

**Tower Hamlets  
Age Equality Scheme  
2009 - 2012**

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## Executive Summary

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This is the Council's first Age Equality Scheme and it aims to ensure that all Tower Hamlets residents, regardless of their age receive a fair access to services appropriate to their needs. We are a unique borough in terms of our age profile, with 30% of our population aged less than 19 years and only 8% aged over 65 years. A large majority of our young people come from BME (Black Asian Minority Ethnic) backgrounds, the reverse of which is true for our older population.

There are a number of pieces of legislation regarding young and older people including the Employment Equality (Age) Regulations 2006 Act and the Children's Act (2004). Statutory guidance includes the National Service Framework for Older People (2001) and Fair Access to Care Services (2002). Young and older people are also included in other legislation such as the Human Rights Act (1998). The forthcoming Single Equalities Bill will place similar duties on local authorities to promote age equality as already exist for race, disability and gender.

Although this is our first Age Equality Scheme the Council has already achieved a number of successes in its work to support young and older people. This is facilitated by our excellent Children's and Adults Services which have both been rated as outstanding over the past two years. Key achievements include being the most improved Borough for educational outcomes, the innovative Link Age Plus centres for our residents aged 50+ and recent Beacon Awards for our work to tackle child poverty and promote positive engagement with older people.

This equality scheme identifies the Council's priorities for our young and older residents in relation to the five community plan themes of One Tower Hamlets, A Prosperous Community, A Safe & Supportive Community, A Healthy Community and A Great Place to Live. By working with our partners, we can deliver better services for our young and older residents. It also identifies our priorities as an employer.

The four key cross-cutting priorities are:

- Tackling economic deprivation for both young and older people
- Building cohesive communities, including enhancing inter-generational understanding
- Reducing the number of NEET (not in education, employment or training) young people
- Reducing fear of crime

## Introduction

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The Council's vision and that of the Tower Hamlets Partnership is to improve the quality of life for everyone living and working in Tower Hamlets.

Everyone should realise their full potential in Tower Hamlets. The 2020 Community Plan outlines our aspiration of 'One Tower Hamlets'. One Tower Hamlets is about reducing the inequalities and poverty that we see around us, strengthening cohesion and making sure our communities continue to live well together. Most of all, One Tower Hamlets is about recognising that we all have a part to play in making this a reality.

One way of ensuring this vision is to focus our attention on inequalities experienced by our residents. The Council has been awarded Level 5 of the Equality Standard for Local Government and is one of the best Councils in the country for its equalities work. This Age Equality Scheme, along with others for gender, disability, race, sexual orientation and religion/belief will enable us to provide services and develop policies and strategies which ensure that we provide for equality for all. We plan to combine these schemes into a single Equality Scheme in 2010 to best serve the individual needs of each of our residents. This reflects the move nationally towards a single Equalities Bill.

We recognise that the working age population may experience specific disadvantages due to their age, such as problems in accessing services which may be only available during working hours. However, it is young and older people who are more likely to experience significant discrimination due to their age. Attitudes and beliefs about young and older people can lead to them to be socially and economically disadvantaged, excluded and marginalised. We believe that young and older people have the right to equality and opportunity and make a significant and valuable contribution to the community at large. As such, this first Age Equality Scheme will primarily focus on their needs and priority issues.

We are already doing significant work to tackle the particular inequalities faced by young and older people. The Children and Young People's Plan and the Best Value Review on Older People as Citizens set out key priorities to tackle the specific needs of young and older people.

This Scheme will ensure that age equality is delivered by multiple services across the Council, not just those which work specifically with and for young and older people. We aim to put in place policies and services which will enable everyone to access our services, regardless of their age, and to improve outcomes for all. We also want to ensure that young and older people have choice and control in decisions affecting their lives.

### **Key priorities**

Within each of the Council's Equality Schemes we have identified three priority areas of inequality which require significant and sustained action

across a number of Council services. These priority areas provide the Council with a focus about where attention and resources need to be targeted to make real progress. Our cross-cutting priorities table can be found in the Appendix to this Scheme.

In relation to age inequality, these priorities are set out below and are explored further in this Equality Scheme. Linked to poverty, all three sit at heart of inequality in Tower Hamlets. To make a dramatic shift against the inequality in our borough and make progress on the wide range of issues identified in each of the Equality Schemes, it is recommended that investment to address these four core inter-connected areas will lead that change.

- Tackling economic deprivation for both young and older people
- Building cohesive communities, including enhancing inter-generational understanding
- Reducing the number of NEETs
- Reducing fear of crime

## Age Equality Legislation

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The Employment Equality (Age) Regulations 2006 Act outlawed discrimination on the grounds of age in the areas of employment and vocational training. This Act does not cover discrimination in the provision of goods, facilities and services.

It is expected that the forthcoming Equality Bill will pave the way to extend this protection beyond the workplace, covering public and private sector services, and will outlaw age discrimination in the provision of goods and services.

The Children's Act (2004) sets out the legislative duties outlined in the Every Child Matters framework which sets guidance on ensuring equality of opportunity for all children and young people.

There is also statutory guidance prohibiting discrimination against older people in health and social care; namely the National Service Framework for Older People (2001) and Fair Access to Care Services (2002).

The Human Rights Act (1998) sets out the right of everybody to have access to public services and the right to be treated fairly and with dignity. It includes the right to being safe and protected from harm and the right to take an active part in your community and society which have particular implications for our work with young and older people. It prohibits discrimination on a wide range of grounds and case law has extended this to include age.

## Definitions of Age

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We recognise that understanding who 'young people' and 'older people' are can be confusing for services as different public and voluntary sector bodies categorise age in a variety of ways.

The Council defines young people as those who are under the age of 18. However, we recognise that the youth service extends its provision to those aged up to 19 and will work with young adults up to the age of 25 who have additional needs such as disabilities.

The Council understands older people as those who are aged 65 years and older, or as soon as their needs are age – related. This recognises that some residents may experience the detrimental effects of ageing at a younger age than others, such as those with learning disabilities.

## How we developed our Age Equality Scheme

The development of our Scheme has been led by the Corporate Scrutiny and Equalities Team. This has been supported by officers from the Corporate Equalities Steering Group (CESG) who are the key equalities representatives from each Directorate. The development of the scheme has followed a clear project plan, the steps of which are outlined below:

### **Gathering Baseline Information**

A comprehensive baseline exercise was undertaken using a combination of research and input from staff across the Council including analysis of demographic and statistical information, analysis of existing consultation and a review of relevant Equality Impact Assessments (EqIAs).

### **Consultation Exercises**

From the baseline information we were able to identify a number of areas for further examination and discussion. To test our findings and to gain further input as to which areas should be our priorities, we undertook a number of consultation activities with residents, voluntary and statutory agencies and members of staff.

### **Setting Priorities and Objectives**

Using feedback from our consultation and baseline exercises, a number of key themes for priority and overarching activity have emerged.

## Corporate Framework for Diversity and Equality

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### **Delivery framework**

Valuing diversity is one of the four core values of Tower Hamlets Council. We promote diversity and equality in everything we do to improve the life for everybody living, working and visiting Tower Hamlets. We will build upon this by working with the Tower Hamlets Partnership to provide accessible and responsive services that enable everyone to take part in the social, cultural and economic wealth of the borough. Achieving this is central to delivering the Council's vision, is linked to the Strategic Plan priorities and objectives and the Community Plan's vision of a cohesive community.

### **Our aims and values**

As a service provider we will:

- Promote equality of opportunity and eliminate discrimination in the planning and delivery of our services in terms of age, disability, ethnicity, gender, sexual orientation, religion or belief, health and income status
- Promote good relations between communities and address negative stereotyping of any groups
- Ensure that all residents have equal opportunity to participate in the democratic process
- Tackle harassment relating to a person's age, disability, ethnicity, gender, sexual orientation, religion or belief, health and income status

As an employer we will:

- Develop, review and promote policies and practices that ensure equality of opportunity and eliminate discrimination for our workforce in all areas of employment (including recruitment, retention, learning and development, promotion, grievance, disciplinary and retirement)
- Ensure that our workforce reflects the diverse nature of the borough

We will recognise our community leadership role and use this to work towards a cohesive community in which inequality is tackled and equality promoted.

