

# OVERVIEW & SCRUTINY COMMITTEE

**Monday, 27 January 2020 at 6.30 p.m., Room C1, 1st Floor, Town Hall,  
Mulberry Place, 5 Clove Crescent, London, E14 2BG**

**This meeting is open to the public to attend.**

**Members:**

**Chair:** Councillor James King

**Vice Chair:** Councillor Sufia Alam

Scrutiny Lead for Children and Education

Councillor Kahar Chowdhury

Scrutiny Lead for Health & Adults

Councillor Dipa Das

Scrutiny Lead for Housing & Regeneration

Councillor Marc Francis

Councillor Tarik Khan

Scrutiny Lead for Resources & Finance

Councillor Eve McQuillan

Bethnal Green Ward

Councillor Bex White

Scrutiny Lead for Community Safety &  
Environment

Councillor Andrew Wood

**Co-opted Members:**

Halima Islam

Co-Optee

James Peter Wilson

Co-Optee

**Deputies:**

Councillor Peter Golds, Councillor Zenith Rahman, Councillor Mohammed Pappu and Councillor John Pierce

[The quorum for this body is 3 voting Members]

**Contact for further enquiries:**

David Knight, Democratic Services

1st Floor, Town Hall, Town Hall, Mulberry Place, 5 Clove Crescent,  
London, E14 2BG

Tel: 020 7364 4878

E-mail: [david.knight@towerhamlets.gov.uk](mailto:david.knight@towerhamlets.gov.uk)

Web: <http://www.towerhamlets.gov.uk/committee>

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## **Public Information**

### **Attendance at meetings.**

The public are welcome to attend meetings of the Committee. However seating is limited and offered on a first come first served basis.

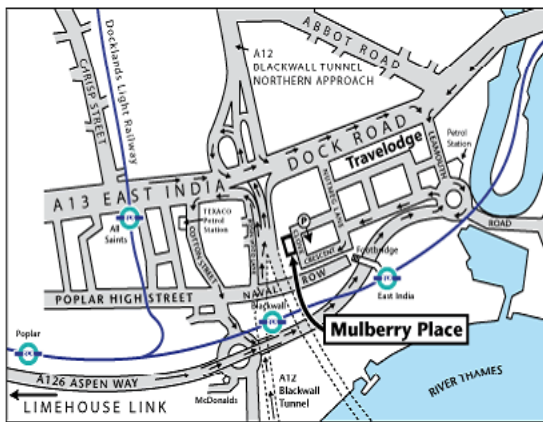
### **Audio/Visual recording of meetings.**

Should you wish to film the meeting, please contact the Committee Officer shown on the agenda front page.

### **Mobile telephones**

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### **Access information for the Town Hall, Mulberry Place.**



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**Docklands Light Railway:** Nearest stations are East India: Head across the bridge and then through complex to the Town Hall, Mulberry Place Blackwall station. Across the bus station then turn right to the back of the Town Hall complex, through the gates and archway to the Town Hall.

**Tube:** The closest tube stations are Canning Town and Canary Wharf

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### **Meeting access/special requirements.**

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### **Fire alarm**

If the fire alarm sounds please leave the building immediately by the nearest available fire exit without deviating to collect belongings. Fire wardens will direct you to the exits and to the fire assembly point. If you are unable to use the stairs, a member of staff will direct you to a safe area. The meeting will reconvene if it is safe to do so, otherwise it will stand adjourned.

### **Electronic agendas reports and minutes.**

Copies of agendas, reports and minutes for council meetings can also be found on our website from day of publication.

To access this, click [www.towerhamlets.gov.uk/committee](http://www.towerhamlets.gov.uk/committee) and search for the relevant committee and meeting date.

Agendas are available at the Town Hall, Libraries, Idea Centres and One Stop Shops and on the Mod.Gov, iPad and Android apps.



QR code for smart phone users.

<b>SECTION ONE</b>		<b>WARD</b>	<b>PAGE NUMBER(S)</b>
<b>1.</b>	<b>APOLOGIES FOR ABSENCE</b>  To receive any apologies for absence.		
<b>2.</b>	<b>DECLARATIONS OF DISCLOSABLE PECUNIARY INTEREST</b>  To note any declarations of interest made by Members, including those restricting Members from voting on the questions detailed in Section 106 of the Local Government Finance Act, 1992. See attached note from the Monitoring Officer.	<b>All Wards</b>	<b>7 - 10</b>
<b>3.</b>	<b>UNRESTRICTED MINUTES</b>  To confirm as a correct record of the proceedings the unrestricted minutes of the meeting of the Overview and Scrutiny Committee held on 13 <sup>th</sup> January, 2020.	<b>All Wards</b>	
<b>4.</b>	<b>REQUESTS TO SUBMIT PETITIONS</b>  To receive any petitions (to be notified at the meeting).	<b>All Wards</b>	
<b>5.</b>	<b>FORTHCOMING DECISIONS</b>	<b>All Wards</b>	<b>11 - 44</b>
<b>6.</b>	<b>UNRESTRICTED REPORTS 'CALLED IN'</b>  Nil items	<b>All Wards</b>	
<b>7.</b>	<b>SCRUTINY SPOTLIGHT</b>		
<b>7.1</b>	<b>Customer Services</b>	<b>All Wards</b>	<b>45 - 58</b>
<b>7.2</b>	<b>Borough Commander Spotlight</b>	<b>All Wards</b>	
<b>7.3</b>	<b>Waste Mobilisation update</b>	<b>All Wards</b>	<b>59 - 74</b>
<b>8.</b>	<b>VERBAL UPDATES FROM SCRUTINY LEADS</b>  (Time allocated – 5 minutes each)	<b>All Wards</b>	
<b>9.</b>	<b>PRE-DECISION SCRUTINY OF UNRESTRICTED</b>	<b>All Wards</b>	

## **CABINET PAPERS**

To consider and agree pre-decision scrutiny questions/comments to be presented to Cabinet.

(Time allocated – 30 minutes).

- |            |   |                  |
|------------|---|------------------|
| <b>10.</b> | <b>ANY OTHER UNRESTRICTED BUSINESS WHICH THE CHAIR CONSIDERS TO BE URGENT</b> | <b>All Wards</b> |
|------------|---|------------------|

- |            |  |                  |
|------------|--|------------------|
| <b>11.</b> | <b>EXCLUSION OF THE PRESS AND PUBLIC</b> | <b>All Wards</b> |
|------------|--|------------------|

In view of the contents of the remaining items on the agenda the Committee is recommended to adopt the following motion:

“That, under the provisions of Section 100A of the Local Government Act 1972, as amended by the Local Government (Access to Information) Act 1985, the press and public be excluded from the remainder of the meeting for the consideration of the Section Two business on the grounds that it contains information defined as Exempt in Part 1 of Schedule 12A to the Local Government Act, 1972.”

### **EXEMPT/CONFIDENTIAL SECTION (Pink Papers)**

The exempt committee papers in the agenda will contain information, which is commercially, legally or personally sensitive and should not be divulged to third parties. If you do not wish to retain these papers after the meeting, please hand them to the Committee Officer present.

- |            | <b>SECTION TWO</b>   | <b>WARD</b>      | <b>PAGE<br/>NUMBER(S)</b> |
|------------|--|------------------|---------------------------|
| <b>12.</b> | <b>EXEMPT/ CONFIDENTIAL MINUTES</b><br><br>Nil items                 | <b>All Wards</b> |                           |
| <b>13.</b> | <b>EXEMPT/ CONFIDENTIAL REPORTS 'CALLED IN'</b><br><br>Nil items     | <b>All Wards</b> |                           |
| <b>14.</b> | <b>PRE-DECISION SCRUTINY OF EXEMPT/ CONFIDENTIAL) CABINET PAPERS</b> | <b>All Wards</b> |                           |

To consider and agree pre-decision scrutiny questions/comments to be presented to Cabinet.

(Time allocated 15 minutes).

**15. ANY OTHER EXEMPT/ CONFIDENTIAL BUSINESS THAT THE CHAIR CONSIDERS URGENT**

**All Wards**

To consider any other exempt/ confidential business that the Chair considers to be urgent.

**Next Meeting of the Overview and Scrutiny Committee**

Monday, 3 February 2020 at 6.30 p.m. to be held in Room C1, 1st Floor, Town Hall, Mulberry Place, 5 Clove Crescent, London, E14 2BG

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## **DECLARATIONS OF INTERESTS - NOTE FROM THE MONITORING OFFICER**

This note is for guidance only. For further details please consult the Members' Code of Conduct at Part 5.1 of the Council's Constitution.

Please note that the question of whether a Member has an interest in any matter, and whether or not that interest is a Disclosable Pecuniary Interest, is for that Member to decide. Advice is available from officers as listed below but they cannot make the decision for the Member. If in doubt as to the nature of an interest it is advisable to seek advice **prior** to attending a meeting.

### **Interests and Disclosable Pecuniary Interests (DPIs)**

You have an interest in any business of the authority where that business relates to or is likely to affect any of the persons, bodies or matters listed in section 4.1 (a) of the Code of Conduct; and might reasonably be regarded as affecting the well-being or financial position of yourself, a member of your family or a person with whom you have a close association, to a greater extent than the majority of other council tax payers, ratepayers or inhabitants of the ward affected.

You must notify the Monitoring Officer in writing of any such interest, for inclusion in the Register of Members' Interests which is available for public inspection and on the Council's Website.

Once you have recorded an interest in the Register, you are not then required to declare that interest at each meeting where the business is discussed, unless the interest is a Disclosable Pecuniary Interest (DPI).

A DPI is defined in Regulations as a pecuniary interest of any of the descriptions listed at **Appendix A** overleaf. Please note that a Member's DPIs include his/her own relevant interests and also those of his/her spouse or civil partner; or a person with whom the Member is living as husband and wife; or a person with whom the Member is living as if they were civil partners; if the Member is aware that that other person has the interest.

### **Effect of a Disclosable Pecuniary Interest on participation at meetings**

Where you have a DPI in any business of the Council you must, unless you have obtained a dispensation from the authority's Monitoring Officer following consideration by the Dispensations Sub-Committee of the Standards Advisory Committee:-

- not seek to improperly influence a decision about that business; and
- not exercise executive functions in relation to that business.

If you are present at a meeting where that business is discussed, you must:-

- Disclose to the meeting the existence and nature of the interest at the start of the meeting or when the interest becomes apparent, if later; and
- Leave the room (including any public viewing area) for the duration of consideration and decision on the item and not seek to influence the debate or decision

When declaring a DPI, Members should specify the nature of the interest and the agenda item to which the interest relates. This procedure is designed to assist the public's understanding of the meeting and to enable a full record to be made in the minutes of the meeting.

Where you have a DPI in any business of the authority which is not included in the Member's register of interests and you attend a meeting of the authority at which the business is considered, in addition to disclosing the interest to that meeting, you must also within 28 days notify the Monitoring Officer of the interest for inclusion in the Register.

**Further advice**

For further advice please contact:-

Asmat Hussain, Corporate Director, Governance and Monitoring Officer. Tel 020 7364 4800



## APPENDIX A: Definition of a Disclosable Pecuniary Interest

(Relevant Authorities (Disclosable Pecuniary Interests) Regulations 2012, Reg 2 and Schedule)

Subject	Prescribed description
Employment, office, trade, profession or vacation	Any employment, office, trade, profession or vocation carried on for profit or gain.
Sponsorship	<p>Any payment or provision of any other financial benefit (other than from the relevant authority) made or provided within the relevant period in respect of any expenses incurred by the Member in carrying out duties as a member, or towards the election expenses of the Member.</p> <p>This includes any payment or financial benefit from a trade union within the meaning of the Trade Union and Labour Relations (Consolidation) Act 1992.</p>
Contracts	<p>Any contract which is made between the relevant person (or a body in which the relevant person has a beneficial interest) and the relevant authority—</p> <p>(a) under which goods or services are to be provided or works are to be executed; and</p> <p>(b) which has not been fully discharged.</p>
Land	Any beneficial interest in land which is within the area of the relevant authority.
Licences	Any licence (alone or jointly with others) to occupy land in the area of the relevant authority for a month or longer.
Corporate tenancies	<p>Any tenancy where (to the Member's knowledge)—</p> <p>(a) the landlord is the relevant authority; and</p> <p>(b) the tenant is a body in which the relevant person has a beneficial interest.</p>
Securities	<p>Any beneficial interest in securities of a body where—</p> <p>(a) that body (to the Member's knowledge) has a place of business or land in the area of the relevant authority; and</p> <p>(b) either—</p> <p>(i) the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body; or</p> <p>(ii) if the share capital of that body is of more than one class, the total nominal value of the shares of any one class in which the relevant person has a beneficial interest exceeds one hundredth of the total issued share capital of that class.</p>

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## THE FORWARD PLAN

**Published: 24 December 2019**

Contact            Matthew Mannion  
Officer:            Democratic Services  
Email:             [matthew.mannion@towerhamlets.gov.uk](mailto:matthew.mannion@towerhamlets.gov.uk)  
Telephone:        020 7364 4651  
Fax No:            020 7364 3232

The Forward Plan is published 28 days before each Cabinet meeting.

