

Committee	Date	Classification	Report No.	Agenda Item No.
Overview and Scrutiny Committee	9 th March 2010	Unrestricted		
Report of: Assistant Chief Executive Originating Officer(s): Barry Clark / Farhana Khan Scrutiny & Equalities		Title: Overview and Scrutiny Recommendation Tracking Report: Update Ward(s) affected: All		

1. Summary

- 1.1 This report provides an update on implementing the recommendations of the Overview and Scrutiny Committee.

2. Recommendations

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

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

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

Background paper Recommendation Tracking Report – March 2010	Name and telephone number of and address where open to inspection
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3 Report

- 3.1 As part of its regular work programme, Overview and Scrutiny Committee (OSC) receives a regular, 6-monthly, 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, they are no longer being monitored. This report incorporates all the action plans from those reviews undertaken since 2007/08.
- 3.2 In considering the monitoring and tracking of scrutiny recommendations Members have found it useful to revisit reviews through Scrutiny challenge sessions to track the progress over the last few years. In 2007/08 Members revisited Access to GP/Dentistry services and Youth Services Reviews.
- 3.3 In November 2009 all the Scrutiny Lead Members revisited a review within their portfolio area. This was undertaken through 1-2-1 meetings with Lead Officers from the service area of the review. This provided Members a useful way of monitoring the implementation of recommendations, identify key outcomes as a result of the review and also consider any difficulties around implementing recommendations. The details of these discussion were reported by the Scrutiny Leads to the Committee in November 2009 and are summarised below:
- Councillor Denise Jones revisited the Domestic Violence Review undertaken in 2005/06 and reported that progress had been made against all the recommendations. She highlighted the outcomes from the review were the production of the Domestic Violence booklets to raise awareness, the training of the Council's Customer Contact Centre and One Stop Shops staff to recognise Domestic Violence. A key concern she highlighted was funding to some of the specialist Domestic Violence services provided by third sector organisations. The OSC followed this issue up with a discussion with Lead Member and Service Head at their meeting in December 2009 where OSC were given assurance that funding had been secured until April 2010 and other avenues were being explored for sustainable funding.
 - Councillor Alex Heslop considered the review on Leaseholders undertaken in 2006/07. He reported that of the 19 recommendations are all either completed or partially completed. This review has significantly improved the services received by Leaseholders particularly with an extensive staff training programme being developed and improved engagement with Leaseholders. In August 2009 Tower Hamlets Home also implemented a decentralised housing management system which provided Leaseholders greater access to key officers and solve problems more quickly.
 - Councillor Ann Jackson revisited the Interpreting and Translating Service Challenge Session held in 2007/08. One of the key issues highlighted by this session was the link between English for Speakers of Other Languages (ESOL) provision and the demand for interpreting and translating services in Tower Hamlets. She commented that progress had been made against all the recommendations and significant funding had been secured for ESOL provision in the borough through the Working Neighbourhood Fund and the Council also allocating additional funding. There is also a strategic review taking place of interpreting and translation services which will support service planning and delivery.

- Councillor Abdul Aziz Sardar reviewed the Graduate Unemployment Review undertaken in 2006/07. He highlighted that progress has been made against all but one of the recommendations, which is due to the lack of funding. There has been a positive impact from this review for graduates. There are opportunities for graduates to be employed in the Council and other places through schemes developed with the Partnership.
- Councillor Bill Turner considered the review on the Use of Consultants undertaken in 2007/08 and reported that progress has been made against all of the recommendations. The review has had a positive impact on the service with greater assurance that consultants are used in the right circumstances and their outputs are monitored and managed correctly. Furthermore Directorates are required to submit monthly reports to the Corporate Director of Resources on their use of consultants. Directorate Management Teams reviews the use of consultants on a regular basis.
- Councillor Tim Archer revisited the review on Access to GP and Dentistry Service undertaken in 2006/07 and reported that all the recommendations had been implemented or there was on-going work. There has been significant improvement in access to GP and Dentistry Services since this review was undertaken.

- 3.4 This 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.
- 3.5 Appendix 1 provides an update of the tracking system. It is organised by the broad themes from the Community Plan with the additional area of Excellent Public Services to focus on Value for Money, performance and customer services.
- 3.6 As noted in the report of 3rd November 2009 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.
- 3.7 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.
- 3.8 A number of the reviews are now monitored on an annual basis and were last considered at the November 2009 meeting. This report therefore includes updates on reviews monitored annually.
- 3.9 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.
- 3.10 The report shows that in terms of the 16 action plans being monitored, 7 are at green with 9 currently at yellow, this is due to these reviews being in the early stages of implementation or that have only recently been agreed by Cabinet.

3.11 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 Graduate Unemployment and Access to GP and Dentistry Services

4 Concurrent Report of the Assistant Chief Executive (Legal)

4.1 There are no legal implications from this report'

5 Comments of the Chief Financial Officer

5.1 This report details an update of the implementation of recommendations of the Overview and Scrutiny Committee. The reviews include value for money issues that allow monitoring of the use of resources by the Council and as evidence to the Audit Commission's assessment of how well it is managing and using its resources to deliver value for money and better and sustainable outcomes for local people.

5.2 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 English for Speakers of Other Language (ESOL) challenge session, which sought to respond to the issue of local and new residents' access to 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 Licensing of Strip Clubs
- Appendix 3 Choice Based Lettings
- Appendix 4 Young People's Participation in Sports leading up to the Olympics
- Appendix 5 Affordable Homeownership
- Appendix 6 Tackling Anti-Social Behaviour
- Appendix 7 Early Interventions, Child Protection
- Appendix 8 Dangerous Dogs Challenge Session
- Appendix 9 Evaluation of Neighbourhood Renewal Fund (NRF)
- Appendix 10 Parental Engagement in Secondary Education
- Appendix 11 Child Poverty
- Appendix 12 English for Speakers of other Language (ESOL) Challenge Session
- Appendix 13 Tobacco Cessation
- Appendix 14 Alcohol Misuse Amongst Young People

Overview and Scrutiny Recommendation Tracking Update

'A great place to live'

Issue Leaseholders – A Study of Customer Care	Recommendation Date 3 October 2007	Green
Monitoring Status – Maintain annual monitoring		
Recommendation This review was designed as a case study of the customer care received by people using Council services. In total 19 recommendations were made as a result, with 15 of these specifically for the leaseholder.	Response / Progress This was monitored in November 2007; next monitoring will take place in October 2010.	
Issue Licensing of Strip Clubs	Recommendation Date 5 November 2008	Green
Monitoring Status – Maintain six-monthly monitoring		
Recommendation The review investigated the impact of Strip Clubs in Tower Hamlets and considered approaches to regulation and licensing of Clubs in the future, within an appropriate legal framework.	Response / Progress Of the 14 recommendations made by the review group, there has been progress against 13 of the recommendations. The update is attached in appendix 2.	
Issue Choice Based Lettings	Recommendation Date 3 December 2008	Green
Monitoring Status – Maintain six-monthly monitoring		
Recommendation This review looked into the councils approach to Choice Based Lettings 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.	Response / Progress Of the 20 recommendations made by the review group progress has been made by 18 of them. This is due to the New Lettings Policy not going to Cabinet until March 2010, and the Mayor of London putting Capital Moves on hold. The update is provided in appendix 3.	
Issue Young people's participation in sports leading up to the Olympics	Recommendation Date 14 January 2009	Green
Monitoring Status – Maintain six-monthly monitoring		
Recommendation The review looked into current initiatives in place around sports engagement for young people, strategy and development regarding	Response / Progress Of the 16 recommendations all have made progress, most of the recommendations were complete in late 2009. The update is provided in appendix 4.	

young people's participation in sports and the role of the PCT to address health issues using the Olympics as a catalyst to promote healthy lifestyles.	
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Issue Affordable Homeownership	Recommendation Date 2 nd December 2009	Yellow
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Monitoring Status – Maintain six-monthly monitoring

Recommendation This review was established to consider the challenges local residents face in accessing affordable housing, and how the Council and our partners can work together to overcome these.	Response / Progress Cabinet agreed the action plans in December 2009; this will be monitored in October 2010. The action plan is provided in appendix 5.
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'A safe and supportive community'

Issue Tackling Anti Social Behaviour	Recommendation Date 14 January 2009	Green
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Monitoring Status – Maintain six-monthly monitoring

Recommendation This review examined the future directions of the Council's Anti Social Behaviour Strategy, in line with national developments and policy, with particular emphasis on the effectiveness of current methods for tackling the problem, partnership working and engagement with young people.	Response / Progress There has been progress made against all 11 of the 13 recommendations. The update is provided in appendix 6.
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Issue Early Intervention, Child Protection	Recommendation Date 2 nd December 2009	Yellow
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Monitoring Status – Maintain six-monthly monitoring

Recommendation This review was established to examine the Council's existing early intervention services in relation to Child Protection and explores the case for extending services from a value for money and customer service perspective.	Response / Progress Cabinet agreed the action plan in December 2009; this will be monitored in October 2010. The action plan is provided in appendix 7.
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Issue Dangerous Dogs Challenge Session	Recommendation Date 3 rd November 2009	Yellow
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Monitoring Status – Maintain six-monthly monitoring

Recommendation This challenge session was to increase Members understanding of	Response / Progress The action has plan has recently been developed; this will be monitored in October 2010. The action
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the issues that are common when dealing with dangerous dogs and give residents an opportunity to express their views and concerns.	plan is attached in appendix 8.
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‘A prosperous community’

Issue Evaluation of Neighbourhood Renewal Funding	Recommendation Date 5 November 2008	Yellow
Monitoring Status – No further monitoring needed		
Recommendation This review looked into how the Neighbourhood Renewal Funding is being used to deliver local priorities set out by local people through the Local Area Partnership and in the Community Plan; and the lessons for any similar funding that may be allocated through Tower Hamlets Partnership in the future.	Response / Progress All the actions have been completed or there is on-going and therefore no further monitoring is proposed.	

Issue Parental Engagement in Secondary Education	Recommendation Date 4 th November 2009	Yellow
Monitoring Status – Maintain six-monthly monitoring		
Recommendation This review was established to examine the current policy and practices and suggest improvements in supporting and encouraging parental engagement in secondary schools.	Response / Progress Cabinet agreed the report in November 2009; this will be monitored in October 2010. The action plan is provided in appendix 10.	

‘One Tower Hamlets’

Issue Child Poverty	Recommendation Date 7 th October 2009	Yellow
Monitoring Status – Maintain six-monthly monitoring		
Recommendation This review was established to examine the barriers faced in gaining employment.	Response / Progress Cabinet agreed the report in October 2009; the action plan will be monitored in October 2010. The action plan is provided in appendix 11.	

Issue Interpreting and Translation Provision Challenge Session	Recommendation Date 10 June 2008	Yellow
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Monitoring Status – Maintain annual monitoring

Recommendation This Challenge Session was held to examine current interpreting and translation provision within the Council in the light of publication of the DCLG report 'Guidance for Local Authorities on translation of publications'. 7 recommendations were made as a result of the session which was also attended by a number of representatives from partner organisations.	Response / Progress This action plan was last monitored in November 2009; this will be monitored in November 2010.
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Issue English for Speakers of Other Languages (ESOL) Challenge Session	Recommendation Date 5 th January 2010	Yellow
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Monitoring Status – Maintain six-monthly monitoring

Recommendation This session was to consider ESOL provision in the borough with a focus on Tower Hamlets College.	Response / Progress This action plan was monitored in November 2009, this will be monitored in November 2010. The action plan is provided in appendix 12.
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'A healthy community'

Issue Tobacco Cessation in Tower Hamlets	Recommendation Date 30 July 2008	Green
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Monitoring Status – Maintain six-monthly monitoring

Recommendation This review was conducted by the Health Scrutiny Panel and examined the provision and impact of tobacco cessation services in Tower Hamlets. A total of 9 recommendations arose from the review, for both the PCT and LBTH.	Response / Progress There has been progress against all 9 recommendations. The update is provided in appendix 13.
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Issue Alcohol Misuse Amongst Young People	Recommendation Date 4 th November 2009	Yellow
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Monitoring Status – Maintain six-monthly monitoring

Recommendation This review was established to explore the problem of alcohol misuse amongst young people.	Response / Progress Cabinet agreed the action plan in November 2009; this will be monitored in October 2010. The action plan is provided in appendix 14.
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'Excellent public services'

Issue The use of consultants	Recommendation Date 30 July 2008	Green
Monitoring Status – Maintain annual monitoring		
Recommendation This review was established in order to investigate the use of consultants internally within the Council, leading to 7 recommendations being made.	Response / Progress The action plan was monitored in November 2009, this will now be monitored in November 2010.	

Response to Scrutiny Working Group Report on the Licensing of Strip Clubs – Appendix 2			
Recommendation	Update: Oct 2009	Responsibility	Date
<p>R1 That an extra post is created in the Licensing Department, with a remit focusing on the enforcement of licensing conditions applying to strip clubs in the borough. Furthermore, that this officer liaises very closely with the Police to ensure information is properly shared.</p>	<p>We have reviewed the licensing resources as part of a bench marking exercise. After the Overview & Scrutiny Report legislation changes were going to be proposed. Any resource issues will be decided as and when the new legislation is in place.</p> <p>The new legislation will classify lap dancing and striptease premises as sex encounter venues. If the draft legislation becomes law Local Authorities who adopt the legislation will be able to restrict the number of premises in their area to zero effectively banning lap dancing and striptease.</p> <p>Enforcement has been ongoing and premises are visited on a regular basis to check for compliance with the conditions of the licence. Legal action follows and one premise was prosecuted in July of this year for breach of conditions of the licence.</p>	<p>Head of Trading Standards / Environmental Health</p> <p>Licensing Services Manager</p>	<p>○ Aug 2008</p> <p>○ Oct 2008</p> <p>○ Oct 2008</p> <p>○ Nov 2008</p> <p>○ Nov 2008</p>
			<p>Update: March 2010</p> <p>On 12th November 2009 the The Policing and Crime Act 2009 received royal Assent. Section 27 of the Act amends Schedule 3 of the Local Government (Miscellaneous Provisions) Act 1982 to include a new category of sex establishment – the Sexual Encounter Venue.</p> <p>The LGMP Act 1982 allows a local authority to adopt the provisions of Schedule 3 of the 1982 Act to control, by way of a licensing regime, sex establishments in the area, within one year.</p> <p>It is required by the amendments in the PCA 2009 that a local consultation takes place consider the option of whether or not to adopt the Act.</p> <p>This consultation will also inform the policy that was made is made.</p>

Response to Scrutiny Working Group Report on the Licensing of Strip Clubs – Appendix 2			
Recommendation	Update: Oct 2009	Responsibility	Date
			Update: March 2010
			It is expected that that provisions of s.27 of the PCA 2009 will come into force in by April 2010.
			We are making plans for a members briefing for the Act.
R2	<p>That the Council works closely 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</p>	<p>All premises applying for a licence including those proposing striptease have statutory consultations to fulfil such as a public notice at the premises and an advert in a locally circulated newspaper. Additionally the Licensing Authority consults residents and businesses in a 40m radius of the premises.</p> <p>A communication plan will be dependent on the change of legislation as there is proposed to be provision in the Act for Local Authorities to set the number of premises to NIL which will ban</p>	<p>Head of Trading Standards / Environmental Health</p> <p>Licensing Services Manager</p> <p>Communications</p> <p>CLC Strategy and Programmes</p> <p>o Aug 2008</p>
			The consultation will cover this.

