

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

**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.

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**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'

<b>Issue</b> Improving Recycling	<b>Recommendation Date</b> 7 November 2007	Green
<b>Monitoring Status</b> – Maintain annual monitoring		
<b>Recommendation</b> 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.	<b>Response / Progress</b> 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.	
<b>Issue</b> Leaseholders – A Study of Customer Care	<b>Recommendation Date</b> 3 October 2007	Green
<b>Monitoring Status</b> – Maintain six-monthly monitoring		
<b>Recommendation</b> 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.	<b>Response / Progress</b> 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.	
<b>Issue</b> Licensing of Strip Clubs	<b>Recommendation Date</b> 5 November 2008	Yellow
<b>Monitoring Status</b> – Maintain six-monthly monitoring		
<b>Recommendation</b> 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.	<b>Response / Progress</b> An action plan showing the 14 recommendations is attached at appendix 4 for members' information. A full update will be reported in October 2009.	
<b>Issue</b> Choice Based Lettings	<b>Recommendation Date</b> 3 December 2008	Yellow
<b>Monitoring Status</b> – Maintain six-monthly monitoring		
<b>Recommendation</b> This review looked into the councils approach to Choice Based Lettings	<b>Response / Progress</b> 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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<b>Issue</b> Young people's participation in sports leading up to the Olympics	<b>Recommendation Date</b> 14 January 2009	Yellow
<b>Monitoring Status</b> – Maintain six-monthly monitoring		
<b>Recommendation</b> 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.	<b>Response / Progress</b> 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'

<b>Issue</b> Tower Hamlets Hostels and Move On Strategy	<b>Recommendation Date</b> 7 November 2007	Green
<b>Monitoring Status</b> – Maintain annual monitoring		
<b>Recommendation</b> 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.	<b>Response / Progress</b> Of the 12 recommendations made, 9 have now been implemented and completed as shown in appendix 7. Three are ongoing but remain on track.	

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

<b>Issue</b> Review – Tackling Anti Social	<b>Recommendation Date</b> 14 January 2009	Yellow
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Behaviour		
<b>Monitoring Status</b> – Maintain six-monthly monitoring		
<b>Recommendation</b> 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.	<b>Response / Progress</b> 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'**

<b>Issue</b> The Determination of Major Planning Applications	<b>Recommendation Date</b> 8 <sup>th</sup> January 2008	Green
<b>Monitoring Status</b> –No further monitoring		
<b>Recommendation</b> 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.	<b>Response / Progress</b> 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.	

<b>Issue</b> Graduate Unemployment	<b>Recommendation Date</b> 5 December 2007	Green
<b>Monitoring Status</b> – Maintain annual monitoring		
<b>Recommendation</b> 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.	<b>Response / Progress</b> 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.	

<b>Issue</b> Revisiting the Scrutiny Review of the Youth Service Plan	<b>Recommendation Date</b> 4 March 2008	Green
<b>Monitoring Status</b> – No further monitoring		
<b>Recommendation</b> This Challenge Session revisited the	<b>Response / Progress</b> 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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<b>Issue</b> School Exclusions	<b>Recommendation Date</b> 4 April 2006	<b>Green</b>
<b>Monitoring Status</b> – No further monitoring		
<b>Recommendation</b> 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.	<b>Response / Progress</b> All recommendations have been completed. An update report showing further progress and outcomes against recommendations is attached at Appendix 13.	

<b>Issue</b> Evaluation of Neighbourhood Renewal Funding	<b>Recommendation Date</b> 5 November 2008	<b>Yellow</b>
<b>Monitoring Status</b> – Maintain six-monthly monitoring		
<b>Recommendation</b> 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.	<b>Response / Progress</b> 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'

<b>Issue</b> Interpreting and Translation Provision Challenge Session	<b>Recommendation Date</b> 10 June 2008	<b>Yellow</b>
<b>Monitoring Status</b> – Maintain six-monthly monitoring		
<b>Recommendation</b> 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	<b>Response / Progress</b> 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’**

<b>Issue</b> Access to GP and Dentistry Services	<b>Recommendation Date</b> 5 December 2007	Green
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**Monitoring Status** – Maintain annual monitoring

<b>Recommendation</b> 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.	<b>Response / Progress</b> 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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<b>Issue</b> Tobacco Cessation in Tower Hamlets	<b>Recommendation Date</b> 30 July 2008	Green
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**Monitoring Status** – Maintain six-monthly monitoring

<b>Recommendation</b> 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.	<b>Response / Progress</b> 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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<b>Issue</b> Delivering Choosing Health: A Case Study of Obesity	<b>Recommendation Date</b> 26 September 2006	Green
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**Monitoring Status** – No further monitoring

