

Meeting of the

OVERVIEW & SCRUTINY COMMITTEE

Tuesday, 10 March 2009 at 7.00 p.m.

A G E N D A

VENUE

Room M71, 7th Floor, Town Hall, Mulberry Place, 5 Clove Crescent,
London, E14 2BG

Members:	Deputies (if any):
Chair: Councillor Abdul Asad Vice-Chair: Councillor Bill Turner	
Councillor Stephanie Eaton Councillor Ahmed Hussain Councillor Waiseul Islam Councillor Ann Jackson Councillor Shiria Khatun Councillor Abjol Miah Councillor Oliur Rahman Councillor A A Sardar Councillor David Snowdon	Councillor M. Shahid Ali, (Designated Deputy representing Councillors Abdul Asad, Waiseul Islam, Ann Jackson, Shiria Khatun, A. A. Sardar and Bill Turner) Councillor Tim Archer, (Designated Deputy representing Councillors Ahmed Hussain and David Snowdon) Councillor Lutfu Begum, (Designated Deputy representing Councillor Oliur Rahman) Councillor Peter Golds, (Designated Deputy representing Councillors Ahmed Hussain and David Snowdon) Councillor Carli Harper-Penman, (Designated Deputy representing Councillors Abdul Asad, Waiseul Islam, Ann Jackson, Shiria Khatun, A. A. Sardar and Bill Turner) Councillor Azizur Rahman Khan, (Designated Deputy representing Councillor Stephanie Eaton) Councillor Rania Khan, (Designated

Deputy representing Councillor Oliur Rahman)
Councillor Abdul Matin, (Designated Deputy representing Councillor Stephanie Eaton)
Councillor Fozol Miah, (Designated Deputy representing Councillor Abjol Miah)
Councillor Harun Miah, (Designated Deputy representing Councillor Abjol Miah)
Councillor Tim O'Flaherty, (Designated Deputy representing Councillor Stephanie Eaton)
Councillor M. Mamun Rashid, (Designated Deputy representing Councillor Abjol Miah)
Councillor Salim Ullah, (Designated Deputy representing Councillors Abdul Asad, Waiseul Islam, Ann Jackson, Shiria Khatun, A. A. Sardar and Bill Turner)

[Note: The quorum for this body is 4 voting Members].

Co-opted Members:

Mr D McLaughlin	– Roman Catholic Diocese of Westminster Representative
Mr Ahbab Miah	– (Parent Governor Representative)
Mr H Mueenuddin	– Muslim Community Representative
Mr Abdur Rouf	– (Parent Governor Representative)
Vacancy	– Church of England Diocese Representative

If you require any further information relating to this meeting, would like to request a large print, Braille or audio version of this document, or would like to discuss access arrangements or any other special requirements, please contact: Amanda Thompson, Democratic Services, Tel: 020 7364 4651, E-mail: amanda.thompson@towerhamlets.gov.uk

LONDON BOROUGH OF TOWER HAMLETS
OVERVIEW & SCRUTINY COMMITTEE

Tuesday, 10 March 2009

7.00 p.m.

SECTION ONE

1. APOLOGIES FOR ABSENCE

To receive any apologies for absence.

2. DECLARATIONS OF INTEREST

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 Chief Executive.

3. UNRESTRICTED MINUTES

3 - 10

To confirm as a correct record of the proceedings the unrestricted minutes of the meeting of the Overview and Scrutiny Committee held on 10 February 2009.

4. REQUESTS TO SUBMIT PETITIONS

To be notified at the meeting.

5. REQUESTS FOR DEPUTATIONS

To be notified at the meeting.

6. SECTION ONE REPORTS 'CALLED IN'

There were no Section One reports 'called in' from the meeting of Cabinet held on held on 11 February 2009.

7. SCRUTINY SPOTLIGHT - LEAD MEMBER

The Lead Member for Regeneration, Localisation and Community Partnerships, Councillor Ohid Ahmed, will attend to report on his portfolio.

(Time allocated – 30 minutes)

8. BUDGET AND POLICY FRAMEWORK ITEMS

8 .1 Children and Young People's Plan 2009-12 11 - 16

Note:

The appendices referred to in this report were sent out to all Overview and Scrutiny Members under separate cover on 23 February 2009 – please bring them with you to the Overview and Scrutiny meeting.

(Time allocated – 30 minutes)

9. PERFORMANCE MONITORING

9 .1 Members Enquiries 17 - 24

(Time allocated – 15 minutes)

9 .2 Strategic Plan Corporate Revenue Monitoring Report 2008-09 (3rd Quarter) 25 - 116

(Time allocated – 15 minutes)

10. SCRUTINY MANAGEMENT

10 .1 Overview and Scrutiny Recommendation Tracking Report 117 - 268

(Time allocated – 15 minutes)

11. PRE-DECISION SCRUTINY OF SECTION ONE (UNRESTRICTED) CABINET PAPERS

(Time allocated – 15 minutes).

12. ANY OTHER SECTION ONE (UNRESTRICTED) BUSINESS WHICH THE CHAIR CONSIDERS TO BE URGENT

13. EXCLUSION OF THE PRESS AND PUBLIC

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.

14. SECTION TWO REPORTS 'CALLED IN'

There were no Section Two reports 'called in' from the meeting of Cabinet held on 11 February 2009.

15. PRE-DECISION SCRUTINY OF SECTION TWO (RESTRICTED) CABINET PAPERS

(Time allocated 15 minutes).

16. ANY OTHER SECTION TWO (RESTRICTED) BUSINESS THAT THE CHAIR CONSIDERS URGENT

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Agenda Item 2

DECLARATIONS OF INTERESTS - NOTE FROM THE CHIEF EXECUTIVE FOR MEMBERS OF THE OVERVIEW & SCRUTINY COMMITTEE

This note is guidance only. Members should consult the Council's Code of Conduct for further details. Note: Only Members can decide if they have an interest therefore they must make their own decision. If in doubt as to the nature of an interest it is advisable to seek advice **prior** to attending at a meeting.

Declaration of interests for Members

Where Members have a personal interest in any business of the authority as described in paragraph 4 of the Council's Code of Conduct (contained in part 5 of the Council's Constitution) then s/he must disclose this personal interest as in accordance with paragraph 5 of the Code. Members must disclose the existence and nature of the interest at the start of the meeting and certainly no later than the commencement of the item or where the interest becomes apparent.

You have a **personal interest** in any business of your authority where it relates to or is likely to affect:

- (a) An interest that you must **register**
- (b) An interest that is not on the register, but where the well-being or financial position of you, members of your family, or people with whom you have a close association, is likely to be affected by the business of your authority more than it would affect the majority of inhabitants of the ward affected by the decision.

Where a personal interest is declared a Member may stay and take part in the debate and decision on that item.

What constitutes a prejudicial interest? - Please refer to paragraph 6 of the adopted Code of Conduct.

Your personal interest will also be a prejudicial interest in a matter if (a), (b) and either (c) or (d) below apply:-

- (a) A member of the public, who knows the relevant facts, would reasonably think that your personal interests are so significant that it is likely to prejudice your judgment of the public interests; AND
- (b) The matter does not fall within one of the exempt categories of decision listed in paragraph 6.2 of the Code; AND EITHER
- (c) The matter affects your financial position or the financial interest of a body with which you are associated; or
- (d) The matter relates to the determination of a licensing or regulatory application

The key points to remember if you have a prejudicial interest in a matter being discussed at a meeting:-

- i. You must declare that you have a prejudicial interest, and the nature of that interest, as soon as that interest becomes apparent to you; and
- ii. You must leave the room for the duration of consideration and decision on the item and not seek to influence the debate or decision unless (iv) below applies; and

- iii. You must not seek to improperly influence a decision in which you have a prejudicial interest.
- iv. If Members of the public are allowed to speak or make representations at the meeting, give evidence or answer questions about the matter, by statutory right or otherwise (e.g. planning or licensing committees), you can declare your prejudicial interest but make representations. However, you must immediately leave the room once you have finished your representations and answered questions (if any). You cannot remain in the meeting or in the public gallery during the debate or decision on the matter.

There are particular rules relating to a prejudicial interest arising in relation to Overview and Scrutiny Committees

- You will have a prejudicial interest in any business before an Overview & Scrutiny Committee or sub committee meeting where both of the following requirements are met:-
 - (i) That business relates to a decision made (whether implemented or not) or action taken by the Council's Executive (Cabinet) or another of the Council's committees, sub committees, joint committees or joint sub committees
 - (ii) You were a Member of that decision making body at the time and you were present at the time the decision was made or action taken.
- If the Overview & Scrutiny Committee is conducting a review of the decision which you were involved in making or if there is a 'call-in' you may be invited by the Committee to attend that meeting to answer questions on the matter in which case you must attend the meeting to answer questions and then leave the room before the debate or decision.
- If you are not called to attend you should not attend the meeting in relation to the matter in which you participated in the decision unless the authority's constitution allows members of the public to attend the Overview & Scrutiny for the same purpose. If you do attend then you must declare a prejudicial interest even if you are not called to speak on the matter and you must leave the debate before the decision.

LONDON BOROUGH OF TOWER HAMLETS

MINUTES OF THE OVERVIEW & SCRUTINY COMMITTEE

HELD AT 7.00 P.M. ON TUESDAY, 10 FEBRUARY 2009

**M71, 7TH FLOOR, TOWN HALL, MULBERRY PLACE, 5 CLOVE CRESCENT,
LONDON, E14 2BG**

Members Present:

Councillor Abdul Asad (Chair)
Councillor Stephanie Eaton
Councillor Ann Jackson
Councillor Shiria Khatun
Councillor Abjol Miah
Councillor A A Sardar
Councillor David Snowdon
Councillor Bill Turner (Vice-Chair)
Councillor Peter Golds (Deputising for Councillor Ahmed Hussain)

Other Councillors Present:

Councillor Rofique U Ahmed
Councillor Joshua Peck

Co-opted Members Present:

Mr H Mueenuddin – Muslim Community Representative

Officers Present:

Ashraf Ali – (Scrutiny Policy Officer)
Lutfur Ali – (Assistant Chief Executive)
David Galpin – (Head of Legal Services, Community)
Stephen Halsey – (Corporate Director, Communities, Localities and Culture)
Afazul Hoque – (Acting Scrutiny Policy Manager, Scrutiny and Equalities, Chief Executive's)
Michael Keating – (Service Head Scrutiny & Equalities, Chief Executive's)
Amanda Thompson – (Team Leader - Democratic Services)

WELCOME AND INTRODUCTIONS

The Chair welcomed Mr Galpin to the meeting and informed Members that he would be providing legal advice to the Committee.

The Chair also informed Members that Mr Abdur Rouf and Ahabab Miah have been appointed as Parent Governor Representatives on the Committee and would be joining from the March meeting.

1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Ahmed Hussain and Waiseul Islam.

Councillor Peter Golds was present as substitute for Councillor Hussain.

2. DECLARATIONS OF INTEREST

Councillor Ann Jackson declared a personal interest by reason of being a council tax payer. It was noted that all members of the Committee were council tax payers.

3. UNRESTRICTED MINUTES

RESOLVED

That the unrestricted minutes of the meeting held on 13 January 2009 be agreed as a correct record.

4. REQUESTS TO SUBMIT PETITIONS

None.

5. REQUESTS FOR DEPUTATIONS

None.

6. SECTION ONE REPORTS 'CALLED IN'

There were no Section One reports 'called in' from the meeting of Cabinet held on 14 January 2009.

7. BUDGET AND POLICY FRAMEWORK ITEMS

7.1 General Fund Budget Requirement & Council Tax 2009/10 & Medium Term Financial Plan 2009/10 to 2011/12

Councillor Josh Peck, Lead Member for Performance and Resources, presented the budget proposals for 2009/10, and highlighted some of the key limitations and factors within which it had to be formulated. These limitations included the tightening financial situation that the Council faced due to the current economic downturn, and the Government's efficiency targets.

Councillor Peck advised that the budget process had been geared towards the Council's five priorities of:

- Reducing over-crowding
- Raising GCSE results to be the best in the country
- Reducing levels of youth unemployment
- Tackling anti-social behaviour and crime
- Improving cleanliness and quality of the public realm

and included additional funding for carers, young people and for the Safer & Stronger communities partnership.

Councillor Peck responded in detail to questions concerning the Council's Overcrowding Strategy, use of General Fund reserves, location of CCTV cameras, and the allocations.

The Committee expressed concern with regard to the amount of money the Council was investing into waste disposal, but welcomed the proposals to increase recycling which hopefully would reduce these costs.

The Committee also had some discussion about the budget consultation and suggested that in future more specific consultation should be undertaken with local residents and businesses about the budget priorities annually despite the fact that the Council had agreed a three year budget.

Following discussion the Committee:

RESOLVED

To support the budget, in particular the proposal that the level of Council Tax would increase by only 1.69% and that the payment period would be extended from 10 months to 12 months. The Committee also welcomed the proposed efficiency savings and additional investments.

7.2 Capital Programme 2009/10 & Indicative Programme 2010/11 to 2011/12

This item was considered together with item 7.1

8. PERFORMANCE MANAGEMENT

8.1 Tower Hamlets Index - Monitoring Report October-November 2009

Councillor Peck presented the fourth monitoring report for the new Tower Hamlets Index covering the period October-November 2008.

The Committee noted that 11 of the 25 applicable performance indicators (44%) were on track to achieve their end of year target. A total of 14 indicators (56%) were not meeting their October-November target, of which 4 were predicted to return to target by year end (Amber), while 10 would not (Red).

Councillor Peck advised that compared to the last round of monitoring, the proportion of Red indicators had decreased slightly, and overall the targets were moving in the right direction.

The Committee expressed concern that some indicators were moving from Amber to Red instead of Amber to Green, for example the number of sick days taken. Councillor Peck advised that sickness levels were hard to manage but that managers were continuing to implement the correct procedures in order to address this.

The Committee asked whether or not it would be possible to include targets for each Directorate, and also suggested that it would be helpful to show comparisons to the previous year's performance as well as month on month. Councillor Peck agreed to try and incorporate this.

RESOLVED

That the report be noted.

9. SCRUTINY SPOTLIGHT - LEAD MEMBER

Councillor Rofique Uddin Ahmed, Lead Member for Culture, gave a presentation on the key issues, opportunities and challenges arising from his portfolio. Councillor Ahmed was supported by Steve Halsey, Corporate Director, Communities, Localities and Culture, and Heather Bonfield, Interim Head of Cultural Services.

The Committee noted a number of achievements during 2008/9 which included:

- 61% of local leisure centre users rated the facilities as good, very good, or excellent;
- 4th highest level of library participation in the UK, and 3rd highest in London;
- Spa London short listed for Day spa/City spa of the year
- Quest Accreditation Sports and Physical Activity/York Hall

Ms Bonfield then highlighted the key priorities which included the development programme for the Baishakhi Mela, the Idea Store Strategy, the Leisure Centre Strategy, Events in Parks, supporting the Healthy Towns Programme, and the Local Heritage Strategy.

In response to questions the Committee noted that:

- It was possible that the memorial in Bethnal Green could be funded from S106 negotiations;
- Events in parks required greater consultation with residents who live nearby and the Council was looking to introduce a 'Major Events Policy';
- Spa London was in profit;
- The Council aimed to provide facilities for all sports and recreational activities;
- The Council is working with the PCT on a range of initiatives to tackle obesity;
- While swimming lessons were made widely available there is still work to do on the provision of sufficient numbers of women-only sessions.

Members of the Committee also asked questions about the future management of the Mela and also how the Heritage Strategy could include consideration of the Bancroft Road Local History and Archives.

The Chair thanked Councillor Ahmed and the officers for their attendance and for providing responses to the questions raised by the Committee.

10. VERBAL UPDATES FROM SCRUTINY LEADS

Scrutiny Lead - One Tower Hamlets - Councillor Ann Jackson

Child Poverty Scrutiny Review.

Councillor Jackson reported that the Working Group had been undertaking 1-2-1 interviews with local residents and had now completed 7 detailed interviews which together with the evidence considered to date would be used to inform the Tackling Child Poverty Strategy which Children's Services were putting together. The interviews had been really useful in bringing together diversity and equalities issues which were at the heart of child poverty to the review.

The next session was on the 19th of February with another session on 26th February 2009 for the Working Group to fully consider the evidence to date. The final meeting to consider the recommendations would take place on 2 April 2009 and the report presented to OSC in May 2009.

Scrutiny Lead – Prosperous Communities – Councillor A A Sardar

Parental Involvement in Secondary Education Scrutiny Review

Councillor Sardar reported that a review meeting to evaluate the different parental engagement programmes in Tower Hamlets had taken place, and it had been evident that the Council was doing a lot of good work to engage parents but needed to find ways to encourage better participation from fathers.

Councillor Sardar had recently attended a parents evening at Raines School to talk to parents about the barriers they faced when engaging with their child's school. He had also taken part in a parenting programme at Oaklands School and the feed back received from parents had been very positive.

The next review meeting would be held on the 25 February 2009 and Head Teachers had been invited to attend to give their views on parental engagement.

Scrutiny Lead – Safe and Supportive Communities – Councillor Shiria Khatun

***Smashed*, Alcohol Misuse and Young People Scrutiny Review**

Councillor Khatun reported that a further review meeting with local organisations involved with young people and alcohol misuse had taken place in order to discuss how the problems could be addressed.

The Working Group would also be visiting the Harca Boys and Girls club to speak to the young people about their experiences of alcohol misuse, and on 19 February would be visiting Lifeline, an agency that treated young people with alcohol problems.

The final review meeting would take place on the 23 February 2009.

Scrutiny Lead - Excellent Public Services – Councillor Bill Turner

Early Intervention – Child Protection Scrutiny Review

Councillor Turner reported that a focus group with practitioners from across the Borough had taken place on 22 January 2009. The session had been very well attended with representatives from Children's Social Care, Adult's Mental Health, the PCT, the police, Children's Centres and Headteachers, and the session had proved invaluable in gaining a perspective from the frontline.

Preparations for site visits to neighbouring boroughs were currently underway.

11. PRE-DECISION SCRUTINY OF SECTION ONE (UNRESTRICTED) CABINET PAPERS

No Section One pre-decision questions for Cabinet were submitted.

12. ANY OTHER SECTION ONE (UNRESTRICTED) BUSINESS WHICH THE CHAIR CONSIDERS TO BE URGENT

Extreme Weather Conditions – Snow Clearance Update

At the request of the Committee Steve Halsey, Corporate Director, Communities, Localities and Culture gave members a brief update on the recent extreme weather conditions, including the actions taken, and the processes and procedures that were put in place.

During a detailed discussion the following general points were noted;

- Concerns were raised regarding the lack of communication and updates between officers and Members.
- Some Members expressed their disappointment in the way in which the Service had operated, despite having received early warnings of this weather.
- Members asked questions on the processes currently in place and what precautions would be taken in the future.
- That meal deliveries and delivery of services for vulnerable people in the Borough had continued despite the weather conditions, and no services had been suspended.
- Members generally raised the concern that side streets, residential areas and pavements were not gritted and had been causing a hazard for local residents.
- That the extreme weather conditions had tested the Borough's snow contingency plans and had also required the Borough Emergency Call Centre to be activated.
- The Council's 'Snow Plan' would be reviewed in order to update and revise where necessary, and to formalise the process for the future.
- Members suggested that officers review the gritting of side streets and to focus on pavements (footways) for safety of residents.

- Members also asked to be provided with clarification about the responsibilities of RSLs.

The meeting finished at 9.25pm

Councillor Abdul Asad, Chair

Agenda Item 8.1

Committee: Overview and Scrutiny	Date: 10 March 2009	Classification: Unrestricted	Report No:	Agenda Item: 8.1
Report of: Corporate Director of Children's Services Originating officer(s) Anthony Walters - Service Head, Strategy, Partnerships and Performance. Laura Murdoch – Strategy, Partnerships and Performance		Title: Children and Young People's Plan 2009-12 Wards Affected: ALL		

1. **SUMMARY**

- 1.1 This report presents the draft 3-year Children and Young People's Plan (CYPP) 2009-12 which we are required to publish in April 2009. The draft plan can be found at [Appendix 1](#).
- 1.2 The CYPP falls under the Council's Budget and Policy Framework and the comments of the Overview and Scrutiny Committee will be tabled at the Cabinet meeting on 11 March 2009 for Members' consideration.

2. **RECOMMENDATIONS**

- 2.1 Overview and Scrutiny are asked to consider the draft CYPP at Appendix 1 and provide comments for submission to Cabinet.

3. **BACKGROUND**

- 3.1 The Children and Young People's Plan (CYPP) is an important element of the reforms underpinned by the Children Act 2004. On the basis of a statutory duty, all local authorities are required to produce a single, strategic, overarching plan for all services affecting children and young people every three years (to be reviewed each year in which the authority is not required to publish a plan). The CYPP supports more integrated and effective services to secure better outcomes for children. The last Tower Hamlets three year CYPP was published in April 2006. We are therefore required to publish a new three year plan in April this year.
- 3.2 The CYPP is 'owned' by the Children and Young People's Strategic Partnership Group (CYPSPG) which is Tower Hamlets Children's Trust Board. The CYPSPG is one of the five community plan delivery groups. Through developing and implementing the CYPP, the CYPSPG focuses on all of the community plan priorities as they relate to children, young people and their families in Tower Hamlets. Expert theme groups which focus on developing the more detailed work around each of the Every Child Matters themes¹ report into the CYPSPG which is chaired by the Lead Member for Children's Services.
- 3.3 The new CYPP is different to previous plans. It is shorter and more focused on key priorities, outlining what will be done *differently* over the next three years to address these priorities. It has a more developed localisation section and has identified three new cross-cutting themes which run throughout the plan: tackling child poverty, engaging the community and supporting families. The new CYPP does not attempt to outline *everything* that will be done over the next 3 years. Instead, the final plan will be accompanied by detailed delivery plans for each Every Child Matter theme.
- 3.4 The CYPP falls under the Council's Budget and Policy Framework and the comments of the Overview and Scrutiny Committee will be tabled at the Cabinet meeting for Members' consideration. **Cabinet is required by the Council's Constitution to take account of the views of the Overview and Scrutiny Committee, before submitting recommendations to Full Council.** The CYPP will be considered by full Council in April. A full process timeline can be found at [Appendix 2](#).

4. **THE NEW THREE YEAR CHILDREN AND YOUNG PEOPLE'S PLAN**

- 4.1 This strategic three year Children and Young People's plan does not attempt to cover all the activity going on in Children's Services. External validation of

¹ Be Healthy; Stay Safe; Enjoy and Achieve; Make a Positive Contribution; Achieve Economic Wellbeing as well as Excellent Children's Services

performance has given the directorate confidence in the core elements of its approach and this plan focuses on the key issues where it hasn't yet made the impact that children and young people deserve.

- 4.2 To help measure progress, performance indicators have been identified for each of the themed sections. Targets for these indicators will be determined prior to publication, using the latest available performance data.

Developing the plan

- 4.3 To develop the plan a needs analysis was carried out alongside an extensive consultation. The consultation was carried out with children, young people and their families as well as those who deliver services for children. The consultation fulfilled all statutory requirements as set out in The Children and Young People's Plan (England) Regulations 2005. The needs analysis and consultation have informed the cross-cutting themes, the theme specific priorities and local priorities, as well as the 'what we'll do differently' sections of this plan.
- 4.4 An emphasis was placed on involving local residents from the start, ensuring they were given an opportunity to shape the CYPP for the next three years. In October 2008 a 'Tag Wagon' was commissioned – a van installed with multimedia equipment - and used to carry out innovative workshops, designed to find out what people think about a range of issues that affect them in the borough. The Tag Wagon travelled around the borough visiting Children's Centres, schools, youth projects, markets and Idea Stores to gather views from children, young people and families. From this consultation, a 'Tag Map' has been created, documenting the views of residents, highlighting what local needs and issues are. Through an online blog, local residents and practitioners were also able to comment on the draft plan. As with previous versions of the CYPP, we have illustrated some of the comments made during the consultation and how we are responding to them in the plan itself. A full consultation report will also be published alongside the new CYPP, a draft of which can be found at [Appendix 3](#).

Delivering the plan

- 4.5 The plan will be delivered through the Local Strategic Partnership. The Children and Young People's Strategic Partnership Group (CYPSPG) is the Community Plan Delivery Group which is accountable for delivering the CYPP and monitors and reviews progress made on a regular basis taking action where necessary. The CYPSPG also has members from the LAPs to ensure progress against local priorities for children, young people and their families as well as the borough wide priorities. A progress review against the priorities and activities outlined in this plan will be published on an annual basis.

Launching the plan

- 4.6 The new CYPP will be published at the end of April 2009. The plan will be published online and will be interactive. However we will also produce a small number of hard copies. We are planning a high profile media launch of the plan at the end of April which will involve all of our key partners.

5. COMMENTS OF THE CHIEF FINANCIAL OFFICER

- 5.1 The CYPP is concerned with planning and directing the resources allocated through the budget process to the Council's priorities in relation to these services, and providing targets against which the use of resources can be assessed. Thus it contributes to achieving value for money for the use of these resources.
- 5.2 At this stage, there is no identified impact on Children's Services revenue or capital budgets arising from this plan. As indicated by the Medium Term Financial Plan considered by the Cabinet at its meeting on 11th February, the CYPP coincides with a period of tightening resources and greater financial risk for the authority. Any additional resource requirements to achieve the agreed priorities will be identified through the budget process and will need to be contained within existing budgets.
- 5.3 The costs associated with the consultation and publication of the CYPP will be contained within existing budgets.

6. CONCURRENT REPORT OF THE ASSISTANT CHIEF EXECUTIVE (LEGAL)

- 6.1 Cabinet is requested to recommend the draft Children and Young People's Plan ("CYPP") at Appendix 1 of the report to Full Council.
- 6.2 Pursuant to section 17 of the Children Act 2004 and the Children and Young People's Plan (England) Regulations 2005 the Council is required, as a children's services authority, to prepare and publish a plan setting out the Council's strategy for discharging its functions in relation to children and relevant young persons.
- 6.3 In accordance with the Council's Constitution, the CYPP is part of the policy framework and falls to be approved by Full Council.
- 6.4 The regulations require the Children and Young People's Plan to set out the following matters:
- a. Improvements which the Council intends to make during the plan period to the well-being of children and young people;
 - b. The Council's vision for children and young people;

- c. An assessment of needs in relation to the outcomes;
- d. Priorities and key actions planned to achieve the improvements;
- e. A statement of how resources will be deployed to achieve the outcomes;
- f. An explanation of how the plan relates to arrangements for performance management and review of services;
- g. The arrangements for co-operation under the duty to co-operate and with other partners;
- h. An explanation of how the CYPP is consistent with the strategic plans of local partners.

6.5 Alongside the statutory duties and the plan, new non-statutory CYPP guidance for local authorities was published in January 2009. This guidance brings together a check list of the 2005 and 2007 CYPP regulations and sets out the necessary steps a Local Authority must take in preparing, consulting, reviewing and publishing their CYPP. It also provides guidance on the scope, content and delivery of the CYPP.

6.6 The preparation of the CYPP as set out in the report fulfills the statutory requirements and it is open to Cabinet to recommend approval by Full Council.

7. ONE TOWER HAMLETS CONSIDERATIONS

Reduce inequalities

7.1 The CYPP specifically addresses the needs of vulnerable and disadvantaged groups. It also explicitly articulates how we plan to tackle high levels of child poverty. The Council's policies and functions that underpin the delivery of this plan are subjected to equality impact assessments looking at the six equality strands (Age, Disability, Ethnicity, Gender, Faith and Sexual Orientation). In addition every new policy or function arising from this plan will be equality impact assessed.

Ensure strong community cohesion

7.2 One of the three overarching themes of the plan is "engaging with the community" and it explicitly articulates how we are going to better meet the needs of our diverse community as a whole over the next three years. A specific priority around promoting community cohesion can be found in the 'Make a Positive Contribution' section of the plan.

Strengthen community leadership

7.3 An extensive consultation about what the CYPP should include has ensured a high level of community involvement in developing the plan. In terms of implementation, the plan also has a more developed localisation section which focuses on tackling local priorities within the paired Local Area Partnerships (LAPs).

8. SUSTAINABLE ACTION FOR A GREENER ENVIRONMENT

8.1 In the plan there is a commitment to “build environmentally sustainable buildings, re-using existing buildings wherever possible”. The plan also highlights sustainability as being part of a broader more engaging curriculum (see the ‘Enjoy and Achieve’ section of the plan).

9. RISK MANAGEMENT IMPLICATIONS

9.1 We have a statutory duty to publish a CYPP every three years. The last three year CYPP we published was in April 2006 and therefore there is a risk if the plan is not agreed that we will fall short of legal requirements.

10. EFFICIENCY STATEMENT

Through clearer prioritisation in the new CYPP, we can better align resources against the delivery of priorities therefore maximising their impact

**Local Government Act, 1972 Section 100D (As amended)
List of “Background Papers” used in the preparation of this report**

Brief description of “back ground papers”	Name and telephone number of holder and address where open to inspection.
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NONE

11. APPENDICES

Appendix 1 – Draft Children and Young People’s Plan 2009-12

Appendix 2 – Process timeline for developing the new Children and Young People’s Plan 2009-12

Appendix 3 – Draft CYPP Consultation report

Agenda Item 9.1

Committee Overview & Scrutiny	Date 10 th March 2009	Classification Unrestricted	Report No.	Agenda Item No. 9.1
Report of Assistant Chief Executive Originating Officer(s): John S Williams/Beverley McKenzie	Title Members' Enquiries Wards affected: All			

1 SUMMARY

- 1.1 The Overview & Scrutiny Committee have been kept advised of the progress on the Members' Enquiries Business Process Improvement (BPI) project. This report updates Members on further progress in finalizing the project and sets out current performance data in relation to Members' Enquiries.
- 1.2 The majority of the key milestones on the BPI project have been completed as advised in the October report. The focus has now moved towards continuing improvement on the timely responses to Members and strengthening the improvements in the quality of the responses. Initiatives are under development for Quality Assurance of the responses to Members Enquiries, and these will be presented to the Performance Review Group in April 2009.
- 1.3 In relation to response times, the performance target of 85% of enquiries responded to within the 10 working days is a strategic performance indicator. The corporate results are reported to LAB/CMT on a bi-monthly basis and the specific performance of each directorate is shared amongst the CMT on a monthly basis.
- 1.4 The performance indicator is inclusive of both the Council and external bodies (such as RSLs and Metropolitan Police).

2 RECOMMENDATIONS

- 2.1 That the Committee notes the current activities and progress made in the Members' Enquiries Business Process Improvement project and the movement to continuous improvement.
- 2.2 That the improvement in timeliness of responding to Members' Enquiries is noted and that all Council departments are now achieving the performance target of 85%. Further work will be undertaken to ensure early achievement of the target across external bodies.
- 2.3 That a further progress report and performance data be submitted in October 2009.

3 INTRODUCTION

- 3.1 Members' Enquiries are the formal requests for information from a Councillor and are logged onto the Siebel ICT system and distributed to the relevant Directorates or external body for response. The Members' Enquiries system has been developed to support this and enhance the Community Leadership activities of the elected Members. This support is extended to the elected Tower Hamlets' Members of Parliament. The Members' enquiries system enables these members to ask questions of the Council Officers.
- 3.2 A BPI project for Members' Enquiries was initiated following concern amongst some Members regarding variable speed and quality of responses to enquiries. The aims of the project can be summarized as follows:
- To increase Members' satisfaction with responses;
 - To increase the proportion of enquiries answered within the target time; and
 - To reduce the amount of staff time spent dealing with enquiries.
- 3.3 The project comprises delivery of an improvement action plan with three themes:
- (i) **Providing information to Members** through briefings, improvements to the intranet, etc. to help reduce the number of enquiries raised.
 - (ii) **Improving the Quality of Responses** – including the development of Best Practice Guidance and implementation of quality monitoring at the Directorate level to ensure the quality of responses received are to the satisfaction of Members.
 - (iii) **Streamlining the end-to-end process** – including the introduction of a Members' Hotline and improvements to Siebel ICT system and related processes to allow for quicker responses and improved tracking.

4 PROGRESS UPDATE

- 4.1 Implementation of the Improvement Action Plan began in May 2007 and regular activities have taken place since. The project activities have delivered some improvements in both quality and speed of response, with Council directorates presently achieving the target of 85% of enquiries responded to within 10 working days, it is noted that overall speed of response and quality has scope for further improvement. Many of the milestones within the project have now been completed and attention is now focused on sustaining the improvement in response time, continued improvement and measuring the quality of responses and working with external bodies that have not yet achieved the target.

Quality Process

- 4.2 In terms of quality of response to Members' Enquiries, Officers are advised to respond in full in accordance within the required timescales. Where a complete response is not possible within the 10 working day deadlines, Officers are advised to send an interim response, to be followed by a full response as soon as possible. The target for responding to Members' enquiries is also set out clearly in the Constitution (Member Officer Protocol –

paragraph 10.5).

- 4.3** Regular meetings of the Directorates Members' Enquiries officers continue to be held to share best practice and develop quality guidelines for processing Members' Enquiries. As previously advised, this has resulted in the Members' Enquiries Guide which was implemented in June 2008. More recently the forum has shared best practice to enable better internal monitoring on the timeliness of responses and has focused discussions on quality control measures and the development of a quality assurance performance indicator.
- 4.4** The RSLs have been made aware of the Council's targets with regards to timely and quality responses to Members' Enquiries. The Chief Executive sent correspondence to each of the RSLs regarding this in November 2008. The RSLs have formulated a Tower Hamlets Housing Forum draft Protocol for Members' Enquiries which affirms their support that the minimum standard of response will aim to set similar timescale as responses expected from Council Officers. It is expected that the RSLs will ratify their protocol at their meeting on 25 February 2009.
- 4.5** Further work with the RSLs on the performance management of Members' Enquiries has been delayed due to the delays in the implementation of the Business Objects Reporting tool. This reporting tool enables the Council to generate reports, and will allow targeted information on outstanding enquiries and performance results to be shared with the outside bodies. Unfortunately, the full implementation was delayed to 31 March 2009 and due to data security, there has not been an alternative mechanism to pro-actively disseminate the information to outside bodies.

Members' Hotline

- 4.6** The Members' Hotline is a restricted telephone number into the Customer Contact Centre (CCC) for the exclusive use of the Members. The calls receive a very high priority level, second only to race & hate crime reporting, and the Hotline therefore represents an opportunity for Members to obtain a quicker response than through the traditional Members' Enquiry process. Regrettably, the Members' Hotline has not been well utilised. The volume of calls to the hotline remains minimal (60 calls from April 2008 to February 2009). This service is being continued to support Members with a view to streamlining the process, in addition to the usual ME provision.

5 PERFORMANCE DATA

- 5.1** Performance is monitored by the volume (by percentage) of enquiries completed within the target of 10 working days.
- 5.2** The figures from September 2008 through January 2009 indicate that there has been a measurable improvement in performance. Further improvement is still required, particularly as it pertains to the external partners. The Council Directorates have met and consistently exceeded the performance target since October 2008. However, as the external partners are responsible for approximately 60% of the responses to Members' Enquiries, their lack of performance has impacted on the overall performance indicator. The summary monthly performance figures for 2008/09 to January, the last month

for which final figures are available at the time of writing, follow and the full analysis by directorate is attached at Appendix 1.

Month	2008-09			2007-08	
	MEs closed	% within 10 WD		MEs closed	% within 10 WD
April	557	64.09%		394	61.68%
May	424	60.85%		480	56.04%
June	509	69.16%		453	72.63%
July	597	74.37%		455	74.51%
August	509	68.17%		526	71.48%
September	602	78.90%		436	71.56%
October	603	82.26%		425	71.76%
November	496	86.09%		522	66.28%
December	361	88.37%		321	73.83%
January	452	83.19%		445	68.36%
February				494	65.69%
March				443	67.27%

6 CONFIDENTIALITY OF MEMBERS' ENQUIRIES

- 6.1 Confidentiality and trust is central to an effective Members' Enquiries process and the Council's Constitution includes a Member/Officer Protocol which sets out the key requirements in this regard.
- 6.2 This message has been reinforced in the guidance that has been distributed to ensure that responses to Members' Enquiries are timely and of high quality, but that answers should be sent only to the Member who made the enquiry and to anyone they have specifically asked to be copied in. Breaches of this have been taken seriously and are addressed with responsible Officers. Action is being taken to amend the wording of the enquiry to ensure that each enquiry includes a clear instruction to respond only to the Member that has initiated the enquiry.

7 COMMENTS FROM THE CHIEF FINANCE OFFICER

- 7.1 There are no direct financial implications arising from the recommendations contained in this report.

8 CONCURRENT REPORT OF THE ASSISTANT CHIEF EXECUTIVE (LEGAL SERVICES)

- 8.1 There are no immediate legal implications relating to the recommendations contained in this report.

9 ONE TOWER HAMLETS CONSIDERATIONS

- 9.1 The Members' Enquiries system seeks to ensure that all Tower Hamlets residents, including those who require advocacy or support from their elected

representatives, have access to the Council's services and information. Improving the process is therefore key to ensuring equal access for all.

10 SUSTAINABLE ACTION FOR A GREENER ENVIRONMENT

10.1 Many of the Members' enquiries relate to reports of environmental issues such as dumped rubbish or conditions of street and estates. The rapid resolution of these issues supports the Council's Living Safely and Cleaner, Greener objectives.

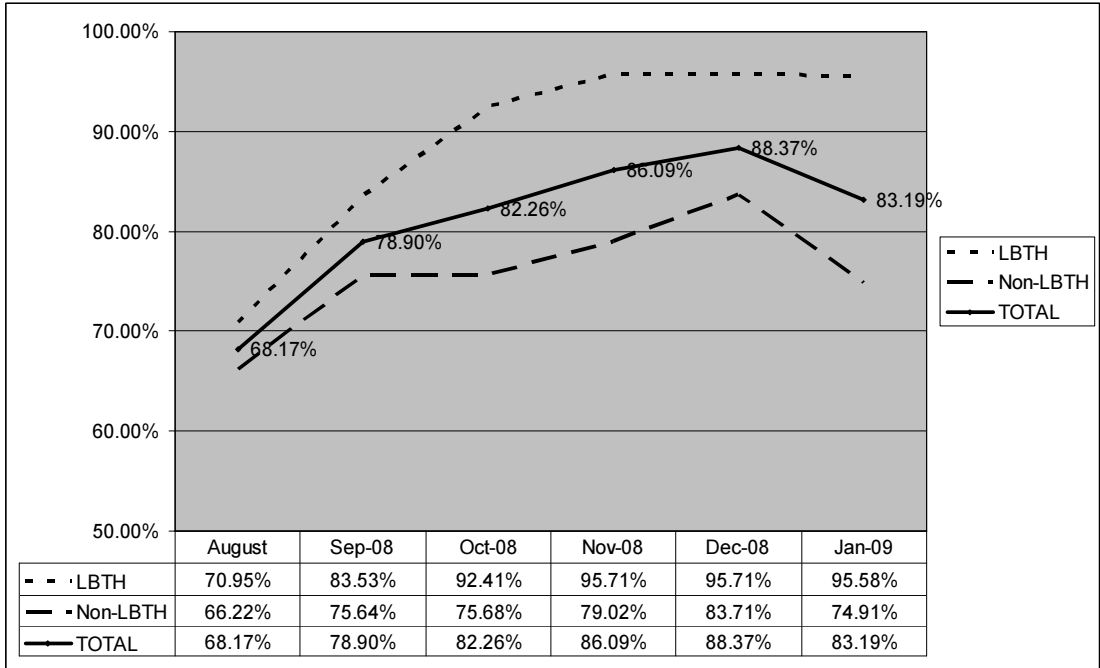
11 RISK MANAGEMENT IMPLICATIONS

11.1 There are no risk management implications arising from this report.

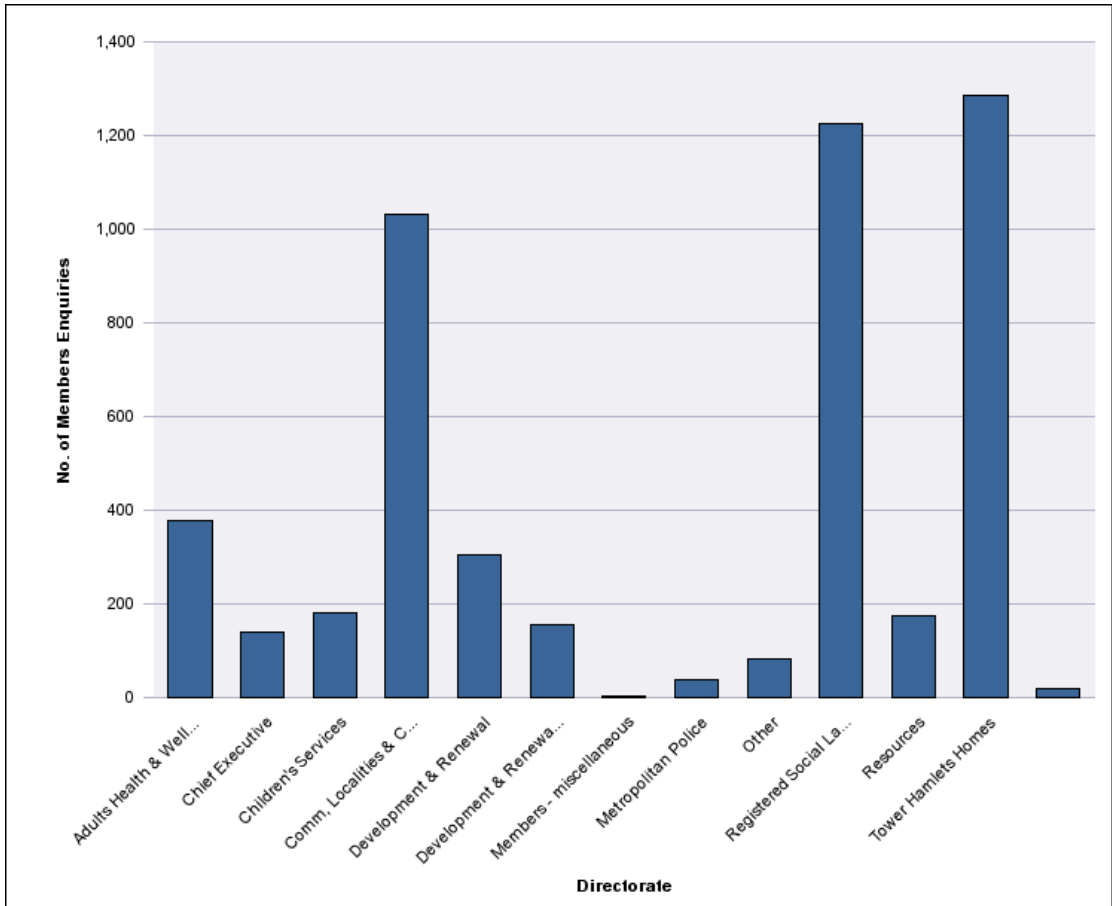
Local Government Act, 1972 Section 100D (As amended)
List of "Background Papers" used in the preparation of this report

Brief description of "back ground papers"	Name and telephone number of holder And address where open to inspection.
None	

Performance Results – September 2008 to January 2009



Volume of Enquiries by Directorate – April 2008 to Feb. 2009



Members' Enquiries - Performance by Directorate
 From 01-Jan-09 To 31-Jan-09

	0-10 Working		11-20 Working		21-30 Working		31-40 Working		41-50 Working		51+ Working		Average Days to completed in	MEs completed in	% of total MEs
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%			
Adults Health & Wellbeing	38	97.44%	1	2.56%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	6	39	8.63%
Chief Executive	13	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	4	13	2.88%
Children's Services	18	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	6	18	3.98%
Comm, Localities & Culture	69	94.52%	4	5.48%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	7	73	16.15%
Development & Renewal	18	85.71%	3	14.29%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	7	21	4.65%
Resources	17	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	5	17	3.76%
LBTH	173	95.58%	8	4.42%	0	0.00%	0	0.00%	0	0.00%	0	0.00%		181	40.04%
Metropolitan Police	0	0.00%	1	33.33%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	88	3	0.66%
Other	1	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	1	0.22%
Registered Social Landlord	53	60.23%	16	18.18%	0	0.00%	6	6.82%	5	5.68%	8	9.09%	20	88	19.47%
Tower Hamlets Homes	149	83.24%	15	8.38%	9	5.03%	3	1.68%	1	0.56%	2	1.12%	9	179	39.60%
Non-LBTH	203	74.91%	32	11.81%	9	3.32%	9	3.32%	6	2.21%	12	4.43%		271	59.96%
TOTAL	376	83.19%	40	8.85%	9	1.99%	9	1.99%	6	1.33%	12	2.65%	11	452	100.00%

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Agenda Item 9.2

Committee(s)	Date:	Classification:	Report No:	Agenda Item No:
Overview and Scrutiny Cabinet	10th March 2009 11th March 2009	Unrestricted		
Report of: Assistant Chief Executive Corporate Director, Resources Originating Officer(s) Lucy Sutton, Performance Manager Martin McGrath, Financial Planning and Systems Manager		Title: Strategic Plan and Corporate Revenue Budget Monitoring report 2008-09 Performance to 31st December 2008 Wards affected: All		

1 SUMMARY

- 1.1 Effective performance monitoring and reporting is crucial to the way the Council drives improvement in services. This report draws together the performance monitoring reports on the Strategic Indicators and General Fund Revenue Budget. Combining our performance and financial reporting in this way strengthens the Council's robust performance management arrangements.
- 1.2 This is a combined service and financial performance report, which covers the authority's progress against a basket of performance indicators and its financial position to the end of December 2008 (Quarter 3). This report includes monitoring updates for:-
- Performance indicators.
 - Corporate Revenue Budget Monitoring.
- 1.3 The performance information is contained in the report appendices as follows:
- Appendix 1 provides an overview of performance and comments on each Tower Hamlets Index (Strategic) indicator
 - Appendix 2 provides an overview of performance and comments on each Priority indicator
- 1.4 Compared to a total net budget of £296.387m, spending is projected to total £294.059m. This represents a projected underspend of £2.328m for the authority on the General Fund revenue budget for the current financial year which is an increase in the underspend reported in the second quarter's report. A number of directorates are reporting overspends and it will be important for Corporate Directors to act to contain these overspends in the coming months.

2 RECOMMENDATIONS

Overview and Scrutiny Committee is requested to:

- 2.1 Review and note the performance information set out in the report.
- 2.2 Consider any further action or research required to ensure performance improvement and recommend Cabinet accordingly.

Cabinet is requested to:

- 2.1 Consider any further action requested by the Overview and Scrutiny Committee;
- 2.2 Review and note performance against targets for Strategic Indicators (Section 3 and **Appendix 1**)
- 2.3 Review and note performance against targets for Priority Indicators (Section 3 and **Appendix 2**)
- 2.4 Note the projected outturn for Directorate service budgets and for the total General Fund net expenditure budget for 2008/2009 in section 4.2 and **Appendices 3A-G**.
- 2.5 Note the projected outturn for Directorate Trading Accounts for 2008/2009 as detailed in section 5.2 and **Appendix 4**.
- 2.6 Agree the budget target adjustments as detailed in section 7 and **Appendix 5**.
- 2.7 Note the performance against Service Improvement Growth targets in section 8.1.
- 2.8 Note the projected spend against Area Based Grant (ABG) as detailed in section 9.1
- 2.9 Note the 2008/09 performance against savings targets as detailed in section 10 and **Appendix 6**.

3. PERFORMANCE INDICATORS

- 3.1 This is the third quarterly monitoring report for the new Tower Hamlets Index, covering the period September-December 2008. The Strategic and Priority indicators are the top two tiers of our performance framework. They are:
 1. Strategic Indicators - consisting of the National Indicators and local indicators in our LAA, and some measures of corporate health (such as sickness absence) and customer satisfaction (annual residents survey). These are monitored corporately every two months as the Tower Hamlets Index and quarterly in the joint strategic and budget monitoring report.
 2. Priority Indicators – these are the rest of the National Indicator set with a small number of (usually ex-BVPI) indicators that provide

important measures of our services. We are now monitoring these quarterly.

How We Are Doing – Strategic Indicators (Tower Hamlets Index)

- 3.2 Performance against our Strategic indicators for Quarter 3 2008/09 is set out in Appendix 1.
- 3.3 There are now three months to the end of the year and comments will reflect steps taken to ensure targets are met. Data is not yet available for one strategic indicator (and will be reported once provided):
- Carers receiving needs assessment or review and a specific carer's service, or advice and information (Strategic412)
- 3.4 Of the 28 applicable indicators, 12 of the performance indicators (48%) are on track to achieve their end of year target (GREEN). Areas where performance is well above the estimated level for the end of December target are as follows:
- Number of serious acquisitive crimes per 1,000 population (4 fewer crimes than expected – exceeded by 16.70%)
 - Arson incidents - Number of deliberate primary fires per 10,000 population (2.61 per 10,000 fewer fires than expected – exceeded by 28.5%)
 - Number of deliberate secondary fires per 10,000 population (10.21 per 10,000 fewer fires than expected – exceeded by 36.9%)
- 3.5 A total of 13 indicators (42%) are not meeting their third quarter target. Indicators that are significantly below their target are:
- Number of working days/shifts lost to sickness absence per employee (0.86 more days lost than anticipated – missed by 11.20%)
 - Percentage of the top paid 5% of staff who have a disability (excluding those in maintained schools) (2.74% achieved rather than 3.9% anticipated – missed by 29.70%)
 - Percentage of Undisputed Invoices Paid on Time (85% paid on time rather than 87% anticipated – missed by 12.4%)
 - The percentage of the top 5% of Local Authority staff who are from an ethnic minority (16.54% achieved rather than 21% anticipated – missed by 21.2%)
 - Number of social rented housing completions for family housing (282 fewer completions than anticipated – missed by 80.3%)
 - Net additional homes provided (1,611 fewer homes than anticipated – missed by 71.6%)
 - Number of affordable homes delivered (gross) (868 fewer homes delivered than anticipated – missed by 68.6%)
 - Looked after children achieving 5 A*-C GCSEs (or equivalent) at Key Stage 4 (including English and mathematics) (6.67% achieved rather than 17% anticipated – missed by 60.8%)

- 3.6 It is not possible to report traffic lights for one Strategic indicator for this period:
- Per capita reduction in CO₂ emissions in the LA area (in-year targets not set)
- 3.7 16 Strategic indicators can be reported for the next period: the period ending January 2009.
- 3.8 In this third quarterly monitoring round of 2008/09 there are 48% GREEN, 4% AMBER and 48% RED indicators.

