

Cabinet 16 September 2019

Report title: Lambeth Children's Homes Redress Scheme Update

Wards: All

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Report summary

This report provides Cabinet with an update on the performance of the Lambeth Children's Homes Redress Scheme (the Scheme) as at the end of June 2019. The Scheme has been operational for a period of eighteen months during which time a total of 1,250 applications have been received. A steady number of new applications continue to be received each month.

When the Scheme was launched it was anticipated that the Independent Inquiry into Child Sexual Abuse (IICSA) public hearings of children in the care of Lambeth would have taken place before the Scheme closing date. The Lambeth hearings are now expected to take place between April and November 2020 and publication of the IICSA report sometime in 2021. The Lambeth Inquiry and subsequent Report are likely to generate increased publicity and awareness resulting in further applicants coming forward. The Council is keen to ensure that as many people as possible are able to make an application through the Scheme and therefore this report contains a recommendation for Cabinet to extend the closing date of the Scheme for a further period of two years which will mean that the closing date will be 1 January 2022.

As at the end of June 2019 over £16 million has been paid in redress compensation directly to applicants. This is comprised of £9.9 million paid in Harm's Way payments, £5.1 million paid in further Individual Redress payments and £1.1 million on applications over the Scheme limit of £125,000. Almost 43% of all applications that have been received to date have been processed to the stage where applicants have received all of the financial redress that is due to them. Of the total amount paid in redress and legal costs over 83% has been paid directly to applicants in compensation. In addition to financial redress 169 letters of apology have been prepared and sent to applicants with 13 applicants so far having taken up the offer of a meeting with a senior representative of the Council.

Continued efforts have been made to raise awareness of the Scheme to the families and carers of those that were resident in one of the four homes for children with disabilities with 21 applications having now been received. National and international advertising of the Scheme has also continued throughout the last six months and the Council has written to a number of UK representatives of countries whose nationals/residents may have an interest in making an application to the Scheme.

Operational procedures of the Scheme have been further reviewed and a number of improvements have been implemented following feedback from applicants and their representatives. This has included looking at all open applications to see if they can be progressed, identifying potential processing bottlenecks, removing these and liaising with applicant solicitors to move cases forward. Interim redress payments have been offered to eligible applicants to ensure that applicants receive some of their compensation sooner. Further details of these and other improvements are included in this report.

Finance summary

The Council received initial independent actuarial advice in assessing the cost and value for money of operating the Scheme which was also subjected to a peer review by a second actuarial firm who confirmed that the assumptions made in the original report were reasonable. A further actuarial review was undertaken after the first year of operation and the financial forecast was revised (based on available data at that time) to an estimated Scheme cost of £100 million (including applications over the Scheme limit).

The actuary has again reviewed the data as at eighteen months of the Scheme operation and suggests that based on the experience to date that the revised cost estimate for the Scheme (for the period 2 January 2018 to 1 January 2020) could be expected to be somewhere between £65 to £80 million.

As at the end of June 2019 the total Scheme expenditure to date is c£22 million. This comprises of £16.1 million paid in redress to applicants, £3.3 million on both applicant's and the Council's legal costs of processing applications and £2.6 million on other costs including rehabilitation & therapy for applicant's, cost of instructing medical experts and social work chronology and also on administrative costs including staffing.

The outstanding costs as at June 2019 (i.e. those redress payments, legal and associated disbursement costs that have not yet been paid in respect of all applications received as at the end of June) is c£29 million plus a further estimated £2 million for Scheme administration and staffing. This means that the total estimated incurred cost of the Scheme as at June 2019 is c£53 million (£22 million paid + £29 million outstanding + £2 million estimated administration).

Given the latest financial forecast for the first two years of the Scheme, it is considered that the proposed two year extension of the Scheme can still be contained within the original forecast of £100 million. It is likely that the number of new applications received during the extension period would be less than those already received to date due to the extensive publicity and work of the Shirley Oaks Survivors Association and the Council that has already been undertaken to date.

The Council has already secured a capitalisation direction from the Government to borrow up to £100 million needed to fund the Scheme.

Recommendations

1. To note the contents of this report and in particular the amendments to the Scheme process made as a result of survivors and stakeholder feedback.
2. To approve a two year extension with a revised closing date of 1 January 2022 for applications to be received.
3. To receive a report to Cabinet in April 2020 to consider the performance of the Scheme as at the end of the first two years of operation.

1. CONTEXT

- 1.1 This report follows on from the previous updates on the operation and performance of the Scheme that have been reported to Cabinet on 17 September 2018 and 1 April 2019. This report presents an update on the operation and performance of the Scheme as at 30 June 2019 for Cabinet to review.
- 1.2 The Scheme was opened on 2 January 2018 to provide a mechanism for compensating survivors of sexual, physical and psychological abuse suffered at the borough homes which were open from the 1930s until the 1990s. The Scheme is open to new applications up until 1 January 2020, however a proposal is contained within this Cabinet report to extend the closing date for new applications until 1 January 2022.
- 1.3 In addition to financial compensation, eligible applicants to the Scheme are also entitled to receive a formal letter of apology from the Council, a meeting with a senior officer, access to advisory services and the provision of free personalised counselling support. In addition to counselling support available under the Scheme, the Council has a free specialist and dedicated independent counselling support service for all survivors available through Oxleas NHS Trust.
- 1.4 A summary of the redress available under the Scheme is attached at Appendix A.
- 1.5 Applicants to the Scheme are not required to obtain a copy of their social care records before making a redress application. However all applicants are reminded that they are entitled to apply for a copy of their records at any time if they have not already done so. This can be done by completing the relevant form which can be found by visiting the Lambeth Council website www.lambeth.gov.uk and searching for 'Subject Access Request'.

