

OVERVIEW & SCRUTINY COMMITTEE

**Monday, 25 February 2019 at 6.30 p.m., Harford Community Centre, 115
Harford Street, London, E1 4FG**

This meeting is open to the public to attend.

Members:

Chair: Councillor Abdal Ullah

Vice Chair: Councillor Marc Francis

Lead for Resources

Councillor Sufia Alam

Lead for Children's Services

Councillor Mufeedah Bustin

Councillor Kahar Chowdhury

Lead for Health, Adults and Community

Councillor Dipa Das

Lead for Place

Councillor James King

Councillor Kyrsten Perry

Councillor Mohammed Pappu

Councillor Bex White

Lead for Governance

Councillor Andrew Wood

Co-opted Members:

Neil Cunningham

Parent Governors

Joanna Hannan

Representative of Diocese of Westminster

Ahmed Hussain

Parent Governors

Fatiha Kassouri

Parent Governors

Dr Phillip Rice

Church of England Representative

Khoyrul Shaheed

Muslim Faith Community

Deputies:

Councillor Peter Golds, Councillor Tarik Khan, Councillor Victoria Obaze and Councillor Val Whitehead

[The quorum for this body is 3 voting Members]

Contact for further enquiries:

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SECTION ONE

WARD

PAGE NUMBER(S)

1. APOLOGIES FOR ABSENCE

To receive any apologies for absence.

2.	DECLARATIONS OF DISCLOSABLE PECUNIARY INTEREST		7 - 10
	To note any declarations of interest made by Members, including those restricting Members from voting on the questions detailed in Section 106 of the Local Government Finance Act, 1992. See attached note from the Monitoring Officer.		
3.	UNRESTRICTED MINUTES	All Wards	
3 .1	Minutes - 28th January, 2019	All Wards	11 - 30
	To confirm as a correct record of the proceedings the unrestricted minutes of the meeting of the Overview and Scrutiny Committee held on 28th January, 2019.		
4 .1	Independent Chair of Adults Safeguarding	All Wards	31 - 64
	The Committee will receive a presentation that will outline performance in terms of service delivery and the challenges the Council is facing.		
4 .2	The Complaints and Information Annual Report 2017/18	All Wards	65 - 152
	The Committee will receive a presentation on trends and issues.		
5.	UNRESTRICTED REPORTS FOR CONSIDERATION		
5 .1	Social Value Act Scrutiny Challenge Session	All Wards	153 - 176
	The Committee will receive a report that follows up from the scrutiny challenge session on the Social Value Act, which went to Overview and Scrutiny Committee (OSC) on 9 May 2017, and a subsequent action plan considered by Cabinet in 27 February 2018. This report reviews the progress against the recommendations and action plan.		
5 .2	Q3 Corporate Budget Monitoring Report	All Wards	
	The Committee will receive a presentation from Cllr Ronald, Cabinet Member for Resources and the Voluntary Sector and Neville Murton, Corporate Director of Resources on the Council's finances and a subsequent report to be considered by Cabinet in 27 February 2018. See this link to access the report link		

The Committee is asked to consider if these align with Council priorities and provide residents with value for money.

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|------------|--|------------------|------------------|
| 6. | REQUESTS TO SUBMIT PETITIONS | All Wards | |
| | To receive any petitions (to be notified at the meeting). | | |
| 7. | OVERVIEW & SCRUTINY COMMITTEE QUERY AND ACTION LOG 2019/20 | All Wards | |
| | The Committee are asked to note and to comment upon the Action Log - To follow | | |
| 8. | CABINET FORWARD PLAN & WORK PROGRAMME REVIEW | All Wards | 177 - 206 |
| | Members are asked to review the Forward Plan and to plan around the Committees priorities | | |
| 9. | UNRESTRICTED REPORTS 'CALLED IN' | All Wards | |
| | No decisions of the Mayor in Cabinet on the 28 th November, 2018 in respect of unrestricted reports on the agenda were 'called in'. | | |
| 10. | VERBAL UPDATES FROM SCRUTINY LEADS | All Wards | |
| | To receive verbal updates from each of the Scrutiny Leads.

(Time allocated – 5 minutes each) | | |
| 11. | PRE-DECISION SCRUTINY OF UNRESTRICTED CABINET PAPERS | All Wards | |
| | To consider and agree pre-decision scrutiny questions/comments to be presented to Cabinet. | | |
| 12. | ANY OTHER UNRESTRICTED BUSINESS WHICH THE CHAIR CONSIDERS TO BE URGENT | All Wards | |
| | To consider any other unrestricted business that the Chair considers to be urgent. | | |

13. EXCLUSION OF THE PRESS AND PUBLIC **All Wards**

In view of the contents of the remaining items on the agenda the Committee is recommended to adopt the following motion:

“That, under the provisions of Section 100A of the Local Government Act 1972, as amended by the Local Government (Access to Information) Act 1985, the press and public be excluded from the remainder of the meeting for the consideration of the Section Two business on the grounds that it contains information defined as Exempt in Part 1 of Schedule 12A to the Local Government Act, 1972.”

EXEMPT/CONFIDENTIAL SECTION (Pink Papers)

The exempt committee papers in the agenda will contain information, which is commercially, legally or personally sensitive and should not be divulged to third parties. If you do not wish to retain these papers after the meeting, please hand them to the Committee Officer present.

SECTION TWO

14. EXEMPT/ CONFIDENTIAL MINUTES **All Wards**

Nil items

15. EXEMPT/ CONFIDENTIAL REPORTS 'CALLED IN' **All Wards**

Nil items

16. PRE-DECISION SCRUTINY OF EXEMPT/ CONFIDENTIAL) CABINET PAPERS **All Wards**

To consider and agree pre-decision scrutiny questions/comments to be presented to Cabinet.

(Time allocated 15 minutes).

17. ANY OTHER EXEMPT/ CONFIDENTIAL BUSINESS THAT THE CHAIR CONSIDERS URGENT **All Wards**

To consider any other exempt/ confidential business that the Chair considers to be urgent.

Next Meeting of the Overview and Scrutiny Committee

Monday, 25 March 2019 at 6.30 p.m. to be held in Harford Community Centre, 115 Harford Street, London, E1 4FG

DECLARATIONS OF INTERESTS - NOTE FROM THE MONITORING OFFICER

This note is for guidance only. For further details please consult the Members' Code of Conduct at Part 5.1 of the Council's Constitution.

Please note that the question of whether a Member has an interest in any matter, and whether or not that interest is a Disclosable Pecuniary Interest, is for that Member to decide. Advice is available from officers as listed below but they cannot make the decision for the Member. If in doubt as to the nature of an interest it is advisable to seek advice **prior** to attending a meeting.

Interests and Disclosable Pecuniary Interests (DPIs)

You have an interest in any business of the authority where that business relates to or is likely to affect any of the persons, bodies or matters listed in section 4.1 (a) of the Code of Conduct; and might reasonably be regarded as affecting the well-being or financial position of yourself, a member of your family or a person with whom you have a close association, to a greater extent than the majority of other council tax payers, ratepayers or inhabitants of the ward affected.

You must notify the Monitoring Officer in writing of any such interest, for inclusion in the Register of Members' Interests which is available for public inspection and on the Council's Website.

Once you have recorded an interest in the Register, you are not then required to declare that interest at each meeting where the business is discussed, unless the interest is a Disclosable Pecuniary Interest (DPI).

A DPI is defined in Regulations as a pecuniary interest of any of the descriptions listed at **Appendix A** overleaf. Please note that a Member's DPIs include his/her own relevant interests and also those of his/her spouse or civil partner; or a person with whom the Member is living as husband and wife; or a person with whom the Member is living as if they were civil partners; if the Member is aware that that other person has the interest.

Effect of a Disclosable Pecuniary Interest on participation at meetings

Where you have a DPI in any business of the Council you must, unless you have obtained a dispensation from the authority's Monitoring Officer following consideration by the Dispensations Sub-Committee of the Standards Advisory Committee:-

- not seek to improperly influence a decision about that business; and
- not exercise executive functions in relation to that business.

If you are present at a meeting where that business is discussed, you must:-

- Disclose to the meeting the existence and nature of the interest at the start of the meeting or when the interest becomes apparent, if later; and
- Leave the room (including any public viewing area) for the duration of consideration and decision on the item and not seek to influence the debate or decision

When declaring a DPI, Members should specify the nature of the interest and the agenda item to which the interest relates. This procedure is designed to assist the public's understanding of the meeting and to enable a full record to be made in the minutes of the meeting.

Where you have a DPI in any business of the authority which is not included in the Member's register of interests and you attend a meeting of the authority at which the business is considered, in addition to disclosing the interest to that meeting, you must also within 28 days notify the Monitoring Officer of the interest for inclusion in the Register.

Further advice

For further advice please contact:-

Asmat Hussain, Corporate Director, Governance and Monitoring Officer. Tel 020 7364 4800

APPENDIX A: Definition of a Disclosable Pecuniary Interest

(Relevant Authorities (Disclosable Pecuniary Interests) Regulations 2012, Reg 2 and Schedule)

Subject	Prescribed description
Employment, office, trade, profession or vacation	Any employment, office, trade, profession or vocation carried on for profit or gain.
Sponsorship	<p>Any payment or provision of any other financial benefit (other than from the relevant authority) made or provided within the relevant period in respect of any expenses incurred by the Member in carrying out duties as a member, or towards the election expenses of the Member.</p> <p>This includes any payment or financial benefit from a trade union within the meaning of the Trade Union and Labour Relations (Consolidation) Act 1992.</p>
Contracts	<p>Any contract which is made between the relevant person (or a body in which the relevant person has a beneficial interest) and the relevant authority—</p> <p>(a) under which goods or services are to be provided or works are to be executed; and</p> <p>(b) which has not been fully discharged.</p>
Land	Any beneficial interest in land which is within the area of the relevant authority.
Licences	Any licence (alone or jointly with others) to occupy land in the area of the relevant authority for a month or longer.
Corporate tenancies	<p>Any tenancy where (to the Member's knowledge)—</p> <p>(a) the landlord is the relevant authority; and</p> <p>(b) the tenant is a body in which the relevant person has a beneficial interest.</p>
Securities	<p>Any beneficial interest in securities of a body where—</p> <p>(a) that body (to the Member's knowledge) has a place of business or land in the area of the relevant authority; and</p> <p>(b) either—</p> <p>(i) the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body; or</p> <p>(ii) if the share capital of that body is of more than one class, the total nominal value of the shares of any one class in which the relevant person has a beneficial interest exceeds one hundredth of the total issued share capital of that class.</p>

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LONDON BOROUGH OF TOWER HAMLETS

MINUTES OF THE OVERVIEW & SCRUTINY COMMITTEE

HELD AT 6.33 P.M. ON MONDAY, 28 JANUARY 2019

**ROOM C1, 1ST FLOOR, TOWN HALL, MULBERRY PLACE, 5 CLOVE
CRESCENT, LONDON, E14 2BG**

Members Present:

Councillor Abdal Ullah (Chair)

Councillor Marc Francis (Vice-Chair)	– Lead for Resources
Councillor Sufia Alam	– Lead for Children's Services
Councillor Mufeedah Bustin	–
Councillor Kahar Chowdhury	– Lead for Health, Adults and Community
Councillor James King	
Councillor Kyrsten Perry	
Councillor Mohammed Pappu	
Councillor Bex White	– Lead for Governance
Councillor Andrew Wood	

Co-opted Members Present:

Neil Cunningham	– Parent Governors
Joanna Hannan	– Representative of Diocese of Westminster
Ahmed Hussain	– Parent Governors
Fatiha Kassouri	– Parent Governors
Dr Phillip Rice	– Church of England Representative

Other Councillors Present:

Mayor John Biggs	
Councillor Asma Begum	– (Deputy Mayor and Cabinet Member for Community Safety and Equalities)
Councillor Candida Ronald	– (Cabinet Member for Resources and the Voluntary Sector)

Apologies:

Councillor Dipa Das	– Lead for Place
Khoyrul Shaheed	– Muslim Faith Community

Others Present:

Elizabeth Bailey	– (Strategy & Policy Manager)
Adam Boey	– (Senior Strategy & Policy Manager - Corporate)
Ann Corbett	– (Divisional Director, Community Safety)
Jack Gilbert	– Vice Chair – Safer Neighbourhood Board
Sharon Godman	– (Divisional Director, Strategy, Policy and Performance)
Afazul Hoque	– (Head of Corporate Strategy & Policy)
Neville Murton	– (Acting Corporate Director, Resources)
Denise Radley	– (Corporate Director, Health, Adults & Community)
Simon Smith	– Prevent Co-ordinator
Sue Williams	– Borough Commander - Chief Superintendent
David Knight	– (Senior Democratic Services Officer)

1. DECLARATIONS OF DISCLOSABLE PECUNIARY INTEREST

No declarations of disclosable pecuniary interest were received.

2. UNRESTRICTED MINUTES

The Chair **Moved** and it was:-

RESOLVED that:

2.1 Minutes - 17th December, 2018

The unrestricted minutes of the meeting of the Overview and Scrutiny Committee held on 17th December, 2018 were approved as a correct record of the proceedings. Copy to sign

2.2 Minutes - 14th January, 2019

The unrestricted minutes of the meeting of the Overview and Scrutiny Committee held on 14th January, 2019 were approved as a correct record of the proceedings. Copy to sign

3. SCRUTINY SPOTLIGHT

3.1 Community Safety- Safer Neighbourhood Board

The Committee received a presentation from Jack Gilbert, Vice- Chair of the Safer Neighbourhoods Board it was noted that the role and purpose of Safer Neighbourhood Boards is to be the primary borough-level mechanism for local engagement and as such, the Board has five key aims to:

- I. ensure communities are more closely involved in problem solving and crime prevention;
- II. have a broad remit to reflect Mayor's Office for Policing and Crime (MOPaC's) broader responsibilities, while respecting the view that local people know best what is needed at the local level;
- III. have greater reach and ensure a more frequent refresh of ideas and views;
- IV. achieve greater coherence between different engagement mechanisms, e.g. ward panels, Independent Advisory Groups (IAGs), Neighbourhood Watch and Stop and Search Community Monitoring Groups, so as to provide greater public accountability in policing and crime reduction; and
- V. Make more efficient use of resources to deliver value for money and target funds at tackling issues of local concern and crime prevention.

The discussions arising out of consideration of this presentation are summarised as follows:

The Committee:

- Noted that details on the number of active Ward Panels would be made available and that the Safer Neighbourhood Board was an amalgamation of those groups in the previous community engagement structure, such as Police Consultative Groups and it had also to establish working relationships with other engagement and oversight functions such as the local ward panels and neighbourhood cluster panels, Neighbourhood Watch schemes, Independent Advisory Groups and the Boroughs Community Safety Partnership;
- Noted that there were neighbourhood cluster panels for the North; South; East and West of the Borough to look at issues within a wider context. Also MOPaC are now working with the MPS (i) on producing data that can be more easily understood; (ii) to build confidence in the Panels; (iii) to support collaborative working between all participants; and (iv) look at the differences between wards;
- Indicated that it felt that there is a job of work to be undertaken so as to encourage the development of a membership that truly reflects the communities that it seeks to serve and has meaningful engagement with those communities;

- Expressed concern at the financial pressures faced by Safer Neighbourhood Teams which had required them to work differently making more effective use of reduced resources. Which it was felt had, had an impact upon the local police presence, reassurance and visibility;
- Noted that there is a need to understand that the cycle of violence and who the perpetrator is and who is the victim which can be a fluid; and
- Commented that it supported the idea of developing a true and robust engagement by Ward Panels so as to make the Borough better for residents.

In conclusion, Councillor Ullah thanked Jack Gilbert for his presentation.

3.2 Community Safety in the Borough

The Committee will receive a presentation from the Cabinet Member for Community Safety and Equalities Cllr Asma Begum; the Borough Commander, Sue Williams; and the Corporate Director, Health, Adults & Community, Denise Radley.

The discussions on this presentation may be summarised as follows:

The Committee:

- Condemned the recent incident outside a school in Bow as Tower Hamlets is home to people from all over the world with a proud history which has been enriched by migration;
- Noted that through the use of Council CCTV and Council Funded Police Officers a man in his 60s had been taken into custody by police on suspicion of a racially aggravated public order offence;
- Noted that the Council and its partners are working with communities to develop a positive change in community safety and engagement;
- Noted that the Borough Commander and her officers had invested considerable energy in supporting the priorities within the partnership and addressing incidence of Anti-Social Behaviour; Knife Enabled Crime; Robbery; Theft; and Moped Offences;
- Noted that Poplar Housing and Regeneration Community Association (HARCA) has funded a dedicated 5-strong Metropolitan Police Service (MPS) Team to work with their ASB and Safeguarding Teams;
- Noted that there are also more MPS officers on Tower Hamlets Homes (THH) housing estates. There will be 14 extra MPS officers funded by Tower Hamlets Council who will focus on tackling crime and ASB, working alongside THH's own ASB team;
- Noted that the MPS London borough model has been condensed from 32 to 12 Basic Command Units (BCU) made up of two or three boroughs (e.g. Hackney and Newham) the BCU structure will allow the MPS to put first victims of crime and those people in greatest need. It will also give the MPS the resilience and consistency it needs across the whole of London, so that the MPS can continue to respond to large scale incidents and meet the current financial and operational challenges;

- Noted that property crime can be prevented through manipulating the design of individual dwellings, and their relationship to one another and to the surrounding neighbourhood;
- Noted that the 101 service has gone to a digital platform as the public now expect the MPS to have a significant online presence, with a similar level of functionality and ease of use to other services they access on a daily basis;
- Noted with regard to hate crime a lot of work has been done on reporting e.g. disability reporting and it was noted in the BCU there are Faith/Hate Crime Officers based both in Hackney and LBTH who are there to help and support communities and victims;
- Noted that in terms of data there is a need to include people's experiences as data (e.g. the young voice) and to look at data from a strategic perspective and how the available data is shared across the various partners/stakeholder groups;
- Noted that whilst the Home Office has reclassified many incidences of burglary non-residential to residential the Partnership looks at such crimes as burglary as a whole;
- Noted that the Council is working closely with One Housing Group on the Isle of Dogs to prevent and deal with ASB. All reports of ASB are taken seriously by One Housing and they deal with them as efficiently and effectively as possible;
- Noted that Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) has praised the steps the MPS has taken to improve legitimacy. The MPS has a good understanding of the diverse communities of London and is working hard to improve engagement. The (HMICFRS) also recognised the MPS' efforts to improve the ethical and inclusive culture of the organisation;
- Noted that the reduction in public spending has made it more important than ever to maximise resources by the relevant partners working closely to deliver the best services possible for residents;
- Noted that the Boroughs BCU is seen as the lead in London in addressing a robust partnership community safety need;
- Noted that the MPS are open to ideas and look at different ways of working with their partner colleagues (e.g. Tower Hamlets Enforcement Officers);
- Commented that it would support the development of a single number where all landlords could report incidences of ASB; and
- Commented that 'Safer Neighbourhood Board' which MOPaC introduced so as to formally consider local policing and crime priorities offered a less inclusive environment than the old Community Police Engagement Groups (CPEGs) that used to undertake community engagement around policing and crime issues in the Borough.

In conclusion, Councillor Ullah thanked Cllr Asma Begum; Sue Williams; and Denise Radley for their presentation.

3.3 Prevent

The Committee received a presentation from the Cabinet Member for Community Safety and Equalities Cllr Asma Begum; the Divisional Director, Community Safety: Ann Corbett and Simon Smith Head of Prevent.

The discussions on this presentation are summarised as follows:

The Committee:

- Commented that communities perception of Prevent remains challenging as whilst the strategy was intended to help communities address radicalisation and extremism. It has instead it seems become a potential source of grievance for local communities. In response it was noted that the Channel process is a safeguarding process with robust assessment frameworks and built in checks and balances. In addition, the Borough has built upon its nationally recognised good practice in safeguarding those vulnerable to radicalisation;
- Noted that Prevent is one of the '4 P's' of the Government's CONTEST strategy;
- Was advised that the Counter Terrorism and Security Act 2015 set out the legislative requirements on the Local Authority to deliver Prevent;
- Noted that all training addresses all the manifestations of extremism including the far right;
- Was informed that terrorism and extremism remains a significant threat to all our communities;
- Noted Tower Hamlets is assessed by the Home Office as one of the highest risk areas in London with regard counter terrorism;
- Noted if a referral was made in error it will be carefully reviewed and the individual will have the opportunity to respond to any allegations that has made feedback provided as appropriate;
- Noted that Ben Wallace the Security Minister has announced the Strategy is to be independently reviewed review;
- Asked to receive details of how young people have benefitted and have been safeguarded from radicalisation and ; and
- Noted that the swift response to the incident referred to above outside a school in Bow had sent a strong positive message to the local community.

In conclusion, Councillor Ullah thanked Cllr Asma Begum; Ann Corbett; and Simon Smith for their presentation.

4. UNRESTRICTED REPORTS FOR CONSIDERATION

4.1 Budget Scrutiny

The Committee received an update report from Cllr Ronald, Cabinet Member for Resources and the Voluntary Sector and Neville Murton, Acting Corporate Director of Resources – With particular reference to the Cabinet for 30th January, 2019.

The discussions on the report are outlined below:

The Committee noted:

- This report presented the final budget proposals that will be recommended for Full Council approval on the 20th February. It was noted that the assumptions set out in last year's MTFS for 2019-20 have been reviewed and updated to allow Members to agree a balanced budget and Council Tax requirement for that year;
- That announcements that have been made about Government funding for the Council in the Chancellor's Budget and the Provisional Local Government Finance Settlement require a robust and timely response to enable a balanced budget to be set;
- That the Council is in the fourth and final year of the Governments 'guaranteed settlement';
- That a Medium Term Financial Strategy (MTFS) covering the entirety of the resources available to the Council is considered to be the best way that resource prioritisation and allocation decisions can be considered and agreed in a way that provides a stable and considered approach to service delivery and takes into account relevant risks and uncertainty;
- As the Council develops its detailed proposals it must continue to keep under review those key financial assumptions which underpin the Council's MTFS; in particular as the Council becomes ever more dependent on locally raised sources of income through the Council Tax and retained business rates these elements become fundamental elements of its approach and strategies;
- The Council secures value for money through competitive tendering in terms of Capital Schemes;
- Detailed impact assessments would happen upon implementation'
- That the Equality Impact Assessment (EqIA) is utilised and is embedded in various processes and officers need to consider if an EqIA is appropriate; and
- The Council needs to look at a package of incentive/charges on car use and the Mayor indicated that he would value from an oversight by Scrutiny.