	GREEN	AMBER	RED
2007/08	n/a	n/a	n/a
2008/09 – Q1	11 (55%)	8 (40%)	1 (5%)
2008/09 – Q2	14 (41.18%)	5 (14.71%)	15 (44.12%)
2008/09 – Q3	12 (48%)	1 (4%)	12 (48%)

- 3.9 Compared to the last round of monitoring (Oct/Nov 08), the proportion of RED indicators has increased from 44.12% to 48%, although the number of RED indicators has reduced from 15 to 12 indicators. This can be partly attributed to the larger number of indicators being monitored at the six-month stage, and the reduced numbers of AMBER indicators, due to the greater precision that can be given at this late stage in the year. Two strategic indicators that were RED in Quarter 2 have returned to target for this period:
- Percentage of top 5% of earners of Local Authority staff that are women (Strategic 102)
 - Average waiting time for calls to Hot Lines to be answered (Strategic110)

How We Are Doing – Priority Indicators

- 3.10 Performance against our Priority indicators for Quarter 3 2008/09 is set out in Appendix 2.
- 3.11 There are now three months to the end of the year and comments will reflect steps taken to ensure targets are met. Data is not yet available for four priority indicators (and will be reported once provided):
- The change in convictions for prolific and other priority offenders (PPOs) over a 12 month period (National030)
 - Rate of hospital admissions per 100,000 for alcohol related harm (National039)
 - Percentage of vulnerable people achieving independent living (National141)
 - Percentage of vulnerable people who are supported to maintain independent living (National142)

3.12 Of the 81 applicable indicators, 35 of the performance indicators (49.30%) are on track to achieve their end of year target (GREEN). Areas where performance is well above the estimated level for the end of December target are as follows:

1. No. residents assisted into sustainable employment by Skillsmatch (353 assisted rather than 173 anticipated – exceeded by 104%)
2. Total number of non-fatal casualties per 100,000 population - primary fires and related fatalities and non-fatal casualties (excluding precautionary checks) (4.2 per 100,000 less than expected – exceeded by 55.90%)
3. Number of gun crimes per 1,000 population (19.71 per 1,000 less than expected – exceeded by 34.20%)
4. Trading standards, levels of business compliance, medium risk premises (93% compliance – exceeded by 33.30%)
5. Satisfaction with the amount of time it took them to tell me whether my claim was successful (92.1% satisfaction rather than 70.2% anticipated – exceeded by 31.2%)
6. Food establishments in the area which are broadly compliant with food hygiene (1.25 percentage points more than anticipated – exceeded by 29.2%)
7. Satisfaction with the telephone service (75.9% satisfaction rather than 59.03% anticipated – exceeded by 28.6%)
8. Trading standards, levels of business compliance, low risk premises (88% compliance – exceeded by 26.20%)
9. Consumer satisfaction with trading standard service (77% satisfaction, 13.25 percentage points more than anticipated - exceeded by 20.80%)
10. Total number of primary fires per 100,000 population - primary fires and related fatalities and non-fatal casualties (excluding precautionary checks) (67.1 per 10,000 less than anticipated – exceeded by 20.80%)

3.13 A total of 36 indicators (50.70%) are not meeting their first quarter target. Indicators that are significantly below their target are:

1. The percentage of hate crime cases with identified perpetrators investigated by the Community Safety Service resulting in formal actions (none identified rather than 52.5% anticipated – exceeded by 100%)
2. BV014 – Percentage of early retirements (excluding ill-health retirements) as a percentage of the total workforce (0.61% rather than 0.23% anticipated – missed by 165.20%)
3. BV215a - The average number of days taken to repair a street lighting fault, which is under the control of the local authority - non DNO (0.24 days longer than anticipated – missed by 133.30%)
4. BV079b(ii) - HB overpayments recovered as a percentage of the total amount of HB overpayment debt outstanding at the start of the year, plus amount of HB overpayments identified during the year (21% recovered rather than the 39.9% anticipated – missed by 47.4%)
5. National043 - Young people within the Youth Justice System receiving a conviction in court who are sentenced to custody (7.3% rather than 5% anticipated – missed by 46%)

6. BV015 - Percentage of employees retiring on grounds of ill health as a percentage of the total workforce (0.14% actual rather than 0.1 anticipated – missed by 40%)
7. SP308 - Percentage of young people in Tower Hamlets aged 16 - 24 claiming unemployment-related benefits (20.4% claiming rather than 15% anticipated – missed by 36%)
8. CE060 - CPA use of resources indicator - overall score (we scored 3 rather than 4 as anticipated – missed by 25%)
9. CPAE32 - Trading standards, visits to high-risk premises (only 57% of visits made rather than 75% anticipated – missed by 24%)
10. National144 - Offenders under probation supervision in employment at the end of their order or licence (32% rather than 40% anticipated – missed by 20%)

3.14 It is not possible to report traffic lights for six Priority indicators for this period, these are:

- Satisfaction of business with local authority regulation services (targets will be set once baseline established)
- Impact of local authority trading standards services on the fair trading environment (targets will be set once baseline established)
- Children and young people’s satisfaction with parks and play areas (targets will be set once baseline established)
- Percentage of initial assessments for children’s social care carried out within 7 working days of referral (in-year target not set)
- Percentage of intermediate and market housing completions for family housing (in-year target not set)

3.15 All Priority indicators will be reported for the next period: the year end (Quarter 4).

3.16 In this third quarterly monitoring round of 2008/09 there are 49.3% GREEN, and 50.7% RED indicators.

	GREEN	AMBER	RED
2007/08	n/a	n/a	n/a
2008/09 – Q1	n/a	n/a	n/a
2008/09 – Q2	42 (48.28%)	8 (9.2%)	37 (42.53%)
2008/09 – Q3	35 (49.3%)	0	36 (50.7%)

3.17 Compared to the last round of monitoring (Quarter 2), the proportion of RED indicators has increased from 42.53% to 50.7% (37 to 36). This can be partly attributed to the larger number of indicators being monitored in this period. One Priority indicator that was RED in Quarter 2 has returned to target for this period:

- No of residents assisted into sustainable employment by Skillsmatch (D&R01)

4 CORPORATE REVENUE BUDGET MONITORING 2008/09 - TO 31/12/08

4.1 Background

4.1.1 This part of the report sets out the financial position for the Council's General Fund revenue budget for the third quarter of 2008/09. It is based on expenditure and service activity until the end of December 2008 and has been obtained from monitoring statements provided by Corporate Directors. Separate reports on the Housing Revenue Account budget and capital programme are set out elsewhere on this agenda.

Corporate Directors have provided the following information in support of their projected outturn and variance figures:

Explanation of Variances:-

- ◆ Explanations for the most significant net variances (greater than £100,000) in both expenditure and income.
- ◆ Details of actions to deal with any variances including whether the actions are on target and, if not, what alternative/additional courses of action have been put in place.
- ◆ Any implications for the 2008/09 and future years' budgets.

4.1.2 Risk areas

- ◆ Monitoring information on the key risk areas identified in the final budget report 2008/09 which was submitted to Cabinet in March 2008.
- ◆ Details of any additional risk factors which have emerged since the budget was set in February.

4.1.3 Virements

- ◆ Virements are transfers of budget allocated for one purpose to another purpose. Financial Regulations stipulate that virements in excess of £250,000 must be submitted to Cabinet for approval.

4.2 Projected Outturn Position

4.2.1 The table below shows the projected outturn position against the latest budget for each directorate which includes the original budget plus target adjustments agreed by Cabinet on 3rd December 2008.

Directorate/Service	Latest Budget	Projected variance as at 31/12/08	Projected variance as % of budget	Status	Projected variance as at 30/09/08
	£'000	£'000	%	£000	£000
Adults, Health & Wellbeing	84,286	(1,492)	(1.77%)	Green	(1,678)
Children's Services	86,596	836	0.97%	Red	726
Communities, Localities and Culture	73,800	(370)	(0.50%)	Green	265
Development & Renewal	14,053	506	3.60%	Red	547
Chief Executive's	11,415	(32)	(0.28%)	Green	197
Resources	14,914	(326)	(2.19%)	Green	(2,034)
Corporate/Capital	11,323	(1,450)	(12.8%)	Green	
TOTAL (inc Trading a/cs)	296,387	(2,328)	(0.79)%	Green	(1,977)

Key to 'Traffic Light System'

The elements in the traffic light system are used to indicate significant outturn variances as follows:-

Red – Potentially detrimental to the finances of the Council

Amber – Previously reported overspend, position improved since the last report

Green – Potentially advantageous to the finances of the Council

4.3 Variance Analysis

The following sections set out explanations of the main variances in each Directorate's budget provided by the relevant Corporate Director. Full details of variances may be found at **Appendix 3A-G**

4.3.1 Adults, Health & Wellbeing

Home Care net underspend £445,000

Following restrictions on referrals in 2007-08 to deal with budget pressures, the service is now accepting referrals for high intensity care packages. To date the demand has been somewhat less than predicted, leading to the projected underspend. With an even more intensive focus on care at home as an alternative to institutional care this is a changeable area and the above underspend is the best estimate at this time.

Elders Commissioning net overspend £415,000

The overspend can be attributed mainly to residential and nursing care. There has been a significant increase in referrals for residential and nursing care, mainly related to the high needs of increasing numbers of people with dementia. Additionally there is an increase in expenditure in Linkage Plus matched mainly by additional income from PCT.

Stringent measures have been introduced, to ensure that all alternatives to institutional care are exhaustively explored, before placements are agreed.

Learning Disabilities Commissioning net underspend £459,000

This variance in expenditure represents increases in demand for direct payments and other service areas concurrent with changes in policy and legislation towards more independent living. However, as a result of successful negotiations with the PCT over the appropriate sharing or distribution of costs in a number of complex cases of clients receiving very high levels of support, additional income will cover these costs and contribute to a net underspend. However this position is liable to change significantly as individual cases are reviewed and re-assessed.

Physical Disabilities Commissioning net overspend £262,000

This variance in expenditure represents increases in demand for direct payments and other service areas concurrent with changes in policy and legislation towards more independent living.

Homelessness & Housing Advice Services net underspend £1,160,000

The variance reflects increased temporary accommodation placements, with more households contributing to Administration Charges than originally budgeted for. This brings with it extra grant from the Government.

4.3.2 Children's Services

Fieldwork – Children's Social Care – net overspend £862,000

There remain significant budget pressures in relation to the requirement to maintain agency staff, in order to provide a safe service and ensure children are safeguarded.

As per the first and second quarterly figures, it has been essential that agency staff are maintained in the service to cover staff vacancies and in addition to this, retaining a quota of agency staff above establishment to meet this increased demand for a service

Recruitment campaigns to date have not realised the recruitment of a sufficient number of suitably qualified and experienced staff who can undertake complex child protection work and therefore reduce the reliance on agency workers at this stage although significant activity continues in relation to recruitment and retention.

A detailed strategy is underway to re-shape the service with a particular emphasis on early intervention and prevention and to refocus the delivery of services to families to reduce the demands on the service. It is anticipated that this strategy will reduce the level of overspend in the medium term.

Workflow/activity continues to be kept under close scrutiny and review.

Integrated Services for Children with Disabilities net underspend £271,000

Due to a more dependable but longer recruitment process delays have resulted in the filling of link carer posts resulting in a net underspend within this area. This delay is not expected to re-occur next year.

Trading Account Deficit

A deficit of £359,000 is projected on the Catering & Welfare Trading account, and this is explained further in Section 6.

4.3.3 Communities, Localities and Culture

Waste & Cleansing Services net underspend £220,000

Original budget projections assumed a requirement to purchase Landfill Allowance Trading Scheme (LATS) allowances at a cost of £12 per tonne. The current Market value at which LATS are being traded has reduced to £0.10 per tonne - this will result in a saving of £223,000. A request will be made to carry forward this balance to fund further rollout of the Council's Food Waste Recycling Programme as outlined within the Waste Strategy report being considered by Cabinet on the 11th March.

Health & Safety/Business Continuity net underspend £150,000

£250,000 was originally allocated for provision of a generator at Mulberry Place, delays in obtaining the landlord approval for the sighting of the generator has allowed for further consideration of the most appropriate use of this funding. This has resulted in the identification of a more cost effective method of providing business continuity options. Four separate projects have been identified by the Business Continuity Planning Group these are now in the process of being implemented but because of initial landlord delays not all funding will be expended in this financial year. A request will

be made to carry forward the balance into 2009/10. One of the options is to purchase a mobile generator, and the underspend will fund this cost in the new financial year.

4.3.4 Development and Renewal

Development Decisions net underspend £105,000

The Directorate budget includes a high level of income from development fees and land charges. These are forecast to decline significantly as a direct consequence of both the current 'credit crunch' and its impact on the property market and the introduction of Home Improvement Packs (HIPS). Earlier in the financial year, large shortfalls in fee income were projected. Over the last few months, significant fees have been received for major planning applications and this has meant that the projected pressure for the 2008-09 financial year is not expected to arise. It must be stressed however that these are one-off applications and very few major applications are anticipated in the near future. This will cause severe budgetary pressures in 2009-10 and later years.

Asset Management net overspend £415,000

Expenditure is significantly higher than initially estimated to reflect the costs of the development and implementation of the corporate asset management system, together with the on-going additional costs that are being incurred to deliver comprehensive building surveys and backlog health and safety maintenance.

Regeneration Strategy Sustainability net overspend £211,000

The Local Labour in Construction service has been historically funded through a combination of Housing Capital, HRA and Section 106 resources, and trading income. The service transferred to Development and Renewal from the former Housing Directorate in April 2008, and it soon became apparent that the assumed levels of external funding would not be realised. A review of the service was agreed as part of the 2009-10 budget process and this will deliver some £150,000 of savings to ease pressures in future years.

Trading Account Deficit

A deficit of £66,000 is projected on the Building Control Trading account and this is explained further in Section 6.

4.3.5 Chief Executive's Directorate

Registration of Births, Deaths & Marriages - £171,000 net underspend

Budget includes £321k for subsidy payments for Burials outside the borough, however the projected spend this year is only £100k. This anticipated underspend reflects the fact that the scheme was launched midway through the financial year. It is expected that spend will be closer to the budget figure next year as (i) the scheme will be in place for the whole year; (ii) take-up is increasing as people get to know about the scheme; and (iii) a review, and possible extension, of the scheme is pending at the end of the pilot period.

4.3.6 Resources Directorate

Council Tax & National Non Domestic Rates (NNDR) net underspend £982,000

At the current time, a net underspend of £982k is forecast. This consists of: an expected surplus of around £658k from Council Tax Benefits Subsidy, additional income of £332k.

However, this is a demand-led service which may be affected by the present financial and economic uncertainty.

HR/Learning & Development net overspend £300,000

The projected overspend has arisen due to commitments entered into in previous years for positive action schemes combined with a mismatch between expenditure and grant income. This has now been resolved and will not occur in 2009/2010

Capital/Treasury Management net underspend £1,450,000

The Council will continue to benefit from being able to invest at higher interest rates for much of the year in consequence of investments entered into before recent reduction in bank rates whilst in addition taking advantage of the reduced the cost of external borrowing partly through the normal maturing of long term debt and partly through a restructuring of debt to reduce interest costs during the year. However recent interest rate falls mean that once current investments mature, income from investment of surpluses will reduce considerably and this constitutes a risk to the Council's budget in 2009/10. Further details were provided in the budget reports submitted to Cabinet in January and February 2009.

5 **TRADING ACCOUNTS 2008-09**

- 5.1 A number of Council services are managed as trading accounts where they recover their costs by charging users to break-even in accordance with accounting requirements and good financial management practice. These trading accounts have been created for a number of reasons such as legislation requirements, the need to charge for services and competitive tendering exercises by the Council. Furthermore, the accounts are reported in order to facilitate better scrutiny of services, performance review and value for money.
- 5.2 The table below shows an overall projected year-end overspend of £425,000 from the Council's trading accounts.

Directorate/Service	Projected Annual Net Variance
	£000
Children's Services – Catering & Welfare Service	359
Development & Renewal	66
Communities, Localities & Culture	-
TOTAL	425

- 5.3 The projected overspend in Children's Services is attributable to increased costs for meals & transport due to high levels of inflation in these areas.
- 5.4 The projected overspend in Development & Renewal is within Building Control and a drop of income which has not been fully covered through expenditure efficiencies.
- 5.5 Both deficits will need to be met from within Directorate budgets in 2008/2009. Further details are provided in **Appendix 4**.

6 **VIREMENTS**

- 6.1 Virements are transfers of budget that result in no overall change to the budget of the Council. Under Financial Regulations, virements over £250,000 are required to be approved by the Cabinet. Virements over £100,000 are required to be reported for information and are agreed by the Corporate Directors.

There are no virements for this quarter.

7 TARGET ADJUSTMENTS

7.1 Target adjustments are transfers of budget management between services/directorates and are subject to approval by Cabinet.

7.2 Directorate Budget Adjustments

The following budget adjustments are required in order to reflect accurately the transfer of managerial responsibilities within directorates.

7.2.1 Adults Health & Wellbeing

7.2.1.1 To transfer the post of Health & Safety Officer (£33,000) to Communities, Localities & Culture.

7.2.2 Development & Renewal

7.2.2.1 To transfer the residual Housing Benefits Administration budget of £245,000 to Resources.

7.2.3 Communities, Localities and Culture

7.2.3.1 To transfer the budget of £350,000 for the 2009 Mela less the amount taken back to reserves for the unused 2008 Mela of £130,000. Being a net target adjustment of £220,000 to be funded from reserves as agreed by Cabinet on 5th November 2008

7.3 Adjustments are needed to reflect the increase in employer pension contributions, prudential borrowing, early retirements & support costs. None of these adjustments affect the overall budget.

7.4 **Appendix 5** reflects the overall effect on budgets of these adjustments.

8 SERVICE IMPROVEMENT GROWTH

8.1 On 27th February 2008 Cabinet agreed a total of £3,634k Service Improvement Growth for 2008/09. At this stage in the financial year most directorates appear to be on target to meet their spend for the year.

8.2 Areas of projected slippage are shown in the table below.

Ref	Title	Full Year Budget 2008/09	Projected Outturn	Projected Variance	Comments
SIG		£'000	£'000	£'000	
CLC/06	TH Mela	130	0	(130)	This funding was not spent on the 2008 Mela and will be transferred back to reserves.
DR/04 Now Chief Exec's	Subsidy of Burials	321	100	(221)	Staff have now been permanently appointed to the two posts funded through service improvement growth
DR/01	Asset & Community Planning	140	75	(65)	Staff have now been permanently appointed to the posts funded through service improvement growth. The projected underspend reflects the fact that the officers were not in post for the full financial year
DR/02	Town Centre Project Lead	70	40	(30)	An officer has now been permanently appointed to the post funded through service improvement growth. The projected underspend reflects the fact that the position was not filled for the full financial year.
DR/03	Sustainability	150	100	(50)	A review of the service is currently being undertaken to incorporate the positions to be funded through service improvement growth.

9 AREA BASED GRANT

9.1 The table below sets out how ABG is being utilised in 2008/09 and the projected year end position.

Directorate	Full Year Budget 2008/09	Projected Outturn	Projected Variance	Comment
	£'000	£'000	£000	
Adults Health & Wellbeing	4,233	4,183	(50)	As previously reported to Members, there has been a slight slippage in the commissioning process relating to Learning & Disability Development.
Children's Services	10,292	10,292	0	It is forecast that there will be no year-end variances.
Communities, Localities & Culture	11,666	8,370	(3,296)	The refreshed Working Neighbourhoods Fund is not yet finalised but some former Neighbourhood Renewal Fund initiatives will continue to 31/03/09.
Resources	1,036	1,036	0	It is forecast that there will be no year-end variances.
Chief Exec's	414	414	0	It is forecast that there will be no year-end variances.

The question of whether underspent funds should be carried forward to future years will be a matter for Member decision after the end of the financial year.

10 SAVINGS/EFFICIENCY TARGETS

10.1 Savings/Efficiency Targets

10.1.1 Efficiency targets are underway or planned to deliver the cashable savings of £6,346,000 as part of the Council's Budget Strategy for 2008/09.

10.1.2 Directorates have indicated that £4.634m of efficiencies have been achieved to date. Although a few projects have slipped the impact of this will be contained within directorates' budgets.

10.1.3 A breakdown of efficiency savings is attached at **Appendix 6**.

11 INCOME COLLECTION PERFORMANCE 2007/08 & 2008/09 TARGETS

11.1 The table below relates to debt raised since the 1st April 2008, and collected in the year to date. In addition, a proportion of debt is collected as arrears, so a greater proportion of overall debt is collected than these targets suggest. The direction of travel arrows indicate that for most types of debt, performance is above target.

Income Stream	Collected In 2007-08	2008-09 Target to 31/12/08	2008-09 Collected to 31/12/08	Direction of Travel
	%	%	%	
Business Rates	99.6	85	88	↑
Central Income	74	82	79.	↓
Council Tax	94.7	81	81	↔
Housing Rent	98.14	97.7	96.5	↓
Major Works	7.4	7.5	7.6	↑
Parking Fines	69.4	65	65	↔
Service Charges	35.3	51.4	44.3	↓

11.2 Performance Analysis

11.2.1 Central Income

The figure reported relates to the period to the 31st December. Since then, two invoices outstanding for over 6 months totalling £1m have been paid, bringing the percentage collected in line with target.

11.2.2 Housing Rent

Recovery work and weekly monitoring continues to support our recovery from this reduction in rent collection. Quarterly rent statements have been issued in January, which usually generates a good response from residents and often results in increased payments.

Payment files were not posted to the rent accounting system during the Christmas period. Early indications in January show these indicators are improving.

11.2.3 Service Charges

The arrears recovery has been on hold due to the Data Integrity project which affected the number of accounts we could chase for a variety of reasons.

The project was due to deliver on a number of work streams during January and ending on 27 February 2009 which would have released more accounts to chase. There has been some progress but not all the elements were delivered.

Therefore letters will be sent to the 'clean' accounts in the next week and active arrears recovery will commence.

12 COMMENTS OF THE CHIEF FINANCIAL OFFICER

- 12.1 This report sets out the performance of the authority against priority performance indicators for the third quarter of the year together with budget monitoring against the General Fund revenue budget, which is the main budget influencing performance in the short term. This represents good practice as it enables performance in both areas to be considered alongside one another and thus actions can be taken on the basis of a balanced overall view.
- 12.2 This report projects a net General Fund underspend for 2008/09 of £2.328m based on spending to the end of December 2008. If this is carried through to the end of the financial year, this will result in an increase in general reserves of the same amount.
- 12.3 It is the responsibility of officers to ensure that budgets are adhered to where possible. The corporate director for Resources will be monitoring closely the position to ensure the implications are reported to Members and reflected in financial plans. Financial regulations require corporate directors to take measures to eliminate or reduce overspends and report this to Cabinet.

- 12.4 The 2008/2009 budget process also included an assessment of the robustness of expenditure and income forecasts including identification of the key risk areas. This report continues the development of that process by explicitly commenting on the current status of those risk areas within **Appendix 3A-G**.

13 CONCURRENT REPORT OF THE ASSISTANT CHIEF EXECUTIVE (LEGAL)

- 13.1 The Local Government Act 1999, Section 3, requires all authorities to 'make arrangements to secure continuous improvement in the way in which its functions are exercised, having regard to a combination of economy, efficiency and effectiveness'. Performance monitoring of corporate plans is an important way in which that obligation can be fulfilled and regular monitoring reports to members on performance and actions arising from those reports will demonstrate that the Council has undertaken activity to satisfy the statutory duty.
- 13.2 Under the Local Government Act 1972, the budget monitoring framework underpins the Council's section 151 legal framework to ensure there are sound and robust systems of financial administration, financial management and strategic financial planning advice for the Authority as a whole. In addition, it enables the Council to plan and control its income and expenditure through the financial year and report to managers and members the Authority's financial position.
- 13.3 Further, the Local Government Act 2003 requires the Chief Finance Officer to review the robustness of the budget estimates and its impact on reserves periodically in year through regular budget monitoring. Also, where there has been deterioration in the Authority's financial position it requires the Authority to take action to address the situation.

14 ONE TOWER HAMLETS CONSIDERATIONS

- 14.1 The Council's Strategic Plan is focused upon meeting the needs of the diverse communities living in Tower Hamlets. The Key Themes reflect diversity issues and there are key equality milestones in relation to delivering One Tower Hamlets.

15 SUSTAINABLE ACTION FOR A GREENER ENVIRONMENT

- 15.1 An element of the monitoring report deals with environmental milestones within the Safe and Supportive agenda.

16 RISK MANAGEMENT IMPLICATIONS

- 16.1 In line with the Council's risk management strategy, the information contained within the Strategic Indicator Monitoring will assist the Cabinet, Corporate Directors and relevant service managers in delivering the ambitious targets set out in the Strategic Plan. Regular monitoring reports will enable Members and Corporate Directors to keep progress under regular review.
- 16.2 There is a risk to the integrity of the authority's finances if an imbalance occurs between resources and needs. This is mitigated by regular monitoring and, where appropriate, corrective action. This report provides a corporate overview to supplement more frequent monitoring that takes place at detailed level.
- 16.3 The explanations provided by the Directorates for the budget variances also contain analyses of risk factors.
- 16.4 The projected favourable variance on the revenue outturn is mainly due to the receipt of interest on investments. This has become a high risk area with the current volatility in the economy and financial markets.

17 EFFICIENCY STATEMENT

- 17.1 The efficiency statement is included within the body of the report at section 10 and **Appendix 6**; risk factors are covered throughout the report and at **Appendix 3A-G**.

18 INDEX OF APPENDICES




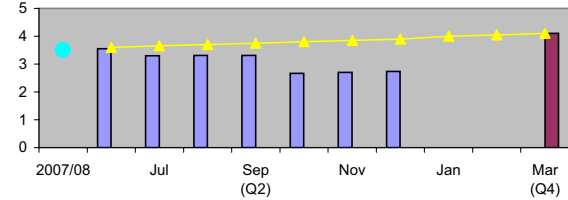



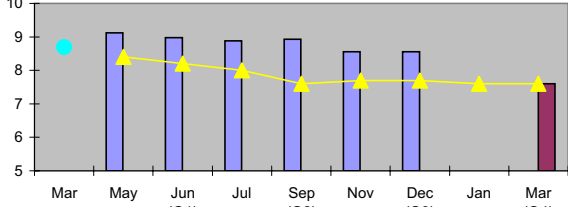



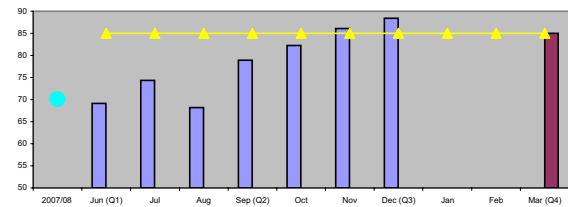
Appendix	Detailing the following:
1	Tower Hamlets Index Progress Report to 31st December 2008
2	Tower Hamlets Priority Indicators
3A-G	Directorates' projected outturns
4	Trading Accounts
5	Budget Adjustments
6	Efficiency Savings Targets 2008/09

LOCAL GOVERNMENT ACT, 1972 SECTION 100D (AS AMENDED)

LIST OF "BACKGROUND PAPERS" USED IN PREPARATION OF THIS REPORT

Brief description of "background paper	Name and telephone number of holder and address where open to inspection		
	Performance Manager	Lucy Sutton	x3186
	Corporate Finance	Martin McGrath	x 4645

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Nov	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend
Theme 1: One Tower Hamlets											
RES038. Strategic101	Percentage of Undisputed Invoices Paid on Time Good performance: HIGH	%	87.87	85.35 	84.69 	85	97	97	Paul McDermott		<p>2007/08 May Jun (Q1) Jul Sep (Q2) Nov Dec (Q3) Jan Mar (Q4)</p>
<p>Monthly Performance: The report of the peer review has been considered by management and presented to PRG. The proposals are being reviewed by colleagues in internal audit following a visit to LB Havering. The declared performance is adversely affected by software restrictions require the backdating of invoices in order to pre-1st December to ensure the correct level of VAT is paid and declared.</p>											
CE045a. RES045a. Strategic102	Percentage of top 5% of earners of Local Authority staff that are women. Good performance: HIGH	%	52.71	49.98 	49.76 	50.02	50	50	Deb Clarke		<p>Mar May Jun (Q1) Jul Sep (Q2) Nov Dec (Q3) Jan Mar (Q4)</p>
RES044a. Strategic103	The percentage of the top 5% of Local Authority staff who are from an ethnic minority. Good performance: HIGH	%	17.43	15.69 	16.19 	16.54	21	22	Deb Clarke		<p>2007/08 Jul Sep (Q2) Nov Jan Mar (Q4)</p>
<p>Monthly Performance: The last four months are showing slight month on month increases, demonstrating progress towards target. Population is very small therefore a single change can significantly impact the outcome. Aspiring leaders and Step Up Now programmes continue and are expected to impact in the longer term.</p>											

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Nov	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend
RES002. Strategic104	Percentage of the top paid 5% of staff who have a disability (excluding those in maintained schools.) Good performance: HIGH	%	3.51	3.31 	2.7 	2.74	3.9	4.1	Deb Clarke		 <p>2007/08 Jul Sep (Q2) Nov Jan Mar (Q4)</p>
<p>Monthly Performance: Although behind target, the staff population included in this indicator is very small and therefore highly sensitive to any changes. The indicator remain amber as the difference between target and actual equates to just over 1.5 FTE employees with a disability to be included in the population.</p>											
CE046a. RES046a. Strategic105	Number of working days/shifts lost to sickness absence per employee. Good performance: LOW	days	8.69	8.93 	8.56 	8.56	7.7	7.5	Deb Clarke		 <p>Mar May Jun (Q1) Jul Sep (Q2) Nov Dec (Q3) Jan Mar (Q4)</p>
<p>Monthly Performance: 8.56* provisional figure - absence stats run one month in arrears. Although indicator is Red, the trend has been an overall reduction in sickness absence since the start of the financial year. Month on month modest reductions has resulted in average of number of days falling by 0.61 days per employee which is a significant improvement. The focus on sickness absence continues with HR support and improved reporting. Actual Dec figure available first week of Feb 09.</p>											
CE001a. Strategic106	Response time to members enquiries - % completed within 10 working days - Corporate Good performance: HIGH	%	70.06	78.9 	86.09 	88.37	85	85	Beverley McKenzie		 <p>2007/08 Jun (Q1) Jul Aug Sep (Q2) Oct Nov Dec (Q3) Jan Feb Mar (Q4)</p>

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Nov	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend
CE053a. RES053a. Strategic107	Percentage of complaints completed in time - Council as a whole - Stage 1 Good performance: HIGH	%	74	71	74	77	80	80	Ruth Dowden		<p>2007/08 May Jun (Q1) Jul Sep (Q2) Nov Dec (Q3) Jan Mar (Q4)</p>
<p>Monthly Performance: The stand alone monthly outturn was 88% in time. Robust monitoring and escalation is currently producing monthly average of over 85%. However to eliminate seasonal variation, the indicator is being measured on rolling total. This is rising month on month and should achieve 80 by the year end</p>											
RES057. Strategic109	Percent of calls to Hot Lines answered Good performance: HIGH	%	N/A	93.6	92.9	94.2	95	95	Keith Paulin		<p>2007/08 May Jun (Q1) Jul Sep (Q2) Nov Dec (Q3) Jan Mar (Q4)</p>
<p>Monthly Performance: Performance improved in December to 0.8% below target.</p>											
RES058. Strategic110	Average waiting time for calls to Hot Lines to be answered Good performance: LOW	Number	N/A	39	34	29	30	30	Keith Paulin		<p>2007/08 May Jun (Q1) Jul Sep (Q2) Nov Dec (Q3) Jan Mar (Q4)</p>

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Nov	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend																																								
RES059_ Strategic111	First contact resolution of calls to Hot Lines Good performance: HIGH	%	N/A	84	93	90	80	80	Keith Paulin		<p>Legend: █ Performance █ Yearly Target ▲ Monthly Estimate ● 2007/08</p> <table border="1"> <caption>Performance Data for First contact resolution of calls to Hot Lines</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> <th>Yearly Target (%)</th> <th>2007/08 (%)</th> </tr> </thead> <tbody> <tr> <td>2007/08</td> <td>-</td> <td>80</td> <td>80</td> </tr> <tr> <td>May</td> <td>86</td> <td>80</td> <td>80</td> </tr> <tr> <td>Jun (Q1)</td> <td>83</td> <td>80</td> <td>80</td> </tr> <tr> <td>Jul</td> <td>84</td> <td>80</td> <td>80</td> </tr> <tr> <td>Sep (Q2)</td> <td>84</td> <td>80</td> <td>80</td> </tr> <tr> <td>Nov</td> <td>84</td> <td>80</td> <td>80</td> </tr> <tr> <td>Dec (Q3)</td> <td>90</td> <td>80</td> <td>80</td> </tr> <tr> <td>Jan</td> <td>80</td> <td>80</td> <td>80</td> </tr> <tr> <td>Mar (Q4)</td> <td>80</td> <td>80</td> <td>80</td> </tr> </tbody> </table>	Month	Performance (%)	Yearly Target (%)	2007/08 (%)	2007/08	-	80	80	May	86	80	80	Jun (Q1)	83	80	80	Jul	84	80	80	Sep (Q2)	84	80	80	Nov	84	80	80	Dec (Q3)	90	80	80	Jan	80	80	80	Mar (Q4)	80	80	80
Month	Performance (%)	Yearly Target (%)	2007/08 (%)																																																
2007/08	-	80	80																																																
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Mar (Q4)	80	80	80																																																

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Nov	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend
Theme 2: A Great Place to Live											
LAALocal213 , Strategic201	The number of households who considered themselves as homeless, who approached the local authority's housing advice service(s), and for whom housing advice casework intervention resolved their situation.	number	7	6.34 	N/R	Not available	6	8	John Roog		
Monthly Performance: Figures from December are unavailable due to system issues.											
CPAC02c , Strategic202	Number of physical visits to public library premises per 1000 population Good performance: HIGH	number	9710.7	4724.6 	6255 	6,809	7079.18	9438.9	Paul Martindill		
Monthly Performance: Construction work above the Canary Wharf Idea Store has resulted in a considerable decrease on visits. Trend is for visitor numbers to increase significantly during and after February half term. Planned activities are anticipated to meet the existing short fall in visitor											
D&RAMRH2(b) , LAANI154 , National154 , Strategic207	Net additional homes provided Good performance: HIGH	Number		596 	N/R	638	2249	2999	Jackie Odunoye		
Monthly Performance: 638 comes from schemes completed. 860 units completed. With Private developers reigning back on building plans in the current economic climate the delivery of this housing provision target has suffered. This has taken the form of developers sitting on approved planning applications, or commencing work but slowing down and delaying completion. This has affected a number of key sites and ultimately the delivery of affordable and net additional homes. Consequently the target for this indicator is not likely to be met (see projected figure). New 3 year targets are to be agreed with GoL in light of this national trend. In view of the credit crunch and subsequent economic downturn, the Council is working with the Homes and Communities Agency to identify and prioritise housing delivery projects, with a particular focus on Central and Poplar Riverside locations. The Council is focusing on sites which are in the Council's ownership or owned by other public/social sector partners, and are deliverable and not dependent on market housing for delivery. A number of sites have been identified that will make contributions to future housing output and deliver wider regeneration benefits beyond housing. These sites include Ocean Estate, Blackwall Reach, Bow Lock, Ailsa Street and St. Andrew's Hospital											



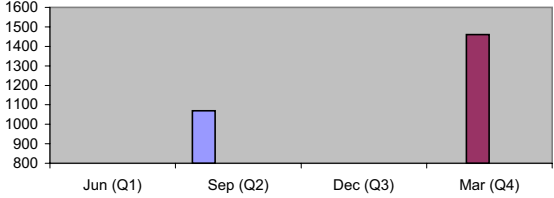

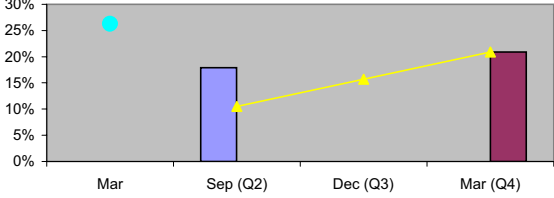
PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Nov	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend																																								
LAANI155, National155, Strategic208	Number of affordable homes delivered (gross) Good performance: HIGH	Number		306	N/R	398	1266	1688	Jackie Odunoye		<table border="1"> <caption>Performance Data for Affordable Homes</caption> <thead> <tr> <th>Month</th> <th>Performance</th> <th>Yearly Target</th> <th>Monthly Estimate</th> </tr> </thead> <tbody> <tr> <td>Sep (Q2)</td> <td>~400</td> <td>~400</td> <td>~800</td> </tr> <tr> <td>Dec (Q3)</td> <td>~400</td> <td>~400</td> <td>~1200</td> </tr> <tr> <td>Mar (Q4)</td> <td>~1700</td> <td>~1700</td> <td>~1700</td> </tr> </tbody> </table>	Month	Performance	Yearly Target	Monthly Estimate	Sep (Q2)	~400	~400	~800	Dec (Q3)	~400	~400	~1200	Mar (Q4)	~1700	~1700	~1700																								
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Dec (Q3)	~400	~400	~1200																																																
Mar (Q4)	~1700	~1700	~1700																																																
<p>Monthly Performance: 398 comes from schemes completed. 488 units completed (social rented and intermediate). Further comments have been requested to explain whats being done to mitigate the effect of the economic slowdown.</p>																																																			
LAANI186, National186, Strategic210	Per capita reduction in CO2 emissions in the LA area Good performance: LOW	%		-15.5	N/R	-15.5	N/R	2	Jackie Odunoye		<table border="1"> <caption>Per Capita Reduction in CO2 Emissions</caption> <thead> <tr> <th>Month</th> <th>Performance</th> <th>Yearly Target</th> <th>Monthly Estimate</th> </tr> </thead> <tbody> <tr> <td>2007/08</td> <td>-</td> <td>-</td> <td>~1</td> </tr> <tr> <td>Jun (Q1)</td> <td>~0</td> <td>~0</td> <td>~0</td> </tr> <tr> <td>Sep (Q2)</td> <td>~-15</td> <td>~-15</td> <td>~-15</td> </tr> <tr> <td>Dec (Q3)</td> <td>~-15</td> <td>~-15</td> <td>~-15</td> </tr> <tr> <td>Mar (Q4)</td> <td>~2</td> <td>~2</td> <td>~2</td> </tr> </tbody> </table>	Month	Performance	Yearly Target	Monthly Estimate	2007/08	-	-	~1	Jun (Q1)	~0	~0	~0	Sep (Q2)	~-15	~-15	~-15	Dec (Q3)	~-15	~-15	~-15	Mar (Q4)	~2	~2	~2																
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Mar (Q4)	~2	~2	~2																																																
<p>Monthly performance: More than 90% of the increase is attributable to industrial and commercial electricity users. We are working with the commercial sector to promote the assistance schemes available to them, and are focusing on ensuring sustainable development policies are in place to reduce emissions. One factor that has impacted our emissions is the significant increase in new developments in the borough. Growth in new development is currently faster than other parts of the country. We are committed to cutting CO2 emissions in the borough, and all major new developments are now required to adhere to the Mayor of London's energy policies. The council is also working to cut its own operational CO2 emissions, and is supporting the development of decentralised energy - which we believe can play a significant role in cutting CO2 emissions.</p>																																																			
LAANI192, National192, Strategic211	Percentage of household waste sent for reuse, recycling and composting Good performance: HIGH	%	12.89	15.28	18.13	18.32	17.8	19	Heather Bonfield		<table border="1"> <caption>Household Waste Recycling Performance</caption> <thead> <tr> <th>Month</th> <th>Performance</th> <th>Yearly Target</th> <th>Monthly Estimate</th> </tr> </thead> <tbody> <tr> <td>2007/08</td> <td>-</td> <td>-</td> <td>~13%</td> </tr> <tr> <td>May</td> <td>~15%</td> <td>~15%</td> <td>~15%</td> </tr> <tr> <td>Jun (Q1)</td> <td>~15%</td> <td>~15%</td> <td>~15%</td> </tr> <tr> <td>Jul</td> <td>~15%</td> <td>~15%</td> <td>~15%</td> </tr> <tr> <td>Sep (Q2)</td> <td>~15%</td> <td>~15%</td> <td>~15%</td> </tr> <tr> <td>Nov</td> <td>~18%</td> <td>~18%</td> <td>~18%</td> </tr> <tr> <td>Dec (Q3)</td> <td>~18%</td> <td>~18%</td> <td>~18%</td> </tr> <tr> <td>Jan</td> <td>~18%</td> <td>~18%</td> <td>~18%</td> </tr> <tr> <td>Mar (Q4)</td> <td>~19%</td> <td>~19%</td> <td>~19%</td> </tr> </tbody> </table>	Month	Performance	Yearly Target	Monthly Estimate	2007/08	-	-	~13%	May	~15%	~15%	~15%	Jun (Q1)	~15%	~15%	~15%	Jul	~15%	~15%	~15%	Sep (Q2)	~15%	~15%	~15%	Nov	~18%	~18%	~18%	Dec (Q3)	~18%	~18%	~18%	Jan	~18%	~18%	~18%	Mar (Q4)	~19%	~19%	~19%
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D&R03a. LAALocal03. Strategic223	Number of social rented housing completions for family housing Good performance: HIGH	Number		70	N/R	69	351	467	Jackie Odunoye		<p>Legend: ■ Performance ■ Yearly Target ▲ Monthly Estimate ● 2007/08</p>
<p>Monthly Performance: In view of the credit crunch and subsequent economic downturn, the Council is working with the Homes and Communities Agency to identify and prioritise housing delivery projects with a particular focus on Central and Poplar Riverside locations. The Council is focusing on sites which are in the Council's ownership or owned by other public/social sector partners, and are deliverable and not dependent on market housing for delivery. A number of sites have been identified that will make contributions to future housing output and deliver wider regeneration benefits beyond housing. These sites include Ocean Estate, Blackwall Reach, Bow Lock, Ailsa Street and St. Andrew's Hospital. End of year projection: 143 (gross) 116 (net).</p>											

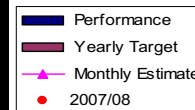
PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Nov	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend
Theme 3: A Prosperous Community											
Strategic301	Improving A Level attainment - A Level Average Points Score per student in Tower Hamlets. Good performance: HIGH	number	621.5			625.6	670	670	Carmel Littleton		
<p>Monthly Performance: Although Tower Hamlets did not meet its ambitious target of 670, there was a significant improvement in both average points score per pupil (APS) and average points score per entry. The APS per pupil increased from 621 to 639.5. In terms of points score per pupil this represents the highest attainment in inner London. Nevertheless there is more to do to meet our ambitious target for the next A level cohort. The LA is working closely with the LSC in supporting schools and the college in increasing the fit between students and courses, raising attainment at all levels including the higher grades, and supporting providers in delivering high quality teaching. These should ensure that the ambitious targets for 2009 are achievable.</p>											
LAANI117, National117, Strategic308	16 to 18 year olds who are not in education, employment or training (NEET) Good performance: LOW	%	8.2	10.9 	6.5 	7.2	7.06	7	Mary Durkin		
<p>Monthly Performance: The December 2008 of 7.2% compares to 8.3% in December 2007, representing a significant improvement in reducing NEET by 1.1%. The last nine months estimate (April-Dec) indicates we are on track to meet the annual target.</p>											
LAANI151, National151, Strategic311	Overall Employment rate (working-age) Good performance: HIGH	%	58.4	56.9 	58.4 	60.8	54	54	Sue Hinds		
<p>Monthly Performance: Note that the latest statistical data available is 8 months out of date.</p>											

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Nov	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend																								
LAANI152. National152. Strategic312	Working age people on out of work benefits Good performance: LOW	%	17.4	19.7	17.2	17.2	18.3	18.3	Sue Hinds		<table border="1"> <caption>Performance Data for LAANI152</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> <th>Yearly Target (%)</th> </tr> </thead> <tbody> <tr> <td>Jun (Q1)</td> <td>19.7</td> <td>18.3</td> </tr> <tr> <td>Sep (Q2)</td> <td>17.2</td> <td>18.3</td> </tr> <tr> <td>Nov</td> <td>17.2</td> <td>18.3</td> </tr> <tr> <td>Dec (Q3)</td> <td>17.2</td> <td>18.3</td> </tr> <tr> <td>Mar (Q4)</td> <td>17.2</td> <td>18.3</td> </tr> </tbody> </table>	Month	Performance (%)	Yearly Target (%)	Jun (Q1)	19.7	18.3	Sep (Q2)	17.2	18.3	Nov	17.2	18.3	Dec (Q3)	17.2	18.3	Mar (Q4)	17.2	18.3						
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LAANI153. National153. Strategic313	Working age people claiming out of work benefits in the worst performing neighbourhoods Good performance: LOW	%	27.1	N/R	26.8	26.8	29	29	Sue Hinds		<table border="1"> <caption>Performance Data for LAANI153</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> <th>Yearly Target (%)</th> </tr> </thead> <tbody> <tr> <td>2007/08</td> <td>27.1</td> <td>29</td> </tr> <tr> <td>Jun (Q1)</td> <td>26.8</td> <td>29</td> </tr> <tr> <td>Sep (Q2)</td> <td>26.8</td> <td>29</td> </tr> <tr> <td>Nov</td> <td>26.8</td> <td>29</td> </tr> <tr> <td>Dec (Q3)</td> <td>26.8</td> <td>29</td> </tr> <tr> <td>Jan</td> <td>26.8</td> <td>29</td> </tr> <tr> <td>Mar (Q4)</td> <td>26.8</td> <td>29</td> </tr> </tbody> </table>	Month	Performance (%)	Yearly Target (%)	2007/08	27.1	29	Jun (Q1)	26.8	29	Sep (Q2)	26.8	29	Nov	26.8	29	Dec (Q3)	26.8	29	Jan	26.8	29	Mar (Q4)	26.8	29
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Theme 4: A Safe and Supportive Community											
LAANI016. National016. Strategic403	Number of serious acquisitive crimes per 1,000 population Good performance: LOW	Number	33.44	14.61 G	18.55 G	20	24	32.04	Andy Bamber		
LAANI033i. National033i. Strategic407	Arson incidents - Number of deliberate primary fires per 10,000 population. Good performance: LOW	Number	N/A	5.55 G	6.56 G	6.56	9.17	12.22	Andy Bamber		
LAANI033ii. National033ii. Strategic408	Number of deliberate secondary fires per 10,000 population. (Arson) Good performance: LOW	Number	38	13.53 G	17.46 G	17.46	27.67	36.89	Andy Bamber		

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Nov	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend
LAANI040. National040. Strategic410	Number of drug users recorded as being in effective treatment Good performance: HIGH	Number		1069 	N/R	1387	1397	1461	Andy Bamber		
<p>Monthly Performance: Data is available three months in arrears. In September we reported May data. This target is the September target to match the data that we are reporting now. Quarter 3 data will be available in April 09, and 08/09 outturn will be available in July 09.</p>											
LAANI135. National135. Strategic412	Carers receiving needs assessment or review and a specific carer's service, or advice and information Good performance: HIGH	%	26.3	17.9 			15.7	20.9	John Goldup		
<p>Monthly Performance: Data not yet provided. <i>The service has been requested to provide the data or a comment to explain why data is not reported.</i></p>											

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Nov	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend
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Theme 5: A Healthy Community

LAANI056d. National056d. Strategic504	Percentage of children in Year 6 with height and weight recorded who are obese. Good performance: LOW	%	23	NR	NR	24.49	23.4	23.4	Esther Trenchard-Mabere (PCT)		
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Monthly Performance: 24.49% of children in Year 6 with height and weight recorded who are obese.

LAANI123. National123. Strategic509	Stopping smoking Good performance:	Number	1220	693		1137	1150	1025	Alwen Williams (PCT)		
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Monthly Performance: 1137 for month Dec 08 and this is for the 4 week smoking quitters.

Key to symbols	
Arrow up	Performance has improved since the last comparable period (for cumulative indicators e.g. library visits we compare to the same period last year).
Arrow across	Performance maintained since the last comparable period (for cumulative indicators we compare to the same period last year).
Arrow down	Performance has deteriorated since the last comparable period (for cumulative indicators we compare to the same period last year).
No arrow	No previous data to compare to (for cumulative indicators we can only compare to the same period the previous year)
Colour	Colour represents whether performance is On Target (Green), Off Target (Red), or whether performance is off target, but will return to target (Amber).
	Octagon shape represents Traffic Light for previous period. The two most recent reporting periods are shown.