2. PROPOSAL AND REASONS

Summary and Index

- 2.1 A copy of the redress Scheme performance dashboard as at 30 June 2019 is attached to this report at Appendix B. This performance dashboard provides a more detailed analysis of the performance information that is summarised in this report.
- 2.2 The index below provides a summary of the performance information and updates contained within this report and the paragraph that this information can be found in to make it easier to locate a specific subject area:

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Application processing improvements

2.3 Since the previous report to Cabinet in April 2019 and the feedback received from survivors and their solicitors, the redress team and Scheme solicitors, Kennedys LLP, have undertaken a detailed analysis of all open applications to identify whether there are any areas (within our control) where improvements can be made or where applications can be progressed quicker and also any opportunities for improving the application process. This has included:

- Undertaking a weekly review of all applications that have been opened for over six months to ensure these are progressing as smoothly as possible;
- Meeting or liaising with applicant solicitors to understand where any bottle-necks in the Scheme administration are arising and how best to resolve these through process improvements where possible;
- At the request of applicant solicitors, additional consultant psychiatrists have been added to the pool of Scheme experts in order to ensure that applicants are seen more quickly. Dr Davies and Dr O’Neil have recently been added at the suggestion of Applicant solicitors;
- Agreeing a fixed price solution with applicant solicitors with regard to preparing social work chronologies in response to previous concerns raised by applicant solicitors – this does not create any financial saving over the previous process but is expected to reduce duplication;
- Offering interim Individual Redress payments to applicants to ensure that they have access to compensation more quickly – this does not alter the overall total value of redress an applicant receives just that they receive it in two payments rather than one at the end of the process;
- Accepting that for applicants who live overseas and do not feel able to participate in a Skype appointment with a Scheme expert that a psychiatrist in their country of residence can, in certain circumstances, be instructed;
- Allocated a dedicated resource to assist with the payments process ensuring that Harm’s Way and Individual Redress payments are made to applicants as quickly as possible;
- Reviewed and amended our internal processes and documents for the verification process to avoid duplication and speed up the time taken to conduct verification checks; and,
- Created a new workflow to deal more efficiently with the increased flow of invoicing from applicant solicitors to ensure that applicant payments paid via their solicitor are processed as quickly as possible.

2.4 In addition to the above, a number of other changes and improvements to the operational processing of applications have been implemented as summarised below:

- Applicants are now offered a choice of three appointments with three different medical Scheme experts rather than just one appointment being offered;
- In appropriate circumstances medical examinations can take place at an applicant’s home and/or a location that minimises travel time and inconvenience to an applicant;
- In partnership with the National Association for People Abused in Childhood (NAPAC) have reviewed our correspondence to applicants in person to ensure that the information is easier to understand;
- Have amended our acknowledgement letters to remind applicants of their right to request their social care records and the process for doing so;
- Improved our verification process to ensure checks for available files and records are undertaken more efficiently
- Providing a choice of where individuals can access counselling , either through Oxleas or closer to where people live

- Introduced verification monitoring tools to track where each application is in the process in real time and providing updates to the redress file handlers;
- Undertaking regular reviews of open applications and weekly monitoring discussions with the Scheme solicitors to identify any blockages and how these may be moved forward; and,
- Compiling a set of criteria where the Council would consider the funding of Personal Injury Trusts in order to protect an Applicant's means tested benefits following receipt of compensation under the Scheme.

Applicant solicitor behaviours

2.5 The Council recognises the impact that any delay to the processing of applications has on applicants and seeks to avoid or reduce these wherever possible. It is also recognised that an applicant may have completed an application form some time before it is actually submitted and received by the Council for processing. We remind applicant solicitors of their role in assisting to manage the expectations of applicants particularly in relation to when information is received by the solicitor and then provided to the Council.

2.6 Although the Council has made a number of improvements to the process it is important to point out that there are a number of issues relating to applicant solicitors that have been observed that contribute to delays in the processing of applications. These include:

- Not providing further/full details or information about aspects of an application when requested;
- Delay in providing evidence or further evidence when requested, sometimes running into several months;
- Delay in providing witness statements, in some cases these are outstanding for over six months
- Delay in forwarding medical records for consideration;
- Making requests for unredacted social care records and not accepting that this is not something that the Scheme can provide;
- Attempts to redefine the scope and ambit of the Scheme;
- Treating applications as if they are civil claims and arguing legal points rather than recognising that the Scheme is an alternative dispute resolution process;
- Not agreeing to the instruction of Willis Palmer to undertake social records chronology (now resolved by allowing applicant solicitors to undertake this work at a fixed cost);
- Medical expert appointments being offered and then the slot being allowed to lapse;
- Applicants not attending medical appointments or cancelling at the last minute meaning the appointment has to be re-arranged for a future date;
- Lack of response to offers and/or correspondence from the redress team and Scheme solicitors
- Offers of redress made and outstanding for over six months – sometimes applicant solicitors are without instruction from their client; and,
- Delay in providing a cost bill at the end of the process.

2.7 All of the above have led to some applications not progressing for significant periods of time. In addition the redress team is often contacted by applicants for an update on their application advising that they haven't received any update from their solicitor or have been unable to get hold of them. These issues can all add to the frustration felt by applicants that their claim isn't being progressed by the Redress team.

Applications received

2.8 During the first eighteen months a total of 1,250 applications have been submitted for consideration under the Scheme. The number of new applications received each month has fallen from the peak

levels seen last year, however a steady number of new applications continues to be received at around 30 to 40 per month.

2.9 The vast majority of applications, over 94%, have been received from applicants that are residing in the United Kingdom. Over 50% of those applicants reside in the greater London area. There have been a total of 208 applications (17% of the total) from applicants residing within the borough of Lambeth. The remaining applications have been received from various other countries.

Applicant types

2.10 The vast majority of applicants (88%) are legally represented in submitting their application through the Scheme. There are 28 separate firms of solicitors that are representing applicants with both their Harm’s Way and Individual Redress applications.

2.11 Individuals are also able to submit an application to the Scheme in person and these are referred to as ‘Applicants in Person’. Currently 12% of applicants have elected to handle their own applications. Applicants are reminded of their right to legal representation and advised that their reasonable costs of this are covered under the Scheme. Applicants are also signposted to where they can obtain further information in relation to legal representation. For applicants who don’t wish to be legally represented a protocol is in place to minimise any potential distress, simplify and explain the process as far as practically possible.

Application processing

2.12 The processing of financial redress to applicants is undertaken over two stages. The first stage is the determination of whether an applicant is eligible under the Scheme (verification) and then making the appropriate level of Harm’s Way Payment to all eligible applicants. The second stage is determining the value of any Individual Redress payment that has been applied for and making payment of this to the applicant. The table below details the two stages and the average processing times as at June 2019:

Stage 1 Verification of application & Harm’s Way Payment	Stage 2 Individual Redress Payment
Current average processing time from receipt of application to the Harm’s Way Payment to applicant 2 months	Current average processing time from end of Stage 1 to the Individual Redress Payment to applicant 7.5 months
<ul style="list-style-type: none"> • Receiving & setting up new applications. • Verification & confirmation of an applicant’s placement in a Lambeth Children’s home • Determination of eligibility for Harm’s Way Payment • Making the Harm’s Way Payment to eligible applicants • Payment of fixed legal costs to legal representatives 	<ul style="list-style-type: none"> • Review of relevant documentation, evidence, medical records & care records • Assessment of injury & appropriate compensation to be paid to reflect the severity of abuse suffered • Assessment of any consequential hurt, fear and humiliation an eligible applicant has experienced and the lifetime consequences the abuse has caused. • Liaison with applicant’s solicitors, medical experts & others • Making Interim redress payments to eligible applicants • Making final redress payments to applicants