In conclusion, Councillor Ullah thanked Cllr Ronald and Neville Murton for their presentation.

4.2 Social Cohesion Challenge Session Report

The Committee received and noted a report that followed up from the scrutiny challenge session on the Council's community cohesion services, which went to Overview and Scrutiny Committee (OSC) on 12 April, 2017 with 6 recommendations.

It was noted that the report reviewed the progress against the recommendations. The report also highlights that the Council is leading on

best practice in this area, as an example its role and involvement with London Councils to help develop the future approaches is noted and recognised. The report also recognises the range and scale of projects being undertaken by the Council, addressing cohesion in Tower hamlets. The report makes recommendations which aim to further enhance cohesion outcomes for the borough.

It was that the findings from the challenge session discussion, which included qualitative evidence from professionals both internally and external to the Council and councillors' practical experience in the field, have been supplemented by additional secondary sources. These include review of population statistics and trends, ward data, as well as consideration of the impact of legislation and findings from national reviews. The recommendations arising from this range of evidence sources are outlined below.

It was noted that the review had specifically looked at:

1. The definition of community cohesion;
2. National reviews related to cohesion;
3. The key findings from the Casey Review and to establish to what extent those findings were prevalent in Tower Hamlets by considering and comparing factual and statistical evidence;
4. The Council's Cohesion Programme which included a prima facie review of existing projects and funding;
5. The Council's approach to grants and the associated impact on improving cohesion outcomes;
6. Language as driver of cohesion, including a consideration of the effectiveness of English for Speakers of Other Languages (ESOL) provision;
7. The impact of council policies on cohesion such as the school admissions, housing and planning policies;
8. A consideration of the social and economic data and trends and the consequential impact on the gentrification of the borough; and
9. The context of the Equalities Act 2010 and the Public Sector Equalities Duty on the Council to foster good relations between people and the Council's leadership role on cohesion.

5. REQUESTS TO SUBMIT PETITIONS

The Committee was advised that no requests to submit any petition's had been received for consideration at this meeting.

6. OVERVIEW & SCRUTINY COMMITTEE QUERY AND ACTION LOG 2018/19

Noted

7. CABINET FORWARD PLAN & WORK PROGRAMME REVIEW

Noted

8. UNRESTRICTED REPORTS 'CALLED IN'

The Committee was advised that no unrestricted reports had been “called in”.

9. VERBAL UPDATES FROM SCRUTINY LEADS

Email updates for all OSC to review.

10. PRE-DECISION SCRUTINY OF UNRESTRICTED CABINET PAPERS

The Committee received and noted those questions to be presented at Cabinet by the Chair in relation to unrestricted business on the agenda – **See Appendix 1**

11. ANY OTHER UNRESTRICTED BUSINESS WHICH THE CHAIR CONSIDERS TO BE URGENT

Nil items

12. EXCLUSION OF THE PRESS AND PUBLIC

As the agenda circulated contained no exempt/ confidential business and there was therefore no requirement to exclude the press and public to allow for its consideration.

13. EXEMPT/ CONFIDENTIAL MINUTES

Nil items

14. EXEMPT/ CONFIDENTIAL REPORTS 'CALLED IN'

Nil items

15. PRE-DECISION SCRUTINY OF EXEMPT/ CONFIDENTIAL) CABINET PAPERS

Nil items

16. ANY OTHER EXEMPT/ CONFIDENTIAL BUSINESS THAT THE CHAIR CONSIDERS URGENT

Nil items

The meeting ended at 9.33 p.m.

**Chair, Councillor Abdal Ullah
Overview & Scrutiny Committee**

Overview and Scrutiny Committee
Councillor Dipa Das - Scrutiny Lead for Place and Chair of HSSC
28 January 2019

1. The HSSC through its theme focused work programme has in this financial year looked at housing supply and quality housing. In particular:
 - a) Exploring measures to speed up the re-let of void housing stock
 - b) Empty and second homes – whilst still in large numbers there is a visible decline since 2011, possible influencers include a stronger housing market, empty homes surcharge.
 - c) Common Housing Register and Allocations Policy – Explored prioritisation criteria, bandings and targets, medical need decisions. We did have concerns raised on band 3 applicants (not in housing need) and 3% target – because about 2,000 of the 8,000 applicants registered have been waiting 12 years. A review of the allocations policy is planned and HSSC has asked to feed into this process into this process.
 - d) Social Housing Green paper – explored proposals, the TH view, likely impact and resident engagement. The SHGP is only a small step towards delivering more social homes.
 - e) Under occupation scrutiny review, tracking delivery of recommendations. C. 1k under occupiers on housing waiting list, encouraging and supporting of moves should be strengthened.
 - f) Social housing fraud – explored landlord interventions to identify and tackle fraud. c. £12m secured across borough via court actions.
 - g) Fire safety – No Council high rises with remaining Aluminium Composite Material (ACM) cladding, RPs have 9 blocks with ACM cladding remaining with wardens and evacuation plans and remedial actions in place. Government message for building owners to cover costs of removal and replacements from insurance, however charging leaseholders could result in increased evictions. RPs will access Gov grant £400m as required. Awaiting legislative changes to building regulations.
 - h) Reviewed strategic plan performance, priorities, challenges and next steps, next updated to include Mayoral pledges.
 - i) Reviewed social landlord performance report, concerns raised around underperformance (clarion HA). This was discussed with the THHF benchmarking sub group who have also been asked agree a measure to report on evictions for those in receipt of universal credit (in rent arrears).
2. **Next meeting** – 29th January 2019 – Affordability / finances
 - a) Items include budget scrutiny, service charges for leaseholders and the THH strategic review (options appraisal).
3. **Scrutiny review** - Improving health, environmental quality, economic and social outcomes through Housing Open Spaces. Desired outcomes include: to establish good practice and encourage adoption by social landlords, Identify funding opportunities; promote the green flag awards and accreditation, establish a Borough wide Housing Estate Best (use of) Green Space competition, and investigate appetite for outdoor gyms.

Evidence collection sessions:

	Presenters
19 February - intro, roles and responsibilities, external experts	Groundwork London Seeds for Growth TH Cemetery Park Trees for Cities
12 March – Open space priorities and management / funding opportunities	Public Health Council teams – open spaces, parks, air quality, bio diversity
18 March / 23 rd March	Women's Environment networks Community greening / food growing projects – and visits East End Homes/Poplar HARCA

4. **Waste Delivery option** (in house): Met with the Divisional and Strategic Director on 23rd Jan. Discussion focussed on:

- Project plans, progress, challenges and risks
- Mobilisation team – experts and advisors
- Planned service improvements and performance monitoring
- Staffing - service continuation, TUPE challenges, pension costs, workforce development and offer, local training and recruitment
- Marketing plan (commercial waste income) – improving delivery offer and uptake
- Fleet – planned improvements including environmental priorities, submit letter of intent to Dennis Eagle by Feb 19, vehicles available by Jan 2020

Recommendations:

- Briefing note to O&S (for information) with attendance at the April / May meeting rather than in March, when there will be more to report back on.
- Quarterly meetings with Cllr Das to monitor progress, challenges and risks

Overview and Scrutiny Committee
Scrutiny Lead for Governance: Cllr White
OSC – 28th January 2019

Communications Challenge Session

- We held our communications challenge session on Wednesday 16th January.
- It was a good discussion and some useful recommendations came out of the session. Our guest speaker was from Hackney Council and this provided us with useful examples for best practise.
- Key themes from the session included:
 - **‘leadership driving cultural change’**- how resident engagement fits within the council and how communications is interfacing strategically and operationally with the council;
 - **‘ the role of elected members’** – including ward-specific communications from members to residents, and bringing residents into council decision making earlier;
 - **‘seldom-heard groups’** - looking at how we can better hear the voice of these groups, reviewing best practise from other boroughs and organisations, and ensuring we hear all voices rather than just speaking to the ‘gatekeepers’; and
 - **‘Empowering the service to be bold and innovative’** - commercialising our communications, capitalising on opportunities, and digitalisation work.
- Council officers have started drafting the report and recommendations, and this is due to go to OSC on 25th March.

Brexit Commission

- The Brexit Commission has now completed its research into the implications of Brexit on the borough, and has produced 25 key recommendations.
- The commissions’ report has been through a number of approvals already – including the Mayor and CLT- and will be going to MAB on 30th January.
- The official launch of the report will be at London City Hall on 14th February.

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Overview and Scrutiny Committee
Scrutiny Lead for Resources: Cllr Francis
OSC – 28th January 2019

Scrutiny Challenge Session: Customer Access/One Stop Shops

A Scrutiny Challenge session is scheduled on Customer Access /One Stop Shops in March, 2019 details of the date and time will be circulated in due course.

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Agenda Item 6.2 – Fees & Charges (Meals on Wheels)																															
Questions		Response																													
<p>1. How many local residents have received the Meals on Wheels service in each of the past five years, broken down by (a) pensioners and (b) disabled residents?</p> <p>2. What has been the total cost of that service to LBTH in each of those years and how much of those costs have been recouped through the charge to service users in each of those years?</p>		<p>1. In the current financial year 198 residents have been in receipt of meals in the home, and on average 160 meals are delivered per day. A five year breakdown is still being sought and will be shared when available.</p> <p>2. Please see the following table. Note income reflects the charges raised to service users, and gross expenditure is the charge made from contract services to ASC, so doesn't reflect any gap in full cost recovery by Contract Services (recent Contract Services paper to Cabinet reported an over spend in Contract Services of £122k for Meals on Wheels).</p> <table> <tr> <th></th><th>Gross Expenditure</th><th>Income</th><th>Net</th></tr> <tr> <th>Year</th><th>£000</th><th>£000</th><th>£000</th></tr> <tr> <td>2014-15</td><td>730,410</td><td>(194,399)</td><td>536,012</td></tr> <tr> <td>2015-16</td><td>634,612</td><td>(151,378)</td><td>483,234</td></tr> <tr> <td>2016-17</td><td>585,435</td><td>(152,914)</td><td>432,520</td></tr> <tr> <td>2017-18</td><td>546,997</td><td>(148,602)</td><td>398,396</td></tr> <tr> <td>2018-19 (Budget)</td><td>543,818</td><td>(130,000)</td><td>413,818</td></tr> </table>			Gross Expenditure	Income	Net	Year	£000	£000	£000	2014-15	730,410	(194,399)	536,012	2015-16	634,612	(151,378)	483,234	2016-17	585,435	(152,914)	432,520	2017-18	546,997	(148,602)	398,396	2018-19 (Budget)	543,818	(130,000)	413,818
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<p>3. How many of those current service users of the Meals on Wheels have also been required to contribute towards Homecare since the introduction of means-tested charges in October 2017?</p>		<p>3. Of the 198 residents receiving meals to the home, 83 of these have been required to contribute to community-based services since the introduction of</p>																													

<p>4. What is the total additional sum Adults Health & Well-being expect to generate from this increase in the charge for the Meals on Wheels service?</p>	<p>means-tested charges in October 2017.</p> <p>4. If the volume of meals continues at the same level as currently delivered, we estimate that the increase in charging to £3.50 per meal will result in additional charges raised of £45,000-50,000.</p>
<p>Agenda Item – Item 6.3 – Adopt London East</p>	
<p>Questions</p>	<p>Response</p>
<p>The following questions relate primarily Page 111 of the report.</p> <ol style="list-style-type: none"> 1. How will members be able to discharge their corporate parenting responsibilities with respect to adoption when the valuable insights from participation in panels are no longer available?; and 2. I couldn't find information on the proposed make-up of the Adoption panel for the RAA, and would be concerned if this did not allow for input from adopters and adult adoptees. Experience from the TH panel suggests that their insights are invaluable in promoting the interests of children. 	<ol style="list-style-type: none"> 1. This issue was recognised during the discussions of the paper at its presentation at the Mayors advisory panel. Following this discussion it was agreed that that an update report would come back to Cabinet twice yearly so that members have an opportunity to scrutinise performance of the RAA and to ensure they continue to discharge their corporate parenting responsibilities. 2. The make-up and membership of the Adoption panels for the RAA will continue to be subject to the same legal requirements and constitution as they are at present. They will still be required to have representation from independently appointed chairs, Designated Doctors and adult adoptees and Adoptive parents.

Agenda Item – 6.4 - Integrated Information and Advice Plan	
Questions	Response
<ol style="list-style-type: none">1. Will the redesign of the Service be completed within the next 8 months; and2. What mitigation is in place to ensure this does happen and that the current IAA contract will not require any further extensions?	<ol style="list-style-type: none">1. The design and recommended options will be complete by September, in order to inform commissioning and procurement proposals.2. A project board is already established with representation from across the Council, the CCG and the VCS. This board will monitor progress of the work and ensure that timescales are adhered to.

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<p style="text-align: center;">Overview and Scrutiny Committee</p> <p style="text-align: center;">25th February 2019</p>	 <p style="text-align: center;">TOWER HAMLETS</p>
<p>Report of: Denise Radley, Corporate Director Health, Adults & Community</p>	<p>Classification: Unrestricted</p>
<p>Safeguarding Adults Board – Annual Report 2017-18</p>	

Originating Officer(s)	Joanne Starkie, Head of Strategy and Policy – Health, Adults and Community Services
Wards affected	All wards

The Committee are asked to note the contents of the attached report

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Safeguarding Adults Board

Making Safeguarding Personal



Page 33



Annual Report 2017-18

Safeguarding is everyone's responsibility



INVESTORS
IN PEOPLE | Silver



METROPOLITAN
POLICE

TOTAL POLICING



Tower Hamlets
Clinical Commissioning Group

KEEPING ADULTS SAFE IN TOWER HAMLETS 2017-18

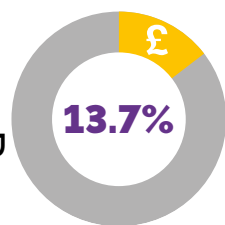
The SAB is a multi-agency board that oversees safeguarding arrangements for adults in the borough.



POPULATION

304,900

We have the fastest growing population in the country



49.7% of older people live below the poverty line

13.7% of families have a household income of less than £15K

HEALTH



78.1 years – life expectancy for a man versus 79.6 years national average



82.5 years – life expectancy for a woman versus 83.2 years national average



Severe mental illness is the **fifth** highest in London

ACHIEVEMENTS IN 2017-18

A Keeping Safe in Tower Hamlets event for people with a learning disability in July 2017 raised awareness of safeguarding.

More than 80,000 households in London had a Home Fire Safety visit – a key way of protecting vulnerable people safe from the risk of fire.

63.5% of adult social care users said in February 2018 that they felt as safe as they wanted to, compared to 63% the year before.

New processes have been put in place to hear the views and experiences of people experiencing a safeguarding investigation.

SAFEGUARDING ENQUIRIES

699 safeguarding enquiries were conducted by adult social care teams to establish whether abuse has occurred

In **62%** of cases risks to the person were reduced and in **30%** of cases the risk was completely removed

61% of safeguarding issues occur in the adult's own home

13% of safeguarding issues occurred in care homes



The most common types of abuse investigated were:

32% neglect

22% financial abuse

18% physical abuse

SAFEGUARDING ADULTS BOARD

Making Safeguarding Personal



6 key principles of safeguarding:

Empowerment

Prevention

Proportionality

Protection

Partnership

Accountability

“Going through the safeguarding process has made me feel stronger and I know now that I am not as vulnerable as people make me out to be.”

Safeguarding adults is everyone's responsibility

PRIORITIES FOR 2018-19

We will focus awareness-raising activity on financial scamming and modern slavery.

We will learn from Safeguarding Adult Reviews at a national and regional level to understand local implications.

Minimise repeat safeguarding issues.

We will learn from health reviews (LeDeRs) in relation to the death of individuals with a learning disability.

We will continue to focus on making safeguarding personal.

We will continue to ensure effective holding to account of agencies.

Foreword Independent Chair Christabel Shawcross



I am pleased to present the Tower Hamlets Safeguarding Adults Report for 2017-2018 to set out our achievements and what more needs to be done. We succeeded in achieving a number of ambitions over the last year. We raised awareness of under-reported hate crime in partnership with the Community Safety Partnership. A highly successful 'Keeping Safe' event for more than 70 people with learning disabilities took place in summer 2017, learning in an interactive way how to keep safe and report abuse.

A learning event organised by our lead GP, was attended by over 100 health and social care staff, focusing on self-neglect and hoarding, modern slavery and human trafficking. The feedback from frontline staff

was really positive, and it was clear that staff want more learning on these issues. This is a key priority for us in 2018, and across the partnership staff training on safeguarding remains a high priority.

Adult social care undertook qualitative audits last year. From this, they recognised the need to deepen understanding of Making Safeguarding Personal across all agencies, and a learning workshop on this issue was subsequently held for the Board. Our performance dashboard was improved this year, although changes in key personnel meant this happened later than we would have liked.

A key challenge for Safeguarding Adult Boards is to consider when multi-agency work appears not to be working. The Safeguarding Adult Reviews (SARS) we commissioned over the last year look at the unexpected deaths of those with learning disabilities, financial abuse, and cases where people have taken their own lives. At a regional level, the Board learnt from the London Review of SARS. Many reflect local learning on the sharing of information, mental capacity assessments, professional

curiosity and tenacity. In recognition of the highly challenging environment for staff and communities, a community multi-agency High Risk Panel has been formed in adult social to prevent escalation of safeguarding risks.

A key concern for SABs in ensuring residents are safeguarded is the commissioning of local services. The new commissioning of domiciliary care in Tower Hamlets is intended to improve quality and will be a priority in 2018 for the Board to review. Tower Hamlets has a small number of care homes: The Board was pleased to have one rated 'excellent' by the Care Quality Commission. Another was rated inadequate, and good work was done with the provider to improve this.

A priority for this year will be to focus more on preventing abuse, as well as ensuring protection is proportionate and appropriate. We want to be ambitious and will be ensuring multi-agency approaches are promoted to ensure frontline staff are equipped to respond and reduce abuse.

If you are concerned about an adult being abused or neglected, call the safeguarding adults hotline on 020 7364 6085.

Joint foreword by Mayor of Tower Hamlets, John Biggs and Councillor Denise Jones, Cabinet Member for Health and Adult Services



We are pleased to endorse the Safeguarding Adults Board Annual Report for 2017-18.

The report reflects the ongoing commitment of partner agencies and the staff within them to prevent adult abuse and neglect as much as possible, and to tackle it swiftly and effectively when it occurs.

This report describes the activity and achievements of the Safeguarding Adults Board over the previous year. The achievements are presented under our six main priorities for safeguarding: Empowerment, prevention, protection, partnership and accountability. Much has been done under these areas. For example, under “prevention”, a focus on the experience of people with a learning

disability led to a successful awareness-raising event attended by over 70 people and a significant increase in the number of people with a learning disability getting annual health checks. Under “protection”, new multi-disciplinary panels have been set up in adult social care to look at high-risk safeguarding cases. This work will continue to be developed going forward, and Safeguarding Adult Board priorities for the coming year will continue to focus on empowerment, prevention, protection, partnership and accountability.

This Annual Report also sets out the Safeguarding Adult Review activity carried out over 2017-18. These reviews are to ensure lessons are learned in cases where

an adult has died or experienced significant harm or neglect. Over 2017-18, five of these reviews started or were ongoing and one was published. You can find published reviews [here](#), or by searching “Tower Hamlets Safeguarding Adult Review”.

The final part of this Annual Report sets out the structure of the Safeguarding Adults Board, setting out how the work is done and how the Board fits into the wider strategic picture in the borough. This vital area of work continues to be a priority for services in Tower Hamlets, and I hope you enjoy reading about how this commitment has been put into practice over the last year.

Local Demographics

The estimated resident population of Tower Hamlets is

304,900



Over recent years, the borough has seen some of the fastest population growth in the country.

Tower Hamlets is the **10th most deprived** borough in the country.



Lowest disability-free life expectancy rates in London



Highest rate of social care need among older residents in England: **12,235 users per 100,000 population**



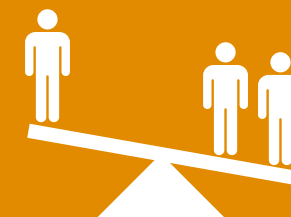
The profile of the borough is one of increasing diversity, with



43% of the population born outside of the UK.

There are sizeable Bangladeshi (**32%**) and White British communities (**31%**) and an increasing number of smaller ethnic groups in the resident population.

Reducing inequalities in health and wellbeing experienced by many Tower Hamlets residents is one of the biggest challenges facing the borough. Although life expectancy has risen over the last decade, it continues to be lower than the London and national averages, and significant health inequalities persist.



Safeguarding adults performance data

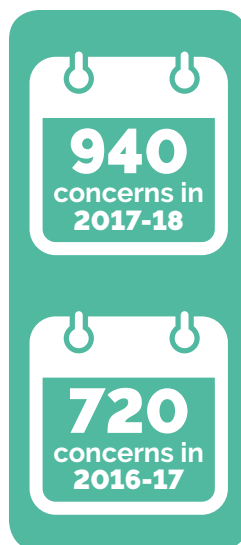
This section of the report presents information for 2017-18 in relation to safeguarding adults. It gives an overview of the number of safeguarding concerns that have been received, and the number and type of enquiries (i.e. investigations) that have been concluded. The council, in its lead role for safeguarding, has an overview of all safeguarding concerns received within the area. As such, data from the council's system has been used to inform this section.

Number of safeguarding concerns

In 2017-18, 940 concerns were recorded in Tower Hamlets.

- This represents a 31% per cent increase on the number of concerns received the year before.

Whilst this increase may appear to be negative, we think it reflects an increased awareness of adult abuse and neglect amongst residents and staff. The figure is also likely to be impacted by the high rate of population growth in the borough.

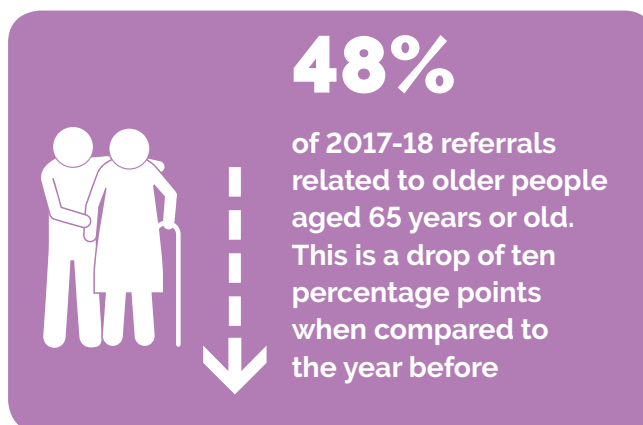


Who is being referred?