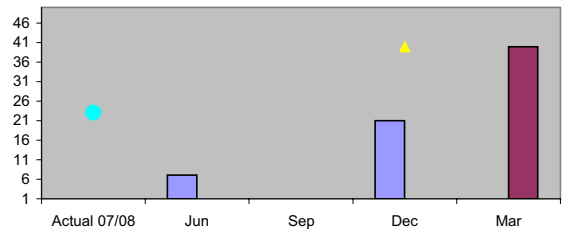
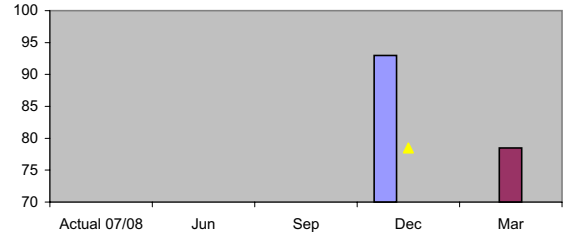
PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend
Theme 1: One Tower Hamlets										
BV014.RES003	Percentage of early retirements (excluding ill-health retirements) as a percentage of the total workforce. Good performance: LOW	%	0.66	0.49	0.61	0.23	0.3	Deb Clarke	↓ R	
<p>Monthly Performance: Total early retirements (first 9 months) linked to redundancy/efficiency savings but excluding ill health cases: Schools - 12, Borough - 28, Total - 40 Target for year now not achievable. Majority of redundancies, year to date, linked to Almo. Efficiency savings linked redundancies in last quarter include 2 more from Housing (Almo associated), 2 linked to Procurement departmental restructure and 1 each from Adults and Children's services.</p>										
BV015.RES004	Percentage of employees retiring on grounds of ill health as a percentage of the total workforce. Good performance: LOW	%	0.14	0.09	0.14	0.1	0.13	Deb Clarke	↓ R	
<p>Monthly Performance: Target for year now unachievable. However, the numbers remain low. Total ill health retirements for year to date is 9 (schools 3, council staff 6). The new ill health retirement arrangements under LGPS changes mean that this indicator, using the current definition, now covers all three tiers of ill health retirement. However, one tier does not offer permanent ill health payments and all tiers offer different levels of pension enhancements.</p>										

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend
BV016a, CE005, RES005	Percentage of staff declaring that they meet the Disability Discrimination Act disability definition. Good performance: HIGH	%	4.7	4.55	4.59	5.3	5.5	Deb Clarke		<p>2007/08 Jun (Q1) Sep (Q2) Dec (Q3) Mar (Q4)</p>
<p>Monthly Performance: The outcome has remained constant throughout the year to date. As part of the Service planning for 09/10, the HR plan will need to consider focussed initiatives to ensure that we return to the planned trajectory.</p>										
BV017a, CE063a, RES006	Percentage of authority employees from minority ethnic communities as a percentage of the total workforce. Good performance: HIGH	%	46.79	47.19	47.37	47	47	Deb Clarke		<p>Actual 07/08 Jun Sep Dec Mar</p>
CE060, RES009, SP502a	CPA use of resources indicator - overall score Good performance: HIGH		3	N/R	3	4	4	Alan Finch		<p>Actual 07/08 Jun Sep Dec Mar</p>
<p>Monthly Performance: The council improved its detailed scores overall and its theme score on Financial Reporting, but lost one mark on Financial Standing, where we had benefited from notable practice in 2007, so maintained our 2007 overall score of 3 out of 4.</p>										

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend
CE061, RES010, SP502b	CPA use of resources indicator - VFM score Good performance: HIGH		3	N/R	3	3	3	Alan Finch		
BV079b(iii)	Housing Benefit (HB) overpayments written off as a percentage of the total amount of HB overpayment debt outstanding at the start of the year, plus amount of HB overpayments identified during the year. Good performance: HIGH	%	2.08	n/a	1	16	16	Steve Hill	RED	
<p>Monthly Performance: The service is aiming to increase its write offs during the last quarter of the current financial year by undertaking a write off exercise for irrecoverable overpayments, before the end of February.</p>										
BV078a, SP218	Average time for processing new housing benefit and council tax benefit claims (days). Good performance: LOW	days	24.63	23.64	23.33	24.6	24.6	Steve Hill		

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend
BV076b	Number of benefit fraud investigators employed, per 1,000 caseload Good performance: LOW	number	0.29	0.33	0.32	0.29	0.29	Steve Hill	RED	
<p>Monthly performance: This PI is in respect of the number of Fraud Investigators. The fact that the Benefits Service is not meeting this target but still maintaining a comparatively high rate of prosecutions and sanctions demonstrates value for money. The recent increase in Benefits caseload has blown us off course in terms of meeting this PI this year and as the remedy would involve increasing the Fraud Team complement by less than one Investigator, current action is for the Service to monitor the situation.</p>										
BV076c	Number of Housing Benefit and Council Tax Benefit *HB/CTB) fraud investigations carried out by the Local Authority per year, per 1,000 caseload Good performance: HIGH	number	26.02	12.07	14.45	34	34	Steve Hill	RED	
<p>Monthly performance: The target for the number of Fraud Investigations closed has not been met because of the problems with the DWP data match sharing which was suspended for part of this year. The data matches have been resumed by the DWP and the Benefits Fraud Team's output is returning to normal.</p>										

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend
BV076d	The number of Housing Benefit and Council Tax Benefit (HB/CTB) prosecutions and sanctions, per year, per 1,000 caseload, in the Local Authority Area Good performance: HIGH	number	5	2.31	3.3	4.5	4.5	Steve Hill	RED	
<p>Monthly performance: Performance in relation to Prosecutions and Sanctions has not met target due to the problems with the DWP data match sharing and suspension of the same during the year. this has impacted on most LA's performance in this area, however comparatively, Tower Hamlets is achieving a higher rate of prosecutions and sanctions than other Inner London LA's. This is the key performance indicator for Benefit Fraud and everything is being done to achieve this year's target despite the problems with the DWP data matches this year. The team have a number of prosecutions and sanctions in the pipeline awaiting approval.</p>										
BV079b(i)	The amount of Housing Benefit overpayments (HB) recovered as a percentage of all HB overpayments Good performance: HIGH	%	70.33	n/a	60	60	64.4	Steve Hill	R	
<p>Monthly performance: The Council's Benefits Core System suppliers Northgate have nationally changed the suite of Overpayments reports. There are problems with the reconciliation of these reports and a call has been logged with Northgate. The problem has been reported by other Northgate sites and is presently with Northgate developers. The figures supplied should therefore be used as indicative only, at this time.</p>										

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend
BV079b(ii)	<p>HB overpayments recovered as a percentage of the total amount of HB overpayment debt outstanding at the start of the year, plus amount of HB overpayments identified during the year.</p> <p>Good performance: HIGH</p>	%	23.03	n/a	21	21	39.9	Steve Hill		
<p>Monthly performance: The Council's Benefits Core System suppliers Northgate have nationally changed the suite of Overpayments reports. There are problems with the reconciliation of these reports and a call has been logged with Northgate. The problem has been reported by other Northgate sites and is presently with Northgate developers. The figures supplied should therefore be used as indicative only, at this time.</p>										
BV080a	<p>Satisfaction with the facilities to get in touch with the benefits office.</p> <p>Good performance: HIGH</p>	%	n/a	n/a	93	93	78.49	Steve Hill	GREEN	
BV080b	<p>Satisfaction with the service in the actual office.</p> <p>Good performance: HIGH</p>	%	n/a	n/a	77.2	74.6	74.6	Steve Hill	GREEN	

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend																								
BV080c	Satisfaction with the telephone service Good performance: HIGH	%	n/a	n/a	75.9	59.03	59.03	Steve Hill	GREEN	<p>Legend: Performance (blue bar), Yearly Target (maroon bar), Monthly Estimate (yellow triangle), 2007/08 (red dot)</p> <table border="1"> <caption>Trend Data for BV080c</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> <th>Yearly Target (%)</th> <th>Monthly Estimate (%)</th> </tr> </thead> <tbody> <tr> <td>Actual 07/08</td> <td>n/a</td> <td>n/a</td> <td>n/a</td> </tr> <tr> <td>Jun</td> <td>n/a</td> <td>n/a</td> <td>n/a</td> </tr> <tr> <td>Sep</td> <td>n/a</td> <td>n/a</td> <td>n/a</td> </tr> <tr> <td>Dec</td> <td>75.9</td> <td>59.03</td> <td>~58</td> </tr> <tr> <td>Mar</td> <td>~58</td> <td>59.03</td> <td>n/a</td> </tr> </tbody> </table>	Month	Performance (%)	Yearly Target (%)	Monthly Estimate (%)	Actual 07/08	n/a	n/a	n/a	Jun	n/a	n/a	n/a	Sep	n/a	n/a	n/a	Dec	75.9	59.03	~58	Mar	~58	59.03	n/a
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BV080e	Satisfaction with the clarity and understandability of the forms, leaflets and letters Good performance: HIGH	%	n/a	n/a	90.9	76.1	76.1	Steve Hill	GREEN	<p>Legend: Performance (blue bar), Yearly Target (maroon bar), Monthly Estimate (yellow triangle), 2007/08 (red dot)</p> <table border="1"> <caption>Trend Data for BV080e</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> <th>Yearly Target (%)</th> <th>Monthly Estimate (%)</th> </tr> </thead> <tbody> <tr> <td>Actual 07/08</td> <td>n/a</td> <td>n/a</td> <td>n/a</td> </tr> <tr> <td>Jun</td> <td>n/a</td> <td>n/a</td> <td>n/a</td> </tr> <tr> <td>Sep</td> <td>n/a</td> <td>n/a</td> <td>n/a</td> </tr> <tr> <td>Dec</td> <td>90.9</td> <td>76.1</td> <td>~77</td> </tr> <tr> <td>Mar</td> <td>~77</td> <td>76.1</td> <td>n/a</td> </tr> </tbody> </table>	Month	Performance (%)	Yearly Target (%)	Monthly Estimate (%)	Actual 07/08	n/a	n/a	n/a	Jun	n/a	n/a	n/a	Sep	n/a	n/a	n/a	Dec	90.9	76.1	~77	Mar	~77	76.1	n/a
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Dec	90.9	76.1	~77																															
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BV080f	Satisfaction with the amount of time it took them to tell me whether my claim was successful Good performance: HIGH	%	n/a	n/a	92.1	70.2	70.2	Steve Hill	GREEN	<p>Legend: Performance (blue bar), Yearly Target (maroon bar), Monthly Estimate (yellow triangle), 2007/08 (red dot)</p> <table border="1"> <caption>Trend Data for BV080f</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> <th>Yearly Target (%)</th> <th>Monthly Estimate (%)</th> </tr> </thead> <tbody> <tr> <td>Actual 07/08</td> <td>n/a</td> <td>n/a</td> <td>n/a</td> </tr> <tr> <td>Jun</td> <td>n/a</td> <td>n/a</td> <td>n/a</td> </tr> <tr> <td>Sep</td> <td>n/a</td> <td>n/a</td> <td>n/a</td> </tr> <tr> <td>Dec</td> <td>92.1</td> <td>70.2</td> <td>~71</td> </tr> <tr> <td>Mar</td> <td>~71</td> <td>70.2</td> <td>n/a</td> </tr> </tbody> </table>	Month	Performance (%)	Yearly Target (%)	Monthly Estimate (%)	Actual 07/08	n/a	n/a	n/a	Jun	n/a	n/a	n/a	Sep	n/a	n/a	n/a	Dec	92.1	70.2	~71	Mar	~71	70.2	n/a
Month	Performance (%)	Yearly Target (%)	Monthly Estimate (%)																															
Actual 07/08	n/a	n/a	n/a																															
Jun	n/a	n/a	n/a																															
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Mar	~71	70.2	n/a																															

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend
BV080g	Satisfaction with benefits service Good performance: HIGH	%	n/a	n/a	77.8	77	77	Steve Hill	GREEN	
RES061	Percentage of staff from workforce - Bangladeshi Good performance: HIGH	%		23.7	23.46	19.5	19.5	Deb Clarke	GREEN	

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend
Theme 2: A Great Place to Live										
National191	Residual household waste per household Cumulative performance Good performance: LOW	%		347.91	437.27	495	660	Heather Bonfield	GREEN	
National193	Percentage of municipal waste land filled Good performance: LOW	kg		87.19	86.42	86	85	Heather Bonfield	↑ R	
<p>Monthly Performance: Contamination of recycling loads was a concern in November and December and as a result an increase in material was rejected and sent to landfill. Contamination is the main focus of the Contract Review Meetings with Veolia and Viridor, including the review of reporting/sampling arrangements. Review is on -going with Veolia, and expected completion by end February. We expect to meet the year end target.</p>										
National199	Children and young people's satisfaction with parks and play areas For introduction in 2009/10 Good performance: HIGH	%			49			Heather Bonfield		
<p>Monthly Performance: In the Tellus 3 Survey 2008, 49% of respondents in Tower Hamlets think that parks and play areas in their area are very good/Fairly good compared to 44% nationally. (This figure is a baseline figure so targets need to be set for 2009 and 2010)</p>										

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend
National157a	Processing of planning applications within 13 weeks for Major applications Good performance: HIGH	%	56.92	58.33	50	60	60	Michael Kiely		
<p>Monthly Performance: Tower Hamlets receives a comparatively high number of large-scale major (e.g. greater than 100 residential units) planning applications. These are very complex applications that often include Environmental Impact Assessments and require liaison with outside agencies which increases the length of time needed to arrive at a decision. This has historically hindered our performance. With these larger or more contentious applications, Planning Performance Agreements (PPA) are now being negotiated with the applicants. PPA's are a recent change to legislation which set out a time scale for the determination of the application that more reasonably relates to its complexity, rather than set Government targets. Where the time-scales in the PPA are met, the application is removed from this indicator, thus improving the Council's overall score, providing the PPA is delivered as agreed with the applicant. Applications with PPAs have now started to show in our data, as they were only introduced in April 2008. This are illustrated below.</p> <p>Performance in Quarter 3, 2008/2009 (%), Type of Major / Month. Large scale: October = 0%, November = 100%, December = 0%, Quarter 3 Total = 50%, Quarter 1 Total = 25%, Quarter 2 to</p> <p>Small scale: October = 50 %, November = 80 %, December = 83.33 %, Quarter 3 Total = 66.67 %, Quarter 1 Total = 44.83 %, Quarter 2 totals = 58.33 %</p> <p>The table clearly shows improvements quarter by quarter and this is expected to continue in Quarter 4 and beyond as the impact of PPA's becomes more imbedded in the planning process. Officers continue to monitor this statistic carefully. Small scale applications are prioritised by Management and this area is showing significant improvement (a 21.84% increase between Quarter 1 and Quarter 3). Furthermore, PPA's for larger schemes are being strongly encouraged with the proviso that, if they are not signed, the Council will deal with applications within the statutory period otherwise. As stated above, performance is expected to continue in Quarter 4 and beyond as the impact of PPA's becomes more imbedded in the planning process. Officers expect targets to be met in 2009/10 as the impact of PPA's becomes more imbedded in the planning process.</p>										
National157b	Processing of planning applications within 8 weeks for Minor applications Good performance: HIGH	%	84.4	86.57	87.53	81	81	Michael Kiely		



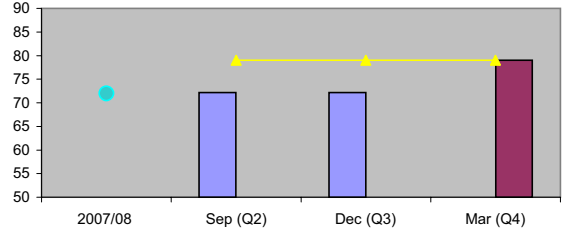

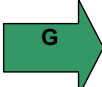
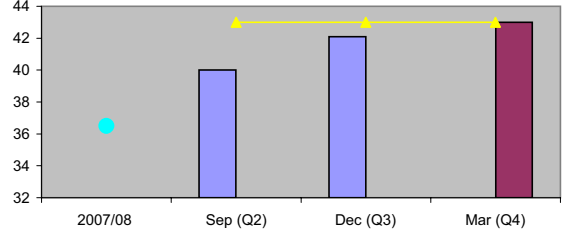


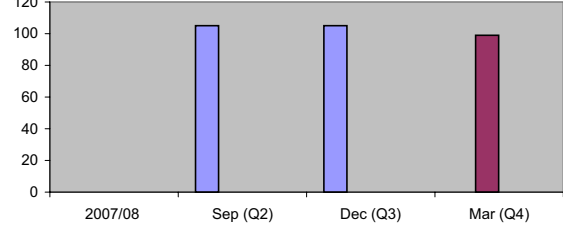
PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend																																			
National157c	Processing of planning applications within 8 weeks for Other applications Good performance: HIGH	%	86.6	90.59	88.39	86	86	Michael Kiely		<table border="1"> <caption>Performance Data for National157c</caption> <thead> <tr> <th>Month</th> <th>Performance</th> <th>Yearly Target</th> <th>Monthly Estimate</th> <th>2007/08</th> </tr> </thead> <tbody> <tr> <td>Actual 07/08</td> <td>-</td> <td>-</td> <td>-</td> <td>86.6</td> </tr> <tr> <td>Jun</td> <td>85</td> <td>-</td> <td>86</td> <td>-</td> </tr> <tr> <td>Sep</td> <td>90.59</td> <td>-</td> <td>86</td> <td>-</td> </tr> <tr> <td>Dec</td> <td>88.39</td> <td>-</td> <td>86</td> <td>-</td> </tr> <tr> <td>Mar</td> <td>-</td> <td>86</td> <td>86</td> <td>-</td> </tr> </tbody> </table>	Month	Performance	Yearly Target	Monthly Estimate	2007/08	Actual 07/08	-	-	-	86.6	Jun	85	-	86	-	Sep	90.59	-	86	-	Dec	88.39	-	86	-	Mar	-	86	86	-					
Month	Performance	Yearly Target	Monthly Estimate	2007/08																																									
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Sep	90.59	-	86	-																																									
Dec	88.39	-	86	-																																									
Mar	-	86	86	-																																									
BV215a	The average number of days taken to repair a street lighting fault, which is under the control of the local authority - non DNO - Good performance: LOW	days	2.28	0.44	0.42	0.18	0.18	Heather Bonfield		<table border="1"> <caption>Performance Data for BV215a</caption> <thead> <tr> <th>Month</th> <th>Performance</th> <th>Yearly Target</th> <th>Monthly Estimate</th> <th>2007/08</th> </tr> </thead> <tbody> <tr> <td>Actual 07/08</td> <td>-</td> <td>-</td> <td>-</td> <td>2.28</td> </tr> <tr> <td>Jun</td> <td>0.2</td> <td>-</td> <td>0.2</td> <td>-</td> </tr> <tr> <td>Sep</td> <td>0.44</td> <td>-</td> <td>0.2</td> <td>-</td> </tr> <tr> <td>Dec</td> <td>0.42</td> <td>-</td> <td>0.2</td> <td>-</td> </tr> <tr> <td>Mar</td> <td>-</td> <td>0.18</td> <td>0.2</td> <td>-</td> </tr> </tbody> </table>	Month	Performance	Yearly Target	Monthly Estimate	2007/08	Actual 07/08	-	-	-	2.28	Jun	0.2	-	0.2	-	Sep	0.44	-	0.2	-	Dec	0.42	-	0.2	-	Mar	-	0.18	0.2	-					
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Dec	0.42	-	0.2	-																																									
Mar	-	0.18	0.2	-																																									
<p>Monthly Performance: Cost efficiencies in the scouting process led to unforeseen delays in the response from contractors to fixing faults. This has been addressed by introducing a self-scouting system from January which will be piloted over the next 3 months. The contractor is committed to raising the performance of this indicator but even at this lower level, the performance remains extremely high - top quartile is 2 and below. We expect to meet the year end target.</p>																																													
BV066a_CPAH06	Local authority rent collection and arrears: proportion of rent collected. Good performance: HIGH	%	99.91	99.65	99.31	99.92	99.92	Jackie Odunoye		<table border="1"> <caption>Performance Data for BV066a_CPAH06</caption> <thead> <tr> <th>Month</th> <th>Performance</th> <th>Yearly Target</th> <th>Monthly Estimate</th> <th>2007/08</th> </tr> </thead> <tbody> <tr> <td>2007/08</td> <td>-</td> <td>-</td> <td>-</td> <td>99.91</td> </tr> <tr> <td>Jul</td> <td>99.3</td> <td>-</td> <td>99.8</td> <td>-</td> </tr> <tr> <td>Sep (Q2)</td> <td>99.65</td> <td>-</td> <td>99.8</td> <td>-</td> </tr> <tr> <td>Nov</td> <td>99.3</td> <td>-</td> <td>99.8</td> <td>-</td> </tr> <tr> <td>Jan</td> <td>99.3</td> <td>-</td> <td>99.8</td> <td>-</td> </tr> <tr> <td>Mar (Q4)</td> <td>-</td> <td>99.92</td> <td>99.8</td> <td>-</td> </tr> </tbody> </table>	Month	Performance	Yearly Target	Monthly Estimate	2007/08	2007/08	-	-	-	99.91	Jul	99.3	-	99.8	-	Sep (Q2)	99.65	-	99.8	-	Nov	99.3	-	99.8	-	Jan	99.3	-	99.8	-	Mar (Q4)	-	99.92	99.8	-
Month	Performance	Yearly Target	Monthly Estimate	2007/08																																									
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Mar (Q4)	-	99.92	99.8	-																																									
<p>Monthly Performance: Recovery work and monitoring continues to support our recovery from this reduction in rent collection. We will also be issuing our quarterly rent statements, in January, which usually generates a good response from residents and often results in increased payments.</p>																																													


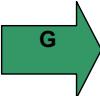
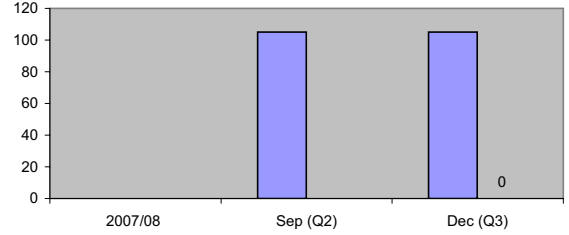

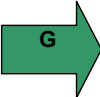
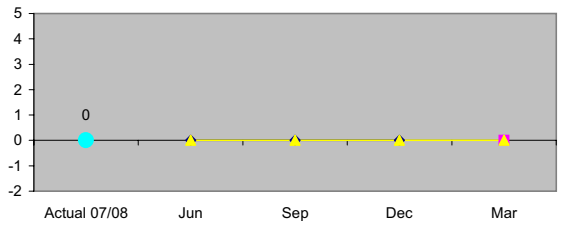


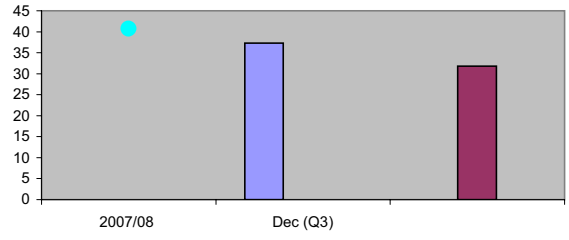
PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend																					
BV179, CPAE22	Percentage of standard searches carried out in 10 working days. Good performance: HIGH	%	99.98	98.92	96	100	100	Michael Kiely		<table border="1"> <caption>Performance Data for BV179, CPAE22</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> <th>Yearly Target (%)</th> </tr> </thead> <tbody> <tr> <td>2007/08</td> <td>99.98</td> <td>100</td> </tr> <tr> <td>Jun (Q1)</td> <td>~92</td> <td>100</td> </tr> <tr> <td>Sep (Q2)</td> <td>~98</td> <td>100</td> </tr> <tr> <td>Dec (Q3)</td> <td>~96</td> <td>100</td> </tr> <tr> <td>Mar (Q4)</td> <td>100</td> <td>100</td> </tr> </tbody> </table>	Month	Performance (%)	Yearly Target (%)	2007/08	99.98	100	Jun (Q1)	~92	100	Sep (Q2)	~98	100	Dec (Q3)	~96	100	Mar (Q4)	100	100			
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Mar (Q4)	100	100																													
<p>Monthly Performance: Although the monthly performance is at 100%, due to lower performance earlier on in the year the YTD figure is below target. Missed targets earlier on in the year were a result of lower responses from departments completing the return. Increased monitoring of those teams carrying out searches has contributed to the improvement in performance.</p>																															
BV212, CPAH08, SP204, THI007	Average time taken to re-let local authority housing. Good performance: LOW	days	33.99	35.76	33.3	31	31	Jackie Odunoye		<table border="1"> <caption>Performance Data for BV212, CPAH08, SP204, THI007</caption> <thead> <tr> <th>Month</th> <th>Performance (days)</th> <th>Yearly Target (days)</th> </tr> </thead> <tbody> <tr> <td>2007/08</td> <td>33.99</td> <td>31</td> </tr> <tr> <td>Jul</td> <td>~34.5</td> <td>31</td> </tr> <tr> <td>Sep (Q2)</td> <td>~35.8</td> <td>31</td> </tr> <tr> <td>Nov</td> <td>~34.0</td> <td>31</td> </tr> <tr> <td>Jan</td> <td>~33.0</td> <td>31</td> </tr> <tr> <td>Mar (Q4)</td> <td>31</td> <td>31</td> </tr> </tbody> </table>	Month	Performance (days)	Yearly Target (days)	2007/08	33.99	31	Jul	~34.5	31	Sep (Q2)	~35.8	31	Nov	~34.0	31	Jan	~33.0	31	Mar (Q4)	31	31
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2007/08	33.99	31																													
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Mar (Q4)	31	31																													
<p>Monthly Performance: November's improved performance has been sustained into December [with an improvement of almost 7 days compared to the previous month]. This is a result of implementing some of the recommendations from the voids review; and an increased focus on robust performance management at patch level and consistency across local service centres.</p>																															
CPAH04, SP203, THI006	Percentage of urgent repairs completed in government time limits Good performance: HIGH	%	97.67	98.3	97.26	98	98	Jackie Odunoye		<table border="1"> <caption>Performance Data for CPAH04, SP203, THI006</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> <th>Yearly Target (%)</th> </tr> </thead> <tbody> <tr> <td>2007/08</td> <td>97.67</td> <td>98</td> </tr> <tr> <td>Jul</td> <td>~98.0</td> <td>98</td> </tr> <tr> <td>Sep (Q2)</td> <td>~98.3</td> <td>98</td> </tr> <tr> <td>Nov</td> <td>~97.5</td> <td>98</td> </tr> <tr> <td>Jan</td> <td>~97.8</td> <td>98</td> </tr> <tr> <td>Mar (Q4)</td> <td>98</td> <td>98</td> </tr> </tbody> </table>	Month	Performance (%)	Yearly Target (%)	2007/08	97.67	98	Jul	~98.0	98	Sep (Q2)	~98.3	98	Nov	~97.5	98	Jan	~97.8	98	Mar (Q4)	98	98
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<p>Monthly Performance: The performance has fallen this month and is mainly due to the performance of one contractor. The contractor, EPS, have been put on notice to improve. They will be monitored intensively to ensure the measures they have taken are effective and they meet the set target level. In Dec they completed 49.58% of works within time limits.</p>																															

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend
CPAH05	Average time for non-urgent repairs Good performance: LOW	days	8.05	7.63	7.43	7.2	7.2	Jackie Odunoye		
<p>Monthly Performance: The monthly and YTD target of 7.2 days has been missed. However, performance is improving and the year to date is continuing to move towards the target for the year. We will continue monitoring this indicator to ensure that the movement continues towards the year end target.</p>										
D&R04	Percentage of intermediate and market housing completions for family housing Good performance: HIGH	%		3.96	2.25	NR	12	Jackie Odunoye		
D&R10	% of repairs complete right first time Good performance: HIGH	%	78.33	77	80.63	80	80	Jackie Odunoye		

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend
SP205	Percentage of residents satisfied with the Council's repairs service Good performance: HIGH	%	86.01	83	85.94	88	88	Jackie Odunoye		<p>Legend: ■ Performance ■ Yearly Target ▲ Monthly Estimate ● 2007/08</p>

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend
Theme 3: A Prosperous Community										
Priority314	Number of under 16s who are active users of the Idea Stores and libraries Good performance: HIGH	number	16008	13,025	13,176	13,942	14405	Judith St John	RED	
Monthly Performance: End of December actual is falling short of target. Analysis to determine if there is a problem with retention of members is underway. The trend is upwards and this figure represents a 7% increase in active membership since April 2008. February half terms brings in many new members and are expected to put us back on target.										
National073. Priority3004	Achievement at level 4 or above in both English and Maths at Key Stage 2 Good performance: HIGH	%	72	72.2	72.2	79	79	Helen Jenner	R	
Monthly Performance: 72.2% is the confirmed result for achievement at level 4 or above in both English and Maths at Key Stage 2.										
National074. Priority3005	Achievement at level 5 or above in both English and Maths at Key Stage 3 Good performance: HIGH	%	58	55.9	57.7	71	71	Carmel Littleton	R	
Monthly Performance: 57.7% is the achievement at level 5 or above in both English and Maths at Key Stage 3 and this is a provisional result dated Dec 08 as based on NAA/DCSF data. Following Government decision there will be no final 2008 KS3 results, and KS3 tests will be abolished from 2008/09 onwards. This result is collected annually.										

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend
National075. Priority3006	Achievement of 5 or more A*-C grades at GCSE or equivalent including English and Maths Good performance: HIGH	%	36.5	40 	41.2	43	43	Carmel Littleton		
<p>Monthly Performance: 41.2% is the academic year 2007/08 (financial year 2008-09) results for achievement of 5 or more A*- C grades at GCSE or equivalent including English and Maths.</p>										
National084. Priority3015	Achievement of 2 or more A*-C grades in Science GCSEs or equivalent Good performance: HIGH	%	46.9	49 	49	48	48	Carmel Littleton		
National085b. Priority3017	Post-16 participation in physical sciences A Level Chemistry Good performance: HIGH	Number		86 	86	102	102	Carmel Littleton		
<p>Monthly Performance: Academic year 2007/08 there was 86 entries for Chemistry. This is a provisional result from the National Pupil Database (EPAS Post-16 provisional scores for both schools and Tower Hamlets College). We are not able to make a judgement regarding performance at this stage because we are waiting for Tower Hamlets College to confirm the target setting figures for the next three years. LA and Tower Hamlets College are still negotiating targets and no agreement has been reached. The current targets were set by Research & Performance team and are provisional.</p>										

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend
National085c. Priority3018	Post-16 participation in physical sciences A Level Mathematics Good Performance: HIGH	Number		105 	105	99	99	Carmel Littleton		 <p>2007/08 Sep (Q2) Dec (Q3)</p>
National089a. Priority3022	Reducing the number of failing schools - Reduction of number of schools judged as requiring special measures and improvement in time taken to come out of the category Good Performance: LOW	Number	0	0 	0	0	0	Helen Jenner		 <p>Actual 07/08 Jun Sep Dec Mar</p>
National092. Priority3026	Narrowing the gap between the lowest achieving 20% in the Early Years Foundation Stage Profile and the rest Good performance: LOW	%	40.7	37.3 	37.3	31.8	31.8	Helen Jenner		 <p>2007/08 Dec (Q3)</p>
<p>Monthly Performance: 37.3% is the 2007/08 academic year result for narrowing the gap between the lowest achieving 20% in the Early Years Foundation Stage Profile and the rest. This result is provisional and is subject to change following result updates between schools, LA's and DCSF. This result is collected annually.</p>										

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend
D&R01	No. residents assisted into sustainable employment by Skillsmatch Cumulative measure Good performance: HIGH			148	353	173	600	Sue Hinds	GREEN	
SP308, TH1022	Percentage of young people in Tower Hamlets aged 16 - 24 claiming unemployment-related benefits Good performance: LOW	%	18.2	20.6	20.4	15	15	Sue Hinds	RED UP	
<p>Monthly Performance: Inner London and London averages increased on a marginal level and remain far above the rates in early 2008. Over the last quarter Inner London averages stayed on a similar level as the quarter before settling at 13.6%. School leavers and graduates are strongly affected by the economic downturn as they lack experience to enter a highly competitive market. It seems highly unlikely that the SP308 target of 15.1% will be met if current economic trends will continue. As the GB is going through a recession it can be expected that the PI won't be achieved. SP308 will not show more positive trends until the London and UK economy will return to new growth. Analysts do not expect this to be before 2010 or 2011. Data for this PI is published on a monthly basis (approximately 2 weeks after the end of the month)</p>										
Theme 4: A Safe and Supportive Community										
BV218a	Percentage of new reports of abandoned vehicles investigated within 24hrs of notification Good performance: HIGH	%	99.46	99.68	99.61	99.5	99.5	John Chilton	GREEN DOWN	

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend
CPAE30	Consumer satisfaction with trading standards service. Good performance: HIGH	%	83.14	92	77	63.75	85	Bryan Jones		
CPAE33a	Trading standards, levels of business compliance, high-risk premises. Good performance: HIGH	%	89.8	71	84	69.75	93	Colin Perrins		
CPAE33b	Trading standards, levels of business compliance, medium risk premises.	%	91.42	60	93	69.75	93	Colin Perrins		

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend																								
CPAE33c	Trading standards, levels of business compliance, low-risk premises. Good performance: HIGH	%	93.62	66	88	69.75	93	Colin Perrins		<table border="1"> <caption>Performance Data for CPAE33c</caption> <thead> <tr> <th>Period</th> <th>Performance</th> <th>Yearly Target</th> <th>Monthly Estimate</th> </tr> </thead> <tbody> <tr> <td>2007/08</td> <td>93.62</td> <td>93</td> <td>93.62</td> </tr> <tr> <td>Jun (Q1)</td> <td>66</td> <td>93</td> <td>66</td> </tr> <tr> <td>Sep (Q2)</td> <td>88</td> <td>93</td> <td>88</td> </tr> <tr> <td>Dec (Q3)</td> <td>69.75</td> <td>93</td> <td>69.75</td> </tr> <tr> <td>Mar (Q4)</td> <td>93</td> <td>93</td> <td>93</td> </tr> </tbody> </table>	Period	Performance	Yearly Target	Monthly Estimate	2007/08	93.62	93	93.62	Jun (Q1)	66	93	66	Sep (Q2)	88	93	88	Dec (Q3)	69.75	93	69.75	Mar (Q4)	93	93	93
Period	Performance	Yearly Target	Monthly Estimate																															
2007/08	93.62	93	93.62																															
Jun (Q1)	66	93	66																															
Sep (Q2)	88	93	88																															
Dec (Q3)	69.75	93	69.75																															
Mar (Q4)	93	93	93																															
National028	Number of serious violent knife crimes per 1,000 population (Delayed Until 09/10) Cumulative measure Good performance: LOW	Number		1	1.63	1.52	2.03	Andy Bamber	RED	<table border="1"> <caption>Performance Data for National028</caption> <thead> <tr> <th>Period</th> <th>Performance</th> <th>Yearly Target</th> <th>Monthly Estimate</th> </tr> </thead> <tbody> <tr> <td>2007/08</td> <td>1</td> <td>2.03</td> <td>1</td> </tr> <tr> <td>Jun (Q1)</td> <td>1</td> <td>2.03</td> <td>1</td> </tr> <tr> <td>Sep (Q2)</td> <td>1.63</td> <td>2.03</td> <td>1.63</td> </tr> <tr> <td>Dec (Q3)</td> <td>1.52</td> <td>2.03</td> <td>1.52</td> </tr> <tr> <td>Mar (Q4)</td> <td>2.03</td> <td>2.03</td> <td>2.03</td> </tr> </tbody> </table>	Period	Performance	Yearly Target	Monthly Estimate	2007/08	1	2.03	1	Jun (Q1)	1	2.03	1	Sep (Q2)	1.63	2.03	1.63	Dec (Q3)	1.52	2.03	1.52	Mar (Q4)	2.03	2.03	2.03
Period	Performance	Yearly Target	Monthly Estimate																															
2007/08	1	2.03	1																															
Jun (Q1)	1	2.03	1																															
Sep (Q2)	1.63	2.03	1.63																															
Dec (Q3)	1.52	2.03	1.52																															
Mar (Q4)	2.03	2.03	2.03																															
<p>Monthly Performance: This indicator is slightly off target during this period however this is not audited data and we expect to meet the target at the end of the year due to pending police operations.</p>																																		
National029	Number of gun crimes per 1,000 population Cumulative measure Good performance: LOW	Number		27	38	57.71	76.95	Andy Bamber	GREEN	<table border="1"> <caption>Performance Data for National029</caption> <thead> <tr> <th>Period</th> <th>Performance</th> <th>Yearly Target</th> <th>Monthly Estimate</th> </tr> </thead> <tbody> <tr> <td>2007/08</td> <td>27</td> <td>76.95</td> <td>27</td> </tr> <tr> <td>Jun (Q1)</td> <td>27</td> <td>76.95</td> <td>27</td> </tr> <tr> <td>Sep (Q2)</td> <td>38</td> <td>76.95</td> <td>38</td> </tr> <tr> <td>Dec (Q3)</td> <td>57.71</td> <td>76.95</td> <td>57.71</td> </tr> <tr> <td>Mar (Q4)</td> <td>76.95</td> <td>76.95</td> <td>76.95</td> </tr> </tbody> </table>	Period	Performance	Yearly Target	Monthly Estimate	2007/08	27	76.95	27	Jun (Q1)	27	76.95	27	Sep (Q2)	38	76.95	38	Dec (Q3)	57.71	76.95	57.71	Mar (Q4)	76.95	76.95	76.95
Period	Performance	Yearly Target	Monthly Estimate																															
2007/08	27	76.95	27																															
Jun (Q1)	27	76.95	27																															
Sep (Q2)	38	76.95	38																															
Dec (Q3)	57.71	76.95	57.71																															
Mar (Q4)	76.95	76.95	76.95																															

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend
National030	The change in convictions for Prolific and other Priority Offenders (PPOs) over a 12 month period Good performance: LOW	Number		N/A	N/A	30	30	Andy Bamber		
Monthly Performance: This data is published by the Home Office and we are unsure when the data is going to be released.										
National034	Number of domestic homicides per 1,000 population Good performance: LOW	Number		0	0	0	0	Andy Bamber	→ G	
National043	Young people within the Youth Justice System receiving a conviction in court who are sentenced to custody Good performance: LOW	%	7.4	12.8	7.3	5	5	Mary Durkin	↑ R	
<p>Monthly Performance: A high number of serious offences left the courts no option but to impose custodial sentences and we have not met the target. The number of custodial sentences in the quarter was 9, which was 7.3% of all disposals by the court. Comparison data for the quarter will be available in March 2009. The YOT quarterly figure of 7.3% is the same as the London average in 2007/08 of 7.3%. In 5 out of the 9 custodial sentences in the quarter, the offence seriousness was 6 (Scale 1 to 8, ascending seriousness). In the other 4 cases, the offence seriousness was 4. In these cases, the young people had previously been sentenced respectively 3, 4, 4, and 6 times before the custodial sentences were imposed. The YOT will continue to co-ordinate and run preventative and diversionary interventions to avoid young people's behaviour escalating to the point where custody is inevitable. At sentencing stage, the YOT will continue to present to the court robust community-based alternatives to custodial sentences commensurate with the seriousness of the offence(s) before the court.</p>										



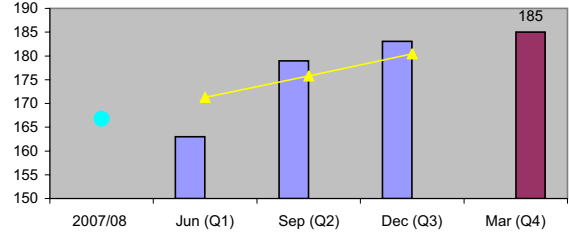


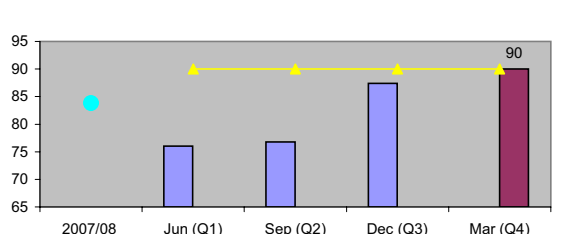
PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend																								
National049a	Total number of primary fires per 100,000 population - primary fires and related fatalities and non-fatal casualties (excluding precautionary checks). Cumulative measure Good performance: LOW	Number		N/A	159.31	201.2	268.3	Andy Bamber	GREEN	<p>Legend: Performance (blue bar), Yearly Target (maroon bar), Monthly Estimate (yellow line with triangle), 2007/08 (red dot)</p> <table border="1"> <caption>Performance Data for National049a</caption> <thead> <tr> <th>Period</th> <th>Performance</th> <th>Yearly Target</th> <th>Monthly Estimate</th> </tr> </thead> <tbody> <tr> <td>2007/08</td> <td>-</td> <td>-</td> <td>-</td> </tr> <tr> <td>Jun (Q1)</td> <td>~80</td> <td>-</td> <td>~70</td> </tr> <tr> <td>Sep (Q2)</td> <td>-</td> <td>-</td> <td>~140</td> </tr> <tr> <td>Dec (Q3)</td> <td>~160</td> <td>-</td> <td>~200</td> </tr> <tr> <td>Mar (Q4)</td> <td>268.3</td> <td>268.3</td> <td>~260</td> </tr> </tbody> </table>	Period	Performance	Yearly Target	Monthly Estimate	2007/08	-	-	-	Jun (Q1)	~80	-	~70	Sep (Q2)	-	-	~140	Dec (Q3)	~160	-	~200	Mar (Q4)	268.3	268.3	~260
Period	Performance	Yearly Target	Monthly Estimate																															
2007/08	-	-	-																															
Jun (Q1)	~80	-	~70																															
Sep (Q2)	-	-	~140																															
Dec (Q3)	~160	-	~200																															
Mar (Q4)	268.3	268.3	~260																															
National049b	Total number of fatalities due to primary fires per 100,000 population - primary fires and related fatalities and non-fatal casualties (excluding precautionary checks). Cumulative measure Good performance: LOW	Number		N/A	0	0	0	Andy Bamber	GREEN	<p>Legend: Performance (blue bar), Yearly Target (maroon bar), Monthly Estimate (yellow line with triangle), 2007/08 (red dot)</p> <table border="1"> <caption>Performance Data for National049b</caption> <thead> <tr> <th>Period</th> <th>Performance</th> <th>Yearly Target</th> <th>Monthly Estimate</th> </tr> </thead> <tbody> <tr> <td>2007/08</td> <td>-</td> <td>-</td> <td>-</td> </tr> <tr> <td>Jun (Q1)</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Sep (Q2)</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Dec (Q3)</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Mar (Q4)</td> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table>	Period	Performance	Yearly Target	Monthly Estimate	2007/08	-	-	-	Jun (Q1)	0	0	0	Sep (Q2)	0	0	0	Dec (Q3)	0	0	0	Mar (Q4)	0	0	0
Period	Performance	Yearly Target	Monthly Estimate																															
2007/08	-	-	-																															
Jun (Q1)	0	0	0																															
Sep (Q2)	0	0	0																															
Dec (Q3)	0	0	0																															
Mar (Q4)	0	0	0																															
National049c	Total number of non-fatal casualties per 100,000 population - primary fires and related fatalities and non-fatal casualties (excluding precautionary checks). Cumulative measure Good performance: LOW	Number		n/a	5.6	12.7	16.9	Andy Bamber	GREEN	<p>Legend: Performance (blue bar), Yearly Target (maroon bar), Monthly Estimate (yellow line with triangle), 2007/08 (red dot)</p> <table border="1"> <caption>Performance Data for National049c</caption> <thead> <tr> <th>Period</th> <th>Performance</th> <th>Yearly Target</th> <th>Monthly Estimate</th> </tr> </thead> <tbody> <tr> <td>2007/08</td> <td>-</td> <td>-</td> <td>-</td> </tr> <tr> <td>Jun (Q1)</td> <td>~2</td> <td>-</td> <td>~4</td> </tr> <tr> <td>Sep (Q2)</td> <td>-</td> <td>-</td> <td>~8</td> </tr> <tr> <td>Dec (Q3)</td> <td>~6</td> <td>-</td> <td>~12</td> </tr> <tr> <td>Mar (Q4)</td> <td>16.9</td> <td>16.9</td> <td>~16</td> </tr> </tbody> </table>	Period	Performance	Yearly Target	Monthly Estimate	2007/08	-	-	-	Jun (Q1)	~2	-	~4	Sep (Q2)	-	-	~8	Dec (Q3)	~6	-	~12	Mar (Q4)	16.9	16.9	~16
Period	Performance	Yearly Target	Monthly Estimate																															
2007/08	-	-	-																															
Jun (Q1)	~2	-	~4																															
Sep (Q2)	-	-	~8																															
Dec (Q3)	~6	-	~12																															
Mar (Q4)	16.9	16.9	~16																															

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend																								
National143	Offenders under probation supervision living in settled and suitable accommodation at the end of their order or licence Good performance: HIGH	%	73	N/A	67.7	70	70	Andy Bamber	RED	<p>Legend: Performance (blue bar), Yearly Target (purple bar), Monthly Estimate (yellow line with triangle), 2007/08 (red dot)</p> <table border="1"> <caption>Performance Data for National143</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> <th>Yearly Target (%)</th> <th>Monthly Estimate (%)</th> </tr> </thead> <tbody> <tr> <td>Actual 07/08</td> <td>73</td> <td>70</td> <td>-</td> </tr> <tr> <td>Jun</td> <td>-</td> <td>-</td> <td>-</td> </tr> <tr> <td>Sep</td> <td>67.7</td> <td>70</td> <td>70</td> </tr> <tr> <td>Dec</td> <td>67.7</td> <td>70</td> <td>70</td> </tr> <tr> <td>Mar</td> <td>67.7</td> <td>70</td> <td>70</td> </tr> </tbody> </table>	Month	Performance (%)	Yearly Target (%)	Monthly Estimate (%)	Actual 07/08	73	70	-	Jun	-	-	-	Sep	67.7	70	70	Dec	67.7	70	70	Mar	67.7	70	70
Month	Performance (%)	Yearly Target (%)	Monthly Estimate (%)																															
Actual 07/08	73	70	-																															
Jun	-	-	-																															
Sep	67.7	70	70																															
Dec	67.7	70	70																															
Mar	67.7	70	70																															
<p>Monthly Performance: There is one month reporting time lag with this indicator hence the data goes up to November 08. Latest FYTD Performance is 67.70%. Possible reason for underperforming may be due to managers not completing all fields in final reviews in Eoasys. Guidelines have been re issued to offender managers to record correctly.</p>																																		
National144	Offenders under probation supervision in employment at the end of their order or licence Good performance: HIGH	%		N/A	32	40	40	Andy Bamber	RED	<table border="1"> <caption>Performance Data for National144</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> <th>Yearly Target (%)</th> <th>Monthly Estimate (%)</th> </tr> </thead> <tbody> <tr> <td>Actual 07/08</td> <td>32</td> <td>40</td> <td>-</td> </tr> <tr> <td>Jun</td> <td>-</td> <td>-</td> <td>-</td> </tr> <tr> <td>Sep</td> <td>32</td> <td>40</td> <td>40</td> </tr> <tr> <td>Dec</td> <td>32</td> <td>40</td> <td>40</td> </tr> <tr> <td>Mar</td> <td>32</td> <td>40</td> <td>40</td> </tr> </tbody> </table>	Month	Performance (%)	Yearly Target (%)	Monthly Estimate (%)	Actual 07/08	32	40	-	Jun	-	-	-	Sep	32	40	40	Dec	32	40	40	Mar	32	40	40
Month	Performance (%)	Yearly Target (%)	Monthly Estimate (%)																															
Actual 07/08	32	40	-																															
Jun	-	-	-																															
Sep	32	40	40																															
Dec	32	40	40																															
Mar	32	40	40																															
<p>Monthly Performance: There is one month reporting time lag with this indicator hence the data goes up to November 08. Latest FYTD Performance is 32%. Possible reason for underperforming may be due to managers not completing all fields in final reviews in Eoasys. Guidelines have been re issued to offender managers to recording reviews correctly. Probation service have adjusted 80/09 target from 31% to 40</p>																																		
National182	Satisfaction of business with local authority regulation services - % Good performance: HIGH			69	72		n/a	Bryan Jones		<table border="1"> <caption>Performance Data for National182</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>Actual 07/08</td> <td>69</td> </tr> <tr> <td>Jun</td> <td>-</td> </tr> <tr> <td>Sep</td> <td>69</td> </tr> <tr> <td>Dec</td> <td>72</td> </tr> <tr> <td>Mar</td> <td>-</td> </tr> </tbody> </table>	Month	Performance (%)	Actual 07/08	69	Jun	-	Sep	69	Dec	72	Mar	-												
Month	Performance (%)																																	
Actual 07/08	69																																	
Jun	-																																	
Sep	69																																	
Dec	72																																	
Mar	-																																	
<p>Monthly Performance: Given that this is a new indicator, we are developing systems to capture and report on the information needed. An end of year target will therefore be nothing more than a guesstimate, although interim reports will be possible. Targets for subsequent years can be set when we have assessed this years performance and have access to other LA data.</p>																																		