Our commitment is supported by a number of legal duties that require us to promote equality and eliminate discrimination, including:

- Equal Pay Act 1970
- Sex Discrimination Act 1975
- Race Relations Act 1976
- Race Relations (Amendment) Act 2000
- Disability Discrimination Act 1995
- Disability Discrimination Act 2005
- Human Rights Act 1998
- Employment Regulations on Religion and Faith 2004
- Employment Regulations on Sexual Orientation 2003
- Civil Partnership Act 2004
- Equality Act (Sexual Orientation) Regulations 2007



- Employment Equality (Age) Regulations 2006
- Children's Act (2004)

Under current legislation, the requirements to address inequality and discrimination and promote equality vary between equality 'strand'. For example, whilst under current legislation we are required to address discrimination against employees on the basis of all six equality strands, it is only in relation to race, gender and disability that this duty extends to the provision of services and the active promotion of equality. However we believe that we have a strong moral and social duty to recognise that discrimination takes place and inequality exists for individuals and groups belonging to all of the six equality strands. We are therefore committed to going beyond the requirements laid down in law to address all six equality strands and to challenge prejudice and discrimination to promote better understanding and respect between all people.

To demonstrate our commitment to all six equality strands, the Council has gone beyond the legal requirement to produce Equality Schemes in relation to gender, race and disability and has published Schemes covering Religion/Belief, Age and Sexual Orientation equality. Each Scheme sets out what we know about the profile of our community in relation to the relevant strand and the nature of inequality experienced by people as a result of this element of their identity. The Schemes also contain a summary of actions the Council and partners will undertake to address inequality and discrimination in relation to age equality.

#### How we will deliver our commitment

Tackling discrimination and promoting equality requires action at corporate, directorate, service, team and individual levels. At a corporate level the six Equality Schemes and the overall Diversity and Equality Action Plan identifies priority areas for work on equalities across the organisation. The Diversity and Equality Action Plan is agreed by Cabinet annually and monitored by the Overview and Scrutiny Committee at six-monthly intervals, along with a summary of progress on each of the Schemes.

Below we describe the processes and procedures we have put in place to embed the delivery of our commitment to promote equality in relation to all six strands within everything that we do as a Council:

- Undertake **equality impact assessments** of both new and existing policies and services
- Ensure that all our **team plans** incorporate relevant diversity and equality objectives and targets
- Ensure all new staff participate in Council **equality induction training** processes
- Ensure that our policies are compliant with **equality legislation**
- **Involve communities, staff and stakeholders** in the design, review and scrutiny of our services and employment practices
- Increase the extent to which our **workforce reflects the local community**

- Use our **procurement** powers to ensure that organisations providing services on our behalf work in line with this policy
- **Monitor the equality profile** of people using and benefiting from our services to enable us to identify groups which are not accessing services
- **Provide information and access** to our services in accessible ways

## The Profile of Age in Tower Hamlets

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### **Key Facts**

- We have one of the youngest populations in the country
- New build initiatives are anticipated to lead to significant increases in the school age population in Tower Hamlets
- We have the third largest percentage of 20 to 34 year olds of all Local Authorities in the country
- Life expectancy in the borough is lower than then national average.
- The majority of our young people are from BME backgrounds, and particularly the Bangladeshi community
- The majority of our older people are from white backgrounds
- The ethnicity of older people is predicted to shift significantly towards BME in future years
- Our young and older people experience high levels of economic deprivation which particularly affects our BME young people, older women and disabled people
- We have limited information on the sexual orientation of young and older people, however, we know that the LGBT community is at particular risk of isolation
- Religion/belief plays an important part in the lives of both young and older people in the borough

The age profile of Tower Hamlets is unusual. Tower Hamlets is a 'young' borough with one of the highest percentages of young people in the country and a much smaller number of older people than national averages and London as a whole.<sup>1</sup>

The section below describes what we know about the demographic profile of individuals and groups of people of different ages in the borough, particularly young and older people.

This section is based on information gathered for the 2001 Census and the 2007 ONS update.

### **Age range**

Tower Hamlets has a large percentage of young people in its population. Almost 30% of the population is under the age of 19 whilst the average for London is 18%.

Our working age population reflects the relative youthfulness of the borough.

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<sup>1</sup> In 2004 there were 11.6 million people aged under 16 in the UK, a decline of 2.6 million since 1971. *Social Trends 2006*. By 2011, the mean age of the UK population will exceed 40 for the first time; by about 2017/18, there will be more people over 40 than below 40. *ONS 2005/2006*

Tower Hamlets has the third largest percentage (37%) of 20 to 34 year olds of any Local Authority in the country. 59% of the population are 15-44 year olds compared with 42% for this age group in the country as a whole.

In contrast, the borough has a much smaller number of older people than the average. Just 8% of the population are over 65 compared to 16% in the rest of the country.<sup>2</sup>

Furthermore, life expectancy in the borough is significantly lower than national and London averages. The life expectancy of a man living in Tower Hamlets is 73 years, 9 years less than a man living in Kensington and Chelsea. Within the borough, the life expectancy of a boy born in St Dunstan's and Stepney Green ward is 71.9 years which is 8.4 years less than a boy born in Millwall ward. The poor health of the borough (for example, residents in Tower Hamlets are 63% more likely to die of coronary heart disease than the rest of England) means that it is more likely that our residents experience the detrimental health effects of ageing at a younger age than the rest of the national population.

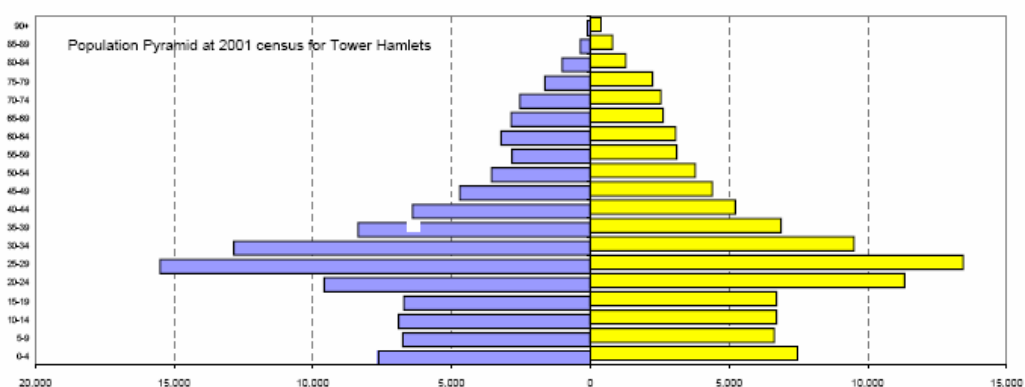


Figure 1. Population Pyramid (2001 Census) showing age spread by gender

### Age and Ethnicity

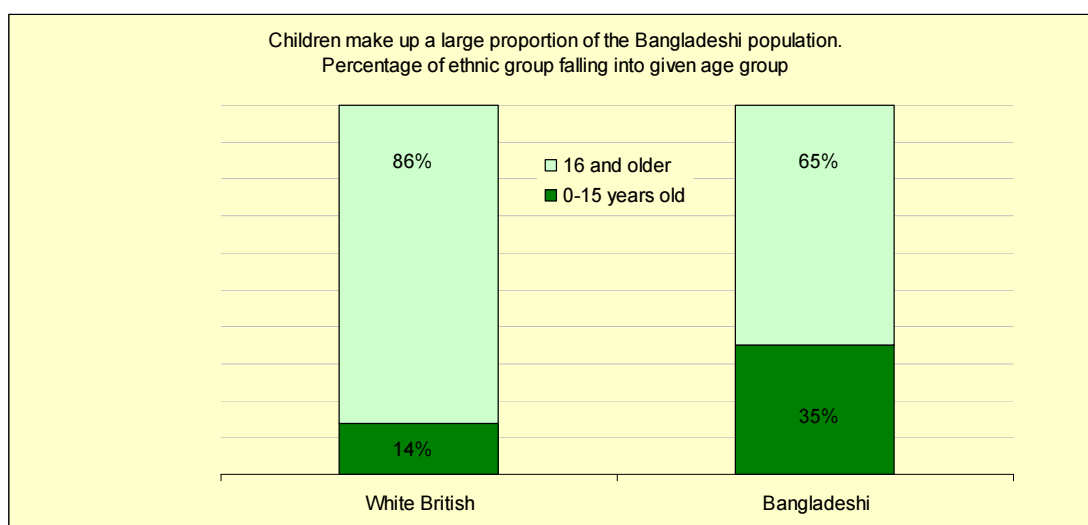
Over 70% of Tower Hamlets residents aged 19 and under are from ethnic minority communities. In contrast, 60% of the White British population are over 30. Of these residents, less than 14% fall in the 0-15 age group.<sup>3</sup> The number of Bangladeshi people aged 19 and under is almost double the proportion for all Londoners. However there are a variety of different ethnic groups in the borough including Chinese, Vietnamese and Somali people and over 90 different languages are spoken. Most Bangladeshi children in London were born in the UK, while most adults were born in Bangladesh.

