

Agreed Actions and Next Step	Responsibility	Date of Completion	Progress Update
<b>Recommendation 1:</b> Publish the quarterly Contracts Forward Plan on the Council's website and use the Members Bulletin to alert Councillors when it is updated			
<p>Quarterly Contracts Forward Plan is currently published on the Council's intranet as part of the quarterly reporting to Cabinet.</p> <ul style="list-style-type: none"> <li>• The Contracts Forward Plan will now also be published on the main Council website</li> <li>• Notification will be published in the Members Bulletin every quarter</li> </ul>	<b>Procurement/ Communications</b>	Sep-15	<p><b><u>Action Completed</u></b></p> <p>The contracts forward plan is published on the main council website and open to the wider public. Information is also published every quarter in the members bulletin.</p>

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<p><b>Recommendation 2:</b> Officers periodically review the Council's approach to securing Community Benefits to ensure that:</p> <ul style="list-style-type: none"> <li>• Community benefits are maximised whilst securing value for money</li> <li>• Community benefits good practice is shared across Council services and category management areas</li> </ul>			
<ul style="list-style-type: none"> <li>• Central Contracts Register has been updated to record Community Benefits secured against each contract.</li> <li>• Work has commenced with Economics Development team to review guidance and support for bidders. A Project Manager has been appointed to support contract officers on economics and community benefits requirements as part of contracts specification development.</li> <li>• Communication of community benefits good practices will be incorporated as part of the wider Best Value Procurement Improvement Programme which is underway.</li> <li>• A review of all Community Benefits secured since implementation of the Community Benefits requirement into contracts has been initiated.</li> </ul>	<p><b>Procurement</b></p>	<p>Sep-15</p>	<p><b>Action Completed</b>  Progress is reported as part of the Annual Procurement Report, which is reported to Cabinet. The Annual Procurement Report detailing the Authority's performance against key objectives set out within the Council's Procurement Policy Imperatives was presented to O&amp;S Committee on 2nd November and Cabinet 3rd November 2015.</p> <p>The Annual Procurement Report includes case studies of Employment and Community Benefits secured through our procurement activities. The Annual Procurement Plan 2016 is expected to be reported to Cabinet in December.</p> <p>Employment and Community Benefits is considered on a case by case basis within the legal constraints. It is not possible to set a standard requirements across our contracts and in line with LBTH legal advice a maximum of 5% of the contract award weighting is allocated to securing community benefits for our local residents. The requirement for community benefits is assessed by Council's Competition Board through the Procurement Tollgate process.</p> <p>A new Procurement Strategy 2016-19 was approved by Cabinet on 26 July 2016 and as part of this we will be undertaking a detailed review of Commissioning and Procurement activities in order to have an overarching Commissioning and Procurement Strategy in place for financial year 17/18.</p>

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<b>Recommendation 3:</b> Communicate to residents the community benefits that are being achieved by the Council through major procurement activity and current contracts.			
Work has commenced into investigating wider publication of the employment and community benefits which have been secured for Tower Hamlets residents.	<b>Procurement/ Communications</b>	Sep-15	Progress will be reported as part of the Annual Procurement Report, which will be reported to Cabinet. Work is currently underway jointly with the Communications team to explore publicity options. Expected to be in place by December 2016.
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<b>Recommendation 4:</b> Consider accredited learning for those involved in supporting high risk or high spend procurement and contract management activities.			
Targeted Procurement training is underway to improve procurement knowledge and skills across the organisation.	<b>Procurement</b>	Dec-15	<p><b>Action Completed</b></p> <p>A new Corporate Procurement Training Programme implemented as of July 2015 and a new Supply Tower Hamlets contract has been awarded which will support approximately 1200 Tower Hamlets businesses to develop their knowledge, expertise and confidence in making bids for new public and private sector contracts.</p> <p>As part of the BV Procurement Action Plan a new Contract Management guide and toolkit was launched in May 2016 and been developed to assist officers with contract management and monitoring responsibilities to help strengthen and ensure effective management of council contracts. The main purpose of the toolkit is to provide guidance on best practice in contract management and is not intended to replace existing directorate reporting arrangements or systems in place. As part of the implementation of the new e-sourcing solution, a new e-contract management module will also be introduced later in the year. The guidance and toolkit will serve as a key step to reinforce and, where necessary, improve contract management practices in preparation for the implementation of the e-contract management tool.</p>

Current Status and Next Steps	Responsibility	Date	Progress Update
<b>Recommendation 5:</b> Publicise further Find it, Fix it, Love it (FiFILI) to increase its use including a focus on utilising the support of 37% of staff members who live in Tower Hamlets.			
<p>Once the redesigned app is ready to go live, this will be publicised widely, both internally and externally. Internally, this will include an article on the council Intranet; in both Members' and Managers' briefing emails; in the TH Now internal magazine and the CLC directorate newsletter.</p> <p>Externally, this will be publicised with an article in East End Life – based on a press release that will be circulated to the local media, Black and Minority Ethnic (BME) media and regional news outlets. This will then be publicised widely on social media, most notably through Twitter.</p>	<b>Public Realm/ Communications</b>	Jul-15	<p><b>Action Completed</b></p> <p>A press release was published on the intranet and the LBTH website and circulated to 118 local, regional, BME and local authority trade media outlets in June 2015. This was supplemented by articles in East End Life.</p> <p>Information has also been shared via the Managers' briefing and an article was also published in the August 2015 edition of the TH Now magazine.</p> <p>The press release was actively publicised between June 1 and August 1, 2015 and regular posts continue to be published on Twitter and Facebook.</p> <p>Publicity through management meetings is ongoing, and staff within the teams are being encouraged to use the app. The app is being used, but it is evident that a majority of calls are still through the contact centre or Member requests, and further publicity will be required to reiterate the message.</p>
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<b>Recommendation 6:</b> Explore wider use of mobile app technology in Council services informed by the experience of FiFILI			
<p>Mobile technology (including mobile app technology) will be considered at the Council's ICT Partnership governance forums, known as Strategic Operations Boards and the Strategic Partnership Board. Digital developments for both residents and staff will form part of the overall Digital Strategy being developed. The FiFILI experience to date will provide valuable information as to our future direction.</p>	<b>ICT</b>	Ongoing	<p>The Digital Strategy is in development. The Council is looking at opportunities for additional use of mobile apps for example to make available to apps that support independent living for frail elderly and this with learning disabilities.</p> <p>Anticipated adoption by Cabinet - Late 2016/Early 2017</p>