget has required the budget to be profiled differently for FY2024/25. Going forward should this approach be repeated, funding for other service delivery areas or interim/agency posts could

be affected. The Homelessness and Rough Sleeping local risk budget needs to increase to reflect current costs plus the need to be flexible to extend current measures to account for worsening weather conditions, increasing rough sleeping numbers and rising expectations on Outreach teams.

40. Extending current measures could mean different things – additional B&B use, spot purchasing voids in services commissioned outside the City of London pathway or procuring temporary accommodation.
41. Extending existing measures should also include additional Outreach resource to co-ordinate SWEP activity.

Benefits

- Builds on existing measures so is relatively easy to deliver, depending on scope and complexity of expanded offer.
- Covers realistic cost of current SWEP delivery and gives scope to expand offer to create a more comprehensive solution.
- Addresses some of the emerging need identified in option A.
- Introduces efficiencies which should limit the need for in-year emergency planning (in the event surge or tier-two capacity is included).
- Improved service delivery continuity for the commissioned Outreach team.

Risks

- Additional in-year planning will be required if capacity is exhausted.
- Additional use of B&Bs and temporary accommodation introduces risk and stretches support span of existing commissioned services.
- Procurement challenges remain.

C. Increase budget and develop new SWEP model

42. Option C represents a more comprehensive rethink of how we deliver SWEP. It is designed to consider current pressures, learning from previous models and future demand.

43. Current SWEP delivery is based around the principle of safeguarding life and wellbeing during severe weather. Over time, it has also become increasingly important as a method for capturing rough sleepers previously overlooked or ineligible for assistance. SWEP can be a catalyst for change given the opportunity it presents Outreach teams to reframe support offers and engage hard-to-reach individuals. An increased SWEP budget combined with more comprehensive internal partnership work could create a year-round SWEP offer which is resilient to current and future pressures. The components of this offer could be:

- A two-stage or phased model using a commissioned provider and dedicated space to complement the core offer found within the Pathway
- A building-based resource within the Square Mile to locate a regular SWEP service

- A dedicated 'playbook' with corporate level buy-in to ensure that resources are allocated for more severe or lengthy activations
- A model that can be mobilised to support other critical and business continuity risks such as hostel evacuations
- A year-round model adapted for winter/summer SWEP activations
- The potential for co-ordination shared with the City of London Resilience Forum
- Access to centrally sourced volunteers and resources to support planning and delivery
- Procurement solutions sought as required – for example, City of London SWEP provider contract
- Additional Outreach capacity during winter.

Benefits

- Flexible capacity is integrated into the plan, creating a high degree of confidence that any level of SWEP demand can be met
- The 'playbook' can be mobilised for other contingencies – critical service failures, public health emergencies, etc. This offers additional value.
- Link to Resilience Forum strengthens the approach and mitigates the risk held locally within the Department of Community and Children's Services
- Procurement on a more stable footing and reduced contract compliance risk
- Improved efficiency within the Homelessness and Rough Sleeping Team – less officer time spent organising and troubleshooting
- Improved business continuity for the Outreach team – ability to remain focused on objectives.
- Year-round preparedness and resilience.

Risks

- Greater cost and complexity
- Challenges remain in sourcing suitable accommodation within the Square Mile and keeping that available year on year
- This option would require additional funding being agreed for 2025/26 onwards.

Corporate & Strategic Implications

44. **Financial implications** – SWEP costs are currently met within existing local risk budget. However, future SWEP demands led by weather events or expanded delivery models will increase costs.
45. **Resource implications** – N/A
46. **Legal implications** – N/A
47. **Risk implications** – N/A
48. **Equalities implications** – N/A
49. **Climate implications** – there are no implications arising from this report or the measures contained within the protocol and Appendix documents. However, this SWEP protocol is directly related to year-round weather events.
50. **Security implications** – N/A

Conclusion

51. The City of London has a SWEP protocol with two appendices which cover cold and hot weather arrangements respectively. These are reviewed and updated annually.
52. SWEP demands placed upon local authorities are increasing as expectations upon local authorities and rough sleeping numbers increase. This creates a number of challenges, including budget and resource pressures.
53. Sustaining the current SWEP approach of a core offer sourced from within our Pathway plus additional temporary accommodation and hotel room bookings can be contained with the local risk budget.
54. Expanding that model to create more confirmed capacity ahead of each winter or a more fundamental redesign of our SWEP model to match forecast future demand will require an increase in budget.
55. Option C is the preferred alternative SWEP model. This option has been considered by the Homelessness and Rough Sleeping Subcommittee and is recommended to the Community and Childrens Services Committee for consideration.
56. The increased cost of delivering Option C has been included in the medium-term financial planning process.

Background Papers

- City of London Severe Weather Emergency Protocol 2023/24

Appendices

- Non-public Appendix 1 – Projected SWEP costs 2023/24 (updated) and estimated costs for SWEP model option C.

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Committees: Safeguarding Sub-Committee – For recommendation Community and Children’s Services – For decision	Dated: 16/04/2024 04/07/2024
Subject: Care Leaver Offer	Public
Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?	3, 10
Does this proposal require extra revenue and/or capital spending?	N
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain’s Department?	N/A
Report of: Judith Finlay, Executive Director of Community and Children’s Services	For Decision
Report author: Rachel Talmage, Head of Children’s Social Care and Early Help, People Department, Department of Community and Children’s Services	

Summary

This report to Members shows the fully revised offer to Care Leavers supported by the City of London. The offer was redesigned following: (1) ideas and feedback from care leavers and their social workers; (2) the Care Leaver Covenant; (3) the Care Leaver Compact; (4) consideration of other outstanding local authorities’ offers; and (5) a request by the Town Clerk that the offer be world class. The offer was approved by the Children in Care Council. The Safeguarding Sub Committee recommended the offer for approval by the DCCS Grand Committee.

Recommendations

DCCS Grand Committee members are asked to:

- Approve the Offer.

Main Report

Background

1. It is a duty under the Children and Social Work Act 2017 that England's local authorities must publish information about the services offered for care leavers.
2. Following approval by the Safeguarding Sub-Committee of a paper presented to the Grand Committee in December 2023, the City of London is a signatory to the Pan London Care Leavers Compact and affords care leavers protection and support equivalent to the protected characteristics under the Public Sector Equality Duty.
3. The Care Leaver Offer fully adopts all six recommendations from the Compact.¹ The Compact was formally launched on 5 March 2024.
4. City of London Corporation Members have always demonstrated a commitment to supporting our care leaver population. Following a focused visit of our care leaving services in November 2018, Ofsted noted that:

“Care leavers in the City of London benefit from a strong service that ensures that they are very well supported. They receive effective help which enables most to achieve good outcomes. There is a determined and appropriately ambitious political and corporate focus to sustain and improve outcomes for care leavers.”

5. Furthermore, in 2020, during the full Inspection of Children's Social Care Services, Ofsted judged the experience and progress of children in care and care leavers to be 'outstanding', noting the following:
 - Children in care and care leavers are extremely well supported.
 - Commitment to ensuring that needs are met is demonstrated by senior leaders, councillors, health partners and children's social workers, resulting in an extremely good level of service.
 - Extremely strong involvement and interest from council members.
 - Particular sensitivity shown regarding cultural diversity.
 - Strong use of advocacy and independent visiting.
 - Good housing offer, with support and moving only when ready.

¹ The six requirements of the compact are:

- 1) London local authorities offer a full council tax exemption for their Care Leavers (18–25) that live within the borough.
- 2) London local authorities adopt the principle that no care leaver (18–25) should be found intentionally homeless.
- 3) London local authorities adopt the principle that their care leavers up to the age of 25 are to be found as being in 'priority need' under homelessness legislation.
- 4) London local authorities offer a rent deposit scheme for their care leavers (18–25) for whom private rented accommodation is assessed as a suitable option.
- 5) London local authorities have a joint protocol between Housing and Children's Services for care leavers in line with good practice advice.
- 6) London local authorities become signatories to the Care Leavers Covenant.

6. In 2023, Ofsted introduced a separate judgement on care leavers, in recognition of the unique set of presenting needs of this cohort of young people.
7. The Care Leaver Offer has been updated after listening to the views of our care leavers, the people who work with them, from national research, and from reviewing other offers from local authorities that are also graded as 'outstanding'. The final offer is appended for review and decision (see Appendix 1).

Current Position

8. The Care Leaver offer is fully updated to realise the commitments in the Compact.
9. Since becoming a signatory to the Compact, a fully revised joint protocol between housing and children's social care has been approved; care leavers have ringfenced apprenticeships, attended university taster sessions, learnt more about apprenticeships via introductory sessions, and taken up our enhanced travel offer (Transport for London pay 50% of bus passes, City of London top up the remainder).
10. Following a decision by the Grand Committee, care leavers have protection akin to protected characteristics under the Equality Act. The Corporation as a whole organisation is corporate (community) parent to each of our children in and leaving our care.

Key features of the 2024 offer

11. Our Care Leaver Offer seeks to include our young people in every opportunity within the City of London Corporation. The Corporation includes high-profile green spaces, tourist attractions, the Port Authority, our own police force, the Barbican, Museum of London, related institutions such as Guildhall School of Music and Drama along with employment in surveying, law, IT, environment, media, strategy and community services among others.
12. Care leavers will have the support needed to obtain citizenship. This includes help with finding and securing legal aid lawyers, social work support in home office interviews, support with applications for Indefinite Leave to Remain and citizenship applications. If eligible, all care leavers will have a passport. This offer meets care leavers' immediate basic need for security and supports this through their life course.
13. Care leavers are given the highest priority in respect of a council tenancy. Care leavers will be supported to stay with their foster carers where this is the right plan. Care leavers will be in supported accommodation that meets their needs until their tenancy is granted.
14. Apprenticeships, work experience, interview practice, exposure to career fairs and connections between the Virtual School Head, participation and adult skills are a core part of our 'family firm' offer.

15. Care leavers are supported with the same level of funding for undergraduate and postgraduate degrees, including masters and PhD programmes of study.
16. Care leavers are supported to vote.
17. Care leavers receive free prescriptions.
18. Care leavers can experience theatre, art and music, and have a Barbican young person's pass, with a full enrichment programme giving access to oracy classes, sport and forest school at Epping Forest.
19. Care leavers are included in the Children in Care Council, with independent visiting and advocacy – it is a choice to opt out. All care leavers are supported to access charitable/leisure groups to build friendships and social connections.

Care leaver views

20. Care leavers appreciate the offer and think it is comprehensive. Two further requests are made: a travelcard for tube/train/buses within London each year to age 25; and monthly gym membership to age 25 (it currently stops at age 21).
21. The cost of the travelcard would not be subsidised by Transport for London as the current 50% bus pass is. The cost is prohibitive without additional funds being awarded.
22. The monthly gym membership would cost £30 per month per care leaver, and is beyond the scope of the budget. The other costs in the offer can be contained within our local risk.

Corporate plan

23. Work to support care leavers sits within a commitment to a flourishing society, ensuring equality of opportunity. We would like to see equal outcomes for our young people: being able to access well-paying jobs and receive a good-quality education. Our ambition for care leavers is equivalent to our hopes for our own children.

Corporate & Strategic Implications

- **Financial implications** – Costs to meet these commitments are managed within local budgets. Any enhancement to the gym membership to age 25 and the travelcard to 25 would require additional funds.
- **Resource implications** – Resource needs are met within the Department's resource base. Wider corporate engagement, for example, the procuring of laptops, will see wider commitment and distribution of resources to support our ambitions.
- **Legal implications** – none

- **Risk implications** – Providing a full, creative, enrichment programme and ensuring that young people are provided with opportunities and courses that will stretch them offers an antidote to boredom and the risk of unhealthy behaviours on an individual basis. The City of London will be subject to an Ofsted inspection in this area. There is a risk that, should the impact of the offer not continue to innovate and grow, then the City of London would suffer reputational risk.
- **Equalities implications** – The London Innovation and Improvement Alliance Report on Local Authority Commitments notes the following:

“Care Leavers and those who support them have advocated for some time that care experience should be recognised as a ‘protected characteristic’. This gained further traction through the Independent Review of Children’s Social Care. The Review discusses the stigma and discrimination that people experience as a result of being in care or care experienced and argues that it is similar in nature to other groups that have a legally protected characteristic under the Equality Act (2021). It recommends that care experience should be made a protected characteristic to give employers, public services etc greater authority to put in place programmes to promote better outcomes for care experienced people. “

The Safeguarding Sub-Committee proposed and the Community and Children’s Services Grand Committee approved our care leavers as having support equivalent to those protected characteristics under Equality legislation.

- **Climate implications** – none
- **Security implications** – none

Conclusion

24. The Care Leaver Offer sets out a comprehensive ambitious offer for all our children. The ambition is to be a world-class service to care leavers, to ensure that they reach their potential, vote, enjoy arts/music/sport, have good friends and relationships and obtain better quality and higher paying jobs, including within the Corporation and its institutions. The offer is appended. The offer is designed to be used via our Family Information Service website, and is separated by subject area rather than a long document. The purpose of this is to enable social workers and young people to look at one topic at a time. Audio recordings in our main 8 languages will sit in each section. This will enable our young people to listen in their first languages, and include children who are unable to read or writing in their mother tongue.

Appendices

- **Appendix 1:** The City of London Care Leaver Offer

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Committee: Community and Children's Services	Dated: 04/07/2024
Subject: Homelessness and Rough Sleeping Services – Options for Domestic Abuse Victim/Survivor	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	1, 2, 3,10
Does this proposal require extra revenue and/or capital spending?	N
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain's Department?	N/A
Report of: Judith Finlay – Executive Director, Community and Children's Services	For Information
Report author: Kirsty Lowe, Rough Sleeping Services Manager Lauren Walker, Advice & Homelessness Officer	

Summary

It is a legal requirement of all local authorities to provide support to those who are fleeing Domestic Abuse (DA). This paper sets out the additional duties placed on the City of London Corporation's (CoL's) Homelessness & Rough Sleeping Team (HRST) by the introduction of the Domestic Abuse Act 2021 (DAA 2021).

The report sets out the CoL's response and available resources when supporting single, homeless individuals fleeing DA, and how this has improved since the introduction of the DAA 2021 and the collaboration and work by the Women's Action Group (WAG).

The report sets out various accommodation and support options available to individuals fleeing DA. Safe accommodation options include the CoL Women's Project, temporary accommodation (TA), refuges, sanctuary schemes and spot purchase placements in specialist women's services. Specialist support services include the Mobile Intervention Support Team, Independent Domestic Violence Advisor, Vulnerable Victims' Advocates, psychotherapy, and more.

The report describes the different options available to the CoL HRST and how, regardless of individual need, protected characteristics or risk posed, the CoL discharges its duties as set out in the DAA 2021.

Recommendation

Members are asked to: Note the report.

Main Report

Background

1. Members were first made aware of the additional duties placed on CoL by the DAA 2021 and the development of the CoL Women's Project (COLWP) in July's Community and Children's Committee in the report titled *City of London's Women Project Update*.
2. The Crime Survey for England and Wales estimated that 2.1 million people aged 16 years and over (1.4 million women and 751,000 men) experienced DA in the year ending March 2023.
3. The Local Government Association set out similar statistics, that victims are predominantly women, with one in four women experiencing a form of DA in their lifetime. DA also significantly affects those children and young people who witness incidents of violence and control. Their experience of DA can lead to intergenerational cycles of vulnerability and perpetration.
4. In 2019, Ministry of Housing, Communities and Local Government, now referred to as the Department for Levelling Up, Housing and Communities (DLUHC) carried out a review of the funding and commissioning of support for victims of DA and their children, which resulted in a new duty on local authorities to assess the need for, and commission support for, victims and their children in safe accommodation.
5. In addition to safe accommodation, the review also highlighted the need for additional support duties:
 - Advocacy support (personalised safety plans through liaison with other support services)
 - DA prevention advice
 - Additional specialist support (drug and alcohol, mental health)
 - Children's support
 - Longer-term housing support
 - Counselling.
6. The DAA 2021, received Royal Assent on 29 April 2021. The DAA 2021 aimed to enhance the protection and support of victims by establishing a DA commissioner, introducing DA protection notices and orders, and a duty on local authorities to provide support to victims of DA and their children, including providing safe accommodation.
7. The DAA 2021 places statutory duties on local authorities to provide support to victims of DA and their children residing within refuges and other safe accommodation.