The consultation for preparing this Scheme highlighted the changing demographics of our older population, with an increasing number of

<sup>2</sup> All figures based on ONS mid-2007 population estimates.

<sup>3</sup> ONS *Experimental Population Estimates by Ethnic Group for local authority districts and higher administrative areas in England for 2006*. (2008)

Bangladeshi and Afro-Caribbean older people engaging with statutory and voluntary organisations. Over the next five years, the proportion of older people who are Bangladeshi will steadily increase.



**Figure 2. Percentage of the Bangladeshi and White British population falling into given age groups. (Based on ONS mid year revised estimates since 2001 Census)**

### Age and Disability

The prevalence of disability increases with age. Eight per cent of young Londoners (aged 16-24) are disabled, relative to one third (33 per cent) of those aged 55 to retirement age. The strong association between disability and age is evident for both men and women, though women have slightly higher rates of disability than men across most age groups. Overall, sixteen per cent of women aged 16-59 are disabled, compared to 14 per cent of men aged 16-59.<sup>4</sup> The data around age and disability for Tower Hamlets is limited; however, we know that the borough has more disabled people than the London average.

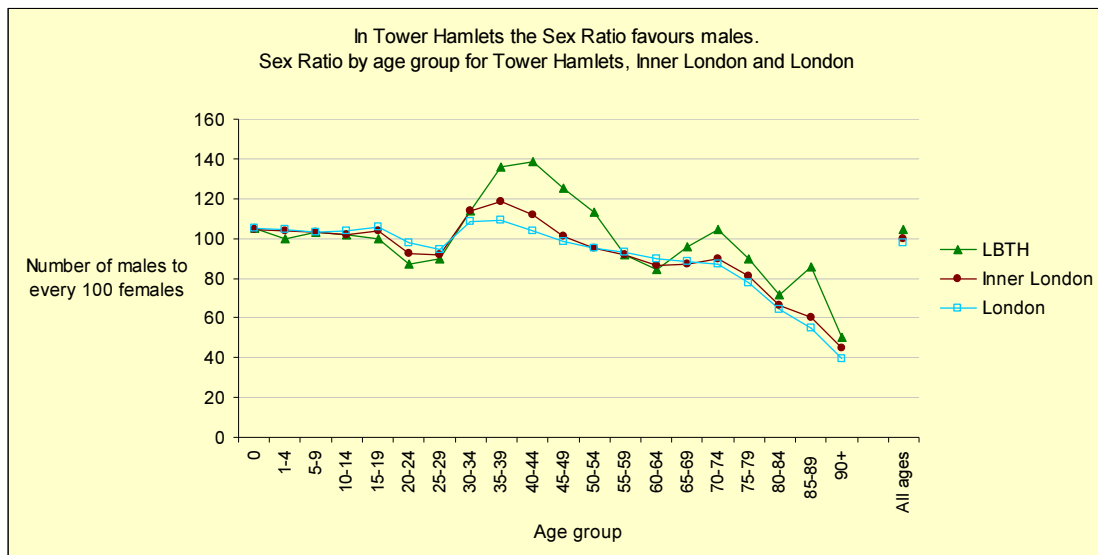
### Age and Gender

Tower Hamlets has a population where there are 104 males to every 100 females. In the country as a whole there are 97 males to every 100 females.<sup>5</sup> When looked at by age group the borough's sex ratio shows much greater variation compared to Inner London and London, rising to a high of 138 males to every 100 females for 40-44 year olds.<sup>6</sup>

<sup>4</sup> GLA *Disabled People and the labour market in London: Key facts* (2007)

<sup>5</sup> ONS mid-2007 population estimates.

<sup>6</sup> ONS mid-2007 population estimates.



**Figure 3. Gender ratio by age group for Tower Hamlets, Inner London and London. (Based on ONS mid year revised estimates since 2001 Census)**

### Age and Religion/Belief

Across London as a whole, the Muslim population has a much younger age structure than other groups.<sup>7</sup> This is mirrored in Tower Hamlets where statistics indicate that 61% of the under 15 population are Muslim whereas 21% are Christian. In contrast, amongst the 50+ population, 61% identify as Christian and 19% as Muslim.

### Age and Sexual Orientation

It is estimated that 1 in 10 Londoners are lesbian, gay or bisexual. It is likely that this is mirrored across the population of Tower Hamlets and that significant numbers of both older and young people will identify as lesbian, gay or bisexual. We currently have very limited data regarding age and sexual orientation but improvements in monitoring are beginning to reveal more data.

### Future Projections

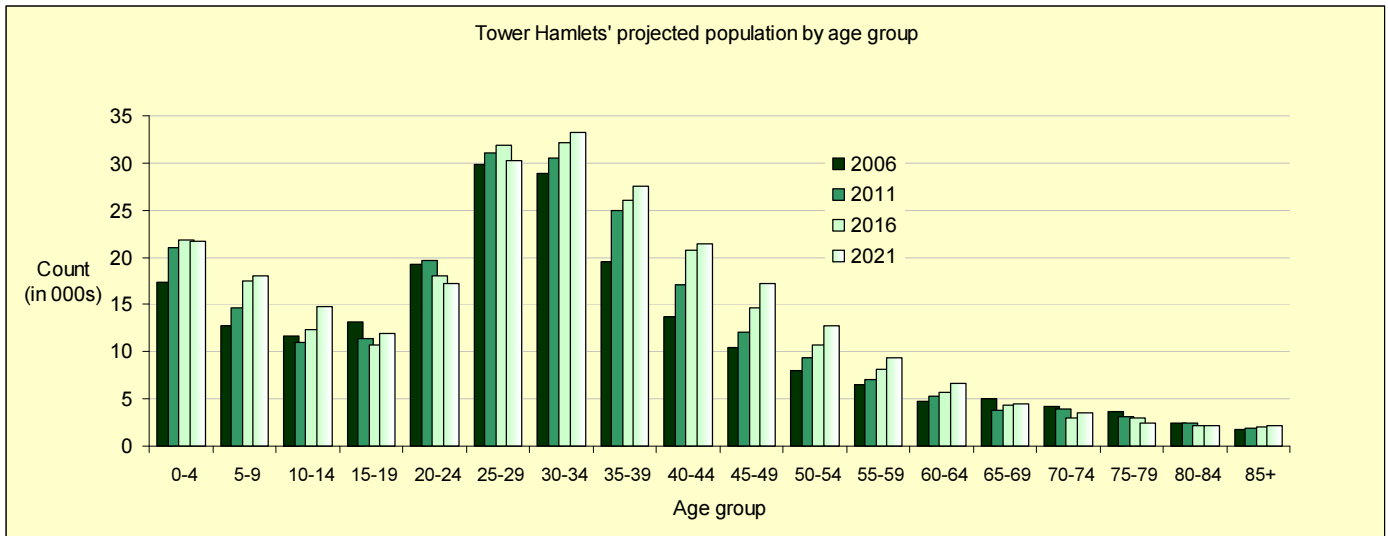
There has been significant growth in the local population in the last 10 -15 years and projections suggest this is set to continue. Tower Hamlets is also predicted to have the fastest growing population in London between now and 2026.

The young population profile is set to continue into the future with more children and young people between 5 – 19 years. According to GLA population predictions, increases of over 5,000 in the age five and under category and over 14,000 5-18 year olds are predicted by 2021 across the borough. Children and young people will make up only a slightly increased proportion of the population in the future. New build initiatives are anticipated, leading to a growth in the school age population of the borough.

