

CABINET

Wednesday, 18 December 2019 at 5.30 p.m.
C1, 1st Floor, Town Hall, Mulberry Place, 5 Clove Crescent, London,
E14 2BG

SUPPLEMENTAL AGENDA A

The meeting is open to the public to attend.

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see the main agenda.

	PAGE NUMBER(S)	WARD(S) AFFECTED
6 .1 Budget Consultation Outcome 2020-21	710 - 747	All Wards
6 .2 Review of the Community Language Service	748 - 775	All Wards

Agenda Item 6.1

Cabinet 18 th December 2019	 TOWER HAMLETS
Report of: Neville Murton (Corporate Director of Resources)	Classification: [Unrestricted]
Budget Consultation Outcome 2020-21	

Lead Member	Councillor Candida Ronald, Cabinet Member for Resources and the Voluntary Sector
Originating Officer(s)	Kevin Bartle, Divisional Director Finance, Procurement & Audit
Wards affected	All wards
Key Decision?	No
Forward Plan Notice Published	15/11/19
Reason for Key Decision	Non-Key
Strategic Plan Priority / Outcome	1. People are aspirational, independent and have equal access to opportunities; 2. A borough that our residents are proud of and love to live in; 3. A dynamic outcomes-based Council using digital innovation and partnership working to respond to the changing needs of our borough.

Reasons for Urgency

The report could not be published earlier due to the very recent end date of the consultation period and the need to collate the responses. The report however could not be delayed as Members needed to consider it before the draft budget report is published for the early January Cabinet meeting.

Executive Summary

Statutory budget consultation is required with business ratepayers, however a broader consultation with all residents and other relevant stakeholders is considered to represent best practice. The Council launched a six week Your Borough Your Future consultation campaign in October. This report outlines the outcomes from the budget consultation.

Recommendations:

The Mayor in Cabinet is recommended to:

1. Note the analysis and outcomes from the Your Borough Your Future budget consultation in Appendix A and have due regard to the issues raised in finalising its detailed budget proposals.

1 REASONS FOR THE DECISIONS

- 1.1 Statutory budget consultation is required with business ratepayers, however a broader consultation with all residents and other relevant stakeholders is considered to represent best practice.

2 ALTERNATIVE OPTIONS

- 2.1 The Council could have only consulted businesses in line with statutory requirement.

3 DETAILS OF THE REPORT

Budget Consultation and Scrutiny process 2020-2023

- 3.1 The Council must undertake statutory budget consultation with Business Rate payers in the borough and it is also good practice to consult with Council Tax payers and a broad range of other stakeholders. In addition, meaningful consultation must take place with service users before any changes to service provision are implemented. Furthermore, the Council's budget framework sets out the need for the Overview and Scrutiny Committee to be fully involved in the setting of the Council's budget.
- 3.2 The Council launched the six week Your Borough Your Future budget consultation campaign on Friday 25 October 2019. Your Borough Your Future provides the Council with an overarching brand identity for public consultations around budget setting. In the first instance, and for the purposes of this report. Your Borough Your Future relates to the general consultation that was carried out between 25 October and 5 December 2019, which sought to provide residents and businesses with details of the financial challenges the council currently faces and requested feedback on priorities for Council services. It also asked how the Council should consider its approach in light of the budgetary pressures it faces.
- 3.3 A 'campaign narrative was agreed with the Mayor and Cabinet which identified and articulated the key drivers for the council's approach via Your Borough Your Future. The key messages in this narrative are:

- Significant real terms government core funding cuts since 2010 and growing pressure on key public services mean the Council has to find an additional £39m of savings by 2023.
 - Tough choices will have to be made to maintain good quality services, and to continue to support our most vulnerable residents including children and older people.
 - The Council has made significant savings (£190m since 2010) while continuing to find ways to deliver cost effective services and generate income from additional sources.
 - Residents and businesses were encouraged to get involved by giving their views on what matters most to them, and suggesting ways in which Tower Hamlets can do things differently to help make savings.
- 3.4 The campaign aimed to engage as many residents and businesses as possible during a six week consultation period. A wide range of high visibility communication methods were employed, including press releases, dedicated budget website content and consultation on the council website, major social media channel promotion, on-street advertising, plasma advertising screens in public buildings (including Idea Stores), as well as direct mail of a dedicated budget consultation booklet to every household in the borough.
- 3.5 The campaign also ensured representative views were sought (i.e. there was opportunity for people from all parts of the borough and from different age groups and ethnicities to take part). The council employed a dual approach of self-selection (opting-in to the online consultation) and targeted outreach (via a telephone survey and face-to-face interviews) to ensure a representative set of responses.
- 3.6 The consultation on Your Borough Your Future started on Friday 25th October and closed on Thursday 5 December 2019. A total of 1,917 responses were received. Whilst most people identified with the demographic and geographic breakdown, not all demographic responses were fully completed and no assumptions have been made where these have been left blank.
- 3.7 Appendix A of the report provides a detailed analysis of the results received as part of this consultation, including information on the research methodology.
- 3.8 The key findings of the Your Borough Your Future 2019 consultation include:
- Overall, children’s services and education & protecting and supporting vulnerable children were the most valued services in Tower Hamlets.
 - Protecting and supporting vulnerable children is seen as the most important service the council should prioritise.
 - Over half felt the council should reduce spending on temporary agency staff as well as generating more commercial income.
 - The majority felt that efficiency, availability and quality will decline as a result of further savings.

- Around half said it was most important for the council to make services more efficient.
- 38% support a general council tax rise of up to 2 per cent, with 51% opposed, and 12% don't know.
- Just under half (47%) were in favour of a 2% increase in council tax to support adult social care services; slightly more than opposed it.
- Around two-thirds support the council expanding its approach to income generation.

3.9 A detailed report of the budget consultation has been included in Appendix A of this report.

Next Steps

3.10 A further report will be brought to Cabinet in January providing a detailed update of the financial planning assumptions underpinning the current MTFS.

3.11 In the January Cabinet report, Members will be presented with updated information relating to assumptions for Council Tax and Business Rates and any impact those changes have on the MTFS.

3.12 The report will also include considerations from the Council's budget consultation processes and seek to finalise draft savings and investment proposals, covering in full the medium term planning period to 2023.

3.13 The draft timetable for the budget setting process is as follows:

Activity	Date
Review of the existing MTFS in light of the settlement. Capital strategy & programme.	8 th and 29 th January 2020 Cabinet
Overview and Scrutiny	13 th January 2020 and 3 rd February 2020
Agree Final budget and setting of the Council Tax	By 27 th February 2020 Full Council

4 EQUALITIES IMPLICATIONS

4.1 Strategic budget implications in respect of the Council's available funding and budget risks will tend to apply equally across all groups with protected

characteristics or otherwise. This is because with few exceptions funding resources are un-hypothecated.

- 4.2 The Adult Social Care precept must be allocated to expenditure on ASC services, the HRA and DSG are ring-fenced funding allocations with prescriptions governing their use. In addition a number of grants received by the Council can only be used in accordance with specified conditions.
- 4.3 The Council must maintain a Local Council Tax Reduction Scheme which will prescribe those individuals that can gain relief from the full cost of their Council tax bill. Government legislation also preserves some historic protections for other groups such as those not of working age.
- 4.4 Individual budget proposals will also be subject to consultation which will consider specifically the impact on groups with protected characteristics and where appropriate put in place mitigation measures.

5 OTHER STATUTORY IMPLICATIONS

- 5.1 The Council is required to consider the value for money implications of its decisions and to secure best value in the provision of all its services. It is important that, in considering the budget, Members satisfy themselves that resources are allocated in accordance with priorities and that best value is achieved.
- 5.2 The sustainable action for a greener environment implications of individual proposals in the budget will be set out in the papers relating to those proposals.
- 5.3 Managing financial risk is of critical importance to the Council and maintaining financial health is essential for sustaining and improving service performance. Setting a balanced and realistic budget is a key element in this process. Specific budget risks will be reported to Cabinet as the budget process develops.
- 5.4 In addition the Council will maintain a range of budget provision (contingency) earmarked reserves for specific risks and general reserves for unforeseen events and risks.
- 5.5 The crime and disorder implications of individual proposals in the budget will be set out in the papers relating to those proposals.
- 5.6 The safeguarding implications of individual proposals in the budget will be set out in the papers relating to those proposals.

6 COMMENTS OF THE CHIEF FINANCE OFFICER

- 6.1 This report is primarily financial in nature and no additional comments are required.

7 COMMENTS OF LEGAL SERVICES

- 7.1 The report requires cabinet to note the outcome of the budget consultation. Paragraph 3.12 states that a report will be taken to cabinet in January 2020 which will include consideration from the budget consultation .
- 7.2 Paragraph 3 of the report sets out the consultation process which commenced on the 25th of October 2019. Any consultation carried out for the purposes of either the best value duty or the public sector equality duty will need to comply with the following requirements: (1) it should be at a time when proposals are still at a formative stage; (2) the Council must give sufficient reasons for any proposal to permit intelligent consideration and response; (3) adequate time must be given for consideration and response; and (4) the product of consultation must be conscientiously taken into account. The duty to act fairly applies and this may require a greater deal of specificity when consulting people who are economically disadvantaged. It may require inviting and considering views about possible alternatives.
- 8 The consultation process as set out in the report is likely to meet the first 3 of these requirements and council must now show that it has conscientiously taken into account the product of the consultations when it makes its decision on the budget in January 2020.
- 8.1 When considering the budget and any savings proposals, the Council must have due regard to the need to eliminate unlawful conduct under the Equality Act 2010, the need to advance equality of opportunity and the need to foster good relations between persons who share a protected characteristic and those who don't (the public sector equality duty). A proportionate level of equality analysis is required to inform the consideration required by the public sector equality duty. To the extent that savings proposals involve service changes which impact on individuals, consultation may be required to understand the impacts on those people.

Linked Reports, Appendices and Background Documents

Linked Report

- NONE

Appendices

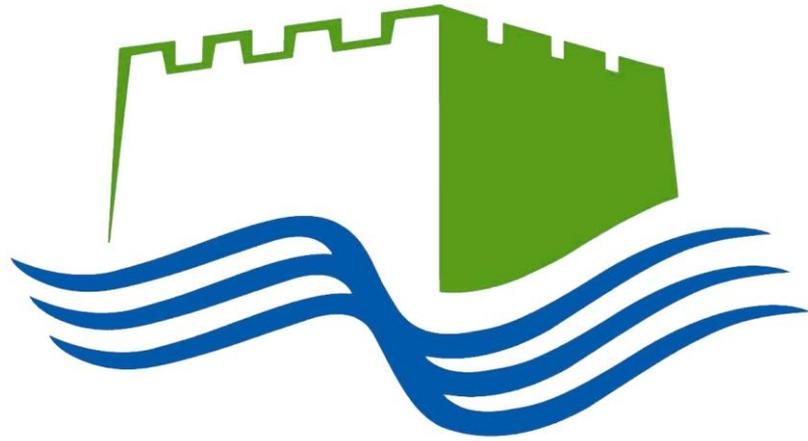
- Appendix 1 Budget Consultation Outcome Report

Background Documents – Local Authorities (Executive Arrangements) (Access to Information) (England) Regulations 2012

- NONE

Officer contact details for documents:
N/A

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TOWER HAMLETS

Budget Consultation 2019
On behalf of London Borough of Tower Hamlets

Prepared by

SMSR
RESEARCH

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1.0 Headline Findings

1.1 Headline findings

Overall, **children's services and education** and **protecting and supporting vulnerable children** were deemed to be the **most valuable** services in Tower Hamlets. Just under half (45%) considered children's services and education to be amongst the two council services they value the most, making it the top priority. Protecting and supporting vulnerable children was also highly valued within Tower Hamlets with 44% that said they value this service the most. Highways and transport services alongside culture, libraries and parks were revealed to be the least valued services that Tower Hamlets Council provides (both 13%).

There was a shift in results when considering only business respondents, with business respondents placing the most value on community safety (45%), closely followed by children's services and education (41%) and economic growth and job creation (39%).

When considering limited availability of resources, respondents in Tower Hamlets believed that **protecting and supporting vulnerable children** (29%) was the service that is **most important to prioritise**. Over a tenth thought that economic growth and job creation (14%), community safety (14%) and children's services and education (13%) were the most important services to prioritise.