- 55% of 2017-18 referrals related to women, which is up three percentage points from last year. The proportion of the borough's adult population who

are female is 48%, suggesting an over representation of women in referrals.

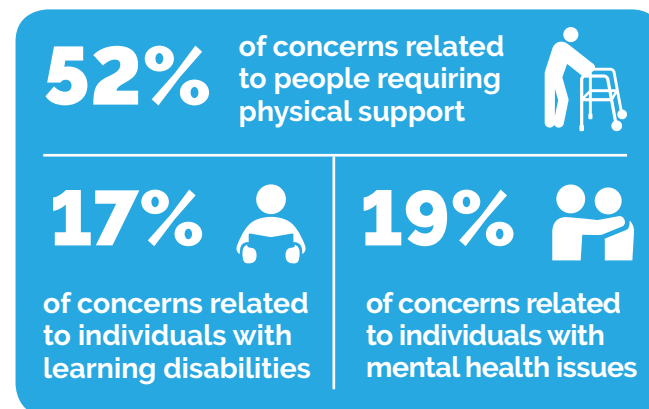
- 48% of 2017-18 referrals related to older people aged 65 years or old. This is a drop of ten percentage points when compared to the year before, and it is different to the age profile of adult social care users, 62% of whom are over 65.



- 54% of 2017-18 referrals related to people from a 'white' ethnic background, which is in line with previous years. This figure is higher when compared against

the overall profile of the borough (45% 'white' in the last Census). However, the proportion of people from a 'white' ethnic background is higher for residents aged 65 years or older, and as previously noted, a significant proportion of safeguarding referrals come from this group.

- 52% of 2017-18 safeguarding concerns related to people who need physical support, down from 59% last year. 17% related to people with a learning disability, which is similar to last year. 19% related to individuals with a mental health issue – up from 13% last year.



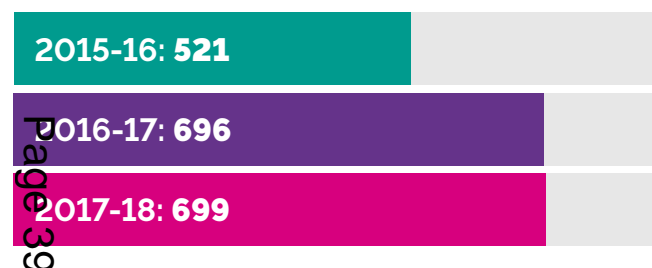
Safeguarding adults performance data

Safeguarding adults enquiries

Safeguarding adults enquiries are concerns received that have proceeded to a safeguarding investigation.

699 safeguarding adults enquiries were undertaken and concluded in 2017-18; similar to the figure of 696 the year before.

Number of safeguarding enquiries



Where the abuse takes place

Based on concluded safeguarding investigations, the majority of safeguarding issues take place in the alleged victim's own home. The figure is 61% in Tower Hamlets – up from 58% last year and 54% the year before. 13% of enquiries related to people in care homes, which is similar to previous years. The low proportion of enquiries from care homes has historically been much lower than the national average, which we think reflects the small number of homes in the borough.

Types of abuse

Neglect was the largest single type of abuse investigated in Tower Hamlets in 2017-18 at 32%. Whilst this marks a decrease of 4 percentage points compared to last year, it is worth noting that self-neglect has increased this year from 3% to 7%. Financial abuse accounted for 22% of investigations, up from 20% last year. Physical abuse accounted for 18%, down from 20% last year.



Safeguarding inquiries outcomes - managing risk

Safeguarding can be a complex process with a number of factors that will render a person or situation being at risk. Where risk cannot be completely removed, strategies are in place to monitor and inform the individual of what services are available to support them

In 63% of safeguarding enquiries the risk to the individual was reduced. In 28% of cases it was removed. It remained in 8% of cases. These figures are similar to last year.

Deprivation of Liberty Safeguards performance data

The Deprivation of Liberty Safeguards is an amendment to the Mental Capacity Act 2005 (amended in 2007). The Mental Capacity Act allows restraint and restrictions to be used but only if they are in a person's best interests and they lack capacity to make decisions about their care or treatment. The Deprivation of Liberty Safeguards (DoLS) can only be used if the person will be deprived of their liberty in a care home or hospital. In other settings the Court of Protection can authorise a deprivation of liberty.

We think the closure of a service in the borough had a short-term impact on DoLS activity last year. This year, we are putting a particular focus on community-based DoLS as we know that this area requires attention.

	2017/18	2016/17
Total DoLS requests received	*741	**1076
DoLS Authorised	191	660
DoLS Not Authorised	40	106
DoLS Withdrawn	341	247

* there were 610 applications from individuals

** this figure includes 63 DoLS cases pending authorisation

Funding arrangements for SAB

Funding of Tower Hamlets Safeguarding Adults Board is received both in monetary terms and in kind. It is acknowledged that every organisation faces financial challenges each year; therefore it is with appreciation that partner members give their time and resources to support the functioning of the board.

The following table sets out the budget for 2017/18.

Page 40

	Staffing	£37,000
	Safeguarding adult reviews	£14,000
	Total	£51,000

	Contributions from partner agencies	£12,800
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Training - Adults Safeguarding

Tower Hamlets provides a range of safeguarding adults training for staff at all levels. It ranges from basic awareness-raising training to training for managers of staff undertaking investigations. Bespoke training is provided on topics including domestic abuse, hoarding, human trafficking and female genital mutilation. Partner agencies also provide a range of training for their staff.

Safeguarding adults basic awareness e-learning is a web based training portal and is available to all Tower Hamlets staff and those working in the private, independent sectors, carers and volunteers working with adults. Training is provided free of cost to the recipient.

“A high number of safeguarding concerns relate to adult social care users. In a survey carried out in February 2018, 63.5% of respondents said they felt as safe as they wanted to, compared to 63% the year before. 86% said that care and support helps them to feel safe.”

“The service user found that the discussion and actions agreed at the safeguarding planning meeting made her feel as though that other people cared and she now knew where she could get help from.”



Tower Hamlets Safeguarding Adults Board Achievements over 2017-18

The priorities for 2017-18 came from the SAB annual workshop in May 2017 where partner agencies agreed the priorities for the forthcoming year. Each priority was built into the business plan relating to the six principles of safeguarding. The importance of supporting people in a personalised way runs throughout these principles. This is monitored by SAB and work undertaken via the sub groups. Each partner agency has worked to ensure their organisation continues to provide a service and that the workforce receives safeguarding training and understand how to recognise abuse respond to it. Here is a summary of work carried out.

EMPOWERMENT

Our Goals

People being supported and encouraged to make their own decisions and give informed consent.

Outcomes for Adults in Tower Hamlets

"I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens."

What we achieved

East London NHS Foundation Trust: "We have developed 'Making Safeguarding Personal' evaluation forms with service users, for service users"

Providence Row Housing Association: "We have recruited peer mentors, and have included safeguarding within their role"

Tower Hamlets Clinical Commissioning Group: "We have explored the issue of empowerment with health colleagues, following recent work on a serious incident"

National Probation Service: "We are piloting new tools for working with adults with a learning disability"

Adult Social Care: "We are looking at person-centred working and use of advocates as areas for development, following an audit of safeguarding cases"

Metropolitan Police: "We have reinforced the expectation that officers take the wishes of vulnerable victims into account in training. We have carried out a survey to understand gaps in knowledge"

PREVENTION

Our Goals

It is better to take action before harm occurs.

Outcomes for Adults in Tower Hamlets

"I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help."

What we achieved

Tower Hamlets Clinical Commissioning Group and primary care: "The proportion of adults with a learning disability having an annual health check has increased from 36% to 74%"

Toynbee Hall: "68 of our 70 staff and 40 volunteers have undertaken safeguarding training. We delivered 19 safeguarding awareness training sessions to around 200 attendees"

East London NHS Foundation Trust: "Over 90% of our staff have attended "level 1" safeguarding training, and over 80% have attended basic Prevent training"

National Probation Service: "There is mandatory safeguarding e-learning which all staff are expected to attend and classroom training for practitioners and first line managers."

London Fire Brigade: "We have an agreed Memorandum of Understanding between ourselves and the council to develop preventative work. We carry out more than 80,000 Home Fire Safety Visits across London each year. We have developed a safeguarding training package for all personnel"

Tower Hamlets Safeguarding Adults Board Achievements over 2017-2018

PROPORTIONALITY

Our Goals

The least intrusive response appropriate to the risk presented.

Outcomes for Adults in Tower Hamlets

"I am sure that professionals will work in my best interests as I see them, and professionals will only get involved as much as needed."

What we achieved

East London NHS Foundation Trust: "We have developed evaluation forms for service users, which will enable the service to respond to people's experience of the safeguarding process"

Providence Row Housing Association: "We have embedded our programme of person-centred support and care planning"

National Probation Service: "We are developing a new safeguarding action plan and are reviewing our policy, practice guidance and process map"

East London NHS Foundation Trust: "We have revised our Safeguarding Adults Policy in line with the 2014 Care Act and Pan-London procedures"

London Fire Brigade: "We have reviewed our internal safeguarding policy and updated this in line with the Care Act and Pan-London procedures"

PROTECTION

Our Goals

Support and representation for those in greatest need.

Outcomes for Adults in Tower Hamlets

"I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want."

What we achieved

Adult Social Care: "We have started a High Risk Transition Panel and a High Risk Panel to consider and support agencies to manage risk when service users are transitioning between services, and when there is a high-risk safeguarding case"

East London NHS Foundation Trust: "Safeguarding is always part of staff monthly supervision discussions. Our Director produces quarterly reports on safeguarding concerns and reviews"

Providence Row Housing Association: "We have expanded the membership of our staff 'Safeguarding Good Practice' group: we have included the Peer Mentoring Coordinator, who is a former service user, and plan to include service users within the group"

National Probation Service: "We are producing a new risk register"

Metropolitan Police: "Tower Hamlets Police now host a dedicated Domestic Violence Protection Order case worker who provides support to vulnerable victims and helps officers in obtaining these orders against perpetrators"

Tower Hamlets Safeguarding Adults Board Achievements over 2017-2018

PARTNERSHIP

Our Goals

Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.

Outcomes for Adults in Tower Hamlets

"I am confident that professionals will work together, with me and my network, to get the best result for me. I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary."

What we achieved

London Fire Brigade: "As a result of a recommendation from a Safeguarding Adult Review the Brigade are delivering a project with London Ambulance Service to provide home fire safety visits to high risk hoarders"

Toynbee Hall: "We have delivered four safeguarding training sessions to partner organisations"

Tower Hamlets Clinical Commissioning Group: "The newly appointed a Joint Senior Strategic Safeguarding Adults sits on a number of multi-disciplinary groups, enabling better partnership working"

Providence Row Housing Association: "We took part in an event with housing providers to understand how we compared and share best practice"

Metropolitan Police: "We maintained our commitment to the One Stop Shop at Whitechapel Idea Store where members of the public can raise concerns about domestic abuse and get guidance in confidence"

ACCOUNTABILITY

Our Goals

Accountability and transparency in delivering safeguarding.

Outcomes for Adults in Tower Hamlets

"I understand the role of everyone involved in my life and so do they."

What we achieved

Adult Social Care: "We have carried out a programme of in-depth qualitative auditing of safeguarding cases and audited work around Deprivation of Liberty Safeguards. Learning from these audits is being taken forward"

London Fire Brigade: "Safeguarding concerns are audited by our safeguarding lead on a daily basis. The Brigade has undertaken a two-part safeguarding auditing process by MOPAC"

Providence Row Housing Association: "We completed our own internal audit of safeguarding. We are an active member of the London-wide Housing Care and Support Group in safeguarding"

Tower Hamlets Clinical Commissioning Group: "We hold bi-monthly Safeguarding Adults Committee meetings to provide assurance that the CCG has discharged its statutory duty to safeguard adults across commissioned health services"

East London Foundation Trust: "We commissioned an independent review of safeguarding services. The review highlighted the need to provide additional resource for the service. The findings are now being considered and taken forward"

Metropolitan Police: "We have developed a safeguarding dashboard and have a central auditing framework"

EMPOWERMENT PREVENTION PROPORTIONALITY PROTECTION PARTNERSHIP ACCOUNTABILITY

Summary of achievements by the Safeguarding Adults Board and partner agencies

Last year's priorities

What we have done

Professionals to take a person centred and holistic approach to safeguarding

We provided training to staff and have better understood our approach through auditing and service user feedback

Ensure there is advocacy for people who lack mental capacity or have difficulty in decision-making

Advocacy was provided by an advocate, friend or family member in 95% of investigations where a person lacked mental capacity

Minimise repeat safeguarding issues

183 people had a repeat safeguarding concern in 2017-18, which represents 19.1% of all individuals - similar to the year before

Carry out robust risk assessments involving adults, their families and carers

Starting in adult social care, we are revamping forms so that risk is documented at the start of the process

Improve data analysis to measure outcomes

Performance information is received from key agencies and will continue to be developed

Increase engagement with adults

A successful Keeping Safe event to engage with adults with a learning disability took place in July 2017

Effectively hold agencies to account

The Board has sought and gained assurance that there are robust systems in place to monitor the quality of home care and care homes

Safeguarding Adults Review

Section 44 of the Care Act 2014 places a duty on Safeguarding Adults Boards to arrange a Safeguarding Adults Review (SAR), in cases where an adult has died or experienced significant harm or neglect.

Over 2017-18, five SARs started or were ongoing and one SAR was published.

On conclusion of the SAR, an action plan will be drawn up to ensure the recommendations of the findings are implemented.

The executive summary of each SAR will be available on the council webpage and a full report is available on request from the Safeguarding Adults Board Coordinator.

The purpose of the SAR is to:

- Establish what lessons are to be learnt from a particular case in which professionals and organisations work together to safeguard and promote the welfare of adults at risk.
- Identify what is expected to change as a result, to improve practice.
- Improve intra-agency working to better safeguard adults at risk.
- Review the effectiveness of procedures, both multi-agency and those of individual organisations.

In 2017-18, one Safeguarding Adult Review was published

The Safeguarding Adults Board completed a review of Mrs Q in July 2017. The review investigated the events leading to Mrs Q being left without personal care services for several days. The review found that if there had been better communication between agencies, this would not have occurred. Working practices and operational procedures of key staff were reviewed as a result and in-depth learning events took place. Recommendations were agreed and are being put into place. The review and findings were also described in last year's Annual Report, and full details of the SAR can be found on our website using the following link or by searching "Tower Hamlets Safeguarding Adult Review":

https://www.towerhamlets.gov.uk/ignl/health_social_care/safeguarding_adults/Safeguarding_Adults_Review.aspx

In 2017-18, five Safeguarding Adults Reviews commenced or were ongoing

Two of these involve people taking their own lives. Two of these relate to the unexpected death of individuals with a learning disability. The fifth involves financial abuse of an individual with a learning disability. These Safeguarding Adults Reviews have been or are expected to be completed and published in 2018-19.

To view the current set of published Safeguarding Adult Reviews, please visit our website by using the following link or by searching "Tower Hamlets Safeguarding Adult Review":

https://www.towerhamlets.gov.uk/ignl/health_social_care/safeguarding_adults/Safeguarding_Adults_Review.aspx

Learning Disability Mortality Reviews

In addition to Safeguarding Adult Reviews, there is now a requirement for the death of every person with a learning disability to be subject to a Learning Disability Mortality Review so that lessons can be learned to make service improvements. 14 of these reviews took place in 2017-18. The reviews may or may not result in a referral for a Safeguarding Adult Review. The process is led by the Tower Hamlets NHS Clinical Commissioning Group (CCG) jointly with the Council, and findings are reviewed by the Safeguarding Adults Board. Actions are overseen by the Learning Disability Partnership Board, who work closely with the Safeguarding Adults Board. We are committed to learning from both local and national reviews on this issue.

Our Priorities for 2018-19

Our priorities over 2017-18 reflect the priorities in our 2015-19 strategy. As we approach 2019 we will start work on our next Safeguarding Adults Strategy, focusing in on what our priorities need to be to prevent and tackle adult abuse over the next five years.



Other areas for development and implementation

We will continue to monitor and act on any emerging areas of concern, including financial scamming, modern slavery and other forms of exploitation. We will also continue to focus on areas that require attention, such as ensuring that staff are taking a person-centred and personalised approach to safeguarding.

Tower Hamlets Safeguarding Adults Board Governance and Accountability arrangements

The Care Act 2014, requires all local authorities to set up a Safeguarding Adults Board (SAB) with other statutory partners: the Police and Clinical Commissioning Group (CCG). Tower Hamlets Safeguarding Adults Board continues to work with partners to embed the requirements of the overarching Care Act to:

- Assure that local safeguarding arrangements are in place as defined by the Act
- Prevent abuse and neglect where possible
- Provide timely and proportionate responses when abuse or neglect is likely or has occurred.

The legal framework for the Care Act 2014 is supported by statutory guidance which provides information and guidance on how the Care Act works in practice. The guidance has statutory status which means there is a legal duty to have regard to it when working with adults with care and support needs and carers.

The SAB takes the lead for adult safeguarding across Tower Hamlets to oversee and co-ordinate the effectiveness of the safeguarding work of its members and partner organisations.

The SAB concerns itself with a range of matters which can contribute to the prevention of abuse and neglect such as:

- Safety of patients in local health services
- Quality of local care and support services
- Effectiveness of prisons in safeguarding offenders and approved premises
- Awareness and responsiveness of further education services

Safeguarding Adults Boards have three core duties, they must:

- Develop and publish an Annual Strategic Plan setting out how they will meet their strategic objectives and how their members and partner agencies will contribute.
- Publish an annual report detailing how effective their work has been.
- Arrange safeguarding audit reviews for any cases which meet the criteria for such enquires, detailing the findings of any safeguarding adult review and subsequent action, (in accordance with Section 44 of the Act).

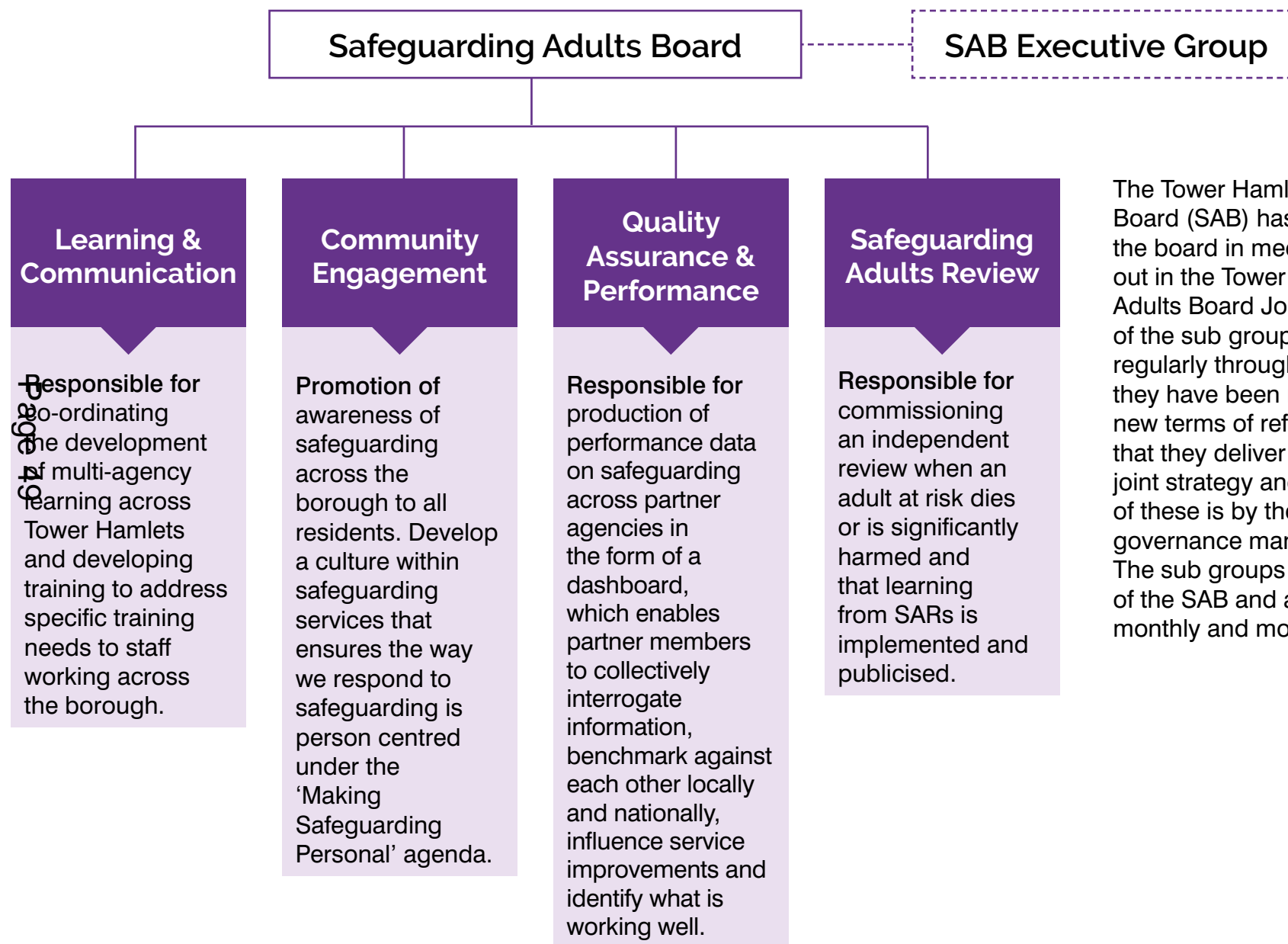


Tower Hamlets Safeguarding Adults Board partner members



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Safeguarding Adults Board Structure



The Tower Hamlets Safeguarding Adults Board (SAB) has four sub groups that assist the board in meeting its obligations as set out in the Tower Hamlets Safeguarding Adults Board Joint Strategy 2015-19. Some of the sub groups have not been held regularly throughout the year, and as a result they have been revised and redesigned with new terms of reference with the expectation that they deliver specific key aspects of the joint strategy and business plan. Monitoring of these is by the joint strategy and governance manager who reports to the SAB. The sub groups are chaired by members of the SAB and are expected to meet bi-monthly and more frequently where required.