- 2.13 The average time taken to verify an applicant and process their Harm's Way Payment is two months (44 working days) from the date that the application is received by the Council until the date that the Harm's Way Payment is made. It should be noted that some applicants may have actually completed an application form sometime earlier and handed this to their representative as it is sometimes noted that the date on the form is much earlier than the date actually received by the Council.
- 2.14 Over 80% of Harm's Way applications have been processed in three months or less. Those applications that have taken longer than three months have been due to various reasons including insufficient or missing information provided as part of an application, being unable to verify an applicant, and awaiting on an applicant providing further information.
- 2.15 In some cases such as where an applicant needs to obtain further records from the London Metropolitan archives or another local authority this can take a considerable period of time. Upon receipt of the additional information at a later date the processing of the application can be continued.
- 2.16 The processing of Individual Redress Payments (stage 2) is more complex and involves obtaining and considering documentation from many different sources including social care and medical records. This stage can also involve obtaining further expert medical evidence. On those applications where an Individual Redress payment has been determined and paid this has taken an average of seven and a half months. It is important to point out that whilst applicants are not expected to prove their case because the Council has accepted liability in terms of the abuse they were subjected to, the Council does need details of the nature of the abuse and the effect that it has had on the applicant in order to assess the correct level of compensation payable to each individual. In this respect no two claims will be identical.
- 2.17 The overall processing time for an applicant claiming both a Harm's Way and Individual Redress payment is nine and a half months from receipt of their completed application to the date that the final redress payment is made to the applicant. This is quicker than the equivalent processing time for civil claims which take significantly longer and can take a number of years to conclude.
- 2.18 Eighteen months into the operation of the Scheme, almost 43% of the total number of applications received have been processed through to the end of stage 2 meaning that all the financial redress due to these applicants has now been paid to them.
- 2.19 Once all of the financial redress has been paid to an applicant the application moves into a stage 3 process which is where all of the final legal costs are then paid to the applicant's solicitors and the Council's own costs are concluded. There may also be some elements of non-financial redress that have been requested and are still being finalised at this stage. Once all of these have been finalised an application will be marked as 'closed' denoting that there are no further costs outstanding against the application.

Application status

- 2.20 As at the end of June 2019 the processing status of applications is shown in the table below:

Application Status	Total number of applications	Applications as a %
Stage 1 Verification & Harm's Way Payment still being determined	70	5%
Stage 2	639	51%

Individual Redress payment still being determined		
Stage 3 All HWP and IRP paid to applicants – legal costs being finalised	101	8%
Closed applications Finalised and closed – Redress and legal costs paid	433	35%
Over Scheme limit applications	7	1%
	1,250	100%

2.21 A more detailed analysis of the status of applications is included at KPI 3 in the Redress Scheme June performance dashboard which is attached to this report at Appendix B.

2.22 There have been a total of 47 applications (3.8% of total applications) that have not been accepted into the Scheme due to not meeting the relevant Scheme criteria. In addition there are a further three applications that have not been accepted and are currently pending an appeal. The reason for applications not being accepted is shown in the table below:

Reason redress application not accepted into Scheme	Total number of applications
Unable to verify applicant	25
Not placed in a Lambeth children's home	18
Threshold not met for Harm's Way	6
Abuse occurred whilst in foster care	1
Total	50

2.23 In all cases where applicants have been advised that their application has not met the relevant criteria the applicant is reminded of their right to appeal the Council's decision. Applicants are also reminded of their right to seek legal advice (if not already represented) and are assisted with signposting to other organisations that may be able to assist them in locating records.

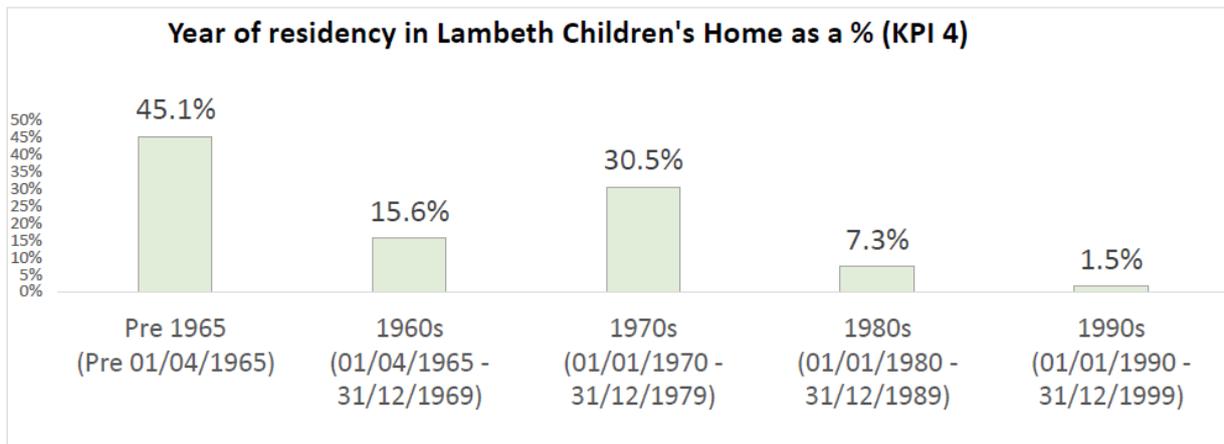
2.24 Individuals that suffered abuse whilst only in foster care are not eligible to submit an application under the Scheme, they may however be entitled to make a civil claim. All individuals are advised to seek independent legal advice around this. Any subsequent compensation claims received will be dealt with in accordance with the usual civil process.

Periods of residency

2.25 Just under half of the applications received to date (45.1%) relate to applicants where they first entered (were resident for the first time) a children's home pre 1965 (these are homes for which Lambeth assumed responsibility in 1965 from London County Council).

2.26 Some applicants were resident in a home pre 1965 and would still have been resident when responsibility for the home transferred to Lambeth Council in April 1965. Other applicants may have been resident in a home for a period of time pre 1965 and then again for a separate period(s) post 1965.

2.27 The chart below details the years that applicants were first placed at a Lambeth children's home:



2.28 The earliest recorded date of an eligible applicant being placed in a children's home (that subsequently transferred to Lambeth in 1965) is in 1933 with the latest being recorded as 1994 (there are a few applications where applicants have stated they first went into care in the early 2000's however these have subsequently not met the Scheme criteria and have not been accepted).