Again, the perceptions of businesses varied from those of residents with community safety (20%) being the most important to prioritise amongst businesses. Economic growth and job creation (19%) and protecting and supporting vulnerable children (18%) were also ranked highly by businesses in terms of which services are most important to prioritise.

Over half felt the council should reduce spending on temporary agency staff (55%) and that more commercial income should be generated (52%) to help tackle reductions in core council funding and savings targets. A reduction of spending on frontline services was the least preferred action with only 7% selecting this option.

The majority felt that efficiency, availability and quality will all decline as a result of further savings. Nine out of every ten concluded the impact of further savings on the borough will mean fewer services will be available and slightly fewer believed that service quality would decline (85%). Around three-quarters (73%) thought that efficiency would be affected by the impact of further savings; believing that the council will be less efficient.

In order to minimise the impact of savings nearly half (49%) took the position the council should make services more efficient. Respondents also indicated positively towards the

options of the council working with voluntary and community services to deliver services (37%), investigating better use of assets and other ways to generate income (33%) or sharing services with neighbouring boroughs (33%). The least favourable option was outsourcing services to the private sector with only 4% that thought this was a viable option.

Just **over half** said they would be **opposed to a 2% increase** in council tax (51%) with 38% that said they were in favour of the proposed increase; 9% said that they were not sure.

Support amongst respondents was higher towards a 2 per cent increase to council tax to specifically aid adult social care services with nearly half (47%) confirming they would accept this rise; slightly higher than those that would not be willing to pay the extra 2% (44%). When considering residents and businesses separately, it was businesses (57%) that were more willing to back the rise, whereas residents took a more reserved standpoint (43%).

Around two-thirds (65%) were in favour of Tower Hamlets Council expanding its approach towards income generation in order to protect frontline services and limit the impact of government cuts. Businesses (68%) were more likely than residents (63%) to support the council taking this approach.

2.0 Introduction

2.1 Background

Since the Government's austerity programme started in 2010, Tower Hamlets Council has worked hard to protect our vulnerable children, adults and frontline services while making savings of £190 million.

The council have made a number of tough choices to minimise the impact on those services our residents have told us that they rely on the most. This includes reducing running costs, being more efficient and reducing our workforce by a third since 2010. As the pressures continue to grow, Tower Hamlets Council will need to prioritise what matters most to residents' lives.

In addition to an online consultation, hosted on the council's website, SMSR Ltd, an independent research company was commissioned to undertake a survey with residents, businesses and community groups from across the borough help the council understand priorities and the impact savings may have on people living and working in Tower Hamlets.

2.2 Report structure

Included in this report are a set of headline findings which provide quick reference to all the questions asked throughout the survey. In addition, all questions have been analysed by demographic groupings and any differences in opinion are commented on throughout the report.

It should be noted that when the results are discussed within the report, often percentages will be rounded up or down to the nearest one per cent. Therefore, occasionally figures may add up to 101% or 99%.

2.3 Acknowledgements

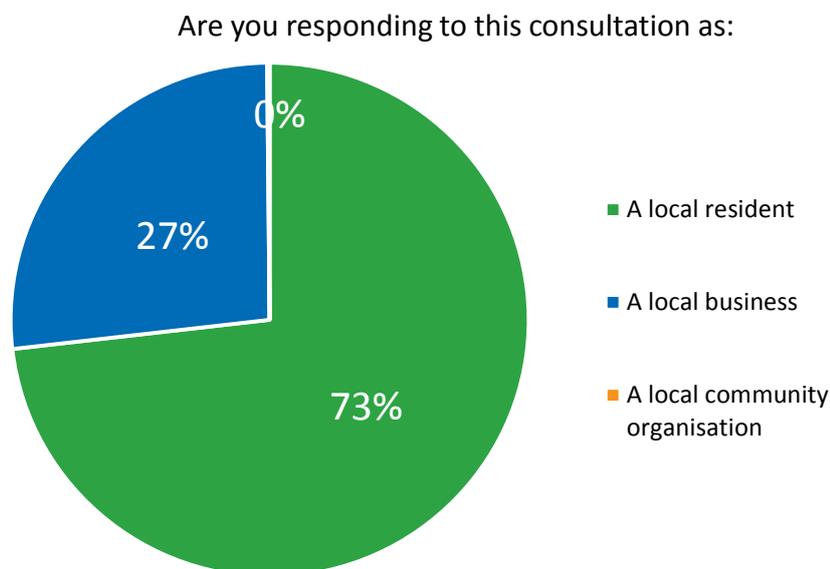
SMSR would like to thank the 1,917 Tower Hamlets residents, businesses and community groups who took part in the consultation.

3.0 Sample / Methodology

An interviewer led, telephone and CAPI (face to face) questionnaire was designed by SMSR in conjunction with staff from Tower Hamlets Council. The survey script mirrored the online consultation open to all residents in the borough located on the council's website.

Interviews were conducted using quota sampling to ensure the sample was representative. Quotas for age, gender and ethnicity were set using the mid-2017 census figures for the residents' consultation and the sample included representation from each of the ward within the borough. Quotas for business interviews were set by business size.

Respondents were asked to identify as a local resident, a local business or a community group:



A total of 1,917 residents, businesses and community groups took part in the consultation, overall. A representative sample of 1,102 residents were interviewed by SMSR Ltd, predominantly by telephone and supported by face to face interviewing at Ideas Stores across the borough. A further sample of 508 businesses was interviewed by SMSR Ltd, using the same methodologies. In addition, a total of 307 residents, businesses and community groups responded to an online consultation, hosted on the council's website. Overall, just under three-quarters responded as a local resident (73%), around a quarter responded as a business (27%) and less than 1% (3 respondents) as a local community organisation. All responses have been combined in this report.

The demographic and geographic breakdown of residents and businesses was as follows:

Residents

Please note that not all residents provided demographic information.

Gender	Number	Percentage of sample
Male	642	50%
Female	631	49%
Prefer to self-identify	3	0%
Prefer not to say	4	0%

Age	Number	Percentage of sample
0-15	1	0%
16-24	183	14%
25-34	459	36%
35-44	275	21%
45-54	149	12%
55-64	119	9%
65-74	76	6%
75-84	15	1%
85+	3	0%

Ethnicity	Number	Percentage of sample
White	608	47%
BAME	668	52%
Prefer not to say	5	0%

Ward	Number	Percentage of sample
Bethnal Green	75	5%
Blackwall & Cubitt Town	67	5%
Bow East	69	5%
Bow West	52	4%
Bromley North	37	3%
Bromley South	45	3%
Canary Wharf	65	5%
Island Gardens	60	4%
Lansbury	60	4%
Limehouse	24	2%
Mile End	74	5%
Poplar	25	2%
Shadwell	56	4%
Spitalfields & Banglatown	56	4%
St Dunstan's	54	4%
St Katharine's & Wapping	48	3%
St Peter's	74	5%
Stepney Green	43	3%
Weavers	53	4%
Whitechapel	65	5%
Not known*	301	21%

*Please note that no geographical information was collected during the online consultation.

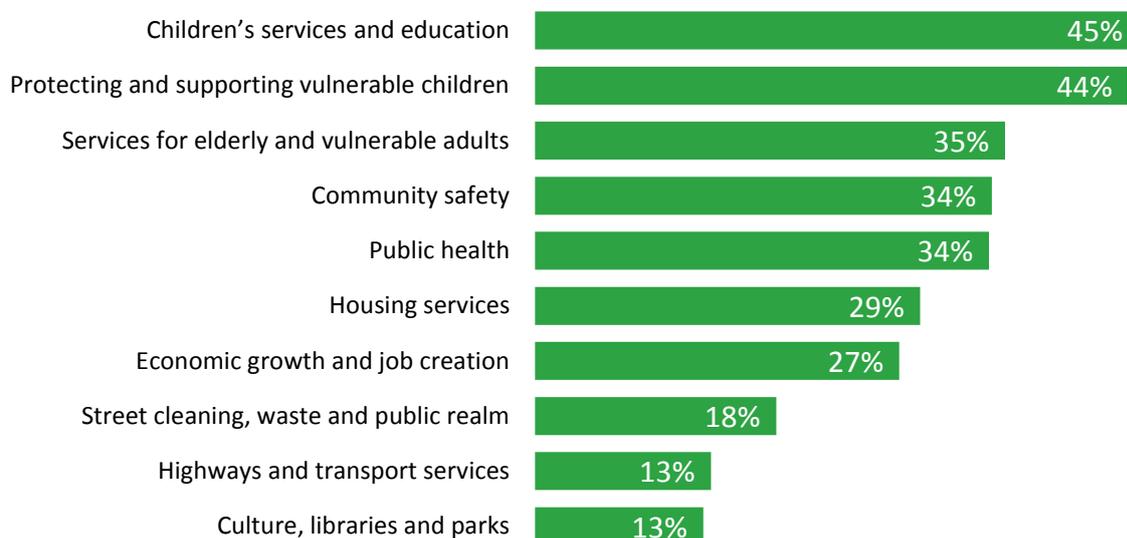
Businesses

Business size	Number	Percentage of sample
Micro (1-10 employees)	335	66%
Small (11-49 employees)	130	26%
Medium (50-249 employees)	33	6%
Large (250+ employees)	10	2%

Ward	Number	Percentage of sample
Bethnal Green	69	14%
Blackwall & Cubitt Town	5	1%
Bow East	31	6%
Bow West	28	5%
Bromley North	3	1%
Bromley South	4	1%
Canary Wharf	40	8%
Island Gardens	4	1%
Lansbury	5	1%
Limehouse	10	2%
Mile End	42	8%
Poplar	22	4%
Shadwell	27	5%
Spitalfields & Banglatown	47	9%
St Dunstan's	2	0%
St Katharine's & Wapping	62	12%
St Peter's	4	1%
Stepney Green	36	7%
Weavers	4	1%
Whitechapel	63	12%
Not known	3	1%

4.0 Findings

In your opinion, which council service(s) do you value the most? Choose up to three options:



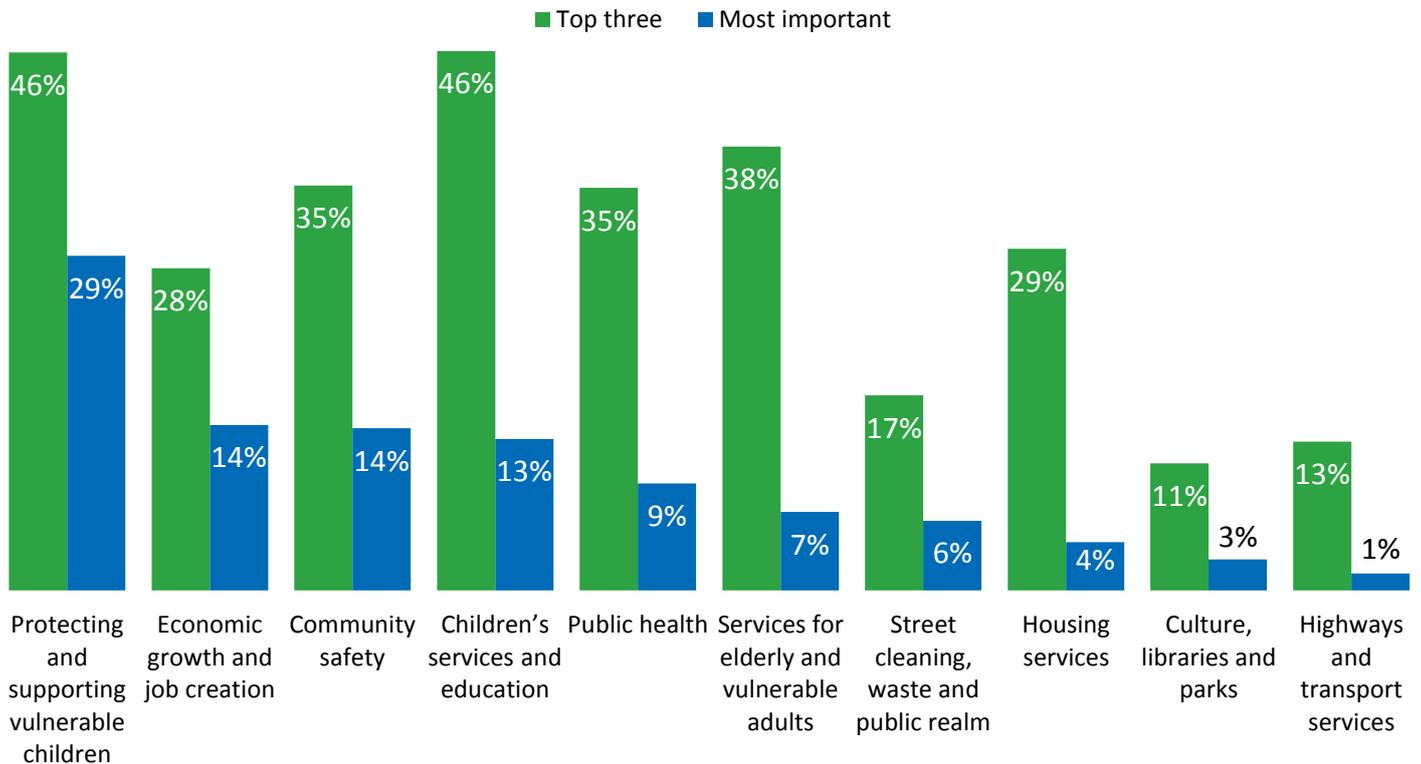
Over two-fifths valued children's services and education the most (45%), closely followed by protecting and supporting vulnerable children (44%). Over a third thought that services for elderly and vulnerable adults (35%), community safety (34%) and public health (34%) were amongst the top three most valuable services provided by Tower Hamlets Council. Culture, libraries and parks and highways and transport services were deemed less important overall, with 13% considering these services to be the most valuable.