Response to Scrutiny Working Group Report on the Licensing of Strip Clubs – Appendix 2			
Recommendation	Update: Oct 2009	Responsibility	Date
	Update: Oct 2009		Update: March 2010
the ultimate possibility of a review of the license and it being revoked.			
R3 That the Council consider targeting mobile CCTV in the vicinity of premises operating striptease, to provide evidence of the extent of crime and disorder associated with these premises. To this end, the Council should also consider commissioning research to verify claims that there are direct links between strip clubs and crime and disorder (particularly crime of a sexual nature).	Static CCTV is used to monitor outside premises. There are limited resources for mobile CCTV however if continued inspections and surveillance reveal crime & disorder and anti social issues. There is a facility to employ mobile CCTV to evaluate and investigate. There have been no complaints about crime or anti social behaviour outside a premise, CCTV surveillance has taken place but has not revealed any crime & disorder.	Head of Trading Standards / Environmental Health Licensing Services Manager Community Safety	<ul style="list-style-type: none"> o Aug 2008 o Sept 2008 o Oct 2008
R4 That the Council reminds all owners of their obligations under the recently	All premises have been and will be inspected and no offensive advertising has been found.	Head of Trading Standards / Environmental	<ul style="list-style-type: none"> o July 2008
			Completed with two premises being issued with simple cautions on the advice of Legal because of breaches of

Response to Scrutiny Working Group Report on the Licensing of Strip Clubs – Appendix 2			
Recommendation	Update: Oct 2009	Responsibility	Date
<p>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>This action was and is programmed for when the annual fees are due.</p>	<p>Health Licensing Services Manager</p>	<p>Update: March 2010 licence conditions. Problematic adverts have not been reported.</p> <p>○ Ongoing</p>
<p>R5 That the Council should make written representations to owners of billboards and the owners of premises where the billboards are put up to request that they do not put up advertisements for strip clubs. Furthermore, that existing striptease license holders as</p>	<p>Details have been requested from planning. Action to be completed Surveys are regularly carried out and if striptease premises are advertising action will be taken.</p>	<p>Head of Trading Standards / Environmental Health Licensing Services Manager</p>	<p>Completed</p> <p>○ Aug 2008 ○ Sept 2008 ○ Aug 2008</p>

Response to Scrutiny Working Group Report on the Licensing of Strip Clubs – Appendix 2			
Recommendation	Update: Oct 2009	Responsibility	Date
			Update: March 2010
well as new applicants are asked not to advertise, either within the borough or outside.			
R6 That the Council lobbies the ASA in order to prevent strip clubs from advertising on billboards.	The Committee of Advertising Practice (CAP) is part of the Advertising Standards Authority and is the self-regulatory body that creates, revises and enforces the Advertising Code. The CAP code has been examined and there is no evidence to date.	Head of Trading Standards / Environmental Health Licensing Services Manager	<ul style="list-style-type: none"> o Aug 2008 o Sept 2008 <p>Ongoing</p>
R7 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 these	Ongoing All new premises licences under the Licensing Act 2003 have statutory consultation going to all responsible authorities, Planning is one of them. If there are any conflicts these are discussed and progressed.	Service Head – Environmental Control Head of Trading Standards / Environmental Health Licensing Services Manager	<ul style="list-style-type: none"> o Completed <p>Completed</p>

Response to Scrutiny Working Group Report on the Licensing of Strip Clubs – Appendix 2			
Recommendation	Update: Oct 2009	Responsibility	Date
			Update: March 2010
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.		Service Head – Development Decisions	<ul style="list-style-type: none"> o June 2008
R8 That the Council makes a clear (bilingual) public statement that it does not want strip clubs in the borough, in order to discourage applications for such premises.	This statement was made as part of the publishing of the Overview & Scrutiny Report and available on the web. The new legislation when adopted, will be the opportunity for the Council to restate its position, the new legislation will enable the Council to affectively ban lap dancing and striptease in the Borough.	Head of Trading Standards / Environmental Health Licensing Services Manager	<ul style="list-style-type: none"> o Aug 2008 o Sept 2008
R9 That residents within the current 40m radius from any premises that are applying for a striptease license (in keeping with the set limit for consultation for all types of license	Completed The procedures are explained on the Licensing Web page. Any enquiries are dealt with by way of a letter or the option of a meeting with a licensing officer. A communication plan will be dependent on the change of legislation as there is proposed to be provision in the Act for Local	Head of Trading Standards / Environmental Health Licensing Services Manager	<ul style="list-style-type: none"> o Sept 2008
			Completed

Response to Scrutiny Working Group Report on the Licensing of Strip Clubs – Appendix 2			
Recommendation	Update: Oct 2009	Responsibility	Date
	Update: March 2010		
<p>applications) are given detailed information of what they need to do should they wish to make representations to object. 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>Authorities to set the number at NIL. If this occurs no communication plan will be needed</p>		
<p>R10 That the Council considers ways in which, for strip clubs, consultation can be undertaken on a wider scale than the current 40m radius.</p>	<p>This action was superseded by the proposed change in legislation which is seeking to re-designate lap dancing and striptease venues as sex encounter establishments.</p>	<p>Head of Trading Standards / Environmental Health Licensing Services Manager</p>	<ul style="list-style-type: none"> ○ Aug 2008 ○ Oct 2008 ○ Nov 2008 <p>Completed. The legislative changes will be consulted upon.</p>

Response to Scrutiny Working Group Report on the Licensing of Strip Clubs – Appendix 2			
Recommendation	Update: Oct 2009	Responsibility	Date
R11 That the possibilities for referral to the 'saturation' policy are explored fully, to examine whether this could be utilized to minimise the number of clubs in the borough.	The proposals for the Sex Encounter legislation changes are likely to give the Council the option of limiting the number of premises holding striptease or lap dancing in the Borough to Nil.	Head of Trading Standards / Environmental Health Licensing Services Manager	<ul style="list-style-type: none"> o Aug 2008 o Oct 2008 o Nov 2008 o Jan 2009
R12 That the Council's Equalities Team performs an EQIA on the licensing of strip clubs from the perspective of gender, to establish evidence in support of a more assertive approach to licensing and explore other opportunities for legal challenge (see recommendation 3).	This EIA was not in the CLC Directorate program. EQIA has not yet taken place; it is on hold pending the outcome of the Sex Establishment legislation.	Head of Trading Standards / Environmental Health Diversity and Equality Coordinator	<ul style="list-style-type: none"> June 2008 October 2008 March 2009
R13 That the Council seeks to lobby government to change primary	This has been done. The Overview & Scrutiny report was included in our response. LBTH met with (at the time) Minister Vernon Coker to present the	Head of Trading Standards / Environmental	<ul style="list-style-type: none"> o Jul 2008 o Aug 2008
			Update: March 2010 The legislative changes could provide an option of restricting numbers.
			The legislative changes will provide further opportunities for this action. The legislative changes will provide further opportunities for this action.
			Complete. The legislative changes have happened.

Response to Scrutiny Working Group Report on the Licensing of Strip Clubs – Appendix 2			
Recommendation	Update: Oct 2009	Responsibility	Date
legislation (as set out in the Licensing Act 2003) so that strip clubs can be classified as sex encounter establishments.	LBTH case. Draft legislation has now been produced which will reclassify striptease and lap dancing as Sex Encounter establishments.	Health Licensing Services Manager	<ul style="list-style-type: none"> ○ Sept 2008
R14 That the Council hosts a pan-London event (with the support of OBJECT) to engage with other communities and get greater levels of support and cooperation in these attempts to lobby government.	<p>Draft legislation has now been produced which will reclassify striptease and lap dancing as Sex Encounter establishments.</p> <p>This action was linked to R13. The event is not necessary</p>	<p>Head of Trading Standards / Environmental Health</p> <p>Licensing Services Manager</p>	<ul style="list-style-type: none"> ○ Oct 2008 ○ Feb 2009
			<p>Update: March 2010</p> <p>Complete. The legislative changes have happened.</p> <p>Complete. The legislative changes have happened.</p>

Scrutiny Working Group Report on Choice Based Lettings – Appendix 3

Recommendation	Update: November 2009	Date	Update: February 2010
<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>The review of the Lettings Policy undertaken this year has produced proposals for a new Lettings Policy in line with R10. The review has concluded that the present policy on bidding is unhelpful and generates negative bidding behaviour. Changes are proposed to current policy on bidding.</p> <p>The proposed new Lettings Policy is about to undergo public & stakeholder consultation before final proposals are put to Cabinet for decision on a new Lettings Policy early next year. Focus groups and consultation with voluntary and statutory agencies form part of the consultation. Analysis of bidding patterns by ethnicity will be part of the EQIA that will be form part of the final report to Cabinet.</p>	<p>March 2010</p>	<p>The review of the lettings policy carried out during 2009 concluded that the present policy on bidding is unhelpful and generates negative bidding behaviour. This was largely because it allowed unlimited bidding for any size property regardless of the household size of the applicant. Proposals on changes to policy in relation to bidding were developed and put to public and stakeholder consultation. The consultation supported the proposals.</p> <p>The new Lettings Policy developed from the review and the consultation will be put to March 10 2010 Cabinet for decision. The policy includes changes on bidding that are designed to introduce more rational bidding behaviour and encourage applicants to make positive choices by removing the ability to bid for any size regardless of need and to introduce a maximum of 5 bids per applicant per weekly cycle.</p> <p>Once the policy is in place, bidding behaviour will need to be monitored as part of the implementation of the new policy , in particular to ensure that all groups in the</p>

Scrutiny Working Group Report on Choice Based Lettings – Appendix 3

Recommendation	Update: November 2009	Date	Update: February 2010
<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>The proposals for a new Lettings Policy have been subject to an EQIA. The initial assessment of the proposals does not indicate a negative impact upon any group. Further assessment of equalities impact of the proposals will be undertaken as part of the consultation process. The results of the consultation in relation to equalities impact assessment issue will form part of the final report to Cabinet for decision on a new Lettings Policy.</p>	<p>March 2010</p>	<p>community understand and engage effectively with the bidding process. . . The proposals for a new Lettings Policy have been subject to an EQIA. In particular the impact of giving preference in date order within a band was examined in relation to ethnicity to ensure that this process did not disadvantage or give an unfair advantage to any group. The assessment did not identify any such impacts. The public consultation exercise on the proposed new lettings policy received a high level of responses in support of the proposals. These responses were monitored across all the equality strands. Although there were some differences identified in levels of support, there were no significant variations from the overall level of support expressed by those who responded. In particular, the proposals to give preference in the four new bands to applicants waiting longest in the band received very high levels of support from the public and applicants on the Housing List.</p>
<p>R3. That work is developed to address the issue of the lack of transparency in decision making to</p>	<p>Lettings information is now being published regularly as well as monthly supply and demand data.</p>	<p>March 2010</p>	<p>The new lettings policy is designed to be a simpler and clearer method of prioritising applicants. This is achieved by having 4 bands separated into high to lower level of</p>

Scrutiny Working Group Report on Choice Based Lettings – Appendix 3

Recommendation	Update: November 2009	Date	Update: February 2010
<p>improve community 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>Advertising of properties where preference is to be given may not be necessary under the proposed new Lettings Policy although this is still being considered.</p> <p>The new policy proposals recommend changes to bidding policy with a view to encouraging less bidding in volume and more rational choice being exercised.</p> <p>The present policy does not encourage this. Analysis of use of coupons has been carried out including a survey of coupon users.</p> <p>Telephone and internet bidding facilities have been provided at One Stop Shops which can be used free of charge. Training has been made available for applicants to use these options.</p> <p>Internet and telephone bidding has therefore increased. Currently 65% of applicants who bid regularly bid online, 22% by telephone.</p>		<p>priority. Applicants will bid for advertised property but within bidding rules that will encourage proper exercise of choice as opposed to the “scatter gun” approach encouraged under the existing policy.</p> <p>Preference in each band will be given in date order of entry to the band. Decisions to make offers will be on simpler, clearer basis that will be seen as fairer.</p> <p>The new policy will therefore make it much easier to explain and defend the way scarce homes are allocated to individual applicants and the community at large.</p> <p>The new policy document has also been written to set out as clearly as possible how choice based lettings works. This includes explanation on the use of targets and an annual Lettings Plan. It makes clear that where targets are applied, this will be done by advertising properties to certain groups only in order to be as transparent as possible about how decisions are being made.</p> <p>Development of the IT delivery vehicle is now under consideration in order to make the process as customer friendly as possible,</p>

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Recommendation	Update: November 2009	Date	Update: February 2010
			<p>and to provide information on bidding history, applicants' position in the queue and extension of methods for bidding to ensure all members of the community can participate fully. An important aim is that when applicants have regular access to their queue position, they will be able to bid or choose not to on a better informed and more rational basis than at the moment where a universal practice is to bid for everything regardless. The consultation exercise produced responses from applicants that indicated they did this because the system allowed them to and was not a meaningful exercise for them.</p> <p>Lettings information is now being published regularly as well as monthly supply and demand data.</p> <p>Analysis of use of coupons has been carried out including a survey of coupon users. Telephone and internet bidding facilities are provided at One Stop Shops which can be used.</p> <p>The application form has been revised to collect more information on disabilities and support needs.</p> <p>An upgrade on the Homeseekers website is</p>
<p>R4. That service improvement activities are developed based on the feedback obtained from the users and</p>	<p>The application form has been revised to collect more information on disabilities and support needs.</p> <p>Work is in progress on upgrading the</p>	<p>February 2010</p>	

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Recommendation	Update: November 2009	Date	Update: February 2010
<p>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>Homeseekers website. Literature now contains information and contact details for those who need assistance with bidding.</p>		<p>being commissioned subject to final confirmation of potential costs savings that will help fund the costs of the upgrade. Literature now contains information and contact details for those who need assistance with bidding.</p>
<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>This has not yet been achieved. However, 29 July Cabinet agreed comprehensive proposals for a new Lettings Policy to be put to full public consultation. A final report to Cabinet is anticipated in early 2010 with implementation of the new policy to follow from April 2010. As part of the forward planning for implementation for the new policy and for the necessary IT adjustments to be made, feasibility of joining ELLC will be considered or whether development of existing IT provision can provide sufficient facility to provide an equivalent level of service.</p>	<p>March 2010</p>	<p>As part of the preparation and forward planning for implementation for the new policy in relation to IT adjustments that will be needed, feasibility of joining ELLC is being evaluated or whether development of existing IT provision can provide sufficient facility to provide an equivalent level of service.</p>
<p>R6. That a Local Lettings Plan is adopted for all</p>	<p>Once the consultation period on the new Lettings Policy has ended, a report</p>	<p>By May 2010</p>	<p>The new lettings policy that will go to Cabinet for decision early in 2010 will include provision</p>

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Recommendation	Update: November 2009	Date	Update: February 2010
<p>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>will go to Cabinet for decision early in 2010 The new policy will include provision for local lettings plan to be agreed when appropriate.</p>		<p>for local lettings plan to be agreed when appropriate.</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 proposed new Lettings Policy contains three elements in relation to extending current sons & daughter's policy.</p> <ol style="list-style-type: none"> 1. A proposal to reduce the level of overcrowding in a household for a son or daughter of existing tenant to qualify for independent rehousing as the present level is considered unreasonably high. 2. A new provision to rehouse an adult son or daughter of existing tenants where the tenant also wishes to move to a smaller property. The outcome would result in an under 	<p>March 2010</p>	<p>The new lettings policy going to Cabinet contains three elements in relation to extending current sons & daughters policy.</p> <ol style="list-style-type: none"> 3. The new policy contains an amendment to the existing special quotas in Community Group 2 where for highly overcrowded households there is provision to rehouse and adult son or daughter separately to relieve the overcrowding. The change will reduce the level of overcrowding in a household for a son or daughter of existing tenant to qualify for independent rehousing as the present level is considered unreasonably high. This special quota will in future be in Band 1 (Group B)

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Recommendation	Update: November 2009	Date	Update: February 2010
	<p>occupation move and release a larger property for letting to another household</p> <p>A percentage of available housing to be set aside annually for sons & daughters of tenants of Common Housing Register partners where they would not qualify for housing through any other category in the policy. In order to comply with legislation and CLG Code of Guidance this percentage is expected to be modest, but will be decided upon by Cabinet when setting targets as part of the annual Lettings Plan.</p>		<p>4. The new policy contains an addition to the existing special quotas in Community Group 2. This is a new provision to rehouse an adult son or daughter of existing tenants where the tenant also wishes to move to a smaller property if this would result in a net gain in bedrooms. This would achieve an under occupation move and release a larger property for letting to another household. This special quota groups will in future be in Band 1 (Group B).</p> <p>5. In the new Lettings policy there is provision to a proportion of available housing to be set aside annually as a quota for sons & daughters of tenants of Common Housing Register partners where they would not qualify for housing through any other category in the policy. In order to comply with legislation and CLG Code of Guidance this percentage is expected to be modest, but will be decided upon by Cabinet when setting targets as part of the annual Lettings Plan. This quota will be in Band 3.</p> <p>Applicants will be required to meet residence</p>

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Recommendation	Update: November 2009	Date	Update: February 2010
<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>Children's services will be consulted as part of the Lettings Policy Review consultation.</p> <p>Consideration is also being given to whether a quota group for adult children of foster carers to be rehoused independently should be added to the existing quota groups.</p> <p>If this is agreed, an annual target could be set and included in the proposed annual lettings plan. Final decisions on targets will be taken by Cabinet.</p> <p>To date, no research has been undertaken into shared ownership for foster carers within Development & Renewal.</p>	<p>January 2010</p>	<p>criteria of 5 years living with their parents as their sole residence. Preference will be given to applicants eligible for this quota in date order of registration on the Housing List.</p> <p>Rehousing adult children of foster carers has been considered by seeking the agreement of adult children who may be eligible. None at the present time have indicated they wish to move. In the circumstances, setting an annual quota as previously considered would appear to be unnecessary.</p> <p>Should the situation change, and one or more individuals expressed a wish to be considered, there is provision within the Lettings Policy to do this through the Housing Management Panel that already operates in order to consider special cases or circumstances in order to consider awarding additional discretionary priority for example. It is proposed therefore that this route is adopted to consider any appropriate cases and that this is written into the fostering protocol document.</p> <p>To date, no research has been undertaken into shared ownership for foster carers within</p>

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Recommendation	Update: November 2009	Date	Update: February 2010
<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>A full review of the medical assessment process has been carried out. This has included a close examination of a sample of cases; an analysis of the effectiveness of the process from start to finish; analysis of how the present process is operated within the Common Housing Register partnership; research into practice in other boroughs that use the same medical advisory service. A report recommending improvements is forthcoming.</p>	<p>February 2010</p>	<p>Development & Renewal.</p> <p>A full review of the medical assessment process has been carried out. This has included a close examination of a sample of cases; an analysis of the effectiveness of the process from start to finish; analysis of how the present process is operated within the Common Housing Register partnership; research into practice in other boroughs that use the same medical advisory service. A report on the review and recommendations for improvements was considered by Cabinet Members at a seminar on 12 January 2010. Recommendations included greater guidance and support for staff administering the process within the Lettings Team; improving the way in which initial assessments are done and introducing much greater clarity about the appeal stages and criteria to be applied. In addition it was recommended that a new post of review officer should be created to undertake first stage appeals that should have the capacity to carry out in depth and skilled assessments of cases where appropriate and provide a properly documented and reasoned response in each case. These improvements will be taken forward within the</p>