In addition, new issues and changes to existing issues will be published on the website as soon as they are known.

The web pages also contain past Forward Plans and publication deadlines for future Plans. To visit the web pages go to <http://democracy.towerhamlets.gov.uk/mgPlansHome.aspx?bcr=1>.

## **Tower Hamlets Council** **Forthcoming Decisions Plan**

### **What is this document?**

The Forthcoming Decisions Plan (or 'Forward Plan') contains information on significant decisions that the Council expects to take over the next few months.

As a minimum this will include notice of:

- All Key Decisions to be taken by the Mayor or Cabinet.
  - This could include decisions taken at public meetings or taken individually at other times.
- Budget and Policy Framework Decisions (for example the Budget Report itself and major policies to be agreed by Council as set out in the Constitution)

In addition the Council aims to publish all other decisions to be taken by the Mayor and/or Cabinet.

### **Key Decisions**

The Council is required to publish notice of all key decisions at least 28 days before they are taken by the Executive. Key decisions are all those decisions which involve major spending, or savings, or which have a significant impact on the local community. The precise definition of a key decision adopted by Tower Hamlets is contained in Section 3 of the [Constitution](#). Key Decisions can be taken by the Mayor, the Mayor in Cabinet or an officer if it has been expressly delegated.

### **Publication of Forthcoming Decisions**

Individual notices of new Key Decisions will be published on the website as they are known on the 'Forthcoming Decisions' page, whilst this 'Forthcoming Decisions Plan' collating these decisions will be published regularly, as a minimum at least, 28 days before each Cabinet meeting. The Plan will be published on the Council's website and will also be available to view at the Town Hall and Libraries, Ideas Centres and One Stop Shops if required.

### **Urgency**

If, due to reasons of urgency, a Key Decision has to be taken where 28 days' notice have not been given. Notice will be published (on the website) as early as possible and Urgency Procedures as set out in the Constitution have to be followed.

### **Make your views known**

The most effective way for the public to make their views known about a Forthcoming Decisions is to contact the lead officer, or Cabinet Member (where stated), listed. You can also view the Council's [Consultation Calendar](#), which lists all the issues on which the Council and its partners are consulting.

## Information about the Decision Makers

Further information on the Mayor and Members of the Cabinet can be found on the Council's [website](#).

## Notice of Intention to Conduct Business in Private

The Council is also required to give at least 28 days' notice if it wishes to consider any of the reports on the agenda of an Executive meeting (such as Cabinet) in private session. The last row of each item below will indicate any proposal to consider that item in private session. Should you wish to make any representations in relation to item being considered in private please contact Democratic Services on the contact details listed on the front page.

The notice may reference a paragraph of Section 12A of the 1972 Local Government Act. In summary those paragraphs refer to the following types of exempt information (more information is available in the Constitution):

1. Information relating to any individual
2. Information which is likely to reveal the identity of an individual
3. Information relating to the financial or business affairs of any particular person (including the authority handling the information)
4. Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matters arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority.
5. Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.
6. Information which reveals that the authority proposes:-
  - a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or
  - b) to make an order or direction under any enactment.
7. Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.

## Contact Details for this Plan

Contact           Matthew Mannion  
Officer:           Head of Democratic Services  
Email:           [matthew.mannion@towerhamlets.gov.uk](mailto:matthew.mannion@towerhamlets.gov.uk)  
Telephone:       020 7364 4651

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<b>Decision Title</b>	<b>Due Date</b>	<b>Page No.</b>
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Liveable Streets Bethnal Green consultation outcome report	29/01/20	8
*Local Government and Social Care Ombudsman, Determination of Outcome	29/01/20	16
Our Tower Hamlets: A Plan for a More Cohesive Community 2020 - 2025	26/02/20	5
*Personalised Disabled Bays – Revised Criteria	26/02/20	12
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*Proposal to consult on the amalgamation of Smithy and Redlands Primary Schools	29/01/20	14
Quarterly Performance & Improvement Monitoring – Q3 2019/20	26/02/20	25
*Report on the outcome of public representations received in response to the statutory proposal to close Raines Church of England Foundation School	29/01/20	15
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The Council's 2020-21 Budget Report and Medium Term Financial Strategy 2020-23	08/01/20	32
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\* New Issues published since the last Forward Plan

<b>Title of Report</b>	<b>Disposal of Land at Mantus Road E1</b>	Ward Bethnal Green	Key Decision? Yes
<b>Summary of Decision</b>	Cabinet members are asked to approve the disposal of the land at Mantus Road to Tower Hamlets Community Housing. Receive 6 housing units from THCH in exchange for the land at Mantus Road.		

<b>Decision maker</b> Date of decision	<b>Cabinet</b> Not before 27/03/19		
<b>Community Plan Theme</b>	<b>A borough that our residents are proud of and love to live in</b>		
<b>Cabinet Member</b>	Deputy Mayor and Cabinet Member for Regeneration and Air Quality		
Who will be consulted before decision is made and how will this consultation take place	<p>Planning consultation is over several weeks</p> <p>The project is part if the Councils initiative to establish a pipeline development programme including estate regeneration scheme and infill sites. The pipe line programme is to be established in consultation with the Mayor and Cabinet and the programme has been discussed with Cabinet members.</p> <p>THCH has obtained planning permission and would have undertaken consultation as part of that process.</p>		
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	No		
Contact details for comments or additional information	Jane Abraham, Ralph Million (Housing Project Manager) jane.abraham@towerhamlets.gov.uk, (Senior Strategic Asset Manager, Place)		
What supporting documents or other information will be available?	N/A		
Is there an intention to consider this report in private session and if so why?	Partly Exempt (Part of the report will be exempt) The appendices as will contain commercially sensitive information		
<b>Title of Report</b>	<b>Our Tower Hamlets: A Plan for a More Cohesive Community 2020 - 2025</b>	Ward All Wards	Key Decision? No
<b>Summary of Decision</b>	Our Tower Hamlets: A Plan for a more cohesive community is a five year plan wich sets out the council's approach to cohesion in the Borough by focusing on three key priorities:		

## Forward Plan December 2019

	<p>Priority 1 Connected People: Cultivating and Strengthening positive relationships</p> <p>Priority 2 Involved and empowered community: Greater engagement and participation in public life</p> <p>Priority 3 Tackling inequality: Valuing diversity and advancing equality of opportunity</p>
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<b>Decision maker</b> Date of decision	<b>Cabinet</b> 26/02/20
<b>Community Plan Theme</b>	<b>A borough that our residents are proud of and love to live in</b>
<b>Cabinet Member</b>	Deputy Mayor and Cabinet Member for Community Safety and Equalities
Who will be consulted before decision is made and how will this consultation take place	<p>Through the public consultation we are consulting people who live, work and study in the Borough. As mentioned different Directorates and services have been engaged through DLTs and one to one meetings</p> <p>Below are some of the internal engagement and public consultation that has been done/are being done:</p> <p>DLTs One to one meetings with different services Youth Council Tower Hamlets Interfaith Forum (THIFF) Local Voices LGBT Community Forum Parent &amp; Carers Council Toynbee Hall Queen Mary University</p> <p>Internal engagement with DLTs and services has been undertaken. Currently public consultation is being undertaken both online and face to face in the community. People can complete survey online. Participatory action research method is being used by community researchers when consulting different groups of people in the community including those who are seldom heard.</p>
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	No
Contact details for comments or additional information	Sharon Godman (Divisional Director, Strategy, Policy and Performance) sharon.godman@towerhamlets.gov.uk
What supporting documents or other information will be available?	<p>Our Tower Hamlets: A Plan for a more cohesive community 2020 - 2025 (Summary Document)</p> <p>Our Tower Hamlets: A Plan for a more cohesive community 2020 - 2025 (Full Document)</p>
Is there an intention to	No, Unrestricted



consider this report in private session and if so why?			
<b>Title of Report</b>	<b>Adoption of fixed penalty notices for fly-tipping</b>	Ward All Wards	Key Decision? Yes
<b>Summary of Decision</b>	<p>Fly-tipping is the unauthorised dumping of waste and is a criminal offence under section 33 of the Environmental Protection Act, 1990.</p> <p>In Tower Hamlets, fly-tipping is a growing problem with a significant negative impact on local environmental quality, borough cleanliness and resident satisfaction.</p> <p>Regulations introduced in 2016 granted Local Authorities the power to issue fixed penalty notices (FPNs) for fly-tipping offences, with discretion to set the maximum value and level of early payment discount.</p> <p>This report recommends adoption of the maximum £400 FPN for fly tipping offences, and asks the mayor and cabinet to consider and agree on the level of early payment discount in line with government guidelines. This will provide a more immediate, efficient and proportionate response to tackling fly-tipping across the borough.</p>		

<b>Decision maker</b> Date of decision	<b>Cabinet</b> 29/01/20
<b>Community Plan Theme</b>	<b>All Priorities</b>
<b>Cabinet Member</b>	Cabinet Member for Environment
Who will be consulted before decision is made and how will this consultation take place	N/A  N/A
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	N/A
Contact details for comments or additional information	Dan Jones, Richard Williams (Divisional Director, Public Realm) dan.jones@towerhamlets.gov.uk, Business Manager Operational PR Richard.Williams@towerhamlets.gov.uk
What supporting documents or other information will be available?	None
Is there an intention to consider this report in private session and if so why?	No, Unrestricted

<b>Title of Report</b>	<b>Liveable Streets Bethnal Green consultation outcome report</b>	Ward St Peter's; Weavers	Key Decision? Yes
<b>Summary of Decision</b>	<p>This item presents the results of the Bethnal Green Liveable Streets project which was taken to public consultation on Monday 28 October 2019 until Monday 25 November 2019.</p> <p>This item seeks a decision on the next stages of the Liveable Streets in Bethnal Green.</p>		

<b>Decision maker</b> Date of decision	<b>Cabinet</b> 29/01/20
<b>Community Plan Theme</b>	<b>All Priorities</b>
<b>Cabinet Member</b>	Cabinet Member for Environment
Who will be consulted before decision is made and how will this consultation take place	<p>Public Key Partners Other Directorates</p> <p>Four-week public consultation with the residents, businesses and key stakeholders in the Bethnal Green Liveable Streets area.</p> <p>Consultation documents with paper survey were sent out to everyone within the consultation area, as well as hosting a survey online.</p> <p>Queries were responded to via a dedicated email address.</p>
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	Yes, an EqIA has been carried out for the project for concept design. The EqIA will be updated based on the results of the consultation and detailed design.
Contact details for comments or additional information	Chris Harrison, Dan Jones Liveable Streets Technical Director Chris.Harrison@towerhamlets.gov.uk, (Divisional Director, Public Realm) dan.jones@towerhamlets.gov.uk
What supporting documents or other information will be available?	None
Is there an intention to consider this report in private session and if so why?	No, Unrestricted

<b>Title of Report</b>	<b>Adoption of Article 4 directions for the removal of permitted development rights for the change of use from town centre uses to residential (C3) and the change of use from dwellinghouses (C3) to small houses in multiple occupations (C4)</b>	Ward All Wards	Key Decision? Yes
<b>Summary of Decision</b>	<p>The Council is seeking to confirm two Article 4 directions which would remove planning permitted development rights for the change of use from town centre uses (A1, A2, betting office or pay day loan shop, a mixed use as set out in the legislation) to residential (C3 Use Class) and the change of use from dwellinghouses (C3 Use Class) to small houses in multiple occupation (C4 Use Class).</p> <p>The Article 4 directions would result in the need for planning permission to be obtained for the above changes of use.</p>		

<b>Decision maker</b> Date of decision	<b>Cabinet</b> 29/01/20
<b>Community Plan Theme</b>	<b>All Priorities</b>
<b>Cabinet Member</b>	Deputy Mayor and Cabinet Member for Planning, Air Quality and Tackling Poverty
Who will be consulted before decision is made and how will this consultation take place	<p>Stakeholders such as the local community, adjoining and neighbouring local planning authorities, developers etc. Secretary of State</p> <p>Consultation on the making of the two Article 4 directions has been carried out from 15th August 2019 to 26th September 2019.</p> <p>The following methods have been used:</p> <ul style="list-style-type: none"> <li>• Two local press notices in the East London Advertiser – one for each Article 4 direction</li> <li>• 87 site notices in total for both Article 4 directions in relevant locations</li> <li>• Notification to neighbouring planning authorities, Plan-Making emailing list and other relevant identified organisations</li> <li>• Notification to the Secretary of State</li> </ul>
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	<p>Yes</p> <p>An Equality Impact Assessment for both Article 4 directions were carried out.</p> <p>The EqIA relating to the Retail Article 4 direction has not found any adverse effects on people who share protected characteristics.</p> <p>The EqIA relating to the HMO Article 4 direction has found potential adverse effects on people who share protected characteristics; however, limited</p>