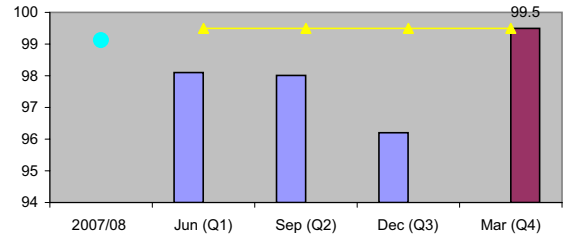
PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend
National183	Impact of local authority trading standards services on the fair trading environment Good performance: LOW	%		0.35	0.35		n/a	Bryan Jones		
<p>Monthly Performance: Given that this is a new indicator, we are developing systems to capture and report on the information needed. An end of year target will therefore be nothing more than a guesstimate, although interim reports will be possible. Targets for subsequent years can be set when we have assessed this years performance and have access to other LA data.</p>										
National184	Food establishments in the area which are broadly compliant with food hygiene Good performance: HIGH	%		70	78.5	60.75	62	Bryan Jones	↑ G	
Priority001	The percentage of hate crime cases with identified perpetrators investigated by the Community Safety Service resulting in formal action Good performance: HIGH			0	0	52.5	70	Andy Bamber	→ R	
<p>Monthly performance: CSS has undertaken a full case audit of each case and the Operations Manager is developing an action plan to urgently deal with this issue. It is likely that there is under recording of data and this is being investigated.</p>										

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend
National039	Rate of Hospital Admissions per 100,000 for Alcohol Related Harm Good performance: LOW	Number		N/A	N/A	1425	1900	Andy Bamber		
Monthly Performance: Data not yet received from the PCT.										
National045	Young offenders' engagement in suitable education, training and employment Good performance: HIGH	%	81.7	86	80.2	90	90	Mary Durkin		
<p>Monthly Performance: 80.2% of young people were in suitable education, training and employment (ETE) during the last week of their orders with the Youth Offending Team. This is a reduction of 5.8 percentage points on the previous quarter, and a reduction of 1.5% compared to the average for 2007/08. The YOT figures remain well above the London average of 68.8%. The quarterly ETE figures vary from quarter to quarter depending on the individual circumstances of the young people serving orders with the YOT. In the current quarter, 13 young people did not meet the criteria for suitable ETE at the end of their order. Of these, 3 school age young people were at Pupil Referral Units and receiving 16 hours ETE per week instead of the required 25 hours; 4 young people did not engage with the ETE services that were provided by the YOT; 1 young person was not suitable for ETE referral due to serious substance misuse and mental health concerns; 2 young people started full time ETE within 1 month of the completion of their orders; 2 young people who were above statutory school age were receiving between 1 - 15 hours ETE per week instead of the required 16 hours; and 1 young person was receiving 8 hours per week due to lack of resources in the college that he was attending, although he had requested more tuition.</p>										

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend
National046	Young Offenders' access to suitable accommodation Good performance: HIGH	%	93.4	97.4	97.4	95	95	Mary Durkin		
CPAE32	Trading standards, visits to high-risk premises. Good performance: HIGH	%	100	51	57	75	100	Colin Perrins		
Monthly Performance: Other enforcement work has prevented Officers from carrying out programmed inspections, but the programme is planned to achieve 100% target										
National126	Early Access for Women to Maternity Services Good performance: HIGH	%	61	69	69	65	65	Esther Trenchard-Mabere (PCT)		

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend
National130	Social care clients receiving Self Directed Support per 100,000 population Good performance: HIGH	Number	166.75	178.96 	183.08	180.44	185	John Goldup		
National132	Timeliness of social care assessment (all adults) Good performance: HIGH	Months	83.8	76.8 	87.4	90	90	John Goldup		
<p>Monthly Performance: Why: Staff shortages in the Occupational Therapy Team have contributed to longer waiting times for assessment. Data quality issues have been highlighted within SWIFT resulting in a misrepresentation of performance. What is being done about it? A Management Action Plan is in place to focus on a swift response to staffing issues. Action is still ongoing to finalise the auditing of records that contribute to performance to address data quality issues. The early warning system in development last quarter is due to go 'LIVE' this month to provide operational Team Managers with daily information around Assessments to allow allocation of resources to Performance critical cases. Will Performance get back on track to achieve year end target? We have already seen an increase in Performance of 10.6% last quarter having addressed certain issues. We expect performance to meet target by year end. When will performance get back on track? Each month remaining in the year will mark an improvement on the overall performance of this indicator.</p>										

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend
National133	Timeliness of social care packages following assessment Good performance: HIGH	%	93.8	95.8	95.9	96	96	John Goldup		
<p>Monthly Performance: Why is performance off target? Performance remains excellent in this indicator and is now only 0.1% off of target. Data quality issues are preventing a small number of cases appearing positively in performance terms. What is being done about it? Action is ongoing to finalise the auditing of records alongside the clients for NI132 that contribute to this indicator. Will Performance get back on track to achieve year end target? We expect performance to rise and meet target by year end. When will performance get back on track? Within the next two months all issues should be resolved and performance targets exceeded.</p>										
National141	Percentage of vulnerable people achieving independent living Good performance: HIGH	%	59	52.13	N/A		65	John Goldup		
<p>Monthly Performance: Clients that make up this indicator are in the process of being audited to correct inaccuracy of performance, therefore no performance information will be reported this quarter.</p>										
National142	Percentage of vulnerable people who are supported to maintain independent living Good performance: HIGH	%	98	97.7	N/A		99	John Goldup		
<p>Monthly Performance: Clients that make up this indicator are in the process of being audited to correct inaccuracy of performance, therefore no performance information will be reported this quarter.</p>										

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend
BV218b, LAA122	Percentage of abandoned vehicles removed within 24 hours from the point at which the Authority is legally entitled to remove the vehicle Good performance: HIGH	%	99.12	98.01	96.2	99.5	99.5	John Chilton		
<p>Monthly Performance: Top quartile performance is 98.5 and above. Our current performance places us in the 2nd quartile. The target shortfall represents 6 failures in 158. For the additional 4 failures, 3 were due to errors with the contractor not locating vehicles from the instructions given and 1 followed a technical error when an order was sent by fax but not received. The service is looking into potential arrangements for back-up vehicles if mechanical problems recur.</p>										

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend
Theme 5: A Healthy Community										
National055d	Percentage of children in Reception with height and weight recorded who are obese. Good performance: LOW	%	14.6	NR	13.75	13.75	15	Esther Trenchard-Mabere (PCT)		
National059	Percentage of initial assessments for children's social care carried out within 7 working days of referral	%	35.45	54.04	62.92		75	Kamini Rambellas		
Monthly performance: comments requested										
National113a	Percentage of the resident population aged 15-24 accepting tests/screen for Chlamydia Good performance: HIGH	%	18.4	7.2	4.4	4	20	Esther Trenchard-Mabere (PCT)		

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend																								
National156	Number of households living in temporary accommodation Good performance: LOW	Number	2483	2614	2511	2127	2127	John Goldup		<table border="1"> <caption>Performance Data for National156</caption> <thead> <tr> <th>Period</th> <th>Performance</th> <th>Yearly Target</th> <th>Monthly Estimate</th> </tr> </thead> <tbody> <tr> <td>Actual 07/08</td> <td>2483</td> <td>2127</td> <td>2483</td> </tr> <tr> <td>Jun</td> <td>2500</td> <td>2127</td> <td>2500</td> </tr> <tr> <td>Sep</td> <td>2550</td> <td>2127</td> <td>2550</td> </tr> <tr> <td>Dec</td> <td>2500</td> <td>2127</td> <td>2500</td> </tr> <tr> <td>Mar</td> <td>2200</td> <td>2127</td> <td>2200</td> </tr> </tbody> </table>	Period	Performance	Yearly Target	Monthly Estimate	Actual 07/08	2483	2127	2483	Jun	2500	2127	2500	Sep	2550	2127	2550	Dec	2500	2127	2500	Mar	2200	2127	2200
Period	Performance	Yearly Target	Monthly Estimate																															
Actual 07/08	2483	2127	2483																															
Jun	2500	2127	2500																															
Sep	2550	2127	2550																															
Dec	2500	2127	2500																															
Mar	2200	2127	2200																															
Monthly performance: comments requested																																		
Key to symbols																																		
Arrow up	Performance has improved since the last comparable period (for cumulative indicators e.g. library visits we compare to the same period last year).																																	
Arrow across	Performance maintained since the last comparable period (for cumulative indicators we compare to the same period last year).																																	
Arrow down	Performance has deteriorated since the last comparable period (for cumulative indicators we compare to the same period last year).																																	
No arrow	No previous data to compare to (for cumulative indicators we can only compare to the same period the previous year)																																	
Colour	Colour represents whether performance is On Target (Green), Off Target (Red), or whether performance is off target, but will return to target (Amber).																																	
	Octagon shape represents Traffic Light for previous period. The two most recent reporting periods are shown.																																	

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FULL YEAR PROJECTED OUTTURN BASED ON EXPENDITURE AS AT 31/12/08

ADULTS, HEALTH & WELLBEING	FULL YEAR				Comment/ Risk Areas
	Original Budget £'000	Latest Budget £'000	Forecast Outturn £'000	Variance £'000	
Expenditure	376	176	176	0	
Income	-7			0	
A02 Divisional Management & Administration	369	176	176	0	
Expenditure	334	0		0	
Income				0	
A03 Access and Systems Capacity	334	0	0	0	
Expenditure	267	174	174	0	
Income	-267	-174	-174	0	
A04 Preventative Technology	0	0	0	0	
Expenditure	779	1,049	1,049	0	
Income	-780	-1,049	-1,049	0	
A05 Carers Programme	-1	0	0	0	
Expenditure	2,482	2,081	2,081	0	
Income				0	
A09 Elders Assessment & Care Management	2,482	2,081	2,081	0	
Expenditure	170	108	108	0	
Income				0	
A11 Physical Disabilities Sub Division	170	108	108	0	
Expenditure	1,074	1,083	1,083	0	
Income				0	
A12 Physical Disabilities Assessment	1,074	1,083	1,083	0	
Expenditure	89	89	89	0	
Income	-34	-34	-34	0	
A13 Learning Disabilities Sub Division	55	55	55	0	
Expenditure	1,032	797	797	0	
Income	-319	-77	-77	0	
A14 Learning Disabilities Assessment	713	720	720	0	
Expenditure	1,589	1,852	1,802	-50	
Income	-4	-4		4	
A15 Occupational Therapy	1,585	1,848	1,802	-46	
Expenditure	1,144	891	911	20	
Income				0	
A16 Occupational Therapy - Contribution	1,144	891	911	20	
Expenditure	479	481	481	0	
Income	-126	-126	-126	0	
A17 HIV Drugs Alcohol	353	355	355	0	
Expenditure	1,401	1,463	1,463	0	
Income				0	
A18 Hospital Social Work Teams	1,401	1,463	1,463	0	

FULL YEAR PROJECTED OUTTURN BASED ON EXPENDITURE AS AT 31/12/08

ADULTS, HEALTH & WELLBEING	FULL YEAR				Comment/ Risk Areas
	Original Budget £'000	Latest Budget £'000	Forecast Outturn £'000	Variance £'000	
Expenditure	138	230	230	0	
Income		-27	-27	0	
A19 Vulnerable Adults	138	203	203	0	
Expenditure	71	297	209	-88	
Income	-49	-273	-209	64	
A23 Mental Health Sub Division M&A	22	24	0	-24	
Expenditure	2,738	3,272	3,518	246	Additional expenditure has been incurred on staffing, in response to service pressures. However, this has largely been funded by an increase in income from the East London Foundation Trust, under our established partnership arrangements.
Income	-768	-867	-1,045	-178	
A24 Area Mental Health Teams	1,970	2,405	2,473	68	
Expenditure	488	491	475	-16	
Income	-73	-73	-73	0	
A25 Mental Health Day Centres	415	418	402	-16	
Expenditure	101	102	102	0	
Income				0	
A30 Adult Resources Sub Division	101	102	102	0	
Expenditure	682	683	603	-80	
Income	-1	-1	-1	0	
A31 Physical Disabilities	681	682	602	-80	
Expenditure	453	455	455	0	
Income	-5	-5	-5	0	
A32 Learning Disabilities Day Centre	448	450	450	0	
Expenditure	1,648	1,666	1,666	0	
Income	-43	-43	-43	0	
A33 Elders Day Centres	1,605	1,623	1,623	0	
Expenditure	6,465	6,511	6,066	-445	Following restrictions on referrals in 2007-08 to deal with budget pressures, the service is now accepting referrals for high intensity care packages. To date the demand has been somewhat less than predicted, leading to the projected underspend. Although a £445,000 underspend is the best estimate at this stage, it is anticipated that this will reduce over the remainder of the year, with an even more intensive focus on care at home as an alternative to institutional care.
Income				0	
A34 Home Care	6,465	6,511	6,066	-445	
Expenditure	249	252	245	-7	
Income				0	
A37 Emergency Duty Team	249	252	245	-7	
Expenditure	0	169	169	0	
Income				0	
A38 Older People And Homele	0	169	169	0	

FULL YEAR PROJECTED OUTTURN BASED ON EXPENDITURE AS AT 31/12/08

ADULTS, HEALTH & WELLBEING	FULL YEAR				Comment/ Risk Areas
	Original Budget £'000	Latest Budget £'000	Forecast Outturn £'000	Variance £'000	
Expenditure	522	522	522	0	
Income	-178	-178	-178	0	
A41 Personalisation	344	344	344	0	
Expenditure	24,066	23,675	24,688	1,013	The overspend can be attributed mainly to residential and nursing care. There has been a significant increase in referrals for residential and nursing care, mainly related to the high needs of increasing numbers of people with dementia. Additionally there is an increase in expenditure in Linkage Plus matched mainly by additional income from PCT.
Income	-3,897	-3,617	-4,215	-598	
A42 Elders Commissioning	20,169	20,058	20,473	415	
Expenditure	20,062	20,425	21,388	963	This variance in expenditure represents increases in demand for direct payments and other service areas concurrent with changes in policy and legislation towards more independent living. However, as a result of successful negotiations with the PCT over the appropriate sharing or distribution of costs in a number of complex cases of clients receiving very high levels of support, additional income will cover these costs and contribute to a net underspend. However this position is liable to significant change throughout the year as individual cases are reviewed and re-assessed.
Income	-2,156	-2,591	-4,013	-1,422	
A43 Learning Disabilities Commissioning	17,906	17,834	17,375	-459	
Expenditure	9,009	9,021	9,963	942	
Income	-1,444	-1,398	-2,332	-934	
A44 Mental Health Commissioning	7,565	7,623	7,631	8	
Expenditure	7,253	7,007	7,226	219	This variance in expenditure represents increases in demand for direct payments and other service areas concurrent with changes in policy and legislation towards more independent living.
Income	-1,452	-1,241	-1,198	43	
A45 Physical Disabilities Commissioning	5,801	5,766	6,028	262	
Expenditure	258	258	232	-26	
Income	-151	-151	-151	0	
A46 HIV Commissioning	107	107	81	-26	
Expenditure	783	0	0	0	
Income				0	
A47 Drugs Commissioning	783	0	0	0	
Expenditure	263	0	0	0	
Income				0	
A48 Alcohol Commissioning	263	0	0	0	

FULL YEAR PROJECTED OUTTURN BASED ON EXPENDITURE AS AT 31/12/08

ADULTS, HEALTH & WELLBEING	FULL YEAR				Comment/ Risk Areas
	Original Budget £'000	Latest Budget £'000	Forecast Outturn £'000	Variance £'000	
Expenditure	38,807	38,477	40,286	1,809	The gross expenditure variance is mainly due to over spends on the Premises Related Budget Heads in consequence of there being more households in temporary accommodation than originally budgeted for. The Gross Income variance likewise reflects increased temporary accommodation placements, with more households contributing to Administration Charges than originally budgeted for.
Income	-35,648	-35,648	-38,617	-2,969	
A49 Homeless & Housing Advice Services	3,159	2,829	1,669	-1,160	
Expenditure	15,821	17,485	17,207	-278	
Income	-15,744	-17,483	-17,207	276	
A50 Supporting People	77	2	0	-2	
Expenditure	50	173	173	0	
Income				0	
A53 Strategic Division M&A	50	173	173	0	
Expenditure	621	586	586	0	
Income	-225	-188	-188	0	
A54 Policy and Planning	396	398	398	0	
Expenditure	383	386	386	0	
Income				0	
A55 Quality and Performance	383	386	386	0	
Expenditure	388	388	388	0	
Income				0	
A56 Adult Services IT	388	388	388	0	
Expenditure	396	397	397	0	
Income	-72	-72	-72	0	
A57 Strategic Projects	324	325	325	0	
Expenditure	1,381	575	575	0	
Income	-27	-27	-27	0	
A58 Technical Resources	1,354	548	548	0	
Expenditure	598	644	644	0	
Income				0	
A59 Corporate Services	598	644	644	0	
Expenditure	8	8	8	0	
Income				0	
A60 Communications	8	8	8	0	
Expenditure	818	588	588	0	
Income	-273	-43	-43	0	
A66 Learning and Development	545	545	545	0	

FULL YEAR PROJECTED OUTTURN BASED ON EXPENDITURE AS AT 31/12/08

ADULTS, HEALTH & WELLBEING	FULL YEAR				Comment/ Risk Areas
	Original Budget £'000	Latest Budget £'000	Forecast Outturn £'000	Variance £'000	
Expenditure	41	26	26	0	
Income				0	
A68 Supported Employment	41	26	26	0	
Expenditure	710	1,111	1,111	0	
Income	-25	-9	-9	0	
A71 Finance Services	685	1,102	1,102	0	
Expenditure	128	128	128	0	
Income				0	
A72 Budget Shortfall Contingency	128	128	128	0	
Expenditure	3,433	3,433	3,433	0	
Income				0	
A90 Support Services Holding Account	3,433	3,433	3,433	0	
Adults' Health & Wellbeing Total	86,278	84,286	82,794	-1,492	

CORPORATE REVENUE BUDGET MONITORING 2008/09 (3rd QUARTER)

APPENDIX 3B

FULL YEAR PROJECTED OUTTURN BASED ON EXPENDITURE AS AT 31/12/08

CHILDREN'S SERVICES	FULL YEAR				Comment/Risk Area
	Original Budget £'000	Latest Budget £'000	Forecast Outturn £'000	Variance £'000	
Expenditure	3,924	5,451	5,451	0	
Income	-3,895	-5,315	-5,315	0	
G02 Pre-Primary Education	29	136	136	0	
Expenditure	110,455	133,730	133,730	0	
Income	-107,856	-129,709	-129,709	0	
G04 Primary Education	2,599	4,021	4,021	0	
Expenditure	89,366	123,134	123,134	0	
Income	-86,819	-117,762	-117,762	0	
G06 Secondary Education	2,547	5,372	5,372	0	
Expenditure	10,222	15,546	15,546	0	
Income	-9,984	-15,062	-15,062	0	
G08 Special Education	238	484	484	0	
Expenditure	657	662	688	26	
Income	-254	-268	-297	-29	
G10 EYCL M&A	403	394	391	-3	
Expenditure	5,506	7,107	6,327	-780	Underspend (offset by reduced grant) due to restricted grants where there is insufficient demand to meet the narrow criteria required to access funding (NEG,
Income	-5,049	-6,267	-5,487	780	
G11 Early Years	457	840	840	0	
Expenditure	2,720	3,034	3,043	9	
Income	-98	-98	-107	-9	
G12 Local Authority Day Nurseries	2,622	2,936	2,936	0	
Expenditure	10,510	10,895	11,002	107	Additional expenditure and income reflects a new service level agreement between two Childrens Centres that has yet to be incorporated in the budget
Income	-10,510	-10,510	-10,617	-107	
G13 Childrens Centres	0	385	385	0	
Expenditure	459	1,291	1,272	-19	
Income	-40	-377	-358	19	
G14 School Improvement Primary	419	914	914	0	
Expenditure	1,828	2,530	2,611	81	
Income	-413	-889	-980	-91	
G15 Pupil & Student Services	1,415	1,641	1,631	-10	
Expenditure	9,332	10,304	11,014	710	This difference in this budget relates to Recoupment Expenditure. This due to the increase in other LEA charges for school placements and the number of pupils placed in other LEA schools. This has been offset a little by a reduction in the level of Independent school fees.
Income	-5,227	-5,936	-6,646	-710	
G16 Special Educational Needs	4,105	4,368	4,368	0	
Expenditure	2,184	3,593	3,931	338	The variances from gross expenditure and gross income budgets are due to recent additional grant, which has yet to be reflected in the budget
Income	-2,173	-3,614	-3,978	-364	
G17 Support For Learning Service	11	-21	-47	-26	
Expenditure	1,080	1,550	1,621	71	
Income	-427	-728	-733	-5	
G18 Educational Psychology	653	822	888	66	
Expenditure	625	2,655	3,063	408	The variance from gross expenditure and gross income is due to recent additional WNF grant, which has yet to be reflected in the budget
Income	-174	-1,062	-1,470	-408	
G19 Equalities and Parental Engagement	451	1,593	1,593	0	

FULL YEAR PROJECTED OUTTURN BASED ON EXPENDITURE AS AT 31/12/08

CHILDREN'S SERVICES	FULL YEAR				Comment/Risk Area
	Original Budget £'000	Latest Budget £'000	Forecast Outturn £'000	Variance £'000	
Expenditure	169	206	206	0	
Income			0	0	
G20 Governors Services	169	206	206	0	
Expenditure	256	281	281	0	
Income			0	0	
G21 One O'clock Clubs	256	281	281	0	
Expenditure	148	163	163	0	
Income			0	0	
G25 Young People & Learning M&A	148	163	163	0	
Expenditure	879	1,058	1,058	0	
Income	-472	-481	-481	0	
G26 School Improvement Secondary	407	577	577	0	
Expenditure	0	472	214	-258	Delays in appointing project manager but funding agency has agreed that underspend can be c/f to 2009/10
Income	0	-472	-214	258	
G27 14 - 19 Year Olds	0	0	0	0	
Expenditure	0	1,282	1,214	-68	
Income	0	-1,264	-1,208	56	
G28 Educational Improvement P'ship	0	18	6	-12	
Expenditure	4,031	4,363	4,692	329	The expenditure figure reflects additional services to schools/pupils and the temporary additional staffing costs to work with pupils on managed moves and exclusions, this figure is offset by the additional income generated from this work from schools and SEN section.
Income	-4,031	-4,431	-4,760	-329	
G29 PRU	0	-68	-68	0	
Expenditure	0	480	116	-364	The budget variances result from the expenditure being profiled to the academic year
Income	0	-480	-116	364	
G30 Music/Arts Education	0	0	0	0	
Expenditure	391	432	420	-12	
Income	-10	-10	-2	8	
G33 E-Learning	381	422	418	-4	
Expenditure	424	425	570	145	The variance from gross expenditure and gross income is due to recent additional Play Pathfinder grant, which has yet to be reflected in the budget
Income			-145	-145	
G37 Youth & Community Learning M&A	424	425	425	0	
Expenditure	4,051	4,215	4,600	385	The additional spend (netted off 100% by additional income) results from the application of LSC grant not used in 2007/08
Income	-3,403	-3,305	-3,690	-385	
G38 Lifelong Learning	648	910	910	0	
Expenditure	5,456	12,177	12,767	590	The variance in gross expenditure and gross income is due to recent additional LDA and WNF grant funding, which has yet to be reflected in the budget
Income	-1,535	-7,115	-7,705	-590	
G39 Youth & Connexions Service	3,921	5,062	5,062	0	
Expenditure	1,283	1,693	1,671	-22	
Income	-344	-344	-322	22	
G40 Junior Youth Service	939	1,349	1,349	0	

FULL YEAR PROJECTED OUTTURN BASED ON EXPENDITURE AS AT 31/12/08

CHILDREN'S SERVICES	FULL YEAR				Comment/Risk Area
	Original Budget £'000	Latest Budget £'000	Forecast Outturn £'000	Variance £'000	
Expenditure	0	153	153	0	
Income	0	-111	-111	0	
G41 Health Through Education	0	42	42	0	
Expenditure	746	861	922	61	
Income	-14	-14	-75	-61	
G42 Community Languages Team	732	847	847	0	
Expenditure	59	69	69	0	
Income			0	0	
G43 Out-of-hours Learning & Study Support	59	69	69	0	
Expenditure		1,334	1,454	120	The variance in gross expenditure and gross income is due to recent additional Breakfast Club grant, which has yet to be reflected in the budget
Income		-1,328	-1,448	-120	
G44 Extended Schools	0	6	6	0	
Expenditure	931	938	938	0	
Income	-931	-931	-931	0	
G46 Community Premises	0	7	7	0	
Expenditure	633	286	335	49	
Income			0	0	
G49 Childrens Social Care M&A	633	286	335	49	
Expenditure	1,817	2,217	2,280	63	
Income	-63	-159	-159	0	
G50 Child Protection & Reviewing	1,754	2,058	2,121	63	
Expenditure	648	758	758	0	
Income			0	0	
G51 Childrens Resources : Management	648	758	758	0	
Expenditure	1,510	1,989	1,973	-16	
Income		-281	-265	16	
G52 Childrens Resources : Resident	1,510	1,708	1,708	0	
Expenditure	2,480	2,826	2,849	23	
Income	-31	-31	-54	-23	
G53 Childrens Resources : Family	2,449	2,795	2,795	0	
Expenditure	17,488	17,979	17,937	-42	
Income	-596	-924	-882	42	
G54 Childrens Resources : Commissioning	16,892	17,055	17,055	0	
Expenditure	2,516	2,616	2,564	-52	
Income	-208	-76	-24	52	
G55 Children Looked After	2,308	2,540	2,540	0	
Expenditure	2,489	2,764	2,670	-94	
Income	-169	-169	-75	94	
G56 Leaving Care	2,320	2,595	2,595	0	

CORPORATE REVENUE BUDGET MONITORING 2008/09 (3rd QUARTER)

APPENDIX 3B

FULL YEAR PROJECTED OUTTURN BASED ON EXPENDITURE AS AT 31/12/08

CHILDREN'S SERVICES	FULL YEAR				Comment/Risk Area
	Original Budget £'000	Latest Budget £'000	Forecast Outturn £'000	Variance £'000	
Expenditure	6,155	7,087	7,974	887	There remain significant budget pressures in relation to the requirement to maintain agency staff, in order to provide a safe service and ensure children are safeguarded. A detailed strategy is underway to re-shape the service with a particular emphasis on early intervention and prevention and to refocus the delivery of services to families to reduce the demands on the service. It is anticipated that this strategy will reduce the level of overspend in the medium term.
Income	-12	-213	-238	-25	
G57 Fieldwork	6,143	6,874	7,736	862	
Expenditure	2,318	2,658	2,396	-262	Safer recruitment process delayed recruitment of link carers. Delay will not reoccur next year
Income	0	-219	-228	-9	
G58 Integrated Services for CWD	2,318	2,439	2,168	-271	
Expenditure	423	353	369	16	
Income	-263	-44	-44	0	
G59 Emergency Duty Team	160	309	325	16	
Expenditure	1,544	1,699	2,160	461	The variance from gross expenditure and gross income is due to recent additional Youth Offending grant, which has yet to be reflected in the budget.
Income	-864	-864	-1,325	-461	
G60 Youth Offending Service	680	835	835	0	
Expenditure	1,825	1,714	1,714	0	
Income	-1,270	-1,049	-1,049	0	
G61 Children-Mental Health (CAMHS)	555	665	665	0	
Expenditure	469	535	519	-16	
Income			0	0	
G65 SPP M&A	469	535	519	-16	
Expenditure	1,129	2,816	2,880	64	
Income	-225	-1,292	-1,304	-12	
G67 Commissioned Services	904	1,524	1,576	52	
Expenditure	30,275	37,381	37,381	0	
Income	-30,207	-36,761	-36,761	0	
G68 External Funding & Partnership	68	620	620	0	
Expenditure	85	107	107	0	
Income			0	0	
G69 Communications	85	107	107	0	
Expenditure	155	325	323	-2	
Income	-155	-296	-296	0	
G70 CIS	0	29	27	-2	
Expenditure	484	1,265	1,215	-50	
Income	-5	-5	0	5	
G71 Performance Research & Statistics	479	1,260	1,215	-45	
Expenditure	283	292	261	-31	
Income	-28		0	0	
G72 Programme Management	255	292	261	-31	

FULL YEAR PROJECTED OUTTURN BASED ON EXPENDITURE AS AT 31/12/08

CHILDREN'S SERVICES	FULL YEAR				Comment/Risk Area
	Original Budget £'000	Latest Budget £'000	Forecast Outturn £'000	Variance £'000	
Expenditure	476	0	0	0	
Income		0	0	0	
G73 Quality Audit & Project Management	476	0	0	0	
Expenditure	205	0	0	0	
Income		0	0	0	
G74 Quality & Performance	205	0	0	0	
Expenditure	687	752	714	-38	
Income	-387	-379	-379	0	
G75 IT Social Care	300	373	335	-38	
Expenditure	264	279	279	0	
Income	-26	-26	-26	0	
G79 Childrens Services Resources	238	253	253	0	
Expenditure	433	455	455	0	
Income			0	0	
G80 Information & Support Services	433	455	455	0	
Expenditure	1,004	1,232	1,171	-61	
Income	-465	-510	-529	-19	
G81 Building Dev & Tech Service	539	722	642	-80	
Expenditure	10,952	2,735	2,735	0	
Income	-661	-579	-579	0	
G82 Childrens Services Finance	10,291	2,156	2,156	0	
Expenditure	1,718	1,718	1,718	0	
Income			0	0	
G83 Childrens Services HR	1,718	1,718	1,718	0	
Expenditure	170	58	67	9	
Income	-84		-2	-2	
G84 Teacher Recruitment	86	58	65	7	
Expenditure	1,016	1,288	1,449	161	
Income	-449	-680	-841	-161	Additional expenditure (largely offset by additional income) relates to Every Child Matters Grant
G85 Learning & Development	567	608	608	0	
Expenditure	782	874	1,217	343	
Income	-421	-421	-864	-443	Surplus relates to additional business generated from Goresfield and the PDC
G86 PDC	361	453	353	-100	
Expenditure	132	301	301	0	
Income				0	
G89 Building Schools for the Future	132	301	301	0	
Expenditure	0	18	18	0	
Income	0	0	0	0	
G91 Holding accounts	0	18	18	0	
Total	80,006	86,596	87,077	477	
Add: Trading Accounts (See Appendix 6)			359	359	
Children's Services Total	80,006	86,596	87,436	836	

FULL YEAR PROJECTED OUTTURN BASED ON EXPENDITURE AS AT 31/12/08

COMMUNITIES, LOCALITIES & CULTURE	FULL YEAR				Comment/ Risk Areas
	Original Budget £'000	Latest Budget £'000	Forecast Outturn £'000	Variance £'000	
Expenditure	1,343	1,562	1,562	0	
Income	-1,343	-1,562	-1,562	0	
E01 Management & Support	0	0	0	0	
Expenditure	935	900	900	0	
Income	-935	-897	-897	0	
E10 Street Services Management & Admin	0	3	3	0	
Expenditure	29,117	29,141	28,921	-220	Original budget projections assumed a requirement to purchase LATS allowances at a cost of £12 per ton. The current Market value at which LATS are being traded has reduced to £0.10 this will result in a saving of £223,000. The trading price for LATS is extremely volatile and given current economic circumstances and the fact that unused allowances cannot be carried forward costs are anticipated to increase in 2009/10. It will be necessary for the Council to purchase LATS in 2009/10 and as a consequence a request will be made to carry forward this balance to offset the liability.
Income	-5,026	-4,689	-4,689	0	
E11 Waste & Cleansing Services	24,091	24,452	24,232	-220	
Expenditure	11,287	12,403	12,403	0	
Income	-1,976	-2,211	-2,211	0	
E12 Transportation & Highways	9,311	10,192	10,192	0	
Expenditure	1,744	1,743	1,743	0	
Income	-1,744	-1,744	-1,744	0	
E14 Local Enforcement Teams	0	-1	-1	0	
Expenditure	121	121	121	0	
Income	-121	-121	-121	0	
E20 Environment Control Manager	0	0	0	0	
Expenditure	1,923	2,335	2,335	0	
Income	-300	-717	-717	0	
E21 Trading Standards	1,623	1,618	1,618	0	

FULL YEAR PROJECTED OUTTURN BASED ON EXPENDITURE AS AT 31/12/08

COMMUNITIES, LOCALITIES & CULTURE	FULL YEAR				Comment/ Risk Areas
	Original Budget £'000	Latest Budget £'000	Forecast Outturn £'000	Variance £'000	
Expenditure	6,136	6,662	6,662	0	
Income	-758	-1,264	-1,264	0	
E22 Environmental Health	5,378	5,398	5,398	0	
Expenditure	5,020	5,020	5,020	0	
Income	-3	-3	-3	0	
E23 Concessionary Fares	5,017	5,017	5,017	0	
		378	378	0	
		-378	-378	0	
E24 Parking Control	0	0	0	0	
Expenditure	540	1,056	906	-150	£250k was originally allocated for provision of a generator at Mulberry Place, delays in obtaining the landlord approval for the sighting of the generator has allowed for further consideration of the most appropriate use of this funding. This has resulted in the identification of a more cost effective method of providing business continuity options. Four separate projects have been identified by the Business Continuity Planning Group these are now in the process of being implemented but because of initial landlord delays not all funding will be expended in this financial year. A request will be made to carry forward the balance into 2009/10. One of the options is to purchase a mobile generator, and the underspend will fund this cost in the new financial year.
Income	-210	-443	-443	0	
E36 Health & Safety	330	613	463	-150	
Expenditure	974	973	973	0	
Income	-974	-974	-974	0	
E40 Divisional Management	0	-1	-1	0	
Expenditure	10,666	10,060	10,060	0	
Income	-1,672	-1,588	-1,588	0	
E41 Idea Stores Management	8,994	8,472	8,472	0	
Expenditure	5,596	5,562	5,562	0	
Income	-655	-636	-636	0	
E42 Sports & Physical Activity	4,941	4,926	4,926	0	
Expenditure	7,327	7,327	7,327	0	
Income	-758	-758	-758	0	
E43 Parks & Open Spaces	6,569	6,569	6,569	0	
Expenditure	1,843	1,894	1,894	0	
Income	-279	-324	-324	0	
E44 Arts & Events	1,564	1,570	1,570	0	
Expenditure	751	774	774	0	
Income	-751	-774	-774	0	
E45 Mile End Park	0	0	0	0	

FULL YEAR PROJECTED OUTTURN BASED ON EXPENDITURE AS AT 31/12/08

COMMUNITIES, LOCALITIES & CULTURE	FULL YEAR				Comment/ Risk Areas
	Original Budget £'000	Latest Budget £'000	Forecast Outturn £'000	Variance £'000	
Expenditure	1,340	1,363	1,363	0	
Income	-401	-390	-390	0	
E51 Head of Crime Reduction	939	973	973	0	
Expenditure	711	1,466	1,466	0	
Income	-333	-915	-915	0	
E53 Partnership and Performance	378	551	551	0	
Expenditure	2,108	2,300	2,300	0	
Income	-374	-741	-741	0	
E54 Operations	1,734	1,559	1,559	0	
Expenditure	808	874	874	0	
Income	-627	-300	-300	0	
E55 Policy & Victims	181	574	574	0	
Expenditure	2,984	3,053	3,053	0	
Income	-2,282	-2,051	-2,051	0	
E56 Drugs Action Team	702	1,002	1,002	0	
Expenditure	620	642	642	0	
Income	-307	-329	-329	0	
E61 Participation & Engagement	313	313	313	0	
Expenditure	0	1,563	1,563	0	
Income	0	-1,563	-1,563	0	
E62 Working Neighbourhoods Fund	0	0	0	0	
Total	72,065	73,800	73,430	-370	
Add: Trading Accounts (See Appendix 6)	0	0	0	0	
Communities, Localities & Culture Total	72,065	73,800	73,430	-370	

FULL YEAR PROJECTED OUTTURN BASED ON EXPENDITURE AS AT 31/12/08

DEVELOPMENT & RENEWAL	FULL YEAR				Comment/ Risk Areas
	Original Budget £'000	Latest Budget £'000	Forecast Outturn £'000	Variance £'000	
Expenditure	2,990	2,984	2,811	-173	
Income	-907	-1,068	-931	137	
J04 Major Project & Development	2,083	1,916	1,880	-36	
Expenditure	2,861	3,395	3,515	120	The Directorate budget includes a high level of income from development fees and land charges. These are forecast to decline significantly as a direct consequence of both the current 'credit crunch' and its impact on the property market and the introduction of Home Improvement Packs (HIPS). Earlier in the financial year, large shortfalls in fee income were projected. Over the last few months, significant fees have been received for major planning applications and this has meant that the projected pressure for the 2008-09 financial year is not expected to arise. It must be stressed however that these are one-off applications and very few major applications are anticipated in the near future. This will cause severe budgetary pressures in 2009-10 and later years.
Income	-2,975	-3,509	-3,734	-225	
J06 Development Decisions	-114	-114	-219	-105	
Expenditure	3,203	6,578	6,578	0	
Income	-1,611	-4,986	-4,986	0	
J08 External Project Funding	1,592	1,592	1,592	0	
Expenditure	680	680	680	0	
Income				0	
J10 Match Funding	680	680	680	0	
Expenditure	1,833	2,116	2,030	-86	
Income	-378	-471	-450	21	
J12 Resources	1,455	1,645	1,580	-65	
Expenditure	3,019	3,154	3,173	19	
Income	-151	-305	-305	0	
J14 Management & Support Services	2,868	2,849	2,868	19	
Expenditure	2,607	1,787	2,417	630	Expenditure is significantly higher than initially estimated to reflect the costs of the development and implementation of the corporate asset management system, together with the on-going additional costs that are being incurred to deliver comprehensive building surveys and backlog health and safety maintenance.
Income	-1,191	-675	-890	-215	
J16 Asset Management	1,416	1,112	1,527	415	

FULL YEAR PROJECTED OUTTURN BASED ON EXPENDITURE AS AT 31/12/08

DEVELOPMENT & RENEWAL	FULL YEAR				Comment/ Risk Areas
	Original Budget £'000	Latest Budget £'000	Forecast Outturn £'000	Variance £'000	
Expenditure	610	843	843	0	
Income		-233	-233	0	
J18 Olympics	610	610	610	0	
Expenditure	5,911	9,786	9,750	-36	The Local Labour in Construction service has been historically funded through a combination of Housing Capital, HRA and Section 106 resources, and trading income. The service transferred to Development and Renewal from the former Housing Directorate in April 2008, and it soon became apparent that the assumed levels of external funding would not be realised. A review of the service was agreed as part of the 2009-10 budget process and this will deliver some £150,000 of savings to ease pressures in future years.
Income	-1,870	-6,017	-5,770	247	
J20 Regeneration Strategy Sustainability	4,041	3,769	3,980	211	
Total	14,632	14,053	14,492	440	
Add: Trading Accounts (See Appendix 6)	0	0	66	66	
Development & Renewal Total	14,632	14,053	14,556	506	

FULL YEAR PROJECTED OUTTURN BASED ON EXPENDITURE AS AT 31/12/08

CHIEF EXECUTIVE'S Directorate	FULL YEAR				Comment/Risk Area
	Original Budget £'000	Latest Budget £'000	Forecast Outturn £'000	Variance £'000	
Expenditure	911	0	0	0	
Income	0	0	0	0	
C04 Local Training & Employment	911	0	0	0	
Expenditure	2,783	2,913	3,327	414	
Income	-2,783	-2,913	-3,259	-346	
C14 Communications	0	0	68	68	
Expenditure	620	619	619	0	
Income	0	0	0	0	
C16 Strategy & Performance	620	619	619	0	
Expenditure	3,574	3,965	3,965	0	
Income	-3,574	-3,474	-3,474	0	
C52 Legal Services	0	491	491	0	
Expenditure	1,450	1,864	1,864	0	
Income	-139	-553	-553	0	
C54 Scrutiny & Equalities	1,311	1,311	1,311	0	
Expenditure	702	1,023	852	-171	Budget includes £321k for subsidy payments for Burials outside the borough, however the projected spend this year is only £100k. This anticipated underspend reflects the fact that the scheme was launched midway through the financial year. It is expected that spend will be closer to the budget figure next year as (i) the scheme will be in place for the whole year; (ii) take-up is increasing as people get to know about the scheme; and (iii) a review, and possible extension, of the scheme is pending at the end of the pilot period.
Income	-337	-337	-337	0	
C56 Registration of Births, Deaths	365	686	515	-171	
Expenditure	492	537	537	0	
Income	0	0	0	0	
C58 Electoral Registration	492	537	537	0	
Expenditure	30	30	30	0	
Income	0	0	0	0	
C60 Borough Elections	30	30	30	0	
Expenditure	2,817	2,816	2,887	71	
Income	-387	-387	-387	0	
C62 Democratic Services	2,430	2,429	2,500	71	
Expenditure	812	812	812	0	
Income	0	0	0	0	
C78 Demo Representation & Mgt	812	812	812	0	
Expenditure	4,259	4,662	4,662	0	
Income	-160	-160	-160	0	
C80 Corporate Management	4,099	4,502	4,502	0	
Chief Executive's Total	11,071	11,415	11,385	-32	

CORPORATE REVENUE BUDGET MONITORING 2008/09 (3rd QUARTER)

APPENDIX 3F

FULL YEAR PROJECTED OUTTURN BASED ON EXPENDITURE AS AT 31/12/08

RESOURCES Directorate	FULL YEAR				Comment/Risk Area
	Original Budget £'000	Latest Budget £'000	Forecast Outturn £'000	Variance £'000	
Expenditure	2,215	2,215	2,255	40	
Income	-2,215	-2,215	-2,215	0	
R32 Corporate Finance	0	0	40	40	
Expenditure	905	905	905	0	
Income	-905	-905	-905	0	
R34 Internal Audit	0	0	0	0	
Expenditure	34,589	34,589	34,589	0	A surplus of around £658k is expected arising from C-Tax Benefits subsidy; also additional income from fines of approximately £332k and £30k savings on running costs, offset by reduced NNDR reimbursement £38k. However this is a demand-led service which may be affected by the present financial uncertainty.
Income	-30,572	-30,572	-31,554	-982	
R36 Council Tax & NNDR	4,017	4,017	3,035	-982	
Expenditure	884	884	982	98	
Income	-732	-734	-734	0	
R38 Procurement	152	150	248	98	
Expenditure	480	580	580	0	
Income	-480	-580	-580	0	
R40 Risk Management	0	0	0	0	
Expenditure	1,160	1,160	1,122	-38	
Income	-1,160	-1,160	-1,160	0	
R42 Debtors Income Service	0	0	-38	-38	
Expenditure	435	434	494	60	
Income	-433	-434	-434	0	
R44 Cashiers	2	0	60	60	
Expenditure	848	848	788	-60	
Income	-848	-848	-848	0	
R46 Payments	0	0	-60	-60	
Expenditure	9,473	9,543	9,640	97	
Income	-9,473	-9,473	-9,473	0	
R48 Information Services	0	70	167	97	
Expenditure	8,384	8,533	8,533	0	
Income	-4,639	-4,730	-4,730	0	
R50 Contact Centre	3,745	3,803	3,803	0	

CORPORATE REVENUE BUDGET MONITORING 2008/09 (3rd QUARTER)

APPENDIX 3F

FULL YEAR PROJECTED OUTTURN BASED ON EXPENDITURE AS AT 31/12/08

RESOURCES Directorate	FULL YEAR				Comment/Risk Area
	Original Budget £'000	Latest Budget £'000	Forecast Outturn £'000	Variance £'000	
Expenditure	20,916	24,239	24,239	0	
Income	-19,483	-19,475	-19,475	0	
R52 Admin Buildings	1,433	4,764	4,764	0	
Expenditure	0	184,504	184,504	0	
Income	0	-184,009	-184,009	0	
R54 Housing Benefits	0	495	495	0	
Expenditure	439	458	537	79	
Income	-424	-435	-435	0	
R56 Depots	15	23	102	79	
Expenditure	0	5,848	5,848	0	
Income	0	-6,012	-6,012	0	
R58 Benefits Admin Team	0	-164	-164	0	
Expenditure	417	417	417	0	
Income	-417	-417	-417	0	
R60 Reprographics	0	0	0	0	
Expenditure	2,165	2,161	2,161	0	
Income	-2,163	-2,161	-2,161	0	
R64 Shared Services	2	0	0	0	
Expenditure	2,704	3,611	3,611	0	
Income	-2,704	-3,584	-3,584	0	
R72 Human Resources	0	27	27	0	
Expenditure	1,292	380	460	80	
Income	-1,290	-64	-64	0	
R74 Occupational Health	2	316	396	80	
Expenditure	4,225	3,881	4,181	300	The projected overspend has arisen due to commitments entered into in previous years for positive action schemes.combined with a mismatch between expenditure and grant income. This has now been resolved and will not occur in 2009/2010
Income	-3,328	-3,327	-3,327	0	
R76 HR/Learning & Development	897	554	854	300	
Expenditure	930	859	859	0	
Income	0	0	0	0	
R82 Non-Distributed Costs	930	859	859	0	
Resources Total	11,198	14,914	14,588	-326	

FULL YEAR PROJECTED OUTTURN BASED ON EXPENDITURE AS AT 31/12/08

CORPORATE COSTS / CAPITAL FINANCING	Expenditure			Income			Net Variance			Comments/Risks
	Latest Budget	Projected Outturn	Variance	Latest Budget	Projected Outturn	Variance	Latest Budget	Projected Outturn	Variance	
	£000	£000	£000	£000	£000	£000	£000	£000	£000	
Expenditure/(Income)	34,127	27,361	(3,866)	(22,804)	(17,488)	(884)	11,323	9,873	(1,450)	Primarily from investment income and reduced cost of external borrowing. However recent interest rate falls will result in a reduction of surpluses from investment income and this constitutes a risk to the Council's budget in 2009/2010

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TRADING ACCOUNT MONITORING 2008/09 (3rd QUARTER)
 BASED ON EXPENDITURE AS AT 31/12/08

APPENDIX 4A

Children's Services	Latest Budget to 31/12/08 £'000	Forecast Outturn £'000	Variance £'000	Comment/ Risk Areas
Expenditure		1,172	1,172	
Income		-1,172	-1,172	
Contract Services: Building Cleaning	0	0	0	
Expenditure		1,158	1,158	
Income		-1,158	-1,158	
Contract Services: Welfare Catering	0	0	0	
Expenditure		8,859	8,859	Attributable to increased costs for meals and transport
Income		-8,500	-8,500	
Contract Services: Schools Catering	0	359	359	
Expenditure		264	264	
Income		-264	-264	
Schools Finance Trading A/c	0	0	0	
Expenditure		181	181	
Income		-181	-181	
Development Trading A/c	0	0	0	
Expenditure		670	670	
Income		-670	-670	
School Keeping Trading A/c	0	0	0	
Expenditure		1,999	1,999	
Income		-1,999	-1,999	
Building & Technical Services Trading A/c	0	0	0	
Expenditure		662	662	
Income		-662	-662	
89101 Sch. Library Service	0	0	0	
Expenditure		160	160	
Income		-160	-160	
89002 HEC. Disbursement	0	0	0	
Expenditure		132	132	
Income		-132	-132	
89102 HEC. Trading	0	0	0	
Expenditure		590	590	
Income		-590	-590	
89107 Music Trading	0	0	0	
Expenditure		482	482	
Income		-482	-482	
89105 IT. Trading	0	0	0	

TRADING ACCOUNT MONITORING 2008/09 (3rd QUARTER)
 BASED ON EXPENDITURE AS AT 31/12/08

APPENDIX 4A

Children's Services				Comment/ Risk Areas
	Latest Budget to 31/12/08 £'000	Forecast Outturn £'000	Variance £'000	
Expenditure		209	209	
Income		-209	-209	
89108 Govenors Trading Account	0	0	0	
Expenditure		560	560	
Income		-560	-560	
81506 Attendance and Welfare Services SLA Account	0	0	0	
Expenditure		120	120	
Income		-120	-120	
89010 Workplace Nursery	0	0	0	
Expenditure		1,292	1,292	
Income		-1,292	-1,292	
81602 SLS Trading A/c	0	0	0	
Children's Services Total	0	359	359	

TRADING ACCOUNT MONITORING 2008/09 (3rd QUARTER)
 BASED ON EXPENDITURE AS AT 31/12/08

APPENDIX 4B

Communities, Localities & Culture	Latest Budget to 31/12/08	Forecast Outturn	Variance	Comment/ Risk Areas
	£'000	£'000	£'000	
Trading Accounts				
Expenditure	1,805	1,805	0	
Income	-1,805	-1,805	0	
E30 Fleet Management	0	0	0	
Expenditure	4,544	4,544	0	
Income	-4,544	-4,544	0	
E31 Passenger Transport	0	0	0	
Expenditure	396	396	0	
Income	-396	-396	0	
E32 DSO Vehicle Workshop	0	0	0	
Communities, Localities & Culture Trading AC	0	0	0	
Non General Fund Account				
Expenditure	2,193	2,193	0	
Income	-2,193	-2,193	0	
E25 Street Trading	0	0	0	
Communities, Localities & Culture Total	0	0	0	

TRADING ACCOUNT MONITORING 2008/09 (3rd QUARTER)
 BASED ON EXPENDITURE AS AT 31/12/08

APPENDIX 4C

Development & Renewal	FULL YEAR			Comment/ Risk Areas
	Latest Budget to 31/12/08 £'000	Projected Outturn	Variance £'000	
	£'000	£'000	£'000	
Expenditure	1,732	1,571	-161	
Income	-1,732	-1,505	227	
Building Control	0	66	66	
Development & Renewal Total	0	66	66	

BUDGET ADJUSTMENTS 2008/2009

APPENDIX 5

Service Budgets

Adult Services
 Children's Services
 Communities, Localities & Culture
 Development and Renewal
 Chief Executive
 Resources
 Corporate/Capital

	Cabinet 03/12/08 £000	Pension Contributions £000	Health & Safety £000	Mela £000	One Stop Shop recharges £000	Support Costs £000	Housing Benefits £000	Prudential Borrowing £000	Early Retirements £000	Early Retirements Reimbursement £000	Latest Targets 2008/2009 £000
	84,111	208	(33)		8	(486)					83,808
	85,959	637			2	(384)		(46)	(127)	36	86,077
	73,767	246	33	220	109	(650)		(279)	(64)	67	73,449
	14,053	117				2,508	(245)		(18)		16,415
	11,415	60			32	-			(17)		11,490
	14,914	186			(151)	(988)	245		(27)	137	14,316
	12,168	(1,454)						325	253	(240)	11,052
	296,387	-	-	220	-	-	-	-	-	-	296,607
Payments to/from Balances											
Corporate Contingency	424										424
Local Public Service Agreement Reserve	(610)										(610)
Parking Control Reserve	(3,385)										(3,385)
Housing Choice Earmarked Reserve	1,978										1,978
E-Govt Loan Repayment	689										689
Asset Management Reserve	500										500
Insurance Fund Earmarked Reserve	500										500
General Balances	(985)										(985)
TOTAL NET BUDGET	295,498	-	-	220	-		-	-	-	-	295,718

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Template for Forecast Cumulative Gains 2008/09 efficiency gains					
		Reported Annual	Annual	Annual	
		Efficiency Gains	Efficiency Gains	Efficiency Gains	Comment
		Forecast	Forecast to Q3	Actuals to Q3	
		2008/09	2008/09	2008/09	
		£000	£000	£000	
Adults Health & Wellbeing					
SAV/COR/01	Horizontal Savings	73	55	55	
					Difficulties in the procurement process has led to a slight delay however this will be contained within the Service budget this year
SAV/AHWB/01	Efficiencies in Management & Monitoring of Home care	205	154	128	
SAV/AHWB/02	Improved efficiency of procurement of Supplies & Services	150	113	113	
SAV/AHWB/03	Deletion of Vacant Posts	150	113	113	
SAV/AHWB/04	Restructuring of Hospital Social Work Services	386	290	290	
SAV/AHWB/05	Business Process Reengineering	600	450	450	
SAV/AHWB/06	Efficiency Savings - Commissioning of Services for Older People	210	158	158	
SAV/AHWB/07	Efficiency Savings – Third Party Providers	150	113	113	
	sub-total	1,924	1,443	1,417	
Children's Services:					
SAV/COR/01	Horizontal Savings	606	455	455	
SAV/CS/01	Service Reviews	354	266	266	
SAV/CS/02	Streamlining Support for Families in need	108	81	81	
SAV/CS/03	Children's Social Care Commissioning	165	124	124	
SAV/CS/04	Organisational Restructure YPL	50	38	38	
SAV/CS/05	Invest to Save - Attendance Welfare Service	25	19	19	
SAV/CS/06	Non-Statutory Support to Schools	90	68	68	
SAV/CS/07	Home to School Travel	50	38	38	
SAV/CS/08	Vendor Managed Service	40	30	30	
SAV/CS/09	Integration of Children's Services	237	178	178	
SAV/CS/10	Young People Outside School	100	75	75	
SAV/CS/11	Lifelong Learning	30	23	23	
	sub-total	1,855	1,391	1,391	
Communitites, Localities & Culture					
SAV/COR/01	Horizontal Savings	163	122	122	
SAV/CLC/01	Idea Stores income initiative	20	15	15	
SAV/CLC/02	Tree Planting Projects	30	23	23	
SAV/CLC/03	Ideas Store - Procurement	50	38	38	
SAV/CLC/04	Reduce Street Light Maintenance	35	26	0	Efficiency will not be met
SAV/CLC/05	Traffic Enhancements - reduce provision	100	75	75	
SAV/CLC/06	Close Non-Automatic Toilets	50	38	38	
SAV/CLC/07	Reduction in Highways Insurance Premiums	350	263	263	
SAV/CLC/08		30	23	30	
SAV/CLC/09	Highways Maintenance - Reduce Reactive Maintenance	71	53	53	
SAV/CLC/10	Closure of Parking shop	175	131	131	
	sub-total	1,074	806	787	
Development & Renewal:					
SAV/COR/01	Horizontal Savings - D & R	25	19	15	
SAV/DR/01	Improved business Processes	35	26	10	
SAV/DR/02	Utilisation of IT to produce Planning Consultation Documents	30	23	0	
SAV/DR/03	Procurement of agency staff through vendor management	35	26	25	
SAV/DR/04	Corporate Match funding	100	75	75	
SAV/DR/05	Digitisation Project	20	15	0	Efficiency will not be met
					Slippage in this project will result in unrealised savings. However the required software package is currently being considered.
SAV/DR/06	Improved Efficiency in the administration of benefits	29	22	0	
SAV/DR/07	Procurement of agency staff through vendor management	19	14	15	
SAV/COR/01	Horizontal Savings - Housing General fund	28	21	20	
	sub-total	321	241	160	
Chief Executive's					
SAV/COR/01	Horizontal Savings	542	407	407	
SAV/CE/01	Debt Restructuring	293	220	220	
SAV/CE/02	Change of telephone supplier	70	53	53	
SAV/CE/03	Rationalisation of Hardware & Maintenance Costs	102	77	77	
SAV/CE/04	Insurance premiums	120	90	90	
SAV/CE/05	Procurement of agency staff through vendor management	20	15	15	
SAV/CE/06	Reduction in Communications Expenditure	25	19	19	
	sub-total	1,172	879	879	
	Total	6,346	4,760	4,634	

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Agenda Item 10.1

Committee	Date	Classification	Report No.	Agenda Item No.
Overview and Scrutiny Committee	10 th March 2009	Unrestricted		10.1
Report of: Assistant Chief Executive Originating Officer(s): Afazul Hoque/ Farhana Khan Scrutiny & Equalities		Title: Overview and Scrutiny Recommendation Tracking Report: Update Ward(s) affected: All		

1. Summary

- 1.1 This report provides a progress report on Overview and Scrutiny Committee's recommendations.