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Recommendation	Update: November 2009	Date	Update: February 2010
<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>Following the report of the Scrutiny Working Group and this recommendation, the judgement in House of Lords –v- Newham Council was announced in January 2009. The decision was that the emphasis on waiting time in Newham Council's allocation scheme was lawful.</p> <p>The proposed new Lettings Policy for Tower Hamlets Council retains the separation of applicants in bands based upon their levels of housing need and other factors, but recommends that within each band, priority should be usually decided by length of time waiting in the band.</p> <p>The CLG has issued draft guidance on allocations in the light of the Newham judgement that now support the House of Lords decision, that there is nothing wrong in principle with an allocations scheme that prioritises on the basis of waiting time. This is as long as a distinction is retained between</p>	<p>March 2010</p>	<p>Development and Renewal directorate as early as possible.</p> <p>Following the report of the Scrutiny Working Group and this recommendation, the judgement in House of Lords –v- Newham Council was announced in January 2009. The decision was that the emphasis on waiting time in Newham Council's allocation scheme was lawful.</p> <p>The new Lettings Policy going to Cabinet for decision on March 10 2010 retains the separation of applicants in bands based upon their levels of housing need and other factors, but recommends that within each band, priority should be usually decided by length of time waiting in the band.</p> <p>The CLG issued new guidance on allocations in December 2009 in the light of the House of Lords judgement on Newham's allocations scheme. The guidance allows local authorities to adopt greater flexibility in allocation schemes, in particular taking account of local circumstances and preferences. This can include greater emphasis on time spent waiting if required. The new lettings policy has adopted this</p>

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Recommendation	Update: November 2009	Date	Update: February 2010
	<p>applicants who fall within a reasonable preference category and those that do not. The proposals for a new Lettings Policy that are currently being consulted upon with the public meet this requirement.</p> <p>The proposed new Lettings Policy has been developed and agreed in close cooperation with Common Housing Register partners. It is designed to be easier to understand, explain and administer. The period of public consultation will be first real test of whether these objectives have been achieved. The proposals will be modified in the light of the consultation as appropriate and a final report will be taken to Cabinet early in 2010 to agree a new Lettings Policy.</p>		<p>approach and complies with the new guidance. .</p>
<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>The report to Cabinet with final proposals for a new Lettings Policy will also consider the question of transitional periods.</p>	<p>N/A</p>	<p>The question of transitional periods was considered during the seminars held for Cabinet members in June 2009. The view reached was that any transitional period would be inappropriate as it would delay the implementation of the full policy. However, the impact of the policy will be carefully monitored and reported to members within an appropriate time scale to ensure that it is</p>

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Recommendation	Update: November 2009	Date	Update: February 2010
<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>Home visits are being undertaken by the Lettings Team to severely overcrowded Council tenants to discuss housing options and give advice and information.</p> <p>Home visits are also being undertaken by the Lettings Team to under occupiers to try and increase downsizing to free up larger properties to let to overcrowded households.</p> <p>The Lettings Team have introduced a private sector rent deposit scheme for Council and partner tenants to create family sized vacancies or relieve overcrowding. This year to date, 8 households have been rehoused through this scheme which was the target for the year. It is anticipated that the target will be significantly exceeded as there has been a positive response to the scheme amongst tenants.</p>		<p>achieving its objectives and that action can be taken to amend any adverse affects if they are identified.</p> <p>Home visits are being undertaken by the Lettings Team to severely overcrowded Council tenants to discuss housing options and give advice and information.</p> <p>Home visits are also being undertaken by the Lettings Team to under occupiers to try and increase downsizing to free up larger properties to let to overcrowded households.</p> <p>The Lettings Team have introduced a private sector rent deposit scheme for Council and partner tenants to create family sized vacancies or relieve overcrowding. This year to date, 13 households have been rehoused through this scheme which was the target for the year. The scheme has been a success and the original target has been exceeded.</p> <p>At the Common Housing Register Forum on 25 January 2010 it was agreed that the policy review sub group would give further consideration to measures that could increase under occupation moves.</p>

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Recommendation	Update: November 2009	Date	Update: February 2010
<p>13. That Overview and Scrutiny Committee conduct a through 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>Payments under the cash incentive scheme have been increased. There appears to be more take up and interest in this scheme this year compared to the previous year. Resultant vacancies will go to overcrowded households.</p>	<p>Autumn 2009</p>	<p>An Overcrowding Strategy was agreed by Cabinet in Autumn 2009. This sets out an analysis of the problem and a series of measures to tackle the serious levels of overcrowding known to exist in the borough. This includes use of the private sector for temporary “respite” moves for highly overcrowded families.</p> <p>In addition, changes in the new lettings policy outlined above increase the opportunity for overcrowding to be ameliorated amongst severely overcrowded households by offering an option to rehouse adult sons or daughters independently.</p>
<p>R14. That the Lettings policy be revised to reflect the changes proposed under the ‘Bedroom Standards’</p>	<p>Proposals on the bedroom standard will be discussed with partners during the consultation period on the proposed new Lettings Policy. If agreement is reached, proposals may be incorporated in the new Lettings Policy to be considered by Cabinet early in 2010.</p>	<p>March 2010</p>	<p>The policy sub group of the Common Housing Register Forum considered this issue when developing the new policy. It was decided that the current policy of giving children under 10 of mixed sex separate bedrooms be retained. This is a more generous provision than the “Bedroom Standard”. In relation to children of same sex sharing where one is over 21, it was decided to retain the present policy where it is considered reasonable within</p>

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Recommendation	Update: November 2009	Date	Update: February 2010
<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</p>	<p>Cabinet has approved a comprehensive overcrowding reduction strategy. This includes target work to tackle overcrowding (e.g. home visits; private rented sector options; Right to Buy buy backs ; local housing initiatives)</p> <p>The proposals for a new letting policy include high priority to be given to under occupiers. A policy on direct lets where appropriate is included in the proposals.</p>	<p>Autumn 2009</p>	<p>the Tower Hamlets context to share a bedroom in these circumstances. This is less generous than the “Bedroom Standard” which proposes where same sex sharing is taking place, and one or more is over 21, that they should be entitled to separate bedrooms.</p> <p>Cabinet has approved a comprehensive overcrowding reduction strategy. This includes target work to tackle overcrowding (e.g. home visits; private rented sector options; Right to Buy buy backs ; local housing initiatives)</p> <p>The new lettings policy maintains the provision in the existing policy that high priority is given to under occupiers. A policy on direct let’s where appropriate and in defined circumstances included in the new policy.</p>

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Recommendation	Update: November 2009	Date	Update: February 2010
<p>develop and fund initiatives;</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>Capital Moves was put on hold by the new Mayor of London.</p> <p>There is nothing further to report on this at present.</p>	<p>N/A</p>	<p>Capital Moves was put on hold by the new Mayor of London.</p> <p>There is nothing further to report on this at present.</p>

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Recommendation	Update: November 2009	Date	Update: February 2010
<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>To date this matter has not been put forward in a Cabinet report for decision.</p>	<p>March 2010</p>	<p>The Homes & Communities Agency asked for sub regional bids for a pilot funding initiative to provide a housing option for social housing tenants who are under occupiers but do not qualify for the existing Seaside and Country Homes Scheme. The objectives of the pilot are to</p> <ul style="list-style-type: none"> • Release under occupied family sized social rented homes • Acquire properties outside London • Improve understanding of characteristics and aspirations of under occupying tenants who wish to move including information on preferred locations.
<p>R18. That the Council should invite other local authorities in London to identify best practice in promoting and facilitating mutual exchanges;</p>	<p>This is still outstanding. This will be taken forward once the lettings policy review and consultation has been concluded.</p>	<p>March 2010</p>	<p>This is still outstanding. This will be taken forward once the lettings policy has been agreed by Cabinet in March 2010</p>
<p>R19. That the Council should undertake a review of Key Worker Housing in the Borough, specifically looking at its</p>	<p>This is still outstanding and will be taken forward as part of the lettings policy review. The existing annual quota of 50 has been in place for many years. Proposals for new targets for</p>	<p>May 2010</p>	<p>It was agreed within the Common Housing Register Forum that a full review of the Key Worker quota should be undertaken once the new lettings policy is in place. Pending that review, the annual quota currently in place</p>

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Recommendation	Update: November 2009	Date	Update: February 2010
<p>affordability and the problems experienced by those with families in non-secure/assured tenancies;</p>	<p>all quota groups will be put forward in the annual lettings plan for Cabinet decision. The criteria to qualify will also be reviewed as part of the process.</p>		<p>since 2002 can be re considered in deciding the quota numbers for the coming year when a Lettings Plan is taken to Cabinet for decision in May 2010.</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>Best Value Review of Sheltered Housing has been completed. The process for allocating sheltered housing is under review as part of the lettings policy review.</p>	<p>March 2010</p>	<p>Best Value Review of Sheltered Housing has been completed. Sheltered Housing is the one area where supply exceeds demand. It proves difficult from time to time to let some vacancies through the choice based lettings process. In order to remedy this, it was agreed that under the new provision for direct lettings to be made that for Sheltered Housing vacancies, if advertised once and no interested bidders come forward, a direct offer could be made to a suitable applicant.</p>

Response to Scrutiny Working Group Report Young people's participation in sports leading up to the Olympics – Appendix 4			
Recommendation	Update: November 2009	Responsibilities	Date
<p>R1. That a review is undertaken of the current pricing policy of leisure and physical activities and venues with a view to:</p> <ol style="list-style-type: none"> 1. Reducing costs for parents on low income; 2. Reducing the price of provisions for young people; 3. Formulating a policy for hiring and pricing of community access sports facilities and publishing this; 4. Giving free access to leisure centres for young people who are looked after; 	<p>Free swim Friday introduced for all Tower Hamlets Residents.</p> <p>Charges reviewed but no scope for reducing costs without additional funding.</p> <p>COOL card project delivered by GLL and Children's Services. (Ended July 09). 687 young leisure centres through membership incentive scheme.</p> <p>Pilot scheme for access to centres for Looked After Children implemented in partnership with GLL & Children, Schools & Family Directorate</p>	<p>1. Michelle Davies Leisure Contracts and Partnership Manager</p>	<p>1. Completed</p>
		<p>2. Michelle Davies Leisure Contracts and Partnership Manager</p>	<p>2. Jan 2009</p>
		<p>3. Michelle Davies Leisure Contracts and Partnership Manager</p>	<p>3. April 2009</p>
			<p>Update: March 2010</p> <p>Free swim Friday introduced for all Tower Hamlets Residents.</p> <p>Charges reviewed but no scope for reducing costs without additional funding</p> <p>COOL card project delivered by GLL and Children's Services. (Ended July 09). 687 young people accessed leisure centres through membership incentive scheme.</p> <p>GLL and GLL Sport Foundation</p>

Response to Scrutiny Working Group Report Young people's participation in sports leading up to the Olympics – Appendix 4				
Recommendation	Update: November 2009	Responsibilities	Date	Update: March 2010
	Free swimming for Under 16's implemented April 2009	4 Head of Sport and Physical Activity 5. Michelle Davies Leisure Contracts and Partnership Manager	4. October 2008 5. Completed	enabled young talented LBTH sports stars free access to GLL leisure centres Pilot scheme for access to centres for Looked After Children implemented in partnership with GLL & Children, Schools & Family Directorate Free swimming for Under 16's implemented April 2009
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	This will continue to be used for future developments.	Ann Sutcliffe, Service Head Building Schools for the Future Paul Martindill, Service Head Cultural Services	From 2008 and ongoing to 2013	This will continue to be used for future developments.

Response to Scrutiny Working Group Report Young people's participation in sports leading up to the Olympics – Appendix 4

Recommendation	Update: November 2009	Responsibilities	Date	Update: March 2010
<p>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>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>GLL provide number of incentive campaigns throughout year. Including: Providing new members with free guest passes for friends / family (Implemented March 09 / May 09 & August 09) British Gas Free Swimming Programme (Sept 09) Pupil Referral Unit access to leisure centres via voucher projects</p>	<p>Michelle Davies Leisure Contracts and Partnership Manager</p>	<p>On-going</p>	<p>GLL provide number of incentive campaigns throughout year. Including: Providing new members with free guest passes for friends / family (Implemented March 09 / May 09 & August 09) British Gas Free Swimming Programme (Sept 09) Pupil Referral Unit</p>

Response to Scrutiny Working Group Report Young people's participation in sports leading up to the Olympics – Appendix 4

Recommendation	Update: November 2009	Responsibilities	Date	Update: March 2010
<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>	<p>Women & Girls Free Swimming Programme implemented April 2009</p> <p>Working with the Muslim Women's Collective to Develop Community football Coaches to accredited standards and promoting recruitment of Women life guards.</p>	<p>1. Michelle Davies Leisure Contracts and Partnership Manager</p> <p>2. Head of Sport And Physical Activity</p>	<p>1. Completed</p> <p>2. Completed</p>	<p>access to leisure centres via voucher projects</p> <p>Women & Girls Free Swimming Programme implemented April 2009</p> <p>Working with the Muslim Women's Collective to Develop Community football Coaches to accredited standards and promoting recruitment of Women life guards.</p>
<p>R5. That the service look at ways the leisure centres can be enhanced to actively engage and increase young disabled people with sports</p>	<p>GLL signed up to Inclusive and Active Strategy.</p> <p>GLL committed to undertake further disability training for staff.</p> <p>GLL building partnership with Raiders</p>	<p>1. Michelle Davies Leisure Contracts and Partnership Manager</p>	<p>1. March 2010</p>	<p>GLL in partnership with The, interviewed for 2 work</p>

Response to Scrutiny Working Group Report Young people's participation in sports leading up to the Olympics – Appendix 4

Recommendation	Update: November 2009	Responsibilities	Date	Update: March 2010
<p>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>	<p>Wheelchair Basketball Club, to gain knowledge, and ideas for improving inclusiveness.</p> <p>Term-time multi-sport, swimming, wheelchair athletics, learning disability athletics taking place at Mile End Park Leisure Centre</p> <p>Inter-borough Disability Swimming Gala taking place</p> <p>Disability Sport in Tower Hamlets Brochure Produced</p>	<p>2. Pauline Dunn Sports Development and Healthy Lifestyles Manager</p> <p>3. Pauline Dunn Sports Development and Healthy Lifestyles Manager</p> <p>4. Pauline Dunn Sports Development and Healthy Lifestyles Manager</p> <p>5. Pauline Dunn Sports</p>	<p>2. Completed</p> <p>3. on-going</p> <p>4. Completed.</p> <p>5. Completed</p>	<p>placements (with Tower Project) at Mile End Park Leisure Centre. These placements will be linked and “shadowed” by a strong member of the receptionist team to offer guidance and ongoing support.</p> <p>Coach Ability Scheme (scheme for disabled people to qualify as sports coaches) was promoted within the borough. The scheme comes to</p>

Response to Scrutiny Working Group Report Young people's participation in sports leading up to the Olympics – Appendix 4

Recommendation	Update: November 2009	Responsibilities	Date	Update: March 2010
	<p>Review conducted but due to insufficient funding unable to implement transport scheme</p> <p>GLL working with CLC to increase the number of staff employed with disabilities.</p>	<p>Development and Healthy Lifestyles Manager</p> <p>6. Pauline Dunn Sports Development and Healthy Lifestyles Manager</p>	<p>6. March 2009</p> <p>7. Underway</p>	<p>an end in April 2010.</p> <p>Completed</p> <p>Completed</p> <p>Disability Sport in Tower Hamlets Brochure produced</p> <p>Completed</p> <p>Review conducted but due to insufficient funding unable to implement transport scheme</p> <p>GLL working with CLC to increase the number of staff employed with disabilities.</p>

Response to Scrutiny Working Group Report Young people's participation in sports leading up to the Olympics – Appendix 4					
Recommendation	Update: November 2009	Responsibilities	Date	Update: March 2010	
R6. That budget provisions be made to mainstream Sports Search in the work that the Council does, exploring the potential to roll out Sports Search to special schools in the borough with a view to capturing data for disabled young people.	N/A	N/A	N/A	N/A – no progress needed.	
R7. That the Sports and Physical Activities Service seek to increase ways in which budget allocations can be increased to further mainstream sports activities.	Contract renegotiations in 2009, resulting in securing an additional profit share which is being used to deliver additional sporting initiatives for the community.	Head of Sport & Physical Activity	March 2009 - 2012	Contract renegotiations in 2009, resulting in securing an additional profit share which is being used to deliver additional sporting initiatives for the Community.	
R8. That annual borough-wide major community events are organised in which young people participate in Olympic and Paralympic sports, building	Completed. Paralympic days held at Mile End Park & Newham Leisure Centres	Pauline Dunn Sports Development and Healthy Lifestyles Manager	Annual programme starting March 2009	1. As Per October 2009 Update 2. Delivered in	

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champions to participate in the events through schools and sports programmes;				2009/10, Activities in 2010/11/12 dependent on funding from 2012 Unit
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.	LOCOG confirmed no free ticket policy and they will review the possibility of enabling partner organisations to block book tickets	1. Nick Smales Service Head 2012	1. August 2011	3. Ongoing Full details of ticketing policy and details of planned test events have not yet been released but it is clear that there will be no free tickets. Hence the possibility of negotiating free tickets and subsidised event entry is not an option and R9 should be removed from the next update of this strategy.
		2. Nick Smales Service Head 2012	2. August 2011	

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<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>Paul Armitage Communications and Community Engagement Manager – 2012 Unit</p>	<p>December 2008</p>	<p>Accessibility to events, specifically the Walking race and Marathon – LOCOG and the ODA will ensure that all events and venues are fully accessible.</p> <p>Positive images of people with disabilities taking part in sport are being promoted throughout communications collateral. Specific activities/opportunities for people with disabilities have been undertaken including a PMA sports day. We are working with local schools including Stephen Hawking to celebrate the Winter</p>

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				Olympics through an Ice Skating event. And we ensure a 2012 presence at all relevant event/s organised by Adult Services centred on engaging with disabled people.
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;	Completed Aug 2008	1. Paul Martindill Head of Cultural Services 2. Paul Martindill Head of Cultural Services	1. March 2009 2. October 2008	Completed.
R12. That formalised agreements as part of housing stock transfer are	Tower Hamlets Homes the Arms Length Management Organisation is now live and stock transfer is no longer	Aman Dalvi, Director Development and	N/A	There have been no stock transfers since this

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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.	active	Renewal		recommendation was made. In the Ocean Estate re-development proposals include provision of enhanced play and open space.
R13. That work is developed with Wood Wharf with a view to securing opportunities for water sports in the borough.	The Wood Wharf Planning Permission, approved 15 May 2009, secured through a S106 agreement a total financial contribution towards off-site leisure provision of £4,552,859. The agreement does not identify particular proposals for the contributions and this contribution could be used towards provision for water sports within the borough. Furthermore, the application included a Water Space and Public Realm Strategy. Within this strategy the proposals included provision for a terraced small boat launch area for supervised boating activities such as canoeing and kayaking.	Aman Dalvi, Director Development and Renewal	December 2008	The Wood Wharf development has not commenced due to the economic downturn.