Females and BAME respondents were more likely to value both children's services and education and protecting and supporting vulnerable children when compared to males and white respondents. Those aged 25-34 (51%) and 35-44 (50%) were more likely to value children's services and education, with those aged 16-24 (50%), 25-34 (53%) and 65 and over (53%) most likely to value protecting and supporting vulnerable children.

Those in Bromley South (76%), Mile End (63%) and Canary Wharf (60%) were the most likely to value children's services and education, whereas those in Bromley North (98%), St Peter's (68%) and St Katherine's and Wapping (64%) were most likely to value protecting and supporting vulnerable children.

When considering the most valuable services to those who responded as a local resident, nearly half mentioned protecting and supporting vulnerable children (49%) and children's services and education (47%) followed by services for elderly and vulnerable adults (39%). Conversely, business respondents placed more value on community safety (45%) and economic growth and job creation (39%), although children's services and education (41%) was still seen as the second most valued service amongst businesses

In your opinion, with limited resources available, which council services do you think the council should prioritise?



Respondents were asked to consider, with limited resources available, which council services should be prioritised. Respondents were asked to provide their top three priorities, followed by the service they regarded as the most important for Tower Hamlets Council to prioritise.

Overall, respondents said that protecting and supporting vulnerable children (29%) was the most important service to prioritise. Over a tenth deemed economic growth and job creation (14%), community safety (14%) and children's services and education (13%) the most important service for the council to prioritise.

Those aged 25-34 (37%) were most likely to view protecting and supporting vulnerable children as the most important priority, with those aged 55-64 (23%) and 65 and over (22%) least likely to value this. Respondents aged 16-24 were most likely to value economic growth and job creation (25%), whereas those aged 65 and over were more likely to value services for elderly and vulnerable adults (33%).

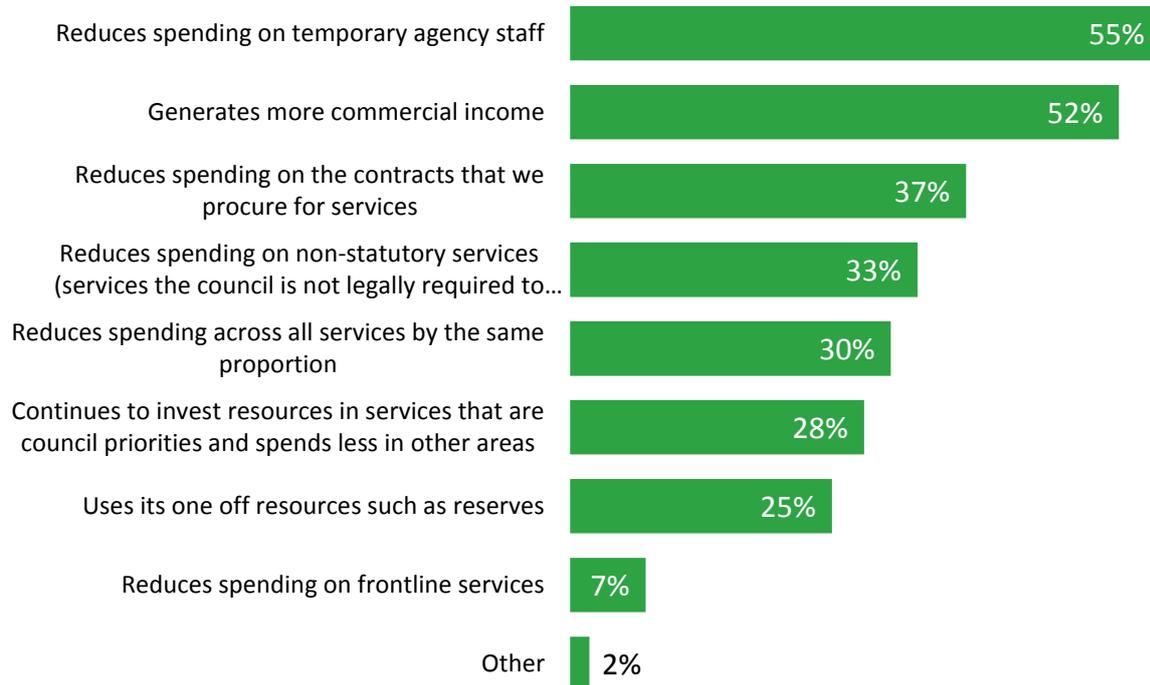
Females (33%) and BAME respondents (32%) were more likely to have said protecting and supporting vulnerable children was the most important service for the council to prioritise when compared to males and white respondents (both 28%). Respondents with a disability

placed more value on services for elderly and vulnerable adults (19%) when compared to those without a disability (6%).

The vast majority of residents and businesses in the ward of Bromley North (95%) indicated that protecting and supporting vulnerable children was the most important service to prioritise. Over half of those in St Peter's (63%), St Katherine's and Wapping (51%) and St Dunstan's (50%) also placed the most importance on protecting and supporting vulnerable children, however, it was deemed a less important priority within Weavers (19%), Lansbury (17%), Whitechapel (14%) and Canary Wharf (11%).

Residents in Tower Hamlets deemed protecting and supporting vulnerable children as the most important to prioritise (33%), with over a tenth that felt children's services and education (14%), community safety (12%) and economic growth (12%) were most important. Businesses, on the other hand, ranked community safety as the most important to prioritise (20%), closely followed by economic growth and job creation (19%) and protecting and supporting vulnerable children (18%).

As our core government funding continues to fall, the council have to save a further £39m by 2023. Would you prefer that the council:



Respondents were presented with options that may help Tower Hamlets Council tackle savings required to be made by 2023 and asked which three they would prefer. Overall, over half of respondents would prefer the council to either reduce spending on temporary agency staff (55%) or to generate more commercial income (52%). Reducing frontline services was the least preferred option (7%).

Older respondents were less likely to favour the council generating more commercial income with only 42% of those aged 65 and over that said the council should undertake this action compared to 56% of those aged 35-44.

Residents and businesses within Bromley North (75%), Canary Wharf (68%) and Bow West (65%) were most likely to prefer that the council reduced spending on temporary agency staff, whereas those in Bromley South (76%), Canary Wharf (70%) and Shadwell (69%) were the most likely to favour the council generating more commercial income.

Residents (58%) were more likely than businesses (49%) to have said the council should reduce spending on temporary agency staff, with businesses (63%) likelier to have said the council should generate more commercial income than residents (47%). Businesses were twice as likely to have said the council should use its one off resources, such as reserves (39%), when compared to residents (19%).

Do you think the impact of further savings on the borough will mean?



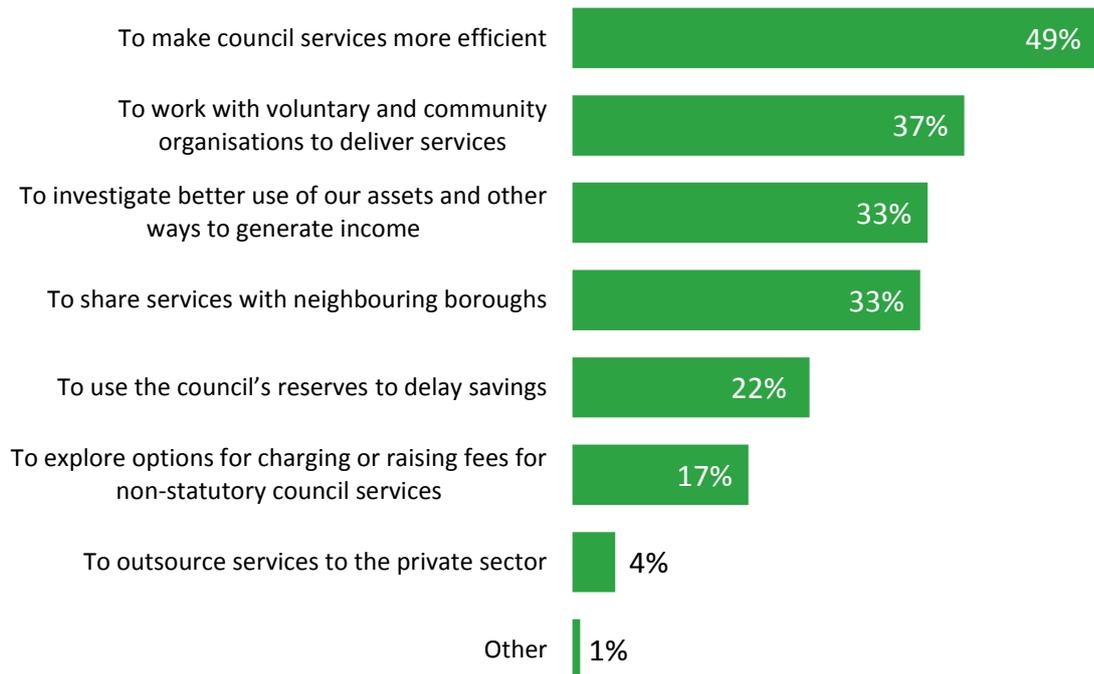
Respondents were asked to provide their thoughts on the impact of further savings on the availability, efficiency and quality of services in the borough. There was strong sentiment that further savings would impact on each aspect with 9 out of every 10 believing fewer services would be available, nearly three-quarters (73%) forecasting the council will be less efficient and more than 8 out of every 10 of the impression that service quality will go down (85%).

Younger respondents, specifically those aged 16-24 and 25-34 were the most likely to believe that further savings will have a negative effect of availability (96% and 93% respectively), efficiency (81% and 78% respectively) and quality (94% and 90% respectively) of services compared to all other age groups.

In general, those in Blackwall and Cubitt Town, Bow East, Bow West, Bromley North, Bromley South and Canary Wharf were more likely to feel efficiency, availability and quality will decline as a result of further savings. Those in Limehouse, Shadwell, Spitalfields and Banglatown, Weavers and Whitechapel were less likely to feel efficiency, availability and quality will decline as a result of further savings.

Residents were more likely than business to feel fewer services would be available (91% compared to 87%) and that service quality would decline (87% compared to 80%), however, when considering efficiency there was very little difference in those that thought the council would be less efficient with 73% of residents and 74% of businesses that thought that would be the case.

If we had to pursue just two options below, which are most important to you?