2.29 The numbers of applications received relating to residency in children's homes in the 1980's and 1990's is low in comparison to earlier years. This is because Shirley Oaks closed in 1983 and after the mid 1980's the number of children that were placed in those Lambeth Children's homes that were still operational had reduced significantly. Over 40% of children's homes had closed by the end of 1989 and only 6% of homes were still in operation after 1995.

Locations

2.30 The majority of applications received to date (60%) relate to incidents that occurred within Shirley Oaks. However this number has decreased from the figure of 72% reported as at the end of the first year. In contrast new applications from applicants resident in other Lambeth children's homes seem to remain stable.

2.31 South Vale Assessment Centre/Children's Home accounts for 15% of applications followed by Woodvale at 3%.

2.32 A list of those children's homes that were run by Lambeth or its predecessor authority is attached at Appendix C.

Specialist units

2.33 There were four former children's homes for children with disabilities that were managed by the Council. These homes were open for varying lengths of time between 1976 and 2000, and were often referred to by different names. The four homes for children with disabilities are:

- Ivy House / Warham Road / Rose House ('**Ivy House**');
- Monkton Street Children's Home ('**Monkton Street**');
- Leigham Court Road Children's Home ('**Leigham Court Road**'); and,
- Chestnut Road / Robson Road Children's Home ('**Chestnut Road**').

2.34 An eligible applicant who was resident as a child at one of the above homes for children with disabilities is not required to provide written evidence in support of their application for a Harm's Way Payment (they are however still required to complete an application form) and will upon verification of their placement receive a Harm's Way Payment of £10,000 regardless of the length of time they were resident in the home.

2.35 We have established a Special Unit Project Board involving legal, redress and social work that meets on a fortnightly basis. The board has considered 60 people, of these we have been unsuccessful in locating 8 people and their whereabouts is unknown and 4 people are deceased. Contact has been made with the adult or their representative for 38. Of these 13 applications have been made and a further 9 are awaiting input from legal representatives and/or families. We have placed 3 applications on hold due to wellbeing concerns, but will revisit these at a later date to assess whether the person is in a position to engage.

2.36 Some of the people who are part of the specialist unit cohort do not have representation from family of lawyers, further to this they lack the mental capacity to advocate for themselves or instruct lawyers. For this group we are following the process as laid out in the Mental Capacity Act 2005 statutory guidance. Namely appointing an independent advocate to represent the person's interests when making a best interests decision to proceed with applications to the Redress scheme. Further to this, the advocate would be able to instruct a lawyer if this was felt to be in their best interests, for example in order to set up a trust fund

Harm's Way Payments

2.37 After eighteen months of Scheme operation a total of 1,101 Harm's Way Payments have been made totalling £9.8 million. The breakdown of these payments is shown in the table below:

Harm's Way payments	No. of verified payments	Total amount paid (£)
£1,000 - less than 1 week	3	3,000
£2,500 - more than 1 week up to 3 months	100	250,000
£5,000 - between 3 and 6 months	70	350,000
£10,000 - more than 6 months	928	9,280,000
Total Harm's Way payments	1,101	9,883,000

Individual Redress Payments

2.38 After eighteen months of Scheme operation a total of 250 Individual Redress Payments have been made totalling £5.1 million (this total is in addition to the total Harm's Way Payments). A breakdown of the Individual Redress Payments that have been made is shown in the table below:

Individual Redress payments	No. of verified payments	Total amount paid (£)
Interim Individual Redress Payment	46	564,000
Band 1	72	616,950
Band 2	66	1,252,823
Band 3	21	837,700
Band 1 (Plus Band 4)	5	93,000
Band 2 (Plus Band 4)	20	537,130
Band 3 (Plus Band 4)	20	1,256,650
Total Individual Redress payments	250	5,158,253

2.39 In addition to the above payments a further £1.1 million has been paid in respect of those applications that have exceeded the Scheme limit (over £125,000).

2.40 Of the total paid in redress and legal costs to date 83% has gone directly to applicants as shown below:

Payment type	Amount Paid (£)	Percentage %
Paid to Applicants (HWP, IRP & over £125k)	16,131,703	83%
Council's Legal costs	1,459,475	7%
Applicant's Legal costs	1,873,565	10%
Total	19,464,743	100%

Legal costs

2.41 In addition to the compensation that is paid to applicants, there are also applicants and the Council's legal costs associated with the processing of applications. The Council's own legal costs are paid on a monthly basis in respect of those applications on which the Scheme solicitors have worked on during that month. Applicants' legal costs are concluded at the finalisation of the application once all redress has been paid to the applicant, except for the payment of the Harm's Way fixed fee and any interim payment on costs paid at the medical referral stage.

2.42 The total value of legal costs paid as at the end of June 2019 on those applications that have been fully settled and closed is shown in the table below:

Closed Applications <i>(Both applicant and Council's legal costs paid)</i>	Number of Applications	Council's own legal costs paid (£)	Applicants legal costs paid (£)
Settled redress applications*	433	353,839	739,258
Settled applications over £125,000	5	81,777	261,000
Total closed/settled applications	438	435,616	1,000,258

*This includes all applications that have been settled including HWP only, IRP less than HWP and withdrawn & not accepted applications.

2.43 As shown above the value of the Council's own legal costs of £435,616 (30%) on closed applications is significantly lower than those costs that have been paid to the applicants' solicitors of £1,000,258 (70%) for the same applications. The hourly rates charged by the Council's solicitors are significantly lower than the equivalent hourly rates for applicants' solicitors. The cost comparison on these closed applications is the most relevant as all costs have been paid with none outstanding.

2.44 There are a number of applications where the applicant has received all of their financial redress but the Council is yet to receive the final bill for legal costs from their solicitors. Where these costs have been outstanding for over a month we are reminding the solicitors of the need to submit their legal costs bill in a timely manner in order to fully conclude the matter. In addition there are costs that have been received from the applicant solicitors where it is considered that the costs submitted are excessive and/or include elements of costs that are not accepted. In these cases attempts are made

to negotiate with applicant solicitors to agree a more reasonable costs bill that is proportionate to the nature of dealing with a Scheme application under an alternative dispute resolution process. Where agreement cannot be reached these costs cases will proceed to appeal for determination.

2.45 The total value of all legal costs that have been paid at the eighteen month stage (both on closed and open applications) is £3.3 million comprising of £1.4 million for the Council's own costs and £1.9 million for applicants solicitors.