<b>Recommendation</b> 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.	<b>Response / Progress</b> 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'**

<b>Issue</b> The use of consultants	<b>Recommendation Date</b> 30 July 2008	Yellow
<b>Monitoring Status</b> – Maintain six-monthly monitoring		
<b>Recommendation</b> This review was established in order to investigate the use of consultants internally within the Council, leading to 7 recommendations being made.	<b>Response / Progress</b> 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 5<sup>th</sup> 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>

<b>Recommendation</b>	<b>Response / Comments</b>	<b>Date</b>	<b>Update – February 2009</b>
<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"> <li>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.</li> <li>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</li> <li>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.</li> </ul>	<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>

<b>Recommendation</b>	<b>Response / Comments</b>	<b>Date</b>	<b>Update – February 2009</b>
<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 1<sup>st</sup> 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 1<sup>st</sup> 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 11<sup>th</sup> 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 7<sup>th</sup> 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 7<sup>th</sup> 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"> <li>• User test service charges</li> <li>• User test all future communications</li> <li>• Measure performance against an agreed set of performance indicators.</li> <li>• 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</li> </ul>	<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>

<b>Recommendation</b>	<b>Response / Comments</b>	<b>Date</b>	<b>Update – February 2009</b>
<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>	

<b>Recommendation</b>	<b>Response / Comments</b>	<b>Date</b>	<b>Update – February 2009</b>
<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>



<b>Recommendation</b>	<b>Response / Comments</b>	<b>Date</b>	<b>Update – February 2009</b>
<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"> <li>- That the ADR is one option and clearly set out the different options, and when each one is most appropriate.</li> <li>- Clearer guidelines around the specifics of the process, including the rights and responsibilities of both parties.</li> </ul>	<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>	2008	<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"> <li>• officers within the central team being given geographical patches to provide a more cohesive service</li> <li>• Specific Leaseholder Officers within the Local Housing Office, proportionate to the number of leaseholder properties</li> <li>• More leaseholder services to be provided at the Local Housing Office.</li> </ul>	<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 &amp; 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><b>R1</b> 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 &amp; 5 are assessed before extra resources are committed</p> <p><b>Action</b></p> <ul style="list-style-type: none"> <li>○ Review Licensing resources, processes and procedures</li> <li>○ Analyse intelligence and information from outputs from Recommendations 2,3,4&amp;5</li> <li>○ Analyse the demands needed for extra striptease activity</li> <li>○ Identify necessary resource via review of enforcement structures within the Directorate</li> </ul>	<p>Head of Trading Standards / Environmental Health Licensing Services Manager</p>	<ul style="list-style-type: none"> <li>○ Aug 2008</li> <li>○ Oct 2008</li> <li>○ Oct 2008</li> <li>○ Nov 2008</li> <li>○ Nov 2008</li> </ul>
<p><b>R2</b> 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><b>Action</b></p> <ul style="list-style-type: none"> <li>○ 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</li> </ul>	<p>Standards / Environmental Health Licensing Services Manager Communications CLC Strategy and Programmes</p> <ul style="list-style-type: none"> <li>○ Aug 2008</li> </ul>	
<p><b>R3</b> 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><b>Action</b></p> <ul style="list-style-type: none"> <li>○ Prepare a surveillance proposal for Community Safety</li> </ul>	<p>Head of Trading Standards / Environmental Health Licensing Services Manager Community Safety</p> <ul style="list-style-type: none"> <li>○ Aug 2008</li> </ul>	