These are the strategic boards linked to the Safeguarding Adults Board

The Health and Wellbeing Board

Having a Health and Wellbeing Board is a statutory requirement for local authorities. The board brings together the NHS, the local authority and Health Watch to jointly plan how best to meet local health and care needs, to improve the health and wellbeing of the local population, reduce health inequalities and commission services accordingly.

Local Safeguarding Children Board

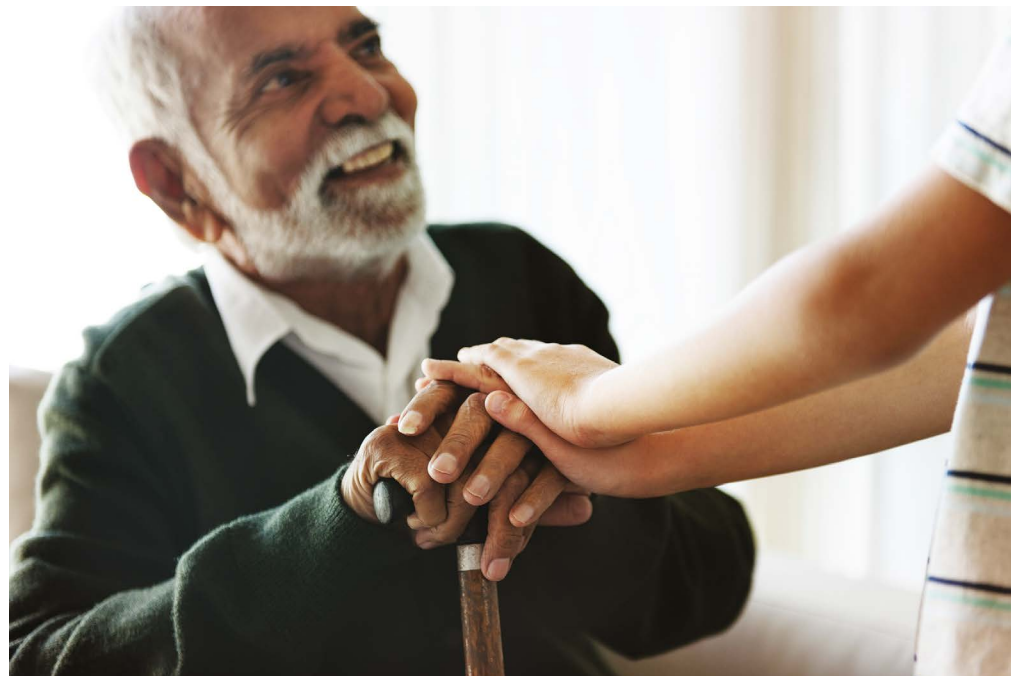
The Local Safeguarding Children Board is a statutory requirement set out in the Children's Act 2004 which gives duties to ensure that all agencies work together for the welfare of children. There has been more focus on the two boards to work more closely together and this has resulted in shared areas being developed to improve responses to both children and adults safeguarding.

Community Safety Partnership Board

The Community Safety Partnership Board is required by law to conduct and consult on an annual strategic assessment of crime, disorder, anti-social behaviour, substance misuse and re-offending within the borough and the findings are then used to produce the partnership's Community Safety Plan.

Learning Disability Partnership Board Mental Health Partnership Board

These two boards lead on work to drive strategic improvements for adults with a learning disability or mental health issue in Tower Hamlets. The views and experiences of adults with a learning disability or mental health issue are fed into the work of the board.



Prevent Board

The Prevent Board is a multi-agency board that meets regularly to work together to prevent and respond to radicalisation. The Counter Terrorism & Security Act 2015 places a legal duty on NHS Trusts and Foundation Trusts to consider the Prevent Strategy when delivering their services. The Counter-Terrorism and Security Act 2015 contains a duty on specified authorities to have due regard to the need to prevent people from being drawn into terrorism. This is also known as the Prevent duty.

Safeguarding Adults Board

1. Needs assessment for safeguarding in Tower Hamlets

2. Strategic Priorities going forward

3. Challenges

Safeguarding Adults Board

Why we need a Safeguarding Strategy

- **Care Act 2014:** One of the duties of the Safeguarding Adults Board is to develop and publish a strategic plan
- Families with low economic capacity at greater risk of abuse/neglect – **TH 10th most deprived** borough in country.
- In TH: **Number of safeguarding concerns** has been increasing in past 3 years. In 2016-17, there were **720** concerns raised, which increased to **940** in 2017-18. The most recent data showed **1028** safeguarding concerns for Q1, Q2, Q3.
- **699 safeguarding adults' enquiries** were undertaken and concluded in 2017-18; similar to the figure of 696 the year before.

Safeguarding Adults Board

Location and Type of Abuse

- The majority of safeguarding issues take place in the alleged victim's own home. The figure is 61% in Tower Hamlets – up from 58% last year and 54% the year before.
- 13% of enquiries related to people in care homes, which is similar to previous years.
- **Neglect** was the largest single type of abuse investigated in Tower Hamlets in 2017-18 at 32%. **Self-neglect** has increased this year from 3% to 7%.
- **Financial abuse** accounted for 22% of investigations, up from 20% last year.

Safeguarding Adults Board

6 Key Principles of Safeguarding

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Empowerment - People being supported and encouraged to make their own decisions and give informed consent.

Prevention - It is better to take action before harm occurs.

Proportionality - The least intrusive response appropriate to the risk presented.

Protection - Support and representation for those in greatest need.

Partnership - Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.

Accountability - Accountability and transparency in delivering safeguarding.

Safeguarding Adults Board

Joint Adults Safeguarding Strategy developed after:

Page 55:
b.

- a. Analysis of local, regional and national data/evidence
Soft consultation with residents and various service user groups (including Carers Centre, Learning and Development Partnership Board and Older Peoples Reference Group)
- c. SAB partners feedback, including Council, Police, Health and Voluntary and Community Sector

Safeguarding Adults Board

Empowerment

What we want to achieve

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People are helped to protect themselves and each other from abuse

Agencies involve people in safeguarding processes that are made personal to them

Staff members are proactive and able to have meaningful, engaging conversations with people

People are offered appropriate support through safeguarding processes, including offering advocates.

People who have been through safeguarding processes feel safer as a result

Safeguarding Adults Board

Prevention

What we want to achieve

People will know how to identify and avoid abuse

The reasons behind abuse and neglect are tackled, including loneliness and isolation

The reasons behind repeat referrals are tackled

New forms of abuse and neglect are identified and tackled at an early stage

The wider factors of safeguarding are addressed (including poverty and domestic abuse).

Safeguarding Adults Board

Proportionality

What we want to achieve

Page 58

Individuals will feel supported to make informed decisions on risk tasking and the level of intervention that they receive

Everyone going through a safeguarding concern is asked what matters to them

The proportion of cases where peoples objectives are achieved increases

Safeguarding Adults Board

Protection

What we want to achieve

Safeguarding practice is continually strengthened

Staff members are able to identify and manage risk

Financial scams and other organised exploitative activity is disrupted and prevented

People, including hard-to-reach groups, know where to go for help

Safeguarding Adults Board

Partnership

What we want to achieve

Partners work together to prevent abuse and neglect

Partners will share their evidence and performance and analyse it together to learn and make continual improvements

Partnership Boards work together to identify safeguarding trends

Voluntary Sector Organisations will be able to influence services and strategies through co-delivery and co-production

Partners effectively implement multi agency procedures

Safeguarding Adults Board

Accountability

What we want to achieve

Partners learn lessons from Safeguarding Adult Reviews, Learning Disabilities Mortality Reviews, Domestic Homicide Reviews, Audits and more.

Service users, carers and patients feel empowered and able to influence service delivery

Consultation and co-production with users become routine

Safeguarding Adults Board

Challenges

- Page 62
- **Reduced funding:** Local Authorities across England are facing unprecedented pressures due to increasing care costs in the context of reduced funding to local government.
 - **An ageing population:** The population of residents aged 65 and over in Tower Hamlets is expected to grow by 39 per cent over the next ten years.
 - **Diversity of residents:** The borough is ranked as the 16th most ethnically diverse local authority in England.
 - **Emerging risks:** Online risks such as Cyberbullying, cultural practises such as FGM and other risks such as 'Cuckooing' and 'County Lines'.
 - **Quality of Care**
 - **Commissioning**

Safeguarding Adults Board

POPULATION

304,900

We have the fastest growing population in the country



49.7% of older people live below the poverty line

13.7% of families have a household income of less than £15K

HEALTH



78.1 years – life expectancy for a man versus 79.6 years national average



82.5 years – life expectancy for a woman versus 83.2 years national average



Severe mental illness is the **fifth** highest in London

ACHIEVEMENTS IN 2017-18

A Keeping Safe in Tower Hamlets event for people with a learning disability in July 2017 raised awareness of safeguarding.

More than 80,000 households in London had a Home Fire Safety visit – a key way of protecting vulnerable people safe from the risk of fire.

63.5% of adult social care users said in February 2018 that they felt as safe as they wanted to, compared to 63% the year before.

New processes have been put in place to hear the views and experiences of people experiencing a safeguarding investigation.

SAFEGUARDING ENQUIRIES

699 safeguarding enquiries were conducted by adult social care teams to establish whether abuse has occurred

In **62%** of cases risks to the person were reduced and in **30%** of cases the risk was completely removed

61% of safeguarding issues occur in the adult's own home

13% of safeguarding issues occurred in care homes



The most common types of abuse investigated were:

32% neglect

22% financial abuse

18% physical abuse

SAFEGUARDING ADULTS BOARD

Making Safeguarding Personal



6 key principles of safeguarding:

Empowerment

Prevention

Proportionality

Protection

Partnership

Accountability

“Going through the safeguarding process has made me feel stronger and I know now that I am not as vulnerable as people make me out to be.”

Safeguarding adults is everyone's responsibility

PRIORITIES FOR 2018-19

We will focus awareness-raising activity on financial scamming and modern slavery.

We will learn from Safeguarding Adult Reviews at a national and regional level to understand local implications.


Minimise repeat safeguarding issues.

We will learn from health reviews (LeDeRs) in relation to the death of individuals with a learning disability.

We will continue to focus on making safeguarding personal.

We will continue to ensure effective holding to account of agencies.

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<p>Non-Executive Report of the: Overview and Scrutiny Committee</p> <p>25 February 2019</p>	 TOWER HAMLETS
<p>Report of: Asmat Hussain, Corporate Director - Governance</p>	<p>Classification: Unrestricted</p>
<p>The Complaints and Information Annual Report 2017/18</p>	

<p>Originating Officer(s)</p>	<p>Ruth Dowden, Head of Information Governance</p>
<p>Wards affected</p>	<p>All wards</p>

Summary

The Complaints and Information Annual Report 2017/18 sets out the Council's activities and performance in response to Information Governance matters and Information Requests; Corporate Complaints and Statutory Complaints for Children's and Adults Social Care.

Recommendations

The Overview and Scrutiny Committee is recommended to note priorities for action to improve performance and consider priorities for developments in practice for both information governance and complaints handling

1. INTRODUCTION/SUMMARY

- 1.1 The Complaints and Information Annual Report 2017/18 sets out the Council's activities and performance in response to Information Governance matters and Information Requests; Corporate Complaints and Statutory Complaints for Children's and Adults Social Care.

2. FOR MAYOR'S ADVISORY BOARD TO CONSIDER

- 2.1 MAB is recommended to note priorities for action to improve performance and consider priorities for developments in practice for both information governance and complaints handling.
- 2.2 This report is subsequently considered by Overview and Scrutiny Committee.

3. BACKGROUND

- 3.1 The Council receives an annual report on its complaints handling and information requests. This report accounts for the period 1 April 2017 to 31 March 2018.

- 3.2 The report's Introduction and Summary (section 1) sets out the key performance and activity points from the year.
- 3.3 Whilst the Council's escalation to internal process and to external regulators including the Information Commissioner and the Local Government and Housing Ombudsman are low, response rates could be improved in all areas of complaints and information requests.
- 3.4 The Corporate Complaints Procedure and Statutory Social Care Procedures seek to ensure that all people receiving or seeking to receive a service are treated in accordance with service standards and have an opportunity to address any concerns. The procedures are accessible to the community and can be accessed in a range of formats.
- 3.5 Responding to Information Requests and providing Council data through the Transparency and Open Data work stream promotes ease of access for the community to decision making processes and the activities of the Council.
- 3.6 The Complaints policies also address risk and provide the Council with a mechanism to identify issues that might otherwise lead to legal, reputational and other damage. This is enhanced by the policy on Compensation and Redress whereby a suitable settlement can be achieved commensurate with difficulties experienced.

1. COMMENTS OF THE CHIEF FINANCE OFFICER

- 4.1 This report provides the annual complaints and information report for the period 1st April 2017 to 31st March 2018. There are no financial implications arising from this report. However In the event that the Council agrees further action in response to this report, then approval for any further resources will need to be approved using existing financial procedure rules before any commitments can be made.

2. LEGAL COMMENTS

- 5.1 The Council has a number of statutory duties regarding handling of information requests, including the time required to give responses. Sections 3 and 4 of the Complaints and Information Annual Report sets out the Council's performance against those required time limits.
- 5.2 The Council has statutory duties in respect of the handling of social care complaints as set out in the report. The proper handling of complaints and the consideration of information arising from a those complaints may also be consistent with good administration in the discharge of the Council's functions. It may contribute to improving the quality of services that the Council offers and hence to the Council's duty as a best value authority under section 3 of the Local Government Act 1999 to "make arrangements to secure continuous improvement in the way in which its functions are exercised, having regard to a combination of economy, efficiency and effectiveness". Proper complaints handling and review may also contribute to the avoidance of maladministration within the meaning of the Local Government Act 1974.
- 5.3 In carrying out its functions, the Council must comply with the public sector equality duty set out in section 149 Equality Act 2010, namely it must have due regard to the

need to eliminate unlawful conduct under the Equality Act 2010, the need to advance equality of opportunity and to foster good relations between persons who share a protected characteristic and those who do not.

6. ONE TOWER HAMLETS CONSIDERATIONS

- 6.1 The report sets out the Council's commitment to deal with all complaints, and information requests fairly and equally with the procedures themselves contributing to the positive opportunity for all residents and interested parties to raise concerns with service provision and gain a more detailed understanding of the Council's work.

7. BEST VALUE (BV) IMPLICATIONS

- 7.1 The Council seeks to secure continuous improvement in service provision and effective complaints resolution is a key tool in this process.

8. SUSTAINABLE ACTION FOR A GREENER ENVIRONMENT

- 8.1 There are no specific implications in this report.

9. RISK MANAGEMENT IMPLICATIONS

- 9.1 The complaints procedure provides a means of identifying issue and mitigating risk from errors and omissions in service delivery. Effective Information Governance policies and processes also enable the organisation to monitor the effectiveness of its approach in mitigating information governance related risks.

10. CRIME AND DISORDER REDUCTION IMPLICATIONS

- 10.1 There are no specific issues.

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Complaints and Information Governance Annual Report 2017-2018

Contents

Section 1	Introduction
Section 2	Information Governance
Section 3	Information Requests
Section 4	Subject Access Requests
Section 5	Corporate Complaints
Section 6	Adult Social Care Complaints
Section 7	Children's Social Care Complaints
Section 8	Ombudsman Complaints
Section 9	Improvement Initiatives

1. INTRODUCTION

1.1 This report provides information regarding the Council's handling of complaints and information requests in the year 2017/18. It covers –

- Information governance
- Information requests under the Freedom of Information Act and Environmental Information Regulations
- Subject access requests under the Data Protection Act
- Complaints handling at all stages of the Council's Corporate Complaints Procedure
- Complaints handling under the statutory Adults and Children's Social Care Complaints Procedures;
- Complaints to the Information Commissioner, Local Government Ombudsman and Housing Ombudsman

1.2 The report reviews the outcomes and performance of the Council as well as the volume of complaints and information requests received by the Council in the period 1 April 2017 to 31 March 2018.

1.3 The highlights for 2017/18 –

- **Information Governance**

- We previously met the compliance criteria for Health and Social Care Information Council Toolkit with 90% and increased this to 94% compliance.

- **Freedom of Information (FOI)**

- One of the highest volumes in London.
- 6% increase in requests from 2016/2017
- The rate of requests for internal reviews from information requests remained low (at 2.37%).
- 2 cases out of the total 2319 requests the Council considered, were determined by the Information Commissioner (0.15%) and neither were upheld.
- Response rate improved from 88% to 96%, exceeding the corporate target of 95%.

- **Subject Access Requests (SAR)**

- 91% were processed within target.

- **Corporate Complaints**

- 10% decrease in Stage 1 complaints.
- Significant improvements to response rates from 86% to 91% in time.

- **Adult Social Care**

- Increase in complaints to 17% compared to previous year.

- **Children's Social Care**

- Decreased 27% less than previous year

- **Local Government Ombudsman (LGO)**

- A decrease of 7% in volumes benchmarking across London sees Tower Hamlets 10 out of 31 for fewest enquiries received by the LGO.
- 17 complaints were investigated and upheld in comparison to previous year's 19 upheld.

- **Housing Ombudsman (HO)**

- 2 out of 37 cases closed were upheld and required remedy.

- 1.4 Successful organisations encourage service users to complain, and this is an indication of a healthy relationship with service users. Complaints should be resolved at the lowest possible point and the escalation of complaints can indicate difficulties in addressing matters at the service level. The Council has adopted corporate performance standards, designed to ensure complaints are dealt with in a timely fashion. Performance is regularly reviewed by both the Corporate Leadership Team and elected Members and the Mayor. The Complaints and Information Team identifies themes and works with the service areas to bring about effective change.
- 1.5 With volumes of complaints increasing, it is essential that the Council examines how to find effective resolution at the earliest opportunity. The Council commenced preparation to streamline the process to two internal stages.
- 1.6 Significant work was undertaken to prepare the Council to meet the requirements of the General Data Protection Regulation (EU), and the UK Government's Data Protection Bill 2018.

2. INFORMATION GOVERNANCE

- 2.1 Information governance encompasses the policies, procedures and controls designed to manage information across the Council. The Council has a framework of policies, procedures and guidance covering records management, information security and data protection. Information risk is managed within the Council's corporate risk management framework.
- 2.2 The Council's Senior Information Risk Officer (SIRO) has overall responsibility for information governance. Zena Cooke, Corporate Director – Resources, is the Council's SIRO.
- 2.3 The SIRO is supported by the Corporate Complaints and Information team, in the Governance Directorate. An Information Governance Group (IGG) of officers meets every six weeks to review information governance issues and to develop strategic approaches to legislation, policies, practice, risk management and quality assurance.
- 2.4 A number of developments took place in relation to information governance during 2017/18.
- Quarterly strategic Information Governance Board met and considered amongst other matters the council's preparation for General Data Protection Regulation and the Data Protection Act 2018
 - Working group was established to meet the General Data Protection Regulation (GDPR) requirements.
- 2.5 The Council's information governance structure and arrangements are important for ensuring that all staff understands their responsibilities under the relevant legislation and how this is carried forward in practice. Our governance arrangements are subject to review by the Information Commissioner should they wish to audit and are essential components of our submission to external accreditations.
- 2.6 A full review of our policies procedures and guidance was undertaken throughout the year and the documents updated.
- 2.7 The annual submission for the Health and Social Care Information Council (HSCIC) Toolkit (Information Governance assessment) was submitted in March 2018. The Council scored 94% which is again a year on year improvement (last year's 90%). A certificate was also obtained for the Public Sector Network (PSN).
- 2.8 **Information Asset Register**

The IGG embarked on a review of the Information Asset register to establish a single register for electronic and paper assets and to identify their properties, usage and potential risks. The new register was added to JCAD Core, the Council's risk management software in May 2017. The information from the existing spreadsheets was transferred to the new system which has additional new fields to be completed to comply with the GDPR legislation including conditions for processing, retention period and documents to be uploaded for assets (privacy notice and risk assessments). The system was launched in March 2018.

2.9 Transparency

The Council improved the availability and quality of information published and has met all the 2015 Government Code on Transparency data requirements. We are now pursuing the Mayor's agenda of transparency to a higher open data publication standard and increase the range of data.

Compliance with the publication formatting standard in the code has also been met. In order to meet the 4 star publication standard the Council required a software platform to provide these formats. 5 star publication standards require links to other web-sites and data sources for comparison.

2.10 Security incidents

Information security incidents are required to be reported to the Corporate Complaints and Information team. These are recorded and the register is reviewed periodically by the IGG. Two incidents registered resulted in reporting to the Information Commissioner.

2.11 Risk

The fitness or otherwise of the information governance framework is a corporate-level risk and is subject to regular review in accordance with the Council's risk management procedure. Risk controls are in place.

2.12 Training

Information Governance training continues to be promoted in order to minimise risks for the Council. This includes e-learning packages, group training sessions, face to face training sessions and security information governance in team meetings. A range of posters placed in print hubs, intranet messages and emails were used to raise awareness and bookable courses on FOI and Data Protection delivered.

2.13 Gap Analysis

The Council prepared its statement of compliance with the General Data Protection Regulation (GDPR) and Data Protection Act 2018 and this was published in May 2018, indicating areas requiring further strengthening.

2.14 Proposed Solutions

a. Policy Acceptance & Training Compliance Software

The Council purchased a software package that will distribute policy documents, briefings, training materials and record staff compliance has been delayed but is now being progressed. The solution will assist the Council in ensuring staff are compliant with its obligations under IG and replace the manual method..

b. Audits and Spot Checks

Spot checks on handling personal data and system integrity will need to be enhanced with input from Internal Audit, the Complaints and Information team and services themselves.

Audits and monitoring will become a significant factor in letting tenders and contracts as suppliers will have to demonstrate their compliance to GDPR to us.

c. Review Retention of Electronic Data

The Council is undertaking a full review of all electronic data assets, including risk of retaining data held over the years. This is costly in terms of storage and should not be retained under data protection and records management rules. An external resource was engaged to firstly scope this retention / deletion work and set up processes where by each Directorate can complete the processes in subsequent years. This work continues in to 2018/19.

d. Internal Processes for Information Governance

Significant work was undertaken by the IGG and the Complaints and Information Team in meeting the GDPR standards, include establishing Data Use guidance; data disposal processes; a full register of Data Sharing Arrangements; a full register of Privacy Notices; data sharing agreements; tender and contract clauses and contract monitoring; and records of all data processing transactions. This is significantly beyond business as usual and the process of integration into established roles and responsibilities has commenced now that processes and criteria are in place.