This accommodation includes:

- Refuge accommodation
- Specialist safe accommodation
- Dispersed accommodation
- Sanctuary schemes
- Move-on or second stage accommodation.

8. The government has provided the following annual amounts to local authorities to finance the new burdens placed on local authorities to provide better support to those experiencing DA:

- 2021/22: £125,000,000
- 2022/23: £125,000,000
- 2023/24: £127,300,000
- 2024/25: £129.700,000

9. Historic data shows that demand on the CoL Statutory Homelessness Team (SHT) has steadily increased since 2020/21, with the highest number of DA approaches to the SHT being recorded after the introduction of the DAA 2021.

Year	Number of approaches due to DA
2018/19	5
2019/20	3
2020/21	27
JULY 2021 – DOMESTIC ABUSE ACT 2021 INTRODUCED	
2021/22	36
2022/23	53
2023/24	32

10. Prior to the introduction of the DAA 2021, the CoL offer of support to those fleeing DA was proportionate to need but limited in nature. If specialist safe accommodation was needed, the SHT would refer an individual to the National Domestic Abuse Helpline who would attempt to source a refuge. Alternatively, TA in a safe borough could be sourced, however, there was no gender-specific accommodation available.

11. An offer of an Independent Domestic Violence Advisor (IDVA) was in place, however, there wasn't a direct referral route for the SHT, and so access to an IDVA on occasion could be delayed.

12. In early 2023, City officers from various parts of the Department of Community and Children's Services (DCCS) alongside commissioned homelessness services, came together with a common aim to better understand and serve the needs of those experiencing homelessness and DA. The group agreed to work together to identify what could be done to improve the CoL's response to better support those fleeing DA. The CoL WAG was formed. Terms of reference were agreed alongside key ambitions for the year. The group's main focus was to deliver a gender-specialist safe accommodation service for individuals coming

into contact with HRST, particularly those seeking support from the SHT or Rough Sleeping Team.

13. The Rough Sleeping Team identified an underspend in the 2022/23 Rough Sleeping Initiative grant from DLUHC, and with the department's approval, the underspend was repurposed to fund a 12-month pilot to provide safe accommodation – the COLWP.
14. The WAG worked with an existing TA provider to source a small, converted house split into six one-bed studios with a shared kitchen and garden. The building was repurposed focusing on safety and comfort for guests and, most importantly, the property aligned with the safe accommodation regulations identified in the DAA 2021.
15. The Rough Sleeping Team arranged for an existing commissioned service, the Thames Reach Mobile Intervention Support Team to provide gender-specific in-reach case support to those staying at COLWP.

Current Position

16. A data snapshot on 11 June 2024 showed that the SHT had 20 cases open with applicants fleeing DA as their main reason for homelessness.

Single women	12
Single men	4
Families (female lead applicant)	4
Families (male lead applicant)	0
Trans/non-binary applicants	0

17. The WAG continue to meet monthly to drive this area of work. Regardless of individual needs or risk posed, the group are confident that appropriate placements and support can be sourced.
18. The accommodation available to those fleeing DA and working with the HRST is described in the following paragraphs.
19. The **COLWP** is a small property split into six studios rented to the CoL by a TA. The COLWP opened and had its first resident move in on 3 April 2023. To date, 13 individuals have resided at the COLWP.
20. COLWP is often full and so the SHT operates a waiting list. When the COLWP is full, officers will refer to the [Temporary Accommodation Allocation Policy](#) to identify an alternative safe and suitable placement. This may be self-contained TA or a refuge placement.

21. The table below shows the six individuals currently placed at COLWP, their previous housing situation, the lead referral team, and the person's additional support needs.

Case	Age	Previous housing circumstance	Referral source	Additional support needs
1	39	No fixed abode	Statutory homelessness	Mental health, risk of stalking
2	41	No fixed abode	Statutory homelessness	Non-molestation order
3	41	Privately renting	Statutory homelessness	Mental health – depression/anxiety
4	27	Rough sleeping	Rough sleeping services	Refugee
5	23	Living with family	Statutory homelessness	Mental health – depression/anxiety
6	20	Living with family	Statutory homelessness	Mental health – ADHD/Anxiety, Autism

22. The table below shows to date the seven individuals who have moved on from COLWP. The SHT have identified six successful move-ons (cases A to E and G) and one unsuccessful (case F).

Case	Age	Previous housing circumstance	Referral source	Additional support needs	Duration in COLWP (days)	Outcome
A	32	Colchester refuge	Statutory homelessness	Substance misuse	20	Reconnection – North East
B	29	Waltham Forest refuge	Statutory homelessness	Mental health – PTSD	97	Council housing offer
C	63	Rough sleeping	Rough sleeping services	Physical health issues	95	Direct council housing offer
D	23	Sofa surfing	Statutory homelessness	N/A	132	PRS offer
E	43	Temporary accommodation	Statutory homelessness	Mental health – Psychosis	46	Supported accommodation offer
F	30	Living with family	Statutory homelessness	Mental health – PTSD/Anxiety	74	Reconnected with family
G	29	Ukraine sponsorship property	Statutory homelessness	Sexual violence, mental health	223	Moved back with family

23. **TA** is a term that describes temporary housing for people who are homeless. TA is provided by local government and most common provision is bed & breakfast.

24. The Statutory Homelessness Team have ensured that the [Temporary Accommodation Allocation Policy](#) reflects the duties stipulated by the DAA 2021, as states that all DA victims/survivors will be offered self-contained accommodation and, where possible, female-only or male-only accommodation. Where this is not possible, and the applicant is open to refuge accommodation, we will seek to identify a placement in a refuge using the 'Gold Book'.
25. The 'Gold Book' is an online resource published by Routes to Support and Women's Aid. This enables officers to check live vacancies in refuges across the UK, and to review criteria and specialist support on offer so that referrals are appropriate and personalised.
26. All TA placements will be outside the CoL, as is standard, however, officers will identify safe areas during the full housing assessment to ensure that we do not move a victim/survivor somewhere they will be at risk of further abuse.
27. All current 20 DA statutory cases are in TA. Five of these are placed at COLWP; the rest are in self-contained accommodation in safe boroughs. All DA victims/survivors who aren't able to reside at COLWP are offered self-contained accommodation in a safe borough with no shared facilities.
28. Hotels are not part of the SHT standard offer and are only used in emergency situations for short periods where suitable or safe TA isn't available.
29. **Refuges** are another safe accommodation option for those fleeing DA. Thanks to access to the 'Gold Book' the SHT can now target referrals to specific areas and vacancies that can address any additional support needs the applicant may have.
30. There are currently no CoL applicants placed in a refuge. This is partly due to the team being able to meet the victim's/survivor's accommodation needs through TA and the COLWP.
31. Officers from HRST recently carried out a review of the London-wide refuges that support single adults. These were identified through the 'Gold Book'. There were 32 London refuges who were contacted and asked to complete a brief questionnaire identifying the access criteria and the support offered.
32. Of the 32 refuges contacted, 11 responded. Of these, most confirmed access criteria which allowed for referrals for transgender and non-binary clients, which confirms that the CoL can meet the needs of all potential applicants, however small in number. Half of the refuges contacted did offer accommodation to those with no recourse to public funds. The only exception to this was the provision for men. Only two of the 11 refuges confirmed that they offered specialist provision for men, with the remaining eight refuges confirming that they would provide advice and refer individuals on to services that do accommodate men.
33. The table below shows the responses from the 11 refuges that completed the survey when asked whether they would accept individuals with no recourse to public funds and individuals who identified as transgender, non-binary or male.

Question	Yes	No	Exceptions	Additional comments
No recourse to public funds	6	3	2 If funded by Migrant Victims of Domestic Abuse Concession or Adult Social Care	Mental health, risk of stalking
Transgender	7	4	0	Onward referrals to trans services would be offered to those who were declined
Non-binary	7	1	3 If the individuals were assigned female at birth	
Male	2	9	0	Onward referrals to male services would be offered to those who were declined

34. Additional funding has recently been secured through the Safer City Partnership and the Proceeds of Crime Act. This has enabled the team to offer spot-purchased bed spaces for women fleeing abuse whose needs are too high for COLWP, but who require specialist support.

35. Additional, non-accommodation based specialised support services available to those fleeing DA and working with the HRST are outlined in the following paragraphs.

36. The Community Safety Team have expanded existing contracts with Victim Support and Iranian and Kurdish Women's Rights Organisation, providing **IDVA's and Vulnerable Victims' Advocates** (VVAs) to include COLWP residents. These services also provide counselling/psychotherapy sessions in boroughs to residents at COLWP.

37. The **Mobile Intervention Support Team** provides everyday support at COLWP including workshops at the property to encourage hobbies, interests and creating a mutual support system between property residents.

38. The **Tri-borough Psychotherapy** service has a gender informed therapist who works specifically with women who are currently rough sleeping, or who have done in the past. This service is available to those residing at COLWP, other TA, or in the homelessness accommodation pathway.

39. Officers have access to trans-inclusive support providers such as **Loving Me** and also now have referral access to the **Star Support refuge** through Stonewall Housing for LGBTQ+ victims/survivors who require specific support or IDVA services.
40. Access to a sign-language interpreting service specific for deaf domestic DA victims/survivors is called **SignHealth**.
41. Other contracted partners and local health providers are available to City residents and would be available to this group also.
42. The Statutory Homelessness Officers have also introduced changes to their approach when supporting victims/survivors of DA. Officers can now complete Domestic Abuse, Stalking and Harassment Risk Identification Checklist (DASH-RIC) risk assessments at the point of contact to determine risk straight away. They can also directly refer to the Multi-Agency Risk Assessment Co-ordinator (MARAC). Officers can also refer directly to Victim Support services for IDVA/VVA without needing a MARAC referral. In addition, all DA victims/survivors skip the triage stage of making a homeless application and are assessed as soon as possible.

Options

43. There are no options for members to consider.

Proposals

44. There are no proposals for members to consider.

Key Data

45. Any data is included in the body of the report.

Corporate & Strategic Implications

46. Strategic implications – none
47. Financial implications – none
48. Resource implications – none
49. Legal implications – none
50. Risk implications – none
51. Equalities implications – There are no implications to consider under the Equality Duty 2010. The report sets out how all groups under the Equalities Act are assisted through our approach to those experiencing DA.
52. Climate implications – none
53. Security implications – none

Conclusion

54. Legislative changes through the DDA 2021 and the ambitions of cross-team officers within DCCS to better serve those experiencing DA and homelessness have resulted in an improved and robust service offer for the most vulnerable and underserved in our population.
55. HRST are supporting more DA victims/survivors through the introduction of the first CoL safe accommodation service, through gender-specialised support services such as the Mobile Intervention Support Team, tri-borough psychotherapy, and more. The teams have worked together to develop better internal systems to improve the speed and efficiency of existing services such as IDVAs and VVAs.
56. The different services and referral pathways developed by CoL officers allows for a comprehensive service offer to anyone approaching the CoL for assistance under the DAA 2021.
57. This offer includes dedicated residential services, access to specialist refuges and TA. Additional, non-accommodation-based support is available through a variety of partners, some of which are commissioned by the CoL.

Appendices

- Appendix 1 – [Temporary Accommodation Allocation Policy](#)

Background Papers

- City of London's Women Project Update (Fleur Holley-Moore, Interim Rough Sleeping Services Manager, DCCS)

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City of London Corporation **Temporary Accommodation Allocation Policy**

1.1 This Temporary Accommodation Allocation Policy will provide a framework for the fair allocation of temporary accommodation provided by the City of London Corporation under *sections 188, 190 or 193 Part VII of the Housing Act 1996 (the Act) as amended by the Homelessness Act 2002, Localism Act 2011, Homelessness Reduction Act 2017 and Domestic Abuse Act 2021.*

Procurement

2.1 All temporary accommodation provided by the City of London Corporation is spot purchased and nightly-paid. This enables each temporary accommodation placement to be made with the needs of a specific applicant in mind. This also means that when a s193¹ duty is discharged, the unit of accommodation can be returned to the landlord and, for the next applicant, the search for suitable accommodation will begin afresh.

2.2 This procurement policy is made possible by the relatively low number of homeless applications that the City of London Corporation receives. Should this number substantially increase, or the availability of nightly-paid accommodation decrease, the preference for nightly-paid accommodation instead of long-term leases would need to be reviewed.

Assessment of suitable locations

3.1 If the City of London Corporation has a duty to secure accommodation for a homeless applicant, an assessment will be carried out to determine in which areas it may be suitable for this accommodation to be provided.

3.2 The same location suitability principles apply to accommodation provided under s188², s190³ and s193 of the Act. However, interim accommodation under s188 may need to be sourced at short notice. It may also be reasonable to expect a household to tolerate conditions for a short period which would be unsuitable over a number of weeks. Paragraph 17.7 of the *Homelessness Code of Guidance for Local Authorities* (the Code) therefore allows for a degree more flexibility when making an offer of s188 accommodation.

3.3 The assessment will take into account all factors that give an applicant a significant link to the City of London or, should they have previously been living elsewhere, to their home borough. It will assess whether a temporary accommodation placement would have the potential to cause significant disruption to:

- i. the applicant's (or any member of their household's) employment. Applicants who are on parental leave from employment will have their location needs assessed on the same basis as all other employees;

¹ Section 193 is the full housing duty. This gives the housing authority a duty to secure that accommodation is available for the applicant. This duty is usually brought to end when the applicant accepts an offer of accommodation under Part VI (allocation from the housing register).

² Section 188 is interim accommodation provided while an authority's enquiries into an applicant's homeless application are underway.

³ Section 190 requires the provision of accommodation for a reasonable period to applicants who have been found intentionally homeless. This is likely to be the same as their s188 accommodation and is unlikely to involve a fresh search.

- ii. the applicant's (or any member of their household's) caring responsibilities. Account should be taken of the type and importance of the care household members provide and the likely impact the withdrawal would cause, including the cost implications to the City of London Corporation or another local authority should the informal care arrangement break down due to a change of location;
- iii. the applicant's (or any member of their household's) education. While disruption to educational and support networks may be harmful to the welfare of all children, additional weight should be given to students due to take externally assessed examinations and to students with a SEN statement at a particular school;
- iv. the continuity of medical, social services and other care received by the applicant (or any member of their household);
- v. the ability of the applicant (or any member of their household) to continue to receive support from their local support network, where this is essential to their well-being;
- vi. any other special reason the applicant (or any member of their household) has for retaining links to their home borough, which is essential to their well-being.

3.4 The above factors are not intended to provide an exhaustive list. Any other reasons that have emerged during the course of the City of London Corporation's enquiries or that are offered by an applicant in support of a placement close to their home borough should be given full consideration.

3.5 An applicant's circumstances should also be viewed holistically. For example, a placement in a neighbouring borough may not, by itself, significantly disrupt an applicant's ability to reach their place of work. However, if their employment is dependent on childcare provided by a family member in a third borough, the combined journey to the childcare provider and then workplace may amount to a significant disruption.