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Recommendation	Update: November 2009	Responsibilities	Date	Update: March 2010
<p>R14. That consideration be given to what other host boroughs have been involved in to increase sports participation with a view to adopting what works well in increasing participation, and that affordable access is negotiated for young people in Tower Hamlets to leisure facilities in other host boroughs, particularly as a legacy of the Olympics and to increase contact between young people in the different boroughs through events and competitions.</p>	<ol style="list-style-type: none"> 1. Sports Officers group lead is in CLC 2. Full engagement in legacy master plan consultation process including future use of legacy venues – response to London Assembly review of venues in legacy 3. Future Action 	<ol style="list-style-type: none"> 1. Head of Sport And Physical Activity 2. Head of Sport And Physical Activity 3. Head of Sport And Physical Activity 	<ol style="list-style-type: none"> 1. March 2009 2. Ongoing 3. March 2010 	<p>Draft 5 Borough Development plans produced for Aquatics, Athletics, Basketball, Disability Sport, Hockey.</p>
<p>R15. That the PCT develop targeted work with 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</p>	<p>Completed Completed. Funding for MEND ceased (new funding recently secured from a commercial sponsor)</p>	<ol style="list-style-type: none"> 1. Pauline Dunn Sports Development and Healthy Lifestyles Manager 2. Pauline Dunn 	<ol style="list-style-type: none"> 1. Sept 2008 to March 2010 2. Sept 2008 to 	<p>1, 2, 3: NHS TH recently commissioned evaluation of all children's weight management services in borough; recommendations</p>

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Recommendation	Update: November 2009	Responsibilities	Date	Update: March 2010
activities;	<p>Completed</p> <p>Ongoing</p> <p>We are in the process of evaluating both the BEST and Activ8 programmes, report due in January 2010</p>	<p>Sports Development and Healthy Lifestyles Manager</p> <p>3. Esther Trenchard-Mabere – Associate Director of Public Health</p>	<p>March 2010</p> <p>3. Established programmes – ongoing</p> <p>4. Implementation of new programmes commencing September / October 2008</p>	<p>are being implemented, services reshaped to provide seamless service in order to improve efficacy. In addition to 2 current local services (BEST and Activ8) national programme (MEND) has sought private finance and will deliver 18 programmes up to March 2012.</p> <p>4: Ongoing active play and sports programmes have been commissioned by PCT from Toy House Libraries, Play Association Tower Hamlets (PATH) and Osmani Trust.</p>

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Recommendation	Update: November 2009	Responsibilities	Date	Update: March 2010
	5. The research phase of the social marketing project has been completing and final report with recommendations due by end of November.		5. October 2008	5: Ongoing – see below As a result of being awarded 'Healthy Borough' status in 2008 a broad portfolio of preventative work is being delivered across the borough by a range of statutory, non-statutory and private partners aimed at delivering innovative approaches to removing barriers to physical activity for children and families.
R16. That the PCT in partnership with LBTH should deliver health promotion as part of the Olympics publicity to include	See above The social marketing project is now in its primary research phase	Esther Trenchard-Mabere – Associate Director of Public Health	Convene steering group – September 08 Finalise	Social marketing organisation awarded contract to deliver Phase 1. Literature review,

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<p>messages on the damaging effects of drugs and smoking and that the publicity campaign be supported by celebrities to promote a 'cool' image of participating in sports at local venues.</p>	<p>The <i>Let's Make it Happen</i> brand together with an accompanying <i>Making it Happen</i> brand have been successfully trade marked and discussions about the use of the brands within the social marketing campaign are ongoing</p>	<p>and Nick Smales Service Head 2012 Unit</p>	<p>specification and advertise tender – September 08 Award contract November 08 Complete phase 1 (research and testing of messages) April 09 Phase 2 – Implementation of campaign 2009-12 Trade Mark licensed October 2008</p>	<p>secondary and primary research conducted and recommendations made. Work has been extended to allow 'co-creation' work with targeted groups to occur. Partnership approach continues and recommendations and outputs are being fed into AMP website redesign, linked to segmentation tool that will link young people to appropriate local activities and production of marketing plan. Phase 2 (2010-11) will involve commissioning</p>

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Recommendation	Update: November 2009	Responsibilities	Date	Update: March 2010
				possibly local organisation to drive forward local awareness campaign.

Response to Scrutiny Review Working Group Report on Affordable Homeownership – Appendix 5		
Recommendation	Response / Comments	Lead Officer
R1 That wider publicity and promotion is undertaken of the Housing Options service including sign-posting from Lettings and Homeless Services	<p>Homeless Services and the Lettings Service are currently being re-structured into one section under Development and Renewal Directorate and a Housing Options service will be set up as part of this.</p> <p>A review is currently underway to configure how best to set up the new service and this will include more publicity of the housing options open to residents.</p> <p>A successful Housing Options Open Day was held this year and is programmed to take place next year.</p>	<p>Jackie Odunoye, Head of Strategy, Development and Renewal</p> <p>October 2009</p> <p>April 2010</p> <p>August 2010</p>
R2 That the Development and Renewal Directorate consider local lifestyle issues and emphasise provision of separate kitchen and living space (not open plan) in the development of future schemes	<p>In all planning pre-application meetings officers do try to influence the design of affordable housing units and stress that there should be separate kitchen areas in family sized units. However, this is not currently written into our planning policy. As our new Local Development Framework emerges it will be supported by a range of Supplementary Planning Documents (SPDs). The Housing SPD will specify the need for the separation of kitchen facilities in family sized housing units. The Greater London Authority</p>	<p>Jen Richardson, Strategy Officer, Development and Renewal</p> <p>March 2011</p>

		Design Guide also now requires the separation of kitchens in units larger than 3 bedrooms.		
R3 That the Development and Renewal Directorate work with the Homes and Communities Agency to re-assess intermediate rent levels with a view to making it affordable for local people	Development and Renewal has continuously lobbied the Homes and Communities Agency (HCA) to reduce intermediate rent levels. This was also raised during the consultation on the Mayor's Housing Strategy. HCA rent levels (when grants are involved) are determined nationally and based on a percentage of private sector rent levels. We have always argued that intermediate rent levels should be based on social rent levels plus a percentage. Development and Renewal will continue to push for affordable intermediate rent levels.	Jackie Odunoye, Head of Strategy, Development and Renewal	On-going	
R4 That the Tower Hamlets Housing Forum support the development of the Discounted Market Sales model working in conjunction with developers	A pilot model has been prepared on a site in Millharbour, London E14; it is currently in pre-application stage with planners. This model will be presented to the Tower Hamlets Housing Forum (THHF) for discussion around future developments.	Alison Thomas, Private Sector and Affordable Housing Manager	April 2010	
R5 That the Development and Renewal Directorate investigate the development of a shared equity scheme open only to residents of Tower Hamlets	See response to Recommendation 6. In addition, when HCA or other grant funding is involved we cannot specify a scheme is open only to local people.	N/A	N/A	
R6 That the Development and Renewal Directorate undertake a full feasibility study to consider the	Whilst Development and Renewal understands the rationale behind this	N/A	N/A	

development of a local community land trust model using external expertise

model, it feels it is not financially viable. With the support of London Development Agency, Greater London Authority and the Homes and Communities Agency a feasibility study has been undertaken with external experts on a site identified in Tower Hamlets. This shows that the models are not financially sound even where free land has been submitted by the Council or with grants obtained from external bodies such as the HCA. Financially it does not work for those on low incomes or for family size units. The other challenge is that in the current economic climate it is increasingly difficult to secure mortgages on these models. The outcomes of this feasibility will be discussed with the Scrutiny Lead for A Great Place to Live to ensure Members are aware of the development of this concept.

Response to Scrutiny Working Group Report on Tackling Anti Social Behaviour – Appendix 6			
Recommendation	Update: November 2009	Responsibilities	Date
<p>R1 That the Council and all Registered Social Landlords (RSLs) in Tower Hamlets provide Cabinet with an annual report detailing how they are meeting the six strands of the Respect agenda.</p>	<p>The initial scope identified that the local Authority and Tower Hamlets Homes manage their ASB data on one database, 6 others manage their operations on a different, jointly purchased database, whilst the remaining RSLs operate independently.</p> <p>We have experienced problems pulling the information together.</p> <p>After negotiations with the 6 RSLs that have purchased their own system the Community Safety ASB analyst has been given access to their database, we have developed and information sharing protocol and we are currently developing a joint product.</p>	<p>Philippa Chipping, Policy & Victims Manager.</p>	<p>Completed December 2008</p> <p>October 2008</p> <p>January 2009</p> <p>March 2009</p>
			<p>Update: March 2010</p> <p>A parallel initiative has taken place under the Think Family agenda by the Specialist Parenting Service. A consortium of 7 RSLs bid in partnership with the Family Intervention Project for funding under the Housing Challenge initiative. The bid was successful and funding is to be provided jointly by the DCSF and the Tenancy Support Agency to set up a FIP service in each RSL location.</p> <p>Casework for up to 8 families per year will be provided by each FTE worker. In addition this will provide a direct referral route into the FIP service for partner RSLs. The focus of the work will be on the most complex and challenging families (with children 0-19) who cause ASB. Funding runs for a year and the sustainability plan will</p>

<p>R2 That the Council continues to identify tackling ASB as a key Corporate Priority. This should be reflected in funding decisions and performance management against ambitious targets, reflecting the emphasis that residents place on this issue.</p>				<p>be to evaluate closely with a view to seeking partner funding next year based on the saving on their ASB budgets.</p> <p>Responsible officer: Nikki Bradley, Specialist Parenting Manager, Parenting Support Service, Children's Schools and Families Directorate.</p>
<p>Tower Hamlets Enforcement officers have now been recruited (8). They have completed their initial CLC training and are currently on a mentoring programme with other CLC enforcement Teams. They commence their MPS accreditation course this month and will be formally recognised on the 12th Nov. We wait the recruitment of a further 10.</p> <p>10 enforcement days carried out in 2008/09.</p>	<p>Andy Bamber Service Head Community Safety Services</p>	<p>Completed</p>	<p>Completed</p>	<p>Work in this area continues to progress. We now have a Local Authority Police Team of 15 officers that support the SNT's. They are tasked at a joint meeting with CLC Service Heads and Senior Police Officers. In addition Tower hamlets Enforcement Officers (THEO's) have been appointed and are now working across the borough. They are also tasked at the same tasking meeting as the policing team and often work side by side. The THEO's are also accredited by the MPS and have additional powers to deal with ASB. We are also about to 'go live' with WIFI</p>
			<p>Completed</p>	

<p>R3 That the Community Safety Service provides Members with a briefing explaining how the ASB database functions and complaints are investigated. This may well be a one off training session or site demonstration.</p>	<p>No progress but this will be an action this year. Visit from Limehouse Community Forum conducted November 2008 to raise awareness amongst community groups of how ASB reports are dealt with.</p>	<p>Philippa Chipping, Policy & Victims Manager.</p>	<p>December 2009 January 2010</p>	<p>movable CCTV camera's and a mobile cctv vehicle to support the priority of asb work. The new database has now been operating for just over a year. As yet no offers have been taken up.</p>
<p>R4 That the Council should continue to work to find ways to get all 64 RSLs operating in the Borough to develop consistent standards to tackling ASB.</p>	<p>Additional arrangements have had to be made to ensure that the CSS database now has access to the RSLs The RSL forum continues to work to respect standards and best practice working. CSS and THH have a performance management framework and a new ASB procedure that conforms to respect standards. This has been shared with RSLs</p>	<p>Philippa Chipping, Policy & Victims Manager.</p>	<p>March 2009</p>	<p>We have been developing a new analytical product that brings together all CLC, THH and Police information into one product. We are about to start work with the RSL's that operate the 'react' database so that we can expand the data being used by all of our partners. In addition the partnership team in Community Safety compile a monthly report that identifies the work and powers being used across the asb area of</p>

<p>R5</p> <p>That the Council and RSLs undertake a cost-benefit analysis of procuring a new single reporting system, to capture all ASB reports made in Tower Hamlets.</p>	<p>This recommendation was developed after CSS, THH, and RSLs had made their decisions on databases. All have been in discussions and developed information sharing protocols and the CSS analyst now has direct access to other databases that assist the new joint tasking process.</p>		<p>N/A</p>	<p>work.</p> <p>The Local Authority and Tower Hamlets Homes operate on the 'Flare' system and the 6 main RSL's operate the 'React' database. As these systems are very new and decided upon before scrutiny made their recommendations it is not cost effective for one of the groups to change their operating systems. However we are working with the systems to develop a joint analytical product that brings the data of the 2 systems together for joint tasking initiatives.</p>
<p>R6</p> <p>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>Since this recommendation there has not been a 'Good Behaviour' zone in operation.</p> <p>The new joint tasking process will be able to track police and partnership involvement to ensure that all costings are reported.</p>	<p>Philippa Chipping, Policy & Victims Manager.</p>	<p>On-going</p>	<p>Since the previous update the police and Local Authority have not implemented a good behaviour zone. One is being considered at the moment and if implemented then the cost will be assessed.</p> <p>Previous GBZ's have not been costed by the police.</p>
<p>R7</p> <p>That the Council look at progress of the</p>	<p>To date there has not been any progress report on the pilot.</p>	<p>Jon Underwood,</p>	<p>October 2009</p>	<p>We are still waiting for the evaluation of this project.</p>

<p>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>As soon as anything is released we will consider the findings and report on potential opportunities for the partnership.</p>	<p>Third Sector Manager</p>		
<p>R8 That Safer Neighbourhood Teams (SNTs) provide Members with data on response times to ASB calls made by residents, to help evaluate the effectiveness of SNTs in their current capacity.</p>	<p>All calls to the ASB hotline that require SNT action are forwarded to them on email. The CSS can provide accurate data from the database on all referrals to SNTs. This is done within one working day. However the SNTs do not always acknowledge response. This is being progressed by the Borough Commander as part of the new policing pledge.</p>	<p>Philippa Chipping, Policy & Victims Manager.</p>	<p>1st April 2009</p>	<p>The police are still unable to provide data on response times to asb calls made to snt's. This is an ongoing piece of work in the 'Policing Pledge'.</p>
<p>R9 That the Partnership set aside funding to pilot an expanded SNT of six Police Constables (PCs) and six Police Constable Support Officers (PCSOs) in at least two wards for a period of up to two years</p>	<p>The police team has been in operation since the 14th April 2009. The LA purchased 15 officers and the Borough Commander added a further 5 officers to the team. The team are managed by the police and tasked through a joint tasking meeting that sits monthly. This will probably move to a fortnightly meeting when CLC localisation is introduced.</p>	<p>Andy Bamber, Service Head Community Service Shazia Husain Director TH Partnership</p>	<p>From April 2009 and ongoing From April 2009 and ongoing</p>	<p>The police team have been in operation since the 14th of April 2009. The LA funded 15 officers and the Borough Commander added a further 3 officer to make a team of 18 officers. The team is tasked on a monthly basis at a joint tasking meeting with service heads from CLC and senior police officers.</p>