The strategic Information Governance Board, established in December 2016 and meets quarterly to oversee the direction and quality of information governance arrangements including the implementation of GDPR.

e. Governance

New projects and changes to processes involving personal data are referred to the Data Protection Officer (a new post advertised in September 2018) via the relevant project board . Information Governance and Privacy must be integrated in the planning and record keeping of any such changes. To this end the Data Protection Officer links to the Strategic Overview Board and is establishing a similar link to the Smarter Together programme office.

3. INFORMATION REQUESTS

- 3.1 The Council is required to respond to information requests under both the Freedom of Information Act 2000 and the Environmental Information Regulations 2004.
- 3.2 The Freedom of Information (FOI) Act 2000 was implemented in 2005 to help bring about a culture of openness within the public sector so that the information held by public authorities is available and accessible to all, both within and outside the communities they serve. It gives the public access to most structured information held by the Council unless it is appropriate for the Council to apply a legal exemption.
- 3.3 A separate but parallel process under the Environmental Information Regulations 2004 (EIR) provides for access to environmental information within the meaning of EU Directive 2003/4/EC. This covers information on –
- The state of the elements of the environment, such as air and atmosphere, water, soil, land, landscape and natural sites including wetlands, coastal and marine areas, biological diversity and its components, including genetically modified organisms, and the interaction among these elements.
 - Factors affecting or likely to affect the elements of the environment, such as noise or waste.
 - Measures (including administrative measures), such as policies, legislation, plans, programs, environmental agreements, and activities affecting or likely to affect the elements of the environment and factors affecting them.
 - Cost-benefit and other economic analyses and assumptions used within the framework of these measures and activities.
 - Reports on the implementation of environmental legislation.
 - The state of human health and safety, including the contamination of the food chain, where relevant, conditions of human life, cultural sites and built structures inasmuch as they are or may be affected by the state of the elements of the environment or, through those elements, by any of the factors, measures or activities referred to above.
- 3.4 The FOI Act and EIR both set a deadline of 20 working days for the Council to respond to written requests from the public. It is regulated by the Information Commissioner (ICO) and information on the ICO's investigations and decisions is set out below.
- 3.5 Information disclosed by the Council to applicants is usually also published on the Council's disclosure log, linked to the Council website. In this way a resource has been built up over time which is available to the public for reference.
- 3.6 Details of FOI and EIR requests closed by the Council in 2016/17 and 2017/18 are summarised in Figures 1 and 2.

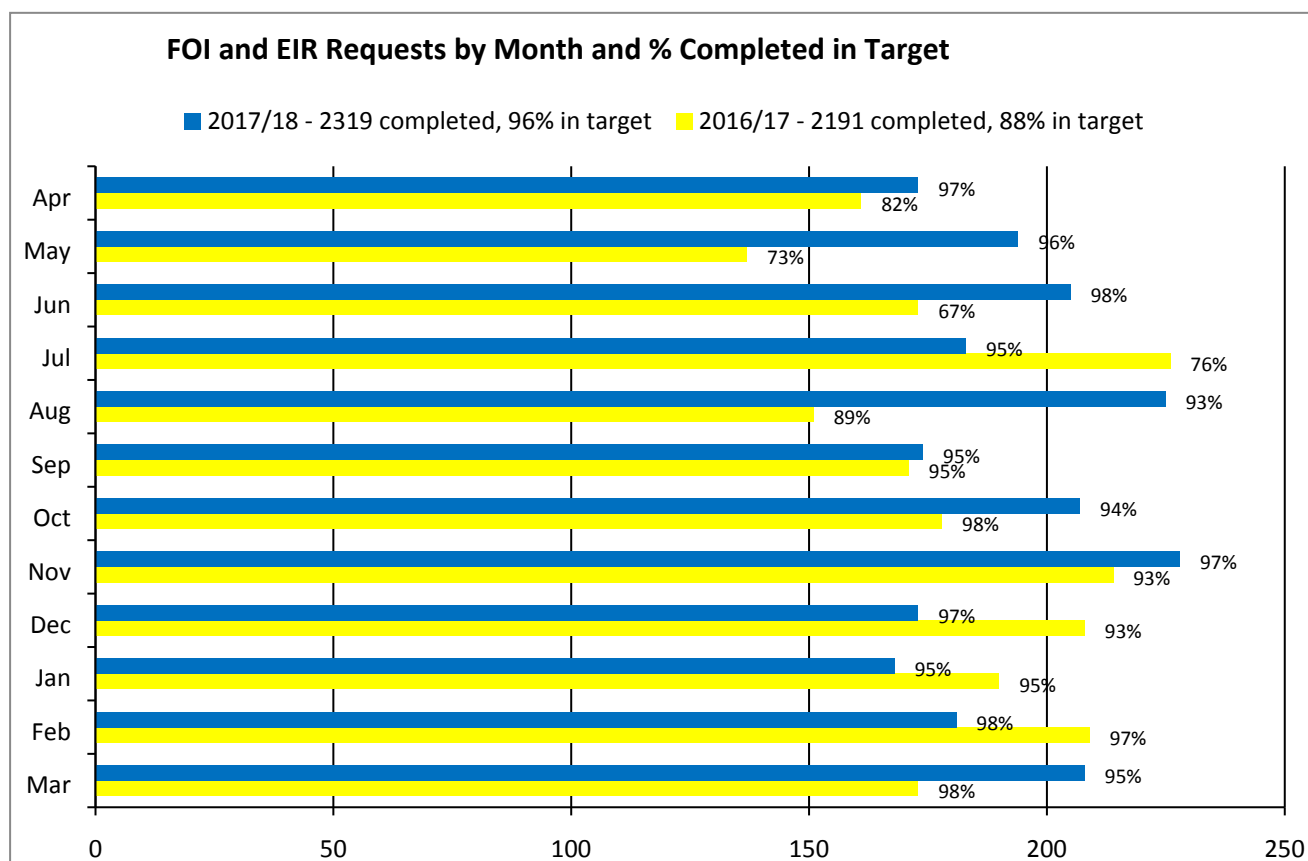


Figure 2

FOI and EIR Requests by Directorate and Performance								
	2016/17			2017/18			Change in Volume	
	Requests	In Time		Requests	In Time			
Children's	423	373	88%	385	376	98%	-38	-9%
Governance	228	209	92%	209	191	91%	-19	-8%
Health Adults and Community	191	150	79%	184	171	93%	-7	-4%
Place	783	686	88%	927	895	97%	144	18%
Resources	429	389	91%	419	406	97%	-10	-2%
Tower Hamlets Homes	137	128	93%	195	181	93%	58	42%
	2191	1935	88%	2319	2220	96%	128	6%

3.7 The number of information requests increased by 6%.

3.8 Performance in responding to requests within the 20 working day statutory deadline improved from 88% to 96%. This is attributed to increase in awareness and officers becoming more familiar with the new software.

3.9 Internal Review

Figure 3

	2016/17			2017/18		
	Requests	Reviews	Escalation Rate	Requests	Reviews	Escalation Rate
Number Completed	2191	66	3.01%	2319	55	2.37%
% Completed in Time		79%			87%	
Number Upheld / Partly Upheld At Reviews		35			33	

3.10 On receipt of a response to an FOI or EIR request, an applicant may ask for an internal review (complaint) if they are dissatisfied with the response provided. Figure 3 shows the escalation rate has dropped to 2.37% since last year. Response performance has increased despite a 6% increase in the volume of cases. A slightly lower proportion of the cases were upheld or partially upheld, a summary of which is set out below.

3.11 33 cases were upheld:

- Further information was made available in 15 cases
- Withheld information should have been released in 5 cases
- Delays occurred in 6 cases
- Different exemptions or exceptions were required in 7 cases

3.12 Complaints to the Information Commissioner

The Information Commissioner issued two decision notices. The summaries from the ICO website are reproduced below, one of which found the appropriate exemption had been applied, and another found the request to be vexatious.

3.13 **Case ref FS50671834:** The complainant has requested information about credit balances on business rate accounts held by the Council. The Commissioner's decision is that the Council has appropriately applied section 31(1)(a) to withhold the requested information. The Commissioner considered that, in the particular circumstances of this case, the public interest in maintaining the exemption outweighs the public interest in disclosure.

3.14 **Case ref FS50687482:** In six requests, the complainant has requested information broadly about Balfron Tower, a residential tower block in Tower Hamlets. The Council indicated that it does not hold information within the scope of two of the requests, released information in response to another and refused to comply with other of the requests under section 12(1) of the FOIA (cost exceeds the appropriate limit). During the Commissioner's investigation the Council confirmed that its position now is that it is not obliged to comply with the requests because they are vexatious under section. The Commissioner's decision is that the complainant's requests are vexatious under section 14(1) of the FOIA and the Council is not obliged to comply with them.

4. SUBJECT ACCESS REQUESTS

- 4.1 The DPA governs the collection, storage, and processing of personal data, in both manual and electronic forms. It is regulated by the Information Commissioners Office (www.ico.gov.uk). It requires those who hold personal data on individuals to be open about how the information is used, and requires the Council to process data in accordance with the principles of the Act. Individuals have the right to find out what personal data is held about them, and what use is being made of that information. These 'Subject Access Requests' (SAR) should be processed by the Council within a period of 40 calendar days. Details of the requests received in 2016/17 and 2017/18 are set out in Figures 4 and 5.

Figure 4

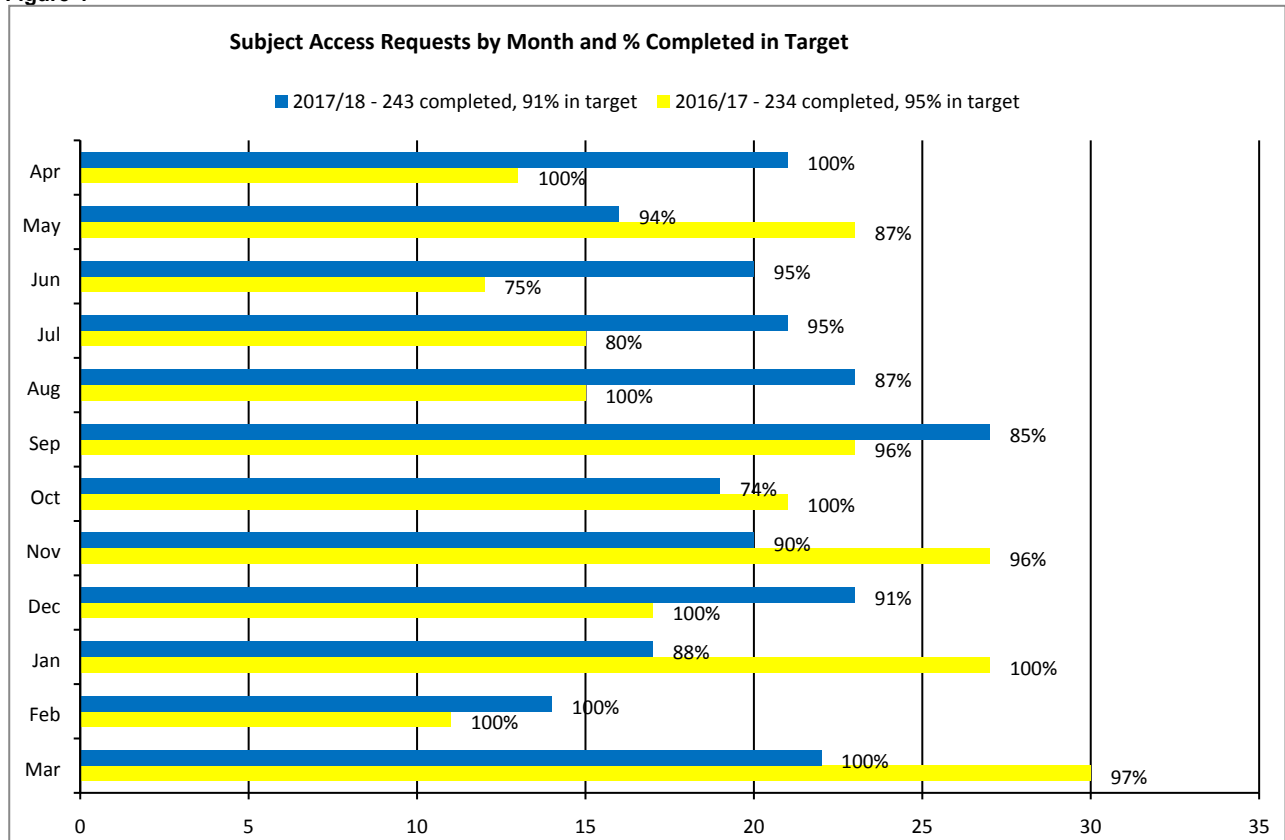


Figure 5

	2016/17			2017/18			Change in Volume	
	Requests	In Time		Requests	In Time			
Childrens	98	90	92%	104	90	87%	6	6%
Governance	21	20	95%	15	13	87%	-6	-29%
Health Adults and Community	18	18	100%	20	18	90%	2	11%
Place	29	28	97%	39	39	100%	10	34%
Resources	45	45	100%	40	37	93%	-5	-11%
Tower Hamlets Homes	23	21	91%	25	25	100%	2	9%
	234	222	95%	243	222	91%	9	4%

- 4.2 Requests for personal information held increased by 4% with response times falling to 91%.

- 4.3 Requests for personal identifiable information are collated by the relevant service area and assessed under the DPA criteria. The Corporate Complaints and Information Team advise on preparation of files for release, and ensure that appropriate action is taken to safeguard data pertaining to other people and ensure that third party data redacted.
- 4.4 Some of the files held can be large with significant amounts of data provided by third parties (e.g. medical reports) and / or relating to other people (e.g. family members / neighbours). In order for there to be a prompt response to all requests, consideration must be given to the resources required in each directorate or service area to meet the changing demand.
- 4.5 **Complaints to the Information Commissioner on Data Protection and SAR provisions**

These matters are not published, so reference numbers are not given in this report. 3 complaints were considered by the ICO:-

- Request for CCTV footage of a data subject under the subject access rights. Images were disclosed outside the statutory time-scales (breach of timescales)
- A subject access request was correctly refused by the council for a parent who had no rights to access his children's data. (no breach)
- A noise nuisance report containing details of the complainants was passed to the defendant company. Although this should not have occurred, the complainants were already known to the company. The Council retrieved the data, self-reported to the ICO and informed the complainants of the occurrence. (breach –no further action)

5. CORPORATE COMPLAINTS

5.1 Corporate Complaints Procedure

The Complaints Procedure is detailed on the Council's web site, where we state "we want to hear from you" and specifies –

- desire to give the best possible service;
- what needs to improve by listening to the views of service users and others;
- commitment to continuously improving services; and
- undertaking to act on what it is told.

- 5.2 The procedure is a three stage process, accepting issues from anyone who wants, or receives, a service from the Council. The exception is where the matter is covered by another channel of redress, such as a legal, or appeal process (e.g. benefits assessments, parking penalty charges, leasehold matters), or where a statutory procedure exists.

At Stages 1 and 2 of the complaints procedure, the matter is addressed by the relevant service managers. At the 3 and final stage, an independent investigation is conducted by the team on behalf of Corporate Director of Governance and Monitoring Officer.

Most Social Care complaints come under statutory procedures and are detailed in sections 6 and 7 of this report. Schools complaints fall under a separate procedure at Stages 1 and 2, with the final stage coming under the Corporate Complaints Procedure, at Stage 3

All matters concerning Whistleblowing are considered under a separate process.

5.3 Volume of complaints

Figure 6 provides summary information about the total number of complaints. Overall, the number of complaints was significantly lower than last year. The closed in time rate has improved at Stages 1 and 2 of the complaints process.

- 5.4 Tower Hamlets population grew to an estimated 308,000 in June 2017 based on the latest figures available. It is projected to reach 317,500 by 2018. The rate of complaints has decreased from 12.8 complaints per 1,000 of population in the previous year to 10.7 per 1,000 in 2017/2018.
- 5.5 The 2018 Annual Residents Survey found that 63% of residents were very/fairly satisfied with the way we run things.

Figure 6

Volume of Complaints by Stage								
	2016/17			2017/18			Volume Change	
	Answered	Answered In time	Upheld/ Partly Upheld	Answered	Answered In time	Upheld/ Partly Upheld		
Stage 1	3797	86%	44%	3403	91%	39%	-394	-10%
Stage 2	402	76%	41%	378	84%	41%	-24	-6%
Stage 3	142	87%	39%	161	83%	39%	19	13%

- 5.6 Figure 7 shows the escalation rates through the stages of the complaints process. Overall, 11% of Stage 1 complaints were escalated to Stage 2 of the complaints process, which is the same as the previous year. Escalation rates for Stage 1 complaints to Stage 3 have risen slightly to 5%.

Figure 7

Escalation Rates by Directorate 2017/18						
Directorate	Stage 1	Stage 2		Stage 3		
		Stage 2	Escalated from Stage 1	Stage 3	Escalated from Stage 2	Escalated from Stage 1
Children's	144	5	3%	4	80%	3%
Governance	57	8	14%	6	75%	11%
Health Adults and Community	20	1	5%	0	0%	0%
Place	1965	196	10%	68	35%	3%
Resources	391	45	12%	19	42%	5%
Tower Hamlets Homes	826	123	15%	64	52%	8%
Totals	3403	378	11%	161	43%	5%
Escalation Rates 2016/17			11%		35%	4%

5.7 Stage 1 Complaints

Figure 8 shows the rate at which complaints are received at Stage 1 and the percentage completed on time together with the percentage upheld and partly upheld.

- 5.8 Response times for Stage 1 complaints have improved significantly to 91%, the corporate target is 87%.
- 5.9 The number Upheld/ Partly Upheld has decreased.

Figure 8

Volume, Performance and Outcomes of Stage 1 Corporate Complaints								
Directorate	2016/17			2017/18			Volume Change	
	Answered	In time	Upheld/ Partly Upheld	Answered	In time	Upheld/ Partly Upheld		
Children's	126	75%	50%	144	82%	24%	18	14%
Governance	63	81%	27%	57	86%	26%	-6	-10%
Health Adults and Community	19	58%	42%	20	50%	60%	1	5%
Place	1993	90%	45%	1965	93%	35%	-28	-1%
Resources	404	92%	45%	391	91%	38%	-13	-3%
Tower Hamlets Homes	1192	79%	43%	826	89%	52%	-366	-31%
Total	3797	86%	44%	3403	91%	39%	-394	-10%

- 5.10 Figure 9 is a cross tab report of the Top 20 Stage 1 Complaints by Issue and Cause with performance and outcome.
- 5.11 The charts set out in Appendix 1 provide a breakdown of the complaints in each Directorate by reference to service issue against the cause at each stage.

Figure 9

Top 20 Stage 1 Complaints by Issue and Root Cause showing performance and outcome 2017-2018

Service Issue	1st Time Service Request via Complaint or Enquiry	Charges	Failure / Delay to deliver service	General Enquiry	Legal / Regulatory	Non Council Issues	Other service issues	Payments	Policy / Procedure	Poor communications	Poor quality of work or service	Rudeness or conduct	Total	In time	Upheld/ Partly Upheld
THH Repairs	2		135	5			58			21	98	12	331	91%	64%
Domestic refuse	21		136				10				26	7	200	95%	71%
Council Tax	2	78	14	3		1	6	23	6	25	13	10	181	90%	35%
Lettings			17	16			48		8	36	23	13	161	94%	29%
ASB and THEOs	26		2	7	1	9	8	1	94	1	1	5	155	92%	14%
Dry recycling	6		89	1		1	6		21	3	4	2	133	92%	68%
Parking Appeals	1	7	8	27	3		6	15	52	1	7	1	128	99%	9%
THH Housing Management	3		27	13		1	24	1	26	11	9	5	120	81%	28%
Waste and recycling other	17		26	2			15		19		9	16	104	94%	64%
THH Estate Parking	1	1	39	7		2	22		4	5	9		90	96%	34%
Parking Enforcement	2	1	18	11			7		8	2	20	17	86	100%	5%
Benefits Claimants		14	13	1	1			10	16	13	7	5	80	94%	41%
Parking Permits		11	8	5			2	8	34	3	6	2	79	100%	8%
THH Housing Service Centre	1		25				15		3	4	13	10	71	87%	56%
Fostering				1					61				62	100%	0%
Food and garden recycling	6		47				2		2	2	3		62	98%	76%
Road maintenance and repairs	11		22				3				15		51	84%	49%
THH Leasehold Service		8	13	1			9	2	2	5	10		50	100%	32%
THH Capital Delivery	1		14	4			6		1	1	16	2	45	89%	62%
Noise Nuisance	26		9				3		2	1		1	42	100%	7%

5.12 Stage 2 Complaints

Figure 10 shows the rate at which complaints are upheld and the percentage completed on time together with the percentage upheld and partly upheld.

5.13 The overall volume of complaints has decreased. Children's Directorate had a significant reduction of 71%.

5.14 Response times for Stage 2 complaints have improved; the corporate target is 87%.

5.15 The percentage Upheld/ Partly Upheld has remained the same.

Figure 10

Volume, Performance and Outcomes of Stage 2 Corporate Complaints								
Directorate	2016/17			2017/18			Volume Change	
	Answered	In time	Upheld/ Partly Upheld	Answered	In time	Upheld/ Partly Upheld		
Children's	17	47%	18%	5	80%	40%	-12	-71%
Governance	5	80%	0%	8	75%	50%	3	60%
Health Adults and Community	2	50%	0%	1	0%	100%	-1	-50%
Place	217	83%	35%	196	88%	33%	-21	-10%
Resources	51	76%	22%	45	91%	31%	-6	-12%
Tower Hamlets Homes	110	67%	65%	123	77%	58%	13	12%
Total	402	76%	41%	378	84%	41%	-24	-6%

5.16 Figure 11 is a cross tab report of the Top 20 Stage 2 Complaints by Issue and Cause with performance and outcome.

5.17 The charts set out in Appendix 1 provide a breakdown of the complaints in each Directorate by reference to service issue against the cause at each stage.

