

Meeting of the

OVERVIEW & SCRUTINY COMMITTEE

Wednesday, 26 April 2017 at 6.00 p.m.

SUPPLEMENTAL AGENDA

	PAGE NUMBER	WARD(S) AFFECTED
6.1 Chief Executive Organisational Culture and Governance		
The Committee will receive a presentation from the Chief Executive on Organisational Culture and Governance.	1 - 8	All Wards

"If the fire alarm sounds please leave the building immediately by the nearest available fire exit, to which a Fire Warden will direct you. Please do not use the lifts. Please do not deviate to collect personal belongings or vehicles parked in the complex. If you are unable to use the stairs, a member of staff will direct you to a safe area. On leaving the building, please proceed directly to the Fire Assembly Point situated by the lake on Saffron Avenue. No person must re-enter the building until instructed that it is safe to do so by the Senior Fire Marshall. The meeting will reconvene if it is safe to do so, otherwise it will stand adjourned."

If you require any further information relating to this meeting, would like to request a large print, Braille or audio version of this document, or would like to discuss access arrangements or any other special requirements, please contact:

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Organisational Culture

OSC Spotlight

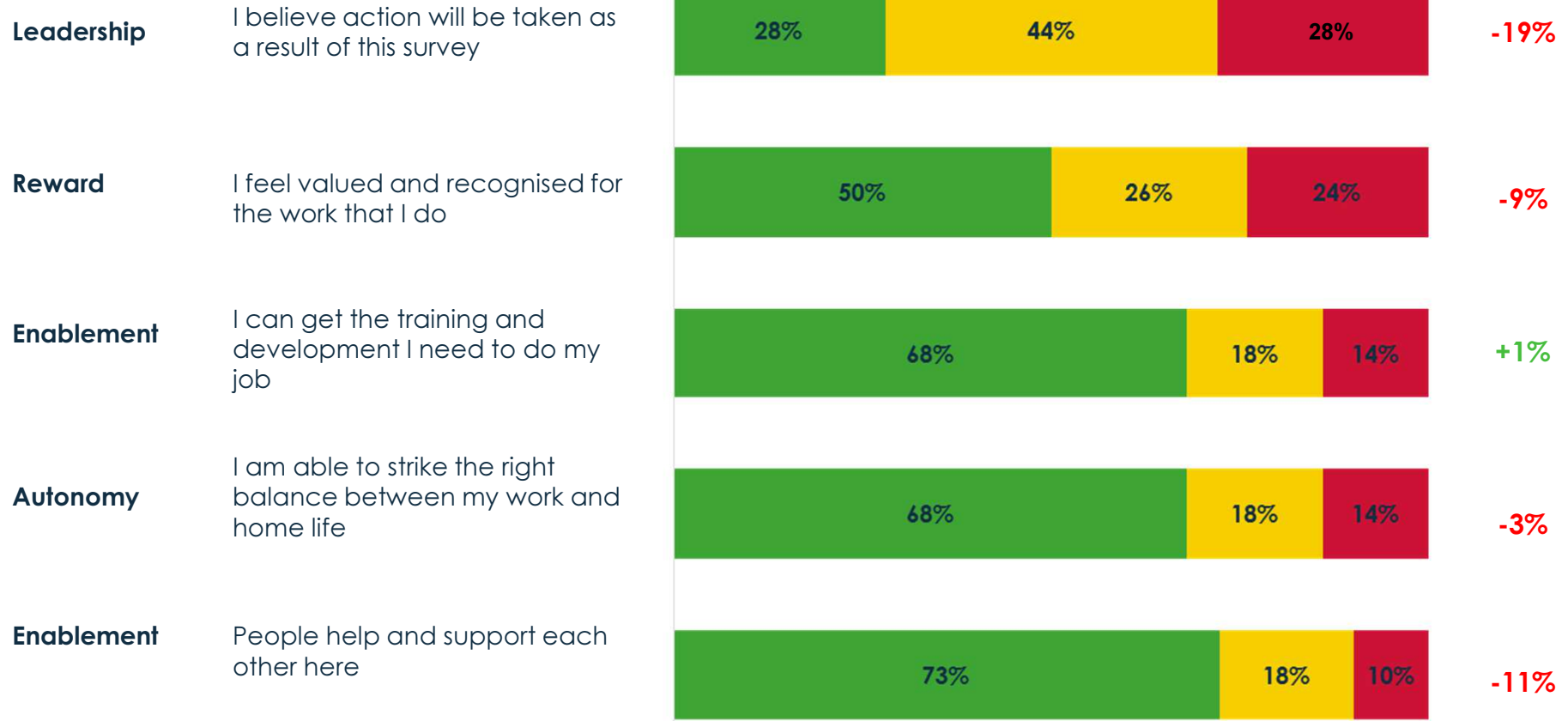
Will Tuckley
Chief Executive

Our challenges

- Trust, openness and honesty
- Leadership and ambition
- Organisational infrastructure
- Good governance
- Partnership and relationships
- Democracy and responsiveness

What our staff say

vs benchmark



Bottom 5 results – themes & items

■ Agree ■ Neither Agree nor Disagree ■ Disagree

What our residents say

- **Overall satisfaction:** Overall satisfaction with the council is up six points from last year to **71%, 77%** felt the council was making Tower Hamlets a better place to live.