<p>R10 That the Community Safety Service with the help of the Tower Hamlets Partnership and East End Life (EEL) look to better promote the Council's ASB strategy to residents in the Borough.</p>	<p>The ASB publicity protocol has been agreed and is now operating. A number of ASBOS have been publicised locally. Community events are regularly used to advertise work and the ASB line. A document attached highlights some of our campaigns and we have agreed with the police that we can report in their SNT leaflets. Targeted media through Neighbourhood crime and justice pages in EEL. Community Safety Awards took place in January and will be repeated this next Jan.</p>	<p>Poppy Turner Community Safety Engagement Team</p>	<p>March 2009</p>	<p>Work continues as previously reported. We now have a grant from the Home Office and employ a neighbourhood crime and justice worker under the 'justice seen, justice done' initiative. A wide range of work has and continues to be publicised. It includes full page spreads in local newspapers, the 'You said, We did' campaign.</p> <p>Using the police public attitude survey we have seen an increase in confidence and perception from 29% to 44%.</p>
<p>R11 That Children's Service with the help of Education Psychologist support schools to help develop further young people's appreciation of acceptable behaviour by reviewing behaviour codes and practises that are in line with tackling ASB.</p>	<p>Most schools in the borough have now achieved a "good" or "excellent" grade for behaviour. All schools with an Ofsted grade of 'Satisfactory' for behaviour receive a package of support from the BST to further improve whole school policy and practice. This is in-line with the DCSF 'Securing Good' initiative.</p> <p>A member of the BST has a SLA with the 14-19 HUB to train and support vocational training providers in developing good practice around</p>	<p>Kerri Marriner. Head of Behaviour Support Team</p> <p>Liam McQuade Anti Bullying Advisor</p>	<p>On going work</p> <p>March 2009</p>	<p>The BST is supporting training providers with training in behaviour management.</p> <p>The majority of school anti-bullying policies have been submitted and assessed against best practice. A RAG</p>

	<p>behaviour management</p> <p>The BST works in a multi-agency way with a range of services to identify and support children and young people who are at risk of developing anti-social behaviour or suffering from its effects.</p> <p>The LA Anti-bullying officer is supporting schools to ensure their policies comply with best practice and are in line with the new OFSTED Framework's enhanced emphasis on safeguarding. He also supports schools to run on-line questionnaires to ensure pupils have an opportunity to comment anonymously on practice in schools. The National Audit office report that head teachers rate the TH anti-bullying service as one of the best in the country.</p> <p>The pilot on the anti-bullying helpline has been extended to Dec. 09.</p>	<p>Liam McQuade Anti Bullying Advisor</p>	<p>July 2009</p>	<p>rating highlights those policies needing further work and support is provided to targeted schools.</p> <p>Despite extensive publicity the use of the bullying helpline has been low. However it is a useful resource for those who need it so we are maintaining it but re-negotiating the contract at a cheaper rate on the assumption of lower demand. Evidence from an external anonymous national survey (Tell us) shows lower rates of bullying in Tower Hamlets schools than average across the country. We are conducting anonymous electronic surveys in schools to verify this and inform changes to school policy and practice.</p>
<p>R12 That the Youth Offending Team (YOT) work with other agencies to identify and support vulnerable</p>	<p>Youth Inclusion programme is operating in all LAP areas (1-8). YIP is closely working with Schools, Safer Neighbourhood Teams, Connexions, Youth Offending Team, Anti-Social</p>	<p>Stuart Johnson Head of Youth Offending Service</p>	<p>October 2008</p>	<p>The Protocol on the Education of Young Offenders has been circulated to schools. Monitoring in practice is required to</p>

<p>children and young people, most at risk of causing ASB and ensure that wherever possible all pupils are able to access appropriate educational provision.</p>	<p>Behaviour Team, Local Youth Services Providers, RSLs and other services.</p> <p>Challenge & Support Programme (CaSP) was rolled out during October 2008; CaSP ensures a “triple track” approach in responding to youth related anti-social behaviour working closely with ASB enforcement agencies and early intervention and prevention programme. To support the local implementation of CaSP a number of existing initiatives and provisions have been brought together and engaged within Tower Hamlets, which includes YISP, YIP and New Start (New Start have a particular remit around supporting children who are NEET). Since, April 2008, 103 children and young people within our targeted cohort were identified being involved in anti-social behaviour and issued ABCs. 79 young people accepted preventative support. The 24 who declined intervention were prior to CaSP being rolled out.</p> <p>Where appropriate, referrals are made by the designated officer for Children Missing from Education to</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>determine if further revision is necessary to ensure the best outcomes for Young Offenders.</p>
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	<p>the SIP for a place in the PRU. These are now taken under "Chair's action" to ensure swift allocation of support.</p>		
<p>R13 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 be most attractive in helping young people stay off the streets</p>	<p>This recommendation has been implemented and youth service is being provided through various centres.</p>	<p>Dinar Hossain Interim Head of Youth and Community Service</p> <p>Dinar Hossain Interim Head of Youth and Community Service</p>	<p>Completed</p> <p>Completed</p>

Response to Scrutiny Review Early Intervention, Child Protection – Appendix 7			
Recommendation	Response/Comments	Responsibility	Date
<p>R1 That the Community Safety team in conjunction with Children, Schools and Families Services develops targeted services to work with families and perpetrators of domestic violence, particularly male perpetrators.</p>	<p>A domestic violence perpetrator programme is being developed at Eva Armsby Centre which will include training for a number of front line staff. This is currently jointly funded from the Children’s Fund and WNF and would need to seek additional funds once this runs out. The Children & Domestic Violence Sub Group is leading on this and will also explore other areas of potential within this.</p>	<p>Paul Mcgee (Service Manager, Assessment and Early Intervention) / Philippa Chipping (Policy & Victims Manager)</p>	<p>December 2009</p>
<p>R2 That the Community Safety team in conjunction with the Registered Social Landlord (RSL) forum and Tower Hamlets Homes explore options for using tenancy conditions to hold Domestic Violence perpetrators to account.</p>	<p>There is already some work done on this by the family intervention project but this is complicated area of work because of the number of RSLs involved and their policy towards this. Discussions will be held with housing partners at the Tower Hamlets Housing Forum on the best way to take this forward.</p>	<p>Philippa Chipping (Policy & Victims Manager)</p>	<p>December 2009</p>
<p>R3 That the Community Safety team in conjunction with Children, Schools and Families Services and the Partnership give active consideration to publicising actions taken against perpetrators when safe to do so, through selection of appropriate cases.</p>	<p>At present all criminal convictions are publicised. With the set up of the Special Domestic Violence Court there is a new approach to dealing with perpetrators. Discussion will be held with colleagues across the Council in particular with Communications Team on how this recommendation can be implemented. This is a sensitive issue as any publicity may also have a negative impact on</p>	<p>Philippa Chipping (Policy & Victims Manager)</p>	<p>December 2009</p>

Response to Scrutiny Review Early Intervention, Child Protection – Appendix 7		
Recommendation	Response/Comments	Responsibility
		Date
R4 That a mapping exercise is undertaken by Children's Social Care and the Domestic Violence team to chart the links between Domestic Violence and children's services in the borough.	In the process of recruiting a Children's & Domestic Violence Co-ordinator. One of their major roles will be to map the link and identify any gaps.	Philippa Chipping (Policy & Victims Manager) March 2010
R5 That the Partnership explores ways in which support to parents with mental health problems could be increased.	The link between CHAMP team and Integrated Pathways and Support team will be strengthened to further explore pathways to support parents with mental health problems. A working protocol will be developed between the IPST and the CHAMP team.	Paul Mcgee (Service Manager, Assessment and Early Intervention) / Ian Williamson (Head of Social Care Practice Adult Mental Health) November 2009
R6 That Adults' Health and Wellbeing in conjunction with Children, Schools and Families Services undertake an audit of cases in which an adult receives services from the Community Mental Health Team (CMHT) and where no referral was made to Children's Social Care, to question whether this is leading to any unmet needs for the children involved.	Mapping exercise will be undertaken in Adults Health & Well Being to identify cases where adult with children's receiving mental health treatment. Will liaise with Children' Services to identify any cases where no referral was made.	Paul Mcgee (Service Manager, Assessment and Early Intervention) / Ian Williamson (Head of Social Care Practice Adult Mental Health) November 2009
R7 That a review is undertaken on how the needs of children from CMHT areas not	A review will be undertaken depending on the outcome from recommendation 6.	Paul Mcgee (Service Manager, Assessment and Early Intervention) / January 2010

Response to Scrutiny Review Early Intervention, Child Protection – Appendix 7		
Recommendation	Response/Comments	Responsibility
		Date
<p>covered by a Children's and Adult Mental Health (CHAMP) worker can be addressed using a similar model, within budgetary constraints.</p> <p>R8 That further analysis be undertaken to identify how the needs of parents with substance misuse problems can be targeted. Further to this, funding will need to be identified to allow increased support is available to vulnerable parents.</p>	<p>Hidden Harm Co-ordinator working across Children's Services Directorate and Communities Localities and Culture Directorate.</p> <p>Actions:</p> <ul style="list-style-type: none"> • Draft Hidden Harm Strategy (Aug 09) • Hidden Harm Coordinator presenting Strategy to LSCB (Sept 09) • Awareness of Hidden Harm in Children Schools and Families Directorate and drug and alcohol service providers (On-going) • Common Assessment Tool piloted in services to identify children and young people of substance misusing parents (Nov 09) • Hidden Harm Conference planned (Dec 09) • Drug and Alcohol Service providers working in partnership with Family Intervention Project to deliver family substance misuse interventions (Jan 10) 	<p>Ian Williamson (Head of Social Care Practice Adult Mental Health)</p> <p>Nikki Bradley (Head of Specialist parenting Programmes) Emma Bond (Hidden harm Co-ordinator)</p>
		December 2009

Response to Scrutiny Review Early Intervention, Child Protection – Appendix 7			
Recommendation	Response/Comments	Responsibility	Date
R9 That the Council works with partner agencies to ensure the successful launch and management of the ContactPoint system to provide a more effective early intervention service.	Contact Point will be implemented over the next year and work will be undertaken actively with partners to make sure it is successful and effective.	Siobhan Giles (Manager Children's Information Systems)	Incremental roll out from November 2009
R10 That Children, Schools and Families Services in conjunction with the Partnership further develops localisation of services through clarifying pathways between delivery and local centres and extended schools, and the wider integrated front and back doors.	The Integrated Pathways and Support Team to be established. The team provides a link between targeted and specialist services and signposts early intervention, linking to the Family Information Service.	Monica Forty (Acting Head of Early Years Children & Learning)	July 2009
R11 That Children, Schools and Families Services work with Children's Centres and other key partners to explore development of a model to have a designated lead professional for families, allowing them one point of contact amongst the many professionals that may be working in partnership.	Increased use of CAF and identification of Lead professionals in Children's Centres. At least 100 CAFs to be completed by Children's Centres	Jo Freeman (Children's Centres Senior Strategic Manager)	July 2010
R12 That Children, Schools and Families Services work alongside the Communications team be more proactive in identifying and	The Safeguarding Child Board Communications Strategy will explore this further.	Monawara Bakht (Local Safeguarding Children Board Co-ordinator) / Sukhjinder Nunwa	November 2009

Response to Scrutiny Review Early Intervention, Child Protection – Appendix 7		
Recommendation	Response/Comments	Responsibility
		Date
publicising good practice from both statutory social care services and other partner agencies in protecting vulnerable children.	A completed communications plan to publicise good practice will be ready by November 2009 utilising existing mediums and promotional activity.	Stakeholder Engagement & Participation Manager
R13 That the Children, Schools and Families Services, and particularly Children's Social Care, work with Members to explore ways of further involving Members in the overview and audit of safeguarding work.	A 12 monthly report to be provided for members to update them on Safeguarding issues.	Monawara Bakht (Local Safeguarding Children Board Coordinator)
R14 That the Excellent Public Services Scrutiny Lead should undertake a further piece of work in 2009/10 which focuses more explicitly on value for money and improved service outcomes, and how this message can be delivered effectively to the community.	The Scrutiny Lead for Excellent Public Services is currently exploring areas for review and will focus on value for money agenda.	Afazul Hoque (Scrutiny Policy Manager)
		May 2010

Response to Scrutiny Challenge Session Report Dangerous Dogs – Appendix 8		
Recommendation	Response/Comments	Responsibility
R1 That the Animal Warden Service works with schools to develop interactive activities for children of all ages, encouraging them to think about dog welfare and responsible ownership. This should be tailored to address particular dog welfare problems such as stray, status or dangerous dogs.	<p>This recommendation is welcomed and the service will be looking at innovative methods to engage young people. Below are some proposed actions:</p> <p>Recruited two additional Animal Wardens which will give the team the resources to engage with schools.</p> <p>Around 6 dogs shows will be organised in the summer. This will incorporate a day of action, where children will be engaged to explain issues of dangerous dogs and responsible dog ownership.</p> <p>Re-launch Prevent a Bite, a programme that goes into schools to talk to children about dangerous dogs.</p> <p>The Service are printing posters and leaflets to use in schools</p>	<p>Ongoing</p> <p>September 2010</p> <p>July – August 2010</p> <p>September 2010</p> <p>Ongoing</p>
R2 That Community Action Events are arranged by the Animal Warden Service, in partnership with RSPCA, SNTs and RSLs that work with local communities to promote responsible pet	<p>A Dog Safety Day will be organised in partnership with East End Homes and other key partners. On this day the Service and RSL will:</p> <ul style="list-style-type: none"> • Consult on dog control measures • Find out what dogs are present • Engage with old and new owners of 	<p>Dawn Sammons (Principal Animal Warden, Environmental Control)</p> <p>Dawn Sammons (Principal Animal Warden, Environmental Control)</p> <p>March 2010</p>

Response to Scrutiny Challenge Session Report Dangerous Dogs – Appendix 8			
Recommendation	Response/Comments	Responsibility	Date
ownership.	<p>dogs</p> <ul style="list-style-type: none"> Advice on dog training <p>With Island Homes the Service will be having Neighbourhood Agreement days, which will include looking at the agreements regarding dogs.</p> <p>With the Police and Tower Hamlets Enforcement team, the Service will be involved in Operation Fusion, which is LAP based and will be involved in enforcement work.</p>		
R3 That the Animal Warden Service provides solutions to dog fouling by reporting offenders for prosecution where offences are witnessed in parks and open spaces, in particular around children's play areas.	<p>Around 100 enforcement actions against offenders (prosecutions and formal warnings) have been taken since April 2009.</p> <p>There will on-going work with Park Staff to consult them on the best way to work together regarding this issue. Includes looking at the possibility of having separate areas for dog walking in certain parks.</p>	Dawn Sammons (Principal Animal Warden, Environmental Control)	April 2010 Ongoing
R4 That the Animal Warden Service use East End Life to send out clear information to all residents informing them on whom to contact and the information needed to prosecute an owner of a dangerous dog.	<p>A number of articles about dangerous dogs will be going in the next few editions of East End Life.</p> <p>Animal Wardens contact details published regularly in East End Life.</p> <p>Will use RSLs news letters to keep residents</p>	Iain Pendrigh (Team Leader, Environmental Protection) Anu Varma (Performance)	March 2010 March 2010 On-going

Response to Scrutiny Challenge Session Report Dangerous Dogs – Appendix 8			
Recommendation	Response/Comments	Responsibility	Date
	of RSLs informed about dangerous dogs. Setting up a poster Campaign about Dangerous Dogs	Improvement & Engagement, Public Realm)	
R5 A partnership amongst Animal Welfare Officers, the Council, SNTs, RSLs, Status Dogs Unit, THEOs and the RSPCA is officially set up to work together on dog welfare and ownership issues. Also to reduce incidents where dogs are misused and investigating ASB linked to misuse of dogs. It needs to also share intelligence and information, preventing issues arising by educating dog owning and non dog owning members of the public and enforcement using appropriate legislation. Four steps are proposed to make this successful:	(Numbers relate to actions within the recommendation). 1. A partnership has been set, who have already looked at getting residents of RSLs to register their dogs. The partnership does not yet have a name. 2. The project plan to develop this strategy has been set up and will be considered by a Programme Board for approval. 3. This Network has been formed as part of the London Mayor's Conference. The Service will continue to be part of the network 4. Staff have been given specific course on dangerous dogs. A refresher course will be offered to all relevant staff by the Status Dog Unit.	Iain Pendrigh (Team Leader, Environmental Protection) Iain Pendrigh Iain Pendrigh Dawn Sammons	Ongoing March 2010 March 2010 September 2010
	1. Setting up a partnership – get commitment from all agencies 2. Develop a strategy to		

Response to Scrutiny Challenge Session Report Dangerous Dogs – Appendix 8

Recommendation	Response/Comments	Responsibility	Date
<p>tackle dangerous dogs</p> <ol style="list-style-type: none">3. Consider the possibility of forming a network with other London boroughs to share best practice4. Offer staff training on how to effectively deal with residents calling to report a dangerous dog. This will improve quality and speed of response.			