Figure 11

Top 20 Stage 2 Complaints by Issue and Root Cause showing performance and outcome 2017-2018

Service Issue	1st Time Service Request via Complaint or Enquiry	Charges	Failure / Delay to deliver service	General Enquiry	Legal / Regulatory	Non Council Issues	Other service issues	Payments	Policy / Procedure	Poor communications	Poor quality of work or service	Rudeness or conduct	Total	In time	Upheld/ Partly Upheld
THH Repairs			18				12			4	21	2	57	81%	63%
Lettings			2	1			7		2	8	6	3	29	97%	38%
Benefits Claimants		3	2		1			2	4	6	2	2	22	100%	23%
Domestic refuse	1		12				1				5	1	20	80%	75%
THH Leasehold Service		4	8				1	1		3	2		19	95%	58%
Council Tax		8					1	2	1	3	2		17	88%	35%
Parking Appeals			1	1			1	1	9	2	1		16	100%	6%
THH Capital Delivery	1		5				2				7		15	60%	80%
Parking Permits		3		1					8	1		1	14	93%	7%
Dry recycling			9						1		1		11	73%	82%
Personalised Disabled Bay							1		10				11	100%	0%
Parking Enforcement			2				1		2		2	3	10	100%	0%
THH Leasehold RTB and Resales			6		1		1				1		9	89%	33%
THH Housing Management			3	1			2			1	1		8	38%	63%
Legal Services			4		1				2				7	71%	43%
Planning Development Management						1	3			2			6	50%	50%
Other Housing Options Issues			1			1	1		1		1		5	100%	0%
THH Estate Parking			3							1	1		5	60%	40%
Street cleansing			5										5	60%	40%
PCN Debt Recovery					1		1		2			1	5	100%	20%

5.18 Stage 3 Complaints

Figure 12 shows the rate at which complaints are upheld and the percentage completed on time together with the percentage upheld and partly upheld. Stage 3 is an important review, as this is the last internal stage before the Local Government Ombudsman or Housing Ombudsman.

5.19 The overall volume has increased by 13%.

5.20 Response times have decreased to 83%, the corporate target is 87%.

5.21 The percentage Upheld/ Partly Upheld has remained the same.

Figure 12

Volume, Performance and Outcomes of Stage 3 Corporate Complaints								
Directorate	2016/17			2017/18			Volume Change	
	Answered	In time	Upheld/ Partly Upheld	Answered	In time	Upheld/ Partly Upheld		
Children's	4	50%	25%	4	100%	25%	0	0%
Governance	4	100%	50%	6	50%	17%	2	50%
Health Adults and Community	0	na	0%	0			0	0%
Place	73	92%	30%	68	87%	32%	-5	-7%
Resources	17	100%	24%	19	95%	32%	2	12%
Tower Hamlets Homes	44	75%	59%	64	78%	50%	20	45%
Total	142	87%	39%	161	83%	39%	19	13%

5.22 Figure 13 is a cross tab report of the Top 20 Stage 3 Complaints by Issue and Cause with performance and outcome.

5.23 The charts set out in Appendix 1 provide a breakdown of the complaints in each Directorate by reference to service issue against the cause at each stage.

Figure 13

Top 20 Stage 3 Complaints by Issue and Root Cause showing performance and outcome 2017-2018

Service Issue	1st Time Service Request via Complaint or Enquiry	Charges	Failure / Delay to deliver service	General Enquiry	Legal / Regulatory	Non Council Issues	Other service issues	Payments	Policy / Procedure	Poor communications	Poor quality of work or service	Rudeness or conduct	Total	In time	Upheld/ Partly Upheld
THH Repairs			7				5			3	13		28	86%	64%
Lettings							3		2	3	1	1	10	80%	30%
Benefits Claimants					1				3	3	1	1	9	89%	33%
THH Leasehold Service			3				1	1		2	2		9	44%	44%
THH Capital Delivery	1				1		1				5		8	88%	63%
Personalised Disabled Bay							1		7				8	100%	13%
Development Management				1			1			3	1		6	100%	17%
Parking Appeals			1	1					3	1			6	100%	17%
THH Leasehold RTB and Resales			4								1		5	100%	20%
Council Tax		3								1	1		5	100%	60%
THH Housing Management			1	1			1			1			4	75%	50%
Legal Services			2		1				1				4	75%	25%
Parking Enforcement											2	2	4	75%	50%
Other Housing Options Issues			1			1			2				4	100%	50%
Parking Permits		1							3				4	75%	0%
PCN Debt Recovery			1						1			1	3	100%	33%
THH Estate Services							1	1		1			3	100%	33%
Pollution	1	1								1			3	100%	67%
Domestic refuse	1		1										2	0%	100%
Health and Housing			1								1		2	50%	0%

5.24 Compensation

Compensation is paid where a complaint is upheld and an apology or some other action is considered to be an insufficient remedy. Figure 14 shows a summary of compensation payments made at Stage 3 during the previous 3 years.

Figure 14

	Number of Stage 3 cases warranting compensation	Total value of Compensation
2017/18	16	£2,900
2016/17	17	£3,605
2015/16	21	£10,142
2014/15	23	£8,186

5.25 Summary of key issues in upheld/partly upheld Stage 3 complaints

Place

There were 69 complaints for the Place Directorate of which 19 were upheld.

- 6 related to parking and mobility,
- 4 related to environmental health and trading standards,
- 1 related to planning and building control,
- 4 related to housing options,
- 1 related to waste and recycling.
- 2 related to streets and highways,
- 1 related to street cleansing.

- 5.26 One complaint was about a permit application in a car free zone. Due to a breakdown in communication within council departments, information was not updated to record the property as car –free. One final permit was issued to the complainant. Two complaints were about a lack of enforcement. The Council will carry out a review of its policy.
- 5.27 Two complaints were about noise nuisance, one from a business and the other from buskers. An apology was given for not addressing all the points raised previously and advice given on how to report noise. Two complaints were about a breach of privacy when a noise monitoring machine recorded personal conversations within the property. An apology was given as the instructions for use could have been made clearer.
- 5.28 One complaint in Housing Options was about poor communication. Two were about delays in processing applications. Apologies were given.
- 5.29 One complaint related to non-collection of waste. Apologies were given and increased monitoring of the site.
- 5.30 One complaint was about anti-social behaviour in a no through road and officers not providing an update on road design consultation. An apology was given and a consultation with residents will be carried out. One complaint was from Bellway Homes about the delay in processing a naming proposal, since October 2016. An apology was given and £700 was reimbursed for the application fee and £810 for street order fee.

5.31 Resources

There were 6 complaints upheld in the Resources Directorate.

- 3 related to benefits, and
- 3 related to revenues.

- 5.32 One complaint was about administrative errors and delays made by officers in Benefits. An apology was given and overpayment of Housing Benefit was written off.
- 5.33 One complaint was about a lapse in service, including incorrect advice and incorrect assessments. An apology was given and £50 for time and trouble pursuing the complaint.
- 5.34 One complaint was about Benefits failing to notify the resident of housing and council tax reduction decisions, using inaccurate information.
- 5.35 One complaint was about council tax letters being sent to the wrong address and an officer failed to notice a single-person's discount was still being applied despite confirming that the resident was living with a partner. An apology was given, and overpayment was written off. Complainant was given £100 as a gesture of goodwill.
- 5.36 One complaint was about the complainant being billed for council tax before the completion of the property. An apology was given.
- 5.37 One complaint was due to a lapse in communication between Benefits and Council Tax, which led to an enforcement agent visiting the complainant's home for 3.5 hours. An apology was given and compensation of £300 paid.

5.38 Tower Hamlets Homes

Of the 64 stage three complaints answered, 30 complaints were upheld/partly upheld.

- 3 related to Decent Homes Work,
- 11 related to Repairs and General Build,
- 3 related to Repairs Mechanical and Technical,
- 1 related to the Housing Service Centre (HSC),
- 5 related to Leasehold Services
- 1 related to Housing Management
- 2 related to Neighbourhoods
- 1 related to ASB
- 2 related to Capital Delivery and
- 1 related to New Build

- 5.39 Of the Decent Homes complaints, one resident was offered £750 in compensation due to issues with boiler. Two complaints were about windows / doors not being replaced as part of Decent Homes work.
- 5.40 Two of the Repairs and General Build complaints were in relation to delays addressing leaks in property. In one of the cases £150 compensation was offered.
- 5.41 One of the Repairs and Mechanical Repairs complaints was in relation to contractors causing damage to resident's property. Contractors offered £100 for resident's carpet to be cleaned and THH offered £40 compensation.

- 5.42 Two of the Leasehold Services complaints were in relation to Right to Buy. In one of the cases £1557.12 rent rebate was offered due to the Right to Buy application being wrongly denied.
- 5.43 The two Capital delivery complaints were in relation to delays carrying out works. One of the complaints was partly upheld due to lack of correspondence with resident.
- 5.44 ASB complaint was upheld due to the service not escalating complaint when requested by resident resulting in poor communication.
- 5.45 **Children's**

One complaint was partly upheld due to complainant not being notified sooner of the Hockey Pitch Slot that was allocated for Complainant's team.

5.46 General Commentary by Directorate

5.47 Governance

- There was a 10% decrease in the number of Stage 1 Complaints received during 2017/18 as opposed to 2016/17. Response times improved with a 5% increase in numbers responded to in time.
- The number of Stage 2 Complaints saw a slight increase, 8 in 2017/18 from 5 in 2016/17, and there was a 5% decline in performance in providing responses within the published response times.
- The overall volume of complaints decreased within the directorate by approximately 10%. Many of the complaints dealt with within Governance are in effect corporate issues and not issues relating sole to a service provided by Governance.
- The total number of complaints for Electoral Services was 10 which is very low given the scale of the electorate (191,000), the elections held in this year and the electoral canvass.

5.48 Place

- The Place Directorate covers a wide range of services in the borough, including the provision of waste and recycling, housing options and parking which have a high take-up and therefore are more likely to generate a high volume of complaints compared with services with a low usage.

5.49 Resources

- The overall volume of complaints for this Directorate remains very similar to last year, with highest volume of complaints relating to council tax and benefits.

5.50 Tower Hamlets Homes (THH)

- The number of Stage 1 complaints received has reduced by 28% (332 cases) compared to the same period last year.
- Performance for the number of Stage 1 complaints being responded to in target is currently at 88%, a 9 percentage point improvement compared to our performance at the end of 2016/17.
- The percentage of complaints escalating to a Stage 2 has reduced from 17% to 10% in Q4. The end of year performance currently stands at 14% compared to 8% in 2016/17.
- The number of complaints escalating to Stage 3 increased from 44% in Q3 to 54% in Q4. The end of year performance stands at 55% compared to 53% in 2016/17.

- The number of cases being upheld at Stages 2 and 3 continues to improve. The end of year performance for Stage 2 complaints currently stands at 59% compared to 69% in 2016/17. For Stage 3, this stands at 42% compared to 68% in 2016/17.

The Complaints team continues to work with service areas to reduce the volume of complaints and prevent the number of cases escalating. The team have introduced in depth audits in Q4, checking all cases to ensure cases are closed down correctly, corrective actions have been recorded and actioned. The main issues identified have been:

- Some cases should have been logged as complaints not comments – this was a training issue and has been resolved
- Cases still being closed down in individual names affecting the ability of the complaints team to monitor a case if re-opened – this has been flagged up
- Cases rejected for no reason due to a training issue – now resolved
- Failure to record actions taken to resolve the complaint – raised with individuals
- Follow up actions not logged – raised with individuals
- A few comments not responded to in time so escalated to complaints
- Failure to keep residents updated – flagged up with individuals
- We need a more streamlined way to process missed payment appointments – see Service Improvement Plan for progress update

5.51 Complaints Service User Profiles

The complaints service can be accessed by email, in person, phone, post, and web-form. A breakdown of access methods is provided in Figure 15 below.

Figure 15

Breakdown of Stage 1 how complaints are received				
	2016/17		2017/18	
Email	1501	40%	1332	39%
Web / Self Service	1404	37%	1590	47%
Post	101	3%	25	1%
Phone	778	20%	449	13%
In Person	13	0%	7	0%
Total Complaints	3797		3403	

- 5.52 Web usage increased significantly has been driven by the new software with its web form. Email usage dipped by 1%. Combined email and web form submitted complaints for 2016/17 was 77% and this has now increased in 2017/18 to 86%. Phone contact still remains a significant part of the service however it would appear that the drop of 7% has been the increase in the use of the internet.
- 5.53 Equality data is difficult to obtain to undertake detailed analysis and collection rates vary. Despite the option to submit data on the complaint web-form, the data gathered is low to enable a meaningful analysis for some strands (e.g. religion and sexual orientation).
- 5.54 The level of non-response presents challenges in terms of equality analysis. For example, Figure 16 sets out a breakdown of complaints by reference to ethnicity and information is only available for 21% of complainants. This means that this dataset is not robust enough to allow any conclusions to be drawn. However, with the increase use of the web form, which has a monitoring section, it is evident that many people are unwilling to complete this information.

Figure 16

Stage 1 Complaints by Ethnicity			
	2017/18		Borough Projection
Asian	91	2.67%	41%
Black	25	0.73%	7%
Mixed /Dual Heritage	235	6.91%	4%
Other	22	0.65%	2%
White	333	9.79%	45%
Sub Total	706	20.75%	
Prefer Not to Say	59	1.73%	
Not Known	2638	77.52%	
Total	3403		

5 ADULTS SOCIAL CARE COMPLAINTS

6.1 Procedure, volumes and timeliness

The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009, made under the Health and Social Care (Community Health and Standards) Act 2003, set out the process for considering adult social care and health complaints. The key principles require Local Authorities to:-

- consider adult social care complaints once only;
- involve the complainant in agreeing the method and likely timeframe for the investigation;
- establish desired outcomes; and
- Provide a unified approach to joint investigations with partner bodies.

6.2 The current statutory complaint procedure can be found on the website. There is a strong emphasis on the informal resolution of complaints and in assisting social care teams in effectively managing and resolving complaints.

6.3 Some matters will be raised directly with the service and resolved without recourse to a formal complaint procedure. These can include concerns made to commissioned providers that require investigation or action to be taken by a Council service. These locally resolved concerns may address different issues to those raised through the statutory process.

6.4 The statutory procedure allows one stage of investigation only, although the form this takes is agreed in the light of the issues raised. A variety of methods have been used, including round table meetings, formal interview and file reviews, and liaison between the service manager and the complainant. Key to resolving matters has been the emphasis on identifying a resolution plan with the complainant.

6.5 Figure 17 below compares the year on year volumes, showing a 17% increase.

Figure 17

Volume of Adult Social Care Complaints				
	2016/17	2017/18	Variance	
Total Complaints	59	69	10	17%

Figure 18

Adults Social Care Complaints Volume and Outcomes 2017/18											
	Charges	Failure / Delay to deliver service	Other service issues	Payments	Policy / Procedure	Poor communications	Poor quality of work or service	Rudeness or conduct	Total	Upheld & Partly Upheld	
Community Learning Disabilities	1	1	2	2		3	4	4	17	15	0.88 235 3
Community Mental Health		2	2			1			5	1	20%
Delivery Transformation and Independence		2							2	2	100%
Hospital and Community Integrated Services		6	2		2	4	6	4	24	13	54%
Occupational Therapy							1		1	0	0%
Personalisation Resources and Review	2	7	3	1	1	1	2	1	18	12	67%
Strategic Commissioning			1						1	0	0%
Vulnerable Adults								1	1	0	0%
Grand Total	3	18	10	3	3	9	13	10	69	43	62%

6.6 Figure 18 above is a cross-tab report by Service and Cause with outcomes shows the breakdown by service issue and cause.

6.7 The Complaints Procedure does not specify timescales for completion, as these are agreed at the outset of each case. In order to provide monitoring information we are capturing data of complaints closed within 10 working days, 20 working days and those over this. 28 (41%) of the complaints were completed within 20 working days.

Figure 19

Adults Social Care Stage 1 Complaints - By Performance										
Complaints Answered	Totals	Answered within 10 working days		Answered within 20 working days		Answered over 20 working days		Average Days to Complete		
2016/17	59	13	22%	26	44%	33	56%	31		
2017/18	69	13	19%	28	41%	41	59%	27		

6.8 Figure 19 demonstrates that the average number of working days to complete has decreased from 31 to 27.

6.9 Access and Profiles

The method of how people are making complaints has changed slightly, but as the numbers involved are relatively small it is difficult to draw any conclusions on this.

6.10 Summary of key issues in upheld/partly upheld cases

There were 43 complaints upheld/partly upheld:

- 3 related to charges,
- 13 related to a failure/delay in service
- 3 related to payments,
- 6 related to poor communications
- 9 related to poor quality of work/service
- 7 related to rudeness/conduct of staff
- 1 related to safeguarding
- 1 related to personalisation

5.55 **General Commentary**

Although the increase in volume of complaints may appear higher at 17%, given the low overall volume of complaints for this service in proportion to the quantity of services provided, it should not be read as alarming.

7. CHILDREN'S SOCIAL CARE COMPLAINTS

7.1 Procedures

There is a legal requirement under the Children Act 1989 for local authorities to have a system for receiving representations and complaints by, or on behalf of, people who use social care services and their carers.

7.2 The Children's Complaints Procedure has three stages –

- **Stage 1 Complaints – Initial:** Team Managers are required to provide a written response to complaints within 10 working days. There is a possible extension to 20 working days to allow for a local resolution and where complaints are complex.
- **Stage 2 Complaints – Formal:** Investigations should be completed within 25 working days. However this can be extended to 65 working days in negotiation with the complainant due to the complexity of complaints. An Independent Person is appointed to oversee formal complaints at Stage 2 relating to children and young people. This is a legislative requirement under the Children Act 1989 and ensures that there is an impartial element. The report is passed to the Head of Service and an internal adjudication meeting is held before the report and outcomes are shared with the service user.
- **Stage 3 Complaints – Independent Review Panel:** An Independent Review Panel can review the case in the presence of the complainant and Service Head, and where appropriate make recommendations to the relevant Director.

7.3 Complaint volumes

The number of children's social care complaints fell in 2017/18 as shown in Figure 20, there is no clear explanation for this.

Figure 20

Volume of Children's Social Care Complaints				
Year	2016/17	2017/18	Variance	
Stage 1	55	40	-15	-27%
Stage 2	12	10	-2	-17%
Review Panel	2	3	1	50%

7.4 Complaint Response Times

Figure 21 sets out the response times for Stage 1 complaints. It shows that 33% of Stage 1 complaints in Children's Social Care were answered within the 10 working day time scale, and 65% completed in the extended time scale. This is a drop compared to last year.

Figure 21

Children's Social Care Stage 1 Complaints - By Performance								
Complaints Answered	Totals	Answered within 10 working days		Answered within 20 working days		Answered outside timescale		Average Days to Complete
2016/17	55	20	36%	40	73%	15	27%	17
2017/18	40	13	33%	26	65%	14	35%	17

- 7.5 There were 10 Stage 2 complaints this period with an average response time of 170 working days.

Figure 22

Children's Social Care Stage 2 Complaints - By Performance								
Complaints Answered	Totals	Answered within 25 working days		Answered within 65 working days		Answered outside timescale		Average Days to Complete
2016/17	12	1	8%	3	25%	8	67%	130
2017/18	10	1	10%	1	10%	9	90%	170

- 7.6 Complaints in Children's Social Care are often complex and the regulations require the Council to appoint an independent person to oversee the investigation. This can create challenges in managing response times. However, the Complaints and Information Team continues to strive to improve this performance and works closely with the Children's Rights Officer to ensure effective liaison with the young person.

- 7.7 There were 2 Stage 3 review panels in 2017/18. One complaint in the Assessment and Early Intervention Service was partly upheld due to failure/delay to deliver service. One complaint in the Children's Specialist Service was partly upheld with the root cause being poor quality of work or service.

7.8 Complaints by Service

The areas on which complaints have been recorded at each stage are set out in figure 23 below.

Figure 23

Children's Social Care Stage 1 Complaints Volume and Outcomes 2017/18										
	1st Time Service Request via Complaint or Enquiry	Failure / Delay to deliver service	Other service issues	Policy / Procedure	Poor communications	Poor quality of work or service	Rudeness or conduct	Total	Upheld & Partly upheld	
Assessment and Early Intervention	1	1	2	1	1	1	6	13	7	54 %
Child Protection and Reviewing		1		2		2	2	7	3	43 %
Children Specialist Services			2	2	1	1	2	8	4	50 %
Family Support and Protection		1	1		2	2	6	12	7	58 %
Total	1	3	5	5	4	6	16	40	21	53 %

Children's Social Care Stage 2 Complaints Volume and Outcomes 2017/18										
	1st Time Service Request via Complaint or Enquiry	Failure / Delay to deliver service	Other service issues	Policy / Procedure	Poor communications	Poor quality of work or service	Rudeness or conduct	Total	Upheld & Partly upheld	
Assessment and Early Intervention		3				1		4	3	75%
Children Specialist Services						1		1	1	100%
Family Support and Protection		1	2		2			5	2	40%
Total		4	2		2	2		10	6	60%

Children's Social Care Stage 3 Complaints Volume and Outcomes 2017/18										
	1st Time Service Request via Complaint or Enquiry	Failure / Delay to deliver service	Other service issues	Policy / Procedure	Poor communications	Poor quality of work or service	Rudeness or conduct	Total	Upheld & Partly upheld	
Assessment and Early Intervention		1						1	1	100%
Children Specialist Services						1		1	1	100%
Family Support and Protection			1					1	0	0%
Total		1	1			1		3	2	67%

7.9 Summary of key issues in Stage Two upheld complaints

There were 6 complaints upheld or partly upheld.

7.10 Two complaints in Assessment and Early intervention were partially upheld due to failure/ delay to deliver service. One complaint was due to poor quality of work or service. This complaint was regarding a child being in an unsafe environment

7.11 Two cases in Family Support and Protection were partly upheld. One complaint was due to poor communications and the other due to failure/delay to deliver service. There was a delay in convening a health assessment.

7.12 In Children's Specialist Service a complaint was partly upheld due to poor quality of work or service. This case was escalated to stage 3 and is mentioned above.

7.13 General Commentary

It is encouraging to see that the volume of complaints has fallen for Children's Services. Regrettably, the time taken to complete investigations has increased, however social services complaints are often complex and require the involvement of multiple parties which can also add to the time needed to complete thorough investigation.

8 LOCAL GOVERNMENT OMBUDSMAN AND HOUSING OMBUDSMAN COMPLAINTS

8.1 The Local Government Ombudsman is an independent watchdog appointed to oversee the administration of local authorities. The LGO considers complaints (usually) after the complainant has exhausted the internal complaints procedure, or the adults' or children's complaints procedures, as appropriate. The LGO also deals with education matters.