3.6 In the absence of any other factors, the City of London Corporation views a total, one-way travelling time to an applicant's place of employment of around ninety minutes as reasonable. This will be by the fastest method of public transport that is both affordable to the applicant and available at the time their employment commences and finishes.

3.7 This outcome of this assessment will be used to define the maximum geographic scope of the City of London Corporation's search for temporary accommodation.

Sourcing accommodation

4.1 Section 208(1) of the Act requires housing authorities to secure accommodation within their district, in so far as is reasonably practicable. This assumes that applicants will be applying to the district in which they currently live. This is not the experience of the City of London Corporation and most of our homeless applicants work in the City of London but reside elsewhere.

4.2 Paragraph 17.51 of the Code states that housing authorities should wherever possible, secure accommodation that is as close as possible to where an applicant was previously living, so they can retain established links with schools, doctors, social workers and other key services and support essential to the well-being of the household.

- 4.3 Therefore, when seeking to procure temporary accommodation for an applicant, the City of London Corporation will begin its search in the district where the applicant most recently resided.
- 4.4 Paragraph 17.6 of the Code states that the exception to this is where there are clear benefits for the applicant of being accommodated outside of the district. In these cases, such as an applicant at risk of domestic abuse, the City of London Corporation will seek temporary accommodation in the nearest district that is safe for the applicant, so as to enable the applicant to maintain links with support networks and services where possible.
- 4.5 The introduction of the Domestic Abuse Act 2021 in July 2021 provided additional suitability criteria for accommodation sourced for applicants fleeing domestic abuse. These are detailed under chapter 21 of the Code. To summarise, it states that for accommodation to be suitable for this cohort, the City of London Corporation must consider the following:
- i. Any risk of violence or racial harassment in a particular locality;
 - ii. Areas and properties that would not be found by the perpetrator;
 - iii. Any additional security measures or trained staff that can be provided at the property;
 - iv. Whether mixed-gender accommodation is appropriate and seek to provide single-sex accommodation where required and available.
- 4.6 Part IV of the Domestic Abuse Act 2021 also introduced new support in safe accommodation duty that came into effect in October 2021. The temporary accommodation duty and homelessness legislation will apply regardless of the local authority's safe accommodation provision, however, where available, it must be considered for applicants fleeing domestic abuse. The City of London Corporation's safe accommodation provision is detailed further in section 5 of this policy.
- 4.7 Section 206(1) of the Act requires that any unit of accommodation provided by the City of London Corporation or secured from some other person in fulfilment of a housing duty must be available to and suitable for the applicant. Further detail on availability and suitability is provided in chapter 17 of the Code. For the purposes of this Allocations Policy, it is important to note that accommodation must be:
- i. affordable, taking account of the applicant's financial resources and living expenses;
 - ii. of suitable space and arrangement for the applicant and their household, in the light of their relevant needs, requirements and circumstances;
 - iii. free from Category 1 HHSRS⁴ hazards, including overcrowding;
 - iv. as close as possible to where an applicant was previously living.

Safe accommodation

- 5.1 In October 2021, Part IV of the Domestic Abuse Act 2021 introduced a new support in safe accommodation duty for local authorities that allowed for additional support to be provided for victims of domestic abuse in safe accommodation.

⁴ The Housing Health and Safety Rating System allows for the objective assessment of twenty-nine categories of housing hazard, including overcrowding. Any breach of the room and space standards under Part X of the Housing Act 1985 is also likely to constitute a Category 1 hazard.

5.2 'Safe accommodation'⁵ is defined in Regulations following the introduction of the Domestic Abuse Act 2021.

5.3 The City of London Corporation has provision of six self-contained studio flats in a single-sex building, outside of the City of London borough. This accommodation is managed by the Corporation's Homelessness Team and will be allocated to vulnerable single female homeless applicants and rough sleepers who are fleeing or have experienced domestic abuse and may require additional support from domestic abuse or outreach services.

5.4 Placements will be allocated by an assessing officer during the full housing assessment or following referral from rough sleeping services. If an applicant is assessed as requiring safe accommodation, but there are no voids in the City's safe accommodation provision, the City of London Corporation will endeavour to secure a refuge placement, or another self-contained accommodation in a single-sex space provided by a private temporary accommodation provider.

Accommodation outside an applicant's home borough

6.1 While the City of London Corporation will endeavour to place all households within the borough where they were previously living, it may not always be possible to procure a unit of accommodation in the district that is available, affordable and suitable. In these cases, the City of London Corporation will continue its search in the boroughs adjacent to the district in which the applicant was previously living.

6.2 Section 48 of the *Supplementary guidance on the homelessness changes in the Localism Act 2011 and on the Homelessness (Suitability of Accommodation) (England) Order 2012* states that where accommodation which is otherwise suitable and affordable is available nearer to the authority's district than the accommodation which it has secured, then the accommodation which it has secured is not likely to be suitable.

6.3 The City of London Corporation will therefore exhaust the search for suitable accommodation within an applicant's home borough before beginning a search in the adjacent boroughs. The search in these boroughs must be exhausted before a search begins in the second tier of adjacent boroughs.

6.4 Where an applicant accepts an offer of temporary accommodation outside of the City of London, the City of London Corporation will, in compliance with s208(2) of the Act, notify the housing authority in whose district the accommodation is situated of the name of the applicant, the number and description of other persons who normally reside with the applicant or might reasonably be expected to do so, the address of the accommodation, the date on which the accommodation was made available and which function the housing authority is discharging in securing the accommodation. This notice will be given in writing within 14 days of the accommodation being made available to the applicant.

⁵ Safe accommodation is defined as 'relevant accommodation' in Part 2 of The Domestic Abuse Support (Relevant Accommodation and Housing Benefit and Universal Credit Sanctuary Schemes) (Amendment) Regulations 2021. It is accommodation which is provided by the local authority, registered charity, or private registered provider of social housing, not bed and breakfast accommodation, and accommodation which is either a refuge, specialist safe accommodation, dispersed accommodation, second stage accommodation or other accommodation designated by the local authority as domestic abuse emergency accommodation.

Limits to out of borough placements

- 7.1 The search for suitable accommodation cannot continue expanding outwards from an applicant's home borough indefinitely. Under the supplementary guidance discussed in 5.2, a failure to complete a search in a nearer borough means accommodation in a further borough is likely to be unsuitable. The reverse does not hold, and a placement in a distant borough does not become suitable simply because nothing suitable can be found closer.
- 7.2 When making an out-of-borough placement, the City of London Corporation will remain within the confines of the assessment of suitable locations set out in section 3 of this policy.
- 7.3 In addition, the City of London Corporation understands that all its homeless applicants will have links to Greater London, either through employment, family or other networks. For this reason, we regard any temporary accommodation placement outside of the M25 as unsuitable.
- 7.4 Paragraph 17.56 of the Code states that housing authorities should avoid placing applicants in isolated accommodation away from public transport, shops and other facilities. This requirement was repeated in the *Homelessness (Suitability of Accommodation) (England) Order 2012*. The City of London Corporation will not make out-of-borough placements where an applicant would have difficulty accessing general amenities or transport.

Difficult cases

- 8.1 There may be cases where it is not possible to procure accommodation which meets all the above criteria as fully as we would like. It may prove difficult to reconcile finding appropriate location, other aspects of suitability and time spent waiting in interim accommodation for a suitable temporary placement to be found.
- 8.2 Applicants' preferences on how to respond to these compromises will vary. In these cases, officers will consult with applicants and take their preferences into account.

Exceptions to the policy

- 9.1 A general exception to all aspects of this policy exists where an applicant expresses a preference for accommodation further away from their home borough than the policy suggests would be appropriate. In these cases, the City of London Corporation will endeavour to act in line with an applicant's wishes.

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Agenda Item 13

<p>Committee(s):</p> <p>Finance Committee</p> <p>Projects and Procurement Sub-Committee</p> <p>Court of Common Council</p> <p>Homelessness and Rough Sleeping Sub-Committee – For Information only</p> <p>Community & Children's Services Committee (CCS) – For Information only</p>	<p>Dated:</p> <p>4th June 2024</p> <p>10th June 2024</p> <p>20th June 2024</p> <p>10th June 2024</p> <p>4th July 2024</p>
<p>Subject: Emergency and Temporary Accommodation Placements – Stage 1 Strategy Report and Stage 2 award Report</p>	<p>Public</p>
<p>Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?</p>	<p>Contribute to a flourishing society: outcomes 1, 2, 3 and 4</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:</p> <p>Genine Whitehorn – Commercial Director</p> <p>Judith Finlay – Executive Director, Department of Community and Children's Services</p>	<p>For Information (CCS)</p>
<p>Report author:</p> <p>Monica Patel – Commercial Lead (Corporate and Peoples Service)</p> <p>John Barker – Commissioning Manager, Homelessness & Rough Sleeping</p>	

Summary

The Corporation has a statutory duty to provide Emergency and Temporary Accommodation for Homeless Households under the Housing Act Pt VII 1996 and the Homeless Reduction Act 2017; and for people identified as Street Homeless in the City of London on a discretionary basis as part of their resettlement.

This report seeks Member approval of the recommended procurement strategy to access Emergency and Temporary Accommodation by way of call off from the YPO

Framework and award to the Access Group for the use of their Housing Placements Platform, Adam Housing. Approval is sought for a four year contract (two years plus an optional two year extension) at a total value of £8,000,000.

Following market research, the Adam Housing platform was identified and is in use by the WREN Group of Local Authorities (Waltham Forest, Redbridge, Enfield and Newham) and is rolling out across other London Boroughs including Southwark and Croydon.

In accordance with the Procurement Code Part Two Rule 14 the contract value has been determined at £8 million (total amount payable), however Members should note that the actual cost of the Access Group contract is £81,950 with the remaining spend being the cost of the individual placements. Approval is sought in accordance with Section 16.2 of the Procurement Code Part One as this value exceeds £2 million.

The procurement strategy and procurement options have been reviewed and approved by the Communities and Children's Services Category Board on the 23rd of May 2024.

Recommendation(s)

Members are asked to:

- Approve the procurement strategy via a direct award call-off from the YPO framework (Commissioning Solution ref 1017 / Commissioning Solution 2 ref 001231), to the Access Group.
- Grant delegated authority to the Community and Children's Services Category Board for the approval of the two-year extension, should it be required.

Finance Committee Members are asked to:

- Due to the date ordering of the committee meetings, approval will be sought from the Projects & Procurement Sub Committee on 10th June 2024 following Finance Committee on 4th June 2024. Therefore approval is requested for delegated authority to the Town Clerk, in consultation with the Chairman and Deputy Chairman of the Finance Committee to approve the procurement strategy via a direct award call-off from the YPO framework (Commissioning Solution ref 1017 / Commissioning Solution 2 ref 001231), to the Access Group.

Main Report

Background

1. The City of London Homeless and Rough Sleeper Service has an ongoing need to procure on a regular basis, emergency and temporary accommodation for a host of clients ranging from Homeless Households for whom a relief duty under

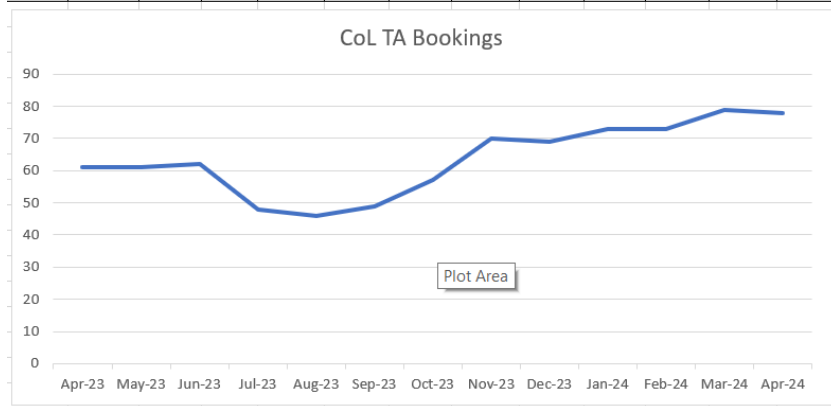
the Homeless Reduction Act is owed; Rough Sleepers as an emergency route away from the dangers of sleeping out and people fleeing or at risk from domestic or other abuse or violence. The provision of such accommodation stems not only from statutory duties under the Housing Act 1996 and Homeless Reduction Act 2017 but also the City of London's Homelessness Strategy 2023 - 27 and ongoing work to tackle rough sleeping in the Square Mile.

2. Provision of Emergency and Temporary Accommodation is currently subject to a non-compliant waiver approved by CCS Committee in 2023 which expires in August 2024. The proposed recommendations in this paper will also allow placements to continue with the existing suppliers.
3. A previous strategy was presented to Projects and Procurement Sub Committee on 12th February 2024. However an emerging risk due to market pressures identified with the commercial envelope, requiring adherence to the pan London nightly paid rates agreement saw this strategy halted following legal advice from Comptrollers.

Current Position

4. Soft Market testing has been conducted and a Prior Information Notice published. The response from the market was very limited with only four providers expressing an interest in tendering for a City of London Corporation Framework which would have required a minimum of 15 suppliers
5. The working group assigned to this project continued to undertake wider market research and in doing so identified an alternative route to market via Adam Housing, a specialist software platform supplied by the Access Group.
6. Following a supplier presentation and a demonstration by London Borough of Redbridge enabling officers to assess and evaluate the system in use, the working group have determined that this is the best strategy for the Corporation to fulfil its statutory requirement. The system allows the service to benefit from access to a wider range of providers, automate the process of individual property searches, bookings, quality management, on boarding of new providers and financial management offering greater efficiency in managing the process.
7. The platform is in use by the WREN Group of Local Authorities (Waltham Forest, Redbridge, Enfield and Newham) and is rolling out across other London Boroughs including Southwark and Croydon.
8. There is a rising demand for emergency and temporary accommodation. The Homeless and Rough Sleeper Service currently make some bookings on a block basis and the rest as and when demand requires.

Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24
61	61	62	48	46	49	57	70	69	73	73	79	78



Options

9. The following Route to Market Options were considered:

9.1. Option 1 – Direct Award via Call off from YPO Framework

Advantages: Compliant Route to Market, Single Supplier, Increased Efficiency, Best Value, Access to Competitive Rates.

Disadvantages: Cost of the System Licence however this has been significantly discounted following negotiation.

9.2. Option 2 – Direct Award via call off from G-Cloud Framework

Advantages: Compliant Route to Market, Single Supplier, Increased Efficiency, Best Value, Access to competitive rates.

Disadvantages: Higher cost as demonstrated in Paragraph 13, Higher administration burden to access framework

9.3. Option 3 – Open Tender for City of London Corporation Framework Agreement

Advantages: Potential access to a range of providers, No system licence fee payable, no reliance on a third party system

Disadvantages: Need to develop terms for the framework, Very resource intensive to manage, no control over market interest, high level of manual processing

Finance

10. In accordance with the Procurement Code Rule 14 the contract value has been determined at £8 million (total amount payable), however Members should note that the actual cost of the Access Group contract is £81,950 with the remaining spend being the cost of the individual placements.

11. Costs are increasing as suppliers' rates also increase. The current cost projections based on current provider invoices are as follows. It should be noted that these are for current bookings, some of which were made some time ago with historic lower nightly rates.