Response to Scrutiny Working Group Report on Neighbourhood Renewal Funds – Appendix 9				
Recommendation	Update: Oct 2009	Responsibilities	Date	Update: March 2010
R1 That a Members seminar be organised on how Local Area Agreement (LAA) targets are identified and met.	A Members Seminar on Comprehensive Area Assessment (CAA) was held in March 2009, which included an update on the LAA. The scope of the LAA refresh was limited by central government – potential renegotiation of a number of indicators was postponed nationally until early 2010.	Jon Underwood	Completed	This Action has been completed.
R2 That LAAs include targets for narrowing the gap with the average outcomes for KS2 and KS3; coronary heart disease; employment levels; take up of Incapacity Benefit and teenage conception rates.	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: <ul style="list-style-type: none"> • there are 16 statutory educational attainment, 10 of which include aspects of KS2 and KS3 • three indicators are included around employment rates: employment rates (NI 151), 	N/A	N/A	N/A

	<p>people claiming out of work benefits in the worst performing wards (NI 153) and people claiming out of work benefits (NI 152)</p> <ul style="list-style-type: none"> • Under 18 conception rate (NI 112) is included • Coronary Heart disease is not included. The LAA includes targets for the all age all cause mortality (NI 120) - which is seen as the best composite indicator of health – as well as obesity (NI 56) and smoking (NI 23). • There is one national indicator around incapacity (NI 173). This is not included in the LAA but – as part of the national indicator set – it will be monitored as one of the Council's priority indicators. 			
<p>R3 That the Tower Hamlets Partnership ensures that the guiding principles of the Partnership Charter are adhered to; making sure that there is continuity in the way the Partnership functions. This should include better</p>	<p>In November 2008 the Executive agreed for the Charter to go out to consultation with the participation framework on the premise that greater clarity and definition on engagement with third sector take place. Once the Third Sector work is complete the Partnership will consult on the charter as part of the new arrangements set</p>	<p>Shanara Matin, Head of Participation and Engagement (Interim)</p>	<p>Completed</p> <p>Completed</p>	<p>This Action has been completed</p>

<p>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>out in the 3rd sector strategy. In doing so the Executive comments should also be taken on Board: Expected code of behaviour should be written into the Charter The Code of Conduct, declaration of interests should also be tightened up.</p>		<p>Completed</p>	
<p>R4 That Tower Hamlets Partnership introduces a learning and development programme for Local Area Partnership (LAP) members which include a session on how funding decisions are made.</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>	<p>Shanara Matin, Head of Participation and Engagement (Interim)</p>	<p>Completed</p>	<p>The first Partnership LAP conference took place in January 2010. Feedback from residents are being implemented to improve the role of the Steering group and making their work more locally focused. This recommendation</p>

				has therefore been implemented.
R5 That a document detailing LAP roles and responsibilities is sent to all residents, along with an invitation to attend LAP meetings.	The new terms of reference is also available from the Partnership website www.onetowerhamlets.net and has been circulated to all LAP members and publicised through East End Life.	Shazia Hussain	Completed	This Action has been completed
R6 That the Tower Hamlets Partnership undertakes a corporate approach to project evaluation to improve value for money. This evaluation should include an analysis of project methods, scale, target group, value for money.	£50,000 has been allocated to carryout an evaluation of the WNF Programme.	Shazia Hussain	On-going	The final evaluation will be undertaken in March 2011 when the project comes to an end.
R7 That the Tower Hamlets Partnership carry out a review of all employment project client outcomes to identify which interventions were most effective.	WNF projects will be evaluated in March 2011 which will identify the most effective interventions. Regular monitoring will be undertaken of all projects commission as part of WNF.	Nick Smales	On-going	All WNF projects are being regularly monitored.
R8 That CPAGs operate joint commissioning on worklessness projects in order to maximise the	An output tracking database has been developed and will go live on 1 November 2010, which will help track all beneficiaries of the WNF	Nick Smales	Completed	The WNF Tracking database went live in November

<p>benefits to client outreach and improve value for money.</p>	<p>Programme, to ensure that the Programme objectives are being met.</p>			<p>2009 and is being used by all the WNF projects to input their outputs. This information will be analysed at the end of the year.</p>
<p>R9 That the arrangements for outreach across the projects should be reviewed. The review should address arrangements for specific outreach to intended beneficiaries and general outreach arrangements for engaging the broader community.</p>	<p>Mapping exercise of third sector groups completed by Development & Renewal.</p> <p>Third Sector Advisory board has been set up and meet regularly to oversee the implantation of third sector strategy and support for closer/effective partnership with the sector.</p>	<p>Jon Underwood</p>	<p>Completed</p> <p>Completed</p>	<p>The third sector strategy has been agreed and VCS is being developed currently.</p>
<p>R10 That CPAGs identify project delivery methods when commissioning projects. This should ensure that suitable outreach to clients is scrutinised at the project commissioning stage.</p>	<p>LAA targets are regularly performance monitored by Cabinet Members and OSC.</p>	<p>Shazia Hussain / Jon Underwood</p>	<p>Completed</p>	<p>This Action has been completed</p>
<p>R11 That the Tower Hamlets Partnership reviews the communication between LAPs, CPAGs and Partnership Management</p>	<p>Action has been completed as of partnership refresh.</p>	<p>Shazia Hussain</p>	<p>Completed</p>	<p>This Action has been completed</p>

<p>Group (PMG) in order to ensure that local matters are reflected at PMG and that strategic matters are communicated effectively to LAPs.</p>				
<p>R12 That the Tower Hamlets Partnership develops a strategic commissioning framework for regeneration funds in future, to provide a more consistent framework for assessing value for money and to ensure specific interventions reinforce higher level strategic objectives.</p>	<p>This has already been completed through the WNF Strategy and commissioning document.</p>	<p>Shazia Hussain</p>	<p>Completed</p>	<p>This Action has been completed</p>
<p>R13 That project appraisal documents provide a mainstreaming strategy which explains whether the project will a) change service practice b) seek alternative funding c) create a new mainstream service.</p>	<p>Same as above.</p>	<p>Shazia Hussain</p>	<p>Completed</p>	<p>This Action has been completed</p>
<p>R14 That employability and skills should remain a priority for the Tower Hamlets Partnership. The project appraisal should identify which client group is being targeted and outcomes</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>Nick Smales</p>	<p>Completed</p>	<p>This Action has been completed</p>

<p>should not be restricted to 'jobs held for 13 weeks' so that the progress made towards employment can be measured.</p>	<p>R15 That funding is provided to the third sector in the Borough to ensure it is able to represent the views of the sector in strategic decisions and can support local level community capacity building activity on the community chest model.</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</p>	<p>Completed</p>	<p>Participatory Budgeting Model is currently running for the second year and attracting large number of residents.</p> <p>The Council has also launched a Third Sector Strategy which has introduced a Community Chest element to support third sector organisations. A new VCS has also been launched which will be able to support third sector organisations to</p>
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<p>R16 That the impact of Safer Neighbourhood Teams (SNTs) should be recognised and Tower Hamlets Partnership should use Working Neighbourhood Fund (WNF) to pilot an expanded SNT service in at least two wards.</p>	<p>The Participatory Budget Model has a menu of options. One such option will be around improving SNTs.</p> <p>Tower Hamlets Enforcement Officers are being trained, ready for roll out in the autumn 2009.</p> <p>Joint tasking meetings have been developed.</p>	<p>Shazia Hussain</p>	<p>Completed</p>	<p>reflect the voice and concerns.</p> <p>Tower Hamlets Enforcement Officers are now working in the borough and working with other partners to identify key concerns.</p>
<p>R17 That the Tower Hamlets Partnership should examine the possibility of funding a similar Working Futures scheme to ease the poverty trap facing homeless families in the Borough.</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>Prosperous Community Delivery Group regularly review their approach to employment and the impact on poverty (see www.onetowerhamlets.gov.uk) for minutes.</p>	<p>Nick Smales</p>	<p>On-going</p>	

Response to Scrutiny Working Group Report on Parental Engagement in Secondary Education – Appendix 10		
Recommendation	Response/Comments	Responsibility
<p>R1 That Children, Schools and Families Directorate help to develop the Parent Support Partner (PSP) role within schools to ensure parents have access to the information and support they might need to access services, including parenting programmes.</p>	<p>Children, Schools & Families Directorate will support secondary schools to develop the Parent Support Partner (PSP) role and provide training and continuing professional development opportunities for PSP Staff.</p> <p>Action:</p> <ol style="list-style-type: none"> 1. Complete audit of PSP or similar role in secondary schools. 2. Publicise Autumn term LAP focused training programme for PSP. 3. Support work in schools (Parent Pathway) course delivered. 	<p>Sharon Sullivan, Senior Parent Support Co-ordinator, Early Years, Children and Learning</p> <p>October 2009 October 2009 March 2009</p>
<p>R2 That Children, Schools and Families Directorate develops clear and accessible information and communication networks for parents through development of the PSP role, publications and newsletters, websites, parent forums and rep schemes as well as face to face meetings.</p>	<p>Developing clear and accessible information for parents is a key strategy to increase engagement. The Parental Engagement Team will support secondary schools develop information and communication networks to ensure parents have access to information and support when they need it.</p> <p>Action:</p> <ol style="list-style-type: none"> 1. Work with Communications Team to develop strategy to ensure all parents know where to access information. 2. Promote the launch of the Family Information Service to all Parent Support Partners through the Parents Matter 	<p>Sharon Sullivan, Senior Parent Support Co-ordinator, Early Years, Children and Learning</p> <p>December 2009 December 2009</p>

Response to Scrutiny Working Group Report on Parental Engagement in Secondary Education – Appendix 10		
Recommendation	Response/Comments	Responsibility
		Date
<p>R3 That Children, Schools and Families Directorate in partnership with primary and secondary schools develops a seamless and effective transition process from year 6 (primary school) by running transition information sessions (Parent Information Point) for all Year 7 parents. This should be followed by a structured induction into year 7 through workshops and short courses enabling parents to learn more about how secondary schools work and how they can support their child's learning.</p>	<p>Newsletter and localised Link Meetings.</p> <p>The Senior Parent Support Co-ordinator will liaise with secondary schools to devise ways to develop transition strategies. Once this has been completed all secondary schools will be offered transition courses. Furthermore a parent forum will be set up to help parents manage the transition process. The Parental Engagement Team will support primary and secondary schools develop interactive Parent Information Point transition sessions for parents.</p> <p>Action:</p> <ol style="list-style-type: none"> 1. Senior Parent Support Coordinator (PSC) to liaise with secondary managers. 2. All secondary schools to be offered transition course in Autumn term. 3. Transition course and parent forum will be evaluated and further learning opportunities negotiated. 	<p>Sharon Sullivan, Senior Parent Support Co-ordinator, Early Years, Children and Learning</p> <p>December 2009 October 2009 January 2010</p>
<p>R4 That Children, Schools and Families Directorate supports secondary schools to offer transition information sessions for parents of children in Y9 (making</p>	<p>The Parental Engagement Team will support secondary schools to develop curriculum and post 16 choices and will provide training and continuing professional development opportunities for school staff.</p>	<p>Sharon Sullivan, Senior Parent Support Co-ordinator, Early Years, Children and Learning</p> <p>Wendy Forrest, Director</p>

Response to Scrutiny Working Group Report on Parental Engagement in Secondary Education – Appendix 10		
Recommendation	Response/Comments	Responsibility
		Date
curriculum choices) and Y11 (making post 16 choices) and pilots a Choice Advice Service for parents who find it difficult to engage with the process.	<p>Action:</p> <ol style="list-style-type: none"> 1. Senior Parent Support Coordinator to liaise with the 14-19 Hub and secondary school leadership to identify ways transition information can be provided to parents. 2. Complete audit of transition work in schools and identify areas of support and pilot schools for targeted support. 3. Targeted secondary schools to be offered the opportunity to develop a PSP role to pilot Choice Advice Service to support Y11 post 16 choices. 4. All secondary schools to be offered support to deliver transition information sessions for parents of children in YR 9. 	<p>of the Hub, Tower Hamlets 14-19 Partnership</p> <p>September 2009</p> <p>November 2009</p> <p>November 2009</p> <p>November 2009</p>
R5 That Children, Schools and Families Directorate support schools to ensure that there is a dedicated area for parents to meet or attend programmes, either in the school or nearby.	<p>The Parental Engagement Team will support secondary schools to develop appropriate space within school and / or work in partnership with local community venues.</p> <p>Working with schools and the Building Schools for the Future programme, we will identify appropriate space to ensure that there are dedicated areas for parents to meet.</p> <p>Action:</p>	

Response to Scrutiny Working Group Report on Parental Engagement in Secondary Education – Appendix 10		
Recommendation	Response/Comments	Responsibility
		Date
	<p>1. The Building Schools for the Future programme (BSF) will build this requirement into new plans, ensuring that future space is available.</p> <p>2. Parent Support Coordinators to support secondary schools identify appropriate space; ensuring space is fit for purpose and also meets adult learning requirements.</p>	<p>Ann Sutcliffe, Head of BSF, Building Schools for the Future</p> <p>March 2010</p>
	<p>The Parental Engagement Team will support secondary schools to develop a 'Parent Voice' model of consultation with families, providing training opportunities and support for school staff.</p> <p>Action:</p> <p>1. Parent Support Coordinator to meet with secondary school staff and plan parent voice consultation events.</p> <p>2. Parent Voice events to take place in secondary schools.</p> <p>3. Parents, School Governors, Extended Services and O&S will receive feedback on success of Parent Voice event</p>	<p>Sharon Sullivan, Senior Parent Support Co-ordinator, Early Years, Children and Learning</p> <p>March 2010</p>
R6	<p>That secondary schools, with the support of the Children, Schools and Families Directorate, introduce regular consultation events to obtain parents' views and build trust and confidence (Parent Voice), ensuring parents receive feedback and see results.</p>	<p>Sharon Sullivan, Senior Parent Support Co-ordinator, Early Years, Children and Learning</p> <p>January 2010</p>
R7	<p>That Children, Schools and Families Directorate supports schools to develop a</p>	<p>Sharon Sullivan, Senior Parent Support Co-ordinator, Early Years, Children and Learning</p> <p>February 2010</p>

Response to Scrutiny Working Group Report on Parental Engagement in Secondary Education – Appendix 10		
Recommendation	Response/Comments	Responsibility
		Date
welcoming School with training for front-line staff, both in the office and the classroom, on how to make parents feel comfortable, particularly when discussing sensitive issues.	<p>Action:</p> <ol style="list-style-type: none"> 1. Deliver central 'Welcoming School' training programme for school staff in partnership with Extended Services. 2. Deliver localised 'Effective Communication with Parents' course for all school staff. 	<p>Children and Learning</p> <p>March 2010</p> <p>November 2010</p>
<p>R8 That the Children, Schools and Families Directorate support schools to develop an ongoing programme of interactive activities and workshops for parents to learn more about the curriculum, how children are taught and how they can support their child's learning, as well as approaches to parenting teenagers.</p>	<p>The Parental Engagement Team will support secondary schools to develop programmes for parents in response to school priorities and parent need.</p> <p>Action:</p> <ol style="list-style-type: none"> 1. Identify 6 pilot schools and plan programme with secondary school staff. 2. Support schools establish parent support groups, parent forums/ rep schemes. 3. Deliver a programme of short courses / 	<p>Sharon Sullivan, Senior Parent Support Co-ordinator, Early Years, Children and Learning</p> <p>Denise Hickford, Parental Engagement Coordinator, Equalities and Parental Development</p> <p>October 2009</p> <p>January 2010</p> <p>March 2010</p>

Response to Scrutiny Working Group Report on Parental Engagement in Secondary Education – Appendix 10		
Recommendation	Response/Comments	Date
	workshops for parents focussing on supporting children's learning and development and communication between home and school.	