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	information is available to understand the degree of impact.		
Contact details for comments or additional information	Marissa Ryan-Hernandez, David Williams (Plan Making Team Leader), (Acting Divisional Director, Planning and Building Control, Place) david.williams@towerhamlets.gov.uk		
What supporting documents or other information will be available?	Justification/Evidence base reports Equalities Impact Assessments		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted		
<b>Title of Report</b>	<b>Urgent Structural Works- Brewster House and Malting House</b>	Ward Limehouse	Key Decision? Yes
<b>Summary of Decision</b>	<p>This report recommends allocating resources and awarding a contract to undertake works needed to address the structural integrity at Brewster House and Malting House, two Large Panel System blocks.</p> <p>The Government advised further checks of the structural integrity of these buildings in 2018. As a result, consulting structural engineers Wilde Carter Clack conducted a comprehensive structural investigation and concluded that the blocks required intrusive structural strengthening. Therefore, the Mayor is recommended to:</p> <ol style="list-style-type: none"> <li>1. Agree to the allocation of capital resources to fund the works and the services associated with delivering the works.</li> <li>2. Agree to the award of the works contract via the Council's Better Neighbourhoods Framework.</li> <li>3. Agree to formally consult leaseholders and to recharge them for their portion of the cost of the works.</li> <li>4. Agree options for recharging leaseholders for the cost of any temporary rehousing of dwelling occupants, their furniture and belongings, and for the reinstatement of the same upon the completion of the works.</li> <li>5. Agree to officers exploring the possible voluntary buy back of leasehold properties in the two blocks.</li> <li>6. Agree to the introduction of two additional borough wide payment options for leaseholders.</li> </ol> <p><i>This matter was considered by the Mayor in Cabinet on 26 June 2019, where some aspects of the decision were deferred as explained in the decision notice <a href="http://democracy.towerhamlets.gov.uk/ieDecisionDetails.aspx?AllId=102046">http://democracy.towerhamlets.gov.uk/ieDecisionDetails.aspx?AllId=102046</a>.</i></p>		

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<b>Decision maker</b> Date of decision	<b>Cabinet</b> 26/06/19		
<b>Community Plan Theme</b>	<b>A borough that our residents are proud of and love to live in</b>		
<b>Cabinet Member</b>	Statutory Deputy Mayor and Cabinet Member for Housing		
Who will be consulted before decision is made and how will this consultation take place	<p>Residents have been kept informed via; monthly newsletters and issue of FAQs, weekly TRA drop in meetings, a public drop in event and access to the on-site Project Team</p> <p>Cabinet Lead member Corporate Finance Legal Services</p> <p>There will be further consultation meetings held and for leaseholders the statutory S20 consultation process will be undertaken.</p> <p>One-to-one meetings</p>		
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	No		
Contact details for comments or additional information	Mark Baigent (Interim Divisional Director, Housing and Regeneration) mark.baigent@towerhamlets.gov.uk		
What supporting documents or other information will be available?	Available		
Is there an intention to consider this report in private session and if so why?	Partly Exempt (Part of the report will be exempt) One or more of the appendices to the report may be exempt as they are expected to contain sensitive commercial/financial information		
<b>Title of Report</b>	<b>Contracts Forward Plan 2019/20 – Quarter three</b>	Ward All Wards	Key Decision? Yes
<b>Summary of Decision</b>	This report presents the contracts being procured during quarter 3. The report also sets out the Contracts Forward Plan at Appendix 1 to the report. The report asks for confirmation that all contracts can proceed to contract award after tender.		

<b>Decision maker</b> Date of decision	<b>Cabinet</b> 18/12/19		
<b>Community Plan Theme</b>	<b>All Priorities</b>		

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<b>Cabinet Member</b>	Cabinet Member for Resources and the Voluntary Sector		
Who will be consulted before decision is made and how will this consultation take place	<p>Necessary consultation will be undertaken in accordance with the council's policies and procedures.</p> <p>Where required, consultation with service users and stakeholders will be undertaken as part of the project and budget approval process.</p> <p>Necessary consultation will be undertaken in accordance with the council's policies and procedures.</p> <p>Where required, consultation with service users and stakeholders will be undertaken as part of the project and budget approval process.</p>		
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	No. Contact specific EQIA is expected to be completed by respective contract owners as part of the Directorate approval.		
Contact details for comments or additional information	Pam Cummins Directorate Support Manager, Resources pam.cummins@towerhamlets.gov.uk		
What supporting documents or other information will be available?	Report and appendices include details of all contracts to be awarded.		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted		
<b>Title of Report</b>	<b>Personalised Disabled Bays – Revised Criteria</b>	Ward All Wards	Key Decision? Yes
<b>Summary of Decision</b>	<p>The Council operates a concession scheme which provides personalised disabled parking bays for blue badge holders who meet additional criteria in respect of their mobility. This scheme has not been updated for several years, and through experience, there are several concerns which need to be addressed in new criteria.</p> <p>The purpose of this report is to seek Cabinet approval for the proposed changes to criteria associated with the provision of Personalised Disabled Bays.</p>		

<b>Decision maker</b> Date of decision	<b>Cabinet</b> 26/02/20
<b>Community Plan Theme</b>	<b>All Priorities</b>
<b>Cabinet Member</b>	Cabinet Member for Environment

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Who will be consulted before decision is made and how will this consultation take place	None	None	
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	An assessment has been undertaken and no adverse impacts were highlighted in respect of protected groups. The recommendation in this report aim to ensure the best possible service to the most vulnerable residents.		
Contact details for comments or additional information	Dan Jones (Divisional Director, Public Realm) dan.jones@towerhamlets.gov.uk		
What supporting documents or other information will be available?	None		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted		
<b>Title of Report</b>	<b>Health and Social Care Integration - Update</b>	Ward All Wards	Key Decision? Yes
<b>Summary of Decision</b>	<p>This item provides a progress update on health and social care integration in Tower Hamlets, including:</p> <ul style="list-style-type: none"> <li>- An overview of developments within the North East London Sustainability &amp; Transformation Partnership (STP) arising from the NHS Long Term Plan;</li> <li>- Successful service transformation to deliver integrated health &amp; social care in Tower Hamlets;</li> <li>- Changes to the borough based partnership Tower Hamlets Together and local governance arrangements;</li> <li>- Future proposals for enhancing integrated health &amp; social care delivery in the borough.</li> </ul>		

<b>Decision maker</b> Date of decision	<b>Cabinet</b> 26/02/20
<b>Community Plan Theme</b>	<b>A dynamic outcomes-based Council using digital innovation and partnership working</b>
<b>Cabinet Member</b>	Cabinet Member for Adults, Health and Wellbeing
Who will be consulted before decision is made	NA

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and how will this consultation take place	NA		
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	NA		
Contact details for comments or additional information	Warwick Tomsett Joint Director, Integrated Commissioning warwick.tomsett@towerhamlets.gov.uk		
What supporting documents or other information will be available?	NA		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted NA		
<b>Title of Report</b>	<b>Proposal to consult on the amalgamation of Smithy and Redlands Primary Schools</b>	Ward All Wards	Key Decision? Yes
<b>Summary of Decision</b>	The item proposes a public consultation on the closure of Smithy Street and the expansion of Redlands Schools to enable a decision on the amalgamation of these two schools from September 2020.		

<b>Decision maker</b> Date of decision	<b>Cabinet</b> 29/01/20
<b>Community Plan Theme</b>	<b>TH Plan 1: A better deal for children and young people: aspiration, education and skills</b>
<b>Cabinet Member</b>	Cabinet Member for Children, Schools and Young People
Who will be consulted before decision is made and how will this consultation take place	<p>Parents and the community</p> <p>An informal public consultation commenced in in the Autumn 2019, the feedback from this has informed this report to cabinet and the recommendations herein.</p> <p>The proposal for a statutory notice requiring a formal public consultation on the amalgamation is recommended by the governing bodies of both Smithy Street and Redlands Schools.</p>
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	NA



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Contact details for comments or additional information	Terry Bryan (Head of Pupil Services and School Sufficiency) terry.bryan@towerhamlets.gov.uk		
What supporting documents or other information will be available?	NA		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted NA		
<b>Title of Report</b>	<b>Report on the outcome of public representations received in response to the statutory proposal to close Raines Church of England Foundation School</b>	Ward All Wards	Key Decision? Yes
<b>Summary of Decision</b>	This report informs the council of the outcome of the four week period of public representation in response to the statutory notice on the proposal to close Raine's Foundation Church of England School. It recommends for the Mayor in cabinet to consider a decision on whether or not to formally proceed with plans for the School to close on the 31st August 2020. The report includes a summary of representations received and any responses made; risk and opportunities; officer's recommendations; decisions available to the Mayor in Cabinet		

<b>Decision maker</b> Date of decision	<b>Cabinet</b> 29/01/20
<b>Community Plan Theme</b>	<b>People are aspirational, independent and have equal access to opportunities</b>
<b>Cabinet Member</b>	Cabinet Member for Children, Schools and Young People
Who will be consulted before decision is made and how will this consultation take place	<p>The following stakeholders have been invited to make representations: Parents and carers, students, Trustees, Church of England and Roman Catholic Diocese, Head Teachers, school staff, school governors, community groups, neighbouring Local Authorities, the National Education Union, local Members of Parliament.</p> <p>A public pre-publication consultation was held between 10th June and 31st July 2019. The consultation deadline was extended from 24th July to 31st of July as a result of changes to the consultation document and following legal advice. Following the decision by Cabinet on 30th October to publish a statutory notice and proposal, a four week period of representation was held between 4th November and 2nd December 2019. During this statutory consultation period all interested stakeholders had the chance to send objections or comments to the Council. Details of the consultation were advertised in the East London</p>

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	Advertiser on 7th November 2019.		
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	Yes		
Contact details for comments or additional information	Christine McInnes (Divisional Director, Education and Partnership, Children's) christine.mcinnnes@towerhamlets.gov.uk		
What supporting documents or other information will be available?	<ul style="list-style-type: none"> <li>• Statutory Notice (issued on the 5th November 2019)</li> <li>• Copies of all responses to the Statutory Notice</li> <li>• Equalities Assessment on the closure of Raine's School</li> <li>• Report on alternative options to the closure of Raine's School</li> <li>• Report on support to be provided to Raine's staff</li> <li>• Notes from the public meetings on the statutory notice proposals</li> <li>• LA responses to the questions raised at the public meeting</li> <li>• LBTH Year 7 Pupil Projections - including the planned capacity through to 2027, should the decision be made to close Raine's School</li> <li>• Summary analysis on the current financial position of Raine's School</li> <li>• Current attainment levels and general data on Raine's Schools performance</li> <li>• Current list of pupil transfers from Raine's Foundation School</li> </ul>		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted NA		
<b>Title of Report</b>	<b>Local Government and Social Care Ombudsman, Determination of Outcome</b>	Ward All Wards	Key Decision? No
<b>Summary of Decision</b>	Cabinet will be asked to note the report and action taken by the Housing Options Team to address the concerns raised by the Local Government and Social Care Ombudsman (LGO).		

<b>Decision maker</b> Date of decision	<b>Cabinet</b> 29/01/20
<b>Community Plan Theme</b>	<b>A borough that our residents are proud of and love to live in</b>
<b>Cabinet Member</b>	Statutory Deputy Mayor and Cabinet Member for Housing
Who will be consulted before decision is made and how will this consultation take place	N/A  N/A
Has an Equality Impact Assessment been carried out and if so the	N/A

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result of this Assessment?			
Contact details for comments or additional information	Rafiqul Hoque Head of Housing Options		
What supporting documents or other information will be available?	Ombudsman Report - Case Reference 19 000 068		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted		
<b>Title of Report</b>	<b>Lease of Tower Hamlets Cemetery Park and Lodge (excluding Soanes Centre) to the Friends of Tower Hamlet Cemetery Park</b>	Ward All Wards	Key Decision? No
<b>Summary of Decision</b>	The report recommends that the Council grants a lease of the Tower Hamlets Cemetery Park and lodge (excluding the Soanes Centre) to the Friends of Tower Hamlets Cemetery Park.		