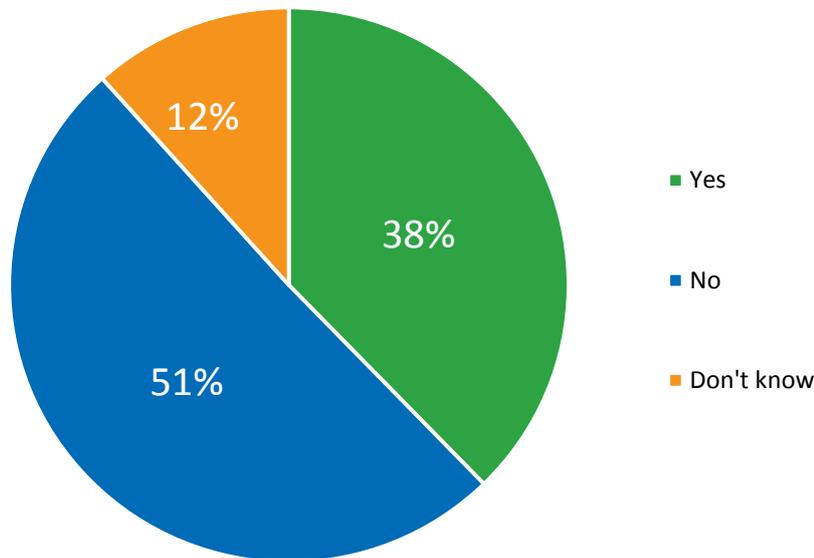
Tower Hamlets Council is exploring a range of options to minimise the impact of the savings the council is required to make. Respondents were asked to choose two options which they thought were most important for the council to pursue.

Around half of respondents specified the council should strive to make services more efficient (49%). Additionally, a third or more thought the council should work with voluntary and community services to deliver services (37%), investigate better use of assets and other ways to generate income (33%) and share services with neighbouring boroughs (33%). The least favourable option was outsourcing services to the private sector (4%).

Resident and businesses in Poplar (74%), Limehouse (62%) and Canary Wharf (59%) were the most likely to favour making council services more efficient, whereas those from Bromley North (60%), St Dunstan's (52%) and Spitalfields and Banglatown (51%) more frequently favoured the council working with voluntary and community organisations to deliver services.

Although residents and business respondents both agreed that making council services more efficient was most important, business respondents were more inclined to believe this to be the most important course of action (55%) when compared to residents (47%).

Would you be prepared to support a proposal to add an increase to council tax by up to 2 per cent?



Respondents were asked if they would be prepared to support a proposal to add an increase to council tax by up to 2 per cent. Just over half (51%) were opposed to the proposal; 38% supported the proposal and 12% were unsure.

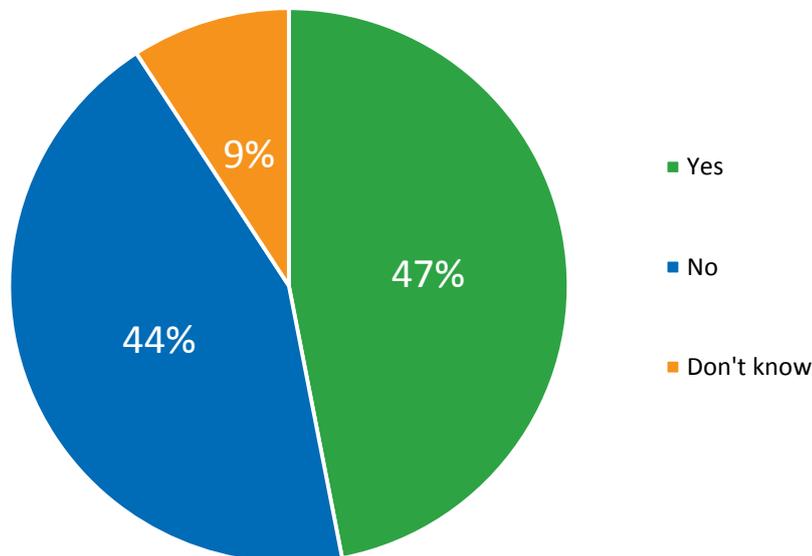
Older respondents were more likely to support an increase of up to 2% to council tax, with 53% of those aged 45-54, 55% of those aged 55-64 and 49% of those aged 65 and over in favour of the increase. Support was much lower amongst younger respondents with only 19% of those aged 16-24 and 27% of those aged 25-34 in favour of the 2% increase to council tax.

White respondents (41%) and those with a disability (48%) were also more inclined to support an increase than BAME respondents (33%) and those without a disability (36%).

Residents and businesses in Limehouse (53%), Poplar (43%) and St Katherine's and Wapping (42%) revealed the most support towards a 2% increase to council tax compared with those in Bow West (25%), Canary Wharf (23%), Bromley South (20%) and Lansbury (20%).

Residents and businesses were equally likely to support a 2% increase to council tax with 38% of both groups that said they'd be willing to support the increase.

Do you support a 2 per cent increase in council tax to support adult social care services?



Based on an estimate that additional cost pressures to Tower Hamlets Council for adult social care services in 2020/21 will be £3.5m, respondents were asked if they would support a 2% increase in council tax to support adult social care services.

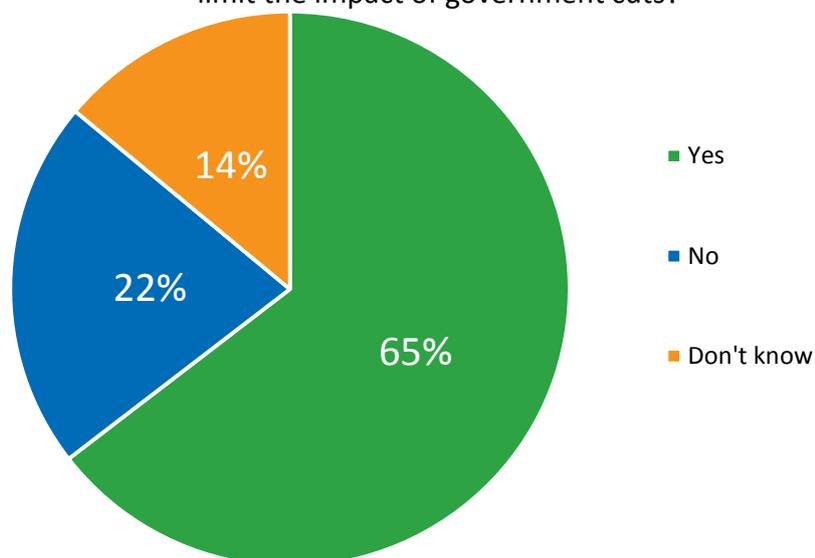
Overall, around half (47%) said they would support this increase in council tax to aid adult social care services, with a slightly smaller proportion (44%) that did not support the proposed increase and a tenth (9%) that did not know.

Those aged 16-24 (24%) and 25-34 (39%) were less likely to support a 2 per cent increase in council tax than those aged 45-54 (60%) and 55-64 (61%). White respondents (49%) were more inclined to favour an increase to support adult social care services compared to BAME respondents (44%).

When examining ward trends, residents and businesses in Limehouse (65%), Spitalfields and Banglatown (64%), Shadwell (55%) and Poplar (53%) were most likely to favour the 2% increase whereas those in Blackwall and Cubitt Town (39%), Bromley South (39%), Bromley North (28%), Canary Wharf (25%) and Lansbury (25%) were least likely to be in favour of this increase.

Businesses were more likely to support an increase with over half (57%) willing to pay more to uphold adult social care services, when compared to residents (43%).

Do you support the council expanding this approach to income generation so we can continue to protect frontline services, and limit the impact of government cuts?



One of the ways Tower Hamlets Council already generates income is by hiring out unique council-owned assets such as parks for events and filming, and the use of venues for ceremonies and sporting activities. Fees and charges are compared against other councils and the council is exploring more innovative ways to raise income. Respondents were asked if they support the council expanding this approach.

Just under two-thirds (65%) confirmed they support the council expanding this approach, with around a fifth (22%) stating they do not and a further 14% mentioning that they did not know.

Those aged 45-54 (75%) were found to be more supportive towards the council than other age groups, the least supportive being those aged 16-24 (50%) and 65 and over (53%). White respondents (66%) were more inclined to favour expanding this approach compared to BAME residents (60%). Respondents with a disability (56%) were also less open to this approach.

Residents and businesses located in Bromley South (84%), Island Gardens (78%), Blackwall and Cubitt Town (74%) and Mile End (72%) were more likely to support the council expanding its approach to income generation compared to those in Lansbury (48%), Shadwell (47%), Whitechapel (47%), St Dunstan's (41%), St Peter's (35%) and Bromley North (20%).

Businesses (68%) were more likely to be in favour of supported the council in expanding its approach to income generation to enable frontline service to be protected, when compared to residents (63%).

5.0 Appendices

5.1 Questionnaire

Tower Hamlets Council

Budget Consultation 2019

Introduction

Good morning / afternoon / evening. My name is and I am calling / speaking to you on behalf of Tower Hamlets Council from SMSR Ltd, an independent research company.

We are speaking to residents in the borough to get their views on the Council's budget for next year.

Do you have a few minutes to get your thoughts on this today and help shape the budget in your local area?

In compliance with GDPR you are able to withdraw your consent at any point during or after the interview and we can provide contact details for both Tower Hamlets Council and SMSR at any point if you so wish. The data is being collected in accordance with the MRS Code of Conduct and will only be used by SMSR and Tower Hamlets Council. Data collected will not be used for marketing purposes and the interview will take around 10 minutes.

Your responses will remain strictly confidential and anonymous, and your personal details will not be forwarded to a third party. It should take approximately 10 minutes, and anonymised responses will be used by SMSR Ltd and Tower Hamlets Council.

If respondent wishes to check validity of research, offer the following contact details: SMSR Ltd - Freephone 0800 1380845 and speak to Lee Atkinson (Project Manager) or call the Market Research Society freephone on 0800 975 9596.

READ OUT:

This year the council is spending £342.6 million on public services with half of the budget spent on supporting children and vulnerable adults.

The Council have worked hard to make £190m in savings since 2010, but they will still have to save an extra £39m by 2023.

Despite these challenges, Tower Hamlets Council are proud to have continued to invest in frontline services and have the seventh lowest council tax in London.

The Council have made a number of tough choices to minimise the impact on those services residents have told the council that they rely on the most. They have reduced their own running costs, been more efficient in how they deliver services, and reduced their workforce by a third since 2010.

The Council have to make the most of the money they have, as well as continuing to look at innovative ways to generate income.

Q1 Are you responding to this consultation as:

- a local resident
- a local business
- a local community organisation

Services you value

Q2 In your opinion, which council service(s) do you value the most? Choose up to three options:

- Services for elderly and vulnerable adults
- Children's services and education
- Protecting and supporting vulnerable children
- Housing services
- Public health
- Culture, libraries and parks
- Community safety
- Highways and transport services
- Street cleaning, waste and public realm
- Economic growth and job creation

Services to prioritise

Q3a In your opinion, with limited resources available, which council services do you think the council should prioritise? Choose up to three options:

- Services for elderly and vulnerable adults
- Children's services and education
- Protecting and supporting vulnerable children
- Housing services
- Public health
- Culture, libraries and parks
- Community safety
- Highways and transport services
- Street cleaning, waste and public realm
- Economic growth and job creation

Q3b Please tell me which of the options you think is most important to prioritise?

- Services for elderly and vulnerable adults
- Children's services and education
- Protecting and supporting vulnerable children
- Housing services
- Public health
- Culture, libraries and parks
- Community safety
- Highways and transport services
- Street cleaning, waste and public realm
- Economic growth and job creation

Reducing spending

Q4 As core government funding continues to fall, the Council have to save a further £39m by 2023. We have made savings in the following areas, but as we have to make additional savings, would you prefer that the council: (choose up to three options)

- reduces spending across all services by the same proportion
- reduces spending on frontline services
- reduces spending on temporary agency staff
- reduces spending on the contracts that we procure for services
- reduces spending on non-statutory services (services the council is not legally required to provide)
- continues to invest resources in services that are council priorities and spends less in other areas
- generates more commercial income
- uses its one off resources such as reserves
- Other

Please specify other:

Impact of further savings

What do you think the impact of further savings on the borough will mean?

Q5a **Services.** Do you think the impact of further savings on the borough will mean:

- Fewer services will be available
- More services will be available

Q5b **Efficiency.** Do you think the impact of further savings on the borough will mean:

- Council will be less efficient
- Council will be more efficient

Q5c **Quality.** Do you think the impact of further savings on the borough will mean:

- Service quality will go down
- Service quality will improve

Minimising the impact

Q6 We are exploring a range of solutions to minimise the impact of the savings the council is required to make.

If we had to pursue just two options below, which are most important to you? (choose up to two options)

- to work with voluntary and community organisations to deliver services
- to share services with neighbouring boroughs
- to use the council's reserves to delay savings
- to make council services more efficient
- to outsource services to the private sector
- to investigate better use of our assets and other ways to generate income
- to explore options for charging or raising fees for non-statutory council services (services we are not legally required to provide)
- Other

Please specify other:

Support for a council tax rise

Q7 The Government has said it expects councils to increase their council tax rate by an amount every year to cover inflation. It has also allowed councils in the last three years to add an additional charge to their council tax for adult social care to support some of their most vulnerable residents. This is called the adult social care precept.