Response to Scrutiny Review Working Group Report on Child Poverty – Appendix 11

Recommendation	Response / Comments	Lead Officer	Date
<p>R1 That the Tower Hamlets Partnership develops on-going programmes to support specific groups facing barriers to employment.</p>	<p>The Prosperous Community Delivery Group has the employment LAA target as part of its delivery plan. They have focused specifically on programmes for young people, disabled people and new emerging graduates.</p>	<p>Aman Dalvi, Corporate Director, Development and Renewal</p>	<p>March 2011</p>
	<p>The Partnership have allocated £20m to a range of programmes through the Working Neighbourhood Fund which will offer engagement, training and pre-employment support to a range of specific target groups. Progress on these will be reported through the Prosperous Communities Delivery Group with appropriate breakdown of gender, ethnicity, disability, length of unemployment etc.</p>	<p>Chris Holme, Service Head Resources</p>	<p>March 2011</p>
	<p>The Health and Work Strategic Group has adopted a Performance Management Framework (PMF) that monitors progress in relation to a range of employment and training targets. These include the WNF projects relating to vulnerable adults and other socially excluded groups and specific ownership of LAA Targets relating to employment for people with Learning Disabilities and people in contact with secondary mental health. The PCT's community employment programme also</p>	<p>Mark Grimley, Joint Assistant Director Organisational Development</p>	<p>March 2011</p>

	targets specific groups within the community such as those on health related benefits.		
<p>R2 That the Health and Employment Group consider the role of GPs in identifying ways of breaking the cycle of long term sickness for those with support needs.</p>	<p>The Jobs in Health project, part funded through WNF is targeting recruitment into entry level PCT positions through the mytowerhamletsjobs.com process. This is being widened and launched in autumn 2009 and will be used to register health service users a clear route into employment advice. This will be marketed to GPs and other health care professionals as the main referral route for their patients. Patients of psychological services will benefit from this approach in the first instance.</p> <p>A pilot is also in place using the concept of a 'well-note' as an intervention to reduce the likelihood of long-term sickness.</p>	<p>Steve James, Interim Service Head HR</p>	<p>On-going</p>
<p>R3 That Children's Services ensures that assessments, including Common Assessment Framework and Core Assessments include debt management considerations and whether financial advice is required as part of action planning.</p>	<p>Guidance will be sent to Children, Schools and Families staff to indicate where this could be included in both assessments and to signpost where this advice could be found.</p>	<p>Helen Lincoln, Service Head Children's Social Care</p>	<p>September 2009</p>
<p>R4 That Children's Services develop and train front line staff at</p>	<p>The action plan in the recently approved Child Poverty Strategy includes an action to:</p>	<p>Amanda Hicks, Children's Centre</p>	

<p>Children's Centres to deliver debt management and financial advice in partnership with locally based organisations such as the Financial Services Authority and third sector organisations.</p>	<p>Provide training on sign-posting and careers advice to frontline professionals working with families. Training will involve an element of financial support and will entail:</p> <ul style="list-style-type: none"> • 2 training sessions for Children's Centre staff (September 2009) • 2 training sessions for Extended Services staff (December 2009) <p>In addition, we will:</p> <ul style="list-style-type: none"> • Continue to run the Revenue and Customs pilot in Children's Centres, giving advice about child tax credits and working tax credits • Provide financial advice training with BRAC UK for frontline staff working through a pilot in Children's Centres • Provide ongoing support with the 'parents guide to money' information pack through Children's Centres <p>The Children and Families Trust and the Prosperous Community Delivery Group will also consider how this work can be developed. This will also be taken to the September Prosperous Community Delivery Group.</p> <p>The request for this development from the Prosperous Communities Delivery Group is recognised in addition to the Scrutiny Review</p>	<p>Strategic Manager</p> <p>Susan Ritchie, Interim Head of Participation and Engagement & Layla Richards, Partnerships and Equalities Manager</p> <p>Abid Hussain, External Funding Manager</p>	<p>December 2009</p> <p>31 March 2010</p> <p>31 March 2010</p> <p>Ongoing</p> <p>September 2009</p> <p>On-going</p>
<p>R5 That the External Funding Team in Development and Renewal consider how financial inclusion and</p>			

<p>debt management might be further promoted through wider publicity in East End Life and through the publications of key local agencies.</p>	<p>recommendation.</p> <p>We currently place a large advert in East End Life every 2 weeks: (4 columns x 24cm). This is a high level of advertising.</p> <p>A strategically targeted poster and leaflet campaign through advice agencies and other key partners, to complement the advertising, could prove very helpful. Corporate Communications will review partners' Media (to be collated by the External Funding Team) and advise whether this would add value, bearing in mind East End Life's unsurpassed audience reach.</p> <p>We will also investigate possible adverts and features in publications produced by key partners.</p>	<p>Lutfur Ali, Assistant Chief Executive & Everett Haughton, Funding and Development Manager</p>	<p>August 2009</p> <p>August 2009</p>
<p>R6 That Tower Hamlets Partnership re-considers its position and use of data to review the support needed to get women into employment with a particular focus on supporting Bengali women.</p>	<p>The Gender Equality Monitoring Group has reviewed this issue with Job Centre Plus, Children Services and the Employment Strategy. The outcome was that further research is necessary in order to ensure that we understand the issues. It is recommended that this work is carried out through the Prosperous Community Plan Delivery Group.</p>	<p>Frances Jones, Diversity and Equality Co-ordinator</p>	<p>March 2010</p>
<p>R7 That the ESOL Providers Action Group (EPAG) explores ways to improve the referral process to</p>	<p>The EPAG has met on a monthly basis since January and through this group effective links have been made between organisations</p>	<p>Fiona Paterson, Head of Adult and Community Learning</p>	<p>30 May 2009</p>

<p>employment advice and opportunities for students who have completed courses.</p>	<p>to cross refer students. In addition many of the providers on EPAG have their own in-house employment support programmes for ESOL learners.</p> <ul style="list-style-type: none"> • EPAG meetings to be held in June and Sept 2009, January and March 2010 • Progression routes into employment will be identified as a standing agenda item at EPAG meetings 		<p>June and September 2009; January and March 2010</p> <p>30 June 2009</p>
<p>R8 That Children's Services strengthen the promotion of the role of Children's Centres and childcare support through East End Life and the publications of other partner agencies.</p>	<p>We are implementing a Child Poverty Communications Strategy. As well as improving the Council's regional and national reputation, we are communicating the services available to local residents. Communications work will continue throughout the lifetime of the child poverty strategy and will include the benefits of Children's Centres and will use all appropriate media to do so.</p> <p>We will deliver a publicity campaign promoting the benefits of childcare and highlight funding streams available. This will inform residents of access to high quality, affordable childcare and will benefit children's development, as well as allowing parents to seek sustainable employment.</p>	<p>Tony Finnegan, Communications Officer & Jacqueline Harthill, Stakeholder Engagement Officer</p> <p>Jo Green, Planning and Information Manager, Early Years Service</p>	<p>Initial communications to coincide with launch (May – July 2009), ongoing communications thereafter</p> <p>September 2009 onwards</p>
<p>R9 That Tower Hamlets Partnership</p>	<p>Currently there is a £1.3m ESOL programme</p>	<p>Shazia Hussain, Director</p>	<p>On-going</p>

<p>should continue to support ESOL financially and identify targeted funding for women who may not meet the financial threshold for assistance and where they are not able to gain access to the household income.</p>	<p>funded through VNF until 2011. The Partnership does not have any further funds beyond this period. ESOL will continue to be a priority for the Partnership.</p> <p>Implementation of Recommendation 6 could lead to the identification of support for vulnerable women.</p>	<p>Tower Hamlets Partnership</p>	
<p>R10 That the Cabinet in partnership with the Learning Skills Council lobby government to increase funding for ESOL.</p>	<p>We will work with the Lead Cabinet Member to identify and undertake lobbying seeking government action to increase funding for ESOL.</p>	<p>Mary Durkin, Head of Youth and Community Learning</p>	<p>December 2009</p>
<p>R11 That Jobcentre Plus review customer experience and case management with a view to improving the experiences of local people.</p>	<p>The District is preparing for the introduction of major new provision, Flexible New Deal (Oct 2010), additional supportive contracted services (Dec 09) bedding in the new day one and six months offers and preparing for the introduction of the Young Persons Guarantee (Jan 2010). As a result it is already reviewing its service delivery model in particular for parents and lone parents. This review will feature:</p> <ul style="list-style-type: none"> • Upskilling of advisers knowledge and skills particularly around identifying the most appropriate routes back to work, tracking and engagement; • Enhancing the support available from contracted providers and access to external provision including LSC, LDA funded provision not least pre employment 	<p>Derek Harvey, External Relations Manager, Jobcentre Plus</p>	<p>December 2009</p> <p>Immediate</p>

	<p>training and ESOL/basic skills;</p> <ul style="list-style-type: none"> • Out-stationing our advisers to work more from Children's Centres and other community based premises; • Revising the structure of our offices to allow for more focused specialist support to customers dependant upon their barriers and length of unemployment; • Increasing staffing and learning and development investment; • Working with employers and public sector through Local Employer Partnerships to increase access to jobs for disadvantaged customer and to be aware of benefits of diversity. 		<p>August 2009</p> <p>Immediate and ongoing</p> <p>On going and from October 2009 re Future Jobs Fund</p>
<p>R12 That the Cabinet lobby Department of Work and Pensions to review how the benefits payment system can be improved to make prompt payments and support people so as not to fall further into poverty.</p>	<p>Jobcentre Plus has created a network of 71 Benefit Delivery Centres nationally with 'virtuality' planned to increase capability and capacity further.</p> <p>In addition, new telephony systems are being introduced with enhancements to the electronic claim form IT platform which will enable claims to be forwarded directly to the benefit payment systems, speeding up the process further.</p> <p>"Better off in work" calculation will be accessible to customers on the Direct.gov.uk website.</p>	<p>Derek Harvey, External Relations Manager, Jobcentre Plus</p>	<p>December 2009</p> <p>August 2009</p> <p>September 2009</p>

	<p>Work is also progressing on benefit simplification and 'Leaning' – a process looking to improve the customer experience by removing duplication and unnecessary transactions/recording.</p> <p>Our aim is to achieve target and every effort will be made to do so including increasing staffing levels and training activity.</p> <p>Tower Hamlets Council Benefits Service will work with the Lead Cabinet Member to identify and undertake lobbying seeking government action to improve the benefits payment system to make prompt payments and support people so as not to fall further into poverty.</p> <p>This work will develop as part of the Welfare Reform agenda. This will focus on improving accessibility, allowing local authorities to tailor delivery to suit local needs, speeding up claims processing, reducing avoidable contact and allowing access to other related services at the same time.</p> <p>We are also keen to involve the Overview and Scrutiny Committee Member who led on this review to further engage her in considering the issues and planning a way forward.</p>	<p>Steve Hill, Benefits Service Manager</p> <p>Steve Hill, Benefits Service Manager</p>	<p>Date to be confirmed</p> <p>September 2009</p> <p>Dependent on guidelines from Department of Work and Pensions – Welfare Reform Agenda currently on-hold until after Parliamentary recess</p> <p>July 2009</p>
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<p>R13 That the Partnership explores ways to improve employment opportunities for the Somali community including the use of outreach work.</p>	<p>The Partnership is carrying out a detailed piece of work to improve understanding of the needs of the Somali community. This work will be completed by the end of September.</p> <p>The recommendations will be presented to the Partnership Executive.</p> <p>It is also to be noted that there are 2 WNF programmes commissioned to improve employment opportunities for the Somali community including the use of outreach work, the Somali Network is in place, and has representatives on the governance structures of the Partnership.</p>	<p>Steve Hill, Benefits Service Manager</p> <p>Shazia Hussain, Director Tower Hamlets Partnership</p>	<p>September 2009</p> <p>October 2009</p>
<p>R14 That the Council should sign-up to the London Child Poverty Pledge and encourage partners including the PCT, Canary Wharf and Olympics Authority to sign and use the Pledge to respond to the employment needs of local people.</p>	<p>In our efforts to reduce child poverty, we have developed a Pledge for the Council. We will work with Communications to inform residents that the Council is taking a lead role on this.</p> <p>Discussions will take place with the Prosperous Community Delivery Group to progress this work with all our partners and will be presented to the September Prosperous Community Delivery Group.</p>	<p>Layla Richards, Partnerships and Equalities Manager</p> <p>Susan Ritchie, Interim Head of Participation and Engagement & Layla Richards, Partnerships and Equalities Manager</p>	<p>October 2009</p> <p>September 2009</p>

<p>R15 That the Council explore ways of increasing the participation of new communities in the democratic process.</p>	<p>A Consultation and Participation Framework is being developed to increase participation, the New Residents and Refugees Forum will be included in the development of the Framework, this work will include:</p> <ul style="list-style-type: none"> • Production of a governance map to identify the links between existing groups in the community and the influencing groups of the Tower Hamlets Partnership. • Formally linking the New Residents and Refugees Forum to the structures of the Partnership in a way that suits the needs of that group. <p>In addition, the Consultation and Involvement Team collect equalities data from each of their events and surveys conducted with communities to identify which groups are missing, and plan how they will improve participation in the future. This could be strengthened and collated Council and Partner wide.</p> <p>In its efforts to increase participation and engagement, the Council is currently exploring holding meetings outside the Town Hall.</p>	<p>Susan Ritchie, Interim Head of Participation and Engagement & Hafsha Ali, Equality and Diversity Co-ordinator</p> <p>Susan Ritchie, Interim Head of Participation and Engagement</p> <p>John Williams, Head of Democratic Services</p>	<p>October 2009</p> <p>On-going</p> <p>December 2010</p>
<p>R16 That local BME media is used to increase awareness of how local democracy works and how it can</p>	<p>Contacts are being established with local BME media, with a view to running a standard feature on the issues in question.</p>	<p>Tony Finnegan, Communications Officer</p>	<p>On-going</p>

<p>address local issues for example unemployment and to champion positive stories about parental employment.</p>			
<p>R17 That the Overview and Scrutiny Committee undertake a Scrutiny Review exploring how the development of community leadership across the partnership could be improved and further explore how the One Tower Hamlets Interview model can be used to support this.</p>	<p>A Scrutiny Review will be undertaken in 2009/10 exploring community leadership with the involvement of partners and will explore how the One Tower Hamlets model can be used with partners.</p>	<p>Jebin Syeda, Scrutiny Policy Officer</p>	<p>May 2010</p>
<p>R18 That the Strategy and Performance Team further develop the THIS Borough system to improve support to Members.</p>	<p>A strategic review of the THIS Borough system will be undertaken in 2009/10 with Member involvement which will also consider how to develop support for Members in accessing information from THIS Borough.</p>	<p>Ashraf Ali, THIS Borough Strategic Manager</p>	<p>December 2009</p>

Response to Scrutiny Challenge Session Report – English for Speakers of other Languages (ESOL) – Appendix 12		
Recommendation	Response/Comments	Responsibility
<p>R1 That the Trading Standards service investigate allegations of bogus issue of Skills for Life certificates and pursue prosecution or other sanction, and ESOL providers across the borough through External Partners Advisory Group (EPAG), are encouraged to report any instances of fraudulent ESOL qualifications to Trading Standards that come to their attention.</p>	<p>The Trading Standards Team is currently investigating bogus colleges in the borough. We are not aware of bogus ESOL certificates but will investigate any if raised by the EPAG or anybody else.</p> <p>The EPAG welcomes this recommendation and proposes to take the following actions:</p> <ol style="list-style-type: none"> 1. Issues around private colleges will be a standing item on all EPAG meetings. 2. A mapping exercise will be undertaken to establish private colleges that provide ESOL and their offer. 3. Focus groups will be held with private college providers and their students to establish their provision and any concerns. 	<p>Colin Perrins (Head of Trading Standards and Environmental Health Commercial)</p> <p>Reviewed at bi monthly EPAG meetings December 2010-</p> <p>Eugene Walters (Community Partnerships Manager, Life Long Learning Service)</p> <p>December 2010</p>
<p>R2 That a further joint letter from the Council and Tower Hamlets College and all interested stakeholders is submitted to Secretary of State for Innovation, Universities & Skills (DIUS) and the Mayor of London lobbying the government for further funding for entry -</p>	<p>Discussions are currently underway with key partners on key issues to be highlighted. Following which a joint letter will be submitted and will include the views of key third sector partners.</p>	<p>Fiona Paterson (Head of Life Long Learning Service)</p> <p>March 2010</p>

Response to Scrutiny Challenge Session Report – English for Speakers of other Languages (ESOL) – Appendix 12		
Recommendation	Response/Comments	Responsibility
		Date
level ESOL provision and highlighting the need in Tower Hamlets.		
R3 That the New Approach to ESOL plan prioritises entry level ESOL courses and includes action to identify further funding for entry level ESOL provision.	The 2010/11 New Approach ESOL Plan for the borough prioritises entry level courses and has actions to identify further funding. Around 90% of current provision in the borough is entry level courses.	Clare Welburn (Preparation for Life and Work Manager, Life Long Learning Service) 2010-11 Plan completed by March 2010 2011-12 Plan completed by September 2010
R4 That EPAG ensures students displaced by the closure of the 11 ESOL courses in community centres are supported and redirected to other accredited providers that are able to meet their needs.	Tower Hamlets College have made appropriate arrangements for students on closed courses. EPAG providers have also worked jointly with the college and students displaced have been offered alternative courses.	Tower Hamlets College EPAG Providers Completed
R5 That Job Centre Plus is encouraged to participate fully in EPAG to share information about provision and exchange best practice so that the planning of ESOL provision and the standard of delivery meets the needs of local residents.	JCP now regularly attend EPAG Meetings JCP to provide data on clarification of ESOL needs and their commissioning activity to improve planning of ESOL provision. JCP providers deliver training whether	Clare Welburn (Preparation for Life and Work Manager, Life Long Learning Service) Derek Harvey (Job Centre Plus) Reviewed at bi monthly EPAG meetings June 2010

Response to Scrutiny Challenge Session Report – English for Speakers of other Languages (ESOL) – Appendix 12			
Recommendation	Response/Comments	Responsibility	
		Date	
	<p>directly or through sub contracted partners to national standards and are subject to external audits and assessments in the same way as colleges. Moreover, providers have to demonstrate compliance prior to having a contract awarded</p> <p>A further scrutiny challenge session will be held in the new municipal year to review progress.</p>	<p>Afazul Hoque (Scrutiny Policy Manager)</p>	<p>October 2010</p>

Response to Health Scrutiny Review of Tobacco Cessation in Tower Hamlets – Appendix 13				
Recommendation	Update – November 2009	Responsibilities	Date	Update – March 2010
R 1 That the Tobacco Control Alliance (TCA) include an elected member to reflect the health scrutiny role and raise the profile of this work.	Elected member has been invited to attend alliance meeting, but has not attended any meetings to date. Minutes are circulated to them.	Kelly Powell, Acting Communications Manager	October 2009	The elected member is included on all circulation lists, but has not yet attended a meeting of the alliance. Other elected members have attended presentations and stakeholder events
R 2 That the Communications Strategy accompanying the Tobacco Control Strategy be overseen by the Tobacco Control Alliance.	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	Kelly Powell, Acting Communications Manager	October 2009	The Communication strategy continues to be overseen by the Tobacco Control Alliance. Meetings are held every 2 months and minutes are available on request.
R 3 That the Communications Strategy, design of future campaigns and resources for tobacco cessation publicity reflect the community of Tower Hamlets and take account of the results of social marketing exercises commissioned by the Primary Care Trust.	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. Additional social marketing pilot	Jill Goddard, Tobacco Control Lead, THPCT	October 2009	A successful Ramadan campaign recruited smokers and tobacco users from the Bangladeshi and Somali community. Recent work has established a need for stop smoking services for those from central and eastern Europe. Services will be starting for this group in the construction sites. Roy Castle Lung cancer Foundation are providing work place based cessation

Response to Health Scrutiny Review of Tobacco Cessation in Tower Hamlets – Appendix 13			
Recommendation	Update – November 2009	Responsibilities	Date
	<p>interventions have been completed;</p> <ol style="list-style-type: none"> 1. Marketing of cessation services to Benglali men employed in small businesses in LAP1-4 2. Provision of a website for young people to warn of the dangers of smoking. 3. Pilot intervention to reduce Paan use in Bangladeshi women aged 40 plus. 4. Pilot intervention to help those living with mental health problems in the community stop smoking 5. Pilot intervention to test interventions to help smoking pregnant women stop. 		
<p>R 4 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>Marketing and publicity re the dangers of sheesha use are currently being politicised.</p> <p><u>Results of Paan Survey</u></p> <ol style="list-style-type: none"> 1. This survey identified 125 outlets within the London Borough of Tower Hamlets (LBTH) selling smokeless tobacco products. This is a 40% increase compared to a previous survey, using similar 	<p>Jill Goddard, Tobacco Control Lead, THPCT</p>	<p>Update – March 2010</p> <p>services to meet the needs of the community.</p> <p>JSNA updated health intelligence knowledge of the community</p> <p>Equity audit has been completed confirming that the needs of the community are being met</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 distributed.</p> <p>Shisha information has been produced and distributed by Smokefree officers in areas</p>

Response to Health Scrutiny Review of Tobacco Cessation in Tower Hamlets – Appendix 13			
Recommendation	Update – November 2009	Responsibilities	Date
	<p>methods, carried out in 1995. This increase in outlets is dispersed throughout LBTH.</p> <p>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.</p> <p>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.</p> <p>4. The price of most products was low, most commonly £0.30. The most commonly available brands of zarda were sold in a price range of £0.50 - £1.50. A 'ready made'</p>		
			Update – March 2010 where young people gather.