<b>Decision maker</b> Date of decision	<b>Cabinet</b> 18/12/19
<b>Community Plan Theme</b>	<b>All Priorities</b>
<b>Cabinet Member</b>	Mayor
Who will be consulted before decision is made and how will this consultation take place	<p>As above</p> <p>Internal consultation with the Parks team and Mayor's office. Negotiations with the Friends.</p> <p>The land to be demised under the lease to the FoTHCP includes open space. As such, the 1972 Local Government Act requires the Council to publicise its intention to make the disposal, through the grant of a lease, and to consider any objections received.</p> <p>The notice was published in the Docklands and East London Advertiser on the 5th September 2019. Closing date for any objection is the 26th September 2019</p>
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	No

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Contact details for comments or additional information	Caleigh Freeman, Sylvonne Bailey, Alan McCarthy (Business Management Support) caleigh.freeman@towerhamlets.gov.uk, sylvonne.bailey@towerhamlets.gov.uk, (Interim Head of Asset Management) alan.mccarthy@towerhamlets.gov.uk		
What supporting documents or other information will be available?	No		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted		
<b>Title of Report</b>	<b>Tower Hamlets Council Equality Policy</b>	Ward All Wards	Key Decision? No
<b>Summary of Decision</b>	<p>The Tower Hamlets Equality Policy sets out the Council's commitment to equality pursuant to the public sector equality duty under the Equality Act 2010.</p> <p>Whilst the Annual Report provides an update to Cabinet on the work the council and its partners have undertaken to address inequality in the Tower Hamlets which supports its meeting of the Public Sector Equality Duty (PSED) as set out within the Equality Act 2010. It will also set out the future plan to further reduce inequality in the borough.</p>		

<b>Decision maker</b> Date of decision	<b>Cabinet</b> 18/12/19
<b>Community Plan Theme</b>	<b>People are aspirational, independent and have equal access to opportunities</b>
<b>Cabinet Member</b>	Deputy Mayor and Cabinet Member for Community Safety and Equalities
Who will be consulted before decision is made and how will this consultation take place	<p>Corporate Equality Board LBTH Staff Networks Trade Union Forum Strategy &amp; Policy SLT HAC DLT Place DLT Childrens &amp; Culture DLT Resources DLT Governance DLT CLT MAB</p> <p>None</p>
Has an Equality Impact Assessment been carried out and if so the	N/A

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result of this Assessment?			
Contact details for comments or additional information	Sharon Godman (Divisional Director, Strategy, Policy and Performance) sharon.godman@towerhamlets.gov.uk		
What supporting documents or other information will be available?	N/A		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted		
<b>Title of Report</b>	<b>Tower Hamlets Approach to Regeneration</b>	Ward All Wards	Key Decision? Yes
<b>Summary of Decision</b>	This report provides an overview of the strategic approach being taken to coordinate and deliver regeneration across the borough. It highlights the context driving regeneration as well as the area based approach currently being adopted by the council through the development of governance structures and delivery plans.		

<b>Decision maker</b> Date of decision	<b>Cabinet</b> 29/01/20
<b>Community Plan Theme</b>	<b>All Priorities</b>
<b>Cabinet Member</b>	Mayor
Who will be consulted before decision is made and how will this consultation take place	Residents via consultation processes outlined above. Ward members Key stakeholders including the GLA and TfL Internal consultation with council departments  The emerging area regeneration delivery plans have been informed by the engagement undertaken on the Local Plan, the Local Infrastructure Fund and Liveable Streets programme. In addition, Area-based workshops with ward members were held in November 2019 to present the proposed regeneration approach and discuss their ideas on how to apply it to their areas.
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	EqlA undertaken as part of the Integrated Impact Assessment for Local Plan, March 2019.
Contact details for comments or additional information	Ann Sutcliffe, Sripriya Sudhakar (Corporate Director, Place) Ann.Sutcliffe@towerhamlets.gov.uk, (Place Shaping Team Leader, Place) Sripriya.Sudhakar@towerhamlets.gov.uk

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What supporting documents or other information will be available?	N/A		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted		
<b>Title of Report</b>	<b>Physical Activity &amp; Sport Strategy</b>	Ward All Wards	Key Decision? Yes
<b>Summary of Decision</b>	The Physical Activity & Sport Strategy aims to provide the strategic direction for delivery of sport & physical activity in Tower Hamlets, in alignment with directorate, council and partner priorities. The strategy sets out how we can increase levels of physical activity in the borough, make the most of the local environment, harness the community engagement opportunities and ensure children and young people develop a positive relationship with being active.		

<b>Decision maker</b> Date of decision	<b>Cabinet</b> 18/12/19
<b>Community Plan Theme</b>	<b>A borough that our residents are proud of and love to live in</b>
<b>Cabinet Member</b>	Cabinet Member for Culture, Arts and Brexit
Who will be consulted before decision is made and how will this consultation take place	<p>The consultation activities that took place in 2017 (as summarised above) involved engagement with a large number of consultees from all sectors and residents.</p> <p>Initial interviews in 2019 were conducted with:</p> <ul style="list-style-type: none"> <li>• John Biggs, Executive Mayor</li> <li>• Sabina Akhtar, Cabinet Member for Art, Culture &amp; Brexit</li> <li>• Danny Hassell, Cabinet Member for Children and Young People</li> <li>• Katy Scammell, Associate Director of Public Health</li> <li>• Sandjea Green, Head of Youth Service</li> <li>• Steve Murray Head of Arts and Events</li> <li>• Rob Morton, Active Travel Officer</li> <li>• Paul Buckenham, Development Manager</li> <li>• Hanif Osmani, Poplar HARCA</li> <li>• Peter Okali, CEO THCVS</li> <li>• Keiko Okawa – Senior Strategy and Policy Manager (Place)</li> </ul> <p>Over 35 stakeholders took part in the online consultation during May 2019 including representatives from a range of perspectives within the council, private sector and voluntary and community sector.</p> <p>The following consultation activities have been undertaken, or are planned:</p> <ul style="list-style-type: none"> <li>• Series of themed workshops (Health &amp; Wellbeing and Sports Focused) with the voluntary and community sector - Oct 2017</li> </ul>

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	<ul style="list-style-type: none"> <li>• Workshop with council officers – Oct 2017</li> <li>• Focus groups with REAL Disability Forum, Create Day Centre, Carers Forum, Inter Faith Forum, LGBT Community Forum and Caxton Hall Older People's Health &amp; Wellbeing Day - Sep &amp; Oct 2017</li> <li>• Online survey for stakeholders from all sectors – Oct 2017</li> <li>• Initial interviews with key stakeholders – during Mar &amp; Apr 2019</li> <li>• Workshop with Members – 10th Jul 2019</li> <li>• Inter-active online consultation with stakeholders from a wide range of sectors – 14th to 23rd May 2019</li> <li>• Further consultation activities are planned to seek feedback on the final draft strategy. – to take place in Oct &amp; Nov 2019</li> </ul>		
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	No. The Equality Checklist (and further analysis if required) will be completed as part of the strategy development process. Date of completion – end of September 2019.		
Contact details for comments or additional information	Lisa Pottinger (Head of Sport & Physical Activity) lisa.pottinger@towerhamlets.gov.uk		
What supporting documents or other information will be available?	Draft Physical Activity & Sport Strategy and Physical Activity & Sport Strategy Policy Context Appendix		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted NA		
<b>Title of Report</b>	<b>Tower Hamlets Annual Equality Report 2019</b>	Ward All Wards	Key Decision? No
<b>Summary of Decision</b>	This item will provide an update to Cabinet on the work the council and its partners have undertaken to address inequality in the Tower Hamlets which supports its meeting of the Public Sector Equality Duty (PSED) as set out within the Equality Act 2010. It will also set out the future plan to further reduce inequality in the borough.		

<b>Decision maker</b> Date of decision	<b>Cabinet</b> 18/12/19
<b>Community Plan Theme</b>	<b>A borough that our residents are proud of and love to live in</b>
<b>Cabinet Member</b>	Deputy Mayor and Cabinet Member for Planning, Air Quality and Tackling Poverty
Who will be consulted before decision is made and how will this consultation take place	None  None

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Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	N/A		
Contact details for comments or additional information	Sharon Godman (Divisional Director, Strategy, Policy and Performance) sharon.godman@towerhamlets.gov.uk		
What supporting documents or other information will be available?	N/A		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted		
<b>Title of Report</b>	<b>Tower Hamlets Transport Strategy 2019-2041</b>	Ward All Wards	Key Decision? Yes
<b>Summary of Decision</b>	This report presents the council's draft Transport Strategy 2019-2041. The strategy sets out the council's plan for travel in the borough over the next 20 years in line with the Mayor of London's Transport Strategy 2018. It includes priorities to deliver a healthier, safer and more environmentally friendly transport system in the borough, which will improve transport options and reduce the impacts of traffic on the residents.		

<b>Decision maker</b> Date of decision	<b>Cabinet</b> 18/12/19
<b>Community Plan Theme</b>	<b>A borough that our residents are proud of and love to live in</b>
<b>Cabinet Member</b>	Cabinet Member for Environment
Who will be consulted before decision is made and how will this consultation take place	<p>Internal Transport Workshop (January 2019)</p> <ul style="list-style-type: none"> <li>• Engagement event for internal staff,</li> <li>• Participants came from a range of relevant departments across the council, including Public Health, Public Realm, Adult Social Care and Planning</li> </ul> <p>Health and Wellbeing Board (March 2019) Air Quality Board (March 2019) Growth and Economic Development Board (March 2019) Travel Focus Group (March 2019)</p> <ul style="list-style-type: none"> <li>• 3 groups, 8 participants each.</li> <li>• Participants consisted of a cross section of the public (e.g. age, gender and ethnicity), representing drivers, cyclist and walkers</li> </ul> <p>Transport Strategy Summit (April 2019)</p> <ul style="list-style-type: none"> <li>• 72 participants from external organisations including residents</li> </ul> <p>Following the Transport Summit, the council received further input into the draft strategy from a range of groups, including Real (working with people with a</p>



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	<p>disability in the borough), East London Business Alliance and Toynbee Hall (working with older people).</p> <p>On-line public consultation (July - August 2019)</p> <p>The engagement activities held from January till May 2019 were all face to face (e.g. meetings and workshops).</p> <p>Public consultation held in July/August will be on-line. Roadshow will be held across the borough to publicise the consultation and a draft strategy.</p>		
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	An Equality Analysis will be developed after the public consultation held in July and August 2019.		
Contact details for comments or additional information	<p>Dan Jones, Mehmet Mazhar (Divisional Director, Public Realm) dan.jones@towerhamlets.gov.uk, (Business Manager, Highways &amp; Traffic Management) mehmet.mazhar@towerhamlets.gov.uk</p>		
What supporting documents or other information will be available?	<p>Strategic Plan 2018-2021; <a href="http://democracy.towerhamlets.gov.uk/documents/s130890/6.1b%20TH%20Strategic%20Plan%202007-18.pdf">http://democracy.towerhamlets.gov.uk/documents/s130890/6.1b%20TH%20Strategic%20Plan%202007-18.pdf</a> Strategic Plan 2019-2022</p> <p>Strategic Plan 2019-2022</p> <p>Mayor of London Transport Strategy 2018 <a href="https://www.london.gov.uk/sites/default/files/mayors-transport-strategy-2018.pdf">https://www.london.gov.uk/sites/default/files/mayors-transport-strategy-2018.pdf</a></p>		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted		
<b>Title of Report</b>	<b>Adoption of the Tower Hamlets Community Infrastructure Levy (CIL) Charging Schedule</b>	Ward All Wards	Key Decision? Yes
<b>Summary of Decision</b>	<p>The Community Infrastructure Levy (CIL) is a charge per square metre applied to most new development. The charge is applied to raise funding to contribute to the delivery of infrastructure to support development.</p> <p>It is now necessary to adopt the CIL charging schedule to ensure the Council receives adequate funding for much needed infrastructure across the borough.</p>		

<b>Decision maker</b> Date of decision	<b>Council</b> 15/01/20
<b>Community Plan Theme</b>	<b>A borough that our residents are proud of and love to live in</b>
<b>Cabinet Member</b>	Deputy Mayor and Cabinet Member for Planning, Air Quality and Tackling

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	Poverty		
Who will be consulted before decision is made and how will this consultation take place	<p>Members of the public.</p> <p>Three consultations held throughout the different stages of the preparation of the Schedule as required and set out in the Statement of Community Involvement and in accordance with the national legislation.</p> <ul style="list-style-type: none"> <li>-Public drop-in events</li> <li>-Bespoke meetings with the development industry</li> <li>-Press and social media adverts</li> </ul>		
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	No – an Equality Assurance Checklist was completed in respect of the consultation on the Preliminary Draft Charging Schedule (02/10/2017) and found that no equalities issues exist and this position hasn't changed.		
Contact details for comments or additional information	<p>Joshim Uddin</p> <p>Principal Infrastructure &amp; Development Viability Officer</p> <p>Joshim.Uddin@towerhamlets.gov.uk</p>		
What supporting documents or other information will be available?	<ol style="list-style-type: none"> <li>1. Examiners Report</li> <li>2. Charging Schedule (final)</li> <li>3. Statement of Modifications</li> <li>4. Equalities Impact Analysis</li> <li>5. Charging Schedule explanatory notes</li> <li>6. Regulation 123 list</li> <li>7. Instalment policy</li> </ol>		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted		
<b>Title of Report</b>	<b>Adoption of the Tower Hamlets Local Plan 2031: Managing Growth and Sharing the Benefits</b>	Ward All Wards	Key Decision? Yes
<b>Summary of Decision</b>	<p>The Local Plan sets out a vision, strategic priorities and a spatial planning policy framework for development in the Borough. Its purpose is to direct the determination of planning applications and positively plan for the development and infrastructure requirements to meet the needs of existing and future communities.</p> <p>It is now necessary to adopt the Local Plan to ensure the Council has a robust and up to date spatial planning policy framework.</p>		
<b>Decision maker</b> Date of decision	<p><b>Council</b></p> <p>15/01/20</p>		