In 2019/20, Tower Hamlets Council increased council tax by 2.4% and adult social care precept by 1%. Every 1 per cent increase in council tax that the council raises generates approximately £1 million, which can be used to protect services. Each 1 per cent rise in council tax costs households an average of 19p extra per week.

Would you be prepared to support a proposal to add an increase to council tax by up to 2 per cent?

- Yes
- No
- Don't know

Council tax rise to support adult social care

- Q8 The Government is likely to allow councils to add an additional charge to their council tax for adult social care to support some of their most vulnerable residents. In 2020/21, the maximum increase could be 2 per cent, which would raise approximately £2 million and cost households on average 38p extra per week.

We estimate that the additional cost pressures to the council for adult social care services in 2020/21 will be £3.5m.

Do you support an increase of up to 2 per cent in council tax to support adult social care services?

- Yes
 No
 Don't know

Generating income

- Q9 The council is looking at ways it can generate income to contribute towards the budget shortfall and minimise the impact of cuts on our services.

One of the ways the council already generates income is by hiring out its unique council-owned assets such as parks for events and filming, the use of venues for ceremonies and sporting activities. We also continually compare our fees and charges against other councils and look at how we can be more innovative in raising income.

Do you support the council expanding this approach to income generation so we can continue to protect frontline services, and limit the impact of government cuts?

- Yes
 No
 Don't know

Demographics

- Q10 How many employees work in your organisation?

- 1-10
 11-49
 50-249
 250 or more

Q11 What type of business do you operate?

- | | |
|--|---|
| <input type="radio"/> Financial or insurance | <input type="radio"/> Arts, entertainment and leisure |
| <input type="radio"/> Professional, scientific or technical | <input type="radio"/> Wholesale |
| <input type="radio"/> Business administration and support services | <input type="radio"/> Construction |
| <input type="radio"/> Information and communication | <input type="radio"/> Property |
| <input type="radio"/> Health | <input type="radio"/> Transport, storage and postage |
| <input type="radio"/> Education | <input type="radio"/> Manufacturing |
| <input type="radio"/> Accommodation and food services | <input type="radio"/> Motor trades |
| <input type="radio"/> Public administration and defence | <input type="radio"/> Other (please specify): |
| <input type="radio"/> Retail | |

Q12 How old are you?

- 0-15
- 16-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75-84
- 85+
- Prefer not to say

Q13a Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months (include any problems related to old age)?

- Yes
- No
- Prefer not to say

Q13b Please state the type of health problem or disability that applies to you?

(People may experience more than one type of disability or health problem, in which case you may indicate more than one. If none of the categories applies, please mark 'Prefer to self-describe' and specify the type of health problem or disability.)

- Sensory impairment, (such as being blind / having a visual impairment or being deaf / having a hearing impairment)
- Physical impairment, (such as using a wheelchair to get around and / or difficulty using your arms)
- Learning disability, (such as Downs syndrome or dyslexia) or cognitive impairment (such as autism or head-injury)
- Mental health condition, (such as depression or schizophrenia)
- Long-standing illness or health condition (such as cancer, HIV,
- diabetes, chronic heart disease, or epilepsy)
- Prefer to self-describe (please specify):
- Prefer not to say

Q14 Which best describes your gender?

- Male
- Female
- Prefer not to say
- Prefer to self-describe (please specify):

Please specify:

Q15 Is your gender identity the same as the sex you were assigned to at birth?

- Yes
- No
- Prefer not to say

Q16 Which of the following describes your sex?

- Man
- Woman
- Intersex
- Prefer not to say
- Prefer to self-describe (please specify):

Please specify:

Q17 Are you legally married or in a civil partnership?

- Yes
- No
- Prefer not to say

Q18 Which best describes your current marital, civil partnership or cohabitation status?

- Single (never married or never registered a civil partnership)
- Married
- In a registered civil partnership
- Separated, but still legally married
- Separated, but still in a registered civil partnership
- Divorced
- Formerly in a registered civil partnership which is now dissolved
- Widowed
- Surviving partner from a registered civil partnership
- Cohabiting with a partner
- Prefer not to say

Q19 Are you currently pregnant or did you give birth in the last twelve months?

- Yes
- No
- Prefer not to say

Q20 How would you describe your ethnic group?

- White: British
- White: Irish
- White: Traveller of Irish heritage
- White: Gypsy/Roma or Traveller
- White: Any other background
- Mixed/Dual Heritage: White & Black African
- Mixed/Dual Heritage: White & Asian
- Mixed/Dual Heritage: White & Black Caribbean
- Mixed/Dual Heritage: Any other background
- Asian or Asian British: Indian
- Asian or Asian British: Pakistani
- Asian or Asian British: Bangladeshi
- Asian or Asian British: Any other background
- Black or Black British: Somali
- Black or Black British: Other African
- Black or Black British: Caribbean
- Black or Black British: Any other background
- Other Ethnic Groups: Chinese
- Other Ethnic Groups: Vietnamese
- Other Ethnic Groups: Any other background
- Prefer not to say

Q21 What is your religion or belief system?

- No Religion
- Agnostic
- Muslim
- Christian
- Jewish
- Buddhist
- Sikh
- Hindu
- Humanist
- Prefer not to say
- Other

Q22 What is your sexual orientation?

- Gay/lesbian
- Bi (attracted to more than one gender)
- Heterosexual/straight
- Prefer not to say
- Prefer to self-describe

Please specify:

Q23 Do you have caring or parenting responsibilities? (for example, childcare or dependent adults)

- Yes
- No
- Prefer not to say

Q24 Tower Hamlets residents' e-newsletter contains the latest news, events, competitions and special offers from across Tower Hamlets. Would you like to sign up to our residents newsletter?

- Yes
- No

Q24a **IF YES:** Thank you. Please can I take your name and email address?

Name

Email

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Agenda Item 6.2

<p>Cabinet</p> <p>18 December 2019</p>	 <p>TOWER HAMLETS</p>
<p>Report of: Debbie Jones, Corporate Director- Children and Culture</p>	<p>Classification: Unrestricted</p>
<p>Community Languages Service Review- Options Paper</p>	

Lead Member	Councillor Sabina Akhtar, Cabinet Member for Culture, Arts and Brexit
Originating Officer(s)	Judith St John Divisional Director for Culture Sport and Leisure
Wards affected	All Wards
Key Decision?	Yes
Forward Plan Notice Published	7 October 2019
Reason for Key Decision	Impact on Wards
Strategic Plan Priority / Outcome	[1. People are aspirational, independent and have equal access to opportunities; 2. A borough that our residents are proud of and love to live in;]

Reasons for Urgency

As the publication date for this report falls within the Pre-Election Period (Purdah) it has been decided to delay publication until after the election has taken place.

If this report were to be delayed to the next scheduled meeting of cabinet there will be a delay in the implementation of the chosen option and the possibility that this means that the full savings within the MTFs will not be realised.

Executive Summary

Following the Council's budget meeting on 20 February 2019, an undertaking was made by the Mayor for a review of the Community Languages Service (CLS) to be established in order to look at where sustainable alternatives to delivering the service can be put in place to sustain service.

The objective of the review was to continue the provision of community languages in Tower Hamlets with a high-quality and sustainable teaching model delivered in a more cost-effective manner. In addition, the Mayor gave an undertaking that there would not be further savings beyond the £31k saving agreed for 2019/20 from the CLS, until proposals from the review for the future of the service progress to Cabinet for approval later this year. Any significant changes to the CLS, stemming from the

review, would be subject to consultation and an equalities impact assessment.

A number of consultation events have taken place with key stakeholders including parents and representatives of the organisations that host these classes. There is no doubt that these classes are valued by those who use them, however it is also clear that there are significant differences in how this provision is provided across the service.

This report outlines the outcome of this review and presents recommendations for the Mayor in Cabinet to consider.

Recommendations:

The Mayor in Cabinet is recommended to:

1. Approve Option 3 as set out in the report below.
2. Note the Equalities Impact Assessment.

1 REASONS FOR THE DECISIONS

- 1.1 The objective of the review was to continue the provision of community languages in Tower Hamlets with a high-quality and sustainable teaching model delivered in a more cost-effective manner.

2 ALTERNATIVE OPTIONS

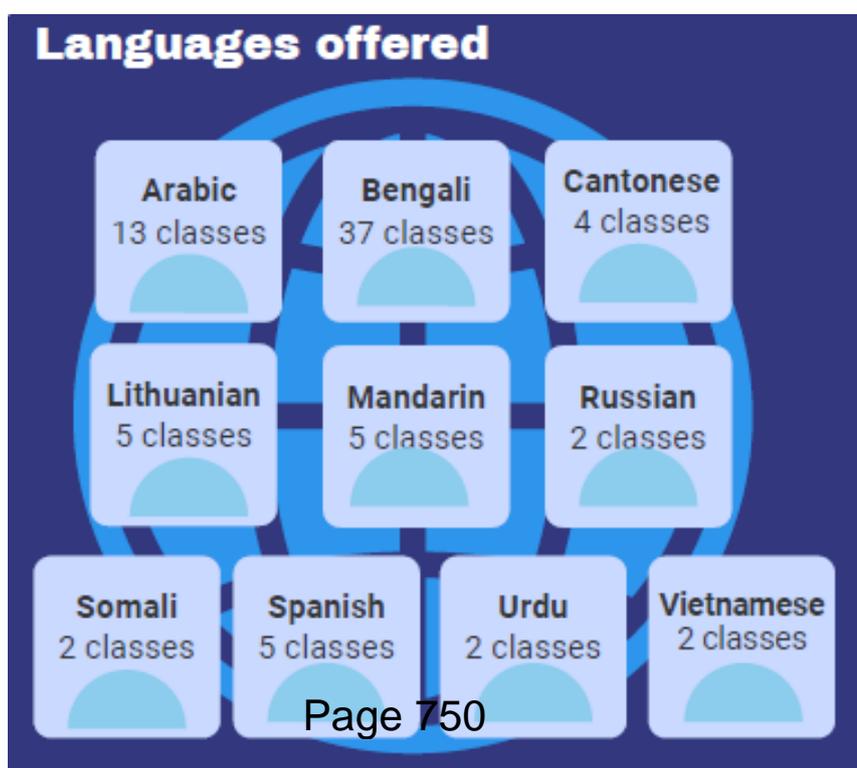
- 2.1 There are four alternative options set out in this paper . The officer recommendation is the adoption of r Option 3 as it fully delivers the savings as outlined in the MTFs. The Mayor in Cabinet may wish to select one of the other options but it is important to note that Options 1 and 2 will not deliver the full savings.
- 2.2 Alternatively, the service could continue as it does currently. Should this decision be taken, the savings targets will not be met.

3 DETAILS OF THE REPORT

- 3.1 The Community Languages Service (CLS) began as the “Mother Tongue & Study Support” Service back in 1979. While information in relation to the rationale for establishing the service is limited, it appears that there are two main reasons. Firstly, to support children who spoke only English to learn their mother tongue. Secondly, as the time that the service was launched, languages were not being routinely being taught as part of the national

curriculum and there is compelling research which outlines the benefits to educational development of being bilingual.

- 3.2 Since 2013, Modern Foreign Languages have been a part of the National Curriculum for primary school children (2004 for Secondary School); however the service has continued to deliver these classes, without very much change.
- 3.3 The CLS used to deliver a range of language based services including some that were funded through Service Level Agreements with schools, however for the past 3 years the service has been focused around providing after school languages classes. These are provided in a number of community venues and a small number of schools. These classes are free at the point of access to families, although there is obviously a cost to the LA to provide these.
- 3.4 While a number of children do go on to take GCSE's in their mother tongue languages and this is something that parents see as a benefit, this is not the purpose of the service and is not something that the LA should be subsidising.
- 3.5 While the venues and associated costs are not borne by the local authority, the cost of employing the teachers is. There is also a small team of staff who manage and facilitate the service. The overall budget for 2018/19 was £684,400, with the vast majority of this being spent on paying for the teachers.
- 3.6 The aim of the review is to design a service model that
 - Provides an inclusive offer for all children
 - Has high quality teaching
 - Operates on the basis of standard hours
 - Is accessible in a variety of locations across the borough
 - Is efficient and provides values for money.
- 3.7 Currently the following languages are offered:



3.8 These are delivered in 44 venues by 85 teachers. Currently there are, 1465 children were enrolled in classes which equates to a cost of around £460 per child although there is a significant range based on a number of factors particularly the number of children per class and the number of hours provided. In a review undertaken in 2016, the average cost was £335 per child per year but at its highest the cost per child was over £700. It is important to note that these are based on the number of children enrolled in classes; the figures for actual attendance are likely to be much lower.