	Blocks	Invoices	Total
Provider 1	£ 19,231.33	£ 63,218.85	£ 82,450.18
Provider 2	£ -	£ 37,617.00	£ 37,617.00
Provider 3	£ -	£ 12,110.00	£ 12,110.00
Provider 4	£ -	£ 1,922.00	£ 1,922.00
Total per Month			£ 134,099.18
Annual Projection			£ 1,609,190.16

12. A 33% discounted quotation has been negotiated with the Access Group and a compliant route to market identified via the YPO Framework.

13. The table below demonstrates the costings via each of the frameworks

Access Group - Call-off through G-Cloud		Access Group - Call-off through YPO	
4 Years Total Licence Fee	Average Technology Implementation Fee	4 Years Total Licence Fee	No Implementation Fee, only one of the Initial fees
£129,303.75	£20,000	£80,000	£1,950
Total for 4 years £149,303.75		Total for 4 years £81,950	

Total Savings for 4 years if calling off from YPO £67,353,75

Proposals

14. The proposed recommendation is Option 1, which is to direct Award via Call off from the YPO Framework. The YPO Framework grants access to the established Adam Housing Software Platform for a negotiated licence fee of £20,000 per annum and a one off onboarding fee of £1,950. This platform will allow the Homeless & Rough Sleeper Service to automate their onboarding of accommodation providers adhering to Corporations Service Specification and standards; and automate their searches, bookings, quality management, dispute resolution and financial management of the emergency and temporary accommodation bookings. This will free up officer resource and not necessitate specific officer time to manage a local framework.

15. Benchmarking nightly rates on the Adam Housing System against rates given to the Homeless and Rough Sleeper Service by regular providers demonstrate some significant difference.

Unit Size – North London location	Rate via Adam Housing	CoL available rates 9/5/24
1 bed s/c Family	£ 62.00	£ 80.00
3 bed s/c Family	£ 115.00	£ 150.00
2 bed s/c Family	£ 85.00	£ 130.00
Studio (single person)	£ 48.00	£ 60.00

Procurement Timetable

16. The provisional timetable proposed is as follows:

Stage	Date(s)
Soft Market Testing	1 st April 24 – 30 th April 24
Evaluation of Platform	1 st April 24 – 30 th April 24
Category Board Approval	23 rd May 2024
Submission to Finance Committee	4 th June 24
Submission to Projects and Procurement Sub Committee	10 th June 2024
Submission to Court of Common Council	20 th June 2024
Contract Start and Implementation	1 st July 2024
Go Live	1 st October 2024

The current iteration of the YPO Framework ends on the 17th July 2024. The reference numbers for both the existing and new iterations of the YPO framework are included in this report as a contingency.

Corporate & Strategic Implications

Strategic implications

17. This procurement allows the Corporation to continue to meet its statutory obligations under the Housing Act Part 1996 VII and to contribute to the Homelessness Strategy.

Financial implications

18. The Financial implications are as set out in the body of the report. The cost of contract will be funded from within existing local risk resources.

Resource implications

19. Use of the Adam Housing Software Platform effectively outsources and automates the resource needed to onboard providers and manage the framework. This creates a saving in resources compared to current arrangements and other potential procurement strategies. This enables the Homeless and Rough sleeper service to focus its resources on customer service and their core business.

Legal implications

20. Due diligence has been undertaken upon the YPO Framework in accordance with Rule 20 [Using Frameworks created by External Contracting Authorities] of the City's Procurement Code , and it is legally permissible for the City to utilise

the YPO Framework. If the City utilises the Framework, then further approval will be required from the Comptroller and City Solicitor and the Chamberlain in accordance Regulation 13.6 of the City's Financial Regulations to enter into the indemnity set out in the terms of the YPO Framework. Any UK GDPR implications will also need to be considered. The YPO Framework is silent on TUPE. Clarification has been sought from the YPO direct. YPO have clarified that TUPE will not apply to the YPO Framework as the use of the Solution will enable the City to contract with Adam HTT Ltd who will create the DPS or framework for the City if it utilises the YPO Framework, and current providers then onboard to the DPS or framework the City will create.

Risk implications

21. The failure to provide accommodation in line with statutory duty would expose the City Corporation to the risk of legal challenge. Equally, providing temporary accommodation of insufficient quality exposes a further to risk to the Corporation of legal challenge surrounding suitability under Section 202 of the Housing Act 1996. The use of the Adam Housing Platform contributes to mitigating these risks.

Equalities implications

22. An Equalities Impact Assessment has indicated that the needs of people with disabilities, and of old age are chiefly those most impacted by the use of Temporary Accommodation. The procurement takes this into account, ensuring that a full range of accommodation can be made available to the City of London, including ground floor and accessible accommodation.

Climate implications

23. Due consideration to the Corporations responsible procurement commitments has been considered as part of procurement options and the Access Group's carbon reduction strategy and social value strategy have been provided and reviewed.
24. Providers on the platform will be required to adhere specifically to the City of London's Service Specification for Emergency and Temporary Accommodation which includes sustainability standards.

Security implications

25. None

Conclusion

26. As outlined in this paper there is a notable advantage to the recommendation to award to the Access Group via Call off from the YPO Framework to the established Adam Housing Software Platform to allow the City Corporation to discharge its statutory duties under the Housing Act 1996 Part VII.

Appendices

None

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Agenda Item 14

Committee:	Dated:
Community and Children’s Services Grand Committee	04/07/2024
Subject: School Admissions Update	The main report is Public <u>Appendix A is Non-Public</u>
Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?	Providing Excellent Services – Supporting people to live healthy, independent lives, and achieve their ambitions, is dependent on excellent services. Vital to that continued pursuit is enabling access to effective adult and children’s social care, outstanding education, lifelong learning, quality housing, and combatting homelessness
Does this proposal require extra revenue and/or capital spending?	No
If so, how much?	N/A
What is the source of Funding?	The Dedicated Schools Grant – High Needs Block
Has this Funding Source been agreed with the Chamberlain’s Department?	Yes
Report of: Judith Finlay, Executive Director of Community and Children’s Services	For Information
Report author: Kirstie Hilton, Head of Education and Early Years Service	

Summary

The purpose of this report is to inform Members of the allocation of primary and secondary school places for City of London resident pupils for the academic year 2024/25.

The City of London Corporation has complied with the statutory duty to co-ordinate school applications as part of the cross-borough, Pan-London Admissions Scheme process.

All children whose parents applied on time for a school place for entry in September 2024 received a place on National Offer Day.

Recommendation

Members are asked to:

- Note the points raised in the report.

Main Report

Background

1. The City of London Corporation has a statutory duty to ensure that sufficient school places are available within the area for every child of school age whose parents wish them to attend school. There is only one maintained primary school in the area – the Aldgate School. City of London residents also apply for school places at schools in neighbouring boroughs.
2. The School Admissions Code (the Code) has been issued under Section 84 of the School Standards and Framework Act 1998. The Code came into effect on 19 December 2014, and was last updated in 2022.
3. The Code applies to admissions for all maintained schools in England and it sets out how school applications are processed. It is the responsibility of admission authorities to ensure that admissions arrangements are compliant with this Code. Where a school is the admission authority, this responsibility falls to the governing body or Academy Trust for that school.
4. Regulations 26 to 32 and Schedule 2 of the School Admissions Regulations 2012 require local authorities to co-ordinate school applications and ensure that cross-borough processes are compatible with each other. The City of London Corporation is part of the Pan-London Admissions Scheme process, where all 33 London local authorities and Surrey County Council have reciprocal admissions arrangements.
5. The governing body is the admission authority for The Aldgate School. This means that the governors set the admissions policy for the school and make the decisions about which pupils are allocated places and admitted to the school. The school is a one-form entry school, with pupil admission places set in each year group.

Current Position

Primary School Places

6. The deadline for applications for a primary school place for entry in September 2024 was 15 January 2024. Offers for school places were confirmed on 16 April 2024.
7. When parents make their application for a primary school place, they can apply to a maximum of six schools in order of preference. They only receive one offer based on their order of preference and the highest preference offer that can be allocated. Table A1 (in Appendix A) illustrates the primary school place offers for City of London pupils offered on 16 April 2024.

8. The City of London Corporation received 26 applications by the closing date for primary school places. All primary school pupils were allocated places in April 2024: 81% (21 children) received their first preference) and 19% (five children) received their second preference. In comparison to 2023, 24 applications were processed, and in April 2023, all primary school pupils were allocated places. Out of these 24 offers, 96% (23 children) received their first preference and 4% (one child) received their second preference.
9. Compared to other London local authorities, the City of London Corporation has not witnessed a significant decrease in the number of reception school applications over the past five years. During the academic year 2019/20, the City processed 28 primary school applications, compared to 26 applications in the current application year. During the five years, the number of applications dipped to 24 in 2019. Therefore, 26 applications are within the expected range.
10. City of London Primary Academy Islington (COLPAI) has been very popular with City families and has surpassed the Aldgate School as the most popular school (see Table 1). Both schools are rated 'outstanding' by Ofsted, and both are part of the City of London family of schools.

Table 1: Offers at Aldgate and COLPAI		
Year	Offers at the Aldgate School	Offers at COLPAI
2017	6	6
2018	10	8
2019	6	9
2020	11	12
2021	10	14
2022	14	9
2023	9	10
2024	6	10

11. In 2024, the Aldgate School was oversubscribed. The school received 66 applications, with 30 first preferences. The governing body met in February 2024 to process all applications and allocate places at the school for entry in September 2024 in line with their oversubscription criteria. Unfortunately, the Aldgate School is not immune to the current decline in the London population and has seen a year-on-year decrease in the number of applications and first preferences (see Table 2).

Table 2: Applications over 5 years at the Aldgate School		
Year	Total Applications	First Preferences
2023/24	66	30
2022/23	77	39
2021/22	81	42
2020/21	83	38
2019/20	93	45

12. The Aldgate School appears to be navigating through this difficult period as, unlike other schools in the area, it has managed to fill all its places for entry in September 2024. Other schools in Tower Hamlets and Hackney, close to the City’s border, are either closing or merging, and those that remain open are finding it a challenge to fill a whole reception class. The Education and Early Years Service will monitor the situation closely and support the Aldgate School to help address these challenges, including possibly revising its oversubscription criteria.
13. At COLPAI, the total number of applications has not decreased as much over time, but they are seeing a decline in the number of first preferences (see Table 3).

Table 3: Applications over 5 years at COLPAI		
Year	Total Applications	First Preferences
2023/24	150	47
2022/23	148	64
2021/22	184	88
2020/21	155	62
2019/20	168	69

Secondary School Places

14. The deadline for applications for a secondary school place for entry in September 2024 was 31 October 2023. Offers for secondary school places were confirmed on 1 March 2024.
15. When parents make their application for a secondary school place, they can apply to a maximum of six schools and mark them in order of preference. They receive only one offer, which is based on their order of preference and is the highest preference offer that can be allocated. Table A2 (in Appendix A) illustrates the secondary school place offers for City of London pupils on 1 March 2024.
16. By the closing date of 31 October 2023, 18 applications were received for secondary school places. On 1 March 2024, 78% (14 children) of the City of London's secondary-aged pupils received an offer for their first preference, while 22% (four children) either received an allocated offer or an offer for other preferences.
17. The City of London was only second to Barking and Dagenham, where 82% of children received their first preference. The average London-wide first preference figure is 70.5%.
18. In comparison, during the 2022/23 application year, 32 applications were received for secondary school places before the closing date of 31 October 2022, with 81% of secondary-aged pupils receiving their first preference. During the 2021/22 application year, 34 applications were received for secondary school places by the closing date of 31 October 2021, with 74% of secondary-aged pupils receiving their first preference offer. It is worth noting that the elevated number of applications during both these years was a direct result of the bulge class at the Aldgate School entering Year 6, and the number of Afghan families temporarily residing in the City of London.

City resident children

19. Every year, in line with General Data Protection Regulation (GDPR), the Education team carries out an annual census to fulfil its statutory duty under section 436A of the Education Act 1996 to "...make arrangements to establish the identities of children in their area who are not registered pupils at school and are not receiving suitable education otherwise".
20. During April and May 2024, the team contacted all schools with known City of London resident children on the school roll to update its School Tracker. As of 31 May 2024, the team identified 247 City of London resident children of statutory school age on the roll at 60 different schools. Information gathered from this census includes children receiving special educational needs (SEN) support and children whose attendance is below 90%.

Managing Falling Pupil Numbers in London

21. London is facing significant decreases in demand for school places, as the birth rate has dropped, and other local factors such as a demographic shift. Most London boroughs are expected to see a decline in reception pupil numbers from 2023/24 to 2027/28. Over these four years, there is a forecast drop in demand of, on average, 4.4% at reception across London. This masks some larger decreases, including seven boroughs in London that are forecasting a demand decrease of more than 10%. At the secondary school level, forecast demand is also falling. The number of pupils in Year 7 across London is expected to decline from 2023/24 to 2027/28. There is a forecast drop in demand of 4.3% for Year 7 places, on average, across London.¹
22. The fall in demand reflects the decline in the birth rate since 2012, and changes in migration patterns in London. *Managing Falling School Rolls in London* analyses boroughs' four-year demand forecasts, the current challenges facing schools and local authorities about planning school places, and recommendations for what local government, London councils, and the government can do to support the school system through this challenging period. An example of mitigation opportunities is the repurposing of mainstream school capacity to special education resource.
23. As the City of London has one maintained primary school in the local area, a shortfall of places is a potential concern. Currently, the Aldgate School remains a very popular school and is oversubscribed, however, the education team is monitoring application data very carefully. The demand for secondary places has also not had any impact on City of London pupils to date. The choice of secondary schools is largely within neighbouring boroughs, and the number of parents interested in City-sponsored schools has increased. Three City-sponsored schools continue to offer priority places to City resident children.

Corporate & Strategic Implications

¹ London Councils, [Managing Falling School Rolls in London](#), January 2024.

24. Strategic implications – Corporate outcome: Providing Excellent Services – Supporting people to live healthy, independent lives, and achieve their ambitions, is dependent on excellent services. Vital to that continued pursuit is enabling access to effective adult and children’s social care, outstanding education, lifelong learning, and quality housing, and combatting homelessness.
25. Resource implications – There is an Admissions and Attendance Manager who oversees the operational admissions function within the local authority. The School Admissions Services is a commissioned service, which is currently being delivered by Islington Borough Council.
26. Financial implications – There is a cost associated with the School Admissions Service and access to the Pan-London Admissions Scheme.
27. Legal implications – There is a statutory duty to ensure that the City of London Corporation co-ordinates all school applications at standard transition points.
28. Risk implications – The City of London has sufficient school places for primary-aged children. There has been a reduction in school places across London in recent years, but this has not been an issue for City of London resident families. Children continue to apply to a wide range of schools, primarily in neighbouring areas, but also further afield.
29. Equalities implications – All children have the right to a school place. If a child is not offered a school place, then our service will allocate a place at a school within a reasonable distance.
30. Climate implications – n/a
31. Security implications – n/a

Conclusion

32. The City of London has complied with the statutory duty to co-ordinate school applications as part of the cross-borough, Pan-London Admissions Scheme process. All children and young people who applied for a school place for entry in September 2024 have been offered school places, and therefore the City of London has fulfilled its statutory duty.