2. Recommendations

- 2.1 Overview and Scrutiny Committee is asked to note the progress in implementing its recommendations.

LOCAL GOVERNMENT ACT, 1972 (AS AMENDED) SECTION 100D

LIST OF "BACKGROUND PAPERS" USED IN THE PREPARATION OF THIS REPORT

Background paper

Name and telephone number of and address where open to inspection

Recommendation Tracking Report – October 2008

3 Report

- 3.1 As part of its regular work programme, Overview and Scrutiny Committee (OSC) receives a regular, 6-monthly, recommendation tracking report to monitor progress in implementing past recommendations. This report had been monitoring all its recommendations since 2003/04, including those from the Committee and Working Group reviews, however as many of these have now been completed, these are no longer monitored. This report incorporates all the action plans from those reviews undertaken since 2006/07
- 3.2 In considering the monitoring and tracking of scrutiny recommendations it was suggested that it may be useful for Members to consider revisiting reviews through Scrutiny Challenge sessions to look at progress, its impact and the potential lessons for future reviews. Two reviews were explored in this way in 2007/08 resulting in revised action plans for the Youth Services Plan and Access to GP & Dentistry Services reviews.
- 3.3 The tracking report shows that overall services are implementing the majority of the recommendations made by Overview and Scrutiny and that outcomes and ongoing work streams are in line with the spirit of the original recommendations. The report demonstrates that action plans have influenced key strategies and campaigns in a number of ways including actions being mainstreamed into ongoing service development through to specific initiatives.
- 3.4 Appendix 1 provides an update of the tracking system. It is organised by the broad themes from the new Community Plan with the additional area of Excellent Public Services to focus on Value for Money, performance and customer services. Where there are changes since the last update, they are highlighted like **this**.
- 3.5 As noted in the report of 7th October 2008 meeting, many of the updates will not change significantly from one tracking report to the next given the nature of the recommendations. For each recommendation there is an indication of whether monitoring should continue and, if so, when a detailed update will be sought.
- 3.6 Appendix 1 summarises the progress made in implementing the recommendations arising from the reviews. This summary highlights some of the challenges faced in implementing the recommendations. Agreed recommendations can be affected by issues such as delays due to budget constraints, as highlighted in both appendix 2 (improving recycling) and appendix 15 (interpreting and translation provision). Further to this, the update attached at appendix 10 (determination of planning applications) demonstrates that the Council has no power to compel external bodies (with the exception of the PCT) to comply with scrutiny recommendations. Where possible service areas have tackled these issues in alternative ways for example, highlighting the benefits to external bodies of the benefits to using independent facilitators for consultation on major planning applications (Appendix 10, Recommendations 2 & 3).
- 3.7 A number of the reviews are now monitored on an annual basis and were last considered at the March 2008 meeting. This report therefore includes updates on reviews monitored annually.
- 3.8 As with other corporate monitoring reports, a traffic light system is used to indicate progress. Red highlights an area where there has been no progress or there is significant delay in implementing the recommendations. Yellow indicates that the recommendation is in the planning stage or that, although there is some progress, this

is less than satisfactory. Green shows that the recommendation has been achieved or progress in its implementation is satisfactory.

- 3.9 The report shows that in terms of the 18 action plans being monitored, 11 are at green with 7 currently at yellow. Six of these are due to these reviews being in the early stages of implementation or that have only recently been agreed by Cabinet. The Improving Recycling action plan is assessed as being Yellow because of ongoing areas of work in progressing the recommendations and reflect some of the longer term challenges in improving levels of recycling in the borough.
- 3.10 A number of reviews have been successfully tracked through to the completion of activities within the action plan. It is recommended that monitoring of these as part of the OSC Tracking Report should cease. These are the action plans for the Domestic Violence, Major Planning, Youth Services Plan, School Exclusions and Delivering Choosing Health reviews.

4 Concurrent Report of the Assistant Chief Executive (Legal)

- 4.1 Under Section 21 of the Local Government Act 2000, the Council has a duty to deliver an effective and robust Overview and Scrutiny function. Monitoring the progress and impact of recommendations made by Overview and Scrutiny ensures that this duty is discharged effectively.

5 Comments of the Chief Financial Officer

- 5.1 There are no direct financial implications arising from this report.

6 One Tower Hamlets considerations

- 6.1 Equalities considerations are central to the work of the Overview and Scrutiny Committee. A number of reports and reviews have specific equalities themes including the interpreting and translation challenge session, which sought to respond to the issue of local and new residents' access to services, as well as those with sensory impairments.
- 6.2 Anti-poverty is key to many aspects of the work of the Overview and Scrutiny Committee. This theme is reflected in both the graduate unemployment review and the access to GP and dentistry services review, which sought to respond to local health inequalities through the issue of local residents' access to vital services.

7 Risk Management

- 7.1 There are no direct risk management implications arising from this report. Monitoring of the implementation of the Committee's recommendations is important to make sure that the Council responds to the suggestions and findings of Overview and Scrutiny's work.

- Appendix 1 Overview and Scrutiny Recommendation Tracking Update
- Appendix 2 Improving Recycling
- Appendix 3 Leaseholders – A Study of Customer Care
- Appendix 4 Licensing of Strip Clubs
- Appendix 5 Choice Based Lettings
- Appendix 6 Young people’s participation in sports leading up to the Olympics
- Appendix 7 Tower Hamlets Hostel Strategy
- Appendix 8 Domestic Violence
- Appendix 9 Tackling Anti Social Behaviour
- Appendix 10 Determination of Major Planning Applications
- Appendix 11 Graduate Unemployment
- Appendix 12 Youth Service Plan – Challenge Session
- Appendix 13 School Exclusions
- Appendix 14 Evaluation of Neighbourhood Renewal Funding
- Appendix 15 Interpreting and Translation Services – Challenge Session
- Appendix 16 Access to GP and Dentistry Services – Challenge Session
- Appendix 17 Tobacco and Smoking Cessation
- Appendix 18 Delivering Choosing Health
- Appendix 19 Use of Consultants

Overview and Scrutiny Recommendation Tracking Update

'A great place to live'

Issue Improving Recycling	Recommendation Date 7 November 2007	Green
Monitoring Status – Maintain annual monitoring		
Recommendation This review examined the issue of recycling to investigate the measures the Council has introduced and may introduce in the future and feed into the introduction of a new integrated waste contract in 2008. The final report made 11 recommendations for implementation.	Response / Progress Progress has been made against all 11 recommendations arising from the review. Some actions have not been fully implemented due to budgetary constraints. The update is attached at appendix 2 for Members' information.	
Issue Leaseholders – A Study of Customer Care	Recommendation Date 3 October 2007	Green
Monitoring Status – Maintain six-monthly monitoring		
Recommendation This recent review was designed as a case study of the customer care received by people using Council services. In total 19 recommendations were made as a result, with 15 of these specifically for the leaseholder.	Response / Progress Of the 19 recommendations made by the review group, all are either implemented or on track to be completed within the timescales. The update is attached at appendix 3.	
Issue Licensing of Strip Clubs	Recommendation Date 5 November 2008	Yellow
Monitoring Status – Maintain six-monthly monitoring		
Recommendation The review investigated the impact of Strip Clubs in Tower Hamlets and considered approaches to regulation and licensing of Clubs in the future, within an appropriate legal framework.	Response / Progress An action plan showing the 14 recommendations is attached at appendix 4 for members' information. A full update will be reported in October 2009.	
Issue Choice Based Lettings	Recommendation Date 3 December 2008	Yellow
Monitoring Status – Maintain six-monthly monitoring		
Recommendation This review looked into the councils approach to Choice Based Lettings	Response / Progress An action plan showing the 20 recommendations is attached at appendix 5. A full update on the	

Scheme for the allocation of housing, with particular emphasis on overcrowding, homelessness, accessibility of the scheme for disabled and elderly residents and the medical assessment process.	progress made in implementing the recommendations will be given in October 2009.
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Issue Young people's participation in sports leading up to the Olympics	Recommendation Date 14 January 2009	Yellow
Monitoring Status – Maintain six-monthly monitoring		
Recommendation The review looked into current initiatives in place around sports engagement for young people, strategy and development regarding young peoples participation in sports and the role of the PCT to address health issues using the Olympics as a catalyst to promote healthy lifestyles.	Response / Progress This report was submitted in Cabinet January 2009. An action plan showing all 16 recommendations is attached at appendix 6. A full update will be reported in October 2009.	

'A safe and supportive community'

Issue Tower Hamlets Hostels and Move On Strategy	Recommendation Date 7 November 2007	Green
Monitoring Status – Maintain annual monitoring		
Recommendation This review was conducted in order to review the draft Tower Hamlets Hostels and Move-On Strategy. Twelve recommendations in total were presented to Cabinet arising out of the review.	Response / Progress Of the 12 recommendations made, 9 have now been implemented and completed as shown in appendix 7. Three are ongoing but remain on track.	

Issue Review – Domestic Violence	Recommendation Date 4 April 2006	Green
Monitoring Status – No further monitoring		
Recommendation This review considered domestic violence in Tower Hamlets and the multi-agency response to the issue. The report made 12 recommendations for action.	Response / Progress .All actions against recommendations have been completed. A full update on work following on from the action plan is provided in Appendix 8.	

Issue Review – Tackling Anti Social	Recommendation Date 14 January 2009	Yellow
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Behaviour		
Monitoring Status – Maintain six-monthly monitoring		
Recommendation This review examined the future directions of the Council's Anti Social Behaviour Strategy, in line with national developments and policy, with particular emphasis on the effectiveness of current methods for tackling the problem, partnership working and engagement with young people.	Response / Progress This report was submitted into Cabinet in January 2009. All 14 recommendations were accepted and an action plan detailing the recommendations is attached as appendix 9. a full update will be reported in Oct 2009.	

'A prosperous community'

Issue The Determination of Major Planning Applications	Recommendation Date 8 th January 2008	Green
Monitoring Status –No further monitoring		
Recommendation This recent Challenge Session examined how the Council determines major planning applications, with a particular focus on new arrangements to increase public consultation around the pre-application planning process. The session resulted in 7 recommendations.	Response / Progress Progress has been made against all 7 recommendations following the Challenge Session in late 2007, as detailed in appendix 10. 5 recommendations have now been completed and 2 ongoing but on track.	

Issue Graduate Unemployment	Recommendation Date 5 December 2007	Green
Monitoring Status – Maintain annual monitoring		
Recommendation This recent review examined the issue of the transition from education to employment amongst young people in the borough. Seven resulting recommendations were presented to Cabinet.	Response / Progress The action plan was submitted to the OSC in March 2008. Progress has been made against all seven recommendations, with the exception of recommendation 1, for which no further funding has been identified. Appendix 11 includes an update on continuing work around the recommendations.	

Issue Revisiting the Scrutiny Review of the Youth Service Plan	Recommendation Date 4 March 2008	Green
Monitoring Status – No further monitoring		
Recommendation This Challenge Session revisited the	Response / Progress Progress has been made against all 8	

Scrutiny Review of Youth Services that was conducted in 2005. 8 new recommendations were made as a result of the session.	recommendations. 5 recommendations have been implemented with ongoing work on the remaining recommendations. Therefore, no further monitoring is proposed. The Action plan is attached as appendix 12.
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Issue School Exclusions	Recommendation Date 4 April 2006	Green
Monitoring Status – No further monitoring		
Recommendation This review looked at school exclusions within the borough to increase understanding of the issues, the support available and action being taken to deal with them. It made 10 recommendations to Cabinet.	Response / Progress All recommendations have been completed. An update report showing further progress and outcomes against recommendations is attached at Appendix 13.	

Issue Evaluation of Neighbourhood Renewal Funding	Recommendation Date 5 November 2008	Yellow
Monitoring Status – Maintain six-monthly monitoring		
Recommendation This review looked into how the Neighbourhood Renewal Funding is being used to deliver local priorities set out by local people through the Local Area Partnership and in the Community Plan; and the lessons for any similar funding that may be allocated through Tower Hamlets Partnership in the future.	Response / Progress The report was submitted to Cabinet in November 2008. All 17 recommendations were accepted. An action plan detailing the recommendation is attached as appendix 14 for member's information. A full update will be reported in October 2009.	

'One Tower Hamlets'

Issue Interpreting and Translation Provision Challenge Session	Recommendation Date 10 June 2008	Yellow
Monitoring Status – Maintain six-monthly monitoring		
Recommendation This Challenge Session was held to examine current interpreting and translation provision within the Council in the light of publication of the DCLG report 'Guidance for Local Authorities on translation of publications'. 7 recommendations were made as a result of the session which was also attended by a number of	Response / Progress The action plan and update from this recently held Challenge Session is attached at appendix 15. There has been further progress made against the 9 recommendations from the last time this was reviewed in October 2008. However the yellow traffic light status denotes that some of this work is in the early stages and there is further progress needed, as detailed in the appendix.	

representatives from partner organisations.	
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'A healthy community'

Issue Access to GP and Dentistry Services	Recommendation Date 5 December 2007	Green
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Monitoring Status – Maintain annual monitoring

Recommendation This review was conducted by the Health Scrutiny Panel and examined what level of access residents in the borough have to GP and dentistry services. Consequently 11 recommendations were made to the PCT.	Response / Progress Of the 11 recommendations made from the challenge session, all are either implemented or on track to be completed within the timescale. The update is attached at appendix 16.
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Issue Tobacco Cessation in Tower Hamlets	Recommendation Date 30 July 2008	Green
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Monitoring Status – Maintain six-monthly monitoring

Recommendation This review was conducted by the Health Scrutiny Panel and examined the provision and impact of tobacco cessation services in Tower Hamlets. A total of 9 recommendations arose from the review, for both the PCT and LBTH.	Response / Progress An update on progress made against the recommendations is attached at appendix 17. Progress has been made with all recommendations. Delays in the tendering process related which had held up work against recommendation 9 have been addressed through alternative ways of engaging the voluntary and community sector.
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Issue Delivering Choosing Health: A Case Study of Obesity	Recommendation Date 26 September 2006	Green
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Monitoring Status – No further monitoring

Recommendation This review considered the Government's Delivering Choosing Health initiative through a case study of services and initiatives aimed at tackling obesity. It made 12 recommendations to the Council and Tower Hamlets PCT.	Response / Progress All actions against the recommendations have been completed. A full update on the action plan is attached at appendix 18
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'Excellent public services'

Issue The use of consultants	Recommendation Date 30 July 2008	Yellow
Monitoring Status – Maintain six-monthly monitoring		
Recommendation This review was established in order to investigate the use of consultants internally within the Council, leading to 7 recommendations being made.	Response / Progress There has been progress against all recommendations as shown in appendix 19. The Yellow traffic light status reflects ongoing work towards achieving outcomes from the action plan.	

Response to Scrutiny Working Group Report on Improving Recycling

Recommendation	Response / Comments	Date	Update – February 2009
<p>R1 The review commends the work being undertaken with the private sector to reduce the amount of waste entering the municipal waste stream. Increasing recycling of market waste must be a priority, including food waste.</p>	<p>Due to the delay in the tender process for the new recycling contract the implementation of these actions has been delayed also. Progress to date:</p> <p>Whitechapel Market is now a 100% recycling market with both co-mingled dry recycling and organic (food) waste recycling collections in place. The launch event was held on 5th August which received extensive media coverage.</p> <p>Waste Management and Market Services are currently developing a programme to facilitate the roll out of the Whitechapel pilot to all other markets.</p>	<p>Oct 2007</p> <p>Jan 2008</p> <p>April 2008</p>	<p>Done</p> <p>Waste Management and Market Services are still developing a programme to facilitate the roll out of the Whitechapel pilot to all other markets. Delayed due to budget constraints in 2008/09. Expectation is that the roll out will take place in 2009/10 alongside the expansion of the Household food waste collection service</p>
<p>R2 The Group welcomes the planned work to increase recycling within hospitals, and other institutions, and suggests that the Tower Hamlets</p>	<p>Engage temporary outreach staff to implement the programme of bringing recycling to hospitals, charities and other institutions eligible for free of charge recycling.</p>	<p>August 2007</p> <p>Completed</p>	<p>Dry materials recycling is now available at most charities, hospitals, health centres, schools and other Council premises.</p>

Recommendation	Response / Comments	Date	Update – February 2009
<p>Partnership is a good channel to deliver these changes through. All efforts should be made to ensure that the necessary funding is secured for the expansion of the service to take place. The Group would also suggest that all Council buildings, including the Idea Stores and leisure centres are doing their best to minimise waste.</p>	<p>Engage Tower Hamlets Partnership to assist with the programme.</p> <p>Negotiate and provide service to Mild May, Mile End and the Dental Hospitals</p> <p>Contact and offer service to 35 new organisations a month</p> <p>Complete roll out of co-mingled recycling service to remaining administrative buildings and Idea Stores</p> <p>Install co-mingled recycling in all Leisure Centres</p> <p>York Hall, Mile End Leisure Centre, Mile End Stadium, St George's Pool, Tiller Leisure Centre, Whitechapel, John Orwell.</p> <p>Langdon Park</p> <p>Implement waste minimisation plan developed by London Remade Anchorage House and Mulberry Place</p>	<p>Completed</p> <p>Completed</p> <p>On-going</p> <p>Dec 2007</p> <p>August 2007</p> <p>Completed</p> <p>Dec 2007</p> <p>Oct 2007</p>	<p>The roll out of this will continue until all premises are covered.</p> <p>A project has commenced to roll out food waste collections to schools and a pilot scheme will be set up for hospital food waste</p>

Recommendation	Response / Comments	Date	Update – February 2009
<p>R3 Whilst the group understands the importance of recycling plastic in order to achieve targets, there is concern about the pollution of China with these recycled plastics and the wider issue of excessive packaging. The review group would therefore support the Local Government Association's calls for tougher laws and serious fines for excessive packaging. At a local level, the group would like to raise the awareness of this issue locally, including the merits of buying products in alternative containers and recycling their plastic bags. It is suggested that this should be pursued through the Tower Hamlets Partnership.</p>	<p>Whilst every effort was made on the tender of the new recycling contract to achieve local markets for the reprocessing of the dry recyclate, it has had to be accepted that for some materials there is not sufficient reprocessing capacity in this country to deal with the quantity of materials now being collected.</p> <p>The ban on throw out shopping bags has not yet been implemented in London however, many supermarket chains are now withdrawing these in favour of "bags for life".</p>	<p>Sep 2007</p> <p>Sep 2007</p> <p>Oct 2007</p> <p>Nov 2007</p> <p>On-going</p> <p>Sept 2007</p> <p>Complete</p>	<p>No further comment on this matter (refer to October 08 update)</p> <p>The ban on throw out shopping bags has still not yet been implemented in London. However, many supermarket chains are now withdrawing these in favour of "bags for life". This approach will be supported until such time as a ban on "throw out" shopping bags is implemented in London</p>
<p>R4 A key concern for the review is the current state of the bring sites. More work needs to be</p>	<p>Whilst many actions in relation to the bring bank improvement programme have taken place there are some items still outstanding.</p>		<p>The initial programme of upgrading the sites is now</p>

Recommendation	Response / Comments	Date	Update – February 2009
<p>done to make sure that these sites are well managed and are a more attractive part of the local landscape. Improvements would need to include making the sites more attractive, that they are emptied more frequently and that they are in the best location. Improvements should also be made to the signage of the bring sites.</p>	<p>Cleaning around sites has improved and collections are now twice weekly.</p> <p>A mini recycling site is now in place for Virginia Quay.</p> <p>The commuter recycling scheme is being rolled out across the borough and includes facilities in Parks as well as at Transport hubs</p>	<p>Sept 2007 Complete</p> <p>Oct 2007</p> <p>Nov 2007</p> <p>Aug 2007 Complete</p> <p>Dec 2007</p> <p>June 2007 Complete</p> <p>Oct 2007</p>	<p>complete.</p> <p>The Waste Services Team Plan has included a further programme of upgrade works for new signage for recycling sites. Funding for this further programme is NOT yet identified.</p> <p>The commuter recycling scheme continues to be rolled out. However, the upgrade works to DLR</p>

Recommendation	Response / Comments	Date	Update – February 2009
<p>R5 Whilst the review commends the service offered at Northumberland Wharf reuse and recycle centre, it also notes that it is only accessible by car, which excludes the majority of Tower Hamlets residents. The group would therefore like to see the introduction of smaller collection points across the borough to compliment some of the services offered at Northumberland Wharf.</p>	<p>The Council is currently reviewing the Municipal Waste Strategy which will encompass a review of all services. A draft report on the strategy is expected in December 2008</p> <p>Whilst the collection arrangements for bulk waste remain the same, the Council's contractor Veolia are now separating additional bulk waste for recycling. Tonnages have doubled since this new activity was introduced in July 2008</p>	<p>Jan 2008</p> <p>Jan 2008</p>	<p>stations has delayed the provision of bins in some locations.</p> <p>The Council is currently reviewing the Municipal Waste Strategy which will encompass a review of all services. A draft Strategy is expected in July 2009</p> <p>Enhanced bulk waste sorting processes are in place at Northumberland Wharf to maximise on the separation of wood and metals from the bulky collection services</p>
<p>R6 An area of grave concern for the group is the lack of appropriate recycling facilities and access to facilities in new housing developments. The group understands that planning is able to penalise</p>	<p>Review and implement process for joint working and enforcement.</p> <p>Conditions are attached to planning permissions requiring the provision and approval of appropriate waste and recycling</p>	<p>August 2007 Complete</p>	

Recommendation	Response / Comments	Date	Update – February 2009
<p>developers via a breach of condition notice. It therefore recommends that there should be a more joined up approach, between the recycling team and planning to monitor new developments and enforce action. The working group expresses concern that the Council does not have the resources to check new housing developments for breach of contract (including for recycling facilities) and sign them off as compliant, especially with the large number of developments under construction. Additional resources need to be considered to make sure that enforcement is given greater priority. This is vital in safeguarding the quality of the borough's environment.</p>	<p>facilities prior to the occupation or completion of the development. At both the pre-application and formal application stages Waste Management officers give guidance on the plans for waste and recycling facilities proposed This includes access for collection vehicles, capacity of containers and maintenance of the bins and stores.</p> <p>Once either a certificate of occupation or a final completion certificate arrives at the Council a Waste Management officer visits the premises to ensure that accessible bins for recycling and residual rubbish are in place, of adequate capacity and kept clean and tidy. If facilities are found to be in breach of the planning conditions the Recycling Officer immediately refers the case to a Planning Officer for appropriate enforcement action.</p>		

Recommendation	Response / Comments	Date	Update – February 2009
<p>R7 This review recognises the decision for the new contract to cease door to door collections in high rise accommodation, based on the increased value for money of the near entry approach, and suggests the following provisos:</p> <ul style="list-style-type: none"> i a wide range of consultation is undertaken to ensure that the majority of high rise residents are supportive of adopting the near entry approach. ii If the consultation is positive and the near entry approach is adopted that effective communication is undertaken to explain why it has been introduced and the benefits of the changes iii That this change must not make it harder for people living in high rise accommodation to recycle, with particular emphasis on how the recycling is moved from the home to the communal facility. 	<p>The conversion of door step collections to communal collections is still ongoing in line with the requirements of the London Fire Brigade.</p> <p>To date more than 1/3 of the high rise properties in the borough have been converted with the remaining properties due to be completed by March 2009.</p> <p>This conversion process is undertaken with consultation with the management companies, landlords and residents</p>	<p>Sep 2007 Complete</p> <p>March 2008</p> <p>March 2009</p>	<p>The conversion of door step collections to communal collections is still ongoing in line with the requirements of the London Fire Brigade.</p> <p>The conversion programme is expected to roll over into the new financial year (09/10) given that the Contractor, Veolia, is required to undertake consultation with the Landlord and residents.</p>

Recommendation	Response / Comments	Date	Update – February 2009
<p>R8 The review group would expect the new contractor to use the results of recent waste analysis to help develop a service based on the recycling needs particular to Tower Hamlets. The Review would therefore welcome the re-investigation of the option to introduce food waste recycling. Whilst the group is aware that the majority of London Authorities providing this service only do so for street level properties, the review would welcome an innovative approach as to how food waste recycling could be rolled out to all properties.</p>	<p>Food waste collections for all street properties commenced on 1st September 2008. The new service has also included a pilot for 7,000 high rise properties.</p> <p>A further roll out to high rise properties is dependent on further funding being secured.</p>	<p>Sept 2007</p> <p>Oct 2008</p>	<p>Food waste collections for all street properties commenced on 1st September 2008. The new service has also included a pilot for 7,000 high rise properties.</p> <p>Funding has been secured from WRAP to make improvements to the facilities in place for high rise properties on a communal bin collection service. More secure food bins will be located at many sites.</p> <p>Discussions are taking place with Tower Hamlets Homes to identify funding and determine a potential programme to roll out food waste services to THH properties during 2009/10.</p>
<p>R9 The review would encourage the contract proposal to make reference to the recent national</p>	<p>With the change of Mayor of London it is unlikely that in the foreseeable future there will be a single waste authority for London.</p>	<p>ongoing</p>	<p>As per the October 08 update, with the change of Mayor of London it is</p>

Recommendation	Response / Comments	Date	Update – February 2009
<p>policy guidance on recycling and regional London-wide changes that might be introduced. Based on the evidence of this review, the group would welcome any changes that would stream line the approach to recycling and develop a more co-ordinated approach to waste minimisation across the capital, including the proposed London Single Waste Authority.</p>	<p>Tower Hamlets is currently reviewing and revising the Waste Strategy which will evaluate the opportunities to join together with other waste authorities. As above a draft report is anticipated in December 2008</p>		<p>unlikely that in the foreseeable future there will be a single waste authority for London.</p> <p>A report on the proposed process for delivering the new Waste Strategy will be presented to Cabinet on 11th March 2009</p>
<p>R10 The group would support increasing publicity around recycling, particularly around what happens to the recycling when it is picked up. The group commends the new pamphlet explaining recycling in a range of community languages but would propose that other methods of communication are also utilised using a range of media. The Recycling team should have a presence at the boroughs wide range of</p>	<p>Recycling facilities are now in place for all major events in the borough</p> <p>A major recycling communications campaign is due to launch on 7th October, to follow up on the new recycling services that the Council has implemented (food and garden waste collections)</p> <p>The Council will be implementing a Recycling Champions scheme, after the launch. The recycling champions will help with the dissemination of information to residents.</p>	<p>May 2007 - Completed</p> <p>Aug 2007 Completed</p> <p>Sep 2007</p>	<p>Door Stepping and monitoring of Participation is now undertaken by the Recycling Outreach Team</p>

Recommendation	Response / Comments	Date	Update – February 2009
<p>festivals and community events to provide information and recycling facilities to residents. A regular page or column in East End Life, highlighting some of the more innovative approaches to recycling should also be considered. An estate recycling road show may be another option.</p>	<p>A new schools recycling programme is being launched September 2008 which will concentrate on food waste recycling</p>	<p>Oct 2007 Feb 2008 Mach 2008 On-going On-going Jan 2008 Oct 2007 Sept</p>	<p>A major recycling communications campaign is launched on 7th October, introducing the Council's new recycling ambassador "Mr Recycle More".</p> <p>Mr Recycle More has attended many community events since the launch and took part in the Mayor of London's New Year's day Parade and has won second prize at that event.</p> <p>The Council's Recycling Champions scheme will be launching in the next few months.</p>

Recommendation	Response / Comments	Date	Update – February 2009
		Completed On-going	A new waste and recycling educational DVD has been produced and is due to be distributed to all schools in Tower Hamlets shortly
R11 Schemes such as the community composting should be rolled out to all residents living in high rise accommodation, as well as schools. The Council should look at further ways to incentivise residents to recycle.	Despite the fact that the Council has implemented the food waste collection service, Tower Hamlets is continuing to promote home and community composting as the two services are complementary as cooked food waste is often not suitable for community or home composting but is collected as part of the food waste recycling service.	June 2007 Completed Sept 2007 Completed	Whilst a number of community and home composting schemes continue, the new food waste collection service allows for a greater range of organic waste to be composted. It is anticipated that the food waste collection service currently provided to 26,000 households will be expanded in 2009/10

Response to Scrutiny Working Group Report on Leaseholders and Customer Care

Recommendation	Response / Comments	Date	Update – February 2009
<p>R1 Housing should explore the potential merit of establishing a new borough-wide leaseholder’s forum. The Working Group would suggest that any new forum should see a balanced range of representation including: Council officers, Councillors, Leaseholder Representative Bodies. Functions of this forum might include; interalia,</p> <ul style="list-style-type: none"> • User test service charges • User test all future communications • Measure performance against an agreed set of performance indicators. • Review all communications with leaseholders in an effort to reduce the number of complaints and minimise the number of leaseholders withholding payment. This would include more detailed 	<p>Proposals for the future THH resident involvement structure have been developed in consultation with the resident group set up to consider resident involvement. In addition a number of focus groups have been held with leaseholders on specific issues including communications, service charges and performance.</p> <p>The proposals for the future THH resident involvement structure set out a range of options including an option for a boroughwide leaseholder forum reporting to an overarching resident panel. Consultation on the options is currently being carried out through a survey of residents on the Getting Involved Register which is scheduled to complete in September.</p> <p>When finalising the proposals for future resident involvement structures all feedback will be taken into account.</p>	<p>October 2008</p>	<p>Leaseholder focus group meeting monthly. Further discussion taking place to consider area groups and leaseholder representative on service improvement project.</p>

Recommendation	Response / Comments	Date	Update – February 2009
<p>explanation of service charges including the differences and reasons for estimated and actual bills and why leaseholders in the same block may be paying different levels of charge</p>			
<p>R2 Housing should deliver greater transparency on the deliberations and decisions of Due Regard Panels (for Major Works) including giving leaseholder representatives an opportunity to present their case against works to the panel, providing feedback to local leaseholders on the outcomes and reasons for its decisions.</p>	<p>The procedure in respect of the Due Regard Panel has been amended and further information regarding the panels has been provided.</p>	<p>October 2008</p>	
<p>R3 Housing should implement a key lessee system, seeking maximum estate coverage, similar to the one delivered by City West Homes.</p>	<p>We have explored this initiative with City West Homes. Relevant aspects of the City West key lessee scheme have been built into our proposals for service charges and estate inspections as well as leaseholder consultation.</p>	<p>October 2008</p>	
<p>R4 The key elements of service provision at a local level, such</p>	<p>A caretaking residents panel has been established and this panel has agreed new caretaking service</p>	<p>October 2008</p>	

Recommendation	Response / Comments	Date	Update – February 2009
<p>as cleaning, need to be subject to greater independent quality review and that the involvement of leaseholders in estate inspections needs to be enhanced. The Working Group believes the key lessee system would support this.</p>	<p>standards and response times which are now being implemented.</p> <p>The Caretaking Residents panel has also identified a resident monitoring panel who are scheduled to receive training on monitoring standards. The panel will be undertaking regular monitoring of cleaning standards on estates from October 2008.</p>		<p>Monitoring taking place. Presentation of current plans and progress with caretaking took place with leaseholder focus group in November 2008.</p>
<p>R5 Housing should conduct a review of its leaseholder communications, and guidance pack with a view to increasing accessibility and penetration of leaseholders.</p>	<p>A leaseholders focus group was held to discuss communications.</p> <p>A readers panel has now been established.</p> <p>Leaseholder information is now included as a specific section of Open Door, our newsletter to all residents. The leaseholders guide is currently under review.</p>	<p>October 2008</p>	<p>Further improvements in leaseholder communication being incorporated into service improvement project.</p>
<p>R6 Housing must publish the “apportionment of time” data that informed the Housemark benchmarking exercise. Housing should undertake, in partnership with leaseholders, a review programme focused on improving service charge transparency and data provision.</p> <p>R7 Housing should send all</p>	<p>The housemark benchmarking exercise has been placed in the public domain.</p> <p>Further work is needed with leaseholders to develop this area.</p> <p>Caretaking schedules have been placed in the</p>	<p>October 2008</p>	<p>Calculation of charges being revised as part of service improvement project. Consultation with leaseholders and reference to housemark will be included.</p> <p>Grounds maintenance</p>

Recommendation	Response / Comments	Date	Update – February 2009
<p>leaseholders – and tenants – the caretaking schedule for their block, details of the annual horticultural maintenance programme, and clarify which other blocks are included in the estate cleaning service charge. The Working Group would also encourage Housing to consider including full details of the works covered by the block maintenance charge in the 'Actual'.</p>	<p>noticeboards of each block and work is ongoing to provide similar information on horticulture. We are also making this information available on our website.</p>	<p>2008</p>	<p>schedules being placed in noticeboards during March 2009.</p>
<p>R8 The Working Group welcome the steps being taken to improve staff training and Leaseholder open days. These actions should be maintained and embedded further to improve leaseholder engagement.</p>	<p>Completed and subject to annual review.</p>	<p>October 2008</p>	
<p>R9 Housing should ensure that it implements and embeds fully all aspects of the Council's Customer Promise, in both process and culture.</p>	<p>Completed and subject to annual review. All staff transferred to THH received a specific induction on the values and customer ethos of THH, and this is ongoing.</p>	<p>October 2008</p>	
<p>R10 There is clear evidence that a</p>	<p>Discussions have taken place with THLA and a</p>	<p>October</p>	<p>Discussions continues with</p>

Recommendation	Response / Comments	Date	Update – February 2009
<p>significant number of leaseholders lack confidence in the current Alternative Dispute Resolution (ADR) scheme's independence and fairness. The Working Group believe that 3 options should be considered by Housing and Cabinet, following consultation with leaseholders and their representatives:</p> <p>i. Relaunch the current ADR scheme. There would need to be clear communication to leaseholders that the system had changed and what the improvements were intended to achieve. This would include:</p> <p>clearer information about the new transparent ADR process including;</p> <ul style="list-style-type: none"> - That the ADR is one option and clearly set out the different options, and when each one is most appropriate. - Clearer guidelines around the specifics of the process, including the rights and responsibilities of both parties. 	<p>paper setting out four potential ADR options has been developed.</p> <p>This paper is currently subject to consultation with THLA.</p> <p>Once agreed a wider consultation involving a range of stakeholders will be carried out and firm recommendations developed for THH Board and the Council's Cabinet.</p> <p>In the meantime, we have been obtaining improved feedback from the current scheme and we are continuing to ensure leaseholder service charge disputes are properly investigated and settled where possible.</p>	<p>2008</p>	<p>THLA, which has been invited to submit proposals for an amended scheme. Meanwhile, improvements to the process of dealing with complaints are being considered as part of the service improvements plan.</p>

Recommendation	Response / Comments	Date	Update – February 2009
<p>ii. Disband the ADR process and make all complaints go through the corporate complaints procedure. If this option was taken it would be necessary for an option of arbitration/ mediation to take place between stage two and three of the complaints procedure.</p> <p>iii. Develop a new ADR scheme reflecting current industry best practice</p>			
<p>R11 The current relationship between the ADR scheme, the use of a Leaseholder Valuation Tribunal and Corporate Complaints Process is not clear. As a matter of urgency, Housing should, in consultation with key leaseholder groups, provide clear guidance to staff and leaseholders on the role of each process.</p>	<p>This recommendation is linked to recommendation 10 above.</p>	<p>October 2008</p>	
<p>R12 The Working Group would encourage Housing to adopt a model which includes:</p>	<p>Restructuring of Local Service Centres and the Home Ownership Service has now been completed and alignment to LSC areas has been</p>	<p>October 2008</p>	<p>Trial linking Leaseholder officers to patches continuing. Wider review will take place</p>

Recommendation	Response / Comments	Date	Update – February 2009
<ul style="list-style-type: none"> • officers within the central team being given geographical patches to provide a more cohesive service • Specific Leaseholder Officers within the Local Housing Office, proportionate to the number of leaseholder properties • More leaseholder services to be provided at the Local Housing Office. 	<p>carried out wherever possible.</p> <p>We are in the process of carrying out a trial, giving teams within the central leaseholder teams specific responsibility for each LSC area. We will keep this under review to ensure close working continues to develop between the central team and the LSC offices.</p>		when service improvements achieved.
<p>R13 Housing should review the current contract with Citizens Advice Bureau (CAB) so that it provides a service that deals specifically with managing the financial issues faced by leaseholders.</p>	<p>A report on the CAB and the options available has been prepared for further discussion.</p>	October 2008	Further review in light of 'credit crunch' being undertaken in March 2009.
<p>R14 Housing should meet with Tower Hamlets Community Credit Union to explore developing specific support for leaseholders so that they can access affordable loans.</p>	<p>Initial discussions held with TH Credit Union in 2007. A bid has been made for Supporting People funding to develop specific proposals. This has been discussed with TH Credit Union who are taking proposals to their Board in Sept/Oct 2008.</p>	October 2008	
<p>R15 Housing should provide clear guidance to leaseholders on the law surrounding statute</p>	<p>Information is provided on a case by case basis as the extent to which any debt is statute barred depends on the particular circumstances of each</p>	October 2008	

Recommendation	Response / Comments	Date	Update – February 2009
<p>barred debt.</p> <p>R16 Communication underpins how the Council deals with local residents. In improving the responsiveness of services, the Council needs to invest further so that communication is clear, accessible and appropriate to services. This is particularly important in explaining the reasons for the way that services are delivered, particularly where individual charges are being raised.</p>	<p>case.</p> <p>Tower Hamlets Homes (THH) has invested in a permanent Communications Manager to enhance and improve communications with THH residents. A communication protocol has been established between the Council and Tower Hamlets Homes (THH) communications team to ensure targeted and precise communications. These include a strategy for the Estate Improvement Programme and the launch of the Overcrowding Strategy. Regular liaison meetings take place between the LBTH & THH Communications colleagues. A THH website has been established. THH is communicating regularly with tenants and leaseholders through the 'Open Door' newsletter which is distributed every two months. A communications strategy will be considered by the THH board in October.</p>	<p>October 2008</p>	<p>Upgraded communications plan agreed. More frequent information for all residents included.</p>
<p>R17 The Council needs to explore further how it can get closer to customers. For front-line high volume services such as housing, it would seem beneficial to have a strong connection between service providers and localities. This</p>	<p>South Poplar OSS opened in April 2008 and proving to be a popular location for customers. The five OSS are working with the LSC's to provide services to customers.</p>	<p>October 2008</p>	

Recommendation	Response / Comments	Date	Update – February 2009
<p>seems to provide the greatest potential to build a strong customer relationship based around both ownership and accountability.</p>			
<p>R18 The Corporate Complaints Process is a crucial part of the Council's delivery of the customer promise. The Council should ensure that its relationship with any other statutory or non-statutory processes that directorates may use is clear to both staff and residents.</p>	<p>Procedures have been put in place and are working well in relation to complaints monitoring between the Council and THH. The complaints procedure is promoted on THH website.</p>	<p>October 2008</p>	
<p>R19 The Customer Promise is a vital statement of the Council's culture and delivery of Excellent Public Services. The Council should develop clearer mechanisms for ensuring both the spirit and content of the Customer Promise are being delivered in Directorates.</p>	<p>New performance indicators have been agreed as part of the development of the new Strategic Plan. A review of the Customer promise is also under way and will be presented to Members in due course.</p> <p>New methods to monitor customer satisfaction have now been put in place. These include kiosks in OSS and automated surveys with the contact centre as well as mystery shopping.</p>	<p>October 2008</p>	

Response to Scrutiny Working Group Report on the Licensing of Strip Clubs

Recommendation	Response / Comments	Responsibility	Date
<p>R1 That an extra post is created in the Licensing Department, with a remit focusing on the enforcement of licensing conditions applying to strip clubs in the borough. Furthermore, that this officer liaises very closely with the Police to ensure information is properly shared.</p>	<p>The Director for Communities, Localities and Culture has agreed that necessary resources equating to one FTE will be made available to focus on the enforcement of licensing conditions applying to strip clubs and will ensure this resource works closely with Police in terms of information sharing, this will ensure that necessary expertise is developed in this area. The necessary resource will be identified from within existing enforcement structures as part of the generic enforcement review being undertaken within the Directorate. It is also proposed that the outcomes from Recommendation 2,3,4 & 5 are assessed before extra resources are committed</p> <p>Action</p> <ul style="list-style-type: none"> ○ Review Licensing resources, processes and procedures ○ Analyse intelligence and information from outputs from Recommendations 2,3,4&5 ○ Analyse the demands needed for extra striptease activity ○ Identify necessary resource via review of enforcement structures within the Directorate 	<p>Head of Trading Standards / Environmental Health Licensing Services Manager</p>	<ul style="list-style-type: none"> ○ Aug 2008 ○ Oct 2008 ○ Oct 2008 ○ Nov 2008 ○ Nov 2008
<p>R2 That the Council works closely</p>	<p>Striptease cannot be highlighted as a particular area for</p>	<p>Head of Trading</p>	

Recommendation	Response / Comments	Responsibility	Date
<p>with the Police to makes clear to residents the proper channels for reporting any incidents arising from existing premises. Should information be published or distributed, this should be done bilingually. Ways to report incidents must include effective ways of capturing any information or evidence residents collect, so that sanctions may then be applied, including the ultimate possibility of a review of the license and it being revoked.</p>	<p>scrutiny. This initiative should include all Licensed premises.</p> <p>The method of publicity and marketing will be through the Council web site and East End Life. A programme will be developed with colleagues in Corporate Communications and CLC Strategies and Programmes</p> <p>Action</p> <ul style="list-style-type: none"> ○ Develop and implement a communications plan to raise awareness on how and when stakeholders can raise issues about Licensed premises and how Licences can be reviewed 	<p>Standards / Environmental Health Licensing Services Manager Communications CLC Strategy and Programmes</p> <ul style="list-style-type: none"> ○ Aug 2008 	
<p>R3 That the Council consider targeting mobile CCTV in the vicinity of premises operating striptease, to provide evidence of the extent of crime and disorder associated with these premises. To this end, the Council should also consider commissioning research to verify claims that there are direct links between strip clubs and crime and disorder (particularly crime of a sexual nature).</p>	<p>Where fixed CCTV exists near striptease premises surveillance is straight forward. If temporary CCTV is required proposals will have to be developed with Community Safety</p> <p>It is suggested that research should take place if extra complaints are received as a result of recommendation 2 initiative and any intelligence that comes from CCTV surveillance.</p> <p>Action</p> <ul style="list-style-type: none"> ○ Prepare a surveillance proposal for Community Safety 	<p>Head of Trading Standards / Environmental Health Licensing Services Manager Community Safety</p> <ul style="list-style-type: none"> ○ Aug 2008 	