The biggest increase over the next 5 years will be in the working age population (19 – 65 years old). There will be a growth in the number of older

<sup>7</sup> GLA Briefing *Key facts for diverse communities: Ethnicity and faith* (2007)

people in the borough, however the number of over 50s will still remain well below the London average and its proportion of the Tower Hamlets population is expected to remain stable up to 2026.



**Figure 4. Projected population by age group up to 2021 for Tower Hamlets. (Based on ONS mid year revised estimates since 2001 Census)**

## Reasonable Adjustments

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This section provides guidance about factors to take into account when delivering a service, running an activity or event, providing funding or scheduling meetings to ensure that you promote age equality. It is important to note that these are intended to highlight some of the most common barriers to promotion of age equality. It is not a comprehensive guide to providing an equitable service and it is important that we take a proactive approach to identifying individual needs rather than presuming what we know the best solution. The key principle here is to ensure that it is clear that efforts will be made to accommodate needs and preferences based on age and encourage staff, service users or residents to discuss their needs where they feel there may be a barrier to their access or involvement in an activity.

### **Have you asked young and/older people what they want?**

Young and older people sometimes feel marginalised from the decision making process. As residents who may need a relatively high level of care (from statutory/voluntary services or their family) they want to feel like they have the ability where possible to make decisions about their services and not simply be the recipients of services.

### **Do your services reflect the individual age-related needs of our residents?**

Age-related needs may not be tied to a person's chronological age. Just because someone is a certain age does not mean they will/will not need specific support as we all develop and age differently. Young people develop at different speeds and older people may have need for services at different ages depending on their health-related age needs. For example, a person may need to access dementia care at age 50 or age 70. Young and older residents are as diverse as the rest of our community. As such a one size fits all approach will not always be appropriate.

### **Is your service accessible not just the building it is in?**

Although a service may be provided in an accessible building it does not mean that it is accessible to young and older people who sometimes have particular transportation needs. For both young and older people who may not have access to a car, it is important that venues are close to public transport. For older people in particular, being able to access transport can be a particular issue if they have mobility issues. If an event/activity is intended for older people it is important that due consideration is given to provision of transportation. Older less-mobile people may need door-to-door transport provided in order to enable them to participate.

In our consultation work, both young and older people highlighted their concerns about their personal safety after dark. The research also emphasised that older people sometimes 'timetable' their day to avoid the beginning and end of the school day. Although it is important for the Council to tackle the underlying causes of these fears, it is crucial that services think about appropriate timings of activities and events.



## The Story so Far

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The Council's targeted work for both young and older people has consistently been top-rated and we are the only Council to have both Adults and Children's Services top-rated for the last two years by the Audit Commission.

Our Children's and Young People's Plan is currently being refreshed and will further develop the work of Children's Services which was recently rated as outstanding by the Joint Area Review (JAR) led by Ofsted.

The Council selected the topic of older people as its cross-cutting Best Value Review for 2005/06 which has instigated improvements in the health and social care of older people and has given older people a voice.

Some of key achievements for young and older people include:

### **Young People**

- 46% of young people voted for their Young Mayor in this year's elections, a record turnout which exceeds the last Council election turnout
- We are the most improved borough for educational outcomes in the country. Our 11 year olds are consistently achieving higher than the national average in English and maths, and GCSE results continue to close the gap with national averages
- Around a third of all young people are in contact with our youth services.
- We have significantly reduced the number of young people not in education, employment or training (NEET)
- The Family-Nurse partnership pilot intervention project offers tailored support for young parents under 21 years, from pregnancy up until children are three years old
- The Council has received Beacon Awards for school improvement and reducing re-offending (2008) as well as more recent recognition of our work to tackle child poverty (2009)

### **Older People**

- Tower Hamlets Telecare provides a free preventative service to help provide safety, security and wellbeing by enabling people to live independently in their own homes
- The innovative LinkAge Plus offers residents over the age of 50 a range of social and health related activities to maximise their wellbeing and make the most of life through joined up centres which work with the voluntary sector and our public sector partners
- Sonali Gardens residential care home provides 40 places for service users from the Bangladeshi community with culturally sensitive care and recreational social activities
- The Council has recently received a Beacon Award for 'Positive engagement with older people' (2009)

## Age Equalities Priorities 2009- 2012

The section below describes what we know about how young and older people experience inequality, discrimination and harassment in Tower Hamlets. This section is organised according to the themes of the Tower Hamlets 2008-20 Community Plan and draws on the ten domains of inequality set out in the Equality Mapping Framework.

### *ONE TOWER HAMLETS*

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#### **Building cohesive communities**

One of the key findings was the need for improved integration between different ethnicity groups at both day centres and youth centres which can lack cultural diversity.

Consultation findings highlighted the need to promote inter-generational understanding. Some older people expressed fears about young people and some young people felt that they were negatively stereotyped or viewed with unnecessary suspicion. The long-term impact of the economic downturn is unknown but there may be effects if young people are increasingly unable to access employment opportunities.

#### **CASE STUDY: MAGIC ME**

The Magic Me programme annually serves around 450 local people from diverse generations, cultures and ethnicities. They run creative projects which bring together young people (aged 9+) and older people (55+) for mutual benefit, learning and enjoyment. The projects address prejudices about ageing, young people and cultural differences. Magic Me challenges negative stereotypes of young people and elders. It particularly seeks to break down the invisible barriers around residential and nursing homes for elders. Through its three year *Our Generations* project individuals and groups across Tower Hamlets are working together to build positive relationships and alliances, challenging misconceptions and prejudices about their generations.

#### Objectives

- Explore barriers preventing diverse communities mixing in youth clubs and day centres
- Enhance activities that bring people of different backgrounds together
- Promote inter-generational work to tackle older people's fear of groups of young people

#### **A voice for young and older people**

Many young and older people expressed the desire to have a great say over decisions made affecting their lives.

Feedback from consultation suggested that young people felt that they were able to engage in democracy through initiatives such as the Young Mayor but expressed a need to have more of a say on issues affecting young people.

Young people felt representation was important as a means of challenging some of the negative stereotypes around young people.

National research has shown that one-third of older people have difficulties participating in public consultations.<sup>8</sup> This can be particularly the case for those who are housebound. The internet offers enormous potential in engaging older people, especially for those who are housebound or geographically isolated.

**CASE STUDY: TOWER HAMLETS' YOUNG MAYOR**

The Young Mayor has been elected annually by young people aged 11-18 living, working or studying in Tower Hamlets since 2007. This year's election saw the first ever female young mayor Uma Akhter elected in a turnout of 46%, higher than the council election where turnout was 40%. The Young Mayor's role is to represent young people in Tower Hamlets and sits on a number of committees including the Partnership Board and UK Youth Parliament.

Objectives

- Develop strategies for consulting with housebound older people
- Investigate ways to increase older people's participation in democracy
- Further enhance the engagement of young people in local democracy
- Improve consultation with young people
- Improve inclusion of the voices of disabled children and young people

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<sup>8</sup> Help the Aged *RoAD Report* (2007)

## A PROSPEROUS COMMUNITY

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*“By 2020 the huge economic growth in Canary Wharf and elsewhere in the borough will be a vital factor in securing improvements for local people. Support for local enterprise and partnership working with both large and small businesses will help ensure that employment opportunities are available and that local people have the skills and training they need to get them. Tackling the problem of worklessness, which is widespread in many of our communities, is a key priority for Tower Hamlets. Our young people will learn from the best teachers and successfully gain qualifications that allow them to pursue their career goals. Taking advantage of the 2012 Olympic Games and its legacy, by 2020, Tower Hamlets will be recognised as a place with highly skilled ambitious communities and where entrepreneurship and local enterprise is successful.”*

**- Tower Hamlets Community Plan**

### **Ending child and pensioner poverty**

Tower Hamlets is the 3rd poorest borough in the country and has the highest levels of child poverty in England. In 2004, 47% of children were living in a household in receipt of benefits (though this proportion has actually been decreasing since 2002). The proportion of children and young people receiving free school meals is nearly four times the national average. Levels of low income among lone parents are significantly higher in Tower Hamlets than elsewhere in Inner London. Bangladeshi households are far more likely than other groups to be living in poverty. The Tower Hamlets Employment Strategy sets out a framework to tackle some of these complex issues of worklessness and child poverty within the borough.