Appendices

- Appendix A – Preference Data for City Children – Non-Public

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Committees: Community and Children’s Service – For Information	Dated: 4 th July 2024
Subject: Adult Skills, Education and Apprenticeship Update.	Public
Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly.	<ul style="list-style-type: none"> • Diverse Engaged Communities • Providing Excellent Services • Leading Sustainable Environment
Does this proposal require extra revenue and/or capital spending?	No
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: Judith Finlay, Executive Director of Community and Children’s Services	For Information
Report author: Barbara Hamilton, Head of Adult Skills Education and Apprenticeships, Department of Community and Children’s Services	

Summary

- The purpose of this report is to provide Committee Members with an update of the Adult Skills Education and Apprenticeship Service’s delivery activities.
- The report will include a brief outline of some activities which are delivered as part of Adult and Community learning (ACL) course programmes. These courses are delivered in venues such as Barbican Library, Portsoken Community Centre, and the Golden Lane Community Centre. Additional course delivery venues are being discussed. For example, the Artizan Library and newly refurbished Community Hall space in East Aldgate.
- An increased emphasis has been placed on the delivery of accredited Maths, English and English for Speakers of Other Languages (ESOL) courses. The aim of these courses is to provide support to local Londoners. An increased number of City Corporation staff have enrolled on these courses.
- The ACL service currently delivers 85 courses each term. There are approximately 400 enrolments per quarter: 55 courses are accredited and will enable learners to progress onto higher/further education. For most of the learners, enrolment and fee payments are carried out online.

- The changes in concession and general course fees for 2024/25 programme have meant that the courses can be more competitive, better structured, and resourced (approximately a 40% increase in concession rates and a 15% increase in standard course fees). The increase in concession fees is in direct response to a percentage increase in course material.
- The demand for apprenticeship training in certain areas such as Customer Service, IT Digital Skills, Business Administration and Finance continues to grow.
- An increasing number of apprentices will complete their training in these areas and progress into sustainable employment and/or further education.
- The number of apprentices who are being recruited directly from local schools' academies and from neighbouring communities continues to remain low.
- The Bootcamp courses provided training for unemployed people in Cyber Security and Data Science. The service is in the process of delivery the fifth wave of Bootcamp courses.
- The recent partnership with the Job Centre Plus/Department for Work and Pensions programmes has enabled the service to develop a more direct link between training skills and employment. The Greater London Authority (GLA) supports a skills development programme. The links with Job Centre Plus provide the Adult Skills, Education and Apprenticeship Service (ASES) with a guarantee that participants will be currently unemployed and so will respond positively to employment options.
- The UK Shared Prosperity Fund (UKSPF) secured the London contract for universal support for those not in employment, education, or training (NEET). This contract will be delivered in partnership with seven local authorities.
- An extensive project is being delivered in conjunction with Job Centre Plus. This project requires ASES to work with an increasing number of local unemployed people to provide training in a range of areas. These learners are also offered support with job search, CV writing and interview practise.
- The annual City Guides Green Badge training has been revised, and improved ways for delivering this course are now in place.

Recommendation

Members are asked to:

- Note the report.

Main Report

Background

1. The design of the new timetable for delivery of ACL courses has meant that the new type and course delivery times can now attract a wider group of learners. For example, additional jewellery and textile design classes have been included. An increased number of twilight and evening courses allowed learners who are on the waiting list to immediately engage in learning.
2. The service has also increased the number of maths classes and expanded the availability of different levels and course locations/venues. Additional community space situated in the East of the City is currently being discussed and is being considered for further expansion of the maths, English and digital skills/information technology courses.
3. There has been an increase in the number of learners who have enrolled on ACL courses. For example, the table below shows the enrolment numbers for the last academic year compared to the current enrolment.
4. The increase in enrolment for these subject areas is linked to employers stipulating that potential employees should have basic level maths and English qualifications.

Academic Year	Course/Enrolment Numbers	Course/Enrolment Numbers	Course/Enrolment Numbers
2022/23	English Functional Skills 75	Maths Functional Skills 70	Health and Social Care – Level 2/3 80
2023/24	English Functional Skills 90	Maths Functional Skills 85	Health and Social Care 87

5. There has also been an increase in enrolments for courses such as Pilates and ballroom dancing. These courses are directly linked to the need for improvement in residents' health and wellbeing, and the need to reduce individual social isolation and loneliness.
6. The ACL personal development training areas have grown into what the GLA and Ofsted will define as social clubs. These clubs cannot be funded with the GLA grant. It is therefore necessary for each course to develop a clear structure that demonstrates individual progression and growth.

7. The courses must demonstrate clear evidence of effective teaching and learning.
8. The GLA has recently introduced seven criteria for assessing the effectiveness of this area of learning:

Purpose (for the Adult Learning sector)	Objectives
i. Engaging and/or building confidence	Improved confidence and willingness to engage in learning
ii. Preparation for further learning	Acquisition of skills preparing people for training
iii. Preparation for employment	Acquisition for skills preparing people for employment or self-employment
iv. Improving essential skills including English, maths, ESOL and digital skills	Improved digital, financial literacy and/or communication skills
v. Equipping parents/carers to support children's learning	Parent/carers are better equipped to support and encourage their children's learning
vi. Health and wellbeing	Improved/maintained health and/or social wellbeing
vii. Developing stronger communities	Develop stronger communities, with more self-sufficient, connected, and proactive welfare, health, tackling anti-social behaviour, increased online and self-organised learning, leading to the lives of our most troubled families being turned around.

9. ASES has ensured that all seven purposes are included in the Individual Learning Plan for all learners.
10. Over many years the service has maintained a low concession fee of £20.00 for learners who are over the age of 60 years or those who are unemployed. It has become necessary to increase the concession rate to £30.00 per enrolment.
11. The concession rates are not affecting enrolment numbers; these rates are affecting the number of learners who are retained on the programme and those who eventually complete their learning.
12. There is a consistent increase in the number of learners who have enrolled on ESOL courses. Currently 190 learners are enrolled. The service is delivering 10 ESOL sessions per week, with levels ranging from pre-entry to level 1. The International English Language Testing System (IELTS) course, a professional language qualification, is due to begin in autumn term 2024.
13. There are several evening classes being delivered at the Golden Lane Community Centre and at Guildhall. These courses cater for those learners who are working during office hours.

14. Functional skills maths and English courses are also recruiting well. The completion rates for these courses are approximately 98% and the examination success rate is 95%. The progress rate to a higher-level qualification for these learners is also good.
15. There has also been an increase in the number of learners who have secured employment because of completing a maths, English or ESOL qualification. Learners take full advantage of the GROW Employability Project employment support activities.
16. This is a project that offers information advice and guidance to learners who are seeking employment. The GROW Employability Project offers support with drafting a CV and provides one-to-one preparation for interviews.
17. The number of learners who have secured employment has increased from five in 2022/23 to more than 15 in 2023/24. The request from learners for this level of support continues to grow.
18. ASES continues to be responsible for the delivery of a range of apprenticeship qualifications. These include courses such as Association of Accounting Technicians (AAT), business administration, customer service, zookeeper and aquarist horticulture, human resources, payroll, information technology, digital skills, and events.
19. The service also provides additional learning support to those apprentices who need it. A minimum of level 2 functional skills maths and English is an essential requirement for completing the apprentice qualification. For those apprentices who do not have this qualification, ASES will deliver both sets of learning.
20. In 2022/23, 80% of apprentices successfully completed their apprenticeship (in year of completion). In areas such as customer service and business administration, 73% of apprentices achieved the highest examination/end point assessment award, with distinction grades.
21. An increased number of apprentices are using their qualification as part entry to university/higher education courses. The number of apprentices who secure employment with their apprentice training organisation also continues to increase.
22. The City of London Corporation has successfully secured the GLA tender to deliver a universal NEET programme. This programme will require ASES to deliver an individual learning planned programme for 1,000 16- to 25-year-olds who are NEET. The programme will be delivered within 12-months. It is scheduled to be completed in March 2025.
23. Project work with East London Job Centre Plus continues to progress well.

24. During the current academic year, 90 adults recently participated in ASES training courses: 85% have secured interviews for employment.
25. City Guides is an annual programme. On average, it receives between 180 and 250 applications for 28 places for the Green Badge course. This badge allows qualified and registered guides to conduct guiding walks/tours within the Square Mile.
26. There are 28 candidates due to successfully complete the Green Badge course in July (the final number will not be known until after participants finish sitting their exams). Graduation of successful candidates takes place in October 2024 at Mansion House, where participants are presented with two badges/certificates: one from City of London Corporation; and the other from the Institute of Tourist Guiding.
27. Successful candidates can register with the Institute of Tourist Guiding to gain a place on their register to be recommended as an approved tour guide.

Current Position

28. The ACL programme has increased its range of courses. The course programme includes more accredited courses and ensures that there are more Job Centre Plus activities. The outcomes continue to exceed expectations. Learners have engaged with the ASES training to improve their employment potential. For example, more than 240 unemployed adults have been referred onto the skills programme. Of these learners: 75 have completed the ASES skills and employment course; and 140 engaged with national apprenticeship week activities. In response to a Job Centre Plus centre manager request, a new numeracy programme is currently under discussion with the aim to support learners with budget management.
29. There are currently 104 apprentices on various Levels 2, 3 and 4 programmes through ASES.
30. So far in 2024, there have been 10 completions: three apprentices secured a distinction grade; and three apprentices secured four passes. All of these were timely completions. Eight apprentices secured sustainable employment and one apprentice has progressed onto higher education.
31. Completing in July 2024 will be a further six customer service apprentices, four Level 3 business administration, and three apprentices from the horticulture level 3 course. A further 12 apprentices will complete their training within the calendar year. The forecast is that 10 apprentices will secure distinction grades.
32. In the previous full teaching year, 26 apprentices completed their apprenticeship courses, 14 achieving distinctions across the various apprenticeship areas, such as Levels 2 and 3 in AAT, and Level 3 business administration.

33. The ASES team secured the wave 5 Bootcamp programme. The wave 4 courses delivered learning to 80 data science and 30 cyber security learners: 85 students (65%) secured interviews with employers such as Barclays, Amazon, BBC, BP, PWC and Transport for London.
34. The wave 5 Bootcamp programme will commence in July 2024. The GLA, (the funders), are waiting for the outcomes from the Green Construction Sustainability bid.
35. The Digital Hub programme completed in March 2024. Overall, there were 629 participants in training programmes, and 95 learners started new jobs as a result. Apprenticeships or work placement were offered as pre-apprenticeship option.

There were 142 employers who engaged in training and individual recruitment events, such as the Digital Skills Careers Fair. Employers who engaged with various programmes included Amazon, BBC Academy, Ford Motors, Pearsons UK, and Symons.

36. The main partners for delivering the UKSPF Universal NEET targets are in place. The seven local authority partners have each been given a profiled delivery plan. This plan includes target achievement numbers, completion deadlines, training content, and a calculated payment schedule. Delivery contract agreements have been prepared and circulated to all partners.
37. A first step into computing course is due to commence shortly. The Job Centre Plus management team are keen for the joint approach to delivering training, skills, and employment options to continue.
38. The City Guides programme continues to go from strength to strength. The number of applicants who have applied to engage in this 12-month course has increased.
39. The course has recently undergone a detailed review of its delivery processes, and due to the final report recommendations, the structure of the course has been slightly amended. These changes include all students having full online access to the Moodle information-sharing platform.
40. **Strategic implications** – ASES is fully aligned to and fully supports the delivery of the Corporate Plan.
41. **Financial implications** – None
42. **Resource implications** – None
43. **Legal implications** – None
44. **Risk implications** – None

45. **Equalities implications** – ASES is fully compliant with our public Sector Equality Duty 2010. The proposals in this report will not have any negative impact on people protected by existing equality legislation – age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, and pregnancy and maternity.

46. **Climate implications** – None

47. **Security implications** – None

Conclusion

48. The ACL provision continues to provide a good community training and skills service. The service has successfully secured appropriate funding to deliver a combination of local and London-wide education skills and community programmes.

49. ASES is committed to responding to the skills and education needs of different communities. For example, ESOL, maths and English skills are in demand in many communities, especially those who are seeking employment and further education opportunities. The service is also responsible for the delivery of health and wellbeing activities. The course file includes the delivery of courses such as Pilates, jewellery making, sewing and textiles, and ballroom dancing. These high-demand courses continue to successfully recruit from residents.

50. The UKSPF, universal NEET programme and the London delivery agreement with seven local authorities is clear evidence of ASES's commitment to working to support local communities. A further extension of that commitment is demonstrated in the ongoing work with East London Job Centres.

51. The Bootcamps programme provides training in the skills that employers need, such as cyber security and data science, and has successfully progressed to wave 5. In the last training, 160 learners successfully completed the courses, and approximately 75% of learners secured interviews with recruiting employers.

52. ASES's skills projects are directly linked with the needs of employers. The work with apprentice fishmongers in the northern regional areas is an example of the service working with employers to assist them with training and their educational needs.

53. The apprenticeship programme is working well and delivers good outcomes, with an increase in apprentices progressing into employment. The 2023 figures show an 80% completion rate for apprentices. The forecast for 2024 shows a marked increase in successful completion and progression rates.

54. Additional outreach, individual support and marketing work may be needed to ensure that the service provides apprentice training and employment opportunities to young adults – especially those who attend the City of London family of schools, and those who are disadvantaged and live in our neighbouring communities.

Appendices

- None

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Committee: Community and Children’s Service Committee	Dated: 04/07/2024
Subject: Children’s Social Care Reform	Public
Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?	Diverse Engaged Communities. Providing Excellent Services.
Does this proposal require extra revenue and/or capital spending?	N
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain’s Department?	N/A
Report of: Judith Finlay, Executive Director of Community and Children’s Services	For Information
Report author: Hannah Dobbin, Strategy and Projects Officer, Department of Community and Children’s Services	

Summary

This report provides an update for Members on the City of London Corporation (City Corporation) Department for Community and Children’s Services (DCCS) response to the Department for Education’s (DfE’s) Children’s Social Care reform programme.

At the end of December 2023, the DfE published several new strategies and plans to reform Children’s Social Care. DCCS has taken steps to ensure that it is engaged and compliant with the reform programme, including establishing a Children’s Social Care Reform Oversight Group to co-ordinate and manage activity.

DCCS is confident that the City Corporation already delivers against many of the proposals, and there are no major, immediate changes needed to the way we work. However, where actions have been identified, DCCS is working with relevant partners to progress appropriate responses within DfE timelines (by December 2024).

Recommendation

Members are asked to:

- Note the report.

Main Report

Background

1. During 2023, the DfE consulted on proposals for Children's Social Care reform and a new National Framework and Dashboard. In December 2023, the DfE published a raft of strategies and guidance, including a new Children's Social Care National Framework, a Data and Digital Strategy, updated *Working Together to Safeguard Children* statutory guidance, and a national Kinship Care Strategy. This was accompanied by guidance on supporting local areas to embed the updated *Working Together* guidance and the National Framework.
2. The National Framework sets out a revised purpose and principles of Children's Social Care, as well as the enablers and outcomes the reform programme is trying to achieve. The outcomes identified are:
 - children, young people and families stay together and get the help they need
 - children and young people are supported by their family network and are safe in and outside of their homes
 - children in care and care leavers have 'stable, loving homes'.
3. Local authorities have until December 2024 to begin work to embed the National Framework and make plans for aligning practice to the expectations for Children's Social Care.
4. The *Working Together to Safeguard Children* statutory guidance has been updated, including a new chapter emphasising the shared responsibility on all agencies to support successful outcomes for children. It also strengthens multi-agency safeguarding arrangements, including clarifying roles and responsibilities of safeguarding partners. The updated guidance aims to have 'a renewed focus' on Early Help, safeguarding and promoting the welfare of children, and child protection.
5. The Data and Digital Strategy aims to support a strong data culture and leadership, support systems and technology to meet sector need, and improve the data that is collected, shared and used. Alongside this strategy, DfE published a Children's Social Care Dashboard and indicator update which sets out the development of 'clear and consistent' data indicators to help understand progress on the outcomes and enablers in the National Framework.
6. This reform programme sits alongside DfE reform around children's centres and family hubs, and special educational needs.