Recommendation	Response / Comments	Responsibility	Date
	<p>to consider.</p> <ul style="list-style-type: none"> ○ Assess resources and develop action plan ○ Review plan based on new intelligence and information received 		<ul style="list-style-type: none"> ○ Sept 2008 ○ Oct 2008
<p>R4 That the Council reminds all owners of their obligations under the recently amended Licensing Policy to prevent advertising on and around their premises causing offence to local residents. Following this, the officers should investigate what advertising is in place, and if it contravenes the policy, to take appropriate action.</p>	<p>All licensed premises that hold striptease have a condition that bans offensive advertising.</p> <p>All premises will be inspected and if offensive advertising exists the premises will be warned and if they persist enforcement action will take place</p> <p>All striptease premises will be reminded of their obligations when their annual fee is due.</p> <p>Action</p> <ul style="list-style-type: none"> ○ Carry out a programme of inspection of all striptease premises in the Borough to advertising and carry out any remedial enforcement action ○ All striptease premises to be reminded of their advertising obligations when their annual fee is due 	<p>Head of Trading Standards / Environmental Health Licensing Services Manager</p>	<ul style="list-style-type: none"> ○ July 2008 ○ Ongoing
<p>R5 That the Council should make written representations to owners of billboards and the owners of premises where the billboards are put up to request that they do not put up advertisements for</p>	<p>All billboard owners will be written to, to ask them not to put up advertisements for strip clubs</p> <p>Existing and new striptease premises will be written to asking not to advertise inside or outside the Borough</p>	<p>Head of Trading Standards / Environmental Health Licensing</p>	

Recommendation	Response / Comments	Responsibility	Date
<p>strip clubs. Furthermore, that existing striptease license holders as well as new applicants are asked not to advertise, either within the borough or outside.</p>	<p>Comments from Legal Services have been incorporated into the body of the report.</p> <p>Action</p> <ul style="list-style-type: none"> ○ Obtain from Planning details of all bill board owners within the Borough ○ Communicate with all bill board owners asking them not to advertise striptease premises in the Borough ○ All existing striptease premises asking them not to advertise either within or outside the Borough 	<p>Services Manager</p>	<ul style="list-style-type: none"> ○ Aug 2008 ○ Sept 2008 ○ Aug 2008
<p>R6 That the Council lobbies the ASA in order to prevent strip clubs from advertising on billboards.</p>	<p>The ASA code will be examined to assess whether striptease billboard advertising comes within there remit. Lobbying will then take place</p> <p>Action</p> <ul style="list-style-type: none"> ○ ASA code examined and assessed ○ ASA lobbied if appropriate 	<p>Head of Trading Standards / Environmental Health</p> <p>Licensing Services Manager</p>	<ul style="list-style-type: none"> ○ Aug 2008 ○ Sept 2008
<p>R7 That quarterly meetings are held between officers in Planning and Licensing to discuss any prospective applications that are or will be relevant to both departments. Meetings should also take place as and when potential issues arise. Should</p>	<p>There is a series of meetings is already programmed for senior managers.</p> <p>Meetings every three months would not be responsive enough. Applications for striptease premises are very irregular. It is suggested that meetings between Planning and Licensing take place when applications are received.</p>	<p>Service Head – Environmental Control</p> <p>Head of Trading Standards / Environmental Health</p>	

Recommendation	Response / Comments	Responsibility	Date
<p>these meetings raise question marks over certain premises, applicants should be strongly informed that operating without both a license and planning permission could result in prosecution.</p>	<p>Action</p> <ul style="list-style-type: none"> ○ Quarterly meetings arranged between senior managers from Licensing and Planning to discuss joint issues which will include any issue relating to striptease premises ○ Licensing Managers to ensure there is a meeting between Licensing and Planning Officers to discuss new applications for premises wishing to hold striptease 	<p>Licensing Services Manager Service Head – Development Decisions</p>	<ul style="list-style-type: none"> ○ Completed ○ June 2008
<p>R8 That the Council makes a clear (bilingual) public statement that it does not want strip clubs in the borough, in order to discourage applications for such premises.</p>	<p>Comments from Legal Services have been incorporated into the body of the report.</p> <p>If a statement is made it should be multilingual.</p> <p>Action</p> <ul style="list-style-type: none"> ○ Engage with relevant stakeholders and determine who and how statement should be made ○ Publish statement 	<p>Head of Trading Standards / Environmental Health Licensing Services Manager</p>	<ul style="list-style-type: none"> ○ Aug 2008 ○ Sept 2008
<p>R9 That residents within the current 40m radius from any premises that are applying for a striptease license (in keeping with the set limit for consultation for all types of licence applications) are given detailed information of what they need to do should they wish to make representations to object.</p>	<p>Comments from Legal Services have been incorporated into the body of the report.</p> <p>In light of the legal advice the activity from this recommendation is linked to Recommendation 2</p> <p>Action</p> <ul style="list-style-type: none"> ○ Develop and implement a communications plan to raise 	<p>Head of Trading Standards / Environmental Health</p>	<ul style="list-style-type: none"> ○ Sept 2008

Recommendation	Response / Comments	Responsibility	Date
<p>In particular, it should be made clear that objections must be framed with reference to the four Licensing Objectives, and not under any other arguments.</p>	<p>awareness on how and when stakeholders can raise issues about Licensed premises and how Licences can be reviewed</p>	<p>Licensing Services Manager</p>	
<p>R10 That the Council considers ways in which, for strip clubs, consultation can be undertaken on a wider scale than the current 40m radius.</p>	<p>Comments from Legal Services have been incorporated into the body of the report.</p> <p>Some research is needed to scope the activity related to this recommendation.</p> <p>Action</p> <ul style="list-style-type: none"> ○ Consult further with Legal Services on this issue ○ Benchmark other Councils to see if tiered consultation is being used ○ Prepare recommendations for action 	<p>Head of Trading Standards / Environmental Health</p> <p>Licensing Services Manager</p>	<ul style="list-style-type: none"> ○ Aug 2008 ○ Oct 2008 ○ Nov 2008
<p>R11 That the possibilities for referral to the 'saturation' policy are explored fully, to examine whether this could be utilised to minimise the number of clubs in the borough.</p>	<p>Comments from Legal Services have been incorporated into the body of the report.</p> <p>Further research on this matter is required and the evidence , information and intelligence from the activities relating to recommendations 2,3,4 &5</p>		

Recommendation	Response / Comments	Responsibility	Date
	<p>Action</p> <ul style="list-style-type: none"> ○ Consult further with Legal Services on this issue ○ Benchmark other Councils to see if cumulative impact has been used to limit striptease premises is being used ○ Review evidence , information and intelligence from the activities relating to recommendations 2,3,4 &5 ○ Prepare recommendations for action 	<p>Head of Trading Standards / Environmental Health</p> <p>Licensing Services Manager</p>	<ul style="list-style-type: none"> ○ Aug 2008 ○ Oct 2008 ○ Nov 2008 ○ Jan 2009
<p>R12 That the Council's Equalities Team performs an EQIA on the licensing of strip clubs from the perspective of gender, to establish evidence in support of a more assertive approach to licensing and explore other opportunities for legal challenge (see recommendation 3).</p>	<p>The Diversity and Equality Team have advised:</p> <p>An EQIA would provide an opportunity to explore the impact of strip club licensing procedures and policies on equality target groups. Under the Equality Act 2006 the Council has a duty to be proactive in eliminating discrimination and harassment in relation to gender rather than waiting for individuals to take out harassment cases.</p> <p>A meaningful EQIA process relies on the collection and analysis of accurate data relating to each of the equalities target groups.</p> <p>Further research on the impact of licensed strip clubs on various equality target groups is therefore required. Evidence arising from the activities relating to recommendations 2 and 3 will support this recommendation.</p>	<p>Head of Trading Standards / Environmental Health</p> <p>Diversity and Equality Coordinator</p>	

Recommendation	Response / Comments	Responsibility	Date
	<p><u>Action</u></p> <ul style="list-style-type: none"> ○ A EQIA of strip club licensing be scheduled into the CLC Directorate programme for 2008-09 ○ Review evidence , information and intelligence from the activities relating to recommendations 2 and 3 ○ CLC Licensing Team to undertake an EQIA with the support of the Diversity and Equality Team 		<p>June 2008</p> <p>October 2008</p> <p>March 2009</p>
<p>R13 That the Council seeks to lobby government to change primary legislation (as set out in the Licensing Act 2003) so that strip clubs can be classified as sex encounter establishments.</p>	<p>Recently the Durham MP Victoria Blackman-Woods sought to introduce a Private Members Bill which proposed national legislation to designate strip clubs and lap dancing venues as sexual encounter establishments. It is not likely that this Bill will be enacted but it has led to the Government initiating a consultation process with all local authorities. The Minister responsible has written to local authorities outlining plans to consider limiting the increase of striptease and lap dancing premises and controlling the activities that take place within them. This will include considering whether or not lap dance clubs should be classified as "sex encounter establishments". A response to this consultation will be given and programme of lobbying developed</p> <p><u>Action</u></p> <ul style="list-style-type: none"> ○ Seek views on the current consultation process being carried out by Central Government ○ Respond to the consultation 	<p>Head of Trading Standards / Environmental Health Licensing Services Manager</p>	<ul style="list-style-type: none"> ○ Jul 2008 ○ Aug 2008

Recommendation	Response / Comments	Responsibility	Date
	<ul style="list-style-type: none"> ○ Produce and deliver a programme of action 		<ul style="list-style-type: none"> ○ Sept 2008
<p>R14 That the Council hosts a pan-London event (with the support of OBJECT) to engage with other communities and get greater levels of support and cooperation in these attempts to lobby government.</p>	<p>This event will link with R13 activity.</p> <p>Action</p> <ul style="list-style-type: none"> ○ With stakeholders produce objectives and scope of event ○ Deliver event 	<p>Head of Trading Standards / Environmental Health</p> <p>Licensing Services Manager</p>	<ul style="list-style-type: none"> ○ Oct 2008 ○ Feb 2009

Response to Scrutiny Working Group Report on Choice Based Lettings

Recommendation	Response / Comments	Responsibility	Date
<p>R1. That research is undertaken to identify whether bidding habits are based on positive attributes or constraining factors and to identify the ability of the system to work with different community needs to identify how far CBL promotes or otherwise community cohesion;</p>	<p>It is proposed to specify that focus groups are held with support agencies and groups as part of the EIA to ensure this recommendation is implemented. The focus groups will look at the underlying reasons behind residents bidding choices and to assess any Community Cohesion implications arising. This will look at the size, type and areas of bidding. An analysis of bidding patterns by ethnicity will to be carried out.</p>	<p>Jackie Odunoye, Head of Strategy & Development (Interim) Lead officer Aaron Cahill, Housing Strategy Manager (Interim)</p>	<p>March 2010</p>
<p>R2. That a full Equality Impact Assessment of CBL is undertaken in 2009/2010 including giving consideration to impact on community cohesion;</p>	<p>A full EIA will be carried out once any policy changes arising from the O&S review have been assessed, to ensure policy proposals do not have a negative impact on any group. It is intended that this be commissioned independently with a two stage review looking at the current position and proposals as well as when policy proposals are firmly developed, and link this to the development of the overall housing strategy.</p>	<p>Jackie Odunoye, Head of Strategy & Development (Interim) Lead officer Aaron Cahill, Housing Strategy Manager (Interim)</p>	<p>March 2010</p>
<p>R3. That work is developed to address the issue of the lack of transparency in decision making to improve community</p>	<p>To improve transparency in the short term adverts will contain information on which rehousing group preference will be given in respect of particular</p>	<p>Jackie Odunoye, Head of Strategy & Development</p>	<p>April 2009.</p>

<p>understanding and expectations of CBL, including communicating positive stories to the community to address perceptions of unfair community lets, changing the policy to allow 2 bids only per applicant per bidding cycle, replacing the coupon system;</p>	<p>properties. This will be done in accordance with the new Code of Guidance¹ which states: “It is important that the practical application of such labelling should be operated in accordance with criteria and policies which are set out clearly in the authority’s allocation scheme, and the effect should not be directly or indirectly discriminatory”</p> <p>Proposals will be further developed to address this recommendation, including restricting bidding and replacing coupons, which could enable feedback at the time of bidding, as well as improving other feedback mechanisms. As part of the proposals analysis of use of coupons will be carried out and arrangements put in place with the One Stop Shops to encourage use of telephone and internet bidding.</p>	<p>(Interim) Lead officer Rafiqui Hoque Tower Hamlets Homes Lettings Service Manager</p>	
<p>R4. That service improvement activities are developed based on the feedback obtained from the users and providers service improvement focus group with particular focus on improving access for those who have sensory disabilities and improving customer understanding of CBL;</p>	<p>Service improvement activities will be developed to address this recommendation. This will include revisions to the current housing application form to better identify disability and support needs.</p> <p>Arrangements are also being put in place to upgrade the Homeseekers website, which will allow the font size to be adjusted for those with visual impairment, and talking heads (browse</p>	<p>Jackie Odunoye, Head of Strategy & Development (Interim) Lead officer Rafiqui Hoque Tower Hamlets Homes Lettings</p>	<p>December 2008</p>

	aloud) facility. All literature produced will contain information on services available for those who need assistance with bidding. This will be reviewed as part of the EIA.	Service Manager	
R5. That LBTH joins the East London Lettings company subject to a full feasibility study of what ELLC can offer to LBTH residents;	LBTH will consult with and agree the scope of the feasibility study with our Common Housing Register partners as all partners will need to agree to join the scheme. It is also proposed to carry out a full feasibility assessment to include, cost, services provided, value for money, staffing implications and best practice and make recommendations to the Council and CHR partners.	Jackie Odunoye, Head of Strategy & Development (Interim) Lead officers CHR partners	By March 2009
R6. That a Local Lettings Plan is adopted for all new developments of 20 units or more affordable homes to promote mixed tenure, mixed communities and sustainable housing and delivering priority for adult children of existing social tenants by setting a specific proportion for this group;	It is proposed to develop proposals for local lettings plans [for larger developments] with Common Housing Register partners as part of the proposals for policy changes and assess how transparency and priority will be met in this context, as well as ensuring decanting requirements can continue to be met. This will be developed as part of the overall housing strategy. Any proposals for local lettings plans will need to take account of the new Code of Guidance which	Jackie Odunoye, Head of Strategy & Development (Interim) Lead officer Aaron Cahill Housing Strategy Manager (Interim) Sandra Fawcett,	By March 2009

	<p>states:</p> <p>“it will not usually be appropriate to apply to apply local lettings policies to more than a limited part of a local authority’s stock (or stock to which the authority has nomination rights)”²</p> <p>These proposals will need to be subject to full consultation with residents.</p>	<p>Chair of the Tower Hamlets Housing Forum</p>	
<p>R7. That an open, non-discriminatory Sons and Daughters policy be considered for adoption as part of the new lettings policy and as part of the Council’s affordable homes policy;</p>	<p>The current Sons & Daughters policy is designed to assist those households where overcrowding within the host household is most acute. Any extension of this policy will need to comply with the new Code of Guidance. It is intended that options for a new scheme will be developed aimed at complementing strategies to reduce overcrowding and prevent homelessness. Policy proposals developed will need to be subject to detailed consultation with residents.</p>	<p>Jackie Odunoye, Head of Strategy & Development (Interim)</p> <p>Lead officer Rafiqul Hoque Tower Hamlets Homes Lettings Service Manager</p>	<p>March 2009</p>
<p>R8. That the work between Children’s Services and Development and Renewal Directorates continue with a view to identifying housing solutions that accommodate more Looked After Children.</p>	<p>To liaise with housing in relation to adjusting the fostering protocol so that adult children of foster carers can be prioritised in relation to being offered their own accommodation. This is dependent on the adult children agreeing to be rehoused.</p> <p>It is anticipated that to identify shared ownership</p>	<p>Kamini Rambellas, Service Head Children’s Social Care /Hilary Bull, Service Manager Resources</p>	<p>November 2008</p> <p>January 2009</p>

	<p>with foster carers and the local authority is likely to be complex in the current economic climate. However we plan to research what other local authorities are doing in this area.</p>		
<p>R9. That a review is undertaken of the medical assessment process to address concerns of accuracy and quality and give consideration to best practice, with a view to improving the transparency of the process, extending the time for appeals, , researching other potential providers for the service, sampling a work undertaken by Now Medical and considering introducing self assessments;</p>	<p>It is proposed to undertake a review of the medical and appeal process and identify ways of further improving accuracy and quality as well as exploring alternative providers. This will involve working with the PCT and CHR providers as well as researching practise elsewhere. In addition, this would involve consulting service users.</p>	<p>Jackie Oduoye, Head of Strategy & Development (Interim) Lead officer Rafiqul Hoque Tower Hamlets Homes Lettings Service Manager</p>	<p>March 2009</p>
<p>R10. That Tower Hamlets should actively lobby DCLG Ministers to issue guidance and if necessary legislation, allowing local authorities to introduce the waiting time-based approach to lettings. LBTH should be prepared to campaign in support of these changes in partnership with other local authorities.</p>	<p>A waiting time approach would bring greater transparency and simplicity to the lettings system, however it would mean that the policy would be less responsive to individual needs. A change in legislation would be needed in order to implement a waiting time approach.</p> <p>CLG Guidance published on 27th August 2008, stresses the importance of Local Authorities giving reasonable preference to housing need in deciding on their priority schemes. The guidance states: "It is recommended that authorities adopt a</p>	<p>Jackie Oduoye, Head of Strategy & Development (Interim)</p>	<p>March 2009</p>

	<p>scheme which prioritises applicants according to housing need in place of a scheme based primarily on waiting time.”³</p> <p>A review of the current priority system and 4 Community Groups will be undertaken with the CHR partners within the current statutory framework with a view to making the scheme easier for residents to understand.</p>		
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<p>R11. That a transitional period of between 12 months and two years should be put in place to protect those homeless families already in the system should waiting-time based approach be successful.</p>	<p>A transitional period will be incorporated into policy recommendations arising from Response 10 above.</p> <p>Agree that in the event a waiting time policy is possible, a further report will be brought to Cabinet to propose a change in policy.</p>	<p>Jackie Odunoye, Head of Strategy & Development (Interim)</p>	<p>March 2009</p>
<p>R12. That targeted work be developed to tackle overcrowding, including targeted work with under-occupiers, as part of this work review the Cash Incentive Scheme and the financial incentives for under-occupiers as to ensure the housing stock is used in the best way to reduce overcrowding ,working with partner RSLs to develop and fund initiatives;</p>	<p>In response to this recommendation we are developing proposals in respect of the government Pathfinder project, which includes targeted work with under occupiers and severely overcrowded council tenants. A Housing Options approach to include a private sector tenancy option is being developed, enhanced cash incentives to under occupiers and a removal and packing service for vulnerable tenants.</p> <p>A review of financial incentives provided by partner RSLs is to be carried out and proposals for a partnership approach developed.</p>	<p>Jackie Odunoye, Head of Strategy & Development (Interim)</p> <p>Lead officer Rafiqul Hoque Tower Hamlets Homes Lettings Service Manager</p>	<p>March 2009</p>
<p>R13. That Overview and Scrutiny Committee conduct a thorough review of overcrowding which will assist the Council in developing an effective Overcrowding Strategy, potentially including research into the impact of overcrowding on health and education and using this to assist housing to secure funding to roll-out the Overcrowding Project with a view to assisting more overcrowded families;</p>	<p>As part of 2008/09 O&S work programme, the affordable housing review will add value to the overcrowding agenda, focusing on how homeownership can assist in reducing overcrowding.</p>	<p>Jebin Syeda, Scrutiny Policy Officer</p>	<p>March 2009</p>

<p>R14. That the Lettings policy be revised to reflect the changes proposed under the 'Bedroom Standards'</p>	<p>In response to this recommendation, we will develop proposals on the introduction of the bedroom standard and consult with partners. Any policy changes arising from this will be subject to consultation with residents.</p>	<p>Jackie Odunoye, Head of Strategy & Development (Interim)</p>	<p>March 2009</p>
<p>R15. That RSL partners seek to use Right to Acquire receipts to buy back properties direct from leaseholders; That targeted work be developed to tackle overcrowding, including targeted work with under-occupiers giving consideration to allocating direct lets similar to Newham's policy. As part of this work review the Cash Incentive Scheme and the financial incentives for under-occupiers with a view to using the stock in ways to reduce overcrowding working with partner RSL to develop and fund initiatives;</p>	<p>In response to this recommendation we will consult with RSL partners and continue to develop our proposal for under occupiers, including direct lets. We will continue to look at ways to attract funding and consult on adopting a single policy provision across the social housing sector in respect of financial incentives for under occupiers including partner and non partner landlords.</p> <p>Any policy proposals arising from this will be subject to resident consultation.</p>	<p>Jackie Odunoye, Head of Strategy & Development (Interim)</p> <p>Lead officer Sandra Fawcett, Chair of the Tower Hamlets Housing Forum</p>	<p>March 2009</p>
<p>R16. That Tower Hamlets should press the Mayor of London and the Government to reduce the proportion of lettings on new-build through Capital Moves to 25 per cent, and to equalise the numbers of accessible homes let through Capital Moves. It should also insist that Capital Moves develop a minimum standard of advertising of the properties allocated through the Pan-London Scheme to secure a common standard of accessibility. Residents should be fully consulted before a decision is reached whether to introduce the scheme.</p>	<p>The Council will continue to work to ensure that Tower Hamlets maximises the benefits from Capital Moves including the proportion of lets to be made available, accessibility issues and advertising of properties.</p> <p>Any policy changes arising from the Capital Moves proposals will need to be subject to resident consultation.</p> <p>Further information on how Capital Moves will be taken forward is currently awaited.</p>	<p>Jackie Odunoye, Head of Strategy & Development (Interim)</p>	<p>N/A</p>

<p>R17. That Tower Hamlets should press the Mayor of London and Housing Corporation to make funding available to expand the Seaside and Country Homes Scheme;</p>	<p>It is proposed that if Cabinet support this proposal, officers will contact both the GLA and Housing Corporation to seek support for an expansion of this programme.</p>	<p>Jackie Odunoye, Head of Strategy & Development (Interim)</p>	<p>November 2008</p>
<p>R18. That the Council should invite other local authorities in London to identify best practice in promoting and facilitating mutual exchanges;</p>	<p>In response to this recommendation we will seek to identify best practice in London on mutual exchanges and adopt them to improve service delivery.</p>	<p>Jackie Odunoye, Head of Strategy & Development (Interim) Lead officer Rafiqul Hoque Tower Hamlets Homes Lettings Service Manager</p>	<p>December 2008</p>
<p>R19. That the Council should undertake a review of Key Worker Housing in the Borough, specifically looking at its affordability and the problems experienced by those with families in non-secure/assured tenancies;</p>	<p>A review of key worker housing will be undertaken with RSL partners. We will also explore the potential for all key worker schemes to have a linked move on strategy.</p>	<p>Jackie Odunoye, Head of Strategy & Development (Interim)</p>	<p>March 2009</p>
<p>R20. That the Council should undertake a review of Sheltered Housing Lettings Policy to make sure that this resource is used effectively.</p>	<p>This will be assessed as part of the Best Value Review of Sheltered Housing.</p>	<p>Jackie Odunoye, Head of Strategy & Development (Interim)</p>	<p>December 2008</p>

Appendix 6
Response to Scrutiny Working Group Report on Young people's participation in sports leading up to the Olympics

Recommendation	Response / Comments	Responsibility	Date
<p>R1. That a review is undertaken of the current pricing policy of leisure and physical activities and venues with a view to:</p> <ol style="list-style-type: none"> 1. Reducing costs for parents on low income; 2. Reducing the price of provisions for young people; 3. Formulating a policy for hiring and pricing of community access sports facilities and publishing this; 4. Giving free access to leisure centres for young people who are looked after; 	<ol style="list-style-type: none"> 1. There is already a concessionary pricing policy for people on low incomes and their dependants, reducing pricing further will require additional resources. The pricing policy is in the 30,000 Leisure centre guide booklets published annually and distributed through out the borough. 2. The pricing review group will consider this at the next meeting in December 2008 3. There is a schedule of charges for leisure centres which is approved and published annually. We will review the programmes and usage of Leisure Facilities in order to ensure maximum accessibility for children and adults within budgetary provision. 4. Discussions will be held with Children's Services to determine a programme of free access to leisure centres for young people 	<ol style="list-style-type: none"> 1. Michelle Davies Leisure Contracts and Partnership Manager 2. Michelle Davies Leisure Contracts and Partnership Manager 3. Michelle Davies Leisure Contracts and Partnership Manager 4 Head of Sport and Physical Activity 	<ol style="list-style-type: none"> 1. April 2009 2. Jan 2009 3. April 2009 4. October 2008

Recommendation	Response / Comments	Responsibility	Date
	<p>who are looked after.</p> <p>5. Free swimming for young people aged 16 and under (funded by Government grant) will be implemented from 1 April 2009 and run for two years</p>	<p>5. Michelle Davies Leisure Contracts and Partnership Manager</p>	<p>5. April 2009</p>
<p>R2. That the results of the Young People and the Olympics Survey is used to inform the development of strategies for young people and sports, in particular that the Building Schools for the Future programme considers the views of young people in providing a variety of sports, coaching and training based on the expressions of interest, barriers and experience of young people in sports;</p>	<p>The results of the Olympic Scrutiny Review have already informed initial designs at St Paul's Way school and will inform BSF programme and within the borough as a whole.</p>	<p>Ann Sutcliffe, Service Head Building Schools for the Future Paul Martindill, Service Head Cultural Services</p>	<p>From 2008 and ongoing to 2013</p>
<p>R3. That incentives are introduced (activities and costs) to encourage bringing along and introducing a friend to an activity or to leisure centre facilities;</p>	<p>Options will be developed and costed in conjunction with the borough's leisure management contractor.</p>	<p>Michelle Davies Leisure Contracts and Partnership Manager</p>	<p>March 2009</p>

Recommendation	Response / Comments	Responsibility	Date
<p>R4. That the service develop innovative ways of engaging young girls in sports, working with community organisations, including faith organisations, schools and parents, taking in to consideration the expressions of interest in the Young People and the Olympics Survey;</p>	<ol style="list-style-type: none"> 1. Develop a new programme of women and girls swimming sessions funded from the successful Healthy Community Challenge Fund bid. 2. Work with Tower Hamlets Partnership to consult with community organisations to develop new ways of engaging young girls in sport. 	<ol style="list-style-type: none"> 1. Michelle Davies Leisure Contracts and Partnership Manager 2. Head of Sport And Physical Activity 	<ol style="list-style-type: none"> 1. April 2009 2. March 2009
<p>R5. That the service look at ways the leisure centres can be enhanced to actively engage and increase young disabled people with sports and physical activities leading up to 2012 including increasing the availability of disability specialist staff to support and actively engage young disabled people into sports, working with them to address transport barriers;</p>	<ol style="list-style-type: none"> 1. Negotiations to be undertaken with GLL regarding potential to train staff in disability sports qualifications, and other identified options to be delivered by March 2010. 2. Disabled sports and physical activity day to be organised in conjunction with Children's Services for September 2008 to coincide with the launch of the Paralympics in Beijing. 3. On-going programme of disability sports sessions taking place at Mile End Leisure Centre on a weekly basis. 	<ol style="list-style-type: none"> 1. Michelle Davies Leisure Contracts and Partnership Manager 2. Pauline Dunn Sports Development and Healthy Lifestyles Manager 3. Pauline Dunn Sports Development and Healthy Lifestyles 	<ol style="list-style-type: none"> 1. March 2010 2. Completed 3. on-going

Recommendation	Response / Comments	Responsibility	Date
	<p>4. Specific publicity to be produced to publicise opportunities for young people with disabilities to take part in sports.</p> <p>5. Develop a calendar of competitive opportunities for disabled young people (6 competitions in 12 months).</p> <p>6. Examine the establishment of a transport scheme for disabled Young People to access facilities.</p> <p>7. Address this recommendation within the Leisure Centre and Playing Pitch Strategies</p>	<p>Manager</p> <p>4. Pauline Dunn Sports Development and Healthy Lifestyles Manager</p> <p>5. Pauline Dunn Sports Development and Healthy Lifestyles Manager</p> <p>6. Pauline Dunn Sports Development and Healthy Lifestyles Manager</p> <p>7. Paul Martindill Head of Cultural Services</p>	<p>4 October 2008</p> <p>5 Complete</p> <p>6. March 2009</p> <p>7. Underway</p>
R6. That budget provisions be made to	This (national) programme is not designed for	N/A	N/A

Recommendation	Response / Comments	Responsibility	Date
<p>R7. That the Sports and Physical Activities Service seek to increase ways in which budget allocations can be increased to further mainstream sports activities;</p>	<p>young people with disabilities. NRF funding for Sports Search ended March 2008 and the service ended in July 2008.</p>	<p>Head of Sport & Physical Activity</p>	<p>March 2009 - 2012</p>
<p>R8. That annual borough-wide major community events are organised in which young people participate in Olympic and Paralympic sports, building champions to participate in the events through schools and sports programmes;</p>	<p>Review of contract to take place to explore opportunities for efficiencies and reallocation of resources. The review will include evaluation of all externally funded initiatives for children to determine the suitability for mainstream funding.</p> <ol style="list-style-type: none"> 1. Current programme of events will be developed to link to Olympic themes. 2. 2 x Paralympic sports days will be held annually until 2012. 3. That an Olympic sports presence be provided at the borough's existing large scale community events in order to engage young people in the Olympics and Paralympics. 	<p>Pauline Dunn Sports Development and Healthy Lifestyles Manager</p>	<p>Annual programme starting March 2009</p>
<p>R9. That the Council explore the possibility of negotiating free tickets or subsidised rate of entry to the Olympics and Paralympics for young people, particularly for disabled young people to experience the Paralympic Games;</p>	<ol style="list-style-type: none"> 1. The London Organising Committee of the Olympic Games (LOCOG) has confirmed its position that there will be no free tickets. The ticketing policy for the 2012 Games will be published in 2011. There may be the opportunity for the Borough to block buy tickets to make available at discounted / free rates for local people. This has budgetary 	<p>1. Nick Smales Service Head 2012</p>	<p>1. August 2011</p>

Recommendation	Response / Comments	Responsibility	Date
	<p>implications and will be considered. Local resident participation in test events will also be considered.</p> <p>2. The marathon and walking events in Victoria Park will be free access and as part of the Games Experience strand of the Tower Hamlets 2012 Strategy access for all sections of the community will be considered. This will include liaison with the Olympic Security Directorate, ODA and LOCOG.</p>	<p>2. Nick Smales Service Head 2012</p>	<p>2. August 2011</p>
<p>R10. That an extensive publicity campaign is put in place to promote positive images of young disabled people taking part in sports as part of the publicity strategy to promote Olympics and Paralympics in Tower Hamlets;</p>	<p>A dedicated 2012 Communications and Community Engagement Manager is being recruited into the 2012 Unit with a remit to develop a 2012 Communications Plan for the Borough which will develop our approach for promoting positive images of disabled people.</p>	<p>Paul Armitage Communications and Community Engagement Manager – 2012 Unit</p>	<p>December 2008</p>
<p>R11. That the service find ways in which the relationship with the private sector can be further developed to enhance the funding available to support young people's engagement in sports and physical activities, exploring in particular ways in which the Table Tennis for Kids (TTK) model can be adopted to engage the private sector to fund a range of sports;</p>	<p>1. Exploratory discussions to determine the feasibility of developing links to more sports.</p> <p>2. Officers will secure funding from Adidas to develop an activity zone in Mile End Park.</p>	<p>1. Paul Martindill Head of Cultural Services</p> <p>2. Paul Martindill Head of Cultural Services</p>	<p>1. March 2009</p> <p>2. October 2008</p>

Recommendation	Response / Comments	Responsibility	Date
<p>R12. That formalised agreements as part of housing stock transfer are strengthened to secure the provision of sports facilities based on a study of the local youth population, including disabled young people, existing facilities and projected needs;</p>	<p>This will be considered in relation to any future stock transfers, although the agreements are normally limited to matters directly related to the provision of housing. Registered Social Landlords have limited ability to provide community facilities.</p>	<p>Paul Evans, Director Development and Renewal</p>	<p>NA, Tower Hamlets Homes the Arms Length Management Organisation is now live and stock transfer is no longer active</p>
<p>R13. That work is developed with Wood Wharf with a view to securing opportunities for water sports in the borough;</p>	<p>This will be considered in the discussions on the community benefits that can be secured from the proposed Wood Wharf development.</p>	<p>Paul Evans, Director Development and Renewal</p>	<p>December 2008</p>
<p>R14. That consideration be given to what other host boroughs have been involved in to increase sports participation with a view to adopting what works well in increasing participation, and that affordable access is negotiated for young people in Tower Hamlets to leisure facilities in other host boroughs, particularly as a legacy of the Olympics and to increase contact between young people in the different boroughs through events and competitions;</p>	<ol style="list-style-type: none"> 1. With the 5 borough sports lead group, develop a 5 borough sports plan to include increase in participation by young people. 2. Continue to lobby London Development Agency and Olympic Delivery Authority for access for local community to legacy facilities. 3. Review of the most successful initiatives will be undertaken and identification of funding sources. 	<ol style="list-style-type: none"> 1. Head of Sport And Physical Activity 2. Head of Sport And Physical Activity 3. Head of Sport And Physical Activity 	<ol style="list-style-type: none"> 1. March 2009 2. Ongoing 3. March 2010
<p>R15. That the PCT develop targeted work with</p>	<p>1. Healthy Lifestyles Team to deliver 10 x 10</p>	<p>1. Pauline Dunn</p>	<p>1. Sept 2008</p>

Recommendation	Response / Comments	Responsibility	Date
<p>those who are at health risk due to obesity, with primary focus on those who are particularly obese and may lack confidence to engage in sports and physical activities;</p>	<p>week programmes per year until 2010 to reduce obesity in young people. (BEST and MEND)</p> <p>2. Healthy Lifestyles Team to deliver 1 x 10 week programme per year until 2010 to reduce obesity in young people with disabilities. (BEST and MEND)</p> <p>3. The PCT has commissioned and is developing a range of targeted work to encourage overweight and obese children and young people to engage in sports and physical activities. This includes:</p> <ul style="list-style-type: none"> - Established programmes: <ul style="list-style-type: none"> - Weekly physical activity sessions for overweight and obese children and young people including 'Junior Activ8', 'Activ8' and 'MissActiv8', delivered by PCT Child Obesity Service - LBTH 'BEST' programme (part funded by PCT) includes range of physical activity sessions for overweight and obese children and young people 	<p>Sports Development and Healthy Lifestyles Manager</p> <p>2. Pauline Dunn Sports Development and Healthy Lifestyles Manager</p> <p>3. Esther Trenchard-Mabere – Associate Director of Public Health</p> <p>4. Esther</p>	<p>to March 2010</p> <p>2. Sept 2008 to March 2010</p> <p>3. Established programme – ongoing</p>

Recommendation	Response / Comments	Responsibility	Date
	<p>4. New programmes:</p> <ul style="list-style-type: none"> - After school physical activity schemes being commissioned jointly by PCT & LBTH) - Active play and sports programmes have been commissioned by PCT from Toy House Libraries, Play Association Tower Hamlets (PATH) and Elite Youth <p>5. The PCT will also commission a health promotion / social marketing campaign (see R16) that will specifically address the issue of encouraging overweight and obese young people, and other groups with lower participation, to engage in sports and physical activities</p>	<p>Trenchard-Mabere – Associate Director of Public Health</p> <p>5. Esther Trenchard-Mabere – Associate Director of Public Health</p>	<p>4. Implementation of new programmes commencing September / October 2008</p> <p>5. October 2008</p>
<p>R16. That the PCT in partnership with LBTH should deliver health promotion as part of the Olympics publicity to include messages on the damaging effects of drugs and smoking and that the publicity campaign be supported by celebrities to promote a 'cool' image of</p>	<p>The PCT is currently drawing up a specification for a health promotion / social marketing campaign to use in the lead up to the Olympics and Paralympics to promote active and healthy lifestyles. This will use images and endorsements from sports celebrities to promote healthy</p>	<p>Esther Trenchard-Mabere – Associate Director of Public Health and Nick Smales</p>	<p>Convene steering group – September 08</p>

Recommendation	Response / Comments	Responsibility	Date
<p>participating in sports at local venues.</p>	<p>lifestyles (including messages about smoking and substance misuse) and participation in local sports opportunities. The campaign will target the whole population but will include messages and images targeted at overweight and obese young people, disabled young people (linking to R10) and girls as groups identified in the scrutiny review as participating less in sports. We will tender for a communications / social marketing company to develop and deliver the campaign and establish a multi-agency steering group to ensure that the campaign links into other sports and health programmes and events.</p> <p>The Social Marketing campaign will be linked to the Borough's 2012 Communications Plan with elements licensed to use the Boroughs Games Brand which is currently being Trade Marked.</p>	<p>Service Head 2012 Unit</p>	<p>Finalise specification and advertise tender – September 08</p> <p>Award contract November 08</p> <p>Complete phase 1 (research and testing of messages) April 09</p> <p>Phase 2 – Implementation of campaign 2009-12</p> <p>Trade Mark licensed October 2008</p>

Response to Scrutiny Working Group Report on the Hostels Strategy

Recommendation	Response / Comments	Date	Update – February 2009
<p>R1 That the Supporting People Team work with all the hostels to explore the potential for further infrastructure improvement. Specifically the Council should work with Look Ahead Housing Association to develop proposals for improving the Aldgate hostel with the minimum possible loss of bed spaces and consequent funding.</p>	<p><i>Key stages and milestones:</i></p> <ol style="list-style-type: none"> Dialogue and meeting to take place with Look Ahead linked to the Housing Corporation bidding round 08 – 2011. Publicise aim to continue to improve infrastructure to hostels sector more widely. Discuss options and prioritise bids (if not possible to submit all of them to the Housing Corporation), through SPCB. 	<p><i>(The numbers in this column below refer to the stages/ milestones in the response/ comments column in each row).</i></p> <ol style="list-style-type: none"> July (completed) August November 	<p>Ongoing</p> <p>Initial dialogue has taken place linked to options as part of the bidding round for both Housing Corporation in 2007 and the 'Places for Change' capital bidding round.</p> <p>Further formal discussions have taken place over the last 6 months and meetings w/ LAHC, considering the options for the future of Aldgate Hostel, linked to further options and changes they are actively exploring and which focus on delivering improved accommodation at this or other sites, should they be identified. Any definite proposals or options will be brought</p>

Recommendation	Response / Comments	Date	Update – February 2009
<p>R2 That the Providence Road Housing Association (PRHA) Hackney Road service should be opened up to achieve direct local access by LBTH based agencies. In partnership with PRHA the Council's Cabinet should make representations to DCLG to this effect.</p>	<p>Completed and LBTH Homelessness services now have 75% access to vacancies at Hackney Road (agreed together with central government and PRHA). 25% of vacancies are for outreach teams who arrange move on accommodation.</p>	<p>August September October</p>	<p>back to Cabinet for discussion and approval as appropriate. Completed. LBTH now have 75% access to vacancies at Hackney Road (agreed together with central government and PRHA). 25% of vacancies are for outreach teams working with rough sleepers, primarily in Tower Hamlets and the City.</p>
<p>R3 That research should be undertaken to understand the perception and cultural issues affecting BME residents around accessing hostels leading to an Action Plan being developed to improve BME access.</p>	<p>Partially completed – initial discussion and comments sought from the Hostels and Single Homeless Forum, to feed into how the research work is undertaken, which has now taken place. It is anticipated that the researcher will be in post by end of October with project completion by end of March 2008.</p>	<p>Sept October November</p>	<p>Ongoing. Being taken forward as part of a specific research project into needs and appropriate responses, within Hostels, that will be completed in March 2009.</p>
<p>R4 That the HOST team works in partnership with local agencies to deliver a more joined up services, centred on delivering</p>	<p>Completed – initial discussion of HOST operation taken place at the Single Homeless and Hostels forum, using initial monitoring data (for first 6 months of</p>	<p>July (completed) February 2008 (based on Nov</p>	<p>Completed Initial discussion of HOST operation taken place at the Single Homeless and</p>

Recommendation	Response / Comments	Date	Update – February 2009
<p>a personalised service tailored to individual clients.</p>	<p>operation). No major concerns expressed, although ongoing detailed work is taken place to continue to refine procedures and liaison with individual services.</p>	<p>07 HOST start up).</p>	<p>Hostels forum, using initial monitoring data (for first 9 months of operation of HOST). HOST service operating effectively in general and no major concerns expressed, although ongoing detailed work is taken place to continue to refine procedures and liaison with individual services.</p>
<p>R5 That the Council should publicly backs the Foyer Federation's campaign to persuade the Department of Work & Pensions to waive the 16-hour rule for residents of foyers.</p>	<p>Completed (see attached response from DWP).</p>	<p>September.</p>	<p>Completed (see attached response from DWP).</p>
<p>R6 That the Council should support Citizens Advice and Shelter's campaign to scrap the Single Room Rent Restriction and Shared Room rate of LHA.</p>	<p>Completed – as above.</p>	<p>September</p>	<p>Completed – as above.</p>
<p>R7 That the Supporting People</p>	<p>Completed – all hostels have initial targets</p>	<p>September</p>	<p>Completed.</p>

Recommendation	Response / Comments	Date	Update – February 2009
<p>Team develops in partnership with service providers a strategic response to work with clients to reduce evictions and abandonments. That the response ensures that referral and assessment work is undertaken, support needs are accurately identified and assessed, there is some choice for clients in terms of hostels allocated and that hostel staff have detailed plans to support clients.</p>	<p>for abandonment's and evictions, a new way of collecting data has been devised to allow greater analysis of where performance can be improved and the underlying causes of unplanned moves and a 'good practice' seminar has been arranged by the SP team for October 2008, for the whole hostels sector.</p>	<p>October November January and April 08 January 08. September 07</p>	<p>All hostels have targets to reduce abandonments and evictions (70% generally is the target for the percentage of total moves, which should be planned). Also a new way of collecting data has been devised to allow greater analysis of where performance can be improved and the underlying causes of unplanned moves and a 'good practice' seminar and discussion event was arranged by the SP team in October 2008, for the whole hostels sector. Also, individual hostels have been asked to submit action plans in response to any high rates of unplanned moves.</p>
<p>R8 That the Supporting People Team works with hostel providers to explore the potential for further expansion</p>	<p>Completed – after consultation with the Hostels and Single Homeless forum, it has been agreed to move toward more of an individualised approach; that is people are</p>	<p>As Recommendation 1 above.</p>	<p>Completed. After consultation with the Hostels and Single Homeless forum, it has</p>

Recommendation	Response / Comments	Date	Update – February 2009
<p>of second stage accommodation.</p>	<p>assessed and referred to services within the hostels sector that match their particular needs and preferences (where possible). It was agreed that it was more helpful to look at hostel services as being on a continuum, providing a wide range and level of support, rather than mechanistically dividing projects into first and second stage.</p>		<p>been agreed to move toward more of an individualised approach; that is people are assessed and referred to services within the hostels sector that match their particular needs and preferences (where possible). It was agreed that it was more helpful to look at hostel services as being on a continuum, providing a wide range and level of support, rather than mechanistically dividing projects into first and second stage.</p>
<p>R9 That the Supporting People Team work with service providers to ensure clients are not forced to move into private rented sector and are adequately prepared to live in private rented accommodation, including providing help with Rent Deposits, Housing Benefit / Local Housing</p>	<p>Completed – following an initial short term project, successfully piloted and led by Providence Row Housing and Look Ahead Housing and Care, no feedback has been received of anyone feeling pressured to move into the private rented sector. One to one meetings have taken place between the HOST team and hostel services (including direct contact with service users), who have often responded with</p>	<p>August (completed). January 08.</p>	<p>Completed. Following an initial short term project, successfully piloted and led by Providence Row Housing and Look Ahead Housing and Care, no feedback has been received of anyone feeling pressured to move into the private rented</p>

Recommendation	Response / Comments	Date	Update – February 2009
<p>Allowance, and if necessary, Discretionary Housing Payments to cover benefit shortfalls.</p>	<p>interest to explore any options and support to move on.</p>		<p>sector. One to one meetings have taken place between the HOST team and hostel services (including direct contact with service users), who have often responded with interest to explore any options and support to move on.</p>
<p>R10 That the Supporting People Team explore the potential for specific floating support service be made available to clients moved from hostels to private tenancies.</p>	<p>Completed – the ongoing development of floating support services and draft service specifications following the strategic review of floating support services, explicitly notes that services will support people moving on from hostels.</p>	<p>July (Completed) July (Completed) August (Completed).</p>	<p>Completed. The ongoing development of floating support services and service specifications of the main floating support services, explicitly note that services need to support people moving on from hostels.</p>
<p>R11 That the Living Well CPAG reviews the decision to withdraw the HHELP service from hostels and specifically examines the effectiveness of its proposed replacement service in reaching hostel residents. Furthermore the</p>	<p>Partially completed – collection of views requested from hostel providers, but little written feedback received to date. SP team to revisit with hostel sector and establish any areas where constructive feedback or suggestions can be passed to the ELMH Foundation Trust, on future service developments in this area.</p>	<p>October November January.</p>	<p>Completed. Views collected from the Hostels and Single Homeless forum and fed back to commissioning managers within LBTH/ Mental Health Foundation Trust. Some slippage on timescales, so awaiting</p>

Recommendation	Response / Comments	Date	Update – February 2009
<p>Living Well CPAG considers how the Supporting People Programme can be incorporated into the wider partnership so that they are consulted and involved about important changes to service delivery and development.</p>			<p>response and then update sent to Cabinet as appropriate.</p>
<p>R12 That the Council should examine the possibility of increasing its support for the Drug Action Team to ensure it has the capacity to provide satellite services in local hostels.</p>	<p>Partially completed – multi agency party convened, together with the DAAT and specification written building on comments and advice from the hostels sector, to commission a researcher to take forward. It is anticipated that the researcher will be in post by end of October with project completion by end of March 2008. Additionally, hostels have formally been asked to notify the SP team of any issues of concern or areas to work on together with DAAT agencies and this is being taken through the DAAT partnership groups.</p>	<p>October November January 08 September 07</p>	<p>Partially completed. Multi agency steering group convened, together with the DAAT and hostel providers. Researchers engaged and individual meetings held with wide range of stakeholders and sector wide event held (as milestones). Final report will be completed by end of March 2009. Additionally, DAAT are fully involved in the Hostels and Single Homeless forum and attend meetings.</p>

Abbreviations:

SP	= Supporting People
SPTM	= Supporting People Team Manager
CLG	= Communities and Local Government (pay SP Grant to local authorities and determine the regulations under which SP operates, as well as monitoring the programme).
SPCB	= Supporting People Commissioning Body (SPCB), the partnership group which oversees and has formal responsibility for the SP programme in LBTH. It is chaired by John Goldup.
PRHA	= Providence Row Housing Association.
PRS	= Private Rented Sector
ELMHCT	= East London Mental Health Care Trust

Response to Scrutiny Working Group Report on Domestic Violence

Recommendation	Update: February 2008	Date	Update: March 2009
<p>R1 The Council consider further opportunities for improving the ability of victims to report domestic violence. For example through the use of the Council's internet, I-kiosks and one stop shops.</p>	<p>This programme of work has continued, with new domestic violence awareness materials launched in November 2007 and a complete revision of the Council's website information on domestic violence. The DV Team is working with advertising agency AMV BBDO to produce a short cinema advertisement raising awareness of the seriousness of domestic violence, and has recently taken campaign materials on to the street with a valentine's day campaign reported in East End Life.</p> <p>Outreach stalls at community events and festivals continues, with the DV team having a presence at 20 events so far this year – reaching over 2,000 members of the public.</p> <p>The Warrior Women holistic personal safety programme has been successful in engaging women from migrant, refugees and homeless communities, as well as working with young women and women in refugees.</p>	<p>March 2007</p>	<p>The Domestic Violence team has continued the programme of community outreach in partnership with members of the DV Forum and RHIAF. So far in 2008-09 26 outreach stall shave been held at community festivals, events and venues, reaching over 6,000 members of the public.</p> <p>A new booklet – Domestic Violence. Get help. Get Safe. Was published in November – it is available in English, Bengali and Somali with other languages available on request.</p> <p>Training has been provided to staff in the Council's Customer Contact centre and One Stop Shops to enable them to identify DV and provide basic signposting to appropriate services.</p> <p>12 Third Party Reporting sites have been established across the borough – these sites provide victims with an additional way to report domestic violence and hate crimes.</p>

Recommendation	Update: February 2008	Date	Update: March 2009
<p>R2 The Council should regularly assess that the balance of services provided matches the profile of victims of domestic violence. This will ensure those of different gender, ethnicity and age are given the help they need.</p>	<p>The profile of victims coming to the attention of the DV Team from 1/04/07 – 18/02/08 was:</p> <p>Number of cases: 580</p> <p>Gender: 548 female victims (94%) 32 male victims (6%)</p> <p>Ethnicity: Asian 287 (49%) White 193 (33%) Black 52 (9%) Other 23 (4%) Not given (3%) Somali 5 (1%)</p> <p>Disability: Yes 39 (7%) No 541 (93%)</p> <p>Age range: u19 (28) – 65+ (11) largest age group 26-34 yrs (219) (37%) Language support needed:</p>	<p>March 2007</p>	<p>All main DV services have systems in place to monitor gender, ethnicity and age of victims. The profile of those accessing services remains consistent, although there has been a small increase in victims from a range of “European” backgrounds approaching services.</p> <p>In 2008/9 we have formalised an agreement with Victim Support to provide support to male victims and victims in same sex relationships via their specialist LGBT hate crime worker who has received specialist DV training to assist in this work – this means that males victims have the option to speak with a male worker if they prefer.</p> <p>The DV1 form has been amended to include information about the victim’s faith.</p>

Recommendation	Update: February 2008	Date	Update: March 2009
<p>R3 The Council's Corporate Policy on Domestic Violence be revised and updated to reflect changes nationally, across London and locally to domestic violence.</p>	<p>Yes: 126 (22%) No: 454 (78%)</p> <p>The number of cases coming to the DV team's attention has increased, but the profile of service users remains quite consistent, with a small number of male victims seeking help, a slight increase in the numbers of disabled victims, and a significant proportion of victims requiring language support. This suggests that the Council's work to reach migrant women, in particular, is proving successful.</p>	<p>December 2006</p>	<p>All public information materials, policy and practice guidelines have now been updated to reflect the current government definition on domestic violence.</p> <p>The government and the Mayor of London are both currently developing Violence Against Women strategies, and it is likely that LBTH will be expected to pull together all work on violence against women, including domestic violence, into a violence against women strategy in 2009-10.</p>

Recommendation	Update: February 2008	Date	Update: March 2009
	<p>responding to victims of DV who have no recourse to public funds (subject to immigration control). This adds to the wide range of local policy and practice guidance on DV issues which includes guidelines for schools on responding to DV (cited as an example of best practice by the Local Government Association) and guidelines for Housing Staff.</p>		
<p>R4 The Council's Corporate Policy be developed in consultation with the Domestic Violence Forum and the Living Safely Community Plan Action Group.</p>	<p>See above</p>	<p>December 2006</p>	<p>See above</p>
<p>R5 The Council's definition of domestic violence reflects the national definition of domestic violence.</p>	<p>See above</p>	<p>December 2006</p>	<p>See above</p>
<p>R6 The Council consider further how it can improve and monitor the consistency of the response given to domestic violence victims.</p>	<p>Systematic approaches to customer feedback have now been embedded within the Sanctuary project, with service users invited to give structured feedback 3 months after the work has been</p>	<p>September 2006</p>	<p>The DV Team continues to undertake follow up calls to a sample of victims who have been referred via the DV1 system. A report has been produced detailing their feedback about their</p>

Recommendation	Update: February 2008	Date	Update: March 2009
<p>This should also be discussed through the Violent Crime Action Group.</p>	<p>completed. The DV team is piloting a spot check process, making follow up calls to a small sample of victims whose cases have been referred via the DV1 process. This is providing useful information on service users experience of DV services. Feedback is forwarded to relevant agencies as appropriate.</p>		<p>experiences of help seeking. 80% of service users said they felt a little or much safer following their contact with agencies, and none said they felt less safe. 91% reported being satisfied with the services they received, and 9% reported being dissatisfied. The most common reason for dissatisfaction was lack of follow up information. The report made a number of recommendations for improvements and has been disseminated to the DV Forum. This exercise will be repeated annually.</p>
<p>R7 A scheme, modelled on the Safety Net Scheme in Camden, be developed. This should involve and consult service users in its development.</p>	<p>The Council's Co-ordinated Community Response to DV model has been adopted by the Home Office for roll out nationally. Rather than focussing on co-location of services, this model seeks to establish a co-ordinated response across different agencies including universal, mainstream, specialist and targeted services. The development of a "one stop shop" approach will be costly, and it is important to assess the cost benefits of such an approach.</p>		<p>Further consultation with the DV Forum has been undertaken about developing a "Family Justice Centre" in Tower Hamlets and there is strong support for the development of such a service model in Tower Hamlets from front-line services. The central issue for the development of such a service is the identification of an appropriate location and the costs of developing such provision – it is estimated that a family Justice Centre would require the creation of 10 additional posts to co-ordinate the centre and provide a</p>

Recommendation	Update: February 2008	Date	Update: March 2009
<p>R8 The Council recognises that peer support is important in recovery from domestic violence and supports and secures sustainable funding for the Warrior Women project.</p>	<p>11 courses have been completed so far this year, with 145 women participating. A further 4 courses will be completed by March 2008.</p> <p>Funding for the project ends in March 2008.</p> <p>Funding to continue the project is being sought through the Living Safely CPAG. The possibility of developing formal accreditation for the training, and extending to programme to address issues of financial exclusion and access to education, employment and training is also being explored.</p>	<p>March 2007</p>	<p>reception and intake service, and there would also be capital costs depending on the premises identified.</p> <p>A bid has been submitted to WNF for the continuation and further development of the Warrior Women programme.</p>
<p>R9 The Council recognises that supporting women to choose to stay in their own home safely is immensely valued by those recovering from domestic violence and secures sustainable funding</p>	<p>The Sanctuary project has continued with a total of 89 households now receiving this support since the scheme started in 2005. Feedback from service users has been overwhelmingly positive, with only 1 service user subsequently having to move home because of DV,</p>	<p>March 2007</p>	<p>The Sanctuary Project is now funded by the Homelessness and Housing Advice Service and continues to receive very positive feedback from service users.</p>

Recommendation	Update: February 2008	Date	Update: March 2009
<p>for the Sanctuary project.</p> <p>R10 When victims of domestic violence are re-housed outside of Tower Hamlets, the Council should ensure that they receive information about the domestic violence services they can access.</p>	<p>and 94% saying they feel safer as a result of the project.</p> <p>The pilot project delivered by THWA came to an early end because of funding issues within THWA. However, the pilot was able to demonstrate the need for such a service, and the Supporting People Commissioning body is considering how to address this within the commissioning of Floating Support services.</p>	<p>March 2007</p>	<p>We have continued to develop services for women placed in temporary accommodation both within and outside the borough. Supporting People funding has been identified for a floating support service linked to Refuge Tower Hamlets that will provide housing related support to women placed in temporary accommodation. Supporting People funding has also been provided for the development of a handbook for women leaving abusive relationships – this includes information about how to access services outside Tower Hamlets.</p>
<p>R11 The Council develops an Action Plan to deal with the perpetrators of domestic violence. This should recognise the need to improve the way perpetrators are dealt with by the police and criminal justice system and outline action to rehabilitate perpetrators to ensure re-</p>	<p>Training on working with DV perpetrators has been commissioned and is being delivered to 25 participants, including social workers, counsellors, psychologists and drugs workers from a range of local agencies. Funding is now being sought through the LSCPAG to commission a perpetrator programme that works to national standards of good practice, to provide access to perpetrator services for men on a</p>	<p>December 2006</p>	<p>Funding has been identified to develop a specialist DV perpetrator programme and this service will be developed in 2009-10.</p>

Recommendation	Update: February 2008	Date	Update: March 2009
offending does not occur.			
<p>R12 Information be developed across services and provided to domestic violence victims about the services that are available to them and the standards of service they should expect.</p>	<p>A new DV information directory is due to be published which includes updated best practice standards, and has new material on risk assessment in DV cases.</p> <p>The new “spot check” system in place to follow up on DV1 forms provides opportunity to quickly identify if best practice standards are being maintained across council departments and in partner agencies.</p>	December 2006	<p>The new Domestic Violence information booklet includes a basic “customer promise” - local agencies listed agree to:</p> <ul style="list-style-type: none"> • Prioritise you and your children’s safety • Respond to you in a sensitive, supportive and respectful way • Give you information about relevant services available • Refer you to services with your consent • Store and dispose of your information confidentially • Respond to your messages promptly • Provide information in a range of formats and community languages if you need this.