It is estimated that 1 in 5 pensioners in Britain live below the poverty line.<sup>9</sup> Tower Hamlets is ranked 7<sup>th</sup> highest in the country for pensioner poverty and over 50% of those over 65 rely on state benefits to secure a minimum income. Older women and disabled older people are at particular risk of experiencing poverty in retirement due to barriers to employment and low pay during their working lives.<sup>10</sup> Evidence suggests that not all older people are claiming all the benefits to which they are entitled, with only 24 per cent of people over 60 in London as a whole taking up Pension Credit.<sup>11</sup>

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<sup>9</sup> Department for Work and Pension, *Households Below Average Income 2006/7* (2008)

<sup>10</sup> London Equality Commission *State of Equality in London* (2007)

<sup>11</sup> Ibid.

## CASE STUDY: BEACON AWARD FOR WORK TO TACKLE CHILD POVERTY

Lincoln and Burdett Children's Centre, which is run by Poplar Harca and based in Mile End East and Bromley by Bow wards, has been delivering a training employment service to parents since 2006. The service is sensitive to locally specific demographic, social and cultural needs and has worked closely with a range of community base partners which have been a key factor in its success. In 2008, 228 eligible job seekers were registered, 29 parents secured work for 6 months or longer, 116 parents were referred to vocational training, 63 referred to academic courses and 8 to Job Centre Plus. Following the success of the Lincoln and Burdett employment and training service we are developing similar support for parents across all 21 Children's Centres in the borough

### Objectives

- Improve the economic well being of older people and families
- Enable parents and carers to improve their employability
- Support young people from workless families to improve employability
- Extend advocacy support for older people

### **Improve educational outcomes**

Education is essential if children are to develop the practical and social skills to secure employment and the benefits of economic wellbeing. Although children in Tower Hamlets achieve results in line with national figures at Key Stage 2, by Key Stage 3 they are performing less well (although we are the fastest improving local authority in the country for GCSE results).

### Objectives

- Improve the educational outcomes of young people
- Enhance support for young people in their transition from compulsory education into adulthood
- Enhance support for young disabled people in their transition from support by Children's Services to Adult Services

### **Supporting young people in the economic downturn**

The current economic downturn is likely to impact upon the employment opportunities available to our residents. National research has highlighted the likelihood that the reduction of employment opportunities will particularly impact upon young adults entering the workplace for the first time.

The borough already experiences higher than average numbers of young people not in employment, education or training with 8.2% of 16-18 year olds classified as NEET in the period between November 2007 and January 2008. Nationally, the Department for Children, Schools and Families estimates that disabled 16-year olds are twice as likely to be NEET as their non-disabled peers. Evidence also shows that young people who are NEET at 16 are likely to remain disadvantaged and experience the effects of inequality throughout the rest of their lives.

### Objectives

- Gather data on impact of economic downturn on young people in Borough
- Enhance the opportunities for young people to get quality work experience in the borough
- Extend advice and support in career development

### **Provision of cultural and leisure activities**

Consultation highlighted a need for youth activities to be sited in areas that are easily accessible to young people. Feedback from consultation with girls and young women highlighted a need for the provision of a more diverse range of activities for young women to participate in at youth clubs. Staff highlighted a lack of female youth workers which may contribute to the feeling amongst young women that they are not well catered for.

Findings reveal that there is a need for more cultural and leisure activities for older men.

### Objectives

- Enhance the accessibility of youth centres
- Increase range of activities available to young women
- Enhance support for vulnerable young people to participate in leisure and cultural activities
- Enable young people to access cultural activities
- Improve open space play opportunities
- Enhance range of activities available to older men

## A GREAT PLACE TO LIVE

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*“By 2020 Tower Hamlets will continue to be a place that attracts people – to settle and raise families, to study, to work in a thriving local economy and enjoy the rich cultural life.”*

**- Tower Hamlets Community Plan**

### **Reduce overcrowding**

For young people and their families over-crowding is a major issue. Tower Hamlets has the highest rate of overcrowding in London. According to the Department of Communities and Local Government, overcrowding in Council-owned housing is the highest in London (24%). Lack of amenities and overcrowding are associated with poor health – both physical and mental – and with impact on young people’s educational achievement. Tower Hamlets already delivers a comparatively large amount of affordable housing (over 1,000 affordable homes in 2007/08 – more than any other Council) but even more progress is needed.

### Objectives

- Increase the supply of affordable family housing

### **Supporting independent living**

Over 70% of pensioner households live in social housing in Tower Hamlets. Some older tenants have real concerns about the condition of their homes and difficulties in accessing basic adaptations to enable them to continue living independently.

Consultation with staff and third sector providers indicated that there is a need for clear, accurate and well-publicised information regarding what services are available for older people in the borough to enable older people to live as independently as possible. There will be an increasing need for independent advocacy for vulnerable older people who will be allocated personal budgets in order to guard against elder abuse. Older residents who do not speak English or who suffer from dementia will need specific support and increased advocacy.

Residents highlighted the importance high quality and appropriate care can play in enabling older people to stay in their own home and maintain levels of independence. Our findings suggested that older people wanted a more flexible approach in understanding their needs, taking into account an individual’s preferences. The personalisation of older people’s care is set to impact radically on the way in which we provide services and will enable older people to live independently in accordance with their individual preferences.

Access to appropriate and accessible transportation was highlighted in several consultation activities as an enabling factor in supporting older people’s independent living. The Best Value Review revealed that the take up of Freedom Passes amongst pensioners in Tower Hamlets is lower than in other comparable local authorities.

#### CASE STUDY: TOWER HAMLETS TELECARE SERVICE

The telecare service helps provide safety, security and wellbeing by enabling people to live independently in their own homes. The service is available 24 hours a day, every day of the year and uses simple technology linked to our response centre. Sensors include flood, smoke, gas, fall and carbon monoxide detectors. The Council provides this service free of charge to vulnerable adults and older people.

#### Objectives

- Improve the extent to which older people can remain in their own homes throughout their lifetime
- Implement transformation of social care through personalisation
- Ensure that older people are supported in the transition to personalised budgets
- Enhance provision of advocacy and advice to older people, particularly those who may be vulnerable or 'hard to reach'
- Improve the accessibility of public transportation, particularly in the run up to the 2012 Olympic Games

#### **Out and about**

Our consultation has highlighted the need for more free accessible public toilets in the borough. According to a recent nationwide survey by Help the Aged, 52% of respondents agreed that the lack of public toilets in their local area prevented them from going out as often as they would like. By providing greater access to toilets across the borough, older people, parents and people with health problems or disabilities are able to maintain a more active lifestyle and confidently enjoy the local environment.

The perceived lack of effective lighting and worries about uneven pavements have a limiting affect on older people's activities outside the home after dark due to fears around personal safety and vulnerability to falls.

#### Objectives

- Enhance the provision of free accessible public toilets in the Borough
- Ensure redevelopment creates 'safe' environments particularly at night



## A SAFE AND SUPPORTIVE COMMUNITY

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*“By 2020 we want Tower Hamlets to be a place where all residents and visitors feel safe and confident in their homes and on the streets. Services will ensure that everyone, particularly the vulnerable, is protected from risk of harm and is enabled to live a full and independent life. Parents and families will get the support they need to give children the best possible start in life.”*

**- Tower Hamlets Community Plan**

### **Reducing fear of crime**

Overall crime in Tower Hamlets has dropped over 24% between 2003/04 and 2007/08. Yet concern about crime, as measured by our Annual Residents' Survey, has increased over the past 2 years.

In our consultation activities, many young people expressed fear of crime and were particularly worried about knife crime and were most likely to feel that anti-social behaviour has got worse over the last three years.

### Objectives

- Increase older and young people's confidence to go out after dark
- Reduce older and young people's fear of crime

### **Tackling anti-social behaviour**

Tower Hamlets is fortunate: levels of violence here are significantly lower than in many boroughs, and in particular we have low levels of gun and knife crime.

Consultation activities have highlighted the need to reassure older and young people about anti-social behaviour in their area. Our findings highlighted the need to address older people's perceptions around young people and anti-social behaviour.

Young people are more likely to be victims and perpetrators of anti-social behaviour. We know that young men, particularly those from Asian or Black backgrounds, are overrepresented as recipients of enforcement action.