Recommendation	Response / Comments	Responsibility	Date
	<p>to consider.</p> <ul style="list-style-type: none"> <li>○ Assess resources and develop action plan</li> <li>○ Review plan based on new intelligence and information received</li> </ul>		<ul style="list-style-type: none"> <li>○ Sept 2008</li> <li>○ Oct 2008</li> </ul>
<p><b>R4</b> 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><b><u>Action</u></b></p> <ul style="list-style-type: none"> <li>○ Carry out a programme of inspection of all striptease premises in the Borough to advertising and carry out any remedial enforcement action</li> <li>○ All striptease premises to be reminded of their advertising obligations when their annual fee is due</li> </ul>	<p>Head of Trading Standards / Environmental Health Licensing Services Manager</p>	<ul style="list-style-type: none"> <li>○ July 2008</li> <li>○ Ongoing</li> </ul>
<p><b>R5</b> 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><b>Action</b></p> <ul style="list-style-type: none"> <li>○ Obtain from Planning details of all bill board owners within the Borough</li> <li>○ Communicate with all bill board owners asking them not to advertise striptease premises in the Borough</li> <li>○ All existing striptease premises asking them not to advertise either within or outside the Borough</li> </ul>	<p>Services Manager</p>	<ul style="list-style-type: none"> <li>○ Aug 2008</li> <li>○ Sept 2008</li> <li>○ Aug 2008</li> </ul>
<p><b>R6</b> 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><b>Action</b></p> <ul style="list-style-type: none"> <li>○ ASA code examined and assessed</li> <li>○ ASA lobbied if appropriate</li> </ul>	<p>Head of Trading Standards / Environmental Health</p> <p>Licensing Services Manager</p>	<ul style="list-style-type: none"> <li>○ Aug 2008</li> <li>○ Sept 2008</li> </ul>
<p><b>R7</b> 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><b>Action</b></p> <ul style="list-style-type: none"> <li>○ Quarterly meetings arranged between senior managers from Licensing and Planning to discuss joint issues which will include any issue relating to striptease premises</li> <li>○ Licensing Managers to ensure there is a meeting between Licensing and Planning Officers to discuss new applications for premises wishing to hold striptease</li> </ul>	<p>Licensing Services Manager</p> <p>Service Head – Development Decisions</p>	<ul style="list-style-type: none"> <li>○ Completed</li> <li>○ June 2008</li> </ul>
<p><b>R8</b> 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><b>Action</b></p> <ul style="list-style-type: none"> <li>○ Engage with relevant stakeholders and determine who and how statement should be made</li> <li>○ Publish statement</li> </ul>	<p>Head of Trading Standards / Environmental Health</p> <p>Licensing Services Manager</p>	<ul style="list-style-type: none"> <li>○ Aug 2008</li> <li>○ Sept 2008</li> </ul>
<p><b>R9</b> 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><b>Action</b></p> <ul style="list-style-type: none"> <li>○ Develop and implement a communications plan to raise</li> </ul>	<p>Head of Trading Standards / Environmental Health</p>	<ul style="list-style-type: none"> <li>○ Sept 2008</li> </ul>

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><b>R10</b> 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><b>Action</b></p> <ul style="list-style-type: none"> <li>○ Consult further with Legal Services on this issue</li> <li>○ Benchmark other Councils to see if tiered consultation is being used</li> <li>○ Prepare recommendations for action</li> </ul>	<p>Head of Trading Standards / Environmental Health</p> <p>Licensing Services Manager</p>	<ul style="list-style-type: none"> <li>○ Aug 2008</li> <li>○ Oct 2008</li> <li>○ Nov 2008</li> </ul>
<p><b>R11</b> 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 &amp;5</p>		

Recommendation	Response / Comments	Responsibility	Date
	<p><b>Action</b></p> <ul style="list-style-type: none"> <li>○ Consult further with Legal Services on this issue</li> <li>○ Benchmark other Councils to see if cumulative impact has been used to limit striptease premises is being used</li> <li>○ Review evidence , information and intelligence from the activities relating to recommendations 2,3,4 &amp;5</li> <li>○ Prepare recommendations for action</li> </ul>	Head of Trading Standards / Environmental Health  Licensing Services Manager	<ul style="list-style-type: none"> <li>○ Aug 2008</li> <li>○ Oct 2008</li> <li>○ Nov 2008</li> <li>○ Jan 2009</li> </ul>
<p><b>R12</b> 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>	Head of Trading Standards / Environmental Health  Diversity and Equality Coordinator	

Recommendation	Response / Comments	Responsibility	Date
	<p><b><u>Action</u></b></p> <ul style="list-style-type: none"> <li>○ A EQIA of strip club licensing be scheduled into the CLC Directorate programme for 2008-09</li> <li>○ Review evidence , information and intelligence from the activities relating to recommendations 2 and 3</li> <li>○ CLC Licensing Team to undertake an EQIA with the support of the Diversity and Equality Team</li> </ul>		<p>June 2008</p> <p>October 2008</p> <p>March 2009</p>
<p><b>R13</b> 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><b><u>Action</u></b></p> <ul style="list-style-type: none"> <li>○ Seek views on the current consultation process being carried out by Central Government</li> <li>○ Respond to the consultation</li> </ul>	<p>Head of Trading Standards / Environmental Health Licensing Services Manager</p>	<ul style="list-style-type: none"> <li>○ Jul 2008</li> <li>○ Aug 2008</li> </ul>

Recommendation	Response / Comments	Responsibility	Date
	<ul style="list-style-type: none"> <li>○ Produce and deliver a programme of action</li> </ul>		<ul style="list-style-type: none"> <li>○ Sept 2008</li> </ul>
<p><b>R14</b> 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><b>Action</b></p> <ul style="list-style-type: none"> <li>○ With stakeholders produce objectives and scope of event</li> <li>○ Deliver event</li> </ul>	<p>Head of Trading Standards / Environmental Health</p> <p>Licensing Services Manager</p>	<ul style="list-style-type: none"> <li>○ Oct 2008</li> <li>○ Feb 2009</li> </ul>