8.2 In 2017/18 the LGO received 106 complaints, and compared to London Boroughs (with 1st as high volume) Tower Hamlets ranked 10th position. The volumes fell from 114 to 106 which is a 7% decrease.

8.3 Figure 24 is a breakdown of complaints received from the LGO with their categories.

Figure 24

	LGO Complaints and Enquiries Received									
	Adult Care Services	Benefits and Tax	Corporate and Other Services	Education and Children's Services	Environmental Services	Highways and Transport	Housing	Planning and development	Other	Total
2017/18	6	15	6	10	13	20	32	4	0	106
2016/17	10	13	10	14	12	14	33	7	1	114
2015/16	10	19	11	22	13	19	48	6	1	149

8.4 Complaints Closed by the Ombudsman

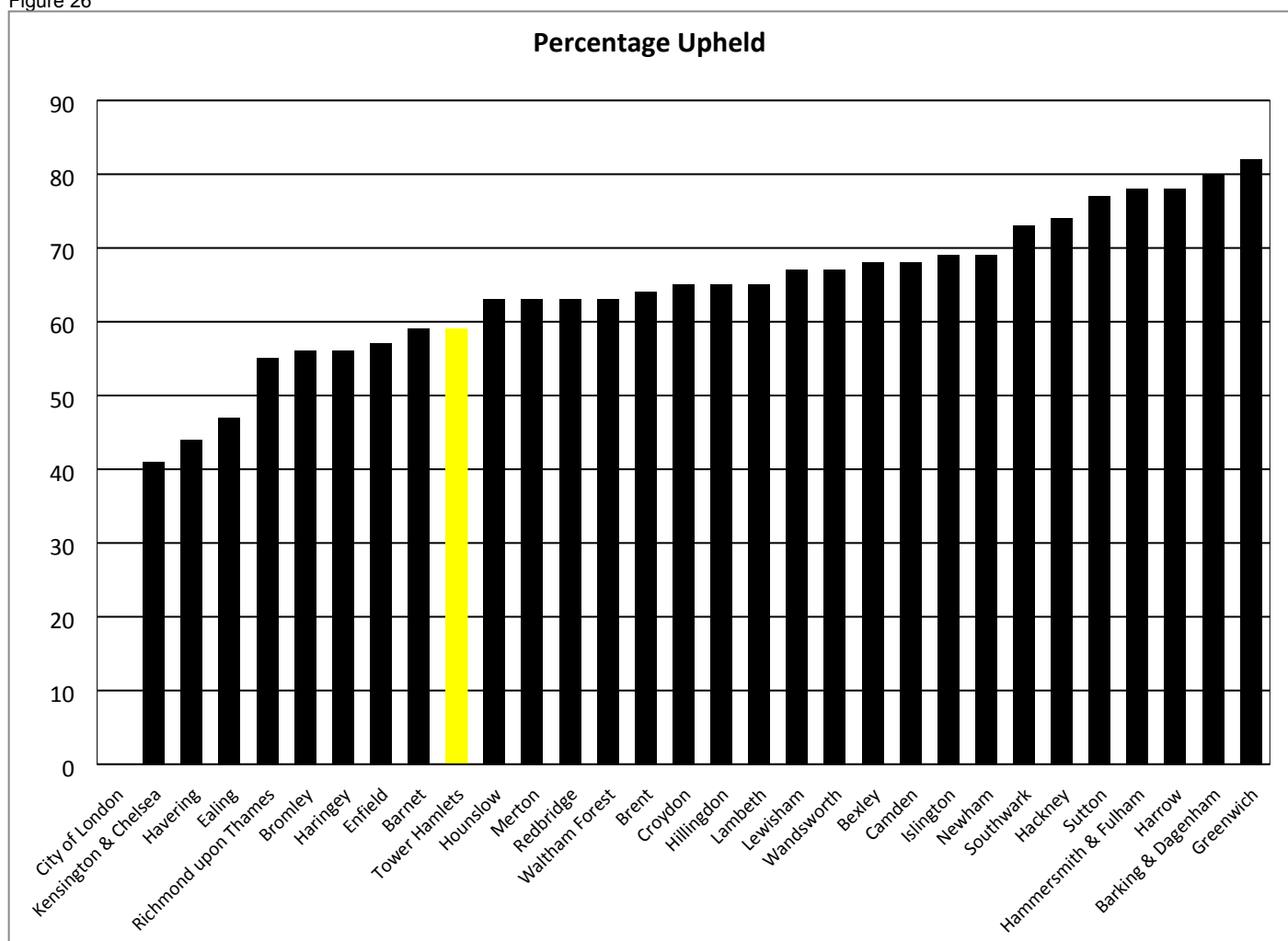
As can be seen in Figure 25, 100 complaints were determined, which is a reduction from the previous year. The LGO's focus is on where an investigation took place. These are then noted as upheld or not upheld. In 17 of these 29 cases some element of the complaint was upheld and 12 were not upheld. 38 cases were referred back to the Council as premature. 26 cases were dismissed after preliminary enquiries with the Council or on the basis of the information provided by the complainant.

Figure 25

	LGO Decisions Made						
	Detailed investigation		Other				Total
	Upheld	Not upheld	Advice given	Closed after initial enquiries	Incomplete /Invalid	Referred back for local resolution	
2017/18	17	12	3	26	4	38	100
2016/17	19	12	11	22	2	40	106
2015/16	9	13	11	35	7	78	153

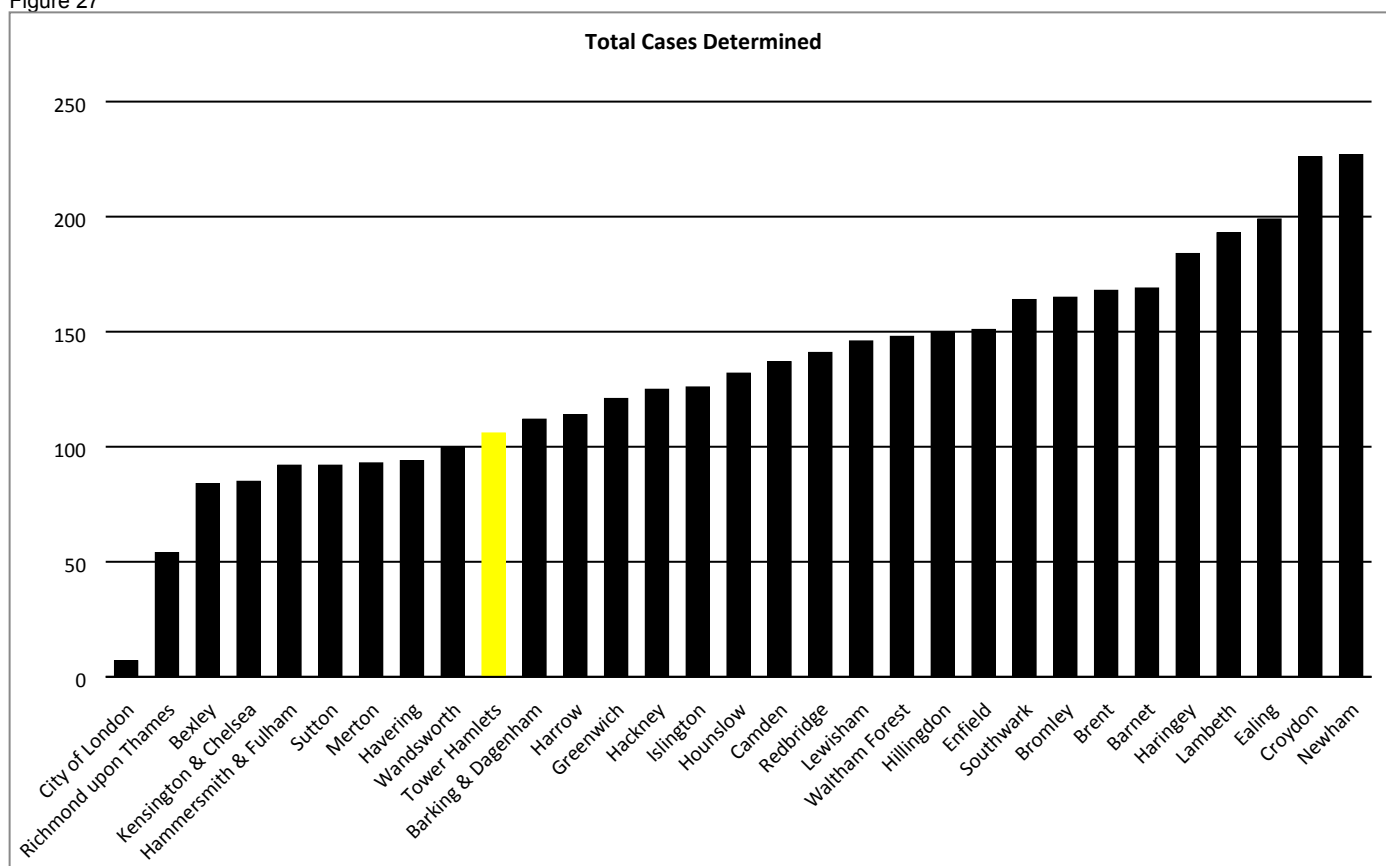
8.5 The Ombudsman ranks Local Authorities on the percentage of the complaints they formally investigate that were upheld.

Figure 26



- 8.6 Figure 26 shows that Tower Hamlets had 59% of those case investigated upheld, with the highest percentages reaching 82%. Tower Hamlets is now ranked 10th as lowest upheld compared to 18th in 2015/16. Please note this will also include complaints where the Council had already recognised the issue and remedied it.
- 8.7 The overall volume of complaints considered varies across the boroughs. Tower Hamlets ranks 10th out of 31 for the fewest Ombudsman enquiries and complaints, as shown in figure 27 below.

Figure 27



8.8 A report on the upheld Ombudsman complaints is appended, where details of the issues and action taken are set out.

8.9 The Housing Ombudsman considers most housing complaints, and in particular tenancy issues. The Housing Ombudsman's Office do not classify complaint outcomes in the same way as the LGO, and prefer to seek local resolution in as many cases as possible.

8.10 Figure 28 shows the changes in volumes over the last 3 years

Figure 28

Housing Ombudsman Complaints	2015/16	2016/17	2017/18
Enquiry	17	19	8
Premature	16	17	15
Determination	2	13	16
Total	35	49	39

8.11 Below in Figure 29 is a breakdown of the cases determined by the Housing Ombudsman for 2017/18. There were 3 more cases determined in 2017/2018 compared to the previous year. 1 less case (5) was determined as Maladministration. The most significant change is that 7 cases were determined as No Maladministration compared to 1 last year.

Figure 29

	Cases Determined by Housing Ombudsman in 2017/18						
	Maladministration	Partial Maladministration	No Maladministration	Redress	Resolved With Intervention	OSJ	Total Determinations
2016/2017	6	1	1	3	1	1	13
2017/2018	5	1	7	0	1	1	16

9 IMPROVEMENT INITIATIVES

9.1 External relationships

We participate in the Data Share London, a London Councils initiative and Information Security for London, the London Information Rights Forum and the Information and Records Management Society Local Government group meetings to share good practice and guidance's

9.2 As members of the Public Sector Complaints Network (for Corporate Complaints), and regional networks for Social Care complaints, the team work with other authorities on key policy and practice issues in terms of complaints handling.

9.3 The team is the organisation's link point to the Local Government Ombudsman, Housing Ombudsman and Information Commissioner's Office, leading on all communication, case management and best practice updates.

9.4 Monitoring Complaints

Weekly outstanding lists for complaints and information requests are available for Directors and Service Heads. Detailed monthly monitoring is also provided to the Corporate Management Team and Directorate Leadership Teams.

9.5 Publicity

Complaints publicity is widely available to ensure effective access across the community. This includes linking with the voluntary sector or third sector agencies to promote access. In addition the team measure knowledge within the local community of how to access the procedures to ensure the effectiveness of publicity.

9.6 The complaints procedures for Adults' and Children's Social Care place an increased emphasis on publicity in order to ensure that service users have a voice. We have a role in informing people of their right to complain and in empowering them to use the procedure effectively. To this end we engage with community groups to promote access and have joint publicity with NHS partners for social care, and working with the Children's Rights Officer. .

9.7 Effective Learning Outcomes from Complaints

We ensure that lessons learned from complaints are highlighted and fed back to improve service delivery. For example, complaints investigations have highlighted the need to review policy guidance, and the summaries of upheld cases are set out in this document. Lessons learned from complaint investigations are also fed back to staff in supervision to enable discussion about improvements, any additional training required and learning points.

9.8 Equalities

Issues and concerns on equalities issues are explored on an individual case basis and reported to the appropriate Corporate Director and there has been during this period.

Linked Reports, Appendices and Background Documents

Linked Report

- NONE

APPENDICES

Appendix A – Corporate Complaints by Directorate charts

Appendix B – Ombudsman’s Annual Letter

Appendix C – Upheld Ombudsman Complaints

Local Government Act, 1972 Section 100D (As amended)

List of “Background Papers” used in the preparation of this report

List any background documents not already in the public domain including officer contact information.

- NONE

Officer contact details for documents:

- Ruth Dowden x4162

APPENDIX A – CORPORATE COMPLAINTS BY DIRECTORATE

Children's Stage 1 Complaints by Issue and Root Cause showing performance and outcome 2017-2018															
Service Issue	1st Time Service Request via Complaint or Enquiry	Charges	Failure / Delay to deliver service	General Enquiry	Legal / Regulatory	Non Council Issues	Other service issues	Payments	Policy / Procedure	Poor communications	Poor quality of work or service	Rudeness or conduct	Total	In time	Upheld/ Partly Upheld
Fostering				1					61				62	100%	0%
Arts and Events	5		3	1			2		3	2	7		23	61%	17%
Leisure Centres	2		2				1	1	1			3	10	50%	60%
Park Management	2					1			1		3		7	57%	57%
Pupil Admissions	1		2				1		3				7	86%	29%
Family Support and Protection							1		3	1		1	6	100%	17%
Assessment and Early Intervention			2				1		1	1			5	80%	80%
Education Psychology and SEN			1				1			1		1	4	100%	75%
Primary Achievement and Early Years									2			1	3	33%	100%
Sports Development	1								1				2	50%	50%
Childrens Social Care			1				1						2	50%	50%
School Issue						1						1	2	100%	0%
Children Specialist Services							1					1	2	100%	100%
Attendance and Welfare			1			1							2	100%	0%
Youth Services							2						2	100%	100%
School Governance						1							1	100%	0%
Resources Children Social Care							1						1	0%	0%
Education and Partnership												1	1	0%	100%
Arts and Events			1										1	0%	100%
Total	11		13	2		4	12	1	76	5	10	9	143	82%	24%

Children's Stage 2 Complaints by Issue and Root Cause showing performance and outcome 2017-2018

Service Issue	1st Time Service Request via Complaint or Enquiry	Charges	Failure / Delay to deliver service	General Enquiry	Legal / Regulatory	Non Council Issues	Other service issues	Payments	Policy / Procedure	Poor communications	Poor quality of work or service	Rudeness or conduct	Total	In time	Upheld/ Partly Upheld
Leisure Centres			1									1	2	100%	50%
Sports Development									1				1	0%	0%
Arts and Events									1				1	100%	100%
Family Support and Protection							1						1	100%	0%
Total			1				1		2			1	5	80%	40%

Children's Stage 3 Complaints by Issue and Root Cause showing performance and outcome 2017-2018

Service Issue	1st Time Service Request via Complaint or Enquiry	Charges	Failure / Delay to deliver service	General Enquiry	Legal / Regulatory	Non Council Issues	Other service issues	Payments	Policy / Procedure	Poor communications	Poor quality of work or service	Rudeness or conduct	Total	In time	Upheld/ Partly Upheld
Youth Services							1		1				2	100%	0%
Children Specialist Services							1						1	100%	0%
Sports Development									1				1	100%	100%
Total							2		2				4	100%	25%

Governance Stage 1 Complaints by Issue and Root Cause showing performance and outcome 2017-2018

Service Issue	1st Time Service Request via Complaint or Enquiry	Charges	Failure / Delay to deliver service	General Enquiry	Legal / Regulatory	Non Council Issues	Other service issues	Payments	Policy / Procedure	Poor communications	Poor quality of work or service	Rudeness or conduct	Total	In time	Upheld/ Partly Upheld
Legal Services			4	1	1				4	2	2	1	15	73%	40%
Electoral Services			1	2	1						2	3	9	89%	22%
Complaints and Information Customer Relations						6				1			7	100%	0%
Customer relations				1		1	3					1	6	100%	17%
Corporate communications			1	2			1				1		5	60%	60%
Registrars				1						3			4	100%	0%
East End Life									1	1	1		3	67%	67%
Committee Services						1			1				2	100%	0%
Non-Council Issues						1							1	100%	0%
Members Support			1										1	100%	100%
Internal communications											1		1	100%	0%
Mayors Office				1									1	100%	0%
Information management						1							1	100%	0%
Total			7	8	2	10	4		6	7	7	5	56	86%	27%

Governance Stage 2 Complaints by Issue and Root Cause showing performance and outcome 2017-2018

Service Issue	1st Time Service Request via Complaint or Enquiry	Charges	Failure / Delay to deliver service	General Enquiry	Legal / Regulatory	Non Council Issues	Other service issues	Payments	Policy / Procedure	Poor communications	Poor quality of work or service	Rudeness or conduct	Total	In time	Upheld/ Partly Upheld
Legal Services			4		1				2				7	71%	43%
Electoral Services						1							1	100%	100%
Total			4		1	1			2				8	75%	50%

Governance Stage 3 Complaints by Issue and Root Cause showing performance and outcome 2017-2018

Service Issue	1st Time Service Request via Complaint or Enquiry	Charges	Failure / Delay to deliver service	General Enquiry	Legal / Regulatory	Non Council Issues	Other service issues	Payments	Policy / Procedure	Poor communications	Poor quality of work or service	Rudeness or conduct	Total	In time	Upheld/ Partly Upheld
Legal Services			2		1				1				4	75%	25%
Customer relations					1		1						2	0%	0%
Total			2		2		1		1				6	50%	17%

Place Stage 1 Complaints by Issue and Root Cause showing performance and outcome 2017-2018

Service Issue	1st Time Service Request via Complaint or Enquiry	Charges	Failure / Delay to deliver service	General Enquiry	Legal / Regulatory	Non Council Issues	Other service issues	Payments	Policy / Procedure	Poor communications	Poor quality of work or service	Rudeness or conduct	Total	In time	Upheld/ Partly Upheld
Domestic refuse	21		136				10				26	7	200	95%	71%
Lettings			17	16			48		8	36	23	13	161	94%	29%
ASB and THEOs	26		2	7	1	9	8	1	94	1	1	5	155	92%	14%
Dry recycling	6		89	1		1	6		21	3	4	2	133	92%	68%
Parking Appeals	1	7	8	27	3		6	15	52	1	7	1	128	99%	9%
Waste and recycling other	17		26	2			15		19		9	16	104	94%	64%
Parking Enforcement	2	1	18	11			7		8	2	20	17	86	100%	5%
Parking Permits		11	8	5			2	8	34	3	6	2	79	100%	8%
Food and garden recycling	6		47				2		2	2	3		62	98%	76%
Road maintenance and repairs	11		22				3				15		51	84%	49%
Noise Nuisance	26		9				3		2	1		1	42	100%	7%
Street cleansing	13		25			1					1	1	41	98%	37%
Pollution	20	1	2	2			4		3	2	3		37	97%	11%
Bulk waste	4		26				2		1	1	3		37	95%	57%
Other Housing Options Issues		1	4	5		1	8		1	4	5	7	36	86%	31%
PCN Debt Recovery		2	2	7	1		1	4	15	1		2	35	100%	3%
Road Design	15		6	1			4				8		34	82%	35%
Health and Housing	17		9		2		2			1	1	1	33	97%	6%
Planning Development Management			4	10		1	9			5	2	1	32	72%	28%
Streets and Highways Other	14		5		1		1			3	2		26	88%	38%
Pest Control	5		14				2				4		25	100%	24%
Parks upkeep	7		7	1	1		2		1		4	2	25	76%	80%
General street cleansing	6		13							2	2	2	25	100%	24%
Markets Service	5		2	2	1	1	4		2	1	2	3	23	70%	26%
Permit Transfer Scheme	1			3					15				19	100%	0%
Homeless			3	3			4		1	5	1	1	18	89%	33%
Permissions and Licences	3		4				3				7		17	94%	35%

Licensing - Commercial	9		4		2		2					17	100%	41%
Trading Standards	10		1	1	1		2			1		16	100%	25%
Cleansing other	4		3	1		1	2				3	14	93%	21%
Streets and Highways Permissions and Licences	7		3	1			1			1	1	14	93%	50%
Parking signs posts bays and lines			2	2				4	1		5	14	100%	7%
Planning	1		1	3			4			3	2	14	79%	43%
Building Control			3	5			1		1	2	1	13	54%	54%
Commercial waste			4		4	1	1		1		2	13	100%	69%
Fly tipping / flyposting	2		7				1					10	100%	30%
Waste contract	2		3			1	2				2	10	100%	10%
Suspensions Dispensations and Skip Licence				2					1	2	5	10	100%	0%
Car Free Developments				2					8			10	100%	10%
Parking Scratchcards			5						3	1	1	10	100%	0%
Parking Development			2	2			2	2	1		1	10	100%	0%
Trees upkeep	4		3								1	9	100%	44%
Corporate Property and Capital Delivery Other			1	2			4				1	9	56%	22%
Mobility Support			1		1				3	2	2	9	100%	0%
Controlled Parking Zones							2	4	3			9	89%	0%
Trees	5		3									8	100%	50%
Highways Planning and Legal Status	1		2			1	2				1	7	86%	57%
Development Management			1	1			2		1	1	1	7	86%	43%
Clinical waste	2		5									7	100%	71%
Passenger Transport											5	5	40%	40%
Animal Wardens	1		1	1						1		4	100%	100%
Street cleansing Enforcement	1		1		1		1					4	100%	50%
Personalised Disabled Bay									1		3	4	100%	0%
Abandoned Vehicles									1	1	2	4	100%	25%
Parking			1			1			1		1	4	100%	0%
Strategy Regeneration and Sustainability			1				1			1		3	67%	33%
Strategic Housing	1		1						1			3	0%	67%
HS at Work - External	1		1									2	100%	0%