### Objectives

- Tackle negative perceptions of young people, particularly their association with anti-social behaviour
- Monitor impact of anti-social behaviour measures on young men, particularly those from minority ethnic backgrounds

## A HEALTHY COMMUNITY

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*“By 2020, local residents will live long and fulfilled lives, aware of how their lifestyle choices affect their own and their family’s health and wellbeing. All will be able to access high quality health and social care in their communities. Health care will focus on health promotion and prevention as fewer residents will need acute long-time care for avoidable health concerns. We will use the power of the 2012 Games to promote more active lifestyles.”*

### **- Tower Hamlets Community Plan**

#### **Mental and emotional health**

The Government’s Mental Health Needs Index shows that Tower Hamlets has a 40% greater demand for mental health services compared to the national average. Consultation activities have highlighted the need for improved provision of mental and emotional services for older and young people.

#### Isolation of Older People

43% of older people in Tower Hamlets live alone.<sup>12</sup> Their isolation exacerbates any threats posed to their well-being by poverty and their housing condition, and increases the risk of poor mental and emotional health, particularly for those who are housebound.

Loneliness and isolation is a particular risk for older men, especially from white, black and mixed race ethnic groups. Older lesbians, gay men and bisexuals are 2.5 times as likely to live alone and 4.5 times as likely to have no children to call upon in times of need.

#### Young people’s mental health

Young people in the borough have highlighted mental health as their top health priority. In 2004, one in ten children and young people nationally aged 5–16 had a clinically diagnosed mental disorder.<sup>13</sup> Young people from ethnic minority backgrounds are at increased risk of experiencing poor mental health. Gay and lesbian young people are over-represented in statistics on self-harm, depression and suicide.<sup>14</sup>

#### Objectives

- Improve mental health services available to older people
- Increase awareness of mental health issues for older and young people
- Enhance measures to tackle the social isolation of older people with particular focus on older men and LGBT older people
- Improve the accessibility of mental health services for young people
- Target provision at specific groups not accessing mental health services

#### **Dementia**

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<sup>12</sup> ONS, *Census* (2001).

<sup>13</sup> ONS, *Mental health of children and young people in Great Britain* (2004)

<sup>14</sup> *Mind Children, young people and mental health factsheet*

Dementia is not a natural consequence of ageing. A great deal can be done to help people overcome the problems of dementia, to prevent crises and to improve the quality of life of all involved.

According to the Alzheimer Society, approximately 1,500 people in Tower Hamlets have dementia.<sup>15</sup> Many more are affected by its impact on their elderly relatives of whom 40% will have continuous support needs. Nationally, the number of people with dementia is predicted to rise by 150% over the next 50 years. People with learning disabilities who develop dementia generally will be of a younger age group and may have needs which services designed for people 30 or 40 years older find hard to meet.

### Objectives

- In partnership with the PCT and East London NHS Foundation Trust develop a strategy to meet the needs of people with dementia and their carers including better assessments, early diagnosis and long-term support and care

### **Active opportunities for older people**

Many of the frailties associated with old age are not inevitable and a more enabling environment could sustain health and mobility well into the 80s.<sup>16</sup>

Feedback from residents indicated that there is a need to ensure that sports and leisure facilities are welcoming and accessible to older people. Older people who are housebound are particularly limited in their opportunities to engage in physical activity. The availability of appropriate transportation and timings sensitive to older people's needs impact upon whether an older person will engage in physical activities.

Ensuring that open spaces feel safe and accessible for older people is important for their health and wellbeing as they provide a free space for exercise and relaxation.

#### **CASE STUDY: LINK AGE PLUS**

The Link Age Plus centres across the borough provide an integrated network of services that are easily accessible and provide a holistic response to the needs of older adults. Link Age Plus centres provide activities, such as exercise, dance, health promotion, IT classes and welfare advice sessions, as well as social events such as coffee mornings and knitting groups. The focus is on improving the quality of life of older residents and empowering individuals to take more control of their lives.

### Objectives

- Improve access to leisure facilities
- Develop exercise opportunities for housebound older people

<sup>15</sup> Alzheimer's Research Trust (2003), *"A Biological and Socio-Economic Assessment of the Consequences"*, Alzheimer's Research Trust

<sup>16</sup> Forster, *AgeShift: The New Marketing Mindset* (Autumn 2006), p5

- Enhance older people's feelings of safety in open spaces

### **Tackling childhood obesity**

Childhood obesity levels in Tower Hamlets are above average both for London and nationally. In 2006/7 obesity rates in Reception Year were the third highest in the country. 20% of children are obese and one third overweight.<sup>17</sup> Feedback from consultation highlighted a concern to improve the number of healthy eating options in the borough, particularly healthier fast food.

Young people highlighted the need for enhanced opportunities to engage in exercise and sporting activities. Parks and open spaces must be developed and improved to provide for social, educational and recreational needs of young people.

### Objectives

- Provide increased support for walking and cycling
- Improve the choices of healthy food available
- Enhance the skills, knowledge and confidence of families to live healthily
- Expand targeted and specialist provision to support children and families with identified weight management needs

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<sup>17</sup> LB Tower Hamlets, *Improving Health and Well-being Strategy 2006-11*

## Promoting Age Equality as an Employer

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### **Recruitment and selection**

The Council is committed to promoting equality as an employer. In order to ensure that all forms of discrimination are eradicated, regular analysis is undertaken in respect of recruitment activity as well as levels of retention across age ranges. Furthermore, reviews of employee progression by age are another method by which the Council is able to monitor equality of opportunity. Youth training schemes are run for local residents aged between 16 and 24 years of age and, at the other end of the spectrum, some employees over 65 years continue to work for the Council.

Many staff members emphasised the importance of having a workforce that reflected the age of the community it served. Currently, 7% of the workforce is under 25 years and 14% is over 55 years. Our Workforce to Reflect the Community Strategy puts in place measures to improve the age balance of our workforce with targeted activities such as 'Young Women at Work' day and the Hamlets Youth apprenticeship scheme.

Staff at all levels have access to a full range of training and development opportunities to support them in embedding equalities in their recruitment and selection, e.g. recruitment and selection training for managers, induction training for staff and one-to-one support from HR.

### **Working time arrangements**

Flexible working practices were introduced as part the Government's Flexible Working Directive in 1999. The Council has developed working procedures including hot-desking, home working, staggered hours, term time and part time and job share working. The Council has developed a flexible working policy which was formally adopted and implemented in May 2007.

### **Pay, structures and equal pay**

In determining pay and conditions, the Council ensures all posts are evaluated using an equality proofed job evaluation scheme which has been agreed with trade unions and the regional employers' organisation, London Councils. All staff are able to access information on pay structures and grading through the intranet and associated HR policies and procedures.

The Council also undertakes job evaluations in partnership with the Trade Unions. This means each job is evaluated by both Human Resources and a Trade Union Representative to help ensure greater consistency.

### **Training and development**

The opportunity for staff to build on or acquire new skills is a key feature of the Council's learning and development programme. A wide range of learning opportunities are provided and employees are supported in learning through

their work. The uptake of learning and development is recorded across age range to ensure that every employee has access to continuous professional development. There is no evidence to suggest that younger or older officers are facing particular difficulties in accessing these opportunities.

### **Promotion and career development**

Findings suggested that older staff members felt that it was difficult to find the appropriate support to help them change careers if they wanted to. The consultation also revealed that older members of staff felt it was harder for them to progress in the organisation. Findings suggested that there are some negative perceptions around the rapid progression of some younger members of staff by older staff members. However, analysis of the age range of senior managers does not indicate any disproportionate age weighting.

The consultation revealed that more promotion or retention of staff beyond the age of 65 is needed. National research indicates that a large number of people aged 50-70 who are working or looking for work say they plan to continue to work in some capacity in retirement or never to retire.<sup>18</sup> 1% of the Council's workforce is currently over the age of 65 years.<sup>19</sup>

### **Working conditions and working environment**

The Council has policies and procedures in place to promote equality of opportunity and to address circumstances where an employee believes that they have been disadvantaged. The Council has a Combating Harassment and Discrimination Procedure that applies to all staff. This policy and procedure is used by staff where they feel it necessary (there is no evidence that a disproportionate number of young and older staff have raised issues of discrimination).