Appendix 5

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 &amp; 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&amp;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 &amp; 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 &amp; 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 Guidance<sup>1</sup> 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 Rafiqul 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 &amp; Development (Interim)  Lead officer Rafiqul 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	
<p>R5. That LBTH joins the East London Lettings company subject to a full feasibility study of what ELLC can offer to LBTH residents;</p>	<p>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.</p> <p>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.</p>	<p>Jackie Odunoye, Head of Strategy &amp; Development (Interim)</p> <p>Lead officers CHR partners</p>	<p>By March 2009</p>
<p>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;</p>	<p>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</p>	<p>Jackie Odunoye, Head of Strategy &amp; Development (Interim)</p> <p>Lead officer Aaron Cahill Housing Strategy Manager (Interim) Sandra Fawcett,</p>	<p>By March 2009</p>

	<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)”<sup>2</sup></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 &amp; 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 &amp; 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>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 Odunoye, Head of Strategy &amp; Development (Interim)</p> <p>Lead officer Rafiqul Hoque Tower Hamlets Homes Lettings Service Manager</p> <p>March 2009</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>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 27<sup>th</sup> 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>scheme which prioritises applicants according to housing need in place of a scheme based primarily on waiting time.”<sup>3</sup></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 &amp; 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 &amp; 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&amp;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 &amp; 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 &amp; 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 &amp; 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 &amp; 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 &amp; 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 &amp; 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 &amp; 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"> <li>1. Reducing costs for parents on low income;</li> <li>2. Reducing the price of provisions for young people;</li> <li>3. Formulating a policy for hiring and pricing of community access sports facilities and publishing this;</li> <li>4. Giving free access to leisure centres for young people who are looked after;</li> </ol>	<ol style="list-style-type: none"> <li>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.</li> <li>2. The pricing review group will consider this at the next meeting in December 2008</li> <li>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.</li> <li>4. Discussions will be held with Children's Services to determine a programme of free access to leisure centres for young people</li> </ol>	<ol style="list-style-type: none"> <li>1. Michelle Davies Leisure Contracts and Partnership Manager</li> <li>2. Michelle Davies Leisure Contracts and Partnership Manager</li> <li>3. Michelle Davies Leisure Contracts and Partnership Manager</li> <li>4 Head of Sport and Physical Activity</li> </ol>	<ol style="list-style-type: none"> <li>1. April 2009</li> <li>2. Jan 2009</li> <li>3. April 2009</li> <li>4. October 2008</li> </ol>

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"> <li>1. Develop a new programme of women and girls swimming sessions funded from the successful Healthy Community Challenge Fund bid.</li> <li>2. Work with Tower Hamlets Partnership to consult with community organisations to develop new ways of engaging young girls in sport.</li> </ol>	<ol style="list-style-type: none"> <li>1. Michelle Davies Leisure Contracts and Partnership Manager</li> <li>2. Head of Sport And Physical Activity</li> </ol>	<ol style="list-style-type: none"> <li>1. April 2009</li> <li>2. March 2009</li> </ol>
<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"> <li>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.</li> <li>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.</li> <li>3. On-going programme of disability sports sessions taking place at Mile End Leisure Centre on a weekly basis.</li> </ol>	<ol style="list-style-type: none"> <li>1. Michelle Davies Leisure Contracts and Partnership Manager</li> <li>2. Pauline Dunn Sports Development and Healthy Lifestyles Manager</li> <li>3. Pauline Dunn Sports Development and Healthy Lifestyles</li> </ol>	<ol style="list-style-type: none"> <li>1. March 2010</li> <li>2. Completed</li> <li>3. on-going</li> </ol>

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 &amp; 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"> <li>1. Current programme of events will be developed to link to Olympic themes.</li> <li>2. 2 x Paralympic sports days will be held annually until 2012.</li> <li>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.</li> </ol>	<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"> <li>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</li> </ol>	<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"> <li>1. With the 5 borough sports lead group, develop a 5 borough sports plan to include increase in participation by young people.</li> <li>2. Continue to lobby London Development Agency and Olympic Delivery Authority for access for local community to legacy facilities.</li> <li>3. Review of the most successful initiatives will be undertaken and identification of funding sources.</li> </ol>	<ol style="list-style-type: none"> <li>1. Head of Sport And Physical Activity</li> <li>2. Head of Sport And Physical Activity</li> <li>3. Head of Sport And Physical Activity</li> </ol>	<ol style="list-style-type: none"> <li>1. March 2009</li> <li>2. Ongoing</li> <li>3. March 2010</li> </ol>
<p>R15. That the PCT develop targeted work with</p>	<ol style="list-style-type: none"> <li>1. Healthy Lifestyles Team to deliver 10 x 10</li> </ol>	<ol style="list-style-type: none"> <li>1. Pauline Dunn</li> </ol>	<ol style="list-style-type: none"> <li>1. Sept 2008</li> </ol>