Current Position

7. DCCS has been considering, analysing and responding to the proposals in the Children's Social Care reform programme. It has set up a Children's Social Care Reform Oversight Group, which is chaired by the Assistant Director People and brings together leaders from across Children's Social Care and Early Help, Early

Years and Education, Quality Assurance and Safeguarding, and the Virtual School. The group meets regularly to assess any government policy or legislative changes, and review an action and risk log. The Group is also tasked with working with relevant partners to deliver against the actions.

8. DCCS is continuing to ensure that it is informed and up to date with the government's Children's Social Care reform programme by attending DfE and Social Care Institute for Excellence briefings and events, and meetings with DfE officials. Information and lessons are then shared internally.
9. Analysis of the Children's Social Care reform programme took place during the government's consultation phase and is being continually reviewed. The City Corporation is already delivering against many of the proposals, and there are no major, immediate changes needed to the way we work.
10. The analysis has been recorded in a detailed spreadsheet aligned with the key themes of the reform. Actions and conclusions from this analysis include:
 - **Family help:** the City Corporation is not one of the pathfinder local authorities that are testing approaches to social care during 2023–2025. However, DCCS will consider and engage with any evaluation and lessons from the pathfinders as they are published.
 - **Child protection:** DCCS is working with the City and Hackney Safeguarding Children Partnership to respond to the updated *Working Together* statutory guidance and progress appropriate actions within DfE timelines (by December 2024).
 - **Family networks:** DCCS is taking action in response to the new national Kinship Care Strategy, including addressing new Virtual School Kinship Care responsibilities and assessing our information and support offer for kinship carers.
 - **Children in care:** The City Corporation already provides £3,000 leaving care allowance and has a care leaver rent guarantor scheme.
 - **Social workers:** There is an existing offer in place to strengthen social worker skills and knowledge, including offering every social worker training to at least Level 1 in Systemic Social Work Practice.
 - **Evidence and data:** It is understood that the first iteration of the Dashboard will use existing data that local authorities are required to collect and will be published in late 2024.
11. The Ofsted inspection framework for Children's Social Care will not change.
12. There have been no legislative changes. The government is restricted in the scope of its reform by the General Election which must be held by 28 January 2025.
13. DCCS officers will continue to engage with the DfE, partners and families (where appropriate) to ensure that we are in line with any national policy changes around Children's Social Care reform.

14. DCCS is considering how to ensure that our language and reporting reflects the reform so we are effectively communicating what we deliver within this policy context.

Corporate & Strategic Implications

15. Strategic implications – The City Corporation’s response to the DfE’s Children’s Social Care reform aligns with the Corporate Plan 2024–29 outcomes of providing excellent services and ensuring that there are diverse, engaged communities. Aims of the DCCS Delivery Plan include: people of all ages and all backgrounds live in safe communities; and our homes are safe and well maintained and our estates are protected from harm.

16. Financial implications – none.

17. Resource implications – none.

18. Legal implications – none.

19. Risk implications – none.

20. Equalities implications – An equality impact assessment has not been completed as there are no fundamental changes.

21. Climate implications – none.

22. Security implications – none.

Conclusion

23. The DfE published a raft of strategies and guidance in December 2023 with the aim of reforming Children’s Social Care to have a greater focus on keeping families together and, where this is not possible, creating stable homes.

24. Members are asked to note that the DCCS is aware of the changes and has put activities in place to ensure that the City Corporation is, or will be, compliant within the government timescales. The reform programme will continue to be monitored and assessed in 2024 and will be reassessed in 2025 following the General Election. The DCCS focus remains on delivering the best possible services and support for City of London children, young people and families.

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Committees: Community & Children’s Services Committee – For Information Health & Social Care Scrutiny Committee – For Information Safeguarding Sub-Committee – For Information	Dated: 04/07/24 15/05/24 16/04/24
Subject: Adult Social Care Self-Assessment	Public
Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?	1, 2, 3, 4
Does this proposal require extra revenue and/or capital spending?	N
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain’s Department?	N/A
Report of: Judith Finlay, Executive Director, Community and Children’s Services	For Information
Report author: Scott Myers, Strategy & Projects Officer	

Summary

This report introduces the City of London Corporation’s Adult Social Care Self-Assessment 2024, which will support the inspection of our Adult Social Care services by the Care Quality Commission (CQC).

Recommendation

Members are asked to:

- Note the report.

Main Report

Background

1. The Health and Care Act 2022 introduced a new inspection regime for local authority Adult Social Care services, to be carried out by the CQC. Traditionally, only services that provide direct care – for example, reablement services, homecare and residential care – have been subject to inspection in the Adult Social Care field.
2. The roll-out of the inspection regime has started following a pilot period with several local authorities.
3. As with other inspections, we are required to produce a self-assessment to support the inspection of our services. Although there is no set format or

template for the Self-Assessment Framework (SEF), it is designed to provide a space for the local authority to reflect on their delivery and performance, their challenges and how they have responded to them, and the impact they have had on Adult Social Care clients.

Current Position

4. As part of our inspection preparation which this self-assessment supports, the City Corporation has a specific programme in Adult Social Care focusing on transformation and inspection. The programme board is chaired by the Executive Director of Community and Children's Services.
5. In August 2023, in co-operation with the Local Government Association, our inspection readiness was tested by a peer review and areas that are likely to be raised within an inspection. This peer review complemented our self-assessment and did not raise any areas of concern.
6. An Adult Social Care Service Improvement Plan will be established to support the improvement work emerging from the SEF. This improvement plan will include an update on service outcomes and will be submitted to Members on a six-monthly basis.

Key themes from the Adult Social Care Self-Assessment

Vision

7. Our vision for the City Corporation's Adult Social Care Service is to: support people to maintain their independence at home for as long as they are able and wish to; and enable them to meet their desired outcomes.

Strengths-Based Approach

8. One of our key strengths is our personalised and strengths-based approach to identify and deliver individual outcomes, and there is strong partnership working to deliver this. Though there are specific challenges around complex needs (specifically rough sleepers), there has been a proactive and innovative response which has reduced risk in this area.

Commissioned Placements

9. Some of our key areas of work include: strengthening triangulation around commissioned placements; developing a stronger performance culture within the service; strengthening quality assurance; and improving on some specific processes such as timeliness of reviews.
10. There are no accommodation-based support options within our boundaries, and placements are therefore purchased when required (also known as spot purchasing). A project is underway to make this process more efficient, to strengthen quality assurance and to triangulate this with our practice and systems.

Adult Social Care Workforce

11. The City of London Adult Social Care workforce is stable and experienced, creating a flexible and agile response to need. A strengths-based approach practice model and manageable workloads allow staff the time to build relationships and trust with people to identify and meet their outcomes. Strong partnership working across the system supports this approach.

Hospital Discharge

12. We have developed a new hospital discharge model and an innovative social worker post within the Homelessness Team.

Carers

13. Our specific support to carers has been strengthened and our new carers strategy will continue to focus on supporting carers.

Co-production

14. Our aim is to co-produce the Adult Social Care services that are needed. Going forward, our engagement with service users and their feedback will be strengthened to provide us with richer data on how outcomes are achieved and the impact this has. Essential information and how it is provided to services users is currently being reviewed.

Safeguarding Practice

15. Safeguarding practice in the City of London is robust, and the promotion of safety and reduction of risk is built into both our internal and external systems. Our Safeguarding Adults Board function is delivered jointly with the London Borough of Hackney but with an additional sub-group for the City of London to ensure a specific focus.

Areas for Improvement

16. The self-assessment sets out several improvements that focus on strengthening our existing robust work. These are summarised in the 'Key themes' paragraphs 7 to 15 above, and are included in the Adult Social Care Service Development Plan.

Corporate & Strategic Implications

17. There are no strategic implications directly related to this report.
 - Strategic implications – None identified.
 - Financial implications – None identified
 - Resource implications – None identified

- Legal implications – None identified
- Risk implications – None identified
- Equalities implications – None identified
- Climate implications – None identified
- Security implications – None identified

Conclusion

18. The City of London Corporation's Adult Social Care self-assessment shows that our practice and service to residents is good quality, but there are areas of development around systems and processes that could be delivered to strengthen the service further.

Appendices

- Appendix 1 – Adult Social Care Self-Assessment 2024

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Committee: Community and Children's Services	Dated: 04/07/2024
Subject: Pan London Children in Care Council	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	1 2 3 4
Does this proposal require extra revenue and/or capital spending?	N
If so, how much?	£0
What is the source of Funding?	
Has this Funding Source been agreed with the Chamberlain's Department?	Not Applicable
Report of: Judith Finlay, Executive Director, Community and Children's Services	For Information
Report author: Sharon Long, Director, Partnership for Young London	

Summary

This report outlines the work underway as part of the Pan London Children in Care Council (CiCC), which is jointly funded by the City of London Corporation and Association of London Directors of Children's Services (ALDCS). The report highlights the key activities that have taken place over the last year and their impact.

This covers the following areas:

1. The Pan London CiCC
2. The Pan London Compact for Care Leavers
3. Shining Stars Celebration
4. Voter ID Programme funded by the Greater London Authority (GLA)
5. My Covenant Partnership

Recommendation

Members are asked to:

- Note the report.

Main Report

Background

1. Partnership for Young London is funded to run the Pan London CiCC. This work has a number of aspects that aim to involve care-experienced young people in regional planning and decision-making. Key aspects of the work include:

- Facilitating the Pan London CiCC meetings to bring together representatives from CiCCs from all boroughs.
- To host the Pan London Participation Workers Network to share resources and best practice and create links across all boroughs
- To facilitate regional roundtable discussions with a range of policy-makers to amplify the voices and views of care-experienced young people
- Facilitate the Pan London CiCC Advisory Board to shape the work programme and engage young people in work prioritisation.

Current Position

2. The work undertaken over the last year includes the following:

- Pan London Compact Work – The Pan London CiCC is a key part of the Pan London Governance Group for the Compact with the ALDCS, London Councils, London Innovation and Improvement Alliance (LLIA), NHS London, Department for Education, and others. The Pan London Compact aims to create a set of standardised offers for care leavers across London. This includes co-chairing the sub-groups focusing on Education, Training and Employment, Health, Transport and Housing.
- This includes the launch of the Pan London Compact at the Livery Hall in March 2024, with more than 140 people, including the Minister for Care Leavers and the Head of NHS London.
- Wider Engagement – We hosted roundtable sessions with London funders to highlight the work of the CiCC and explore how independent funders can add value to this work. We facilitated sessions with Business in the Community on the role of the private sector, and took part in a roundtable meeting about Youth Loneliness, with the National Advisor for Care Leavers with MP Stuart Andrews and cross-departmental leads. We also hosted two sessions for care-experienced young people at King’s College and University College London.
- Family Court Judges – We hosted meetings with Central Family Court with Councillor Ruby Sayed to assess how care leavers’ voices inform decision-making processes.
- Shining Stars – We worked with the Network of Virtual Headteachers across London to host an inaugural celebration of care-experienced young people hosted at the Old Library. This was supported by a video welcome from the Mayor of London, Sadiq Khan, and attended by the Town Clerk, Ian Thomas. We are now aiming to make this an annual event for London.
- Voter ID and Voter Registration – We secured additional funding to run engagement events across London with CiCCs and the National Leaving Care Benchmarking Forum to profile the changes in terms of Voter ID and to encourage care-experienced young people to exercise their right to vote.

- My Covenant – We have been developing a partnership with My Covenant across London, supporting their work and the offers they have secured for care leavers. A key Government policy commitment in 2016 was a strategic pledge to introduce a Care Leaver Covenant. The Covenant is a promise made by the private, public and voluntary sectors to provide support for care leavers aged 16 to 25 years to help them to live independently. We have worked to launch these offers across London and will be hosting a new member of staff paid for by My Covenant to increase uptake across London.

Options

3. Moving forward we will be completing the following:

- Pan London CiCC meetings across all London Boroughs over the next six months
- Working with the Governance Group for the Pan London Compact and facilitating the working groups
- Working with Business in the Community to create opportunities for care leavers
- Continued engagement with the Family Court judges, leading to an event in September 2024
- Supporting the Shining Stars event for 2024 at Inner Temple for all London boroughs
- Working with My Covenant to recruit a new member of staff to join the team to ensure that offers being developed for care leavers are communicated effectively across London.

Proposals

4. The work detailed above is the proposed work plan for the Pan London CiCC until October 2024

Key Data

5. The data we have gathered to date includes the following:

- Hosted the launch of the Pan London Compact for 140 leads across London
- Co-hosted the Shining Stars Celebration with 170 leads from across London Boroughs
- Facilitated four Pan London CiCC meetings with 100 young people
- Hosted 10 sessions for more than 70 participation leads across London and a wider group of partners.

Corporate & Strategic Implications

6. Strategic implications – None

7. Financial implications – None

8. Resource implications – None
9. Legal implications – None
10. Risk implications – None
11. Equalities implications – This programme targets care-experienced young people who may have been through a number of challenges. It also includes young people from minoritised communities, those with additional needs, and with insecure immigration status.
12. Climate implications – None
13. Security implications – None

Conclusion

14. This report outlines the ongoing work of the Pan London CiCC and its impact across London over the last year.

Appendices

- Appendix 1 – The Pan London Compact can be viewed here <https://www.partnershipforyounglondon.org.uk/post/the-pan-london-care-leavers-compact>

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Committee: Community and Children Services	Dated: 04/07/24
Subject: Educational Campaign Tackling Violence Against Women and Girls – Update	Public
Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?	1
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: Judith Finlay, Executive Director of Community and Children’s Services	For Information
Report author: Valeria Cadena, Community Safety Manager, Department of Community and Children’s Services	

Summary

The purpose of this report is to update Members on the progress of the Violence Against Women and Girls campaign approved in November 2023. The campaign focuses on tackling misogyny and harassment by directly targeting perpetrators and core consumers of the night-time economy. It aims to create a hostile environment for perpetrators by spreading key messages promoting a zero tolerance for misogynistic behaviours and sexual harassment through a series of communication channels, including physical and digital advertising opportunities. The campaign was developed by the City of London Corporation Community Safety Team, alongside London Borough of Hackney and London Borough of Tower Hamlets. Since the launch a lot of positive activity has taken place to embed the campaign into different places and processes and this report aims to summarise this activity and the campaign’s impact.

Recommendations

Members are asked to:

- Note this report.

Main Report

Background

1. During the 16 Days of Activism Against Gender-Based Violence 2023 (25 November – 10 December) the #DONTCROSSTHELINE campaign was released following Member approval at three different Committees. The campaign was launched by the City of London Corporation, Hackney Council and Tower

Hamlets Council, to target misogynistic behaviours and sexual harassment in the City, Hackney and Tower Hamlets. The campaign aims to reach perpetrators directly, sending a clear message that behaviours such as unwanted groping, grabbing or touching will not be tolerated.

2. Included in the campaign launch was the creation and promotion of a website separate to the three local authorities. The website is named #DONTCROSSTHELINE and was developed to create an online space for the public to learn more, access physical and digital resources for sharing and displaying within businesses and licensed premises. The website includes helpful information on reporting crime and support services available to victims. It has provided an opportunity for the public to contribute to the campaign and have their say, creating an open space for public members to help local authorities understand what the public want and better understand their communities.