# Forward Plan December 2019

Community Plan Theme	All Priorities		
<b>Cabinet Member</b>	Deputy Mayor and Cabinet Member for Planning, Air Quality and Tackling Poverty		
Who will be consulted before decision is made and how will this consultation take place	<p>Various consultation throughout the different stages of the preparation of the Plan as required and set out in the Statement of Community Involvement and in accordance with the national legislation.</p> <ul style="list-style-type: none"> <li>- Public drop-in events</li> <li>- Area specific workshop and bespoke meetings with specific grounds</li> <li>- Press and social media adverts</li> </ul> <p>Various consultation throughout the different stages of the preparation of the Plan as required and set out in the Statement of Community Involvement and in accordance with the national legislation.</p> <ul style="list-style-type: none"> <li>- Public drop-in events</li> <li>- Area specific workshop and bespoke meetings with specific grounds</li> <li>- Press and social media adverts</li> </ul>		
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	N/A		
Contact details for comments or additional information	<p>Caleigh Freeman, Jane Jin, David Williams, Gemma Ganadin, Marissa Ryan-Hernandez            (Business Management Support) caleigh.freeman@towerhamlets.gov.uk,            (Team Leader, Planning Services, Place) jane.jin@towerhamlets.gov.uk,            (Acting Divisional Director, Planning and Building Control, Place) david.williams@towerhamlets.gov.uk, (Personal Assistant, Planning &amp; Building Control) gemma.ganadin@towerhamlets.gov.uk, (Plan Making Team Leader)</p>		
What supporting documents or other information will be available?	<p>Inspector's Report            Schedule of Main and Additional Modifications            Supplementary/Interim Planning Documents Review            Final Local Plan</p>		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted		
<b>Title of Report</b>	<b>Quarterly Performance &amp; Improvement Monitoring – Q3 2019/20</b>	Ward All Wards	Key Decision? No
<b>Summary of Decision</b>	This report provides the Mayor in Cabinet with an update on the delivery and implementation of the council's Strategic Plan.		

<b>Decision maker</b> Date of decision	<b>Cabinet</b> 26/02/20
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# Forward Plan December 2019

<b>Community Plan Theme</b>	<b>A borough that our residents are proud of and love to live in</b>		
<b>Cabinet Member</b>	Mayor		
Who will be consulted before decision is made and how will this consultation take place	Not applicable None - this is a performance and delivery update		
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	No		
Contact details for comments or additional information	Thorsten Dreyer, Sharon Godman, Juanita Haynes (Head of Intelligence and Performance) thorsten.dreyer@towerhamlets.gov.uk, (Divisional Director, Strategy, Policy and Performance) sharon.godman@towerhamlets.gov.uk, Senior Research Officer, Strategy & Performance juanita.haynes@towerhamlets.gov.uk		
What supporting documents or other information will be available?	None		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted		
<b>Title of Report</b>	<b>Contracts Forward Plan 2019/20 – Quarter Four</b>	Ward All Wards	Key Decision? Yes
<b>Summary of Decision</b>	This report presents THE contracts being procured during quarter 4. The report also sets out the Contracts Forward Plan at Appendix 1 to the report. 2. The report asks for confirmation that all contracts can proceed to contract award after tender.		

<b>Decision maker</b> Date of decision	<b>Cabinet</b> 25/03/20
<b>Community Plan Theme</b>	<b>All Priorities</b>
<b>Cabinet Member</b>	Cabinet Member for Resources and the Voluntary Sector
Who will be consulted before decision is made and how will this consultation take place	Necessary consultation will be undertaken in accordance with the council's policies and procedures.  Where required, consultation with service users and stakeholders will be

## Forward Plan December 2019

	<p>undertaken as part of the project and budget approval process.</p> <p>Necessary consultation will be undertaken in accordance with the council's policies and procedures.</p> <p>Where required, consultation with service users and stakeholders will be undertaken as part of the project and budget approval process.</p>		
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	No. Contact specific EQIA is expected to be completed by respective contract owners as part of the Directorate approval.		
Contact details for comments or additional information	Kevin Bartle Interim Divisional Director of Finance, Procurement and Audit Kevin.Bartle@towerhamlets.gov.uk		
What supporting documents or other information will be available?	Report and appendices include details of all contracts to be awarded.		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted		
<b>Title of Report</b>	<b>Child and Adolescent Mental Health Service (CAMHS) s75</b>	Ward All Wards	Key Decision? Yes
<b>Summary of Decision</b>	The Children's Integrated Commissioning Team, the Clinical Commissioning Group (CCG) and Children's Social Care (CSC) are working towards establishing a fully integrated Children and Adolescent Mental Health Service (CAMHS) by expanding the current Section 75 (S.75) agreement between Tower Hamlets Council and Tower Hamlets CCG bringing all funding contributions for CAMHS into one expanded S.75 agreement with the CCG from April 2020.		

<b>Decision maker</b> Date of decision	<b>Cabinet</b> 29/01/20
<b>Community Plan Theme</b>	<b>People are aspirational, independent and have equal access to opportunities</b>
<b>Cabinet Member</b>	Cabinet Member for Children, Schools and Young People
Who will be consulted before decision is made and how will this consultation take place	<p>We have been and will be in consultation with the current provider, East London Foundation Trust (ELFT) in line with our commissioning intentions</p> <p>We have been and will be in consultation with the current provider, East London Foundation Trust (ELFT) in line with our commissioning intentions</p>

## Forward Plan December 2019

Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	NA		
Contact details for comments or additional information	Ronke Martins-Taylor (Divisional Director, Youth & Commissioning) Ronke.Martins-Taylor@towerhamlets.gov.uk		
What supporting documents or other information will be available?	NA		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted NA		
<b>Title of Report</b>	<b>Budget Consultation Outcome 2020-21</b>	Ward All Wards	Key Decision? No
<b>Summary of Decision</b>	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.		

<b>Decision maker</b> Date of decision	<b>Cabinet</b> 18/12/19		
<b>Community Plan Theme</b>	<b>A dynamic outcomes-based Council using digital innovation and partnership working</b>		
<b>Cabinet Member</b>	Cabinet Member for Resources and the Voluntary Sector		
Who will be consulted before decision is made and how will this consultation take place	Businesses and residents of the borough  This report provides the outcome of the budget consultation		
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	N/A		
Contact details for comments or additional information	Kevin Bartle Interim Divisional Director of Finance, Procurement and Audit Kevin.Bartle@towerhamlets.gov.uk		
What supporting documents or other information will be	N/A		

## Forward Plan December 2019

available?			
Is there an intention to consider this report in private session and if so why?	No, Unrestricted		
<b>Title of Report</b>	<b>Isle of dogs Neighbourhood Plan-Validation of submission</b>	Ward Blackwall & Cubitt Town; Canary Wharf; Island Gardens	Key Decision? Yes
<b>Summary of Decision</b>	The Isle of Dogs Neighbourhood Plan was formally submitted for consideration by the Council on 23 October 2019. This report assesses the submission against the statutory requirements, to allow Cabinet to make a decision about whether the neighbourhood plan should proceed to examination.		

<b>Decision maker</b> Date of decision	<b>Cabinet</b> 18/12/19
<b>Community Plan Theme</b>	<b>All Priorities</b>
<b>Cabinet Member</b>	Deputy Mayor and Cabinet Member for Planning, Air Quality and Tackling Poverty
Who will be consulted before decision is made and how will this consultation take place	<p>Consultation was held between 3 April and 26 May 2019. A consultation statement setting out who was consulted and how is a statutory requirement of a neighbourhood plan submission, and has been included as an appendix to the report. If the report recommendations are approved, further consultation will take place between 9 January and 19 February 2020 (expected dates).</p> <p>Consultation on the neighbourhood plan was arranged by the neighbourhood forum, as required by the regulations. This decision will also allow for further statutorily-required consultation to take place before the examination of the plan begins.</p>
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	no
Contact details for comments or additional information	<p>Steven Heywood, Marissa Ryan-Hernandez, David Williams (Planning Officer, Plan Making Team) Tel: 020 7364 4474 Steven.Heywood@towerhamlets.gov.uk, (Plan Making Team Leader), (Acting Divisional Director, Planning and Building Control, Place) david.williams@towerhamlets.gov.uk</p>
What supporting documents or other information will be available?	<p>Cabinet Report, 19 December 2017 – Neighbourhood Planning: Isle of Dogs Neighbourhood Plan – 2017 to 2031 – Legal Compliance and Examination Stage (<a href="http://democracy-internal.towerhamlets.gov.uk/documents/s118798/5.9%20Isle%20of%20Dogs%20Neighbourhood%20Plan.pdf">http://democracy-internal.towerhamlets.gov.uk/documents/s118798/5.9%20Isle%20of%20Dogs%20Neighbourhood%20Plan.pdf</a>)</p>
Is there an intention to	No, Unrestricted

Forward Plan December 2019

consider this report in private session and if so why?			
<b>Title of Report</b>	<b>Review of the Community Language Service</b>	Ward All Wards	Key Decision? Yes
<b>Summary of Decision</b>	In February 2019, The Mayor requested a review of the Tower Hamlets Community Language Service. This report sets out those options for the service arising from that review.		

<b>Decision maker</b> Date of decision	<b>Cabinet</b> 18/12/19		
<b>Community Plan Theme</b>	<b>A borough that our residents are proud of and love to live in; People are aspirational, independent and have equal access to opportunities; TH Plan 1: A better deal for children and young people: aspiration, education and skills; TH Plan 2: Good jobs and employment</b>		
<b>Cabinet Member</b>	Cabinet Member for Culture, Arts and Brexit		
Who will be consulted before decision is made and how will this consultation take place	To date we have held consultation sessions with members and with providers. Further sessions were also held with parents which were very well attended. Headteachers of primary schools where the service is provided have also been consulted. We will also consult with employees should the decision lead to a service reorganisation.		
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	Yes		
Contact details for comments or additional information	Judith St John (Divisional Director, Sports, Leisure and Culture) judith.stjohn@towerhamlets.gov.uk		
What supporting documents or other information will be available?	NA		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted NA		
<b>Title of Report</b>	<b>Calculation of Council Tax Base 2020-21</b>	Ward All Wards	Key Decision? Yes
<b>Summary of Decision</b>	This report sets out the calculation of the Council Tax Base for 2020-21 as required by statute.		



# Forward Plan December 2019

<b>Decision maker</b> Date of decision	<b>Cabinet</b> 08/01/20		
<b>Community Plan Theme</b>	<b>All Priorities</b>		
<b>Cabinet Member</b>	Cabinet Member for Resources and the Voluntary Sector		
Who will be consulted before decision is made and how will this consultation take place	<p>The Mayor, Lead Member for Resources and Voluntary Sector; and the Chair of Overview and Scrutiny Committee will be consulted.</p> <p>The Mayor, Lead Member for Resources and Voluntary Sector; and the Chair of Overview and Scrutiny Committee will be consulted.</p>		
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	N/A		
Contact details for comments or additional information	Kevin Bartle Interim Divisional Director of Finance, Procurement and Audit Kevin.Bartle@towerhamlets.gov.uk		
What supporting documents or other information will be available?	N/A		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted		
<b>Title of Report</b>	<b>Fees &amp; Charges 2020-21</b>	Ward All Wards	Key Decision? Yes
<b>Summary of Decision</b>	Fees and charges are reviewed annually as part of the financial and business planning process. This ensures that they are set at the appropriate level for the prevailing economic circumstances and represents good practice in terms of the Council's aim to provide value for money.		