- **Informed: 71%** of residents felt informed of what the council is doing.



- **Value for money: 60%** felt the council provides value for money for the council tax;



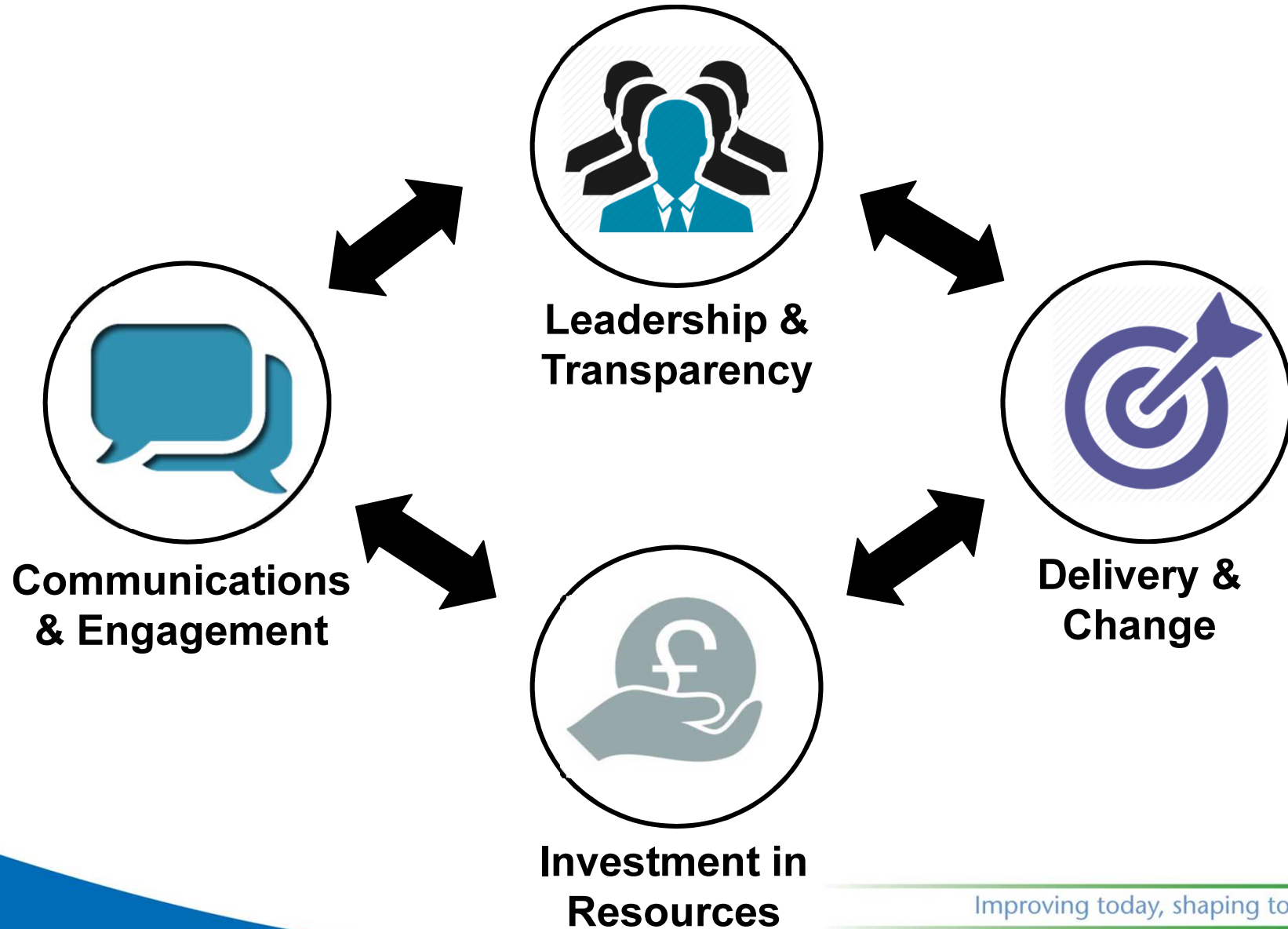
- **Resident involvement: 55%** felt the council involves residents when making decisions;



- **Trust and transparency: 72%** said they trusted the council a great deal or a fair amount;



What are we doing?



Our Progress

- All powers returned to us – grant making, procurement, property sales
- An open and transparent council – Clear up team, whistleblowing, better governance & refreshed constitution
- Better employee engagement – 18 Chief Executive Roadshows , Staff Conference, Staff Survey, Managers' Forums, Conversation groups, range of communication channels
- High levels of resident satisfaction – Annual Residents Survey
- New corporate structure implemented

Values

- Top three values voted for by staff are:
 - Working together
 - Delivering service excellence
 - Acting with honesty and integrity

Next steps

- Focus on delivery of priorities
- Evidence our improvement journey with a focus on outcomes
- Strengthen our partnership work with local people, partners and regional partners
- Be clear about our values and ambition to drive change and improve