

**LONDON BOROUGH OF TOWER HAMLETS**  
**Pre-Decision Question - Overview and Scrutiny Committee – 27<sup>th</sup> June, 2016**

| <b>Cabinet Report/ Question</b>   | <b><u>Response</u></b>  |
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| <p><b><u>Item 5.1 Response to Ofsted SIF Inspection</u></b></p> <p>1) Page 8 Regarding the current model of social work practice 'Signs of Safety' not being effectively implemented, I understand that a back to basics training over the Summer of 2017 would assist with recalibrating the services' understanding of statutory requirements. It became evident from Family Support Workers that in some cases two different assessment tools were being used i.e. the understood, relevant 'Signs of Safety' were migrated into an existing assessment tool and the 'Signs of Safety' tool per se was being used.</p> <p>Can we have some understanding as to which assessment tool is going to be used as the standard assessment tool used by all moving forward?</p> | <p>Signs of Safety is the preferred model that LBTH will use throughout its practice as a consequence it is the expectations that assessments will follow the requirements of this framework. It is important to note however that practitioners and managers need to have the practice skills and the technical ability to assess well. Once they have developed this knowledge they will be able to apply their understanding within the signs of safety assessment framework. There will be times however, when specialist assessments will need to be applied because of the complexity of the child circumstances.</p> |

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| <p>2) Page 9 With regards to the introduction of cleansed and reliable child level data in May 2017 - I witnessed there was difficulty with the practical use of this because existing child and family data could not be found. This meant that families who were already registered with a Tower Hamlets Children Centre (having previously provided information) were asked to complete new registration forms.</p> <p>a) Does this mean that additional tracked information recorded and input by staff would have been lost?</p> <p>b) Was this a temporary glitch resulting in original data having been found and restored or is this still an ongoing situation?</p> <p>The concern would be that any difficulties with the necessary transference of data to work with newly implemented or revised systems might delay any hoped for progress with regards to effective delivery of practice and that any reference to data held might not be a true and accurate reflection of work done and relevant</p> | <p>The previous data system (Capita eStart) used across Children’s Centres was not fit for purpose. It was a national commercial system designed to meet general requirements of councils in very different circumstances. In order to better serve residents’ needs, the decision was taken across the council some years ago, to develop a more responsive and fit-for-purpose system. The replacement, the Early Intervention and Safeguarding (EIS) system, is used by children’s centres and other parts of the council.</p> <p>The data migration issues raised in the query affects Children’s centres transferring their information onto EIS. The children’s centre data migration activity from eStart to EIS revealed the incompleteness of the records held by the eStart system in relation to users of children’s centres. Despite system upgrades, it provided an unsatisfactory service because it limited the information centres were able to store electronically. Due to the previous system’s limitations, a phased approach to data migration was required. At the time of inspection, the data migrated was incomplete. This necessitated review and collection of data held by centres.</p> <p>Where records have yet to be migrated or are incomplete, parents are being asked to complete new registration forms to ensure we have accurate updated information. The final phase of the data migration task will be completed by the end of July. This will see family and activity information held on eStart fully migrated into EIS. To mitigate the impact of the amount of data available on EIS, a search function was made available for staff from end of April to be able to query the eStart database.</p> <p>The family support information is at present held in paper case files. These are stored securely in the centres and archived as appropriate in line with retention guidelines and requirements.</p> <p>Child observations and progress tracking was not held on the eStart system. There was therefore no loss of data. These records are stored securely in the centres and archived as appropriate in line with retention and information governance guidelines and requirements.</p> <p>Centres have been inputting the monitoring data for attendance at sessions into the EIS system as soon as their centres completed the transition, with all centres using EIS from 1st April onwards. Historical attendance records will be migrated into EIS as part of the second phase. There will be no loss of data.</p> <p>There are additional management information reports available to query eStart should</p> |

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| <p>findings. I think it is important to ascertain that the risk of inadequate or incomplete data is minimal and an understanding of how this has been ensured.</p>  | <p>statistics on attendance be required before the completion of the data migration task. With regards to the accuracy of the data migration task, there is a data dictionary outlining all data items included in the migration. The user acceptance test will carry out checks to ensure data has been migrated successfully before accepting the final solution. One delivery site in the SW has no access to IT. In these circumstances, staff are required to take down written details in order to keep families safe. Where parents have a second child, we ask for a re-registration as much of the information held for the first child is likely to change.</p> |
| <p>3) Page 10 Measures of Progress ...regularly and rigorously overseen by councillors in both executive and scrutiny roles. Please could we know how often 'regularly' would be.</p> <p>On Page 29 A stable workforce of qualified and experienced social workers - This is perhaps not a pre-decision scrutiny question but something I would like some further information about, as to what steps are being taken to effect this and what checks are in place to ensure the steps are</p> <p>a) Adequate and<br/>b) Time bound.</p> | <p>We have committed to ensuring that the Mayor, Lead Member and Scrutiny Lead will have access to a full data set on a monthly basis. In addition the Mayor, Lead Member and Scrutiny Lead attend the Children’s Services Improvement Board which routinely reviews and challenges the data.</p> <p>A comprehensive workforce strategy has been developed and actioned to take account of the recruitment and retention issues highlighted in the report. this will be reviewed as part of the Children’s Services Improvement Board.</p>  |