Response to Scrutiny Working Group Report on Tackling Anti Social Behaviour

Recommendation	Response/Comments	Responsibility	Date
<p>R1 That the Council and all Registered Social Landlords (RSLs) in Tower Hamlets provide Cabinet with an annual report detailing how they are meeting the six strands of the Respect agenda.</p>	<p>The 16 RSLs who have signed up to the standards will be able to provide the information. The Council will work with the rest of the RSLs to gather information from them.</p> <p>This work will also provide information for the Partnership Strategic Assessment of Crime and Disorder Reduction Partnerships (CDRP). The purpose of the strategic assessment is to provide knowledge and understanding of community safety problems in the borough. This assessment will offer information on the Council and RLSs approach to tackling crime and disorder matters, linked to the old Respect agenda.</p> <p>Action:</p> <ol style="list-style-type: none"> 1. Gather information already available 2. Undertake discussions with other RSLs to obtain information from them 3. Strategic Assessment commences 4. Strategic Assessment to CDRP 5. A report will be compiled with findings 	<p>Heather Mallinder Operations Manager, Community Safety Services</p>	<p>Completed December 2008</p> <p>October 2008 January 2009</p>

Recommendation	Response/Comments	Responsibility	Date
<p>R2 That the Council continues to identify tackling ASB as a key Corporate Priority. This should be reflected in funding decisions and performance management against ambitious targets, reflecting the emphasis that residents place on this issue.</p>	<p>and submitted to Cabinet</p> <p>ASB continues to be a priority for the Council. It has been included within the LAA and is performance managed accordingly. To bridge the ASB and Environment Crime issues Communities, Localities and Culture (CLC) are assessing the opportunities to develop the concept of Neighbourhood Enforcement Officers and to have them accredited with additional powers by the police.</p> <p>Action:</p> <p>Community Safety Service is arranging a number of enforcement days around the borough to promote the Partnership approach to tackling ASB. Moreover the LA has been given £60k, for additional enforcement days through to 31st March 2009. These have been planned on a monthly basis.</p>	<p>Andy Bamber Service Head Community Safety Services</p>	<p>March 2009</p> <p>April 2009</p> <p>Ongoing up to March 2009</p>
<p>R3 That the Community Safety Service provides Members with a briefing explaining</p>	<p>The new database went live in September this year.</p>	<p>Heather Mallinder Operations Manager, Community Safety</p>	

Recommendation	Response/Comments	Responsibility	Date
<p>how the ASB database functions and complaints are investigated. This may well be a one off training session or site demonstration.</p>	<p>Action:</p> <ol style="list-style-type: none"> 1. Briefing on new database provided through Members Bulletin 2. Deliver training/site visit 	<p>Services</p>	<p>December 2008 January 2008</p>
<p>R4 That the Council should continue to work to find ways to get all 64 RSLs operating in the Borough to develop consistent standards to tackling ASB.</p>	<p>The Police and Justice Act now recognise RSLs as co operating bodies within the Crime and Disorder Reduction Partnership (CDRP). Information sharing protocols are now in place. The management of investigations will adhere to house mark standards for those that have signed up to the Respect Standards. The Council and Tower Hamlets Homes have procedures in place to ensure consistent standards when tackling ASB.</p> <p>Action:</p> <p>This procedure will be taken to the RSL forum, to see if same approach can be implemented across all RSL s.</p>	<p>Heather Mallinder Operations Manager, Community Safety Services</p>	<p>March 2009</p>
<p>R5 That the Council and RSLs undertake a cost-benefit analysis of procuring a new</p>	<p>RSLs have a new reporting system different from that of the Council. The Council have also purchased a new reporting system that</p>		<p>N/A</p>

Recommendation	Response/Comments	Responsibility	Date
<p>single reporting system, to capture all ASB reports made in Tower Hamlets.</p>	<p>links to internal systems already in use. However management and reporting are still the same. There are information sharing protocols in place and the Community Safety Service exchanges information with RSLs and all data relating to ASB is presented in map and graph forms with commentaries every six weeks to partner agencies.</p>		
<p>R6 That the Borough Commander provides details of running costs to enable an assessment of an expansion in the number and duration of Good Behaviour Zones (GBZs).</p>	<p>Unfortunately the police have not kept detailed costings that are associated with GBZs. However they will in the future. Throughout the period that a GBZ runs the police endeavour to ensure that the SNTs are fully engaged with it. However, other policing issues, leave, sickness, training, and other abstractions will pull officers away from working on the operation. They do not have data on other teams such as the Territorial Support Group TSG. Although they ask for assistance they cannot detail the length of time that the teams stay in the borough.</p> <p>It is important however to note that GBZs require considerable resources for enforcement if they are to be effective, the more there are and the longer in duration the fewer resources will be available for</p>	<p>Heather Malinder Operations Manager, Community Safety</p>	<p>On-going</p>

Recommendation	Response/Comments	Responsibility	Date
<p>R7 That the Council look at progress of the National pilot scheme to withdraw housing benefit from those found guilty of persistent ASB and report back to Cabinet on the merit of Tower Hamlets participating in any future pilots.</p>	<p>additional zones. It is therefore important to consider the implementation of a GBZ in the context of existing work to tackle anti-social behaviour.</p> <p>Action:</p> <p>Analysis of effectiveness of GBZs will be used to consider future expansions of GBZs</p>		
	<p>The Department for Work and Pensions (DWP) is piloting a scheme to impose housing benefit sanctions on those who are involved in persistent anti-social behaviour. The scheme is based on the measure introduced by Section 31 the Welfare Reform Act 2007. It is being tested in 8 Local Authorities, all outside London, between 1st November 2007 and 31st October 2009. The scheme will not be evaluated until after its completion towards the end of 2009. No other pilots are planned so Tower Hamlets will not be able to participate at this time. As soon as any information is released full details will be circulated and recommendations considered for action.</p>	<p>Jon Underwood Partnership and Performance Manager, Community Safety Services</p>	<p>October 2009</p>

Recommendation	Response/Comments	Responsibility	Date
	<p>Action: A report will be submitted to Cabinet to consider the options, once a report from the pilot scheme is available.</p>		
<p>R8 That Safer Neighbourhood Teams (SNTs) provide Members with data on response times to ASB calls made by residents, to help evaluate the effectiveness of SNTs in their current capacity.</p>	<p>The SNTs do not keep data on response times to ASB, much of which is of course notified through the ASB line at the Local Authority.</p> <p>Action: However Community Safety Service will provide data from the new database that shows responses to calls made to ASB hotline.</p>	<p>Heather Malinder Operations Manager, Community Safety</p>	<p>1st April 2009</p>
<p>R9 That the Partnership set aside funding to pilot an expanded SNT of six Police Constables (PCs) and six Police Constable Support Officers (PCSOs) in at least two wards for a period of up to two years</p>	<p>Action: Cabinet has agreed to set aside £600k for 2009/2010 to fund 17 Police Officers.</p> <p>The Partnership supports the proposal for the additional Police officers and will be working</p>	<p>Andy Bamber Service Head Community Safety Services</p> <p>Shazia Husain Interim Director TH</p>	<p>From April 2009 and ongoing</p> <p>From April 2009 and ongoing</p>

Recommendation	Response/Comments	Responsibility	Date
<p>R10 That the Community Safety Service with the help of the Tower Hamlets Partnership and East End Life (EEL) look to better promote the Council's ASB strategy to residents in the Borough.</p>	<p>closely with Community Safety and the Police ensure these are implemented and linked into LAP Priorities.</p>	Partnership	
	<p>A number of approaches are being taken forward to publicise the Council's ASB Strategy:</p> <ul style="list-style-type: none"> ▪ Production and distribution of Anti Social Behaviour Order (ASBO) publicity, in accordance with ASBO publicity protocol ▪ Using community events as an opportunity to raise awareness about the Council's ASB reporting line and the work being done to tackle ASB ▪ Delivery of a PR/community engagement campaign to impact on perceptions of ASB, including poster advertising, engagement events, leaflet drops and high profile PR 'stunts' ▪ Targeted publications on ASB ▪ Press releases and features on ASB for local media including EEL. ▪ Using Tower Hamlets first Community Safety Awards to commend people who help the council; police and other partners make the borough a safer place. 	Poppy Turner Community Safety Engagement Team	March 2009

Recommendation	Response/Comments	Responsibility	Date
<p>R11 That Children's Service with the help of Education Psychologist support schools to help develop further young people's appreciation of acceptable behaviour by reviewing behaviour codes and practises that are in line with tackling ASB.</p>	<p>The secondary school partnership for Behaviour and Attendance has agreed with the 14-19 HUB partners a shared borough-wide Statement of Expectation about Behaviour which will inform codes of conduct in schools, the college and alternative education / training providers. Advice to support behaviour policy development is available from the Behaviour Support Team</p> <p>A review of Bullying policies in schools currently underway to ensure all schools, residential units and youth work settings have policies which match the LA standards set out in the Anti-bullying and Anti Harassment guidance.</p> <p>The borough is piloting an anti-bullying help line to ensure prompt intervention to prevent and reduce bullying in the borough.</p>	<p>Kerri Marriner. Head of Behaviour Support Team</p> <p>Liam McQuade Anti Bullying Advisor</p> <p>Liam McQuade Anti Bullying Advisor</p>	<p>On going work</p> <p>March 2009</p> <p>July 2009</p>
<p>R12 That the Youth Offending Team (YOT) work with other agencies to identify and support vulnerable children and young people, most at</p>	<p>This is work undertaken through the School Inclusion Programme (SIP), the Youth Inclusion Support Panels (YISP) and Youth Inclusion Programme (YIP), all of which are currently operating at full scale. A Proposal</p>	<p>Stuart Johnson Head of Youth Offending Service</p>	<p>October 2008</p>

Recommendation	Response/Comments	Responsibility	Date
<p>risk of causing ASB and ensure that wherever possible all pupils are able to access appropriate educational provision.</p>	<p>has been submitted to expand the YIP in LAPs 7&8.</p> <p>There is a designated officer for Children without a school place who liaises with the SIP to secure a place, or interim provision in the Pupil Referral Unit (PRU) within 4 weeks of identification.</p> <p>The Protocol on the Education of Young Offenders is being revised and re-launched in October 2008 to ensure schools are aware of their responsibilities to young offenders and to ensure there is continuity of education for them.</p>	<p>Brenden Mulcahy Designated officer, Children without a school place</p> <p>Liz Vickerie Head, Support for Learning Service</p>	<p>On-going work</p> <p>October 2008</p>
<p>R14 That the Council enhance youth services, including both the quality of facilities within centres and the operating days/hours. Additional funding should be set aside to expand significantly youth services on offer within at least two wards for a period of two years. The Youth Service should undertake a thorough consultation, with young people, parents and schools to understand what would</p>	<p>£1m revenue funding has now been identified to look at operating Youth Clubs during un-social hours including week-end provision.</p> <p>Consultation on how the £1m should be spent has already started. On 23rd September 2008 the Youth Service had a joint provider's away day which included contractual providers, who offer youth service work in Tower Hamlets and are responsible for spending the £1m.</p>	<p>Dinar Hossain Interim Head of Youth and Community Service</p>	<p>Project delivery from November 2008.</p>

Recommendation	Response/Comments	Responsibility	Date
<p>be most attractive in helping young people stay off the streets</p>	<p>The away day gave us the opportunity to consult with the contractual providers on how the £1m revenue funding should be spent.</p> <p>Action:</p> <p>A briefing document, that sets out Tower Hamlets vision of where the funding should be spent, will be dispatched to all contractual providers.</p>	<p>Dinar Hossain Interim Head of Youth and Community Service</p>	<p>End of September 2008</p>

Action Plan - Response to Scrutiny Challenge Session on Determination of Major Planning Applications

Recommendation	Response / Comments	Date	Update – February 2009
<p>R1 That Development and Renewal seek to improve resident involvement through holding sessions that help support and give guidance about proposed developments. This would give residents the confidence to exercise and extend involvement to its fullest potential.</p>	<p>Planning process training sessions to be offered through the LAP network to local residents.</p>	<p>During 2008/9</p>	<p>Officers from Development Control and Development Schemes attended such sessions in early 2008 to inform and discuss with LAP members and residents the planning process and legal (S106) agreements. COMPLETED</p>
<p>R2 Public meetings on Pre-Planning Applications should be held during daytime at weekends to maximise community participation.</p>	<p>Officer requests to hold Community Forums at weekends have not been well received by applicants and resisted in all instances. Nevertheless, officers have encouraged exhibitions of very large schemes to take place at weekends in suitable venues and have been largely successful in achieving this. Attendance at evening Community Forums has been very healthy in almost all instances and their content and usefulness have been praised widely.</p>	<p>View taken over next 6 months</p>	<p>Officer requests to hold Community Forums at weekends have not been well received by applicants and resisted in all instances. Nevertheless, officers have encouraged exhibitions of very large schemes to take place at weekends in suitable venues and have been largely successful in achieving this. Attendance at evening Community Forums has been very healthy in</p>

Recommendation	Response / Comments	Date	Update – February 2009
<p>R3 An external facilitator should be asked to chair public meetings to ensure its smooth running and avoid accusations of bias.</p>	<p>Applicants have resisted paying for an “independent facilitator” on cost grounds, preferring instead to use their own (already hired) PR/communication consultants. The results of using these consultants to run meetings have been mixed and less effective than when run by officers. This appears to be because officers are seen as ‘neutral’, whilst the applicant’s communications consultants are seen as being connected to the applicant and therefore biased.</p>	<p>On-going – reviewed December 2008</p>	<p>almost all instances and their content and usefulness have been praised widely. COMPLETED</p> <p>Applicants have resisted paying for an “independent facilitator” on cost grounds, preferring instead to use their own (already hired) PR/communication consultants. The results of using these consultants to run meetings have been mixed and less effective than when run by officers. This appears to be because officers are seen as ‘neutral’, whilst the applicant’s communications consultants are seen as being connected to the applicant and therefore biased. COMPLETED</p>
<p>R4 Lists of current and forthcoming Major Planning Applications to be circulated to all Councillors.</p>	<p>Current applications’ lists are already sent to members and lead members are briefed on request by the Heads of Service. A study is currently underway in conjunction with Legal Services to improve member involvement in</p>	<p>From April 2008</p>	<p>A study has been completed in conjunction with Legal Services to improve member involvement in major applications prior to their</p>

Recommendation	Response / Comments	Date	Update – February 2009
<p>R5 That documents should be prepared to guide local residents confronted with the complexity of planning applications and legislation, with advice and practical support to enable them to support or object to applications that affect them. This would include guidance in simple language on what is a material planning consideration, how to comment on planning applications, how the council determines applications etc. Members' suggestions on what type of guidance might assist constituents could be considered.</p>	<p>major applications prior to their reporting at Strategic Development Committee. This has to be carefully set up due to probity considerations. It is being undertaken in consultation with the chair of the development committees.</p>		<p>reporting at Strategic Development Committee. This has to be carefully set up due to probity considerations. Consultation with the chair of the development committees to take place shortly.</p>
<p>R5 That documents should be prepared to guide local residents confronted with the complexity of planning applications and legislation, with advice and practical support to enable them to support or object to applications that affect them. This would include guidance in simple language on what is a material planning consideration, how to comment on planning applications, how the council determines applications etc. Members' suggestions on what type of guidance might assist constituents could be considered.</p>	<p>A comprehensive suite of guidance notes have been completed and publicised. The planning pages on the council's web site have also been extensively revised to improve their utility to the public. The notes are available both in the planning reception and on the Council's website.</p>	<p>Advice notes published on web April 2008</p>	<p>A comprehensive suite of guidance notes have been completed and publicised. The planning pages on the council's web site have also been extensively revised to improve their utility to the public. The notes are available both in the planning reception and on the Council's website. COMPLETED</p>

Recommendation	Response / Comments	Date	Update – February 2009
<p>R6 Research into other Local Authorities should take place to see best practice when consulting with residents. This might help develop and improve the delivery of service.</p>	<p>The Service Head will carry out this audit in the first quarter of 2009 to enable what in many cases are recently introduced procedures to bed in and reveal best practise.</p>	<p>Audit by April 2009</p>	<p>The Service Head will carry out this audit in the first quarter of 2009 to enable what in many cases are recently introduced procedures to bed in and reveal best practise.</p>
<p>R7 Support with any training needs that may help Members become involved more.</p>	<p>Completed – training on legal (S106) agreements, development finance and the LDF process have been undertaken. Further on-going training sessions will follow in due course in response to emerging needs and requests.</p>	<p>On-going – review April 2009</p>	<p>Completed – training on legal (S106) agreements, development finance and the LDF process have been undertaken. Planning procedures and probity updates have been run for members of the Development Committees. Further on-going training sessions will follow in due course in response to emerging needs and requests. COMPLETED</p>

Response to Scrutiny Working Group Report on Graduate Unemployment

The Working Group recommendations focus on areas requiring consideration and action by the Council and other organisations working to support local graduates into appropriate employment and training. It is important to stress that improving the opportunities for local graduates to develop their employment skills and enter appropriate level roles is not the responsibility of one agency, it's something that many different organisations can help contribute to. That's why we're directing our report and recommendations to the Tower Hamlet Partnership's Community Plan Action Groups (CPAGs).

Recommendation	Response / Comments	Date	Update – February 2009
R1 The Employment Task Group commissions research to establish the extent and nature of graduate unemployment and underemployment in the borough to provide a baseline to inform future action.	No funding identified for further research	Nov 07	Comments still stand
R2 The Council expands in-house graduate training to maximise opportunities for graduates to gain skills, experience and professional qualifications in a public sector workplace setting, regardless of their ethnic background.	9 local graduates were taken on in September 2007 under the revised scheme which was aligned with the National Graduate Development Programme to reflect the same level of remuneration. Local graduates are engaged on a two year fixed term contract. 8 of the 9 local graduates are Bangladeshi and the other local graduate who has recently left the scheme is Somali. The scheme provides for local graduates to	Oct 07	HR need to comment

Recommendation	Response / Comments	Date	Update – February 2009
<p>R3 A Task Group is established to champion employment opportunities for local graduates, and to coordinate initiatives to achieve this. This should include Council officers, employers, universities and graduates.</p>	<p>undertake four, 6 monthly placements across council directorates whilst working towards a Postgraduate Diploma in Public and Community Service. In addition, the Local Graduate Positive Action Scheme which also commenced in September 2007, engaged 4 local BME graduates (3 Bangladeshi, 1 Black Caribbean) who began a direct course of study in the following areas: Occupational Therapy, Legal and Planning. The two graduate trainee occupational therapists remain in full time study, the legal graduate trainee has left the scheme and the Planning graduate trainee has been offered a temporary contract with the council</p> <p>Members of the task group: Sally Roberts - ELBA (Chair) Sonia Chumber- Skillsmatch Shamsol Hoque- Tower Hamlets College Andrew Attfield- Tower Hamlets PCT Rehana Begum- London Metropolitan University Ahmed Mohamed- Careers Management Futures Patricia Nnadi- London Metropolitan University Samul Alom – Ex CATS ELBA</p> <p>The group have met formally twice and have had lots of email contact between meetings.</p>	<p>Task Group established Sept 07</p>	<p>The task group is currently considering activity for this summer's graduates as they will be casualty's of the downturn in the economy. Pending VNF allocation for any specific activity.</p>

Recommendation	Response / Comments	Date	Update – February 2009
<p>R4 The Task Group explores:</p> <ul style="list-style-type: none"> • using Skillsmatch to develop volunteering or secondment opportunities for graduates to gain experience of working in local companies and organisations • developing a mentoring scheme for local graduates. 	<p>This information has been fed back through the Employment task Group</p> <p>The Skillsmatch programme has assisted 23 graduates into employment between April 08 and Sept 08.</p> <p>Through this programme and the graduate programmes offered by TH College at least 55 graduates are currently being assisted through a variety of programmes linked to employer opportunities.</p> <p>The mentoring scheme is still being developed by ELBA. Queen Mary's and London Met both have existing mentoring programme and THC has suggested extending it's existing mentoring programmes to local unemployed graduates.</p>	<p>Quarterly reports to CPAG</p>	<p>Skillsmatch currently offer a 12 week paid work placement programme for graduates. 32 graduates have taken part in the programme since April 08.</p>
<p>R5 The Task Group explores:</p> <ul style="list-style-type: none"> • how to identify the key employment skills shortages now and in the future based on the likely development of the local labour market projected in 	<p>The Emerging Employment Strategy offers background to employment opportunities and growth sectors of employment and has been developed in conjunction with the Employment Task Group.</p> <p>The group has identified current initiatives and shared best practice. It has also</p>	<p>Evidence base available January 08</p>	<p>Previous response still stands</p>

Recommendation	Response / Comments	Date	Update – February 2009
<p>the Tower Hamlets Regeneration Strategy</p> <ul style="list-style-type: none"> the best means of improving the range and relevance of careers advice to the local labour market. 	<p>discussed ways of disseminating the information to local undergraduates and graduates as well as all local agencies working with graduates. Destination data is now available at universities and the representative from London Met has agreed to coordinate this data.</p>	<p>Advice information available in leaflet form by March 08.</p>	
<p>R6 The Task Group support and monitor the proposed East London Business Alliance (ELBA) and Queen Mary University Graduate Network pilot to increase the opportunities for local graduates to meet local employers and to consider how this can be extended across the borough.</p>	<p>The pilot, known as the ELBA Business Club, was extended to include other local universities: London Metropolitan, Queen Mary's and Greenwich. The pilot was very successful and the scheme will be replicated in the spring 2009. Information about the programme is available.</p>	<p>Feb 08</p>	<p>ELBA currently working with QMW to identify activity.</p> <p>Proposal being considered through WNF</p>
<p>R7 The Task Group develop further the links between schools and employers by coordinating and facilitating careers workshops / advice sessions between all agencies.</p>	<p>A project to help students with their UCAS forms was successfully piloted between graduates at Credit Suisse and sixth formers from Central Foundation School for Girls and will be replicated with George Green School and Credit Suisse in October 2008.</p>	<p>Feb 08</p>	<p>Ongoing</p>

Recommendation	Response / Comments	Date	Update – February 2009
	<p>A conference facilitated by ELBA and UEL called Raising the Bar took place in June 2008.</p> <p>Objectives:</p> <ul style="list-style-type: none"> • To get commitment from academics and lecturers to their role in preparing students to take advantage of economic regeneration of East London • To open the dialogue between employers and educators and start the process of them building more fruitful and productive relationship with businesses • To identify way forward and new programmes <p>The group agreed that it would be useful to roll out this initiative to other local universities</p>		

Note: All activity and progress against action plan will be monitored and minuted by the Task Group and reported back to CPAG in quarterly reports.

Response to Scrutiny Challenge Session on the Youth Service Plan

Appendix 12

Recommendation	Response / Comments	Date	Update – March 2009
<p>R1 That a Members seminar be organised to inform Members about the JAR, Aiming high and areas raised in scrutiny review.</p> <ul style="list-style-type: none"> • Funding levered in by contractors • Contracting and monitoring arrangements • Performance information and comparative data across the LAP areas • Accessibility for disabled people and what is being done to encourage participation • Future developments of youth provision and accommodation across LAP areas • Provisions made for girls 	<p>RECOMMENDATION FULLY IMPLEMENTED</p> <p>The Members Seminar went ahead as planned on the 19th June and was well attended.</p> <p>The three briefing notes and the QA framework was distributed at the seminar and is available from Youth Services.</p> <p>The My Place strategy went to Cabinet on the 10th September and it was agreed to submit a bid to redevelop the Haileybury Youth Centre.</p> <p>Actions to increase the provision for young women have been built into the Children's Services Gender Equality Plan. Targets have been built into the Youth Service contracts and show year on year improvements.</p>	October 2008	<p>Took Place.</p> <p>Took Place.</p> <p>Took Place.</p> <p>Addressed.</p>
<p>R2 That Members be given an opportunity to visit contractor facilities.</p>	<p>RECOMMENDATION FULLY IMPLEMENTED</p> <p>Opportunities were advertised in the Members Bulletin. Two Members took up the opportunity and visited eight</p>	October 2008	Council members were accompanied to see PAYP

Recommendation	Response / Comments	Date	Update – March 2009
<p>R3 That the Service should involve and consult local voluntary groups including mother tongue groups on issues around detached youth service provision.</p>	<p>Positive Activities for Young People.</p> <p>RECOMMENDATION PARTLY IMPLEMENTED We will be consulting and involving the names parties when we decide the deployments for October 2008 onwards. Our Rapid Response Team is developing a Detached and Outreach Forum which will involve local voluntary groups.</p>	<p>October 2008</p>	<p>provision in and around the community.</p> <p>Detached Youth Work Forum has now been set up to address this.</p>
<p>R4 That the Service explores ways an audit can be undertaken of disabled users of youth service and how these services are publicised to the public and Members.</p>	<p>RECOMMENDATION FULLY IMPLEMENTED</p> <p>We are increased the funding for a range of provision, including at the Tower Project, St. Hilda's East and through our youth work contractors. The JAR young inspectors visited a range of provision and judged it to be good.</p> <p>The new 'Places to go, Things to do' brochure has been published and will be distributed to schools in October 2008. The new AMP website will also be launched at the same time. The implementation of COO-L has been very</p>	<p>October 2008</p>	<p>Audit is partly undertaken.</p> <p>Increased provision for SEN group in partnership with Tower Project.</p> <p>Published brochure focusing on "Things to do, places to Go" and distributed. PAYP brochure also gets distributed prior to every school holidays.</p> <p>New AMP website is up and</p>

Recommendation	Response / Comments	Date	Update – March 2009
	successful and over 1300 young people are engaged.		running. We have exceeded take up in Cool project.
R5 That the Service continues working to put in place a mechanism to engage the Chinese and any new emerging communities	Meetings are continuing and we will be prioritising the Chinese community within mainstream grants for 2009/10.	October 2008	Need Addressing.
R6 That in consultation with the Inter-Faith Forum, service users and staff, the Service explores how religious needs could be incorporated in youth service curriculum.	The next round of Preventing Violent Extremism projects is currently being commissioned.	October 2008	PVE is currently being delivered. PEACE programme has been delivered with community voluntary sectors.
R7 That the Council and the youth service maximises opportunities during stock-transfer and master planning process to secure adequate youth provision.	We have made a presentation about youth services at the Housing Forum and have supported a range of Registered Social Landlords with developing youth provision, including East End Homes, Bethnal Green and Victoria Park Housing Association and our own Tower Hamlets Homes.	October 2008	To be updated.
R8 That Members be involved in the development of the <i>'Aiming high for young people: a ten year strategy for positive activities'</i> in Tower Hamlets.	RECOMMENDATION FULLY IMPLEMENTED This was comprehensively covered in the Member's Seminar in June and a further update was given in the Cabinet	October 2008	Updated at the Cabinet meeting in September 2008.

Recommendation	Response / Comments	Date	Update – March 2009
	paper on 10 th September.		

Recommendation	Comments	Date	Update: March 2009
<p>R1 As part of continuing to monitor the reasons for exclusion, The Council should commission a specific piece of work looking at how different schools interpret verbal abuse to adults and pupils. The LEA, in consultation with the Schools Forum (or appropriate body) should draw up guidance for schools.</p>	<p>This action was superseded as a result of a significant increase in weapons related exclusion in the figures for 05/06. In 04/05 there were 5 weapons related exclusions. In 05/06 there were 25. Given the severity of the risk that this figure seemed to imply, this was deemed to be the priority issue for tackling with regard to reasons for exclusion.</p> <p>A targeted intervention was agreed which included the police working in partnership with us and commissioning a DVD based on the work of a local youth theatre group. The pupils worked with a writer to produce a film about bullying, phone theft and the potential consequences of carrying knives for protection. This was circulated to schools with teaching notes and police officers also worked in classrooms on the issue.</p> <p>INCOs were also advised to undertake direct work with late and midterm admissions and to be more overt in their tackling of the weapons issue as part of their induction process, particularly for students resident in other boroughs as there was a clear correlation between this group and the rise in weapons related exclusions.</p> <p>Some schools also explored the use of weapon detection “wands”. Knife arches were used at Tower Hamlets college.</p>	<p>February 2008</p>	<p>In 07/08 there was a further significant drop in permanent exclusions from 51 to 38. However there was an increase in weapons related exclusion – 10 cases compared to 5 the year before. The following actions were agreed.</p> <ul style="list-style-type: none"> • Schools and school attached officers will maintain a focus on the discussion of the consequences of weapon carrying in assemblies, tutor time and as part of conflict resolution programmes in order to sustain the reduction in weapons related offences. • School induction for late entrants / out of borough pupils will include overt discussion of the issue of weapon carrying and monitor the integration of OoB pupils / casual

Recommendation	Comments	Date	Update: March 2009
	<p>In 06/07 weapons related exclusions dropped to 5. Overall permanent exclusions dropped from 62 to 51.</p>		<p>entries and address any safety / conflict issues and additional needs</p>
<p>R2 All schools should be encouraged to develop the active involvement of parents and local communities in behaviour management. The LEA should develop a framework with case studies that demonstrates the tools, techniques and advantages of this approach.</p>	<p>The Education and Inspection Act 2006 which came into force in April 2007 requires governors to consult on a statement of principles about behaviour, with parents and, for the first time as a legal requirement, with pupils, as well as other stakeholders such as the local community and other schools in their partnership. Head teachers must then base the school behaviour policy on these principles.</p> <p>There is new and very clear statutory guidance for governors on how they should engage parents in this process. The principles must be understood and agreed by those consulted. It is based on a “rights and responsibilities” approach to the management of behaviour. Training for Governors on this change to procedures and on how parents should be fully consulted and engaged in the process is underway.</p>		<p>Training has continued for governing bodies and parents are consulted on changes to school behaviour principles. (also see below R4 on shared Tower Hamlets statement of behaviour principles)</p>
<p>R3.1 It is essential to have robust and timely information to identify trends and respond effectively.</p>	<p>Exclusions are reported to the LA and both LA level and individual secondary school reports are produced to identify trends and respond effectively: see example re: weapons related exclusion above.</p>		<p>Individual secondary school exclusion reports are circulated annually with comparative data to support school action planning. The data is analysed</p>

Recommendation	Comments	Date	Update: March 2009
<p>R3.2 The Council should explore the potential of THIS Child to support this and evaluate whether additional resources are required to support timely exchange of information and holistic evaluation of outcomes for children and young people.</p>	<p>Tower Hamlets participated in a DCSF eCAF pilot (locally known as THIS Child). The DCSF has recently made a decision to roll out a national eCAF system in which the LA will be required to participate. This is however unlikely to come on stream for two years at a minimum and taking advice from DCSF we have decided to proceed with our local eCAF scheme in the interim as this length of delay is untenable. The local scheme will need to dovetail with the national development and we are in a strong position to contribute to this process. Training with two lead professional teams on THIS Child will start in the Autumn with a view to rolling out more broadly from April 2008.</p>		<p>by gender, age, ethnicity, length of exclusion, reason for exclusion and residency of excluded pupils. Recommendations are made to schools and follow up visits are made by LA officers for schools where there are any concerns.</p> <p>Over 1000 people are now trained as CAF assessors. The local eCAF pilot (funded through the Area Based Grant) has been completed with the early adopters and is being rolled out across the borough. There have been further delays to the national eCAF scheme.</p>
<p>R4 The LEA should take the opportunity of the Schools White Paper proposals on discipline, exclusion and alternative education to revisit the arrangements and facilitate debate between schools to participate in</p>	<p>As a result in changes arising from the Education and Inspection Act 2006, from September 2007 secondary schools have to be in partnerships to improve behaviour and attendance. This includes having a shared vision and taking collective responsibility for pupils in their area, arrangements for managed moves and "hard to place" pupils and the provision of alternative education from the 6th day of exclusion.</p>		<p>From June 2008 14 of the borough's 15 secondary schools have joined a Fair Access Protocol through which places are ear-marked for "hard to place" pupils to support the re-entry of permanently excluded pupils to mainstream schools and to provide for managed</p>

Recommendation	Comments	Date	Update: March 2009
<p>behaviour management, accepting pupils that have previously been excluded and encourage mutually supportive solutions.</p>	<p>Locally secondary heads have decided to be in one collective Partnership (with the PRU and LA) and have signed an initial COMPACT outlining their responsibilities, which includes purchasing alternative provision from the 6th day of any exclusion from the PRU.</p> <p>They intend to review further the arrangements for "hard to place" and managed moves and revise the COMPACT later in the Autumn term to try to agree a more mutually supportive approach to the placement of pupils.</p> <p>The partnership is likely to be extended to the 14-19 HUB and involve training and FE providers. They are working on a shared statement of principles to support school governing bodies and other institutions in devising their own principles and policies to support behaviour.</p>		<p>moves to avoid exclusion. This scheme is operated by the LA and early data suggests that this will result in a further significant reduction in permanent exclusion in 08/09.</p> <p>A Tower Hamlets Borough statement of principles of behaviour has been adopted by all secondary schools and other partners (college and training providers) in the 14-19 HUB following consultation with young people.</p>
<p>R5 The Council recognises the success of the BIP and examines how key effective elements can be rolled out to all schools and mainstreamed when the programme comes to an end in 2008.</p>	<p>Areas of rollout of strategies piloted through BIP to date include:</p> <ul style="list-style-type: none"> • Common Assessment Framework to assess the needs of children holistically. • The role of the Team Around the Child and Lead Professional to support vulnerable children • Movement of the requirement for alternative provision from the 16th day to the 6th day of any exclusion. • Training and development for Behaviour and 		<p>Funding for all this work was secured through the Area Based Grant in 2008/09.</p> <p>The national behaviour training scheme is underway in the borough.</p> <p>Truancy patrols have continued to operate regularly.</p> <p>SIP, CAF and eCAF developments have supported the roll out of the integrated</p>

Recommendation	Comments	Date	Update: March 2009
	<p>Attendance co-ordinators in schools.</p> <ul style="list-style-type: none"> • National training programmes to support behaviour improvement. <p>Funding is being sought through the ECM element of the council grant post March 2008 (end of BIP):</p> <ul style="list-style-type: none"> • Anti-Bullying advice, monitoring, guidance and training • Truancy patrols • SIP / CAF / eCAF management and administration • Leadership for the roll out of national training in behaviour management <p>Transition Workers</p>		<p>working agenda across the borough.</p> <p>A lead officer heads a wide range of anti-bullying work which includes anonymous pupil surveys in schools to inform improvements to practice and a pilot anti-bullying helpline operated by Step Forward on behalf of the borough which will be reviewed in the summer term.</p> <p>The future funding of these activities is subject to the availability of Area Based Grant funding in 2009/10.</p>
<p>R6 As a priority, the Council should invest further in the roll out of the Transition Worker project to target the most vulnerable children in the borough and use the good practice lessons from the project to inform general practice at transition.</p>	<p>See above – proposals agreed for one Transition Worker to be allocated to each paired LAP area, subject to confirmation of funding</p>		<p>Funding for this work was secured through the Area Based Grant in 2008/09.</p> <p>One Transition Worker was allocated to each of the paired LAP areas but as the work is focussed on school support for transition there has been some flexibility in the deployment.</p> <p>The future funding of these posts is subject to the availability of Area Based Grant funding</p>

Recommendation	Comments	Date	Update: March 2009
<p>R7 The Council should ensure that the development of the role of Lead Professional builds on existing good practice such as the transition worker project and monitor closely the impact for the most vulnerable children in the borough.</p>	<p>Wide consultation on a protocol to support the work of multi-agency Teams Around the Children and the role of the Lead Professional was completed in August 2007. The protocol has now been agreed and distributed. Multi-agency training on the protocol and effective practice, including the monitoring of outcomes, starts in October 2007. This training on integrated working is for practitioners and their managers. Outcomes of the work of multi-agency teams are tracked through the CAF review form which requires a re-score of the initial assessment to assess impact. Project to devise evaluation tool and evaluate outcomes of interventions of early CAFs starting January 2008.</p>		<p>2009/10. A full programme of training with 4 modules to support integrated working is offered to all practitioners in the Children's Workforce. Funding for this was secured from the Area Based Grant in 08/09. Over 1000 staff are now trained as CAF assessors and further training and a conference has supported the development of Team Around the Child and Lead Professional work. The first outcomes evaluation of CAFs in April 08 found that 70% of CAF plans showed progress at review and on average there was a 7 point improvement in scores across the range of need.</p>
<p>R8 The good practice in behaviour management is shared across other schools. In particular, the LEA should consider how the leadership teams in schools that are</p>	<p>The re-appointment of a Behaviour and Attendance Consultant in the borough has enabled local Behaviour and Attendance Co-ordinator meetings to be re-established on a regular basis from July 2007. These are a forum for the sharing of good practice and are supported in turn by the National and Regional B&A meetings which enable us to access</p>		<p>The post of B&A Co-ordinator was funded through the Area Based Grant in 2007/08 and the work described has continued with a specific focus on the start of the rollout of the secondary SEAL curriculum (Social and</p>

Recommendation	Comments	Date	Update: March 2009
<p>managing school behaviour effectively can assist, advise or mentor other schools within the borough.</p>	<p>and share good practice with a wider group of B&A leaders both at school and strategic level.</p>		<p>Emotional Aspects of Learning). This programme has already been rolled out in primary schools where it has contributed to the drop in fixed term exclusions. The future funding of this post is subject to the availability of Area Based Grant funding 2009/10</p>
<p>R9 The Council encourages schools to invest in conflict resolution programmes as a part of their strategies for behaviour management.</p>	<p>A number of schools run such schemes from their delegated budget and school attached police officers are trained in the use of conflict resolution and reparative justice.</p>		<p>This work continues within the borough's schools .</p>
<p>R10 As part of its response to Government consultation and through its participation in the Behaviour Improvement Programme pilot, the Council should stress that exclusions can have a part to play in effective behaviour management strategies within schools.</p>	<p>A programme of training with governors is underway to ensure they understand their role in monitoring and ensuring that the management of behaviour and use of exclusions is appropriate. In particular that governor discipline committees ensure they take appropriate action to uphold or overturn exclusion in the light of a judicial reviews that stated: 'A discipline committee is a statutory committee, not a token committee. It is not there to rubber stamp the head teacher's decision. Unless it acts as an</p>		<p>Training and support to governing bodies is provided to ensure that exclusions are used appropriately, fairly and in line with legislation. The development of the Fair Access Protocol has allowed for the alternative of managed moves whereby the pupil can be removed from a school (with the consent of the parents), without the stigma of exclusion and be</p>

Recommendation	Comments	Date	Update: March 2009
	independent review body, unless it acts fairly and unless it appears to act fairly, it serves no purpose whatsoever'		provided with continuity of education within the borough.