Average legal costs by solicitor

2.46 The following table highlights the total and average legal costs that have been paid to solicitors in respect of Individual Redress settlements only, on closed applications where all legal costs have been concluded:

Breakdown of Settled IRP applications with Legal Costs paid

Applicants' legal representation (KPI 7b)	Number of IRP settlement	IRP settlement Paid (£)	IRP Legal Costs (£)	Costs as % of IRP settlement	Average IRP Paid (£)	Average Costs (£)
Imran Khan & Partners	5	807,450	248,652	31%	161,490	49,730
Bolt Burdon Solicitors	3	209,300	63,920	31%	69,767	21,307
Hudgell Solicitors	4	108,000	32,550	30%	27,000	8,138
Verisona Law	29	728,980	164,764	23%	25,137	5,682
Switalskis Solicitors	25	788,180	157,560	20%	31,527	6,302
Birnberg Peirce Limited	26	761,780	145,936	19%	29,299	5,613
Slater & Gordon Solicitors	7	331,159	37,071	11%	47,308	5,296
Others*	4	95,000	19,125	20%	23,750	4,781
Total Applicant Solicitors	103	3,829,849	869,578	23%	37,183	8,443
Kennedys Solicitors	103	3,829,849	303,864	8%	37,183	2,950

*Solicitor firms have been grouped together as 'Others' as numbers are too low to list separately.

2.47 The data in the above table represents only those Individual Redress applications that have been finalised and where all legal costs have been paid for both the applicant's and THE Council's solicitors (excluding any Harm's Way fixed fee costs). The data also includes all applications including those over £125,000 that have been concluded. It does not include any applicants in person.

Scheme appeals

2.48 As at the end of June a total of 16 appeals have been received of which 8 have already been determined or withdrawn, and 8 that are still awaiting determination by the appeal panel. The first appeals on the value of Individual redress payment and on applicant's legal costs have now been received and will be determined by the full panel of three members. The first of these appeals is scheduled to be heard in September 2019.

2.49 The table below details the numbers of appeals that have been received in each category and the status of each as at eighteen months:

Appeal category	Number of Appeals	Percentage of Appeals	Appeals allowed (successful)	Appeals dismissed (unsuccessful)	Appeals withdrawn	Appeals pending
Eligibility	10	63%	1	5	1	3
Level of Harm's Way Payment	1	6%	0	0	1	0
Level of Redress Payment	2	12%	0	0	0	2

Level of applicant Legal Costs	3	19%	0	0	0	3
Total number of appeals	16	100%	1	5	2	8

2.50 The majority of appeals that have been received to date have been in relation to eligibility matters, more recently there are appeals coming forward on the level of redress payment and applicant legal costs.

Non-financial redress

2.51 The Scheme offers applicants the opportunity to access a number of non-financial redress benefits such as a letter of apology, a meeting with a senior representative of the Council, access to a counselling service and access to specialist advice and help with issues including housing, welfare, benefits, further education and employment.

2.52 At the time of writing a total of 169 letters of apology have been requested and sent to applicants. The number of requests for apology letters continues to increase as more applications are settled. A total of 13 meetings with a senior representative of the Council have also taken place after being requested by applicants. In addition to this over 40 referrals have been made for applicants requesting access to advisory services.

2.53 Applicants are reminded at various stages of the non-financial redress that is available to them as part of their application, and are further reminded at the point their final redress payments are made.

Counselling service

2.54 The Council has had a free specialist and dedicated independent counselling support service for all survivors since 2015. The Council is continuing to fund this counselling service for the duration of the Scheme.

2.55 Feedback from both users and providers of the counselling service is that they would prefer more flexible access to counselling, particularly for those who do not live in London or may have mobility or other issues that mean that cannot easily access the current provider. The current provider already engages in innovative delivery options by telephone, mobile technology and online to enable flexible access for those individuals who feel this is helpful.

2.56 In addition to the above offer the Council has agreed to fund private counselling from a professionally qualified and registered counsellor or therapist providing this has been recommended by an applicant's GP or other appropriately qualified clinician in circumstances where the need for counselling has arisen out of an individual's abusive experiences in a Lambeth Children's Home.

Engagement & advertising

2.57 Since the commencement of the Scheme the Council has run various advertising campaigns to raise awareness of and promote the Scheme to potential applicants. National advertising has taken place through adverts placed in the Metro as the UK newspaper with the biggest distribution, and also in other national newspapers. In addition to this, adverts were placed in targeted publications in London, Kent and the south coast of England as well as in a number of specialist and professional publications based on feedback received from the community and information on the distribution of existing applicants. This included adverts in some international publications.

2.58 In addition to the above advertising, the Council has also written to more than 50 charities and third sector groups outlining details of the Scheme, sharing the application form and associated guide. We have asked the groups to share and promote the information with relevant parties to ensure they

are made aware of the Scheme. We have also written to the UK representatives (ambassadors and high commissioners) of a number of countries whose nationals/residents may have an interest in submitting an application through the redress scheme. We have asked these representatives to assist in raising awareness of the Scheme within their respective countries.

- 2.59 Dedicated webpages provide a wide range of information about the Scheme and the webpages and information has recently been updated having been reviewed by an independent consultant. An application guide, application form and copy of the Scheme are all available to download from the website. Details of the website can be found here:

<https://www.lambeth.gov.uk/redress>

Stakeholder feedback and review

- 2.60 The Council has appointed an independent external expert to gain insight into survivors' experiences of engaging with the Scheme, and to examine what further work can be undertaken to encourage and build confidence in others who have not yet come forward to apply. Applicants that have concluded their applications within the Scheme have been invited to provide their feedback through a variety of engagement methods with the independent expert. The information received from this process has been used to inform changes to the Scheme process/administration particularly in relation to how we communicate with applicants.
- 2.61 Concerns were raised at the last Cabinet meeting about the level of settlement offers being made by the Council's solicitors and of low offers being made which were later increased. In order to assess the effectiveness and approach taken by the Scheme solicitors, Kennedys LLP, to the making of redress settlement offers and the settlement of applications the Council instructed a barrister who is an expert in sexual abuse litigation to undertake a review of a random selection of settled applications. The barrister selected a total of 53 concluded applications to review the approach taken by Kennedys and the relevance of the financial redress offers made on these. A copy of the executive summary of the audit is attached at Appendix D.
- 2.62 The following is a summary of the conclusions that were noted from the barristers' audit review:

Evidence provided by applicants – It was noted that it was common for not a lot of detail or evidence to be provided in applications in the first instance but for the evidence to be supplemented by further particulars at a later date. It was noted that where offers of redress were made but subsequently not accepted that Kennedys always pointed out in correspondence that they would be happy to consider any additional evidence if it was provided.

Evidence provided in a piecemeal nature – The barrister noted that the full picture of abuse in terms of its nature, frequency and effects would often not emerge until later in the process rather than in the early stages of an application.