Actions taken under the Council's Disciplinary Procedure and the Council's Sickness Management procedure are also noted. There is no evidence to suggest that young and older officers have been involved in a disproportionate number of cases.

Information is also collated on redundancy and retirement across the Council. The Council provides pre-retirement courses to employees that are nearing retirement. In recognition that financial matters are not just a priority for older workers, a Financial Services Authority course was also piloted recently to help educate all staff on personal finance issues. The Council has a procedure in place for employees to request to work beyond the age of 65. Employees that are faced with redundancy are offered support and, where possible, the option of redeployment to alternative jobs within the Council.

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<sup>18</sup> Institute of Employment Studies

<sup>19</sup> HR Performance Information (January 2009)

## Objectives

- Ensure employees and managers are aware of the Council's policy on retention of staff beyond the age of 65
- Further develop the representation of diverse ages in the Council
- Promote availability of training and promotion to all members of staff
- Explore the reasons why applicants aged 21 – 24 years are not getting shortlisted for roles.

## Delivering the Age Equality Scheme Objectives 2009 -2012

Drawing on the findings outlined above, we have identified a number of key areas in which the Council along with its partners needs to take action to ensure that we promote equality for everyone living, working or visiting Tower Hamlets regardless of their age. This action plan outlines what we will undertake over the next three years.

### **ONE TOWER HAMLETS**

Priority	Objective	Action	By whom	By when
<b>Building Cohesive communities</b>	Explore barriers preventing diverse communities mixing in youth clubs and day centres	Implement the Youth Crime Action Plan, identifying disaffected young people on the edges of crime, and working with them their families, and schools to re-engage them with the community	Children and Young People's Involvement Manager, Children's Services	March 2012
	Enhance activities that bring people of different backgrounds together	Extend youth service provision across the borough, with clear targets for providers on engaging young people from all of our communities  Invest in young people who are gifted and talented in sport as part of Olympics and Paralympics, so that lack of funding should not deter young people from competing at club, national or international level  Offer five hours of cultural activity every week to all of our children and young people through the Find Your Talent pathfinder	Head of Tower Hamlets Arts and Music Education Service, Children's Services	By July 2011



<b>A voice for young and older people.</b>	Develop strategies for consulting with housebound older people	Work with Link Age Plus to identify consultations relevant to older people and put in place provision to engage housebound older people in these consultations, consultation forward plan to be reviewed every six months	Director of the Tower Hamlets Partnership, Communities, Localities and Culture	March 2010 and annually
	Ensure all correspondence materials relating to Linkage Plus are in appropriate standard to meet the requirements of older people. Further enhance the engagement of young people in local democracy	Ensure all correspondence and publicity information are in accessible languages and format.  Refresh Tower Hamlets Youth Partnership with young people directly elected to Local Area Partnership (LAP) steering committees and formal representation from School Councils on o partnership forums  Enhance the involvement of young people in THP decision making structures: <ul style="list-style-type: none"> <li>• Support young mayors and mayoral candidates to take up positions on THP groups by April 09;</li> <li>• Establish linkages between LAP youth forums and LAPs</li> </ul>	Commissioning Manager – Older People, Adults Health and Wellbeing  Director of the Tower Hamlets Partnership, Communities, Localities and Culture	March 2012  March 2010  September 2009
	Improve consultation with young people	Host a Young Advocate in Children's Services for six months, to work with us on improving the ways in which we involve children and young people in decision making	Stakeholders Engagement and Participation Manager, Children's Services	March 2010

		<p>Use the skills of parents and carers to develop services, and build upon the launch of the "Family Voice" initiative, and the use of parents and young people as peer mentors</p>	<p>Head of Equalities and Parental Engagement, Children's Services</p>	<p>March 2011</p>
	<p>Improve inclusion of the voices of disabled children and young people</p>	<p>Embed the Every Disabled Child Matters charter to facilitate better inclusion of disabled children and young people in service design</p>	<p>Disabled Children's Integrated Service Manager, Children's Services</p>	<p>March 2012</p>

## A PROSPEROUS COMMUNITY

Priority	Objective	Action	By whom	By when
<b>Ending Child and Pensioner Poverty</b>	Improve the economic well being of older people and families	Develop strategies and monitor through the planned City Strategy pilot	Access to Employment Manager, D&R	March 2010
	Enable parents and carers to improve their employability	Offer structured opportunities for parents and carers to build their confidence through volunteer programmes leading to employment	Head of Equalities and Parental Engagement, Children's Service	March 2011
		Develop strategies and monitor through the planned City Strategy pilot	Access to Employment Manager, D&R	March 2010
<b>Improve Educational Outcomes</b>	Support young people from workless families to improve employability	Deliver programmes that ensure young people from workless families understand and can meet the demands of the workplace	Director of Education Improvement Partnership, Children's Services	March 2011
		As part of the Economic Assessment set targets for young people	Access to Employment Manager, D&R	March 2010
	Improve the educational outcomes of young people	Share what works to raise qualification levels by 19 while narrowing the attainment gap for those from poorer homes. Ensure that all post-16 providers can demonstrate they are really helping all	Service Head Young People and Learning, Children's Services	March 2012

		learners to improve and are adding at least the expected value to learner outcomes.  Further involve our university partners in preparing more young people for higher education and support a third of young people into university at 18.		
	Enhance support of young people in their transition from compulsory education into adulthood	Prioritise the needs of our looked after children and young carers to ensure they receive appropriate levels of advice and support about education, employment and training options	Service Manager Looked After Children, Children's Service	March 2010
	Enhance the support of young disabled people in their transition from Children's Services to Adults Services	Establish an improved system to better share information across agencies to ensure timely identification and the best possible outcomes for young people with disabilities  Facilitate person centred planning for all young people with disabilities in schools	Service Manager Learning Disabilities, Children's Services  Disabled Children's Integrated Service Manager, Children's Services	March 2010  September 2009
		Establish a cross directorate transitions team to ensure a seamless transition for young people with disabilities	Disabilities Team Manager, Children's Services	September 2010
<b>Supporting Young People in the Economic</b>	Gather data on impact of economic downturn on young people in Borough	Undertake comprehensive gap analysis of the evidence base required to support the Economic Assessment	Access to Employment & Information and	December 2009

<b>Downturn</b>	Enhance the opportunities for young people to get quality work experience in the borough	Work through THP Diversity and Equality Network to extend work experience opportunities in local public sector	Equalities, D&R	March 2010
	Develop the workability skills of young people	Support young people to develop the skills all employers want and to get qualifications to prove it	Diversity and Equality Coordinator, Chief Executive's	March 2011
	Increase number of apprenticeships in traditional trades	Launch an additional 600 Apprenticeships across public, community and voluntary partners	Youth and Community Services, Children's Services	March 2012
	Increase range of activities available to young women	Develop activities for girls and young women as well as opportunities for young people from different ethnic backgrounds to participate in joint activities	Youth and Young People's Involvement Manager	March 2010
<b>Provision of cultural and leisure activities</b>		Deliver programme as part of Healthy Towns to provide women & girls swimming programme commencing April 2009 -2011	Leisure Contracts and Partnership Manager / Joint Head of Sports and Physical Activity, CLC	Commence April 2009
		Working with Muslim Women's Collective to encourage employment of Muslim women in frontline leisure	Head of Strategy & Resources, Communities, Localities and	March 2010

				Culture	
Enhance support for vulnerable young people to participate in leisure and cultural activities	Provide COOL cards for young carers to help them access leisure and cultural activities	Service Head, Youth and Community Services, Children's Services	March 2010		
Enable young people to access cultural activities	Develop a cultural offer for all children, young people and their families which is reflected in the curriculum, optimising the additional opportunities presented by being part of the national Find Your Talent programme	Head of Tower Hamlets Arts and Music Education Service, Children's Services	By July 2011		
Improve open space play opportunities	Improve and extend 28 playgrounds in the borough, offering more positive activities for the 0-3 year age group and their families through the Play Pathfinder	Head of Tower Hamlets Arts and Music Education Service, Children's Services	By July 2011		
Enhance range of activities available to older men	Deliver range of Young @ Heart programmes targeted at over 50s includes darts, dominoes, bowls	Leisure Contracts and Partnership Manager  Joint Head of Sports and Physical Activity, Communities, Localities and Culture	March 2010		