See Appendix 1- map of provision

3.9 Each class is observed at least once a year by the Community Language Service Team to assess the quality of teaching and learning. This is undertaken by staff members from within the CLS who are qualified teachers. The breakdown of ratings are as follows:

Grading - observation of teaching and learning (OTL) at each venue

Grade	No. of venues
Excellent	2
Good / Excellent	6
Good	10
Satisfactory	23
Inadequate	3



3.10 This table indicates that only 41% of the venues are providing classes that are graded as good or excellent.

3.11 There is a significant level of inconsistency in respect to the offer. 45% of children receive around two to three hours per week, with a further 44% receiving 4 hours. Recent academic research suggests that while there are clear benefits to extra-curricular and supplementary education, these must be balanced against the need for family time, a good night's sleep and the opportunity to play. This is particularly relevant for primary school children who form the majority of the cohort who attend CLS classes. Children should also undertake a wide range of activities and the amount of hours that some children spend in classes provided by the CLS will limit other extra-curricular opportunities.

3.12 Currently 75% of children who attend classes are of primary school age with 24% of children being at secondary school. There are also a small number of under 5's recorded as attending which should not be the case.

3.13 The CLS is a service that appears to be unique to Tower Hamlets, particularly in the way that it is delivered; making direct comparisons with other local authorities difficult. The National Resource Centre for Supplementary Education (NRCSE) suggest that providers of supplementary education

should be charging a regular fee to parents as this will support them to provide additional activities. There is also a strong argument that such a parental contribution supports engagement and commitment.

- 3.14 Where supplementary education classes are financially supported by local authorities this is usually “in kind” with for example venues provided at no, or reduced cost. This is the opposite model to the one that we have in Tower Hamlets, where community organisations provide venues and the local authority is responsible for providing teachers. Importantly, some of the language classes are supported by parental contributions.
- 3.15 A number of consultation events have taken place over two separate days. Two sessions were held for the organisations that provide these classes one at Whitechapel Idea Store and one at Bow Idea Store. These sessions were attended by a total of 15 different organisations, 14 who represented Bengali classes and one who represented a Lithuanian class. A presentation was delivered which outlined the current way that the classes operate as well as the principles that were being used to develop a model going forward. All providers were written to and those who were unable to attend were sent the presentation and invited to ask any questions or provide comments.
- 3.16 The offer should be based around the following principles:

	Inclusive offer - provision that focuses on what works best for children and young people in all ways including age, where they live and other equality considerations
	High quality teaching - supporting the best possible outcomes
	Standard hours for every child - 2 hours a week to ensure all children receive an appropriate level of supplementary education
	Well placed venues - service is accessible in variety of locations across the borough
	An efficient, value for money service

- 3.17 Participants were given an opportunity to share some of their thoughts on these principles and made a number of observations
- These classes are clearly valued and those who provide them wish for them to continue as currently.
 - There was an understanding that the location of classes was not currently correct and hadn't changed as demographics of the borough did. There are lower attendances in the west of the borough whereas some classes in the east have waiting lists¹.
 - Those who provide these classes see them as a way of ensuring the children who attend are safe and engaging in appropriate activities. The variability in the quality of teaching was discussed but this did not present as a significant priority.
 - There was some support for the idea of a standardised offer, however the view was that this should be set at four hours not two.

3.18 Three similar sessions were run with parents and the Parent and Carer Forum. Well over 80 parents attended across the sessions. The sessions took the same approach as those for providers with a presentation delivered and the opportunity for attendees to ask questions and offer their thoughts.

- Those parents who attended clearly valued the classes. The primary reason was the connection that these afford with their culture and heritage. Many parents also commented on the fact that these classes supported their children to communicate with older members of the family who did not speak English. There was some discussion of the positive benefits of language acquisition and bilingualism but this did not seem to be a primary motivation for most parents.
- Some parents did seem to place emphasis on the quality of the provision although many accepted that variability was to be expected.
- There was an understanding for the need to consider the location of the classes, particularly to ensure their viability however most would not be keen to travel very far to attend.
- There are different funding models in place with some classes charging for classes. Parents who did pay towards these classes were surprised that many of the classes were provided for free. Unsurprisingly, parents who did pay felt that this was appropriate and did not influence their attendance, whereas those who did not felt that if a parental contribution was to be introduced it would put many off of attending.

¹ The classes advising that they had waiting lists are as follows (and have been asked to provide a copy of their waiting list to the CLS):

1. Poplar Community Language School based at Chrisp St IS (advised 12 in waiting list)
2. Whitechapel IS (advised 15-20 in waiting list)
3. Bow Bengali Forum (advised 5 in waiting list)
4. Redcoat Community Centre (advised 15 in waiting list)
5. Wapping Women's Centre (advised 10 in waiting list)
6. CISTH (advised 30 – 40 in waiting list)

- 3.19 We also wrote to all head teachers at schools that host CLS classes. While not all responded the responses from those who did were largely consistent. They understood that these classes were valued by parents, however they questioned the quality of teaching and how engaged the children were in the learning.

Proposals

- 3.20 We are now considering three proposals

Option 1 – Standard Offer by LBTH

- All children receiving the same amount per week (suggest 1.5 - 2 hours), delivered by LBTH tutors.
- Standard class size of min. 15 children
- Offer aimed at primary school children only
- We would support providers to obtain a quality mark from the NRCSE (or equivalent) (national body for supplementary education)

This would aim to deliver £350k in savings in 2020/21 and also require funding of costs associated with the staffing implications that result from the reduction in the number of tutor hours. There would also be consideration of parental contribution and whether this is an expectation or used to enhance the offer.

- 3.21 There are a number of ways the savings could be achieved. These include reducing the number of hours, classes or learners (or a combination of these). In addition introducing charging per child per class would help to achieve further savings
- 3.22 A reduction in places could be achieved by
- Withdrawing provision for secondary school children who could access languages at school (235)
 - Withdrawing languages that might not be seen as ‘community languages’ such as Spanish and Arabic.
- 3.23 By making these reductions, it would be possible to make significant savings in the management costs as the scope of the roles would be much reduced.

Charging

- 3.24 A number of classes already charge. Making this consistent would go a long way towards achieving the savings. While it is clear from the consultation events that some parents would resist this idea, many feel that this is a parental choice and a contribution would be appropriate.

Analysis

- 3.25 Simply reducing the number of hours per student per class will not lead to a reduction in management costs because of the number of classes delivered

will remain the same. It is therefore prudent to consider instead a funding option whereby management cost and teaching hours can be reduced. There will however always be some management costs for any service that the council funds which will require monitoring and support.

- 3.26 If this option is taken, there must also be a plan to ensure that there are robust quality assurance processes in place to address issues that are currently present in relation to the quality are addressed.

Option 2 – Close the service but provide grant funding to providers for mother tongue classes

- 3.27 This option proposes that we cease providing tutors for the classes and support providers to deliver the classes themselves. We would support providers apply for a standard grant based on geography and need. We would support providers to obtain a quality mark from the NRCSE (national body for supplementary education). This would aim to deliver £350k in savings in 2020-21 and also require funding of contract management and funding the staffing implications that result from the reduction in the number of tutor hours
- 3.28 Should this option be pursued, we would look for support from the Voluntary and Community Sector team to ensure that this is delivered in a sustainable way that ensures that the offer continues to meet the needs of the community.

Analysis

- 3.29 Should this option be agreed it is essential that the new offer does not simply replicate what exists currently. There will need to be careful consideration of the location of these classes to ensure that they meet the needs of the community. There will also have to be an ongoing focus on quality assurance to ensure that the level of teaching is as strong as possible.
- 3.30 We will need to work closely with these organisations to ensure that they are fully prepared for the changes and that they understand their role and responsibilities. Changes to the number of tutors that would be required to fund the grants would also create a risk as providers may then be unable to source teaching staff directly. Conversely, where there are established relationships between providers and teachers, this may make it easier for providers to source teachers.

Option 3 – Close the service and provide time limited tapered support to the voluntary sector for mother tongue classes

- 3.31 This option would lead to the local authority no longer directly providing tutors for the classes. We would provide a one-off grant to enable providers to deliver the classes themselves. We would support providers to obtain a quality mark from the NRCSE (national body for supplementary

education). This would aim to deliver £350k in savings in 2020-21 and £250k in 2021-22 and would also require corporate funding for staffing implications.

Analysis

- 3.32 This option would effectively mean that responsibility for the service is handed over to the voluntary sector in its entirety. This option will achieve the full savings as outlined in the MTFs and is therefore the officer's recommendation.
- 3.33 There are a number of ways that this could be achieved. Some organisations may wish to work together to form geographically based hubs. These could potentially operate out of a space that is provided as a grant "in kind" by the Local Authority – for example at an Idea Store. Some organisations that may wish to operate as they do currently could be supported to do so with the offer of transitional funding in the form of a one-off grant. There are some significant advantages for the providers in working within this model including the ability to make decisions for themselves about the best way to structure their offer to meet the needs of their particular users. This would also enable a quality threshold to be implemented, ensuring that the overall level of education provided is improved.

Option 4 – Close the service

- 3.34 This option would be for the service to be closed as quickly as possible. The Community Language Service is non-statutory and while it is highly valued it is accessed by relatively small numbers of users. The council would undertake the necessary processes as quickly as possible in order to wind down the service.

Analysis

- 3.35 This option would be the quickest way of achieving the savings target. However, by not providing any transitional or grant funding the most likely outcome would be that most classes would cease. Organisations would be free to apply for other sources of funding or to increase or commence parental contributions in order to fill the funding shortfall.
- 3.36 This option is clearly the most severe of the four presented but in a climate of continued austerity provides a level of certainty that the other options do not.

4 EQUALITIES IMPLICATIONS

- 4.1 These classes are not statutory, nor are they generally aimed at the population at large. One consideration of whether parental contribution is required would be to ensure that any charges do not preclude parents with a low income for sending their children.

- 4.2 There is also the potential for any changes to impact on staff. Should this be the case then a full Equalities Analysis will be undertaken to seek to mitigate any impact.

5 OTHER STATUTORY IMPLICATIONS

- 5.1 This section of the report is used to highlight further specific statutory implications that are either not covered in the main body of the report or are required to be highlighted to ensure decision makers give them proper consideration. Examples of other implications may be:
- Best Value Implications,
 - Consultations,
 - Environmental (including air quality),
 - Risk Management,
 - Crime Reduction,
 - Safeguarding.
 - Data Protection / Privacy Impact Assessment.
- 5.2 This report has potential Best Value Implications. The Community Language Service is a non-statutory service which is accessible to a relatively small cohort of the population at significant cost. There are few examples of an equivalent service being provided elsewhere and not funded in the same way.

6 COMMENTS OF THE CHIEF FINANCE OFFICER

- 6.1 The Community Language Scheme has a current budget of £645.1k. This includes previously agreed MTFS savings of £31k for 2019-20. Future agreed MTFS savings are £350k for 2020-21 and £250k for 2021-22.
- 6.2 The service is currently forecasting a balanced budget for 2019-20. There are three options for consideration.
- 6.3 Option 1 – Standard offer by LBTH. This option is likely to achieve the £350k savings for 2020-21. Management costs will continue to be incurred for the service. As detailed in 3.21 above, additional savings could be made towards the £250k savings target for 2021-22.
- 6.4 Option 2 - Grant aided -Supplementary School model. This option may achieve the £350k savings for 2020-21, but is likely to incur additional costs for support to providers. It is unlikely this will achieve the £250k savings target for 2021-22.
- 6.5 Option 3 - Time limited support to voluntary sector. This option would achieve the full savings target of £600k over 2 years, but is likely to result in a reduction of both service and choice of locations.