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"> <li>- Established programmes: <ul style="list-style-type: none"> <li>- Weekly physical activity sessions for overweight and obese children and young people including 'Junior Activ8', 'Activ8' and 'MissActiv8', delivered by PCT Child Obesity Service</li> <li>- LBTH 'BEST' programme (part funded by PCT) includes range of physical activity sessions for overweight and obese children and young people</li> </ul> </li> </ul>	<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>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>4. New programmes:  - After school physical activity schemes being commissioned jointly by PCT &amp; LBTH)  - Active play and sports programmes have been commissioned by PCT from Toy House Libraries, Play Association Tower Hamlets (PATH) and Elite Youth</p> <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"> <li>Dialogue and meeting to take place with Look Ahead linked to the Housing Corporation bidding round 08 – 2011.</li> <li>Publicise aim to continue to improve infrastructure to hostels sector more widely.</li> <li>Discuss options and prioritise bids (if not possible to submit all of them to the Housing Corporation), through SPCB.</li> </ol>	<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"> <li>July (completed)</li> <li>August</li> <li>November</li> </ol>	<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>

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<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>

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<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 &amp; 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>

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<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>



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<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>

<b>Recommendation</b>	<b>Update: February 2008</b>	<b>Date</b>	<b>Update: March 2009</b>
	<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>

<b>Recommendation</b>	<b>Update: February 2008</b>	<b>Date</b>	<b>Update: March 2009</b>
<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>



<b>Recommendation</b>	<b>Update: February 2008</b>	<b>Date</b>	<b>Update: March 2009</b>
<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>

<b>Recommendation</b>	<b>Update: February 2008</b>	<b>Date</b>	<b>Update: March 2009</b>
<p>offending does not occur.</p>	<p>voluntary basis (that is, those not convicted through the courts – who have access to Probation programmes).</p>		
<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>	<p>December 2006</p>	<p>The new Domestic Violence information booklet includes a basic “customer promise” - local agencies listed agree to:</p> <ul style="list-style-type: none"> <li>• Prioritise you and your children’s safety</li> <li>• Respond to you in a sensitive, supportive and respectful way</li> <li>• Give you information about relevant services available</li> <li>• Refer you to services with your consent</li> <li>• Store and dispose of your information confidentially</li> <li>• Respond to your messages promptly</li> <li>• Provide information in a range of formats and community languages if you need this.</li> </ul>

Response to Scrutiny Working Group Report on Tackling Anti Social Behaviour

Recommendation	Response/Comments	Responsibility	Date
<p><b>R1</b> 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><b>Action:</b></p> <ol style="list-style-type: none"> <li>1. Gather information already available</li> <li>2. Undertake discussions with other RSLs to obtain information from them</li> <li>3. Strategic Assessment commences</li> <li>4. Strategic Assessment to CDRP</li> <li>5. A report will be compiled with findings</li> </ol>	<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
	and submitted to Cabinet		March 2009
<p><b>R2</b> 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>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><b>Action:</b></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 31<sup>st</sup> March 2009. These have been planned on a monthly basis.</p>	<p>Andy Bamber Service Head Community Safety Services</p>	<p>April 2009</p> <p>Ongoing up to March 2009</p>
<p><b>R3</b> 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><b>Action:</b></p> <ol style="list-style-type: none"> <li>1. Briefing on new database provided through Members Bulletin</li> <li>2. Deliver training/site visit</li> </ol>	<p>Services</p>	<p>December 2008 January 2008</p>
<p><b>R4</b> 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><b>Action:</b></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><b>R5</b> 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><b>R6</b> 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><b>R7</b> 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><b>Action:</b></p> <p>Analysis of effectiveness of GBZs will be used to consider future expansions of GBZs</p>		
<p><b>R7</b> 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>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><b>Action:</b> A report will be submitted to Cabinet to consider the options, once a report from the pilot scheme is available.</p>		
<p><b>R8</b> 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><b>Action:</b> 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><b>R9</b> 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><b>Action:</b> 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><b>R10</b> 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>	<p>Partnership</p>	
	<p>A number of approaches are being taken forward to publicise the Council's ASB Strategy:</p> <ul style="list-style-type: none"> <li>▪ Production and distribution of Anti Social Behaviour Order (ASBO) publicity, in accordance with ASBO publicity protocol</li> <li>▪ Using community events as an opportunity to raise awareness about the Council's ASB reporting line and the work being done to tackle ASB</li> <li>▪ 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'</li> <li>▪ Targeted publications on ASB</li> <li>▪ Press releases and features on ASB for local media including EEL.</li> <li>▪ Using Tower Hamlets first Community Safety Awards to commend people who help the council; police and other partners make the borough a safer place.</li> </ul>	<p>Poppy Turner Community Safety Engagement Team</p>	<p>March 2009</p>