## A GREAT PLACE TO LIVE

Priority	Objective	Action	By whom	By when
<b>Reduce Overcrowding</b>	Increase the supply of affordable family housing	Raise issue with RSLs through the Housing Forum and review as part of Housing Strategy and Lettings Policy and Service review	Housing Strategy Team, D&R	March 2010
		Visit 200 overcrowded households across Tower Hamlets, advise them on the bidding process and housing options available to them. Monitor outcomes by E&D strands		March 2010
<b>Supporting independent living</b>	Improve the extent to which older people can remain in their own home throughout their lifetime	Publish LDF targets for all new dwellings built to Lifetime Homes Standards within the Annual Monitoring Report	Strategic Planning, D&R	March 2010
		Develop Re-enablement Service	Service Head Older People and Homelessness, Adults Health and Wellbeing	October 2009
		Further development of extra care shelter housing	Commissioning Manager, Older People Adults Health and Wellbeing	March 2010
	Implement transformation of Social Care through personalisation	Introduce personal budgets and Resource Allocation System (RAS)	Joint Commissioning Manager, Learning Disabilities / Head	March 2010

				of Finance, Adults Health and Wellbeing				
Implement Transformation of Social Care through personalisation.	Introduce personal budgets and Resource Allocation System (RAS) Monitor personalisation agenda and its impact on older people's choices Put in place financial systems to facilitate introduction of personal budgets, including developing new approach to budget allocation and planning	Develop approach to universal advice, information and advocacy service	Joint Commissioning Manager, Learning Disabilities & Head of Finance, Adults Health and Wellbeing	March 2010				
						Enhance provision of advocacy and advice to older people, particularly those who may be vulnerable or 'hard to reach'	Joint Commissioning Manager, Learning Disabilities & Head of Finance, Adults Health and Wellbeing	September 2009
						Improve the accessibility of public transportation, particularly in the run up to the 2012 Olympic Games	Travel Awareness Officer, Communities, Localities and Culture	March 2010
Enhance the provision of free accessible public toilets in the borough	Complete a feasibility study for the introduction of a Community Toilets scheme.		Service Head, Environmental Control, Communities,	March 2010				
<b>Out and about</b>								



	Ensure redevelopment creates 'safe' environments particularly at night	Prepare and publish Night Time Economy Strategy	Localities and Culture	March 2010
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## A SAFE AND SUPPORTIVE COMMUNITY

Priority	Objective	Action	By whom	By when
<b>Reducing Fear of Crime</b>	Increase older and young people's confidence to go out after dark	Conduct feasibility study on visible enforcement options for out-of-office hours at problem areas.	Community Safety Service CCTV & Operations Team, Communities, Localities and Culture	March 2010
	Reduce older and young people's fear of crime	As above, including communication strategy to ensure these groups are targeted		
<b>Tackling Anti-Social Behaviour</b>	Tackle negative perceptions of young people, particularly their association with anti-social behaviour	Working with the Communications Team office and youth services, we actively promote positive imagery of young people in the media and campaigns including images of disabled young people	Stakeholder Engagement and Participation Manager, Children's Services	March 2011
	Monitor impact of anti-social behaviour measures on young men, particularly those from minority ethnic backgrounds	Generate baseline data for equalities profile of victims and perpetrators of anti-social behaviour		

## A HEALTHY COMMUNITY

Priority	Objectives	Actions	By whom	By when
<b>Mental and Emotional Health</b>	Monitor the implementation of the Deprivation of Liberty Safeguards, working in partnership with PCT	Quarterly monitoring of best interest assessments	Service Head Disabilities and Health, AHWB	March 2010
	Increase awareness of mental health issues for older and young people	Ensure that mental health promotion is embedded in the work of Children's Centres and through extended schools	Children's Centres Strategic Manager / Joint Head, Extended Services, Children's Services	March 2010
		Ensure protocols support joint working across children's and adults' mental health services	Head of Support for Learning Service / Manager Children and Adult Mental Health	March 2010
	Enhance measures to tackle the social isolation of older people with particular focus on LGBT older people	Work with the Older People's Partnership Board and LGBT Community Forum to support the Older People's LGBT Group	Service Head, Older People and Homelessness, Adults Health and Wellbeing  Diversity and Equality Team, Chief Executive's	March 2010
	Improve the accessibility of	Deliver services in more accessible settings in	Children and	March

	mental health services for young people	the community such as Children's Centres, schools and GP surgeries	Adolescent Mental Health Services, Children's Services	2011
<b>Dementia</b>	In partnership with PCT and East London NHS Foundation Trust, develop a strategy to meet the needs of people with dementia and their carers, including better assessment, early diagnosis and longer-term support and care	Complete a Dementia Strategy in line with the new national Dementia Strategy	Service Head, Disability and Health, Adults Health and Wellbeing	December 2009
<b>Active opportunities for older people</b>	Improve access to leisure facilities	Deliver range of Young @ Heart programmes targeted at over 50s (Community Investment Fund Programme)	Sports Development Team, Cultural Services, Communities, Localities and Culture	March 2010
	Enhance older people's feelings of safety in open spaces	Identification of crime reduction and security priorities for parks and open spaces	Parks & Play, Cultural Services, Communities, Localities and Culture	October 2009
<b>Tackling Childhood Obesity</b>	Provide increased support for walking and cycling	Provide increased and improved walking and cycling routes and more support for walking and cycling through Healthy Schools and community initiatives	Joint Head Extended Services, Children's Services	March 2010

		<p>Development and progression of PCT-funded Bike It project to encourage cycling to school, currently in Year 1 of 3 year programme</p> <p>Development of School Travel Plan process so that each and every school has a Travel Plan encouraging sustainable, healthy modes of travel</p> <p>Cycle training programme rolled out to numerous schools each year in the Borough (approximately 1,500 pupils per year)</p>	<p>Travel Awareness Officer, Communities, Localities and Culture</p> <p>School Travel Advisor, Communities, Localities and Culture</p> <p>Project Manager Safety and Sustainability / Travel Awareness Officer, Communities, Localities and Culture</p>	<p>March 2010</p> <p>March 2011</p> <p>March 2010</p>
<p>Improve the choices of healthy food available</p>	<p>Offer healthier food choices in children's centres, schools, leisure and community centres, shops, cafes, restaurants and take-aways through incentive and award schemes</p>	<p>Head of Contract Services, Children's Services</p>	<p>September 2010</p>	
<p>Enhance the skills, knowledge and confidence of families to live healthily</p>	<p>Build health into existing and new parenting programmes to boost skills, knowledge and confidence and influence home environments</p>	<p>Head of Equalities and Parental Engagement /</p>	<p>March 2011</p>	

	<p>Expand targeted and specialist provision to support children and families with identified weight management needs</p>	<p>Expand and build on our targeted and specialist provision to support children and families with identified weight management needs, including a new early intervention service for families where one or both parents is overweight or obese</p>	<p>Project Manager, Children's Services</p>	<p>March 2010</p>
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## PROMOTING AGE EQUALITY AS AN EMPLOYER

Priority	Objectives	Actions	By whom	By when
<p><b>A Workforce to Reflect the Community</b></p>	<p>Ensure employees and managers are aware of the Council's policy on retention of staff beyond the age of 65</p>	<p>Include item in Managers Briefing to remind managers and staff of content of the Council's Age Discrimination policy</p>	<p>HR Manager, Operations, Resources</p>	<p>September 2009</p>
	<p>Further develop the representation of diverse ages in the Council</p>	<p>Outline proposals in Workforce to Reflect the Community report to Cabinet</p>	<p>Joint Assistant Director of Organisational Development, Resources</p>	<p>April 2009</p>
	<p>Promote availability of training and promotion to all members of staff</p>	<p>Publicise opportunities through regular emails to staff on course availability and including items in Pulling Together and Managers Briefing</p>	<p>Joint Assistant Director of Organisational Development, Resources</p>	<p>March 2010</p>
	<p>Explore the reasons why applicants aged 21- 24 years are not getting short listed for roles</p>	<p>Review and analyse recruitment statistics in annual Equality Schemes Employment Monitoring Report and analysis of findings and recommendations presented to CESC.</p>	<p>HR Manager, Operations, Resources</p>	<p>March 2010</p>