<b>Decision maker</b> Date of decision	<b>Cabinet</b> 08/01/20		
<b>Community Plan Theme</b>	<b>All Priorities</b>		
<b>Cabinet Member</b>	Cabinet Member for Resources and the Voluntary Sector		
Who will be consulted before decision is made and how will this consultation take place	<p>The Mayor, Lead Member for Resources and Voluntary Sector; and the Chair of Overview and Scrutiny Committee will be consulted.</p> <p>The Mayor, Lead Member for Resources and Voluntary Sector; and the Chair of</p>		

## Forward Plan December 2019

	Overview and Scrutiny Committee will be consulted.		
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	N/A		
Contact details for comments or additional information	Kevin Bartle Interim Divisional Director of Finance, Procurement and Audit Kevin.Bartle@towerhamlets.gov.uk		
What supporting documents or other information will be available?	N/A		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted		
<b>Title of Report</b>	<b>The Council's 2020-21 Budget Report and Medium Term Financial Strategy 2020-23</b>	Ward All Wards	Key Decision? Yes
<b>Summary of Decision</b>	<p>This report sets out the draft budget for the financial year 2020-21.</p> <p>The report reviews and updates the assumptions made in setting the Medium Term Financial Strategy (MTFS) for the years 2019-22 and incorporates a new financial year, 2022-23, to maintain the Council's three year MTFS.</p>		

<b>Decision maker</b> Date of decision	<b>Cabinet</b> 08/01/20
<b>Community Plan Theme</b>	<b>All Priorities</b>
<b>Cabinet Member</b>	Cabinet Member for Resources and the Voluntary Sector
Who will be consulted before decision is made and how will this consultation take place	<p>The Mayor, Lead Member for Resources and Voluntary Sector; and the Chair of Overview and Scrutiny Committee will be consulted.</p> <p>Public Consultation – 25th October 2019 – 5th December 2019</p> <p>The Mayor, Lead Member for Resources and Voluntary Sector; and the Chair of Overview and Scrutiny Committee will be consulted.</p> <p>Public Consultation – 25th October 2019 – 5th December 2019</p>
Has an Equality Impact Assessment been	N/A

## Forward Plan December 2019

carried out and if so the result of this Assessment?			
Contact details for comments or additional information	Kevin Bartle Interim Divisional Director of Finance, Procurement and Audit Kevin.Bartle@towerhamlets.gov.uk		
What supporting documents or other information will be available?	N/A		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted		
<b>Title of Report</b>	<b>The Council's Draft 2020-21 Budget Report and Medium Term Financial Strategy 2020-23</b>	Ward All Wards	Key Decision? No
<b>Summary of Decision</b>	This report sets out the draft budget for the financial year 2020-21.  The report reviews and updates the assumptions made in setting the Medium Term Financial Strategy (MTFS) for the years 2019-22 and incorporates a new financial year, 2022-23, to maintain the Council's three year MTFS. The report includes the Housing Revenue Account and the Capital Programme.		

<b>Decision maker</b> Date of decision	<b>Cabinet</b> 29/01/20
<b>Community Plan Theme</b>	<b>All Priorities</b>
<b>Cabinet Member</b>	Cabinet Member for Resources and the Voluntary Sector
Who will be consulted before decision is made and how will this consultation take place	<p>The Mayor, Lead Member for Resources and Voluntary Sector; and the Chair of Overview and Scrutiny Committee will be consulted.</p> <p>Public Consultation – 25th October 2019 – 5th December 2019</p> <p>The Mayor, Lead Member for Resources and Voluntary Sector; and the Chair of Overview and Scrutiny Committee will be consulted.</p> <p>Public Consultation – 25th October 2019 – 5th December 2019</p>
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	N/A

## Forward Plan December 2019

Contact details for comments or additional information	Kevin Bartle Interim Divisional Director of Finance, Procurement and Audit Kevin.Bartle@towerhamlets.gov.uk
What supporting documents or other information will be available?	N/A
Is there an intention to consider this report in private session and if so why?	No, Unrestricted

# Complaints Overview 2018/19

## Quarter 3

Ruth Dowden  
Head of Information Governance

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## 2-Stage Complaints Procedure



### Stage 1

- Direct contact with complainant from service
- Better service engagement
- A better quality investigation
- Detailed response
- Head of Service or Divisional Director sign off

# 2-Stage Complaints Procedure



## Stage 2

- Review Stage 1
- Contact with complainant
- Faster end to end process
- Chief Executive oversight
- Escalation rate 8%,
- Impact on caseload and completion time.

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## Year to date – April – December 2019



- Stage 1 completed in time - steady response rate around 91%
- Stage 2 completed in time – year to date 60%
  - Sept 55%,
  - December 63%



## Year to date April to December 2019 (YTD)



Stage 1 Complaints

2833

S1 Complaints Responded to on Time

91 %

Final Stage Complaints

239

Final Stage Responded to on Time

60 %

Complaints Escalated to Final Stage

8.44%

% Upheld or Partially Upheld

46.06%

Average Time to Respond (Days)

14.45

Directorate

All

Classification

All

Division

All

Cause

All

Financial Year

Select All

2017/2018

2018/2019

2019/2020

Financial Quarter

Select All

Q1

Q2

Q3

Month Name

Select All

April

May

June

July

August

September

October

November

December

Complaint Stage

Select All

a. Stage 1

c. Final Internal Stage

Percentage of Stage 1 Complaint Responses on Target (%)

Directorate	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Children and Culture	100 %	50 %	83 %	100 %	90 %	100 %	60 %	50 %	75 %	80 %
Governance	86 %	100 %	100 %	100 %	100 %	100 %	100 %	100 %	100 %	97 %
Health Adults and Community	75 %	100 %	100 %	100 %	50 %	100 %	89 %			86 %
Place	92 %	85 %	87 %	87 %	90 %	88 %	87 %	92 %	93 %	89 %
Resources	97 %	91 %	98 %	94 %	98 %	96 %	100 %	96 %	98 %	96 %
RSL	100 %			100 %	100 %	100 %			100 %	100 %
Tower Hamlets Homes	93 %	97 %	94 %	95 %	93 %	98 %	96 %	96 %	87 %	94 %
Total	93 %	89 %	90 %	90 %	91 %	91 %	91 %	93 %	92 %	91 %

Number of Stage 1 Complaints

Directorate	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Children and Culture	3	2	6	5	10	5	5	6	4	46
Governance	7	3	5	2	3	2	5	3	1	31
Health Adults and Community	4	6	2	2	2	3	9	1		29
Place	136	186	168	190	200	165	199	200	191	1635
Resources	30	56	42	51	42	27	53	54	42	397
RSL	2			1	1	1			1	6
Tower Hamlets Homes	75	86	80	62	60	55	103	91	77	689
Total	257	339	303	313	318	258	374	355	316	2833

Stage 1 Complaints not Responded to on Time

Classification category	Count
Domestic refuse	46
Dry recycling	19
Other Housing Options Issues	18
Waste and recycling other	18
Lettings	12
THH Housing Management	11
THH Repairs	11
Council Tax	7
Planning	7
Food and garden recycling	6
Leisure Centres	5
THH Leasehold Service	5
General street cleansing	4
Total	246

Reason for Stage 1 Complaints

Cause	2019/20	Total
Failure / Delay to deliver service	880	880
Poor quality of work or service	718	718
Other service issues	269	269
Policy / Procedure	237	237
1st Time Service Request via Stage 1 or Enquiry	209	209
Poor communications	141	141
General Enquiry	131	131
Rudeness or conduct	123	123
Payments	52	52
Charges	39	39
Non Council Issues	20	20
Legal / Regulatory	14	14
Total	2833	2833

# Stage 2 volume and escalation



## Volume

- YTD 239
- December 38

## Escalation Rate

8.5%

12%

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# Complaints December 2019



Stage 1 Complaints

316

S1 Complaints Responded to on Time

92 %

Final Stage Complaints

38

Final Stage Responded to on Time

63 %

Complaints Escalated to Final Stage

12.03%

% Upheld or Partially Upheld

41.24%

Average Time to Respond (Days)

13.22

Financial Year

Select All

2017/2018

2018/2019

2019/2020

Financial Quarter

Select All

Q3

Month Name

Select All

April

May

June

July

August

September

October

November

December

Complaint Stage

Select All

a. Stage 1

c. Final Internal Stage

Percentage of Stage 1 Complaint Responses on Target (%)

Directorate	Dec	Total
Children and Culture	75 %	75 %
Governance	100 %	100 %
Place	93 %	93 %
Resources	98 %	98 %
RSL	100 %	100 %
Tower Hamlets Homes	87 %	87 %
Total	92 %	92 %

Number of Stage 1 Complaints

Directorate	Dec	Total
Children and Culture	4	4
Governance	1	1
Place	191	191
Resources	42	42
RSL	1	1
Tower Hamlets Homes	77	77
Total	316	316

Stage 1 Complaints not Responded to on Time

Classification category	Count
Dry recycling	4
Domestic refuse	3
THH Repairs	3
Lettings	2
THH Capital Delivery	2
THH Housing Management	2
THH Leasehold Service	2
Council Tax	1
Fly tipping / flyposting	1
Leisure Centres	1
Parking Permits	1
Passenger Transport	1
THH Leasehold RTB and Resales	1
Total	25

Reason for Stage 1 Complaints

Cause	2019/20	Total
Poor quality of work or service	92	92
Failure / Delay to deliver service	77	77
Policy / Procedure	55	55
Other service issues	26	26
1st Time Service Request via Stage 1 or Enquiry	21	21
Payments	14	14
Rudeness or conduct	12	12
Poor communications	8	8
General Enquiry	7	7
Charges	3	3
Legal / Regulatory	1	1
Total	316	316

Directorate

All

Classification

All

Division

All

Cause

All

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# Ombudsman



- Ombudsman comments on responsiveness
  - Initial enquiries
  - Formal investigation
  - Monitoring of redress

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## Future Work

Ombudsman Pilot January to June 2020

LGO liaison officer:

- Closer liaison
- Difficult cases
- Engage Senior Leadership Team
- Train staff – key areas
- Develop specific seminars

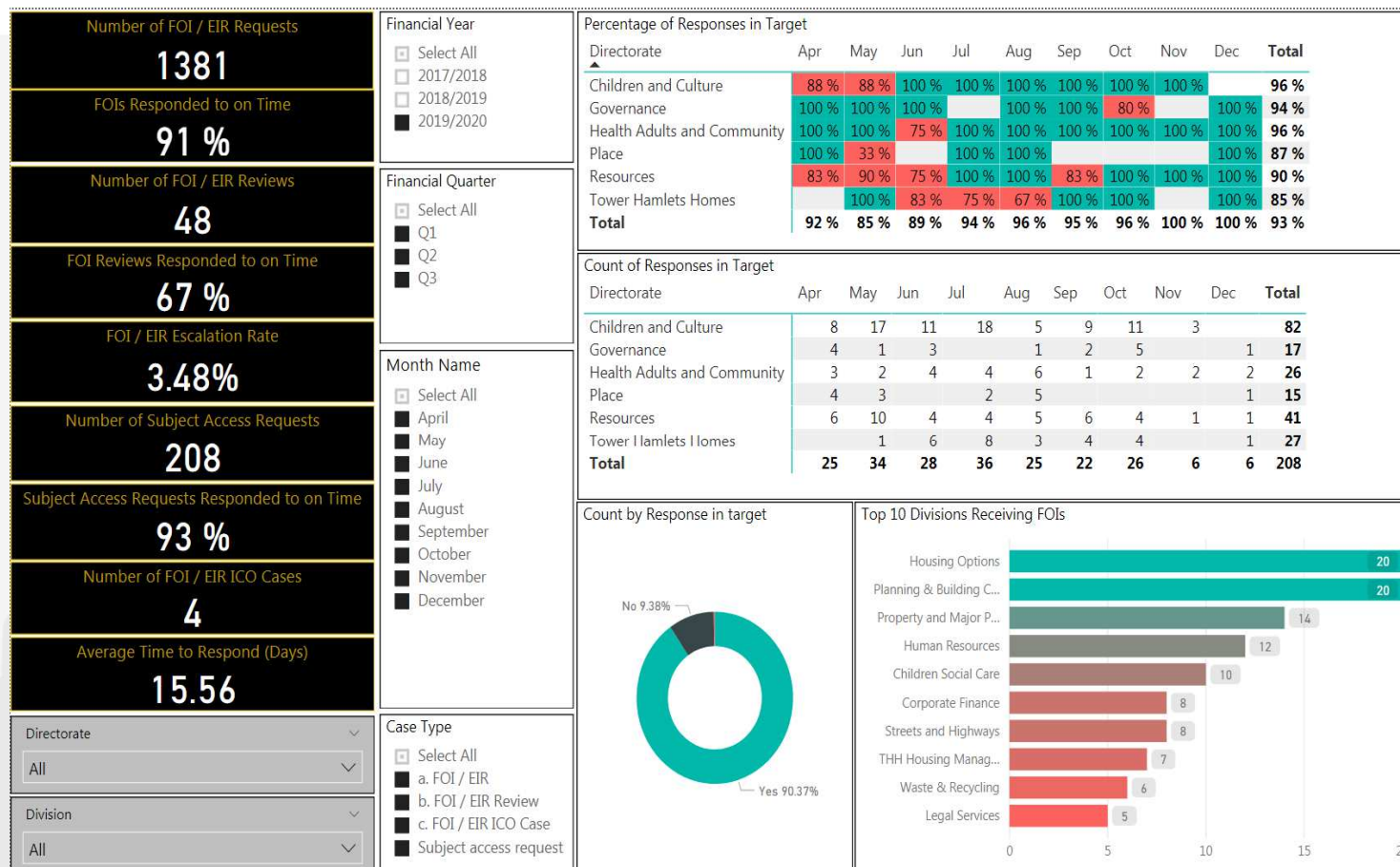
## Future Work

- Quality Review – analyse response letters, lessons learnt
- Training Offer – investigation skills and writing a response
- Continue review of complaints with highest escalation or upheld rates
- Monitoring case work
- Members Enquiries