Recommendation	Response/Comments	Responsibility	Date
<p><b>R11</b> 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><b>R12</b> 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&amp;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><b>R14</b> 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 23<sup>rd</sup> 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><b>Action:</b></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>

Appendix 10

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. <b>COMPLETED</b></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. <b>COMPLETED</b></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. <b>COMPLETED</b></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. <b>COMPLETED</b></p>

<b>Recommendation</b>	<b>Response / Comments</b>	<b>Date</b>	<b>Update – February 2009</b>
<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. <b>COMPLETED</b></p>



## Appendix 11

### 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
<p>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.</p>	<p>No funding identified for further research</p>	<p>Nov 07</p>	<p>Comments still stand</p>
<p>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.</p>	<p>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</p>	<p>Oct 07</p>	<p>HR need to comment</p>

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><b>Members of the task group:</b>  <b>Sally Roberts - ELBA (Chair)</b>  <b>Sonia Chumber- Skillsmatch</b>  <b>Shamsol Hoque- Tower Hamlets College</b>  <b>Andrew Attfield- Tower Hamlets PCT</b>  <b>Rehana Begum- London Metropolitan University</b>  <b>Ahmed Mohamed- Careers Management Futures</b>  <b>Patricia Nnadi- London Metropolitan University</b>  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"> <li>• using Skillsmatch to develop volunteering or secondment opportunities for graduates to gain experience of working in local companies and organisations</li> <li>• developing a mentoring scheme for local graduates.</li> </ul>	<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"> <li>• 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</li> </ul>	<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"> <li>the best means of improving the range and relevance of careers advice to the local labour market.</li> </ul>	<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><b>R6</b> 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><b>R7</b> 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"> <li>• To get commitment from academics and lecturers to their role in preparing students to take advantage of economic regeneration of East London</li> <li>• To open the dialogue between employers and educators and start the process of them building more fruitful and productive relationship with businesses</li> <li>• To identify way forward and new programmes</li> </ul> <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><b>R1</b> 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"> <li>• Funding levered in by contractors</li> <li>• Contracting and monitoring arrangements</li> <li>• Performance information and comparative data across the LAP areas</li> <li>• Accessibility for disabled people and what is being done to encourage participation</li> <li>• Future developments of youth provision and accommodation across LAP areas</li> <li>• Provisions made for girls</li> </ul>	<p><b>RECOMMENDATION FULLY IMPLEMENTED</b></p> <p>The Members Seminar went ahead as planned on the 19<sup>th</sup> 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 10<sup>th</sup> 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>	<p>October 2008</p>	<p>Took Place.</p> <p>Took Place.</p> <p>Took Place.</p> <p>Addressed.</p>
<p><b>R2</b> That Members be given an opportunity to visit contractor facilities.</p>	<p><b>RECOMMENDATION FULLY IMPLEMENTED</b></p> <p>Opportunities were advertised in the Members Bulletin. Two Members took up the opportunity and visited eight</p>	<p>October 2008</p>	<p>Council members were accompanied to see PAYP</p>

Recommendation	Response / Comments	Date	Update – March 2009
<p><b>R3</b> 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><b>RECOMMENDATION PARTLY IMPLEMENTED</b>  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><b>R4</b> 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><b>RECOMMENDATION FULLY IMPLEMENTED</b></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.
<b>R5</b> 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.
<b>R6</b> 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.
<b>R7</b> 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.
<b>R8</b> 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.	<b>RECOMMENDATION FULLY IMPLEMENTED</b>  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 <sup>th</sup> September.		

**Response to the Scrutiny Working Group Report on School Exclusions**

**Appendix 13**

<b>Recommendation</b>	<b>Comments</b>	<b>Date</b>	<b>Update: March 2009</b>
<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"> <li>• 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.</li> <li>• 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</li> </ul>

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 6<sup>th</sup> 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>