Analysis of the evidence – It was noted that the thought process of the file handlers at Kennedys were clearly set out and well documented and that it was possible to clearly see the analysis applied to the evidence as it evolved and to understand the basis upon which redress offers had been assessed, and where appropriate reassessed, with reference to the different compensation bands.

The barrister notes that evidence presented by applicants was taken at face value and there were no instances of case handlers being judgemental on the grounds of credibility or any other basis. The case handlers have adopted a generous interpretation of the facts in favour of the applicants when selecting the appropriate compensation band and range.

Approach to the quantification of applications – The barrister notes that the correspondence and telephone discussions between the parties around the issues of quantification were without exception conducted on a non-combative collaborative process. It is further noted that the two main reasons for redress offers being increased from their starting point or initial offer was the provision of further evidence later on which suggested either a greater frequency of abuse than previously indicated and/or which suggested definite psychological effects not mentioned in initial information.

Stages at which redress offers were made – The barrister acknowledges that in some applications the Council was invited to make offers without necessity to obtain medical evidence and in other cases applicants wanted to wait to be medically examined.

Applicants in person – it was noted that there were a number of positive points identified by the Kennedys files handlers in their interaction with applicants such as reminding them of their right to legal advice paid for by the Council, provided with careful explanations of the working of the Scheme and the process, advised no pressure to accept offers and could take time, advised they could submit further evidence or counter offers, signposted to support services where appropriate.

2.63 The Council has continued to engage with applicant solicitors to discuss operational matters related to the Scheme and to discuss issues on particular cases with a view to moving these forward through the process. Not all applicant solicitors have taken up the offer to meet to discuss the operation of the Scheme.

Aggravated Damages

2.64 The Council has been asked to clarify and explain the basis upon which applicants are compensated where an applicant has suffered sexual, physical or psychological abuse as a result of his or her race/ religion/ disability/ nationality and sexual orientation. In particular the Council has been asked to clarify how racial trauma is addressed in the Scheme.

2.65 It is important to highlight that Lambeth accept that racism was an aggressive and divisive fact of life that existed in society at large over many years, however there is currently no separate head of damage in personal injury/abuse claims for racism/racial trauma. In these circumstances a civil court will enhance a compensation award to reflect aggravating features, such as racial abuse.

2.66 In regard to the Redress Scheme, any racial abuse that an applicant has suffered will automatically qualify an applicant for a harm's way payment under the Scheme, of up to £10,000. Where an application is also made for an Individual Redress payment (IRP) then any racial abuse is also factored into the tariff bands. An appropriate tariff band is selected taking into account the Applicant's description of his/her abusive experiences whilst resident at a Lambeth children's home (and/or foster placement that directly followed a Lambeth children's home). A suitable figure is then offered by way of an Individual Redress Payment (IRP) taking into account all the circumstances of the case, including any consequential injury to feelings, mental suffering, humiliation, distress, anger or indignation etc. Abusive experiences that have a racial motivation would involve an award at the higher end of the appropriate tariff band on the basis that race/racism is an aggravating feature.

2.67 The 10% uplift is an enhancement and not intended to compensate for the racial element of the claim in isolation. The substantive award already acknowledges injury to feelings before one proceeds to add the 10% by way of uplift. It is additional to what would likely be awarded in a comparable civil claim.

2.68 It is of course recognised that it is almost impossible to differentiate between injury to feelings with or without any racial element, as the whole experience is inextricably intertwined. The selection of 10% ensures that emphasis is given to recognising the particular damaging impact of racially

motivated abuse without discriminating against other Applicants who, whilst not subject to racial abuse, have nevertheless been subject to other distressing experiences.

Proposed Scheme extension

- 2.69 The Scheme has been open to applications for eighteen months as at the date of this report with a total of 1,250 applications having been received and a steady number of new applications continuing to be received each month including most recently in July and August. This indicates that information on the Scheme is still reaching individuals as the numbers of new applications still remains relatively high at 30-40 per month.
- 2.70 The Independent Inquiry into Child Sexual Abuse (IICSA) investigation into Children in the care of Lambeth Council is scheduled to hold public hearings between April and November 2020 with the final report on the Lambeth Council investigation likely to be published some months later in 2021. There is likely to be further media coverage around the time of the hearings and also when the subsequent report is published. The media coverage during this period is likely to reach some individuals that may not have previously heard about the Scheme. It may also encourage others that have not yet submitted an application, for whatever reason, to do so.
- 2.71 The Council is keen to ensure that as many eligible applicants as possible are able to make an application through the Scheme and therefore it is considered appropriate to extend the closing date for applications to the Scheme by a further two years to allow for eligible applicants to come forward throughout and for a period after the IICSA investigation into Lambeth Council.
- 2.72 The Council is able to give three months' notice to make any variations to the Scheme as detailed at paragraph 3.4 of the Scheme document. It is therefore proposed that the closing date as outlined in paragraph 3.2 of the Scheme document is now extended by a further two years and an amendment made to the wording in this section to read: "Any application to join the Scheme which is received by 5pm on 1 January 2022 will be accepted into the Scheme for consideration".
- 2.73 The publication of this report will act as the necessary three month notice period for the above variation.
- 2.74 In extending the Scheme for a further two year period it is thought to be highly unlikely that further application numbers each month will increase to the levels previously seen. It is estimated that numbers will continue to be received at the current rate of around 30-40 per month and will gradually decline over the extension period. Extending the Scheme could see the total number of applications received fall somewhere between the revised estimate of 2,100 and the original estimate of 3,000.

Access to records update

- 2.75 The Council continues to run a large specialist team of 50 staff responding to requests from former children in the care of Lambeth for their Council care files. So far over 1,250 requests for historical care records have been received since January 2017 which is an unprecedented number and equates to over 3,000 volumes of files.
- 2.76 The Council has invested more than £3million in providing this service. Applicants to the Lambeth Children's Homes Redress Scheme are not required to make a Subject Access Request (SAR). But feedback from survivors who have received their records from the Council indicate that for some having their care file can help them understand issues they experienced in their childhood.
- 2.77 The Council continues to provide updates to the ICO on progress with the SARS project.