## FOI / Transparency

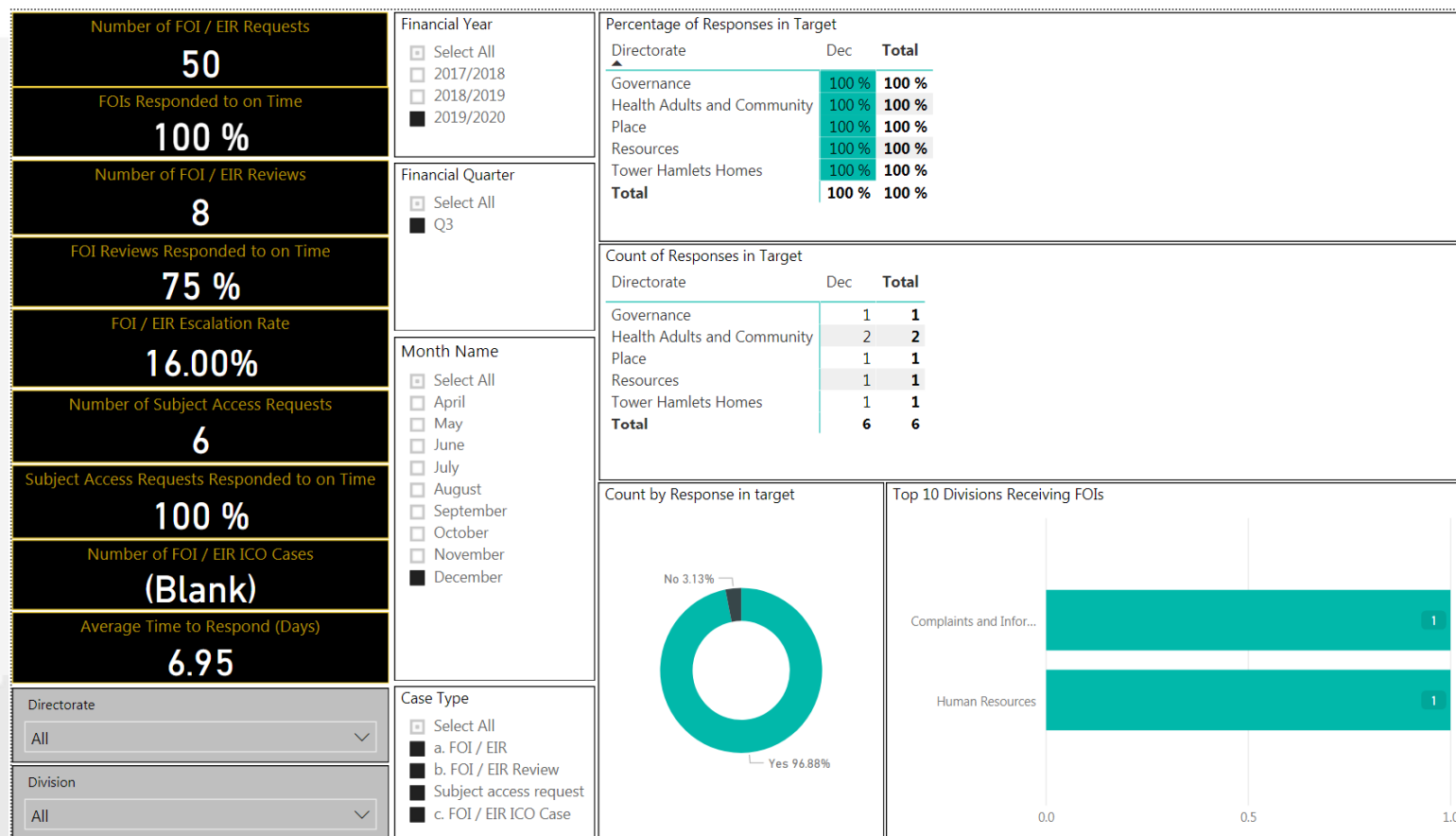
- Year to date FOI 91% completed in time,
  - Internal Reviews 67% completed in time
  - Escalation 3.5%
- 
- December FOI responses 100% completed in time
  - Internal Reviews 75% completed in time

# Year to date April to December 2019





# FOI December 2019



# Transparency



## Mandatory publication

- FOI Responses
- Transparency code
- Publication Scheme

## Challenge

- Services proactive publication – next steps



# Waste Mobilisation

Overview and Scrutiny Committee  
**27<sup>TH</sup> January 2020**

## Overall Project Status



The Project is on track to deliver an in-house service for the 29<sup>th</sup> March 2020.

- Consultation with Veolia staff and trade union representatives is well advanced and has been positive.
- Practical arrangements for staff checks, induction and training are being finalised.
- Major procurements have been completed for a new modular building at the depot, new vehicles, vehicle maintenance, cleansing barrows, integrated waste management software and uniforms
- Further procurement arrangements utilising existing frameworks are being finalised for fuel, windscreens, tyres, waste containers and sacks and arrangements have been made with Veolia for the transfer of 6 months' worth of consumables (e.g. bins, sacks), plant and equipment to ensure continuity of service.
- Corporate branding has been agreed.
- IT integration underway with first stage completion by end of February 2020 to improve service information and performance and shape future service improvements.
- Contingency arrangements in place to cater for the later completion (May 2020) of the modular building at the depot and the project is also seeking to include sufficient electric power supply to the depot to enable electric vehicle charging to further 'green' the fleet. All new vehicles will be ultra low emission zone complaint.

## Background/Context



The creation of an in-house service for the integrated delivery of waste, recycling and cleansing functions within Tower Hamlets was approved by Cabinet on the 31<sup>st</sup> October 2018.

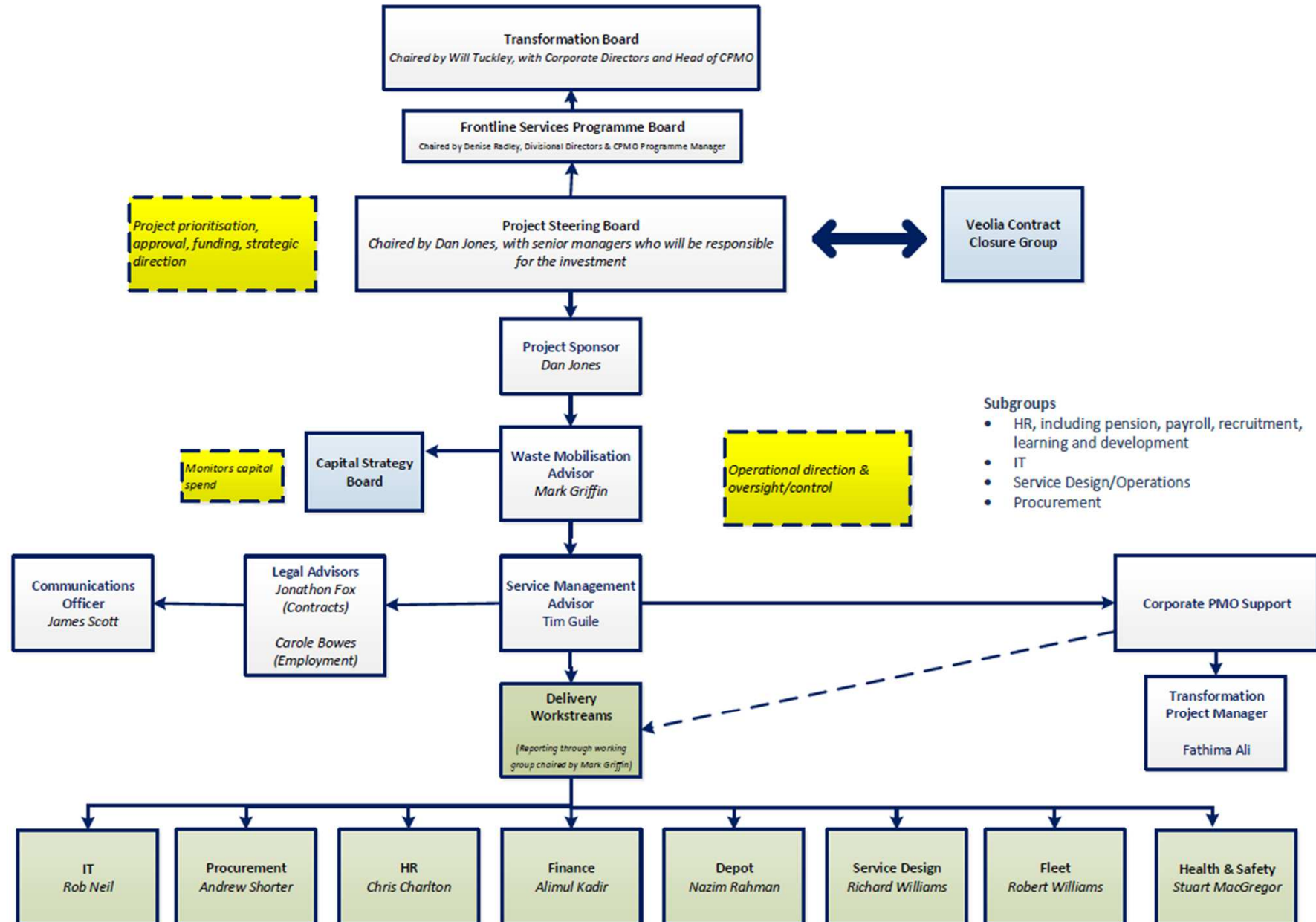
Approval was also sought for capital funding of £10m for the purchase of a new fleet and for the implementation of new IT systems from a total available capital allocation of £750k.

In addition, £2.5m was approved from council reserves in order to cover the pre-implementation costs, which includes the creation of a mobilisation team to oversee the development and implementation of the new in-house service.

The annual costs of the service have been budgeted at £21.3m.

The Waste Mobilisation Project has been in implementation since January 2019, working across 8 workstreams to deliver a comprehensive in-house waste, recycling and cleansing service for 29<sup>th</sup> March 2020. Coordinating the work streams activities under the overall corporate governance framework

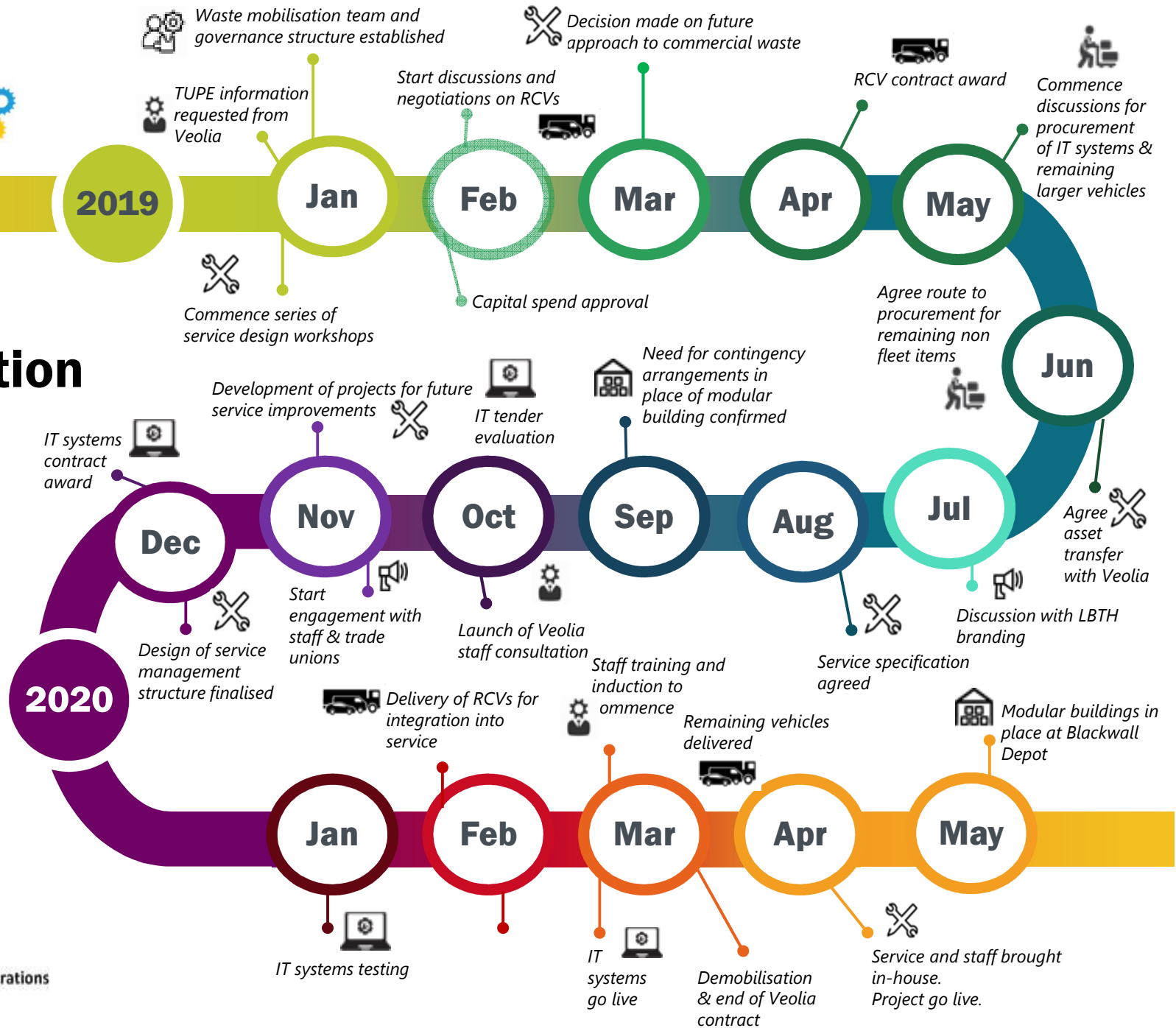
# Waste Mobilisation Governance Structure