<b>Recommendation</b>	<b>Comments</b>	<b>Date</b>	<b>Update: March 2009</b>
<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 6<sup>th</sup> 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"> <li>• Common Assessment Framework to assess the needs of children holistically.</li> <li>• The role of the Team Around the Child and Lead Professional to support vulnerable children</li> <li>• Movement of the requirement for alternative provision from the 16<sup>th</sup> day to the 6<sup>th</sup> day of any exclusion.</li> <li>• Training and development for Behaviour and</li> </ul>		<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>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>Attendance co-ordinators in schools.</p> <ul style="list-style-type: none"> <li>• National training programmes to support behaviour improvement.</li> </ul> <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"> <li>• Anti-Bullying advice, monitoring, guidance and training</li> <li>• Truancy patrols</li> <li>• SIP / CAF / eCAF management and administration</li> <li>• Leadership for the roll out of national training in behaviour management</li> </ul> <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&amp;A meetings which enable us to access</p>		<p>The post of B&amp;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>

<b>Recommendation</b>	<b>Comments</b>	<b>Date</b>	<b>Update: March 2009</b>
<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&amp;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><b>R2</b> 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"> <li>• there are 16 statutory educational attainment, 10 of which include aspects of KS2 and KS3</li> <li>• 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)</li> <li>• Under 18 conception rate (NI 112) is included</li> <li>• 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).</li> <li>• There is one national indicator around incapacity (NI 173). This is not included in the LAA but – as part of</li> </ul>	<p>n/a</p>	

	the national indicator set – it will be monitored as one of the Council's priority indicators.		
<p><b>R3</b> 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.</p>	<p>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.</p> <p>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.</p>	Susan Ritchie, Interim Head Participation and Engagement Team	October 2008
<p><b>R4</b> That Tower Hamlets Partnership introduces a learning and development</p>	<p>A Development and Training programme is currently being prepared for all Partnership members and will be implemented throughout the autumn and winter months.</p>	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><b>R5</b> 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 30<sup>th</sup> 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><b>R6</b> 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 WNF to undertake this detailed evaluation work.</p>	<p>Shazia Hussain, Interim Director of Tower Hamlets Partnership</p>	<p>On-going</p>
<p><b>R7</b> 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><b>R8</b> 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"> <li>1 The short term imperative to get 4000 people into sustainable employment; <ul style="list-style-type: none"> <li>• Family focused engagement</li> <li>• Pre-employment skills and support to access local jobs</li> </ul> </li> <li>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"> <li>• Accelerating improvement in education attainment</li> <li>• Early Intervention with young people at risk of worklessness</li> </ul> </li> <li>3 Targeted work with excluded groups with a clear focus on moving people into employment <ul style="list-style-type: none"> <li>• Support for socially excluded groups to</li> </ul> </li> </ol>	<p>Shazia Hussain, Interim Director of Tower Hamlets Partnership</p>	<p>On-going</p>

	help them move into employment		
<p><b>R9</b> 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><b>R10</b> 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><b>R11</b> 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><b>R12</b> 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><b>R13</b> 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><b>R14</b> 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.			
<p><b>R15</b> 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.</p>	<p>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.</p>	<p>Shazia Hussain, Interim Director of Tower Hamlets Partnership</p>	<p>September 2008</p>
<p><b>R16</b> 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.</p>	<p>The Participatory Budget Model has a menu of options. One such option will be around improving SNTs.</p>	<p>Shazia Hussain, Interim Director of Tower Hamlets Partnership</p>	<p>April 2009</p>
<p><b>R17</b> That the Tower Hamlets Partnership should examine the</p>	<p>The possibility of developing a similar scheme to that operating in the London Borough of Newham will be for consideration by the appropriate CPDG.</p>	<p>Steve Halsey – Corporate Director CLC</p>	<p>On-going</p>

<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><b>Recommendation 1</b> – 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&amp;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&amp;T has highlighted the need for more wholesale thinking about the organisations I&amp;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&amp;T Review is to explore how this can be expanded to services across the Council.</p>		
<p><b>Recommendation 2</b> – 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>	October 2008	Subject to approval, a Working Neighbourhood Fund bid will increase the number of entry level ESOL places available across the borough.
<p><b>Recommendation 3</b> – 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>	October 2008	<p>See above - the Local Strategic Partnership has had oversight of the VNF bidding process</p> <p>Section 106 is most unlikely to provide a funding stream for ESOL.</p> <p>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.
<b>Recommendation 4</b> – 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.
<b>Recommendation 5</b> - 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><b>Recommendation 6</b> – 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&amp;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&amp;T.</p>
<p><b>Recommendation 7</b> – 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&amp;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

<b>Recommendation</b>	<b>Comments</b>	<b>Lead</b>	<b>Update – March 2009</b>
<p><b>1</b> 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"> <li>• Anticipate the demand for the week ahead</li> <li>• Forward plan by matching supply to meet demand</li> <li>• Calculate the number of appointments per 1000 patients per week that they provide</li> <li>• Measure patient satisfaction with access to appointments within 48 hours</li> <li>• Measure the number of times that their practice can not provide an appointment within 48 hours each day</li> </ul> <p>An access event on 27<sup>th</sup> 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><a href="#">This action point is completed.</a></p>
<p><b>2</b> 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><a href="#">This action point is completed.</a></p>
<p><b>3</b> 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>