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| <p><b><u>Item 5.4 Town Centre Wi-Fi Programme</u></b></p> <p>By rolling out the Wi-Fi to Tower Hamlets will this impact on Idea Stores reducing their services which could then be argued that savings can be made from Idea Stores?</p> <p>What safeguarding will be in place as free Wi-Fi means that children and young people will access without monitoring what they are searching on the internet potentially exposing them to various dangers such as radicalisation and child exploitation?</p> | <p><b><u>Connectivity and Ideas Stores</u></b></p> <p>The development work carried out to inform the Public Wi-Fi for All Programme found that there is a good level of Wi-Fi offered in public buildings in Tower Hamlets, including the Idea Stores, but there is a lack of Wi-Fi available in public spaces. The Wi-Fi for All Programme will improve coverage and connectivity capacity in the borough. The Street Furniture Concession will result in the deployment of technology on street lighting and CCTV columns to improve mobile connectivity and coverage across the borough and offer free public Wi-Fi in public spaces. The availability of free public Wi-Fi, together with the improved mobile connectivity, will complement the free Wi-Fi available in the Council's Idea Stores.</p> <p>Therefore when people leave the Idea Store they will be able to continue to access free public Wi-Fi to access the internet. This enhances connectivity and does not duplicate any resident service provision.</p> <p>The borough's Idea Stores are supporting delivery of a pilot Digital Inclusion project that will be delivered alongside the deployment of the first phase roll out of public Wi-Fi in Brick Lane, Watney Market and Crisp Street. The Digital Inclusion project will deliver training and activities with businesses, including market traders, and residents to address digital exclusions issues they face and help them get on-line with confidence. The lessons learnt from the delivery of this pilot Digital Inclusion project will enable the Idea Store to consider how to develop its services to help address digital inclusion.</p> <p><b><u>Web Access restrictions</u></b></p> <p>The terms and conditions of the concession agreements that the Council will issue to the appointed Provider will include strict requirements that they prevent users of the public Wi-Fi service accessing sites that promote unhealthy lifestyles, divisive messages and that are deemed inappropriate for children and young people.</p> |

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|  | <p>A list of websites, including those relating to forms of gambling, pornography, high interest loans, fast foods and man other areas, will be included in the concession agreement and these will be blocked by the Provider.</p> <p>Once this agreement goes live the list will be continually added to, ensuring that any new sites to be blocked are identified. Controls of this kind are widely and successfully used in these concession contracts in other local authorities who have delivered similar Wi-Fi access.</p>   |
| <p><b>Item 5.5 - Update on the Civic Centre Project - Question on sprinklers:</b></p> <p>Will sprinklers be installed in the new Civic Centre as part of the refurbishment programme?</p> <p><b>Item 5.5 - Update on the Civic Centre Project – Paragraph 9.10 - Question on disposal sites:</b><br/>           OSC committee welcomes the possibility that the council may develop some of the sites listed for disposal directly for the provision of homes or other uses, noting that a financial appraisal and feasibility study will be reported to the Executive at the appropriate time</p> | <p>The design team have recently completed stage 2 of the design process for the new civic centre. This is the concept design stage. At this stage, the fire strategy for the building has not yet been finalised. The fire strategy for the site will be developed further during stage 3 (detailed design), bearing in mind Part B of the Building Regulations. This will be reviewed in detail by the council’s Building Control service.</p> <p>Noted. The Mayor is keen to ensure the Council maximises the benefit of the council’s land holdings for the borough’s residents. These potential developments will, as noted by O&amp;S Committee, require additional work by way of feasibility studies and financial appraisals before being presented to the Mayor for his determination.</p> |

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| <p><b>Item 5.5 - Update on the Civic Centre Project – Paragraph 19.5 - Question on disposal sites</b><br/> <b>Question on risks:</b><br/>           Having adopted a capital budget for the project how will Cabinet monitor the risks listed in the Report at Paragraph 23.2 that are to be managed by the Project Team and Senior officers of the council?</p>   | <p>The project team regularly review all risks and control measures with any outstanding actions escalated including to Chief Officers if required. These risks are then reported on a regular basis to the project board and project team meetings, including any movement in risks, the implementation of control measures and any outstanding actions required to continue to manage and monitor the risk. Where there are high risks, these feed into the council’s corporate risk register, which gets reported to the Corporate Leadership Team for review and action.</p> |
| <p><b>Item 5.9 List of Executive Mayoral Decisions - (Page 359) - 10 Turin Street E2 6NJ</b><br/>           Please explain where is the existing site as the paper states that the group are using 10 Turin Street as a decant space.</p>  | <p>The proposed tenant’s existing site is 2A Buckfast Street, London, E2 6EY.</p>  |
| <p><b>Item 5.9 Item 5.9 List of Executive Mayoral Decisions - (Page 383) Swanlea School</b><br/><br/>           I welcome the decision to approve the waiver of the council’s procurement procedures to allow the appointment of Oakray to immediately carry out the necessary smoke ventilation system in Swanlea School. But my concern is that the contract who is working with a sub-contractor carries out the work effectively meeting regulatory standards?</p> | <p>The Council will be monitoring the works to ensure that all regulatory standards are adhered to. Council officers will be working closely with the contractor and sub-contractor to ensure this happens, including specifying the works to be carried out and the equipment to be installed. These will then be verified by council officers after the works are completed.</p>   |

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| It also raises that all schools should inspect their fire safety as soon as possible. |                        |