Current Position

3. In the initial stages of the launch, the campaign was introduced internally within the City of London Corporation with widespread promotion of campaign messaging and materials through display on various digital platforms accessible to all staff. This included the all-staff intranet, departmental newsletters, noticeboards, and digital boards within the Guildhall. Through the variety of methods used, the campaign was impactful in terms of reaching staff from all directions and ensuring that they had seen the campaign in one form or another.
4. During the 16 Days of Activism Against Gender-Based Violence 2023, and at the time of the launch, Hackney Council produced a news release which the City of London Corporation contributed a quote from a lead Member. Several pieces about the new campaign were posted on a variety of social media channels.
5. The City of London Corporation media team amplified Hackney's social media pieces to increase its impact and scope. An evaluation of these communications and their reach took place for the Christmas time activity (Appendix 1). Some of the social media pieces posted regarding the campaign attracted thousands of reactions, with one reaching almost 26,000 reactions. The number of users who viewed social media posts alone cannot be ascertained but will be higher than the number of reactions, as not all users interact with media.
6. The City of London Corporation created a specific campaign page on their external website so that public members are able to learn more and easily access the campaign's resources. [Don't Cross the Line - Tackling Misogyny Campaign - City of London](#)
7. The City of London Violence Against Women and Girls Delivery Group, were encouraged to disseminate the information and campaign materials within their organisations and, where possible, include the resources in their online and physical spaces. This ensured that the impact of the campaign was significant, as the representatives that are members of this group are champions within the City when it comes to tackling violence against women and girls. They also play a key role in collaboration with the City of London Corporation.

8. On the evenings of Friday 15 December 2023 and 3 May 2024 the City of London Police Operation Reframe, which aims to tackle violence against women and girls in the night-time economy, featured the #DONTCROSSTHELINE campaign as a focal point of their operation. This brought together the City of London Police, the City of London Corporation and other partner agencies to visit licensed premises and promote the campaign, increasing its awareness and engaging hospitality and public members with the police and local authority. Campaign display materials, such as posters, flyers and business cards were shared with the Licensing Team on a regular basis. This ensures that the campaign has a long-term impact and is adopted, not just temporarily, but also has a long-term place in licensed premises to reinforce the zero-tolerance for misogyny and sexual harassment.
9. The campaign has been included in external communications to City of London residents, through resident newsletters and estate-specific communications, with an aim to promote the campaign and reassure our communities that the City of London Corporation does not tolerate misogynistic behaviours and sexual harassment. To ensure a longstanding impact, it will be shared again in upcoming resident communications to directly reinforce the messaging with the public and perpetrators.
10. The City of London Business Improvement Districts (BIDs) have been promoting the campaign to businesses within their districts. The aim has been for the BIDs to use their communication channels and relationships with the businesses within their districts, to raise awareness and ensure that businesses are engaging with the campaign. The goal is for the campaign messaging to be displayed within the digital and physical spaces of businesses, to directly reach those working in and visiting the City directly. The BIDs have helped to increase the momentum of the campaign.
11. The Safer Business Network deliver regular vulnerability, welfare and 'Ask for Angela' training to licensed premises, and they have agreed to include the campaign resources and information in their business 'asset packs' which come in both digital and physical formats. These packs are provided to licensed premises when they take part in the training. This will help to encourage licensed premises to join in with the campaign. They are also provided to businesses who undertake the specialist Safe Haven training to gain the Safe Haven accreditation. This will help increase the uptake of the campaign within businesses in the City and spread the reach of the campaign.
12. At the time of the launch, the *Schools Weekly* news publication, which is circulated to all City schools' staff, featured a piece on the campaign to promote the messaging and themes. Additionally, on Monday 18 March 2024, the campaign was presented to the Safeguarding Education Forum, which is comprised of educational establishment staff, such as Safeguarding leads, Social Services and Education and Skills Team members. The forum was requested to support with promoting the campaign within educational settings to reach young people and children. The focus had initially been on licensed premises and workplaces adopting the campaign and displaying the materials, however, this meant that young people and children were not being reached. The campaign will be tailored

with the help of representatives from the City schools so that it can be promoted within the schools and colleges.

13. The Guildhall School of Music and Drama has pledged to support the campaign during the next university semester, with a launch of the campaign within the university campus and accommodation facilities. Materials will be extensively displayed, and the student union will be involved in spreading awareness of the campaign and ensuring it creates a memorable initial impact. The launch will include a lunchtime drop-in event focused on educating students on reporting channels and connecting them with local abuse and violence support services and an opportunity to discuss the campaign.

Corporate & Strategic Implications

14. This campaign continues to contribute to our corporate aim to keep the Square Mile as a 'vibrant thriving destination'. It is also in line with the City of London Safer City Partnership strategic aim to Reduce and Prevent Violence Against Women and Girls.
15. **Financial implications** – No further financial resources are required immediately. If further financial resources are necessary, the Department of Community and Children's Services will ask for funding resources from the Safer City Partnership Proceeds of Crime Act 2002 (POCA) funding.
16. **Resource implications** – We will continue to work closely with the City of London Police and other interested parties such as the Business Improvement Districts to amplify the distribution of the message and resources.
17. **Legal implications** – none
18. **Risk implications** – none
19. **Equalities implications** – none
20. **Climate implications** – none
21. **Security implications** – none

Conclusion

22. Throughout all the activity that has taken place since the launch of this campaign, the City of London Corporation has continued to tackle misogynistic behaviours displayed on a day-to-day basis. These behaviours are often presumed to be normal, therefore the campaign aims to prevent these behaviours from developing into sexual crimes and violence against women and girls.
23. Since the launch, multiple opportunities have been identified to incorporate and embed the campaign into key places, events and processes, to increase the awareness of the campaign, and install in various contexts a zero-tolerance approach for misogyny and sexual harassment. It is without a doubt that,

throughout the rest of the year and beyond, further opportunities to promote the campaign will be identified and taken forward to reach different audiences and tailor the campaign to enhance its impact.

Appendices

- Appendix 1 – Hackney Communications Evaluation

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Community Safety Manager

Department of Community and Children's Services

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Appendix 1

Don't Cross The Line evaluation Nov - Dec 2023

Comms	Activity	Evaluation
Physical assets	Triborough sticker	450 copies
	Triborough t-shirts	100 t-shirts
	Triborough business card	1,170 cards
	Mobile messaging van	Friday 25 November Saturday 26 November Friday 1 December Saturday 2 December
In-person events	Welfare pop ups	1,260 engagements Friday 29 September Saturday 30 September Friday 1 December Saturday 2 December
Online	Organic social media	Don't Cross The Line 1 Nov to 31 Dec 13 posts 25.6K impressions 440 engagements Hackney Nights 1 Nov to 31 Dec 7 posts 14.3K impressions 198 engagements
	Best performing social media posts	Triborough announcement 5.3K views 32 engagements Stencilling reel : 4,468, 181 engagements Venues reel 1 : 1,924, 33 engagements Venues reel 2 : 5,670, 145 engagements
Press/ news	Triborough launch press release: New campaign aims to help end harassment and misogyny on nights out in Shoreditch	Don't cross the line - the new campaign against gender-based violence East London Lines , 2 December Sexual offences down 36% after Hackney Nights campaign

		<p>Hackney Gazette, 30 November</p> <p>New campaign aims to help end harassment and misogyny on nights out in Tower Hamlets</p> <p>Tower Hamlets, 30 November</p> <p>Don't Cross the Line - Tackling Misogyny Campaign</p> <p>City of London Corporation, 15 December</p>
	<p>Triborough launch news page piece: New campaign aims to help end harassment and misogyny on nights out in Shoreditch</p>	347 page views
	<p>Hackney News Tuesday 5 December - Partnership campaign against harassment and misogyny on nights out</p>	<p>Open rate: 55%</p> <p>Link clicks for story: 45</p>
Web visits	<p>Visits to:</p> <p>https://dontcrosstheline.uk/</p>	350

Committee(s)	Dated:
Community and Children’s Services – For Information	4 July 2024
Subject: Revenue Outturn 2023/24 – Community and Children’s Services Committee (City Fund)	Public
Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?	1,2,3,4,8,9,12
Report of: The Director of Community and Children’s Services and the Chamberlain	For Information
Report author: Beatrix Jako, Chamberlain’s Department	

Summary

This report compares the 2023/24 revenue outturn for the non-Housing Revenue Account (HRA) services overseen by your Committee with the final agreed budget for the year. The Director of Community and Children’s Services local risk budget was underspent by £193,000 with an overspend on all risks including recharges of £465,000. This is summarised in the table below.

Summary Comparison of 2023/24 Revenue Outturn with Final Agreed Budget – Community & Children’s Services Committee			
	Final Agreed Budget £000	Revenue Outturn £000	Variations (Increase) / Reduction £000
Local Risk	(13,862)	(13,669)	193
Central Risk	(1,258)	(1,817)	(559)
Surveyors R&M	(253)	(11)	242
Total all Risks	(15,373)	(15,497)	(124)
Recharges	(2,441)	(2,782)	(341)
Overall Totals	(17,814)	(18,279)	(465)

- (i) The local risk underspend of £193,000 in People’s Services within children social care and older people service areas was mainly due to use of one-off grant reserves relating to the iBCF (improved Better Care Fund) and BCF (Better Care Fund), plus the unbudgeted market sustainability grant paid for the placement uplift costs during the year (see paragraphs 5 and 6).
- (ii) The central risk overspend was mainly due to £396,000 overspend on unaccompanied asylum seeking children and £213,000 overspend on benefits administration (see paragraphs 7,8 and 9).
- (iii) The Surveyors R&M underspend of £242,000 was mainly due to a slippage of cyclical works at the Golden Lane Leisure Centre (see paragraph 10).

(iv) The £341,000 overspend on recharges was mainly due to a new basis for calculating recharges (see paragraph 12).

Recommendation

It is recommended that this revenue outturn report for 2023/24 is noted.

Main Report

Revenue Outturn for 2023/24

- Actual net expenditure for your Committee's services during 2023/24 totalled £18.279m. A summary comparison with the final agreed budget for the year of £17.814m is tabulated below. In the tables, figures in brackets indicate expenditure or adverse variance. Only significant variances (generally those larger than £100,000) have been commented on in the following paragraphs.

	Final Agreed Budget £000	Revenue Outturn £000	Variations to Final Agreed Budget (Increase) / Reduction £000	Paragraph
Local Risk				
Supervision & Management	(1,632)	(1,659)	(27)	
Partnerships & Commissioned Services	(1,320)	(1,365)	(45)	
Education and Skills	(1,178)	(1,106)	72	
People's Services	(9,112)	(8,831)	281	5,6
Housing Services	(620)	(708)	(88)	
Total Local Risk	(13,862)	(13,669)	193	
Central Risk	(1,258)	(1,817)	(559)	6,7,8,9
Surveyors R&M	(253)	(11)	242	10
Recharges	(2,441)	(2,782)	(341)	12
Overall Totals	(17,814)	(18,279)	(465)	

- A reconciliation of original local risk budget to the final agreed local risk budget is provided in Appendix A.

3. Revenue account reserves levels at start and end of 2023/24 are provided in Appendix B.
4. The 2023/24 final approved central risk budget includes a £60,000 additional funding from the Transformation Fund along with additional resources of £5,000 to cover cost of living staff pay rises effective from July 2023, a budget uplift of £8,000 to cover backdated agency pay (HAYS), and an adjustment of £80,000 relating to the Operational Property Review.

Reasons for significant variations

5. There was a net underspend of £281,000 in People's Services within children social care and older people service areas. This was primarily attributable to the one-off allocation of iBCF (improved Better Care Fund) and BCF (Better Care Fund) grant reserves, plus the receipt of the unbudgeted market sustainability grant for placement uplift costs during the year.
6. In general, it should be noted that both the social care and asylum budgets are very volatile and a small change in client numbers could have a major effect on the outturn.
7. The Unaccompanied Asylum Seeking Children (UASC) central risk budget was overspend by £396,000. The funding received from the Home Office is not adequate to cover the full cost of those asylum seekers who have now become care leavers. Once a client turns 18, the funding from the Home Office is reduced and this stops when they turn 21. The city has decided to support these clients until they are 25. In addition, there was an internal review of staff delivering duties for our UASC population. As a result of this review asylum related staff costs of £370,000 were transferred to central risk from local risk.
8. There was a £213,000 adverse variance within Benefit Administration central risk budget. This is largely attributable to a shortfall between housing benefits awarded for temporary accommodations and what the Department for Work and Pensions paid. Some of the accommodations are over their limit and shortage of temporary accommodation at reasonable prices led to the increasing shortfall in this area.
9. The Homes for Ukraine Scheme continued during the year. The costs involved with these programmes have been fully met from government grants and have had no impact on the Directors overall net outturn.
10. Due to slippage of the procurement and delivery timeframe for these cyclical works at the Golden Lane Leisure Centre, the project couldn't be completed by 31 March 2024. However Resource Allocation Sub Committee (RASC) approved a request for one year extension.
11. The table below shows a breakdown of the Capital and Support Services budgets and expenditure.

	Final Agreed Budget £000	Revenue Outturn £000	Variation (Increase)/ Decrease £000
CAPITAL & SUPPORT SERVICES			
Capital Charges	(519)	(587)	(68)
Support Services, including Chamberlains, Comptrollers* & Town Clerks	(1,068)	(1,264)	(196)
Surveyors Employee Recharges	(1)	(2)	(1)
IS Recharges	(547)	(677)	(130)
Guildhall Admin Buildings	(295)	(234)	61
Insurances, including premises & liability	(65)	(73)	(8)
Other recharges	22	23	1
Corporate & Democratic Core	32	32	0
TOTAL CAPITAL & SUPPORT SERVICES	(2,441)	(2,782)	(341)

*The Comptrollers and City Solicitors department continue to recharge departments for any external legal fees that they have incurred.

12. During 2023/24 a review of central support services recharges was carried out. This involved updating the basis of apportionment for all recharges following the Target Operating Model and Governance Review along with trying to make them more transparent and fairer across all services. The updated basis has led to several variations to the originally budgeted charge across committees, but overall total recharges have remained within the total original envelope. The full review has not yet been formally approved by Members as work is ongoing as how the new basis will affect 2024/25 budgets. Once the review is fully adopted the 2024/25 budget will be reviewed and updated where necessary and the paper on the review made available.

Recharges have a corresponding contra entry in their own accounts. Consequently, these charges have no overall impact on net expenditure for the Corporation as a whole.

Local Risk Budget Carry Forward to 2024/25

13. Chief Officers can request underspends of up to 10% or £500,000 (whichever is the lesser) of the final agreed local risk budget to be carried forward provided the underspending is not fortuitous and the resources are required for a planned purpose. Such requests are subject to the approval of the Chamberlain in consultation with the Chairman and Deputy Chairman of the Resources Allocation Sub Committee.
14. There were no carry forward requests submitted by the Director of Community and Children's Services' which relate to this committee.