Update on Independent Inquiry into Child Sexual Abuse

- 2.78 The Independent Inquiry into Child Sexual Abuse (IICSA) has 14 different strands for investigation, including Children in the care of Lambeth Council. Lambeth Council is a core participant in this investigation and continues with its preparations having now disclosed 200,000 pages of relevant documents and files to IICSA.
- 2.79 In March 2018 IICSA set out 20 core issues it proposes examining in relation to Lambeth, and the Council is currently preparing a draft corporate witness statement on specific historical issues requested by IICSA.
- 2.80 On 12 November 2018 IICSA determined the institutions which would be the focus of case studies at the public hearings, namely:
- Shirley Oaks Children’s Home;
 - Angell Road Children’s Home;
 - South Vale Assessment Centre;
 - Ivy House Children’s Home; and,
 - Monkton Street Children’s Home.
- 2.81 On 19 June 2019 IICSA announced that public hearings in all of its investigations will conclude by November 2020, so we expect the Lambeth hearing to take place sometime between April and November 2020. Confirmation of the actual hearing dates is still awaited.
- 2.82 On 23 July 2019 an update on progress in its investigation into allegations of child sexual abuse in Lambeth children’s homes was given at a fourth preliminary hearing. Notably, IICSA have granted core participant status to seven complainant/survivors in 2019 and the Inquiry remains open to receiving further applications from survivors or victims.

3. FINANCE

- 3.1 The total cost incurred in operating the Scheme (including compensation payments over £125,000) as at the end of eighteen months of operation is £21,842,949. These costs are cumulative running from the start of the Scheme on 2 January 2018 through to the end of June 2019. A breakdown of the expenditure is shown in the following table:

Expenditure type	Expenditure amount (£)
Redress applications – Paid to applicants Harm’s Way	9,883,000
Redress applications – Paid to applicants Individual Redress	5,158,253
Redress applications – Applicant legal costs	1,612,566
Redress applications – Council’s legal costs	1,377,698
Redress applications – Disbursements (medicals, travel etc.)	982,318
Redress applications – Appeal Panel costs	26,792
Redress Scheme – Scheme administration advice & support	267,373
Redress Scheme – Staffing costs	980,156
Redress Scheme – Operational costs (advertising, post)	121,566
Total cost of Redress applications	20,409,722
Applications exceeding Scheme limit – paid to applicants	1,090,450
Applications exceeding Scheme limit – Applicant legal costs	261,000

Applications exceeding Scheme limit – Council’s legal costs	81,777
Total cost of applications exceeding Scheme limit	1,433,227
Total cost of Redress and those exceeding Scheme limit	21,842,949

- 3.2 Prior to the launch of the Scheme the Council received independent actuarial advice in assessing the cost and value for money of operating a Redress Scheme compared to the conventional approach to handling such claims through a civil litigation route. Further actuarial reviews have been undertaken periodically with a full review of the available data completed as at this reporting period.
- 3.3 An original estimate suggested that the possible number of applications to the Scheme could be 3,000, at an estimated cost to the Scheme of up to £100 million plus a further £40 million to deal with the more complex claims over the Scheme limit. The Council secured a capitalisation directive from the Government to borrow the up to £100 million needed to fund the Scheme. This was based on assumptions as the only basis upon which to determine the actual number of applications that would be made.
- 3.4 As at the end of the first year following review of the then available data the estimate was revised to 2,100 applications at a cost of up to £100 million now including the more complex claims over the Scheme limit. The latest data available shows that the number of applications received still remain below the revised estimate and therefore within the £100m agreed capitalisation level approved by MHCLG.
- 3.5 As at the eighteen month point the total estimated cost of applications within the Scheme (i.e. those known and reported as at 30 June 2019) was just under £53 million. This figure comprises of actual payments and costs incurred as at this date and an estimated forecast of payments and costs still to be made against those applications received and still open at this time.
- 3.6 It is proposed to extend the closing date of the Scheme by a further two years, however given the actual performance data to date and the revised forecast it is considered that the overall cost of the Scheme including the two year extension will still come within £100 million.
- 3.7 Weekly monitoring of application numbers and the costs incurred is undertaken and this includes forecasting of the likely overall Scheme cost. This regular forecasting allows us to monitor the risk of costs escalating outside of forecast so that early intervention measures can be considered.

4. LEGAL AND DEMOCRACY

- 4.1 The Council has a legal power to establish a redress Scheme under s. 1 Localism Act 2011 which introduced a “general power of competence” (GPOC) which gives the local authority “the power to do anything that individuals generally may do” and which expressly includes the power to do something for the benefit of the authority, its area or persons resident or present in its area.
- 4.2 The GPOC in common with any other source of power must be exercised reasonably and properly. The Council must be mindful of its fiduciary duty to Council tax payers and, therefore, needs to balance the needs of survivors against its public duty to ensure that applications are appropriately validated and that payments are reasonable and lawful.

- 4.3 The Council's auditors have a statutory duty under the Local Audit and Accountability Act 2014 to be satisfied that "the authority has made proper arrangements for securing economy, efficiency and effectiveness in its use of resources".
- 4.4 The Scheme provides for the award of a Harm's Way Payment of up to £10,000 where there is evidence that residents were subjected to a harsh environment as defined under the Scheme. It would not be lawful for the Council to introduce a Scheme which simply allowed for payment of a Harm's Way Payment without provision of a threshold based on some form of evidence in order to validate payment.
- 4.5 As a public body the Council has a duty to exercise its powers properly and reasonably. In this context "properly" includes that legally irrelevant considerations are left out of account and all legally relevant considerations are taken into account. Importantly, where expenditure is involved, "reasonably" includes compliance with the fiduciary duty to council tax payers owed by a local authority and reaffirmed by the Court of Appeal in *Charles Terence Estates Ltd v Cornwall County Council* [2013] 1 WLR 466, at paragraphs 11 – 17. The fiduciary duty is a duty not to incur expenditure "thrifflously" and to act "in a fairly business-like manner" with "due regard" for the interests of council tax payers and holding a balance between those who contribute funds and those who receive payment. It is considered reasonable in all the circumstances to extend the Scheme for a further two years given the likelihood of further claims coming forward during this period which will need to be responded to appropriately.
- 4.6 It has been suggested that the Council could make blanket Harm's Way Payments based on residence alone. This would amount to an unlawful fetter of its discretion and would not be considered fair as between former residents in differing circumstances.
- 4.7 The Council has taken advice from leading counsel in the development of the Scheme. The advice from counsel is that the Scheme delivers appropriate recompense for those who were subjected to abuse and that the Tariffs to be applied in assessing the level of award payable under the Scheme reflect the awards that the civil courts would make. There will be some complex cases which would not be suitable to deal with through the Scheme, however, as they require a much more detailed analysis of the loss of educational or employment opportunities these cases are better dealt with through the civil process.
- 4.8 All public authorities are required, in carrying out their functions, to have due regard to the need to achieve the objectives set out under s149 of the Equality Act 2010 to:
- a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;
 - b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and,
 - c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.
- 4.9 This proposed key decision has not been entered in the Forward Plan and so the necessary 28 clear days notice has not been given. The reasons why the report was not included in the forward plan and that the decision cannot be delayed will be included in the necessary public notice to be published on the Council's website (and sent to the Chair and Vice-Chair of Overview & Scrutiny Committee and relevant officers) alongside this report. The report and notice will be published on the website for five clear days before the decision is approved by the Cabinet Member/Cabinet Member in consultation with the Leader of the Council. A further period of five clear days - the call-

in period – will then elapse before the decision is enacted. If the decision is called-in during this period, it cannot be enacted until the call-in has been considered and resolved.