<b>Recommendation</b>	<b>Comments</b>	<b>Lead</b>	<b>Update – March 2009</b>
<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><b>Recommendation 4</b> 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&gt; 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><a href="#">This action point is completed.</a></p>
<p><b>5</b> 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><b>6</b></p> <p>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><a href="#">This action point is completed.</a></p>

Recommendation	Comments	Lead	Update – March 2009
<p><b>7</b> 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><a href="#">This action point is completed.</a></p>
<p><b>8</b> 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><a href="#">This action point is completed.</a></p>

Recommendation	Comments	Lead	Update – March 2009
<p><b>9</b> 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"> <li>• An appointment the same day or within 48 hours</li> <li>• Evening weekend or morning appointments</li> <li>• The ability to book at least 2 weeks ahead</li> <li>• Telephone consultations</li> </ul> <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><a href="#">This action point is completed.</a></p>
<p><b>Recommendation 10</b></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.
<b>11</b> 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.	The PCT has maintained its commitment to the Health Trainers and Expert Patients programmes.		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.  <a href="#">This action point is completed.</a>

## Response to Health Scrutiny Review of Tobacco Cessation in Tower Hamlets

Recommendation	Response / Comments	Date	Update – March 2009
<p><b>R 1</b> 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><b>R 2</b> 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><b>R 3</b> 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"> <li>1. Raising awareness of the risks of tobacco use and marketing cessation services to</li> </ol>	<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"> <li>1. Marketing of cessation services to Benglali men employed in small businesses in LAP1-4</li> <li>2. Provision of a website for young people to warn of the dangers of smoking.</li> <li>3. Pilot intervention to reduce Paan use in Bangladeshi women aged 40 plus.</li> <li>4. Pilot intervention to help those living with mental health problems in the community stop smoking</li> <li>5. Pilot intervention to test interventions to help smoking pregnant women stop.</li> </ol>
<p><b>R 4</b></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"> <li>1. This survey identified 125 outlets within the London Borough of Tower Hamlets</li> </ol>

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"> <li>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.</li> <li>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.</li> <li>4. The price of most products was low, most commonly</li> </ol>

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><b>R 5</b> 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>

<b>Recommendation</b>	<b>Response / Comments</b>	<b>Date</b>	<b>Update – March 2009</b>
<p>communications resources.</p> <p><b>R 6</b> 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><b>R 7</b> 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.</p> <p>Training has been completed in the mental health unit with representatives from all wards.</p> <p>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.</p> <p>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><b>R 8</b> 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><b>R 9</b> 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 &amp; 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 6<sup>th</sup> 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 6<sup>th</sup> 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"> <li>• Common Assessment Framework to assess the needs of children holistically.</li> <li>• The role of the Team Around the Child and Lead Professional to support vulnerable children</li> <li>• Movement of the requirement for alternative provision from the 16<sup>th</sup> day to the 6<sup>th</sup> day of any exclusion.</li> <li>• Training and development for Behaviour and Attendance coordinators in schools.</li> <li>• National training programmes to support behaviour improvement.</li> </ul> <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"> <li>• Anti-Bullying advice, monitoring, guidance and training</li> </ul>		<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"> <li>• Truancy patrols</li> <li>• SIP / CAF / eCAF management and administration</li> <li>• Leadership for the roll out of national training in behaviour management Transition Workers</li> </ul>		
<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 &amp; 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&amp;A meetings which enable us to access and share good practice with a wider group of B&amp;A leaders both at school and strategic level.</p>		<p>The PCT organised a multi-agency stakeholders conference that was held on 19<sup>th</sup> 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 19<sup>th</sup> 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"> <li>• Have a defined work scope with deliverables</li> <li>• Often provide a report as an output that provides recommendations for further action but the consultant is not contracted to deliver at that time.</li> <li>• Have payment contingent upon completion of staged completion of the work</li> <li>• Do not act as staff members i.e. do not have Tower Hamlets e-mail addresses, phone numbers or desks.</li> <li>• May be able to provide a</li> </ul>	<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"> <li>• 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</li> <li>• Are contractually responsible for their outputs</li> <li>• Are liable for their own performance and the content of their work</li> </ul>			
<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>

<b>Recommendation</b>	<b>Response / Comments</b>	<b>Date</b>	<b>Update – March 2009</b>
<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>R5 That directorates review expenditure on consultants to assess the extent to which they are used and to establish a baseline for</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>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>	
<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>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>

<b>Recommendation</b>	<b>Response / Comments</b>	<b>Date</b>	<b>Update – March 2009</b>
	<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>