Response to Health Scrutiny Review of Tobacco Cessation in Tower Hamlets – Appendix 13			
Recommendation	Update – November 2009	Responsibilities	Date
	<p>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 products originating outside the UK are contraband or not.</p>		
			Update – March 2010

Response to Health Scrutiny Review of Tobacco Cessation in Tower Hamlets – Appendix 13			
Recommendation	Update – November 2009	Responsibilities	Date
			Update – March 2010
	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.		
R 5 That the Tobacco Control Unit develop a service level agreement with the new helpline provider to capture information to help understand user's needs and to gauge the effectiveness of communications resources.	Calls are 40 per month.	Jill Goddard, Tobacco Control Lead, THPCT	October 2009
R 6 That the LBTH Trading Standards & Environmental Health (Commercial) Service develops a business plan to demonstrate the time and effort involved in enforcement, education and support activities.	Action Plan for TS & EH Com produced every year. 2009/10 plan produced March 2009 Delivery of the smoke free action plan is largely on target. <u>Notable issues</u> 1. Smoke Free award was launched in March 2009.	Colin Perrins Head of Trading Standards & Environmental Health, LBTH	October 2009
			The number of calls to the health hotline have fallen. This has been offset by an increase in direct referrals eg from health professionals or front line staff.
			The Smoke Free plan for LBTH Trading Standards & Environmental Health (Commercial) Service is now well established. NHS Tower Hamlets make the service accountable for actions and regular reporting takes place with regular quarterly monitoring reports. The plan for 2010/11 is now being

Response to Health Scrutiny Review of Tobacco Cessation in Tower Hamlets – Appendix 13			
Recommendation	Update – November 2009	Responsibilities	Date
	<p>Update – November 2009</p> <p>2. Businesses employing in total over 10000 staff and 762 smokers have been reached.</p> <p>3. 16 businesses received awards at the last award ceremony in June. 31 to receive awards in October making a total of 47 from the target of 80 set.</p> <p>4. A project targeting Bengali owned business for the business award is in progress with over 300 businesses visited so far with 19.</p> <p>5. Awareness campaigns for business estates in Canary Wharf and East India is ongoing with expansion into St Katherine's area.</p> <p>6. RSLs smokefree campaign has been reviewed and a new strategy developed. Fact sheet completed and database updated. Attendance at housing forums and tenants conferences carried out.</p> <p>7. The strategy for campaigns covering transport undertakings</p>		
			Update – March 2010 developed

Response to Health Scrutiny Review of Tobacco Cessation in Tower Hamlets – Appendix 13			
Recommendation	Update – November 2009	Responsibilities	Date
	<p>such as Minicabs, bus companies etc has been reviewed. Fact sheets and database has been completed.</p> <p>8. A programme of work has commenced to ensure that play parks are smoke free.</p> <p>9. Public smokefree events are gradually being responded to by events organisers. Advice and assistance sought by events organisers on smokefree issues are being responded to.</p> <p>10. An enforcement strategy has been developed with other enforcement units such Noise Team, Planning, Fire Department, Licensing, Trading Standards and the police to deal with smokefree issues at commercial premises</p> <p>11. A shisha control strategy has been implemented with Trading Standards and the JET Police Team good results through fortnight visits with our enforcement partners. There are 24 shisha premises being</p>		
			Update – March 2010

Response to Health Scrutiny Review of Tobacco Cessation in Tower Hamlets – Appendix 13			
Recommendation	Update – November 2009	Responsibilities	Date
	Update – March 2010		
	<p>monitored and 2 have been closed so far.</p> <p>12 A mapping exercise is being undertaken for chewing Tobacco in London with other Local Authorities.</p> <p>13 A programme of underage test purchases has begun with formal action being taken.</p> <p>14. Counterfeit and contraband Tobacco is being seized from premises and sellers in the markets.</p>		
<p>R 7</p> <p>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>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 have been commissioned from April 2009.</p> <p>83% of dental practices are commissioned.</p>	<p>Jill Goddard Tobacco Control Lead, THPCT</p> <p>Somen Banerjee, Director of Public Health, THPCT</p>	<p>October 2008</p>
<p>R 8</p>	<p>A training review is under way and</p>	<p>Jill Goddard,</p>	<p>October</p>
			<p>The contracts with the provider services now all contain requirements for brief intervention to be part of standard care. This will be evaluated via a dash board system</p> <p>All GP practice staff and community pharmacists have been trained.</p> <p>Dental practices have now been trained</p> <p>Ophthalmic practitioners have now been trained</p>
			<p>Dental practices have now</p>

Response to Health Scrutiny Review of Tobacco Cessation in Tower Hamlets – Appendix 13

Recommendation	Update – November 2009	Responsibilities	Date	Update – March 2010
<p>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>from April 2009 a new licensing system for advisers will begin Training will re-start Jan 2010. This was delayed in order to incorporate new national guidance.</p> <p>Dental practice training completed</p>	<p>Tobacco Control Lead, THPCT</p>	<p>2008</p>	<p>been trained A review of existing practitioners has been completed and re training is taking place for those that need it. New training has commenced in January 2010</p>
<p>R 9 That the PCT commission more voluntary and community sector organisations including exploring options through the Tower Hamlets Partnership to deliver smoking cessation services.</p>	<p>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>	<p>Jill Goddard, Tobacco Control Lead, THPCT</p>	<p>October 2008</p>	<p>NHS Tower Hamlets continues to commission service from a range of voluntary and community sector organisations. Examples include OSCA, SaFH, health trainers, Positive East. All new tenders are widely advertised in the local press in order to stimulate the market.</p>

Response to Scrutiny Working Group Report on Alcohol Misuse amongst Young People – Appendix 14		
Recommendation	Response/Comments	Responsibility
<p>R1 That the Tower Hamlets Partnership arrange a consultation exercise with young people and use this to inform research that recognises the level of alcohol consumption amongst young people. This research needs to include data on;</p> <ul style="list-style-type: none"> – Young people’s attitudes to drinking – Information about young people to include the six Equality Strands – Data by Ward or Local Area Partnership (LAP) if Ward data is not feasible – Hospital data relating to youth drinking issues 	<p><u>Consultation and Participation</u></p> <p>Young people affected by substance misuse will be consulted. Liaison with ‘Pulse’ group, a leading research company that specialise in market research, to ascertain effective methods of consultation.</p> <p>Undertake action research to establish detailed information around Young people’s drinking behaviour in Tower Hamlets</p> <p>The Youth Participation Team and the Tower Hamlets Partnership (THP) have recently carried out consultation with young people about drinking behaviours.</p> <p>In response to consultation findings, an SLA has been confirmed with the Drug Alcohol Action Team (DAAT) to deliver 3 projects which will look at:</p> <ul style="list-style-type: none"> ➤ Evaluating Lifeline’s service ➤ Engaging with parents and families to explore the stigma of asking for help ➤ Alcohol consultation - to look at young peoples attitudes towards alcohol 	<p>Angela Lewis (Community Resource Manager), Strategy Commissioning and Partnerships</p> <p>Emma Bond (Hidden Harm Coordinator) DAAT Team</p>
		<p>Date</p> <p>Between Sep 09 – Jan 2010</p>

Response to Scrutiny Working Group Report on Alcohol Misuse amongst Young People – Appendix 14			
Recommendation	Response/Comments	Responsibility	
		Date	
	<p>In addition, hospital admission data will be included and broken down by all equality strands and LAP and this data will be attached.</p> <p>Furthermore a proposed social marketing campaign aimed at application of marketing techniques to achieve behaviour change is being commissioned by Tower Hamlets NHS</p> <p>This will be in 2 stages:</p> <p>Stage 1 - Scoping research, attitudes, behaviours and beliefs of target groups.</p> <p>Stage 2 - Implementation of findings</p> <p>Action:</p> <p>A detailed report with all findings will be submitted to Overview and Scrutiny early next year.</p>	<p>Marie-Carmen Burroughs (Public Health Strategist) Tower Hamlets NHS</p> <p>Angela Lewis (Community Resource Manager), Strategy Commissioning and Partnerships</p>	<p>Jan 2010</p>
R2 That Trading Standards and the Police ensure more regular test purchase operations are being made across the borough	<p>Effectively address underage sales and proxy purchasing</p> <p>As of 8th May 2009, Trading Standards have recruited 13 under-age test purchasers that</p>		

Response to Scrutiny Working Group Report on Alcohol Misuse amongst Young People – Appendix 14		
Recommendation	Response/Comments	Responsibility
		Date
<p>by recruiting additional actors to reduce burden on police cadets.</p>	<p>are additional to the Police cadets. This is under continual review and additional volunteers may be recruited during the year.</p> <p>Trading Standards in partnership with the Police will increase activity targeting underage sales at both off and on licensed premises. This will include 12 targeted test purchase operations to off licenses per quarter.</p> <p>Also the Police will conduct operations on licensed premises per quarter including 12 targeted visits to on licensed premises per quarter.</p>	<p>John McCrohan (Trading Standards Manger) Trading Standards</p> <p>Nigel Nottidge, Chief Inspector, Metropolitan Police</p>
		<p>Ongoing on a quarterly basis</p> <p>Ongoing on a quarterly basis</p>
<p>R3 That Trading Standards consider additional actions needed to prevent the purchase of alcohol by adults for young people. This should include more publicity about the prosecution of adults who purchase on behalf of young people, and those licensees who sell to, under-age drinkers.</p>	<p>Trading standards will continue to work with the Police Licensing Teams to identify hotspots involving under age drinking. This will include information from Tower Hamlets Environmental Health Officers to assist in observing “hotspot premises” .</p> <p>Trading standards will be running an enforcement project, with Police partners, to target proxy sales at hotspot premises.</p> <p>Press releases will be prepared for all prosecutions and sent to Communities</p>	<p>John McCrohan (Trading Standards Manger) Trading Standards</p>

Response to Scrutiny Working Group Report on Alcohol Misuse amongst Young People – Appendix 14		
Recommendation	Response/Comments	Date
	Responsibility	
	<p>Localities and Culture Press Officer Kate Taylor.</p> <p>Actions:</p> <ol style="list-style-type: none"> 1. Identify suitable wards 2. Scope how LBTH neighbourhood officers could be used 3. Develop and agree scheme 	<p>January 2010 April 2010 July 2010</p>
<p>R4 That Trading Standards develop useful working relationships with licensees in reinforcing their responsibilities in addressing alcohol related disorder and also ensure licensees are supported and encouraged to become involved in local problem solving.</p>	<p>Community alcohol Partnership model of a good trader scheme, multi-agency approach (as per St Neots Project) will be piloted in Millwall to test outcomes. St. Neots, a small town in Cambridgeshire, has had a successful responsible alcohol retailer scheme operated by Cambridgeshire Trading standards and Cambridgeshire Police. Model promotes development of relationships with licensees, education, enforcement and community involvement.</p> <p>The intention is to roll out the project across the Borough, should it prove successful.</p> <p>In addition, during routine visits, under-age advice is given, and a “refusals book” issued to small traders.</p>	<p>November 2010</p> <p>John McCrohan (Trading Standards Manger) Trading Standards</p> <p>Ongoing</p>

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<p>R5 That Children's Service looks to support Healthy Schools programmes expanding its remit to include programmes in youth clubs and reviewing funding, staffing levels and project delivery.</p>	<p><u>Improve alcohol harm reduction information and education for young people</u></p> <p>Funded by PCT, an alcohol education worker post will be created and located/managed via Healthy schools team. The post will incorporate training to teachers (inc modelling lessons). Healthy schools will also ensure coordination across providers to avoid duplication and meet local needs.</p> <p><u>Improve early alcohol education in schools. Develop appropriate responses to alcohol within primary schools.</u></p> <p>Life education centre (LEC), has delivered education direct to yr 5 and 6. A mobile classroom to target all schools will be used. This will provide materials for schools and work with parents. This work will be in addition to the existing healthy schools programme activities.</p> <p>This will be promoted to schools via:</p> <ul style="list-style-type: none"> • Healthy schools • NAFAS education worker • Alcohol education worker (above) 	<p>Lorraine Hachou (Joint Head, Extended Services)</p> <p>September 2009</p> <p>Lorraine Hachou (Joint Head, Extended Services)</p> <p>Ongoing</p>

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Recommendation	Response/Comments	Responsibility	
		Date	
	The PSHE professional development course will also be promoted to school and other appropriate staff.	Lorraine Hachou (Joint Head, Extended Services)	Ongoing
R6	That the Council uses BME media to highlight the dangers of alcohol misuse.	<p><u>Create and deliver culturally appropriate responses for young people from diverse communities</u></p> <p>In 2008/09 the Council used BME media such as Bangla Mirror, London Bangla, Channel S and Somali Eye to highlight issues related to substance misuse.</p> <p>In November and December 2009 the Council will be placing adverts in Bangla mirror about the dangers of alcohol misuse.</p>	Ongoing
R7	That commissioned specialist agencies working with young people need to address alcohol problems with as much vigour as drugs in terms of information and advice, harm reduction and treatment.	<p><u>Improve alcohol treatment and early intervention for young people</u></p> <p>A review will be carried out by the Healthy schools team to evaluate the Council's guidance on dealing with drug and alcohol issues. The review will look at drug education guidance and interventions.</p> <p><u>Target alcohol related offending by young people</u></p>	<p>Poppy Turner (CS Engagement Manager)</p> <p>Lorraine Hachou (Joint Head, Extended Services)</p> <p>September 2009</p>

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	<p>The Lifeline Youth Offending Team (YOT) worker will continue to deliver alcohol specific early intervention group work for YOT clients where alcohol is a feature of offending behaviour.</p> <p>Additional data is needed regarding YOT caseload where alcohol misuse is a factor. The YOT will monitor and analyse cases referred to the YOT substance misuse worker.</p> <p><u>Improve follow up response to YP presenting at accident & emergency dept with alcohol intoxication</u></p> <p>New A&E alcohol liaison nurses, funded by PCT, to develop appropriate follow up protocols for YP in consultation with CSSS.</p>	<p>Kevin Jones (Substance Misuse Worker), Youth Offending</p> <p>April 2009</p> <p>Angela Lewis (Community Resource Manager), Strategy Commissioning and Partnerships</p> <p>Kevin Jones (Substance Misuse Worker), Youth Offending</p> <p>April 2010</p> <p>Marie-Carmen Burroughs (Public Health Strategist) Tower Hamlets NHS</p> <p>Angela Lewis (Community Resource Manager), Strategy Commissioning and Partnerships</p>
R8	That commissioned specialist agencies need to investigate and develop culturally appropriate responses for young people	<p>Marie-Carmen Burroughs (Public Health Strategist) Tower Hamlets NHS</p> <p>Angela Lewis (Community Resource Manager), Strategy Commissioning and Partnerships</p>

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		Date
to ensure that alcohol interventions are effective and acceptable for all the communities and faith groups in the borough.	<p>delivered in partnership with CADAA & BLYDA.</p> <p>Action:</p> <p>Plan will be submitted to O&S</p>	April 2010
<p>R9 That the Youth and Community Service ensure staffs have adequate training and support to address alcohol related issues within mainstream youth provision. This should include a drug and alcohol policy addressing training for staff, alcohol/drug related needs and tackling alcohol/drug related incidents.</p>	<p><u>Ensure youth services staff have adequate training and support to address alcohol related issues within youth provision</u></p> <p>Review of youth services drug and alcohol policy addressing training for staff will be completed in Sept 2009. Review to involve Youth workers, Lifeline, schools.</p> <p>Action:</p> <p>Updated policy will be circulated to O&S IN September 2009.</p>	<p>Dinar Hossain (Head of Youth and Community Service)</p> <p>Sept 2009</p>