5. CONSULTATION AND CO-PRODUCTION

- 5.1 In developing the Scheme the Council had many meetings with the Shirley Oaks Survivors Association and their legal advisors to try to reach agreement on the provisions to be included in the Scheme.
- 5.2 The Council also consulted with other key stakeholders in relation to the development of the Scheme including the Council's external auditors, insurers and independent experts.
- 5.3 Since the launch of the Scheme the Council has met with a number of applicant solicitor firms to discuss and clarify operational aspects of the Scheme as outlined earlier in this report.
- 5.4 The Council is continuing to consult with a wide range of local voluntary sector, advocacy and advice agencies as well as national organisations in relation to promoting access to the scheme.

6. RISK MANAGEMENT

- 6.1 There are no direct risk implications arising from this report. An operational project risk register is maintained.

7. EQUALITIES IMPACT ASSESSMENT

- 7.1 The Council has undertaken a brief update of the Equalities Impact Assessment (EIA) of the Redress Scheme completed in March 2019. The objective of the EIA was to:
 - i) Contribute to the ongoing operational review of the Redress Scheme including implementation of recommendations arising from the previous EIAs.
 - ii) Provide some equalities analysis of applications and payments under the Redress Scheme up until the end of June 2019. A copy of the Equalities Impact Assessment is at Appendix E.
- 7.2 Maximising uptake of the Redress Scheme by on behalf of individuals who may be eligible remains a key priority for the Scheme. To this end the Council has maintained a regular programme general and targeted communications to key groups including people from Black and Minority Ethnic (BME) communities; people with physical or mental health conditions; and people who may be now living abroad. In addition the Redress Scheme is working with colleagues in Adult Social Care to identify and facilitate claims from people who may have resided in one of Lambeth's specialist units for children with physical and/or learning disabilities or other specific needs.
- 7.3 The key finding from the EIA is that whilst on a monthly basis applications to the scheme remains steady, the Council recognises the need to:
 - Continue efforts to ensure potentially eligible applicants are aware of the scheme including dissemination of information to partners and stakeholders;
 - Seek regular feedback as to the process to make it as straightforward as possible given the multiple reasons that may deter individuals from making an application;
 - Monitoring progress of the scheme and impact in relation the Council's duties under equalities legislation on regular basis throughout the duration of the scheme including any agreed extension.

8. COMMUNITY SAFETY

- 8.1 There are not considered to be any implications under s. 17 the Crime and Disorder Act 1998

9. ORGANISATIONAL IMPLICATIONS

Environmental

- 9.1 None

Staffing and accommodation

- 9.2 The Scheme is administered by the Redress Team in conjunction with the Council's external solicitors – Kennedys LLP. All existing members of the team have received training from the National Association for People Abused in Childhood (NAPAC) with any new team members being trained as soon as is reasonably practical. In addition staff have undergone conflict checks to ensure they have not had previous dealings with any council matters relevant to the applications. Resourcing requirements are regularly monitored and additional staffing has been put in place in order to ensure that redress applications are effectively processed.

9.3 Procurement

- 9.4 The Council has commissioned Oxleas Mental Health NHS Trust to provide independent counselling to survivors for the duration of the Scheme. Under the Scheme applicants will be able to access the specialist and dedicated confidential counselling support service. This service will be funded by the Council for the duration of the Scheme. Oxleas will advise if some individuals will require ongoing support and how this support could best be provided. The Scheme solicitors were commissioned following a previous contract variation waiver to the existing insurance legal services framework. The independent appeal panel members were commissioned at the time the Scheme was launched although they operate completely independently of the Council when determining appeals submitted under the remit of the Scheme.

9.5 Health

- 9.6 The long-term mental and physical health effects of childhood abuse are well documented, and we know from the stories that people have told us that their experiences have remained with them their entire lives. Nothing can fully compensate people for those experiences but it is important for survivors that the abuse that happened to them is recognised and acknowledged, and that they receive an apology. Survivors of abuse also wish to know that children today will be better protected. It is also the case that because of the adversarial nature of the court process survivors of abuse can be re-victimised by having to recount their experiences. The aim of the Redress Scheme is to prevent re-victimisation whilst providing a range of reparations that hopefully will enable people to move on with their lives.

10. TIMETABLE FOR IMPLEMENTATION

- 10.1 Not applicable

Audit Trail				
Consultation				
Name/Position	Lambeth directorate / department or partner	Date Sent	Date Received	Comments in paragraph:
Councillor Jack Hopkins	Leader of the Council	05.09.19	05.09.19	
Andrew Travers	Chief Executive	05.09.19	05.09.19	
Christina Thompson, Strategic Director	Finance & Investment	05.09.19	06.09.19	Throughout
Fiona Connolly, Interim Strategic Director	Adults and Health	05.09.19	06.09.19	Throughout
Annie Hudson, Strategic Director	Children's Services	12.08.19	12.08.19	
Alison McKane, Director	Legal & Governance	05.09.19	06.09.19	Throughout
Paul Bates, Director of Strategy & Communications	Strategy & Communications	02.09.19	02.09.19	Throughout
Nisar Visram, Assistant Director	Finance & Investment	16.08.19	16.08.19	3.1 – 3.7
David Orekoya, Lead Commissioner Health Improvement	Adults and Health	16.08.19	20.08.19	7.1 – 7.3
Wayne Chandai, Head of Democratic Services	Legal and Governance	05.09.19	05.09.19	

Report History	
Original discussion with Cabinet Member	Ongoing
Report deadline	06.09.19
Date final report sent	06.09.19
Part II Exempt from Disclosure/confidential accompanying report?	No
Key decision report	Yes
Date first appeared on forward plan	General Exception
Key decision reasons	N/A
Background information	Council Report July 2015 Cabinet report June 2016 Financial Planning and Medium Term Strategy Report 2017/18 to 2019/20 – Cabinet July 2017 Council report July 2017 Cabinet Report December 2017 Appeal Panel ODDR
Appendices	A – Summary of Redress available B – Redress June performance dashboard C - List of Lambeth Children's Homes D – Audit of applications E - Equality Impact Assessment