7. COMMENTS OF LEGAL SERVICES

- 7.1 The Education Act 1996 empowers the council to ensure that young people aged 13-19 (or 25 for young people with a learning disability) have access to positive activities to improve young people's personal and social development. Before doing so, the council must consider whether it is expedient for the proposed action to be taken by another person, and if so, take all reasonable steps to enter into an agreement or make arrangements with such a person for that purpose.
- 7.2 Additionally, the 1996 Act empowers the council to organise activities for children in education, or to defray the expenses of such activities. This includes a duty to have regard to co-operating with any voluntary societies or bodies who provide similar activities.
- 7.3 Consequently, the council is empowered to pursue any of the 3 options discussed in this paper. In taking a decision as to which option to consult on, the council must make arrangements to secure continuous improvement in the way in which its functions are exercised, having regard to a combination of economy, efficiency and effectiveness by virtue of section 3 of the Local Government Act 1999. This is known as its *Best Value Duty*

Duty to Consult

- 7.4 There is no statutory requirement to consult in respect of changes to the Community Language Service specifically, but there is a duty to consult with representative groups of stakeholders when exercising the Council's best value duty to decommission a service. Additionally, the common law duty to consult is usually seen as an aspect of the common law duty to act fairly. In circumstances where a decision may be taken to cease to directly provide a service to individuals, this common law duty to consult will apply.
- 7.5 This should comply with the following criteria: (1) it should be at a time when proposals are still at a formative stage; (2) the Council must give sufficient reasons for any proposal to permit intelligent consideration and response; (3) adequate time must be given for consideration and response; and (4) the product of consultation must be conscientiously taken into account. The duty to act fairly applies and this may require a greater deal of specificity when consulting people who are economically disadvantaged.

Employment and Equality Considerations

- 7.6 Changes to the staffing structure would require consultation and compliance with the Council's Handling Organisational Change procedure. The Council would need to consult with staff before applying any proposed changes to contracts, staffing implications or redeployment to other services.
- 7.7 When deciding whether or not to proceed with these decisions Cabinet must also have due regard to the need to eliminate unlawful conduct under the

Equality Act 2010, the need to advance equality of opportunity and the need to foster good relations between persons who share a protected characteristics and those who do not (the public sector duty). An equality analyses have been carried out to consider the impact on service users and staff, and once the proposal as to which option is being taken forward for consultation, the Equality Analyses will be updated to consider the wider consultation responses and the impact on staff.

Linked Reports, Appendices and Background Documents

Linked Report

- List any linked reports
- State NONE if none.

Appendices

- Map of provision
- Table of financial information
- List of providers for CLS
- Equalities Impact Assessment for Children and general population
- Equalities Impact Assessment for Staff (not public)

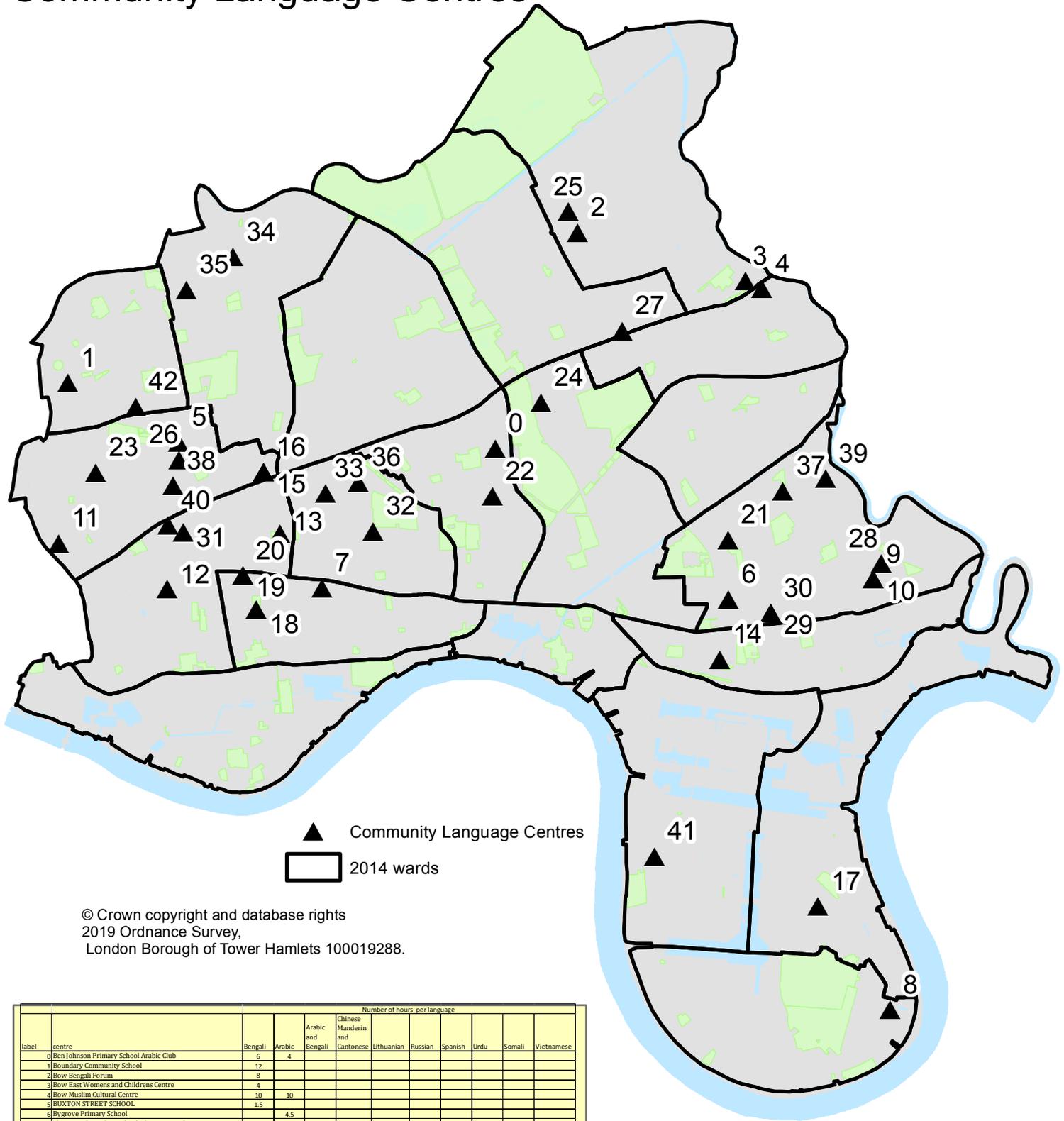
Background Documents – Local Authorities (Executive Arrangements)(Access to Information)(England) Regulations 2012

- None

Officer contact details for documents:

Or state N/A

Community Language Centres



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 2019 Ordnance Survey,
 London Borough of Tower Hamlets 100019288.

label	centre	Number of hours per language									
		Bengali	Arabic	Arabic and Bengali	Chinese Mandarin and Cantonese	Lithuanian	Russian	Spanish	Urdu	Somali	Vietnamese
0	Ben Johnson Primary School Arabic Club	6	4								
1	Boundary Community School	12									
2	Bow Bengali Forum	8									
3	Bow East Womens and Childrens Centre	4									
4	Bow Muslim Cultural Centre	10	10								
5	BUXTON STREET SCHOOL	1.5									
6	Bygrove Primary School		4.5								
7	Chinese Independent School of Tower Hamlets				18						
8	Calvert Town BCA	12									
9	Culloden Bangladeshi Parents Association (School)	18									
10	Culloden BPA Evening Classing class	10									
11	East End Community School	10	8								
12	EC Lighthouse					4	1	2			
13	ESHA ATUL ISLAM			14							
14	Golden Butterfly	12									
15	WHITECHAPEL GLS	18									
16	IdeaStore Whitechapel Time- Spanish class						4				
17	JOD BANGLADESHI ASSOCIATION & CULTURAL CENTRE			16							
18	Jamiatul Ummah	3									
19	Khelaghor Bengali	8									
20	Khelaghor urdu							4			
21	LEMA	8									
22	Limehouse Welfare Association	8									
23	London Jame Masjid Bengali School	6									
24	Mile End Bengali Association	12									
25	Old Ford Primary	8									
26	Osmani School	12									
27	Phoenix school	2									
28	Poplar Bengali Community Project- culloden primary school	7									
29	Poplar Community Language School	15									
30	Poplar Idea Store, Chrisp St- evening	10									
31	Qurtubah Institute	4									
32	Redcoat Supplementary School			12							
33	SMITHY STREET PRIMARY SCHOOL, somali	8							4		
34	ST PETER'S BENGALI ASSOCIATION	12									
35	St Peter's Supplementary School	8									
36	Stifford Centre	4									
37	Teviot BBA	8									
38	Udichi School of Performing Arts	4									
39	Vietnamese Mother Tongue Language School									3	
40	Wapping Womens Centre	8									
41	West Ferry Community Organization	2	2								
42	William Davis Primary School	2									

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Appendix 2 -

Option 1 – Standard Offer by LBTH

Reducing hours but not number of classes		
<p>Reducing the hours allocated to classes to 2.5hrs would result in an annual delivery of 8820 teaching hours at a cost of £278,208 a saving of £167,454. This is still well below the level of savings required.</p> <p>Redundancy costs would need to be set against this</p>	<p>Reducing the hours to 2 hours would produce a saving of £212,840</p> <p>Redundancy costs would need to be set against this</p>	<p>Reducing the hours allocated to 1 hour would produce a saving of £327,248 achieving the target saving but making no pedagogical sense.</p> <p>Redundancy costs would need to be set against this</p>
Reducing the number of classes with a class size of 18		
<p>Reducing the number of classes to 50 and learners to 900, with a 2 hour class would make a saving of £332,262. The additional saving could be made up from:</p> <ul style="list-style-type: none"> • Reducing Administrative and other costs • Introducing charging <p>Redundancy costs would need to be set</p>	<p>Reducing the number of classes to 40 and learners to 720 would achieve a saving of £354,000</p> <p>Redundancy costs would</p>	<p>Reducing the number of classes to 25 and learners to 450, with a two hour class would give a saving of £389,000</p> <p>Redundancy costs would need to be</p>

against this	need to be set against this	set against this
Reducing the number of weeks for which the classes run over the year		
<p>Reducing the number of weeks from the current 36 offered to 30, with 60 classes offered would save £332,000</p> <p>Redundancy costs would need to be set against this</p>		

Equality Analysis (EA)

Financial Year
2020/21

Section 1 – General Information (Aims and Objectives)

Name of the proposal including aims, objectives and purpose

(Please note – for the purpose of this doc, 'proposal' refers to a policy, function, strategy or project)

In April 2019, The Mayor requested a review of the Tower Hamlets Community Language Service and asked that a number of options in order to “continue the provision of community languages in Tower Hamlets with a high-quality and sustainable teaching model delivered in a more cost-effective manner”. The objective of the review was to continue the provision of community languages in Tower Hamlets with a high-quality and sustainable teaching model delivered in a more cost-effective manner.

This EA considers the impact on children and the wider community in relation to four options as laid out in the paper to Cabinet:

Option 1- a standard offer by LBTH with reduced hours/classes/terms (exact variable to be decided if this option is taken)

Option 2 - Close the service but provide grant funding to providers for mother tongue classes

Option 3- Close the service and provide time limited tapered support to the voluntary sector for mother tongue classes

Option 4 – Close the service

All options would support providers to obtain a quality mark from the NRCSE (national body for supplementary education).

Note that a separate EA will be undertaken for the staff profile of the CLS.

See
Appendix A

Current decision
rating



Conclusion - To be completed at the end of the Equality Analysis process

(the exec summary will provide an update on the findings of the EA and what outcome there has been as a result. For example, based on the findings of the EA, the proposal was rejected as the impact on a particular group was unreasonable and did not give due regard. Or, based on the EA, the proposal was amended and alternative steps taken)

Name: Judith St John, Divisional Director, Sport, Leisure and Culture
(signed off by)

Date signed off: 14/11/2019
(approved)

Service area:

Sports Leisure and Culture (Children and Culture Directorate)

Team name:

Community Language Service

Service manager:
Simon Leveaux

Name and role of the officer completing the EA:
Jonathan Solomons, Strategy and Policy Manager, Children & Culture
Charlotte Saini, Strategy and Policy Manager, Children and Culture

Section 2 – Evidence (Consideration of Data and Information)

What initial evidence do we have which may help us think about the impacts or likely impacts on service users or staff?