Appendix 14

Response to Scrutiny Working Group Report on Neighbourhood Renewal Funds

Recommendation	Response / Comments	Responsibility	Date
R1 That a Members seminar be organised on how Local Area Agreement (LAA)	A Seminar on the LAA will be organised in Jan / Feb 09. It is proposed to refresh the LAA at the end of year 1. This is because the Government delayed target setting on a number of the indicators and to allow an assessment of the targets set	Alan Steward, Interim Service Head - Strategy and Performance	Feb 2009

<p>targets are identified and met.</p>	<p>as it was the first year of measuring many of them. This process starts in November 2008, with the aim of concluding in the first quarter of 2009. A Members Seminar on the LAA as part of this process would allow Member input. Six month monitoring data will also be available – in December 08 - for a number of the indicators and this can also be considered at the seminar.</p>		
<p>R2 That LAAs include targets for narrowing the gap with the average outcomes for KS2 and KS3; coronary heart disease; employment levels; take up of Incapacity Benefit and teenage conception rates.</p>	<p>The LAA indicators and targets were driven by the refresh of the Tower Hamlets Partnership Community Plan so that they reflected the key priorities for the borough. Only indicators from the new national indicator set could be included within the LAA. Our LAA includes targets on most of these measures as follows:</p> <ul style="list-style-type: none"> • there are 16 statutory educational attainment, 10 of which include aspects of KS2 and KS3 • three indicators are included around employment rates: employment rates (NI 151), people claiming out of work benefits in the worst performing wards (NI 153) and people claiming out of work benefits (NI 152) • Under 18 conception rate (NI 112) is included • Coronary Heart disease is not included. The LAA includes targets for the all age all cause mortality (NI 120) - which is seen as the best composite indicator of health – as well as obesity (NI 56) and smoking (NI 23). • There is one national indicator around incapacity (NI 173). This is not included in the LAA but – as part of 	<p>n/a</p>	

	the national indicator set – it will be monitored as one of the Council's priority indicators.		
R3	That the Tower Hamlets Partnership ensures that the guiding principles of the Partnership Charter are adhered to; making sure that there is continuity in the way the Partnership functions. This should include better publicity through East End Life and also on the Partnership website. Furthermore all new and existing LAP members and Partners should be given a copy to refer to.	The Partnership Charter is currently being updated as part of the Partnership refresh process. We are ensuring this is aligned with the Citizens Charter and will be launched as part of the Community Plan launch. The refreshed Partnership Charter will be on the Partnership website, as it is currently. All members will be asked to read, agree and sign up to the Partnership.	Susan Ritchie, Interim Head Participation and Engagement Team October 2008
R4	That Tower Hamlets Partnership introduces a learning and development	A Development and Training programme is currently being prepared for all Partnership members and will be implemented throughout the autumn and winter months.	Susan Ritchie, Interim Head Participation and Engagement September- March 2009

		Team	
<p>programme for Local Area Partnership (LAP) members which include a session on how funding decisions are made.</p> <p>R5 That a document detailing LAP roles and responsibilities is sent to all residents, along with an invitation to attend LAP meetings.</p>	<p>This will be part of the new Terms of Reference for the Partnership Governance. These are currently in draft and after 30th July Cabinet they will be agreed and sent to all members of the Partnership.</p>	<p>Shazia Hussain, Interim Director of Tower Hamlets Partnership</p>	<p>November 2008</p>
<p>R6 That the Tower Hamlets Partnership undertakes a corporate approach to project evaluation to improve value for money. This evaluation should include an analysis of project methods, scale, target group, value for money.</p>	<p>Full evaluations have been carried out for all NRF interventions. We will ensure that these are done corporately for the Working Neighbourhood Fund (WNF), once activities have been commissioned. There will be a need to earmark a specific sum from the VNF to undertake this detailed evaluation work.</p>	<p>Shazia Hussain, Interim Director of Tower Hamlets Partnership</p>	<p>On-going</p>
<p>R7 That the Tower Hamlets Partnership carry out a review of all</p>	<p>Details of all output monitoring has been made available, along with independent evaluations undertaken in this area. These will be used to inform the process for commissioning of</p>	<p>Shazia Hussain, Interim Director of Tower Hamlets</p>	<p>2008</p>

employment project client outcomes to identify which interventions were most effective.	WNF interventions.	Partnership	
<p>R8 That CPAGs operate joint commissioning on worklessness projects in order to maximise the benefits to client outreach and improve value for money.</p>	<p>A commissioning framework has been agreed by Cabinet with regard to those interventions to be supported through the Working Neighbourhoods Fund.</p> <p>Key areas for intervention are as follows:</p> <ol style="list-style-type: none"> 1 The short term imperative to get 4000 people into sustainable employment; <ul style="list-style-type: none"> • Family focused engagement • Pre-employment skills and support to access local jobs 2 The long term goal to prevent our current large population of young people becoming the workless of the future through early intervention and prevention <ul style="list-style-type: none"> • Accelerating improvement in education attainment • Early Intervention with young people at risk of worklessness 3 Targeted work with excluded groups with a clear focus on moving people into employment <ul style="list-style-type: none"> • Support for socially excluded groups to 	<p>Shazia Hussain, Interim Director of Tower Hamlets Partnership</p>	<p>On-going</p>

	help them move into employment		
<p>R9 That the arrangements for outreach across the projects should be reviewed. The review should address arrangements for specific outreach to intended beneficiaries and general outreach arrangements for engaging the broader community.</p>	<p>A mapping exercise is being undertaken by Development and Renewal to facilitate a better assessment of the scale of the local third sector in Tower Hamlets, the services provided by it and the target beneficiaries. This will then help to inform outreach arrangements for engaging the broader community, undertaken by the Participation Team in the Tower Hamlets Partnership.</p> <p>Furthermore a programme group of third sector agencies and lead officers to be chaired by Lead Member for Regeneration, Localisation and Community Partnerships is being set up.</p>	<p>Shazia Hussain, Interim Director of Tower Hamlets Partnership / Dave Clark, Head- Accountability and External Funding</p>	<p>December 2008</p>
<p>R10 That CPAGs identify project delivery methods when commissioning projects. This should ensure that suitable outreach to clients is scrutinised at the project commissioning stage.</p>	<p>The new Community Plan Delivery Groups are in the process of identifying LAA delivery plans for implementation and delivery of the 35 LAA targets.</p> <p>This will be closely linked into the Delivery Plans for the LAA targets – work will be developed to ensure that the Community Plan strategy is delivered through each of the delivery groups with quarterly reports to the Partnership Executive, as well as quarterly monitoring of the LAA targets by the Performance team.</p>	<p>Shazia Hussain, Interim Director of Tower Hamlets Partnership / Alan Steward, Interim Service Head - Strategy and Performance</p>	<p>On-going</p>
<p>R11 That the Tower Hamlets</p>	<p>A full review was carried out as part of the Partnership</p>	<p>Shazia Hussain,</p>	<p>Completed</p>

<p>Partnership reviews the communication between LAPs, CPAGs and Partnership Management Group (PMG) in order to ensure that local matters are reflected at PMG and that strategic matters are communicated effectively to LAPs.</p> <p>R12 That the Tower Hamlets Partnership develops a strategic commissioning framework for regeneration funds in future, to provide a more consistent framework for</p>	<p>refresh. The new Partnership Board will ensure membership from both the Partnership Delivery Groups and the LAP Steering groups to bring greater levels of accountability and ensure local priorities are reflected at a strategic level on the Board.</p> <p>LAP priorities will also have to be linked into the LAA targets to bring greater linkage between Delivery groups and LAP steering groups.</p> <p>A communications strategy will be developed to run alongside this work.</p> <p>This has already been completed through the WNF Strategy and commissioning document.</p>	<p>Interim Director of Tower Hamlets Partnership</p> <p>Shazia Hussain, Interim Director of Tower Hamlets Partnership</p>	<p>Completed</p>
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<p>assessing value for money and to ensure specific interventions reinforce higher level strategic objectives.</p>			
<p>R13 That project appraisal documents provide a mainstreaming strategy which explains whether the project will a) change service practice b) seek alternative funding c) create a new mainstream service.</p>	<p>Same as above.</p>	<p>Shazia Hussain, Interim Director of Tower Hamlets Partnership</p>	<p>Completed</p>
<p>R14 That employability and skills should remain a priority for the Tower Hamlets Partnership. The project appraisal should identify which client group is being targeted and outcomes should not be restricted to 'jobs held for 13 weeks' so that the progress made</p>	<p>This has been addressed through the WNF strategy. WNF can only be commissioned against Employment and worklessness related activity. This will be closely aligned to the Employment Strategy and the LAA targets to ensure we meet our targets.</p>	<p>Sue Hinds, Access to Employment Manager</p>	<p>Completed</p>

towards employment can be measured.			
R15 That funding is provided to the third sector in the Borough to ensure it is able to represent the views of the sector in strategic decisions and can support local level community capacity building activity on the community chest model.	Subject to Cabinet approval, LAP Steering Groups will be able to commission localised activity up to the value of £300,000. This is being developed into the Participatory Budget Model to be rolled out in April 2008.	Shazia Hussain, Interim Director of Tower Hamlets Partnership	September 2008
R16 That the impact of Safer Neighbourhood Teams (SNTs) should be recognised and Tower Hamlets Partnership should use Working Neighbourhood Fund (WNF) to pilot an expanded SNT service in at least two wards.	The Participatory Budget Model has a menu of options. One such option will be around improving SNTs.	Shazia Hussain, Interim Director of Tower Hamlets Partnership	April 2009
R17 That the Tower Hamlets Partnership should examine the	The possibility of developing a similar scheme to that operating in the London Borough of Newham will be for consideration by the appropriate CPDG.	Steve Halsey – Corporate Director CLC	On-going

<p>possibility of funding a similar Working Futures scheme to ease the poverty trap facing homeless families in the Borough.</p>			
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Appendix 15

Response to Scrutiny Challenge Session on Interpreting and Translation Provision

Recommendation	Response / Comments	Date	Update – March 2009
<p>Recommendation 1 – That work is undertaken to review the collection and quality of data around interpreting and translation, and an examination of the practicalities and merits of implementing a customer tracking system across the authority is made.</p>	<p>An analysis of the interpreting and translation data has been undertaken to inform the Council's review of I&T. Initial discussions have taken place with Newham Language Shop about developing the way in which information is collected and reported to enable the Council to better use this information to inform service delivery.</p>	<p>October 2008</p>	<p>The review of I&T has highlighted the need for more wholesale thinking about the organisations I&T needs, and its linkages with customer access and communications. Actions have been included in the draft Race Equality Scheme 2009-12 to take this work forward.</p>

Recommendation	Response / Comments	Date	Update – March 2009
	<p>A Customer Tracking System has been adopted by Tower Hamlets Homes. A recommendation of the I&T Review is to explore how this can be expanded to services across the Council.</p>		
<p>Recommendation 2 – That the Lifelong Learning Service examine ways in which new arrivals and those with limited English be targeted and offered the opportunity to take an entry-level ESOL course.</p>	<p>Two projects targeting new arrivals, both funded by the EIF, run in the borough. One, run by the Arbor Centre, targets those here under a year and the project runs to 2010. The other is a consortium led by Tower Hamlets College and targets those in the UK less than five years. Progression for learners is co-ordinated by EPAG partners.</p>	<p>October 2008</p>	<p>Subject to approval, a Working Neighbourhood Fund bid will increase the number of entry level ESOL places available across the borough.</p>
<p>Recommendation 3 – That work be undertaken to examine alternative sources of funding for ESOL through a number of channels including the Local Strategic Partnership, Section 106 agreements and opportunities created by the 2012 Olympics.</p>	<p>A recent joint Tower Hamlets Newham application to the City Strategy Partnership was unsuccessful for the employment initiative targeting parents with ESOL needs. Nevertheless the resources will be available in the borough and managed by the successful contractor. Negotiations are near conclusion and local providers will be looking at ways to make appropriate</p>	<p>October 2008</p>	<p>See above - the Local Strategic Partnership has had oversight of the VNF bidding process Section 106 is most unlikely to provide a funding stream for ESOL. The current round of main stream grant commissioning has included provision of ESOL for older residents in the</p>

Recommendation	Response / Comments	Date	Update – March 2009
	referrals.		Lifelong Learning specification. Decisions on recommendations will be made in late March 2009 by the grants panel Links have been made with the Tower Hamlets Olympic Unit to work on joint ventures.
Recommendation 4 – That an examination be made of the feasibility of holding ESOL classes in conjunction with partner organisations, such as Poplar HARCA, and the voluntary sector at a range of accessible community locations, such as GP surgeries. Also to examine alternative methods of delivering English language courses.	A WNF bid is being worked up by existing ESOL partners and providers to extend the overall availability of ESOL in the borough and to tackle some specific needs for example intensive support for speaking and listening for those whose confidence undermines their performance. Partners and providers continue to meet and cross – refer where possible	October 2008	ESOL courses are delivered across a range of community venues and in schools. The Lifelong Learning Service through the work of the Skills for Life team has extensive community links and plans to target a wider range of ESOL learners. A course for housing caretakers (all men) has started and is being delivered in the early evening to fit into the working patterns of the participants.
Recommendation 5 - That work be undertaken to examine advertising and sign posting of ESOL services.	This review has not taken place yet.	October 2008	Work between partners on signposting and vacancy matching takes place between local providers. If the WNF bid is successful, limited advertising may well be a recruitment

Recommendation	Response / Comments	Date	Update – March 2009
<p>Recommendation 6 – That an examination of the opportunities for partnership working on the issue of interpreting and translation be made.</p>	<p>A meeting with the PCT took place on at the beginning of Sept to explore the potential for joint procurement of I&T services.</p>	<p>October 2008</p>	<p>option.</p> <p>Further discussions have taken place with the PCT and Newham Language Shop about the opportunity to develop a shared approach to Interpreting and Translation. We are currently waiting on proposals from Newham Language Shop about developing a shared service approach to I&T.</p>
<p>Recommendation 7 – That the arrangements for the provision of interpreting and translation services within the new ALMO be examined.</p>	<p>Tower Hamlets Homes (THH) will use the Council's main provider for interpreting and translation services, Newham Language Shop. It will access this service under the Council's arrangements. THH is currently developing a Communications Strategy, a subset of which will be an Accessible Communications Strategy setting out its policies and procedures in relation to interpreting and translation. This policy is being developed in liaison with the Council and will be consistent with the</p>	<p>October 2008</p>	<p>Tower Hamlets Homes (THH) will use the Council's main provider for interpreting and translation services, Newham Language Shop. Developments to the Council's I&T service will engage THH.</p>

Recommendation	Response / Comments	Date	Update – March 2009
	Council's I&T policies and procedures.		

Response to Scrutiny Working Group Report on Access to GP / Dentistry Services

Recommendation	Comments	Lead	Update – March 2009
<p>1 That the PCT supports GP practices in developing a mechanism to share models of good practice especially so that GPs that are performing poorly work with GPs that are performing well.</p>	<p>Analysis of the GP practice GPAQ surveys for 2007/08 has shown an improved score on all question areas across Tower Hamlets practices.</p> <p>Practices have been given the comparative results for all practices so have been able to identify practices which are scoring better than they are and to find out which approaches that these practices took were successful.</p> <p>Most practices (33 out of 36) have now established patient participation or “critical friends” groups. This is a significant increase on last year.</p>	<p>October 2008</p>	<p>All practices are now able to:</p> <ul style="list-style-type: none"> • Anticipate the demand for the week ahead • Forward plan by matching supply to meet demand • Calculate the number of appointments per 1000 patients per week that they provide • Measure patient satisfaction with access to appointments within 48 hours • Measure the number of times that their practice can not provide an appointment within 48 hours each day <p>An access event on 27th November covered many of the skills needed to manage demand and provide excellent access and largely comprised of initiatives carried out by THPCT practices that were then shared with others.</p> <p>This action point is completed.</p>
<p>2 That the PCT provide the Health Scrutiny Panel with a comparative</p>	<p>The PCT commissioned a comparison of the GPAQ survey results with the national MORI poll results and this demonstrated a strong correlation. As the ability to access a GP appointment is improving, patient experience as a whole with the practice is also improving.</p>	<p>October 2008</p>	<p>The national (Ipsos Mori) GP Patient Survey has gone out but the results will not be known until May.</p> <p>However the THPCT GPAQ survey results have just been released and show a dramatic improvement in</p>

Recommendation	Comments	Lead	Update – March 2009
<p>analysis of the results of the 'Your Doctor, Your Experience, Your Say' with the General Practitioners Assessment Questionnaire Survey results. Furthermore, the PCT use the results of both surveys to identify areas of improvement and improve performance monitoring of services.</p>	<p>Tower Hamlets PCT is the most improved PCT in the country for the provision of access to GP appointments. The over-all average for patient satisfaction with 48 Hour access went up from 68% to 74%.</p> <p>The ability of patients to get through to their practice on the phone also improved more than another London PCT.</p> <p>All practices now have an action plan in place which aims to reduce demand for appointments, increase supply of appointments and deliver 100% access to appointments within 48 hours.</p>		<p>the ability of TH residents to get appointments within 48 hours.</p> <p>89% of patients stated they could get an appointment within 48 hours and the PCT reached English average for patient satisfaction with access to appointments.</p> <p>43% stated they could get an appointment the same day which was up from 22% the previous year.</p> <p>The GPAQ and national Ipsos-Mori survey results are incorporated into performance management for GP practices through assessment of the Balanced Scorecard</p> <p>This action point is completed.</p>
<p>Recommendation 3</p> <p>That the PCT reviews the training and guidance provided to GPs and Dental Practice reception staff in</p>	<p>All practices have now had 3 days of customer care training which included conflict management, valuing diversity and cultural competence. The training incorporated the use of actors and feedback has been excellent.</p> <p>Assessment of training needs for dental practice</p>	<p>October 2008</p>	<p>We are reviewing our options for continuing customer care and cultural awareness training for the coming year. A budget has been established to be able to commission further training at all practices in 2009/10.</p> <p>The training needs assessment for dental practices</p>

Recommendation	Comments	Lead	Update – March 2009
<p>particular focusing on Customer Services and understanding the needs of disabled and BME patients.</p>	<p>reception staff has not yet been undertaken. This will take place as part of the dental clinical governance programme later this year and training will be commissioned once the results of the survey are known.</p> <p>The directory of dental services has been published and the Find-a-dentist service is now established. This telephone advice service is commissioned by the PCT from LBTH and has received about 100 calls in relation to dentistry per month since it was set up in June 2008.</p>		<p>in relation to customer care needs remains outstanding. All practices have been reminded of the availability to them of the PCT Interpreting and Bilingual Advocacy Service.</p> <p>The Health Hotline Service (includes the find-a-dentist and find-a-doc services) continues to be commissioned by the PCT from LBTH Corporate Services. The PCT has now requested more detailed information in relation to calls regarding dental services, so that the dental commissioning team can follow up queries, and also identify frequently raised areas of concern from the public so that they can be addressed by the PCT.</p>
<p>Recommendation 4 That the Primary Care Trust works with local schools, GPs and community organisations to begin compilation of data about local peoples oral health</p>	<p>The pilot programme in two primary schools (“Happy Teeth”) ran for the academic year. Lessons have been learned from the pilot and will be used to roll out a screening and fluoride application programme in other schools in Tower Hamlets during this school year for nursery and reception children.</p> <p>A survey of oral health in 300 adults aged over 16</p>	<p>October 2008</p>	<p>An oral health survey of children aged 3 and 4 years in Tower Hamlets, Newham and City and Hackney has been completed and the results are being used to improve oral health promotion and disease prevention programmes for young children in all 3 PCTs.</p> <p>The PCT will be implementing a preventive programme with primary schools, with the involvement of local dental practices. A presentation</p>

Recommendation	Comments	Lead	Update – March 2009
<p>and improve uptake of dental services.</p>	<p>years has been undertaken in Tower Hamlets during the period March to July 2008. Surveys were undertaken in people's homes and, with their consent, a clinical examination was undertaken by a dentist. The survey is now completed and the results are being analysed. Results will be available in November 2008.</p> <p>An epidemiological survey has also been undertaken with 3 year old children in Tower Hamlets> Results are being analysed and a report will be available in November.</p>		<p>was made to the Primary Head Teachers forum and resulted in a keen desire from schools to support the PCT with this programme.</p> <p>The analysis of the adult survey results is nearly complete and the report will be available in May.</p> <p>This action point is completed.</p>
<p>5 That the Primary Care Trust undertakes a comprehensive review of the impact of the new dental contract and charging system and reports the finding to the Health Scrutiny Panel. In particular the Trust</p>	<p>The Department of Health has recently published the findings of patient responses to questionnaires about dental services for 2007/08. Two key indicators were patients' satisfaction with the dentistry received and patients' opinion about time taken to get a dental appointment. Around 83% of patients in Tower Hamlets were satisfied with the dentistry received compared to 88% in London. Sixty nine percent (69%) of Tower Hamlets patients were able to get a dental appointment as soon as was necessary compared to 82% in London.</p> <p>There has been an increase in the number of</p>	<p>October 2008</p>	<p>The PCT has made significant investments in dental services. When new services are procured, advertisements are broadcast widely to include all dental providers whether they are currently in contract with the NHS, or whether they are private providers interested in providing NHS dental services. Contracts are awarded based on objective assessments of the ability of the provider to meet the requirements of the service specification, including quality criteria.</p>

Recommendation	Comments	Lead	Update – March 2009
<p>is asked to work with Dental Practices that do not work with NHS patients and are currently just working with private patients.</p>	<p>patients accessing NHS dental services commissioned by Tower Hamlets over the past 2 years, but there is still more work to do to improve access.</p> <p>Currently 5 practices (out of the 28 dental practices in Tower Hamlets) only provide NHS care to those who are exempt from paying NHS charges. Where possible these contracts will be renegotiated to include fee-paying patients.</p>		
<p>Recommendation 6 That all disabled patients without an accessible dental practice near their home be offered the option to be referred to the Mobile Dental Unit.</p>	<p>Patients with disabilities are able to access the Community Dental Service and an appointment can be arranged in special surgeries equipped to provide better care for people in wheelchairs.</p> <p>In addition, domiciliary visits can be arranged if necessary via the Community Dental Service.</p> <p>The PCT will ensure that the find-a-dentist service has information about which dental practices are wheelchair-accessible, and how people can be referred to the community dental service.</p>	October 2008	<p>The Community Dental Service is available for patients with disabilities – at its sites in Tower Hamlets (Spitalfields and Barkantine) and at St Leonard’s Hospital.</p> <p>The new William Place dental practice, due to open in March 2009, is fully accessible.</p> <p>This action point is completed.</p>

Recommendation	Comments	Lead	Update – March 2009
<p>7 That the Mobile Dental Unit visits schools and local community events to make this service more visible and target residents from a young age.</p>	<p>The mobile dental unit was used to support the public consultation event for the new dental practice inn Bow.</p>	<p>October 2008</p>	<p>The mobile service continues to be present at community events and is also used to support schools dental programmes where there is insufficient school space and where there are parking facilities for the mobile van.</p> <p>This action point is completed.</p>
<p>8 That the PCT reports to the Health Scrutiny Panel on how good practice and performance from around the country - particularly areas that face similar issues as the borough - informed the development of the Oral Health Strategy.</p>	<p>A report was provided in the February 2008 update for the Scrutiny Committee.</p> <p>The PCT Oral Health Strategy was informed by the national strategy "Choosing Better Oral Health". The Department has also recently produced an evidence based oral health toolkit which has been sent to all dental practices.</p> <p>The PCT is using evidence from a new and innovative model of dental practice in Oldham and Salford to inform the model of service for the new dental practice being established in Bow.</p>	<p>October 2008</p>	<p>Information has been given in the February 2008 and October 2008 updates.</p> <p>The PCT will be updating the 3-year Oral Health Strategy in 2009.</p> <p>This action point is completed.</p>

Recommendation	Comments	Lead	Update – March 2009
<p>9 That Tower Hamlets PCT develops a major publicity campaign that explains the role of GPs, Dentists and other primary care professionals and also increases awareness of the availability of additional primary care services including Pharmacy First and the Walk-In Centres. The PCT should work closely with the Council and voluntary sector in undertaking this campaign. The Working Group suggests that East End Life is used to publicise</p>	<p>The PCT launched an information campaign – “Easier, Quicker and Better Care in Tower Hamlets”, explaining how to access care in General Practice.</p> <p>Leaflets and posters have been distributed to all GP surgeries, dentists, community pharmacists and optometrists for display; and also to public libraries and East End Life. The find-a-doctor helpline was established in June 2008.</p> <p>In relation to dental services, the following actions have been taken by the PCT:</p> <p>Ensured that details on dental services are fully up to date and available on the NHS Choices website.</p> <p>Commissioned the new find-a-dentist service from LBTH which started in June 2008.</p> <p>A public consultation exercise was conducted during May to June to canvas views on the setting up of a new dental practice in Bow. This included a short questionnaire for residents in Laps 5 and 6 posted in East End Life, discussion at LAP meetings, a Saturday morning information event in Roman Road market, and a facilitated focus group.</p> <p>The PCT is planning a marketing and information campaign on dental services to be launched in the</p>	<p>October 2008</p>	<p>The PCT commissioned two major external media campaigns (October and December) which made patients aware that the level of service that they should expect to get from their GP practice was as follows:</p> <ul style="list-style-type: none"> • An appointment the same day or within 48 hours • Evening weekend or morning appointments • The ability to book at least 2 weeks ahead • Telephone consultations <p>Patients can call a phone number to inform the PCT if they do not get this service.</p> <p>We have also continued to train staff to provide “Get the Right Treatment” information and this is also available through the phone number as well as access smoking cessation advice and find-a-doc/dentist services.</p> <p>The October media campaign was assessed by ORC and showed that after the campaign residents were significantly more able to recall the messages of the communications. 91% of people said they were satisfied with their GP practice.</p>

Recommendation	Comments	Lead	Update – March 2009
<p>information about how to join a GP and Dental Practice and also the rota for the Mobile Dental Unit. The Mobile Dental Unit rota should also be provided to all GPs, Dental Practices, and community organisations working in the field of health as well as local Councillors.</p>	<p>autumn</p> <p>The rota for the mobile dental unit is sent to East End Life and also displayed in local GP surgeries, community pharmacists and community centres.</p> <p>The PCT Oral Health Promotion Team has a regular presence at community events and they also took out a one-page advertisement in East End Life in July 2008.</p>		<p>A media campaign for dentistry (“NHS Dentists for Everyone”) commenced in February 2009, including advertisements and flyers in East End Life, specific ethnic media, ideas stores, and at bus stops encouraging people to visit a dentist and giving information about NHS dental charges. A social marketing campaign is running from March to July 2009, involving surveys, interviews with small groups of residents, and interviews with health professionals, to understand more clearly the barriers people face in attending a dentist.</p> <p>This action point is completed.</p>
<p>Recommendation 10</p> <p>That the PCT works closely with ‘LINKs’ and the Health Scrutiny Panel to monitor primary care services including asking LINKs Members to make service visits to GPs and Dental</p>	<p>The PCT welcomes the opportunity to work closely with LINKs and the Health Scrutiny Panel in monitoring primary care services and is happy to coordinate visits to General Practice and Dental Surgeries.</p> <p>We are aware that the LINKs is just being established and have highlighted the need for closer working with nominated public representatives in relation to dental services.</p>	<p>October 2008</p>	<p>THPCT is setting up a meeting with the Director of THINK – to coordinate visits to GP and Dental practices.</p> <p>The PCT has recently started a review of the Emergency Dental Service and the Project Manager has had a meeting with THINK members and with the Health Scrutiny Panel to ensure there early involvement in the issues being considered and the process of the review. Active engagement with THINK members and the Panel will continue throughout the review and during the formal</p>

Recommendation	Comments	Lead	Update – March 2009
Practices.			consultation phase.
<p>11 That the PCT works closely with the Council and voluntary sector to improve patient education. In particular using Health Trainers to link up residents with local community organisations, PCT and the Council.</p>	<p>The PCT has maintained its commitment to the Health Trainers and Expert Patients programmes.</p>		<p>The Health Trainers Scheme continues to be commissioned by the PCT from a number of local voluntary organisations. In addition, the PCT works in collaboration with many other local voluntary groups outside the Health Trainers scheme to support more innovative and effective ways of promoting positive health in the community and providing people with the knowledge, skills and confidence to enable them to care for their own minor ailments when appropriate at home.</p> <p>This action point is completed.</p>

Response to Health Scrutiny Review of Tobacco Cessation in Tower Hamlets

Recommendation	Response / Comments	Date	Update – March 2009
<p>R 1 That the Tobacco Control Alliance (TCA) include an elected member to reflect the health scrutiny role and raise the profile of this work.</p>	<p>An elected member has been invited to join the alliance and has accepted.</p>	<p>October 2008</p>	<p>Elected member has been invited to attend alliance meeting</p>
<p>R 2 That the Communications Strategy accompanying the Tobacco Control Strategy be overseen by the Tobacco Control Alliance.</p>	<p>The Communication strategy continues to be overseen by the Tobacco Control Alliance. Meetings are held every 2 months and minutes are available on request.</p>	<p>October 2008</p>	<p>The Communication strategy continues to be overseen by the Tobacco Control Alliance. Meetings are held every 2 months and minutes are available on request. An 18 month plan is in place</p>
<p>R 3 That the Communications Strategy, design of future campaigns and resources for tobacco cessation publicity reflect the community of Tower Hamlets and take account of the results of social marketing exercises commissioned by the Primary Care Trust.</p>	<p>Information on tobacco use and services available has been produced in Bengali and Somali as well as English. A website has been developed. The results from social marketing work are informing the following projects;</p> <ol style="list-style-type: none"> 1. Raising awareness of the risks of tobacco use and marketing cessation services to 	<p>October 2008</p>	<p>There has been widespread publicity and activity to increase demand for smoking cessation services from within the Bangladeshi community. This has included street level activity and work based recruitment. There has been widespread publicity in the Bengali press. The Bangladeshi Stop Tobacco Project (BSTP) have been re-branded and marketed as a bespoke service for the community.</p>

Recommendation	Response / Comments	Date	Update – March 2009
	<p>Bangladeshi men. This is a target group in terms of preventable ill health and premature death. October 2008</p> <p>2. Preventing young people starting and helping them to stop. September 2008</p> <p>Ramadan campaign is currently underway. There has been widespread cover in all the press and media channels. 2 TV shows have been broadcast on Channel 5 and Bangla TV and 2 programmes are coming on MCR radio.</p> <p>There is mosque based activity in 9-11 mosques.</p> <p>The PCT health intelligence unit continues to review the needs of the community.</p>		<p>Additional social marketing pilot interventions are;</p> <ol style="list-style-type: none"> 1. Marketing of cessation services to Benglali men employed in small businesses in LAP1-4 2. Provision of a website for young people to warn of the dangers of smoking. 3. Pilot intervention to reduce Paan use in Bangladeshi women aged 40 plus. 4. Pilot intervention to help those living with mental health problems in the community stop smoking 5. Pilot intervention to test interventions to help smoking pregnant women stop.
<p>R 4</p> <p>That communications resources be developed to target the users of all types of tobacco consumption, including chewing tobacco, Paan and sheesha pipe smoking.</p>	<p>The Tobacco control alliance work reflects that whilst smoking tobacco via cigarettes poses the greatest health risk to the community tobacco is used in other forms which require different approaches.</p> <p>Paan information has been produced and Sheesha information is in draft.</p>		<p>Marketing and publicity re the dangers of sheesha use will commence in late February.</p> <p><u>Results of Paan Survey</u></p> <ol style="list-style-type: none"> 1. This survey identified 125 outlets within the London Borough of Tower Hamlets

Recommendation	Response / Comments	Date	Update – March 2009
	<p>The research into Paan use has been commissioned. Significant enforcement and research has taken place into Sheesha use</p>		<p>(LBTH) selling smokeless tobacco products. This is a 40% increase compared to a previous survey, using similar methods, carried out in 1995. This increase in outlets is dispersed throughout LBTH.</p> <ol style="list-style-type: none"> 2. A large number of products were sold through these outlets, although an individual outlet will usually sell less than four products. No one brand appeared to have achieved a market dominance. 3. The products available for purchase supported the assumption that the Bangladeshi community has its own consumption preferences. Eleven outlets sold 'ready made' paan whilst paan masala/gutkha was sold in 18 outlets. Sixty nine outlets sold zarda. 4. The price of most products was low, most commonly

Recommendation	Response / Comments	Date	Update – March 2009
			<p>£0.30. The most commonly available brands of zarda were sold in a price range of £0.50 - £1.50. A 'ready made' paan sold for £0.50. This price does not appear to have changed since 1995.</p> <p>5. A diverse group of wholesalers was the source of the products found in the LBTH outlets. As with brand availability, no one wholesaler seemed to be pre-eminent in this market. One brand was reported as being a direct import.</p> <p>6. It was the norm for those products requiring a health warning to either not have one or to have an incorrect one. Less than 10% of products carried the required UK warning. 'Best by' sell dates varied from 2007 to 2010.</p> <p>7. The lack of a requirement for fiscal marking meant it was difficult to establish whether</p>

Recommendation	Response / Comments	Date	Update – March 2009
			<p>products originating outside the UK are contraband or not.</p> <p>8. Implementation of signage at outlets varied. Over 80% of outlets had a 'No Smoking' sign at their entrance whilst only 75% of outlets selling cigarettes had a sign about under age sales.</p>
<p>R 5 That the Tobacco Control Unit develop a service level agreement with the new helpline provider to capture information to help understand user's needs and to gauge the effectiveness of</p>	<p>The Health Hotline first quarterly report will be end of September. The number has been widely publicised.</p>	<p>October 2008</p>	<p>Calls are 40 per month.</p>

Recommendation	Response / Comments	Date	Update – March 2009
<p>communications resources.</p> <p>R 6 That the Trading Standards Team develops a business plan to demonstrate the time and effort involved in enforcement, education and support activities.</p>	<p>The smoke free action plan has been produced and good progress against targets has been made. In service monitoring is taking place every month and quarterly performance reports are being provided to the PCT for evaluation. Visits to business are on target and the development of a Smoke Free award for business is completed. With plans to have at least 30 businesses signed by the end of the year</p>	<p>October 2008</p>	<p>Delivery of the smoke free action plan is largely on target.</p> <p>Smoke Free award to be launched in March 2009.</p>
<p>R 7 That the Primary Care Trust introduce measures to ensure all health professionals working in hospital or community settings offer advice to change smoking habits and refer smokers to services to help them quit, whenever possible.</p>	<p>15 public health champions from the PCT provider unit have been trained and will champion tobacco cessation within their work areas. Training has been completed in the mental health unit with representatives from all wards. A member of staff has been appointed to develop skills within the borough's acute hospital and will commence a programme of training in October. All GP practice staff and community</p>	<p>October 2008</p>	<p>Jan 2009 has commenced a project to ensure that all hospital based staff are trained to raise the issue of smoking and signpost to services</p> <p>Ophthalmologists will be commissioned from April 2009.</p> <p>75% of dental practices are commissioned.</p>

Recommendation	Response / Comments	Date	Update – March 2009
	<p>pharmacists have been trained. Dental practices are now being trained- to complete by Dec 2008. Ophthalmic practitioners will start training in Jan 2009.</p>		
<p>R 8 That the PCT commission more Level 1 and Level 2 Smoking Cessation advisors and develop an action plan to re-energise inactive advisers.</p>	<p>All current advisers have been contacted and those not active have been released. A training review is under way and from Jan 2009 a new licensing system for advisers will begin</p> <p>Dental practices are now being trained- to complete by Dec 2008</p>	<p>October 2008</p>	<p>A training review is under way and from April 2009 a new licensing system for advisers will begin</p>
<p>R 9 That the PCT commission more voluntary and community sector organisations including exploring options through the Tower Hamlets Partnership to deliver smoking cessation services.</p>	<p>There has been some slippage with the tendering progress. A recovery plan will ensure that this is completed by the end of July. A member of the PCT has been appointed to develop capacity and links within the community and third sector. Early examples of this include work with Poplar Harca and several Somali groups.</p>	<p>October 2008</p>	<p>Additional organisations have commissioned from the voluntary and community sectors. These include Social Action for Health , Horn of Africa organisation and Quit. The Tobacco Alliance actively encourages more third sector and community organisations to tender to provide services.</p>

Response to Scrutiny Working Group Report on Delivering Choosing Health

Recommendation	Update: February 2008	Date	Update: February 2009
<p>R1 The drive to place localities at the heart of services provides an opportunity to pilot different approaches across the borough. The Partnership approach should experiment and innovate for new ventures to help reduce obesity in local communities.</p>	<p>This action was superseded as a result of a significant increase in weapons related exclusion in the figures for 05/06. In 04/05 there were 5 weapons related exclusions. In 05/06 there were 25. Given the severity of the risk that this figure seemed to imply, this was deemed to be the priority issue for tackling with regard to reasons for exclusion.</p> <p>A targeted intervention was agreed which included the police working in partnership with us and commissioning a DVD based on the work of a local youth theatre group. The pupils worked with a writer to produce a film about bullying, phone theft and the potential consequences of carrying knives for protection. This was circulated to schools with teaching notes and police officers also worked in classrooms on the issue. INCOs were also advised to undertake direct work with late and midterm admissions and to be more overt in their tackling of the weapons issue as part of their induction process, particularly for students resident in other boroughs as there was a</p>		<p>The Health Trainers programme was mainstreamed in 2008/09 and has continued to develop and build links in each locality to promote healthy lifestyles.</p> <p>4 new locality based weight management programmes are being commissioned.</p> <p>The PCT has now established 4 new Healthy Lifestyle programme manager posts, each post will work with a pair of Local Area Partnerships (LAPs) to further build local networks.</p> <p>There has been a positive response to the 'Healthy Weight, Healthy Lives in Tower Hamlets' strategy with an increased focus on obesity / healthy lifestyles in most of the LAP action plans. A number of new locality based interventions to tackle obesity have been commissioned,</p>

Recommendation	Update: February 2008	Date	Update: February 2009
	<p>clear correlation between this group and the rise in weapons related exclusions. Some schools also explored the use of weapon detection “wands”. Knife arches were used at Tower Hamlets college.</p> <p>In 06/07 weapons related exclusions dropped to 5. Overall permanent exclusions dropped from 62 to 51.</p>		<p>e.g. through extended schools and children’s centres.</p>
<p>R2 That consideration should be given to providing a robust evaluation framework for action on obesity.</p>	<p>The Education and Inspection Act 2006 which came into force in April 2007 requires governors to consult on a statement of principles about behaviour, with parents and, for the first time as a legal requirement, with pupils, as well as other stakeholders such as the local community and other schools in their partnership. Head teachers must then base the school behaviour policy on these principles.</p> <p>There is new and very clear statutory guidance for governors on how they should engage parents in this process. The</p>		<p>The multi-agency ‘Healthy Weight, Healthy Lives in Tower Hamlets’ (HW,HLinTH) has been formally agreed by Tower Hamlets Partnership and implementation started in mid 2008. The strategy includes a monitoring and evaluation framework (see strategy document attached)</p> <p>Building on the success of our HW,HLinTH strategy, we have succeed in securing funding from the national cross government</p>

Recommendation	Update: February 2008	Date	Update: February 2009
<p>R3 That the outcomes from the evaluation should be shared across the alliance of service providers and stakeholders. We feel that this fosters an evidence-based approach to service delivery and is critical in learning lessons and spreading good practice.</p>	<p>principles must be understood and agreed by those consulted. It is based on a “rights and responsibilities” approach to the management of behaviour. Training for Governors on this change to procedures and on how parents should be fully consulted and engaged in the process is underway.</p>		<p>obesity unit to pilot broader approaches to tackle the environmental drivers of obesity (‘becoming a healthy borough’). This includes additional resources for evaluation and access to a national evaluation team.</p>
	<p>Exclusions are reported to the LA and both LA level and individual secondary school reports are produced to identify trends and respond effectively: see example re: weapons related exclusion above.</p> <p>Tower Hamlets participated in a DCSF eCAF pilot (locally known as THIS Child). The DCSF has recently made a decision to roll out a national eCAF system in which the LA will be required to participate. This is however unlikely to come on stream for two years at a minimum and taking advice from DCSF we have decided to proceed with our local eCAF scheme in the interim as this length of delay is untenable. The local scheme will need to dovetail with the national development and we are in a strong position to contribute to this process. Training with two lead professional teams on</p>		<p>Data for the first annual review of the HW.HL.inTH strategy will be brought together in April / May 2009 and will be shared with the multi-agency Early Years and Children & Young People working groups, with the new ‘becoming a healthy borough’ project leads group and Board and with the ‘A Healthy Community’ community plan development group and other partnership groups.</p>

Recommendation	Update: February 2008	Date	Update: February 2009
<p>R4 That consideration should be given on how to use this information for focusing and targeting intervention at an individual, school or neighbourhood level and for tracking the impact of initiatives and action.</p>	<p>THIS Child will start in the Autumn with a view to rolling out more broadly from April 2008.</p> <p>As a result in changes arising from the Education and Inspection Act 2006, from September 2007 secondary schools have to be in partnerships to improve behaviour and attendance.</p> <p>This includes having a shared vision and taking collective responsibility for pupils in their area, arrangements for managed moves and “hard to place” pupils and the provision of alternative education from the 6th day of exclusion.</p> <p>Locally secondary heads have decided to be in one collective Partnership (with the PRU and LA) and have signed an initial COMPACT outlining their responsibilities, which includes purchasing alternative provision from the 6th day of any exclusion from the PRU.</p> <p>They intend to review further the arrangements for “hard to place” and managed moves and revise the COMPACT later in the Autumn term to try to agree a more mutually supportive approach to the placement of pupils.</p> <p>The partnership is likely to be extended to</p>		<p>The initial baseline assessment informed the commissioning of new interventions in early years, school and community settings. The first annual review will inform further development of this work.</p>

Recommendation	Update: February 2008	Date	Update: February 2009
<p>R5 That exploration of the potential for a healthy lifestyles "loyalty" card that gives "rewards" points or credits to encourage commitment to exercise or eating healthily.</p>	<p>the 14-19 HUB and involve training and FE providers. They are working on a shared statement of principles to support school governing bodies and other institutions in devising their own principles and policies to support behaviour.</p> <p>Areas of rollout of strategies piloted through BIP to date include:</p> <ul style="list-style-type: none"> • Common Assessment Framework to assess the needs of children holistically. • The role of the Team Around the Child and Lead Professional to support vulnerable children • Movement of the requirement for alternative provision from the 16th day to the 6th day of any exclusion. • Training and development for Behaviour and Attendance coordinators in schools. • National training programmes to support behaviour improvement. <p>Funding is being sought through the ECM element of the council grant post March 2008 (end of BIP):</p> <ul style="list-style-type: none"> • Anti-Bullying advice, monitoring, guidance and training 		<p>LBTH youth and community learning has piloted the 'cool card' that provided vulnerable young people access to a range of positive activities including access to leisure centres and gyms. Funding is being sought to continue this scheme.</p>

Recommendation	Update: February 2008	Date	Update: February 2009
	<ul style="list-style-type: none"> • Truancy patrols • SIP / CAF / eCAF management and administration • Leadership for the roll out of national training in behaviour management Transition Workers 		
<p>R6 That a local alliance be formed to take up the challenge of obesity.</p>	<p>See above – proposals agreed for one Transition Worker to be allocated to each paired LAP area, subject to confirmation of funding</p>		<p>Two multi-agency working groups, one of Early Years and one for Children & Young People, have been set up and each had developed and started to implement an action plan based on the priorities agreed in the strategy.</p> <p>During 2008/09 this work was co-ordinated by the HW,HLinTH steering group. This steering group has now been replaced by the 'becoming a healthy borough' Board and project leads group (see attached papers)</p>
<p>R7 That specific effort is made to include private sector stakeholders including gyms, dieting organisations, supermarkets and restaurants.</p>	<p>Wide consultation on a protocol to support the work of multi-agency Teams Around the Children and the role of the Lead Professional was completed in August 2007.</p> <p>The protocol has now been agreed and</p>		<p>The new 'becoming a healthy borough' programme includes targeted work with small and medium enterprises, food retailers and shops.</p>

Recommendation	Update: February 2008	Date	Update: February 2009
<p>R8 That resources be invested in events and opportunities to bring the alliance together to network, maintain momentum and explore solutions together. We feel that this will help develop partnership working, understanding and involvement across a wider spectrum of organisations and better co-ordinate action. We also feel that this will generate the significant leadership and action around obesity that local people are demanding.</p>	<p>distributed.</p> <p>Multi-agency training on the protocol and effective practice, including the monitoring of outcomes, starts in October 2007. This training on integrated working is for practitioners and their managers.</p> <p>Outcomes of the work of multi-agency teams are tracked through the CAF review form which requires a re-score of the initial assessment to assess impact. Project to devise evaluation tool and evaluate outcomes of interventions of early CAFs starting January 2008.</p>		<p>4 new locality based weight management programmes are being commissioned with bids invited from private and voluntary sector organisations.</p>
	<p>The re-appointment of a Behaviour and Attendance Consultant in the borough has enabled local Behaviour and Attendance Co-ordinator meetings to be re-established on a regular basis from July 2007. These are a forum for the sharing of good practice and are supported in turn by the National and Regional B&A meetings which enable us to access and share good practice with a wider group of B&A leaders both at school and strategic level.</p>		<p>The PCT organised a multi-agency stakeholders conference that was held on 19th March 2008 and attended by more than 100 representatives from the health service, LBTH, voluntary and private sectors. This was followed up by the development of the strategy and establishment of the multi-agency working groups. The PCT has made substantial new investments of £750k in 2008/08 and about £800k in 2009/10 to tackle obesity</p>

Recommendation	Update: February 2008	Date	Update: February 2009 (children and adults).
<p>R9 If obesity is to be a top priority for the borough, then the borough's key strategies must reflect this. In particular, we feel that the Local Development Framework, Open Spaces Strategy, forthcoming Play strategy and the Primary Care Strategy should all incorporate explicit action that will help reduce obesity in the borough.</p>	<p>A number of schools run such schemes from their delegated budget and school attached police officers are trained in the use of conflict resolution and reparative justice.</p>		<p>We have secured an additional £4.68 million (December 2008-March 2011) from the cross government obesity unit to further develop this work.</p>
<p>R10 That more participative and pro-active mechanisms be used - such as cross-cultural cooking - to promote the key health messages. A significant further benefit will be to promote community cohesion and understanding.</p>	<p>A programme of training with governors is underway to ensure they understand their role in monitoring and ensuring that the management of behaviour and use of exclusions is appropriate. In particular that governor discipline committees ensure they take appropriate action to uphold or overturn exclusion in the light of a judicial reviews that stated:</p>		<p>The important links between tackling obesity and the Local Development Framework, Open Spaces Strategy, Play Strategy have been highlighted in the HW/HLinTH strategy and have been further strengthened in the new 'becoming a healthy borough' programme (see attached)</p> <p>A range of participative approaches have been commissioned including 'cook and eat' classes and active play sessions. The PCT has provided funding for community based innovative pilot projects and further funding will be available in the 'becoming a healthy borough' programme for community led projects.</p>

Recommendation	Update: February 2008	Date	Update: February 2009
<p>R11 That proposals be developed showing how these opportunities can be used as a catalyst for a step change in promoting and sustaining collective action on obesity. As part of this, consideration should be given to the specific suggestions highlighted by the focus groups and seminar.</p>	<p>'A discipline committee is a statutory committee, not a token committee. It is not there to rubber stamp the head teacher's decision. Unless it acts as an independent review body, unless it acts fairly and unless it appears to act fairly, it serves no purpose whatsoever'</p> <p>The stakeholder's conference on 19th March will provide an opportunity for widening involvement.</p>		<p>See above and attached strategy documents and plans.</p>
<p>R12 The Health Scrutiny Panel feels that this is a crucial issue for the borough and to encourage further debate and discussion we request that a response be presented to the Health Scrutiny Panel at a future health seminar.</p>	<p>We welcome the opportunity to present further information on the developing strategy for debate and discussion.</p>		<p>During 2008/09 we feel that we have made substantial progress in developing this work and would welcome the opportunity to present it to the Health Scrutiny Panel.</p>

Response to Scrutiny Working Group Report on Use of Consultants

Recommendation	Response / Comments	Date	Update – March 2009
<p>R1 That the following criteria and definition of a consultant to be adopted across the Council.</p> <p>Consultants:</p> <ul style="list-style-type: none"> • Have a defined work scope with deliverables • Often provide a report as an output that provides recommendations for further action but the consultant is not contracted to deliver at that time. • Have payment contingent upon completion of staged completion of the work • Do not act as staff members i.e. do not have Tower Hamlets e-mail addresses, phone numbers or desks. • May be able to provide a 	<p>The Contracting Toolkit, including guidance on commissioning of consultants, is currently in draft form.</p>	<p>October 2008</p>	<p>The Contracting toolkit is now nearing completion and is due to be launched before the end of April. This has a specific guidance on the procedures and techniques for appointing and working with consultants.</p>

Recommendation	Response / Comments	Date	Update – March 2009
<p>substitute to undertake the work</p> <ul style="list-style-type: none"> • Are not in a templated position for the purposes of the Comensura contract – i.e. they do not relate to standard jobs within the Council, which could be provided by either permanent or temporary staff • Are contractually responsible for their outputs • Are liable for their own performance and the content of their work 			
<p>R 2 That future work on the procurement strategy to include programme of activities to help disseminate and embed procurement related policies within the organisation, e.g. presentations at all Directorate Management</p>	<p>Development of the Procurement Strategy is on target.</p>	<p>October 2008</p>	<p>Presentations / consultation sessions covering the new Procurement Strategy and Procurement Rules are scheduled for March.</p>

Recommendation	Response / Comments	Date	Update – March 2009
<p>Team meetings and officer training.</p>	<p>The Code of Practice has been issued for comments, and is currently being redrafted in the light of feedback.</p> <p>The restructure of the Procurement Service is proceeding according to plan.</p> <p>Tollgates are still in trial phase, but due for formal launch in October.</p> <p>Reference to consultancy contracts is included in the internal training courses, which run from September 2008.</p>		
<p>R 3 That financial reporting on procurement of consultancy services should clearly identify source of funding and ring-fenced funding such as Section 106 or Lottery Funds.</p>	<p>Development of Category Plans is dependent upon appointment of Category Managers following the restructure of the Procurement Service. These posts have been advertised in September 2008.</p>	<p>October 2008</p>	<p>Category Manager for Corporate Services, with responsibility for consultancy services is now in place. A form designed for recording consultancy expenditure has been agreed and placed on the intranet.</p>

Recommendation	Response / Comments	Date	Update – March 2009
<p>R4 That targets for reducing expenditure on consultants should be highlighted as an objective in the Tower Hamlets Strategic Plan. The Corporate Management Team to set indicative targets and for progress to be reported back.</p>	<p>The authority spends relatively little on consultants (around 0.1% of total spend on average over recent years), and expenditure varies markedly from year to year. Often expenditure on consultants is the most effective way of delivering benefits to the community. It is proposed that, while CMT should monitor expenditure on consultants, setting a target may be counter-productive in the long run, and the focus should instead be on assurance that consultants are used in the right circumstances and their outputs are monitored and managed correctly.</p>	<p>October 2008</p>	
<p>R5 That directorates review expenditure on consultants to assess the extent to which they are used and to establish a baseline for</p>	<p>Directorates are required to submit monthly reports to the Corporate Director of resources on their use of consultants. Directorate Management Teams review the use</p>	<p>October 2008</p>	

Recommendation	Response / Comments	Date	Update – March 2009
<p>reviewing their use of consultants. Directorates should identify areas and set targets for reducing future spend in alignment with the Council's horizontal savings exercise.</p>	<p>of consultants on a regular basis.</p>		
<p>R 6 That directorates should increasingly use internal secondments and graduate trainees for one-off projects, tying in with the corporate approach to developing staff.</p>	<p>To be included in Procurement Guidance referenced in R1</p>	<p>October 2008</p>	<p>This is included in the toolkit, referred to in R1.</p>
<p>R 7 That options should be explored to enable the corporate Consultation and Involvement team to become a gatekeeper for procuring external consultation services.</p>	<p>The Best Value Review of Consultation and Involvement identified a number of recommendations to adopt good practice and rationalise the consultation and engagement activities across the Council, which are yet to be implemented. This is an opportunity to take forward these recommendations.</p> <p>1. Proposed consultation activities</p>	<p>October 2008</p>	

Recommendation	Response / Comments	Date	Update – March 2009
	<p>to be approved by the Participation and Engagement team and to develop and agree a set of guidelines detailing the approval process.</p> <p>In order to facilitate the gatekeeper role it is proposed that CMT nominate Consultation Leads in Directorates and for Partner Organisations to nominate lead participation staff within their organisations.</p> <p>2. To develop a shared resource for undertaking opinion research through the development of proposals with EPS CPAG.</p> <p>Options will be explored for greater shared working across Council Directorates. Any additional activities will need to be met through existing resource arrangements.</p>		<p>The THP Executive have been asked for Leads in each area (Jan 2009).</p> <p>A new Partnership development of a 'Roaming Unit' is being piloted in Feb / March. If successful, the unit will be a cost effective way of capturing public opinions. A new participation framework is currently out for consultation with partners.</p> <p>The THP are undertaking a shared Services Review which is being progressed by the THP Executive.</p>

Recommendation	Response / Comments	Date	Update – March 2009
	<p>A joint post is currently being explored with the PCT at the moment to coordinate activity with the PCT though not focused on training or delivery.</p>		<p>The PCT have given an 'In Principle' agreement to fund a joint post. Final agreement will be gained by March 2009.</p>

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