Corporate & Strategic Implications

Financial implications: None

Resource implications: None

Legal implications: None

Risk implications: None

Equalities implications: None

Climate implications: None

Security implications: None

Appendices

- Appendix A – A reconciliation of 2023/24 original local risk budget to the final agreed local risk budget 2023/24
- Appendix B – Revenue account reserves levels at start and end of 2023/24

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Appendix A

	£'000
Original Local Risk Budget 2023/24	(13,335)
Centrally funded July 2023 pay award	(294)
Centrally funded apprentices	(44)
Centrally funded budget uplift to cover increasing energy prices	(63)
Centrally funded Winter payment	(112)
Virement to libraries	45
Centrally funded budget uplift to cover backdated agency pay (HAYS)	(55)
Transfer of Portsoken/Green Box budget to Libraries	(6)
Minor adjustments	2
Final Agreed Local Risk Budget 2023/24	(13,862)

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Appendix B

Reserves balances as at 31 March 2024

	Opening balance as at 1 April 2023 £000	Closing balance as at 31 March 2024 £000
1. Public Health Grant	368	98
2. The Aldgate School reserves	204	157
3. CWDC integrated workforce grant	48	33
4. Improved Better Care Fund (iBCF)	223	281
5. Dedicated School Grant (DSG)	1,172	638

1. The public health grant is paid to local authorities from the Department for Health and Social Care (DHSC) budget. It is used to provide vital preventative services that help to support health. This includes smoking cessation, drug and alcohol services, children's health services and sexual health services, as well as broader public health support across local authorities and the NHS.
2. The Aldgate school is a voluntary aided school and the only maintained school in the City of London. Reserve fund represents an accumulation of funds set aside by the school for future purposes.
3. The CWDC (Children's Workforce Development Council) integrated workforce grant was launched with the primary aim of supporting integrated children's workforce training and development and the move towards more flexible career pathways as well as the development of a more robust leadership and management development approach across integrated services.
4. The iBCF (Improved Better Care Fund) is passed to local authorities with social care responsibilities for the purposes of meeting adult social care needs, reducing pressures on the NHS, supporting more people to be discharged from hospital when they are ready and ensuring that the social care provider market is supported.
5. The Dedicated Schools Grant (DSG) is a ring-fenced grant allocated to the authority by the Government to support a range of education related services.

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Committee(s): Community and Children's Services	Dated: 4 July 2024
Subject: Housing Revenue Account - Outturn 2023/24	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 Director of Community and Children's Services and the Chamberlain	For Information
Report author: Goshe Munir, Senior Accountant, Chamberlain's Department	

Summary

- This report compares the outturn for the Housing Revenue Account (HRA) in 2023/24 with the final agreed budget for the year.
 - The total net transfer to reserves for the year was £0.083m, £0.195m lower than the final agreed budgeted of £0.278m, mainly as a result of significantly higher than budgeted repairs and maintenance and supervision and management costs. This was partly offset by higher rent and service charge income than budgeted and a lower transfer to Major Repairs Reserve (MRR). As a result, Revenue Reserves ended the year with a balance of £0.309m.
 - The Major Repairs Reserve ended the year with a Nil balance, £0.250m lower than budgeted. However the MRR did not begin to borrow funds as previously expected due to slippage on major works projects and higher than expected receipt of capital grants. Borrowing by the MRR is now expected to begin in 2024/25.

Table A - Summary Comparison of 2023/24 Outturn with Final Agreed Budget			
	Final Agreed Budget	Outturn	Variation Underspend / (Overspend)
	£000	£000	£000
HRA Revenue (see Table B)			
Expenditure	(12,658)	(14,461)	(1,803)
Income	16,217	16,769	552
Other (Interest Payable)	0	(153)	(153)
Transfer to MRR	<u>(3,281)</u>	<u>(2,073)</u>	<u>1,208</u>
Surplus in year	278	83	(195)
Opening Reserves	226	226	0
Closing Reserves	<u>504</u>	<u>309</u>	<u>(195)</u>
Major Repairs Reserve (see Table C)			
Opening reserve	(250)	(256)	(6)
Net Capital exp in year	(3,281)	(1,817)	1,464
Transfer from Revenue	<u>3,281</u>	<u>2,073</u>	<u>(1,208)</u>
Closing Reserves	<u>(250)</u>	<u>0</u>	<u>(250)</u>

Recommendation(s)

2. It is recommended that this outturn report for 2023/24 is noted.

Main Report

Housing Revenue Account

3. The HRA is ringfenced by legislation which means that the account is financially self-supporting. Although the “Capital” Account is not ringfenced by law, the respective financial positions of the HRA and the City Fund has meant that capital expenditure is financed without placing a burden on the use of City Fund resources. All HRA related capital expenditure continues to be funded from the HRA, including the Major Repairs Reserve and certain capital receipts from sales of HRA assets, with homeowners making their appropriate contributions. In practice, therefore, the capital account is also ringfenced.

HRA Revenue Outturn for 2023/24

4. The HRA revenue outturn has a net surplus of £0.83m, £0.195m lower than the expected surplus in the budget, for the reasons set out in detail in Table B below.

Table B

Table B	Original Budget 2023/24 £000	Final Agreed Budget 2023/24 £000	Revenue Outturn 2023/24 £000	Variation (Underspend) / Overspend 2023/24 £000	Paragraph Number
<u>Expenditure</u>					
Repairs, Maintenance & Improvements					
Breakdown and Emergency Repairs	(1,762)	(1,762)	(2,810)	(1,048)	5
Contract Servicing	(780)	(780)	(754)	26	
Cyclical and Minor Improvements	(434)	(434)	(384)	50	
Supplementary Revenue	(323)	(323)	(35)	288	6
Technical Services and City Surveyor's Costs	(1,495)	(1,495)	(1,794)	(299)	7
Total Repairs, Maintenance & Improvements	(4,794)	(4,794)	(5,778)	(984)	
Supervision and Management	(4,805)	(5,114)	(5,448)	(334)	8
Specialised Support Services					
Central Heating	(328)	(328)	(536)	(208)	9
Estate Lighting	(381)	(381)	(663)	(282)	10
Caretaking and Cleaning	(1,526)	(1,526)	(1,592)	(66)	
Community Facilities	(184)	(184)	(176)	8	
Welfare Services	(49)	(49)	4	53	
Garden Maintenance	(282)	(282)	(272)	10	
Total Expenditure	(12,349)	(12,658)	(14,461)	(1,803)	
<u>Income</u>					
Rent					
Dwellings	11,646	11,646	12,012	366	11
Car Parking	624	624	331	(293)	12
Baggage Stores	127	127	125	(2)	
Commercial	1,791	1,791	1,388	(403)	13
Community Facilities	79	79	206	127	
Service Charges	1,939	1,939	2,689	750	14
Other	11	11	17	6	
Total Income	16,217	16,217	16,769	552	
Interest Payable	(125)	0	(153)	(153)	
Net Operating Income	3,743	3,559	2,155	(1,404)	
Loan Charges – Principal	(166)	0	0	0	
Transfer to Major Repairs Reserve	(3,281)	(3,281)	(2,073)	1,208	
	296	278	83	(195)	
Opening Reserves	49	226	226	0	
Closing Reserves	345	504	309	(195)	

5. Repairs, Maintenance and Improvements costs were overspent by £1048k. The increased expenditure was driven by increased demand for breakdown and emergency repairs including significant fire safety work.
6. Supplementary Revenue Projects underspent by £288k due to projects coming in under budget and some slippage in planned works.
7. The overspend of £299k in Technical Services and City Surveyor costs is due to the technical recharge cost, which is based on time spent (worked) on HRA Projects, being higher than anticipated.
8. Supervision and Management costs had an overspend of £334k mainly due to the increase in Central Support & IS Staff Recharge by £300k. During 2023/24 a review of central support services recharges was carried out. This involved updating the basis of apportionment for all recharges following the Target Operating Model and Governance Review along with trying to make them more transparent and fairer across all services. The updated basis has led to several variations to the originally budgeted charge across committees, but overall total recharges have remained within the total original envelope. The full review has not yet been formally approved by Members as work is ongoing as how the new basis will affect 2024/25 budgets. Once the review is fully adopted the 2024/25 budget will be reviewed and updated where necessary and the paper on the review made available.
9. Central Heating had an overspend of £208k which was mainly related to the higher gas cost at Golden Lane Estate & Middlesex Street Estate.
10. Estate Lighting actual cost was £282k more than budgeted at William Blake, Golden Lane, Middlesex and York Way Estates. This is due to higher than increases in unit prices (tariffs) and standing charges, and the use of estimated, rather than actual, meter readings. Priority will be given to use actual meter readings in future.
11. Dwellings rental income had a favourable variance of £366k, mainly due to higher than budgeted income from Golden Lane Estate & Avondale Square Estate.
12. The Car Parking Income underachieved by 293k mainly due to reduced income from Middlesex Street Estate and York Way Estate and across other Estates.
13. The decrease in commercial income by £403k is due to reduced income from Retail Premises on Middlesex St Estate & William Blake Estate.
14. The Service Charge has a favourable variance by £750k compared to the latest budget profiled, this is mainly due to the balancing recovery of higher than expected expenditure in the year and additional reimbursements from long lessees.

15. Comparison of 2023/24 Major Repairs Reserves Outturn with Final Budget as set out in Table C below.

Table C

Table C	Original Budget £000	Latest Budget	Revenue Outturn £000	Variation (Underspend) £000	Notes
HRA Reserves					
Major Repairs Reserve					
Balance Brought Forward	250	1,018	256	6	
Transfer from HRA	(3,281)	(2,076)	(2,073)	1,208	Table B
Capital Expenditure	72,711	50,466	32,380	(40,331)	Annex A
Section 106 funding	(44,691)	(34,286)	(2,453)	42,239	
Capital Receipts applied	(13,533)	(2,009)	(7,860)	5,673	
Community Infrastructure Levy	(500)	(500)	(500)	0	
GLA and City Cash Grants	0	(4,933)	(14,024)	(14,024)	
Reimbursements from					
Homeowners	(4,163)	(2,911)	(2,654)	1,509	
Fire Safety Grant	0	0	(3,071)	(3,071)	
City Fund Loan	(6,543)	(3,751)	0	6,543	
Major Repairs Reserve Balance Carried Forward	250	1,018	0	(250)	

Appendices

- Annex A - CAPITAL PROJECTS

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Project Name	Project Code	Type	Original Budget 2023/24 £000	LAB Budget 2023/24 £000	2023/24 Outturn (Expenditure)	Variance (Slippage)	Comments on main variations
L5-Avondale Square Play & Ball Games Areas Refurbishment	29100160	Capital	559	6	(7)	(566)	Project complete, retention
L5-Crescent House & Cullum House Heating Replacement	29100076	Capital	0	0	(5)	(5)	Project no longer progressing
L5-Decent Homes Call-backs 2020-22	29100146	Capital	0	9	(28)	(28)	Project complete
L5-Dron House - Fire Door Replacement	29100169	Capital	0	306	234	234	Project delivery in progress
L5-Fire Door Replacement - Avondale	29100167	Capital	1,915	3,001	1,281	(634)	Project delivery in progress - works to Point blocks delayed due to sprinkler install
L5-Fire Door Replacement - Holloway	29100166	Capital	0	41	(35)	(35)	Project complete, retention
L5-Fire Door Replacement - York Way	29100165	Capital	0	95	59	59	Project complete, retention
L5-Roof Replacements - Various Estates	29100100	Capital	2,533	0	0	(2,533)	Deferred to next 5 year programme
L5-Fire Door Replacements - Various Estates	29100101	Capital	4,376	87	2	(4,374)	Design work for remaining phases ongoing
L5-Fire Safety Doors - Great Arthur House	29100113	Capital	0	0	(1)	(1)	Project on hold pending sprinkler install
L5-George Elliston & Eric Wilkins Houses Refurbishment	29100156	Capital	0	0	26	26	Design work progressing
L5-Golden Lane Windows Replacement	29100102	Capital	6,945	37	203	(6,742)	Additional budget to progress design work was approved
L5-Great Arthur House Window Cladding	29100010	Capital	0	11	0	0	Project complete
L5-Harman Close Decent Homes	29100111	Capital	0	13	0	0	Project complete
L5-Holloway Estate Windows Replacement	29100103	Capital	1,342	1,992	4,131	2,789	Additional budget to complete project delivery was approved
L5-Housing Management System Upgrade	29100123	Capital	1,094		0	(1,094)	Additional budget required to complete project work on Civica Housing System
L5-Installation of Sprinklers - Avondale Square Estate	29100159	Capital	0	1,279	1,779	1,779	Work in progress
L5-Installation of Sprinklers - Great Arthur House	29100157	Capital	0	9	33	33	Awaiting Fire Strategy
L5-Installation of Sprinklers - Petticoat Tower	29100158	Capital	0	498	384	384	Work in progress
L5-Isleden House Additional Housing	29100079	Capital	135	761	71	(64)	Project complete
L5-Middlesex Street Estate - Cold Water Distribution System Replacement	29100164	Capital	0	25	21	21	Project complete
L5-Middlesex Street Estate - Replacement of Heating & Hot Water	29100130	Capital	1,455	1,329	1,732	277	Project delivery in progress - Additional budget to complete project delivery was approved
L5-Petticoat Tower - Fire Door Replacement	29100172	Capital	0	15	1	1	Project on hold pending sprinkler install
L5-Richard Cloudesley Housing	29100078	Capital	2,597	2,573	880	(1,717)	Project is in dispute
L5-Southwark Estate Windows Replacement	29100104	Capital	4,223	2,850	2,418	(1,805)	Project delivery in progress
L5-Sumner Buildings - Fire Door Replacement	29100170	Capital	972	371	308	(664)	Project delivery in progress
L5-Sydenham Hill - Provision of Social Housing	29100067	Capital	17,877	10,014	6,529	(11,348)	Project delivery in progress
L5-Sydenham Hill Windows Replacement	29100106	Capital	0	392	772	772	Additional budget to complete project delivery was approved
L5-Tenants Electrical Services Testing & Smoke Detector Installation - Phase 5	29100150	Capital	0	186	19	19	Project delivery in progress
L5-William Blake Estate - Fire Door Replacement	29100171	Capital	1,945	455	352	(1,593)	Project delivery in progress
L5-Windsor House Windows Replacement	29100108	Capital	1,580	217	1,406	(174)	Additional budget to complete project delivery was approved
L5-York Way Estate - Cold Water Distribution System	29100163	Capital	0	3	0	0	Project complete
L5-York Way Estate - Replacement of Heating & Hot Water	29100129	Capital	0	525	319	319	Project complete, retention
L5-York Way Estate Provision of Social Housing	29100141	Capital	23,163	23,366	9,497	(13,666)	Project delivery in progress
Total			72,711	50,466	32,380	(40,331)	

GRAND COURT OF WARDMOTE – Tuesday, 14th May 2024

RESOLUTIONS ARISING FROM ANNUAL WARDMOTES 2024

Ward of Aldersgate – 20th March 2024

“That the City of London supports a group of Common Councillors, City of London Officers, Anchor Management and Tudor Rose Court Residents’ Association Officers to call to account the management of Tudor Rose Court, the only residential facility for elderly people in the City”

Ward of Cripplegate – 2nd November 2023 and 20th March 2024

- (i) “The Wardmote resolves that officers investigate the reasons for delays incurred since the planning for Crescent House was granted in December 2023 and from that report to produce a critical path programme for delivery, to be shared with residents no later than July 2024, such programme to encompass all the milestones for internal approval processes, design and anticipated construction timetabling both for Crescent House and the entire Golden Lane Estate”.
- (ii) “The Wardmote resolves that the Landlord, Planners, Surveyors and other relevant City departments urgently seek agreement and funding for the parade of shops under Crescent House on Golden Lane Estate to remove external shutters which attract graffiti and prepare a programme of restoration of the street shop fronts and rear arcade, to enhance the attraction of the arcade in order that businesses can flourish as an important local amenity”.
- (iii) “The Wardmote resolves to request the Corporation of London to immediately apply the abatement of 27% of structural repairs as set out in the Leases of Crescent House; or in the absence of this, to provide full reasons why this should not be done”.

H - Ward of Portsoken – 20th March 2023

- (i) “We request that the City of London Corporation commit to a thorough independent review of estate management on the Middlesex Street Estate given the lack of progress on various longstanding issues and projects within the Estate”

- (ii) “That the relevant Committee consider whether current tenants of the City of London Corporation have the same options as leaseholders with regards to installation of sprinklers, and where a current tenant opted out then sprinklers be installed on a change of tenant”.

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