1. Evidence has been collected from the Service Manager and Team Manager of the CLS from the 19/20 enrolment data as follows:

- Number of children using the current service (approx. 1400)
- Number of classes offered (103)
- Languages offered

Bengali	37 classes
Arabic	13
Lithuanian	5
Mandarin	5
Spanish	5
Cantonese	4
Russian	2
Urdu	2
Somali	2
Vietnamese	2

- Ages of children (primarily 5-11 but with around 235 older children and 10 under 5s)
- Locations of the provision
- Hours of provision

It should be noted that enrolment data from providers does not collect information on either ethnicity or disability. The languages offered are primarily mother-tongue languages which would presume an ethnic heritage connection, so for example a child attending a Bengali class would usually have Bengali heritage.

2. Evidence of the languages offered at secondary school has been collated

All schools a modern foreign language at GCSE as per their statutory requirements. A number of schools go further than this and do offer additional languages, including community languages. However, when these additional languages are offered, these are not always pathways to a qualification.

3. Qualitative evidence of how the current service supports the current users and their wider family, gathered from consultations with providers and parents of children attending.

A number of consultation events have taken place over two separate days. Two sessions were held for the organisations that provide these classes one at Whitechapel Idea Store and one at Bow Idea Store. These sessions were attended by a total of 15 different organisations, 14 who represented Bengali classes and one who represented a Lithuanian class. A presentation was delivered which outlined the current way that the classes operate as well as the principles that were being used to develop a model going forward. All providers were written to and those who were unable to attend were sent the presentation and invited to ask any questions or provide comments.

Participants were given an opportunity to share some of their thoughts on a set of principles and made a number of observations

These classes are clearly valued and those who provide them wish for them to continue as currently.

There was an understanding that the location of classes was not currently correct and hadn't changed as demographics of the borough did. There are lower attendances in the west of the borough whereas some classes in the east have waiting lists¹.

Those who provide these classes see them as a way of ensuring the children who attend are safe and engaging in appropriate activities. The variability in the quality of teaching was discussed but this did not present as a significant priority.

There was some support for the idea of a standardised offer, however the view was that this should be set at four hours not two.

Two similar sessions were run with parents. Over 80 parents attended across the sessions. The sessions took the same approach as those for providers with a presentation delivered and the opportunity for attendees to ask questions and offer their thoughts.

- Those parents who attended clearly valued the classes.
- The primary reason was the connection that these afford with their culture and heritage.
- Many parents also commented on the fact that these classes supported their children to communicate with older members of the family who did not speak English.
- There was some discussion of the positive benefits of language acquisition and bilingualism but this did not seem to be a primary motivation for most parents.
- Some parents did seem to place emphasis on the quality of the provision although many accepted that variability was to be expected.
- There was an understanding for the need to consider the location of the classes, particularly to ensure their viability however most would not be keen to travel very far to attend.

¹ The classes advising that they had waiting lists are as follows (and have been asked to provide a copy of their waiting list to the CLS):

1. Poplar Community Language School based at Chrisp St IS (advised 12 in waiting list)
2. Whitechapel IS (advised 15-20 in waiting list)
3. Bow Bengali Forum (advised 5 in waiting list)
4. Redcoat Community Centre (advised 15 in waiting list)
5. Wapping Women's Centre (advised 10 in waiting list)
6. CISTH (advised 30 – 40 in waiting list)

Section 3 – Assessing the Impacts on the 9 Groups

Please refer to the guidance notes below and evidence how you're proposal impact upon the nine Protected Characteristics in the table on page 3?

For the nine protected characteristics detailed in the table below please consider:-

- **What is the equality profile of service users or beneficiaries that will or are likely to be affected?**

Use the Council's approved diversity monitoring categories and provide data by target group of users or beneficiaries to determine whether the service user profile reflects the local population or relevant target group or if there is over or under representation of these groups

- **What qualitative or quantitative data do we have?**

List all examples of quantitative and qualitative data available
(include information where appropriate from other directorates, Census 2001 etc)
- Data trends – how does current practice ensure equality

- **Equalities profile of staff?**

Indicate profile by target groups and assess relevance to policy aims and objectives e.g. Workforce to Reflect the Community. Identify staff responsible for delivering the service including where they are not directly employed by the council.

- **Barriers?**

What are the potential or known barriers to participation for the different equality target groups? Eg- communication, access, locality etc.

- **Recent consultation exercises carried out?**

Detail consultation with relevant interest groups, other public bodies, voluntary organisations, community groups, trade unions, focus groups and other groups, surveys and questionnaires undertaken etc. Focus in particular on the findings of views expressed by the equality target groups. Such consultation exercises should be appropriate and proportionate and may range from assembling focus groups to a one to one meeting.

- **Additional factors which may influence disproportionate or adverse impact?**

Management Arrangements - How is the Service managed, are there any management arrangements which may have a disproportionate impact on the equality target groups

- **The Process of Service Delivery?**

In particular look at the arrangements for the service being provided including opening times, custom and practice, awareness of the service to local people, communication

Please also consider how the proposal will impact upon the 3 One Tower Hamlets objectives:-

- Reduce inequalities
- Ensure strong community cohesion
- Strengthen community leadership.

Please Note -

Reports/stats/data can be added as Appendix

Target Groups	Impact – Positive or Adverse	Reason(s)
Race	Negative and positive	<p>No data is collected on ethnicity, however children attending classes are primarily attending classes in their mother-tongue so it could be inferred that the majority of children attending are therefore from BAME backgrounds, with the largest two backgrounds being Bengali followed by backgrounds speaking Arabic.</p> <p>Reducing the service will have a negative impact on children from BAME backgrounds who would otherwise have accessed a language in their mother-tongue. However, if the quality of the service improves as a result of the restructuring of it, then those children who are still accessing classes will have an improved experience.</p> <p>Currently the perception from parents of children attending the supplementary schools is that they are a safe place to go after school. Reducing or changing the service could mean that parents from the ethnic groups accessing the service feel this is no longer the case</p>
Disability	Unclear	No data is collected around disabilities.
Gender	None	The proposal is unlikely to negatively affect one gender more than another as there is roughly an even split between males and females.
Gender Reassignment	None	There is no evidence collected around gender reassignment as the service users are primarily children aged 5-11
Sexual Orientation	None	There is no evidence collected around sexual orientation as the service users are primarily children aged 5-11
Religion or Belief	Negative and/or positive	There is no evidence collected around religion, however it is known that the majority of children attend Bengali classes, and that this language is their mother tongue. Therefore it is likely that a large proportion would class themselves as Muslims, and the reduction of classes would therefore have a

		bigger adverse impact on this group than say Christians. Conversely if the service increases in quality then there will be a positive impact for those accessing
Age	Negative and/or positive	Reducing the service will have a negative impact on children age 5-11 who would otherwise have accessed a language in their mother-tongue. However, if the quality of the service improves as a result of the restructuring of it, then those children who are still accessing classes will have an improved experience. If the service is withdrawn completely from secondary school age children then it could be argued there is a negative impact on them. However, modern foreign languages are now taught in all secondary schools and many also give the opportunity to young people to take GCSEs in a local community language such as Bengali or Arabic so they could access language this way
Marriage and Civil Partnerships.	None	The proposed changes to this service will not affect marriage and civil partnerships
Pregnancy and Maternity	None	The proposed changes to this service will not affect marriage and civil partnerships
Other Socio-economic Carers	negative	Charging for the service could negatively impact on those from a lower socioeconomic background, however this could be mitigated by ensuring classes are free to those who cannot afford them. Sibling discounts could also be offered.

Section 4 – Mitigating Impacts and Alternative Options

From the analysis and interpretation of evidence in section 2 and 3 - Is there any evidence or view that suggests that different equality or other protected groups (inc' staff) could be adversely and/or disproportionately impacted by the proposal?

Yes? No?

If yes, please detail below how evidence influenced and formed the proposal? For example, why parts of the proposal were added / removed?

(Please note – a key part of the EA process is to show that we have made reasonable and informed attempts to mitigate any negative impacts. An EA is a service improvement tool and as such you may wish to consider a number of alternative options or mitigation in terms of the proposal.)

All options will lead to changes in the service which due to its nature will impact on protected groups. All of the options propose that some form of the service continues which will mitigate the impact to some degree. However options 2 and 3 propose that the responsibility for delivery of the classes will no longer sit with the local authority, this means that it will be more difficult to guarantee the availability of the service. This service is non-statutory and the existing model is not the one used in most other local authorities. The main driver for the review was financial and this service along with all other non-statutory functions will need to be reviewed in line with the medium term financial plan and the duty to deliver a balanced budget. The quality of the provision is not universally good which means that a large number of service users are already not receiving as much benefit as would be expected.

Where you believe the proposal discriminates but not unlawfully, you must set out below your objective justification for continuing with the proposal, without mitigating action.

Section 5 – Quality Assurance and Monitoring

Have monitoring systems been put in place to check the implementation of the proposal and recommendations?

Yes? No?

How will the monitoring systems further assess the impact on the equality target groups?

Depending on which option is agreed, there will be different quality assurance mechanisms. Should either option 2 or 3 be agreed, any funding provided by the local authority in the form of a grant will be subject to close monitoring and ensuring that recipients comply with their equality duty can and should be part of this.

Section 6 - Action Plan

As a result of these conclusions and recommendations what actions (if any) **will** be included in your business planning and wider review processes (team plan)? Please consider any gaps or areas needing further attention in the table below the example.

Recommendation	Key activity	Progress milestones including target dates for either completion or progress	Officer responsible	Progress
Example				
1. Better collection of feedback, consultation and data sources	1. Create and use feedback forms. Consult other providers and experts	1. Forms ready for January 2010 Start consultations Jan 2010	1.NR & PB	
2. Non-discriminatory behaviour	2. Regular awareness at staff meetings. Train staff in specialist courses	2. Raise awareness at one staff meeting a month. At least 2 specialist courses to be run per year for staff.	2. NR	

Page 7/7

Recommendation	Key activity	Progress milestones including target dates for either completion or progress	Officer responsible	Progress

Appendix A

(Sample) Equality Assessment Criteria

Decision	Action	Risk
As a result of performing the analysis, it is evident that a risk of discrimination exists (direct, indirect, unintentional or otherwise) to one or more of the nine groups of people who share <i>Protected Characteristics</i> . It is recommended that the use of the policy be suspended until further work or analysis is performed.	Suspend – Further Work Required	Red 
As a result of performing the analysis, it is evident that a risk of discrimination exists (direct, indirect, unintentional or otherwise) to one or more of the nine groups of people who share <i>Protected Characteristics</i> . However, a genuine determining reason may exist that could legitimise or justify the use of this policy.	Further (specialist) advice should be taken	Red Amber 
As a result of performing the analysis, it is evident that a risk of discrimination (as described above) exists and this risk may be removed or reduced by implementing the actions detailed within the <i>Action Planning</i> section of this document.	Proceed pending agreement of mitigating action	Amber 
As a result of performing the analysis, the policy, project or function does not appear to have any adverse effects on people who share <i>Protected Characteristics</i> and no further actions are recommended at this stage.	Proceed with implementation	Green: 

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List of Community Language Provision

Chinese Independent School of Tower Hamlets (CISTH)	London Jamme Masjid Bangla School	Lansbury Educational Muslim Association (LEMA)
Culloden Bangladeshi Parents Association	Ben Johnson Primary School Bengali & Arabic Class	Jamiatul Ummah
Qurtuba Institute	Cubitt Town Bangladeshi Cultural Association (St Luke Primary School)	Bygrove Primary School
Udichi Shilpi Goshthi	Teviot British Bangladeshi Association	Thomas Buxton School
Westferry Community Organisation	Poplar Idea Store Week End School	William Davis Primary School
Smithy Street Primary School	Wapping Womens Centre	Harbinger Primary School
EC Lighthouse Lithuanian School	Golden Butterfly	Bow East Women And Cultural Centre
Community of Refugees from Vietnam East London	St Peters Supplementary School	Bow Bengali Forum
Esha'Atul Islam Evening Madrasa	Redcoat Community Centre E1 3DW	Old Ford Primary School
Bow Muslim Cultural Centre	Phoenix School Bengali Class	Osmani Primary School
Stifford Centre	Khelagor Urdu & Bengali School	Poplar Community Language School
St Peters Bengali Association		Whitechapel Community Language School
East End Community School		Spanish Language School
Limehouse Welfare Association		
Boundary Community School		
Isle Of Dogs Bangladeshi Cultural Association		
Poplar Bengali Community Organisation		
Mile End Bengali Association		

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