# Waste Mobilisation Timeline

Service in house  
29<sup>th</sup> March  
2020

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# Progress on Core Workstreams



## Service Design

- The waste and recycling service will commence by delivering the currently scheduled service to its full intended extent from Day One of the new in-house arrangement.
- Full service detail of current service, resource and equipment in use:
  - Client team have access to Veolia's waste management software system and are in receipt of more operational data to monitor service delivery and seek improved performance.
  - Achieving and maintaining data quality is a continuing priority and is addressed by a dedicated resource handling data transfer to the Council's new waste management software system – 'Whitespace'.
  - "As is" model in terms of expected levels of performance developed for waste and recycling services
- A review of the street cleansing and waste/recycling collections will be undertaken, post April 2020 looking at route optimisation, with the view to improving efficiency and effectiveness.
- Applications for relevant licences to operate the service on behalf of LBTH have been submitted.
- A comprehensive induction and training programme has been developed to meet the needs of the new service. Documents include core induction, service/role specific and driver packs; corporate induction; health & safety; driver; fleet; Agresso and Whitespace.
- Induction and training is scheduled to commence w/c 9<sup>th</sup> March 2020, following HR's 'onboarding' checks (eg. right to work, individuals bank details for payroll purposes).
- New personal protective equipment uniform in LBTH branding will be issued to staff during induction/training.



# Progress on Core Workstreams



## Finance

- Growth bid of £1.3m relating to potential unbudgeted costs arising from the in-sourcing has been considered by Cabinet. This is scheduled to be approved by Council in February.
- Latest staffing information has been received and is currently being costed.
- The finance workstream will now build the new in house revenue budget, to include staff costs, supplies and services costs, depreciation etc.
- In conjunction with the mobilisation project team, consider the income, i.e., from commercial waste, and internal recharges, which will also need to be built in to the budget. Also system considerations around coding card payments to the correct place.
- Further detailed work is planned to understand how the budgets should be set up in terms of cost centres, budget holder responsibility, and workflow approvers.

## Progress on Core Workstreams



### IT

- The procurement for a new IT waste management system was awarded to Whitespace Ltd in November 2019. This integrated system alongside the use of Agresso (the Council's financial system) will replace Veolia's current systems.
- Implementation is currently underway, with phased systems go live scheduled for end of Feb 2020. Go live dates as of today's baselined project plan: domestic/street cleansing is scheduled for 24<sup>th</sup> February, giving 3 weeks minimum parallel running if needed and commercial waste scheduled for 2<sup>nd</sup> March.
- The workstream is currently on track to have the new IT system available prior to service transition.
- IT software demonstrations have taken place to showcase the system to services across the Council (including Customer Contact Centre, Finance and Revenue) and Veolia staff.
- A significant data-cleaning programme has been completed by the service to improve the data quality, but this should be regarded as a continuity priority.
- Integration with council systems (website, Local Land and Property Gazetteer, financials, payments) being defined and implemented.
- Dennis Eagle are liaising with Whitespace on the fitting of the in-cab technology onto the new refuse and recycling collection vehicles.

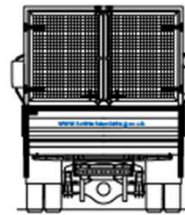
# Progress on Core Workstreams



## Fleet

- The project has ordered 69 new vehicles for the in-house service (35 refuse/recycle vehicles; 25 x 7.5 tonne cage tippers with tail lifts. 7 x 12 tonne mechanical sweepers and 2 (4 tonne) precinct mechanical sweepers). These vehicles are ULEZ compliant.
- All vehicles will be branded in the new LBTH logos and design.
- Where possible, in-cab IT to manage waste/recycling collections and cleansing will be fitted at the factories before arrival. Alternatively this will be completed at Blackwall Depot.
- The first of the refuse recycle vehicles from Dennis Eagle are due to arrive in February 2020, with a further 7 arriving each week until the end of March and will be transitioned into Veolia's current fleet. Cage tippers and mechanical sweepers will arrive during March and April with spot hire vehicles providing cover where necessary as is the case currently. Smaller leased vehicles (e.g. vans) are expected prior to the commencement of the new service.
- The waste service will look to utilise any new leasing agreements for the supply of vans and thereby build in flexibility to adopt alternative fuel vehicles at the earliest opportunity.
- Vehicle maintenance is a priority and includes TUPE implications for the current vehicle maintenance supplier of Veolia's fleet. The tender close and evaluation will be finalised by the end of January 2020.
- Fleet training for drivers and operatives will include: bin lift training, vehicle security, cycle safety, safety cameras and safety reverse systems, vehicle checks and defect reporting.

# Corporate Fleet Branding



## Progress on Core Workstreams

### HR

#### TUPE

- Veolia started its consultations process with staff in October 2019.
- To date, LBTH has been working closely with Veolia and has had various engagement meetings with trade union representatives; 1:1s with 29 admin and management staff. Fourteen group meetings with operatives and managers have already taken place.
- Meetings are being held between LBTH and Veolia to finalise the measures and the indemnities.
- Planning the logistics for onboarding the 331 staff in scope for the transfer to LBTH is currently underway. This will include right to work checks, licence checks and issuing of identification cards, etc.
- 1:1s with 302 operatives are scheduled to commence w/c 27<sup>th</sup> January 2020.

#### Agency

- Adecco will be providing agency staff for the new in-house service, through a two-tier model.

#### Pension

- All staff have been briefed on the cessation of Veolia pension and auto enrol onto the Local Government Pension Scheme (LGPS). Staff have advised to seek independent advice and have been signposted to the LGPS website and LBTH pension team.

## Progress on Core Workstreams



### Depot (Modular Buildings)

- The original timeline for the modular building project was scheduled for end of October 2019, however, this has now been re-baselined. The project suffered delays following issues with TFL and the supplier of the building – these have now been resolved. The three storey modular building is due to arrive on site at the end of February, with fitting out works to be completed on 7<sup>th</sup> May 2020.
- Fortnightly working groups have been taking place, bringing together the project team including representatives from Facilities Management, Corporate IT and Capital Delivery.
- Contingency arrangements have been prioritised by the mobilisation team, to ensure that the new in-house service has a base to operate from on Day One. The commercial waste service will continue to operate from Southern Grove with new LBTH IT equipment and the current Veolia portable cabins will remain on site – fitted with electricity supply, WIFI and new IT equipment for the service.
- Improvement works are also underway at the Blackwall depot, including refurbishment of the transport training room, addressing issues with lighting and locker rooms.

### Health and Safety

- Engagement is underway with Corporate H&S on training and induction packs and the modular building.

## Contingency Arrangements

Changes to the originally programmed timescales for some elements have been mitigated by the mobilisation project team with contingency arrangements.

- **Modular Building**

The Modular Building Project has been managed by the Capital Delivery Team. The modular building at Blackwall depot was due to be completed in October 2019, in time for the new in-house service. There have been delays to the timeline for completion of the modular building project, as a result of issues with the identified supplier and altering the location of the modular building from the area of concern raised by TFL and delays with undertaking preparatory works. The proposed handover is now 7<sup>th</sup> May 2020. The mobilisation team has pushed forward with contingency arrangements – use of Veolia’s current portable cabins and for commercial waste team to remain at Southern Grove.

- **IT**

IT arrangements have been put in place to support the continuation of the former Veolia portable cabins. Although on track, should there be any delays with the implementation of new IT, the operational service will commence with a paper based rounds for collections. The impact on the Customer Contact Service is to be understood and contingency arrangements to be set up to minimise service disruption.

- **Fleet**

The transition of new vehicles commences in February 2020 and will run through until the end of April 2020. Spot-hire vehicle arrangements where necessary and for a short period in April will be in place to enable a smooth transition from Veolia’s fleet to a new Council fleet.

- **Stock**

While we undergo procurement for bins, sacks, janitorial supplies and other consumerables, Veolia will be ordering 6 months supply of unbranded products on the Council’s behalf as contingency.



## Engagement & Communications



Key activities include over the next couple of months include:

What	When	How
FAQs to Veolia staff in scope for the TUPE transfer	17 <sup>th</sup> January 2020	Through Veolia
One Service/One Team: poster campaign	w/c 20 <sup>th</sup> January 2020	At Blackwall Depot
Confirmation of salary and grade to staff in scope for TUPE transfer	w/c 27 <sup>th</sup> January 2020	By post
1:1s with operatives	w/c 27 <sup>th</sup> January 2020	Face to face
Update discussion with trade union representatives	Ongoing	Meeting
Monthly highlight reports to Frontline Services and Digital Programme Boards	Monthly	Board meetings
Progress update and escalation of issues to Project Steering Group, chaired by Dan Jones	Monthly	Meeting
Measures letter to staff in scope for the TUPE transfer	February 2020	By post
Induction and training schedule	End of Feb 2020	Through Veolia
Onboarding (HR ID checks, etc.); induction and training of staff in scope for TUPE transfer	w/c 24 <sup>th</sup> February 2020	Face to face



# Waste Mobilisation – In House Service



## Benefits

Deliverable	19/20	20/21	Status Comment	RAG
Agreed MTFS savings		£1,800,000		
The new in-house service will give the authority greater control over the delivery of its waste strategy	n/a	n/a		
<b>Total</b>	<b>0</b>	<b>£1,800,000</b>		

## Risks & Issues – New or scores above 9

Risk Description	Date identified	Risk Owner	Impact	Likelihood	Risk Score	Proximity	Countermeasures/mitigating actions	Risk Actionee	Progress	Status
RISK Suppliers are unable to manufacture and deliver the new fleet in time for the start of 2020	01/11/2018	Mark Griffin	5	5	25	now	1. Develop specifications for the new fleet to be procured. 2. Early discussion with suppliers to understand timescale for delivering fleet. 3. Develop detailed procurement plan. 4. Go to market by end of Jan. to ensure sufficient time for delivery. 5. Lease options to be considered for smaller fleet vehicles.	Richard Williams/ Robert Williams	13/01/20: Delivery schedules for vehicles confirmed with suppliers. Tender evaluation for spot hire arrangements and leasing is currently underway to ensure full suite of fleet is available for Day One of the new in-house service. 17/12/19: Good progress being made on procurement activities across fleet and contingency arrangements being established with Veolia. Leasing and spot hire procurement is a priority.	In progress
Further anticipated delays with the modular buildings timeline will impact waste mobilisation.	20/09/2019	Richard Williams	5	2	10		1. Jane Abraham invited to provide update to project steering group. 2. Current governance of project to be reviewed. 3. Updated project plan for modular buildings to be circulated. 4. Contingency plans to be agreed.	Ted Riley/ Fiona Heyland	13/01/20: Contingency arrangements activities underway & confirmed – risk to mobilisation has been reduced. 08/11/19: Location of modular building to be moved away from area of concern raised by TFL around Blackwall Tunnel. Clarity now received on timescale, updated project plan to be received from Capital Delivery.	In progress

# Key Milestones