Street Naming and Numbering				1					1				2	100%	50%
Food Safety							1					1	2	100%	0%
Road Construction Projects	2												2	100%	50%
Facilities Management				1								1	2	50%	100%
Graffiti	1		1										2	100%	50%
THEOs									1			1	2	0%	50%
Affordable Housing and Private Sector Housing				1	1								2	100%	50%
Park Management	1						1						2	100%	50%
Complaints Investigations							1						1	100%	0%
CCTV												1	1	0%	0%
Apprenticeships /Training										1			1	100%	0%
Safe Travel	1												1	100%	0%
Housing Management and Procurement				1									1	100%	0%
Place Resources												1	1	100%	0%
Laundry			1										1	100%	0%
Civil Protection and Business Continuity							1						1	100%	0%
Asset Management							1						1	0%	0%
Cycle routes	1												1	0%	0%
Non-Council Issues							1						1	100%	0%
Total	283	23	570	130	20	19	192	38	308	91	189	101	1964	93%	35%

Place Stage 2 Complaints by Issue and Root Cause showing performance and outcome 2017-2018

Service Issue	1st Time Service Request via Complaint or Enquiry	Charges	Failure / Delay to deliver service	General Enquiry	Legal / Regulatory	Non Council Issues	Other service issues	Payments	Policy / Procedure	Poor communications	Poor quality of work or service	Rudeness or conduct	Total	In time	Upheld/ Partly Upheld
Lettings			2	1			7		2	8	6	3	29	97%	38%
Domestic refuse	1		12				1				5	1	20	80%	75%
Parking Appeals			1	1			1	1	9	2	1		16	100%	6%
Parking Permits		3		1					8	1		1	14	93%	7%
Personalised Disabled Bay							1		10				11	100%	0%
Dry recycling			9						1		1		11	73%	82%
Parking Enforcement			2				1		2		2	3	10	100%	0%
Planning Development Management						1	3			2			6	50%	50%
Street cleansing			5										5	60%	40%
PCN Debt Recovery					1		1		2			1	5	100%	20%
Waste and recycling other	1		3									1	5	100%	80%
Other Housing Options Issues			1			1	1		1		1		5	100%	0%
Permit Transfer Scheme									4				4	100%	0%
Noise Nuisance	1		1		2								4	100%	50%
Health and Housing			1		1					1	1		4	100%	50%
Building Control			2	1					1				4	75%	75%
Pollution	1		1							1			3	67%	0%
ASB and THEOs	1					1	1						3	67%	0%
Markets Service					1		1					1	3	100%	0%
Mobility Support									3				3	100%	0%
Car Free Developments									2				2	50%	0%
Development Management										1	1		2	100%	0%
Suspensions Dispensations and Skip Licence										1	1		2	100%	0%
Permissions and Licences			1								1		2	50%	100%
Food and garden recycling			2										2	50%	100%
Corporate Property and Capital Delivery Other							2						2	100%	0%

Streets and Highways Other										1			1	100%	0%
Road maintenance and repairs							1						1	100%	0%
Civil Protection and Business Continuity							1						1	100%	0%
Trading Standards							1						1	100%	100%
Parking Development							1						1	100%	0%
Licensing - Commercial			1										1	100%	100%
Controlled Parking Zones								1					1	100%	0%
Laundry			1										1	100%	100%
Road Design			1										1	100%	100%
Homeless							1						1	0%	100%
Strategy Regeneration and Sustainability			1										1	100%	0%
Housing Management and Procurement									1				1	100%	0%
Street Naming and Numbering			1										1	100%	100%
Affordable Housing and Private Sector Housing				1									1	100%	0%
Cleansing other			1										1	0%	0%
Planning			1										1	100%	0%
Development										1			1	100%	0%
Parking signs posts bays and lines			1										1	0%	0%
Parks upkeep							1						1	100%	0%
Total	5	3	51	5	5	3	26	2	46	19	20	11	196	88%	33%

Place Stage 3 Complaints by Issue and Root Cause showing performance and outcome 2017-2018

Service Issue	1st Time Service Request via Complaint or Enquiry	Charges	Failure / Delay to deliver service	General Enquiry	Legal / Regulatory	Non Council Issues	Other service issues	Payments	Policy / Procedure	Poor communications	Poor quality of work or service	Rudeness or conduct	Total	In time	Upheld/ Partly Upheld
Lettings							3		2	3	1	1	10	80%	30%
Personalised Disabled Bay							1		7				8	100%	13%
Development Management				1			1			3	1		6	100%	17%
Parking Appeals			1	1					3	1			6	100%	17%
Parking Permits		1							3				4	75%	0%
Parking Enforcement											2	2	4	75%	50%
Other Housing Options Issues			1			1			2				4	100%	50%
CCN Debt Recovery			1						1			1	3	100%	33%
Pollution	1	1								1			3	100%	67%
Planning Development Management										2			2	100%	0%
Health and Housing			1								1		2	50%	0%
Domestic refuse	1		1										2	0%	100%
Markets Service												1	1	100%	0%
Street cleansing			1										1	100%	100%
Car Free Developments									1				1	100%	0%
ASB and THEOs				1									1	100%	0%
Suspensions Dispensations and Skip Licence										1			1	100%	0%
Controlled Parking Zones									1				1	100%	0%
Dry recycling			1										1	100%	100%
Building Control			1										1	100%	100%
Licensing - Commercial										1			1	100%	0%
Idea Store										1			1	100%	0%
Streets and Highways Other										1			1	100%	100%
Laundry			1										1	100%	100%
Waste and recycling other			1										1	0%	100%
Permissions and Licences			1										1	0%	100%

Permit Transfer Scheme									1				1	100%	0%
Total	2	2	11	3		1	5		21	14	5	5	69	87%	32%

Resources Stage 1 Complaints by Issue and Root Cause showing performance and outcome 2017-2018

Service Issue	1st Time Service Request via Complaint or Enquiry	Charges	Failure / Delay to deliver service	General Enquiry	Legal / Regulatory	Non Council Issues	Other service issues	Payments	Policy / Procedure	Poor communications	Poor quality of work or service	Rudeness or conduct	Total	In time	Upheld/ Partly Upheld
Council Tax	2	78	14	3		1	6	23	6	25	13	10	181	90%	35%
Benefits Claimants		14	13	1	1			10	16	13	7	5	80	94%	41%
Contact Centre			3		1		1		1	9	11	2	28	96%	54%
Insurance			1	12	6		1				2		22	100%	9%
One Stop Shops			2	1			1		1		7	7	19	95%	74%
Business Rates		9		1			2			3			15	100%	27%
Idea Store							2		2		3	3	10	80%	40%
Corporate Finance	1	2		2			2	1			1		9	44%	56%
Audit		1			2		3	1		1	1		9	89%	0%
Human Resources				1	1					1	3	1	7	86%	29%
ICT											3		3	100%	33%
Benefits All other issues			1		1								2	100%	50%
Housing Fraud Investigations					2								2	100%	0%
Idea Store Learning			1										1	0%	100%
Automated Phone System			1										1	100%	100%
Social Care Financial Assessments		1											1	100%	0%
Benefits Landlords					1								1	100%	100%
Total	3	105	36	21	15	1	18	35	26	52	51	28	391	91%	38%

Resources Stage 2 Complaints by Issue and Root Cause showing performance and outcome 2017-2018

Service Issue	1st Time Service Request via Complaint or Enquiry	Charges	Failure / Delay to deliver service	General Enquiry	Legal / Regulatory	Non Council Issues	Other service issues	Payments	Policy / Procedure	Poor communications	Poor quality of work or service	Rudeness or conduct	Total	In time	Upheld/ Partly Upheld
Benefits Claimants		3	2		1			2	4	6	2	2	22	100%	23%
Council Tax		8					1	2	1	3	2		17	88%	35%
Insurance			1		1			1					3	100%	67%
Human Resources					1								1	0%	0%
Business Rates		1											1	0%	0%
Corporate Finance								1					1	100%	100%
Total		12	3		3		1	6	5	9	4	2	45	91%	31%

Resources Stage 3 Complaints by Issue and Root Cause showing performance and outcome 2017-2018.

Service Issue	1st Time Service Request via Complaint or Enquiry	Charges	Failure / Delay to deliver service	General Enquiry	Legal / Regulatory	Non Council Issues	Other service issues	Payments	Policy / Procedure	Poor communications	Poor quality of work or service	Rudeness or conduct	Total	In time	Upheld/ Partly Upheld
Benefits Claimants					1				3	3	1	1	9	89%	33%
Council Tax		3								1	1		5	100%	60%
Insurance					1								1	100%	0%
Idea Store					1								1	100%	0%
Business Rates		1											1	100%	0%
Human Resources					1								1	100%	0%
Total		4			4				3	4	2	1	18	94%	33%

Health Adults and Community Stage 1 Complaints by Issue and Root Cause showing performance and outcome 2017-2018

Service Issue	1st Time Service Request via Complaint or Enquiry	Charges	Failure / Delay to deliver service	General Enquiry	Legal / Regulatory	Non Council Issues	Other service issues	Payments	Policy / Procedure	Poor communications	Poor quality of work or service	Rudeness or conduct	Total	In time	Upheld/ Partly Upheld
Hospital and Community Integrated Services							1			2	4	1	8	63%	63%
Commissioning and Health							2	2		1			5	40%	60%
Public Health			1				1						2	50%	50%
Occupational Therapy			2										2	100%	50%
Personalisation Resources and Review			1										1	0%	0%
Social Care Financial Assessments		1											1	0%	100%
Adults Social Care										1			1	0%	100%
Total		1	4				4	2		4	4	1	20	50%	60%

Health Adults and Community Stage 2 Complaints by Issue and Root Cause showing performance and outcome 2017-2018

Service Issue	1st Time Service Request via Complaint or Enquiry	Charges	Failure / Delay to deliver service	General Enquiry	Legal / Regulatory	Non Council Issues	Other service issues	Payments	Policy / Procedure	Poor communications	Poor quality of work or service	Rudeness or conduct	Total	In time	Upheld/ Partly Upheld
Occupational Therapy			1										1	0%	100%
Total			1										1	0%	100%

Health Adults and Community Stage 3 Complaints by Issue and Root Cause showing performance and outcome 2017-2018															
Service Issue	1st Time Service Request via Complaint or Enquiry	Charges	Failure / Delay to deliver service	General Enquiry	Legal / Regulatory	Non Council Issues	Other service issues	Payments	Policy / Procedure	Poor communications	Poor quality of work or service	Rudeness or conduct	Total	In time	Upheld/ Partly Upheld
Total	0	0	0	0	0	0	0	0	0	0	0		0	na	0%

Tower Hamlets Homes Stage 1 Complaints by Issue and Root Cause showing performance and outcome 2017-2018

Service Issue	1st Time Service Request via Complaint or Enquiry	Charges	Failure / Delay to deliver service	General Enquiry	Legal / Regulatory	Non Council Issues	Other service issues	Payments	Policy / Procedure	Poor communications	Poor quality of work or service	Rudeness or conduct	Total	In time	Upheld/ Partly Upheld
THH Repairs	2		135	5			58			21	98	12	331	91%	64%
THH Housing Management	3		27	13		1	24	1	26	11	9	5	120	81%	28%
THH Estate Parking	1	1	39	7		2	22		4	5	9		90	96%	34%
THH Housing Service Centre	1		25				15		3	4	13	10	71	87%	56%
THH Leasehold Service		8	13	1			9	2	2	5	10		50	100%	32%
THH Capital Delivery	1		14	4			6		1	1	16	2	45	89%	62%
THH ASB	3		14	1			8			3	1	1	31	65%	55%
THH Leasehold RTB and Sales	1		12		1		6		1	1	2		24	83%	75%
THH Estate Services			10				8			1	3		22	86%	50%
THH Caretaking			4	2						1	5		12	100%	67%
THH Environmental Services			3	1			1			1	1	3	10	100%	60%
THH Finance and Rents			2				3						5	80%	80%
THH Rents			1	1			1			1			4	75%	50%
THH Drainage			1							1	1		3	67%	33%
THH New Build			1				1			1			3	33%	33%
THH Strategic Engagement										1			1	100%	0%
THH Chief Executive										1			1	100%	0%
THH Unallocated Work												1	1	100%	0%
THH Fire Safety							1						1	100%	0%
THH Complaints Team			1										1	100%	0%
Total	12	9	302	35	1	3	163	3	37	59	168	34	826	89%	52%

Tower Hamlets Homes Stage 2 Complaints by Issue and Root Cause showing performance and outcome 2017-2018

Service Issue	1st Time Service Request via Complaint or Enquiry	Charges	Failure / Delay to deliver service	General Enquiry	Legal / Regulatory	Non Council Issues	Other service issues	Payments	Policy / Procedure	Poor communications	Poor quality of work or service	Rudeness or conduct	Total	In time	Upheld/ Partly Upheld
THH Repairs			18				12			4	21	2	57	81%	63%
THH Leasehold Service		4	8				1	1		3	2		19	95%	58%
THH Capital Delivery	1		5				2				7		15	60%	80%
THH Leasehold RTB and Resales			6		1		1				1		9	89%	33%
THH Housing Management			3	1			2			1	1		8	38%	63%
THH Estate Parking			3							1	1		5	60%	40%
THH Estate Services			1				1			1			3	67%	33%
THH ASB			2										2	100%	0%
THH Fire Safety							1						1	100%	0%
THH Strategic Engagement										1			1	100%	0%
THH Drainage			1										1	100%	100%
THH Customer Resolutions Team										1			1	100%	0%
THH Finance and Rents							1						1	0%	0%
Total	1	4	47	1	1		21	1		12	33	2	123	77%	58%

Tower Hamlets Homes Stage 3 Complaints by Issue and Root Cause showing performance and outcome 2017-2018

Service Issue	1st Time Service Request via Complaint or Enquiry	Charges	Failure / Delay to deliver service	General Enquiry	Legal / Regulatory	Non Council Issues	Other service issues	Payments	Policy / Procedure	Poor communications	Poor quality of work or service	Rudeness or conduct	Total	In time	Upheld/ Partly Upheld
THH Repairs			7				5			3	13		28	86%	64%
THH Leasehold Service			3				1	1		2	2		9	44%	44%
THH Capital Delivery	1				1		1				5		8	88%	63%
THH Leasehold RTB and Resales			4								1		5	100%	20%
THH Housing Management			1	1			1			1			4	75%	50%
THH Estate Services							1	1		1			3	100%	33%
THH ASB			1				1						2	0%	50%
THH Strategic Engagement										1			1	100%	0%
THH Estate Parking			1										1	100%	0%
THH Drainage			1										1	100%	0%
THH Finance and Rents							1						1	100%	0%
THH Environmental Services												1	1	100%	0%
Total	1		18	1	1		11	2		8	21	1	64	80%	50%

Local Government & Social Care OMBUDSMAN

18 July 2018

By email

Will Tuckley
Chief Executive
London Borough of Tower Hamlets

Dear Will Tuckley,

Annual Review letter 2018

I write to you with our annual summary of statistics on the complaints made to the Local Government and Social Care Ombudsman (LGSCO) about your authority for the year ended 31 March 2018. The enclosed tables present the number of complaints and enquiries received about your authority and the decisions we made during the period. I hope this information will prove helpful in assessing your authority's performance in handling complaints.

Complaint statistics

In providing these statistics, I would stress that the volume of complaints does not, in itself, indicate the quality of the council's performance. High volumes of complaints can be a sign of an open, learning organisation, as well as sometimes being an early warning of wider problems. Low complaint volumes can be a worrying sign that an organisation is not alive to user feedback, rather than always being an indicator that all is well. So, I would encourage you to use these figures as the start of a conversation, rather than an absolute measure of corporate health. One of the most significant statistics attached is the number of upheld complaints. This shows how frequently we find fault with the council when we investigate. Equally importantly, we also give a figure for the number of cases where we decided your authority had offered a satisfactory remedy during the local complaints process. Both figures provide important insights.

I want to emphasise the statistics in this letter reflect the data we hold, and may not necessarily align with the data your authority holds. For example, our numbers include enquiries from people we signpost back to the authority, some of whom may never contact you.

In line with usual practice, we are publishing our annual data for all authorities on our website, alongside an annual review of local government complaints. The aim of this is to be transparent and provide information that aids the scrutiny of local services.

Last year we commented on a public report against your Council. The Council acted on our recommendations but, at the time of last year's annual letter, some matters remained outstanding. We are pleased to record that, shortly afterwards, we were able to confirm compliance with our recommendations.

Future development of annual review letters

Last year, we highlighted our plans to move away from a simplistic focus on complaint volumes and instead turn focus onto the lessons that can be learned and the wider improvements we can achieve through our recommendations to improve services for the many. We have produced a new [corporate strategy](#) for 2018-21 which commits us to more comprehensively publish information about the outcomes of our investigations and the occasions our recommendations result in improvements to local services.

We will be providing this broader range of data for the first time in next year's letters as well as creating an interactive map of local authority performance on our website. We believe this will lead to improved transparency of our work, as well as providing increased recognition to the improvements councils have agreed to make following our interventions. We will be seeking views from councils on the future format of our annual letters early next year.

Supporting local scrutiny

One of the purposes of our annual letters to councils is to help ensure learning from complaints informs scrutiny at the local level. Sharing the learning from our investigations and supporting the democratic scrutiny of public services continues to be one of our key priorities. We have created a dedicated section of our website which contains a host of information to help scrutiny committees and councillors to hold their authority to account – complaints data, decision statements, public interest reports, focus reports and scrutiny questions. This can be found at www.lgo.org.uk/scrutiny. I would be grateful if you could encourage your elected members and scrutiny committees to make use of these resources.

Learning from complaints to improve services

We share the issues we see in our investigations to help councils learn from the issues others have experienced and avoid making the same mistakes. We do this through the [reports](#) and other resources we publish. Over the last year, we have seen examples of councils adopting a positive attitude towards complaints and working constructively with us to remedy injustices and take on board the learning from our cases. In one great example, a county council has seized the opportunity to entirely redesign how its occupational therapists work with all of its districts, to improve partnership working and increase transparency for the public. This originated from a single complaint. This is the sort of culture we all benefit from – one that takes the learning from complaints and uses it to improve services.

Complaint handling training

We have a well-established and successful training programme supporting local authorities and independent care providers to help improve local complaint handling. In 2017-18 we delivered 58 courses, training more than 800 people. We also set up a network of council link officers to promote and share best practice in complaint handling, and hosted a series of seminars for that group. To find out more visit www.lgo.org.uk/training.

Yours sincerely,



Michael King
Local Government and Social Care Ombudsman
Chair, Commission for Local Administration in England

Local Authority Report: London Borough of Tower Hamlets
For the Period Ending: 31/03/2018

For further information on how to interpret our statistics, please visit our website:
<http://www.lgo.org.uk/information-centre/reports/annual-review-reports/interpreting-local-authority-statistics>

Complaints and enquiries received

Adult Care Services	Benefits and Tax	Corporate and Other Services	Education and Children's Services	Environment Services	Highways and Transport	Housing	Planning and Development	Other	Total
6	15	6	10	13	20	32	4	0	106

Decisions made

				Detailed Investigations			
Incomplete or Invalid	Advice Given	Referred back for Local Resolution	Closed After Initial Enquiries	Not Upheld	Upheld	Uphold Rate	Total
4	3	38	26	12	17	59%	100

Notes

Our uphold rate is calculated in relation to the total number of detailed investigations.
The number of remedied complaints may not equal the number of upheld complaints. This is because, while we may uphold a complaint because we find fault, we may not always find grounds to say that fault caused injustice that ought to be remedied.

Complaints Remedied

by LGO	Satisfactorily by Authority before LGO Involvement
12	1

Appendix C – Upheld Ombudsman Complaints 2017 – 2018

Reference	Complaint	Council Remedy / Action
Planning and Building Control		
16002489	The Council did not properly investigate or take effective enforcement action for noise nuisance from Unauthorised air conditioning units on the roof of an Industrial building near the complainant's home.	<p>Action</p> <p>The Council will give a formal apology for its delay, failure to properly consider the complaint about the diesel generators and its poor complaint handling.</p> <p>Pay £750 to the complainant for the time and trouble in pursuing the complaint and poor handling of complaints.</p> <p>Investigate whether fumes or noise from the diesel generators cause a statutory nuisance and consider appropriate enforcement action if necessary.</p>
1-89353729	The Council delayed responding to the complainant about a blocked path. Bu there was no fault in its decision not to take enforcement action.	The Council was at fault for avoidable delays in responding, however no injustice was caused.
Housing Options		
16015036	The Council delayed in making a decision on a homeless application. It also treated the complainant less favourably than female single parent applicants as it made different enquiries because he was male.	<p>Apologise to the complainant</p> <p>Pay the complainant £1500 to recognise the delay in determining his homelessness application.</p> <p>Review homelessness procedure to ensure it is meeting the requirements of the Equality Act 2000 in how it deals with male single parent applicants.</p>
16016309	The complaint is about the way the Council has handled the complainants application to join its Private Rented Scheme and the poor service he received as he tried to rent accommodation.	Pay the complainant £300 and apologise to him for the delay and poor communication.

17007469	There were some delays and other faults in the Council's handling of the complainant housing application.	Apologise for the faults which caused some injustice
	Complaint about the handling of a homelessness application	Maladministration and Injustice. Should have explained why 3 officers involved and checked whether home visit was acceptable.
	The Council delayed in adding a disabled family member to the housing application.	Complaint was not pursued further as the complainant was not significantly affected as a result of the fault.
Waste and Recycling		
17002764	When responding to disruption to waste collections the Council took too long to introduce new parking restrictions to prevent disruption to collections caused by parking by a disabled driver displaying a blue badge and to consider alternative collections.	<p>Apologise to the complainant for the delay and disruption.</p> <p>Pay £200 to complainant in recognition of the disruption and inconvenience.</p> <p>Monitor collections for two months following the completion of road markings.</p>
Repairs		
	Allegation of outstanding repair works Poor communication	<p>THH acted inappropriately, unreasonably and treated the complainant unfairly after the leak and during the compensation claim process.</p> <p>THH to apologise and pay complainant £550 compensation.</p> <p>The ALMO to pay £510.99 compensation.</p>

201608771	How THH handled leaks to the complainants property	Maladministration in relation to how it handled the leaks and her complaints. THH to review leaks and access procedures. Pay £150 compensation for inconvenience caused by failure (in addition to the £200 offered previously)
	There was maladministration by THH in its handling of reports of disrepair at the Property.	Pay £750 in recognition of the ongoing delays
	Service failure by the landlord in the time taken to diagnose and address the noise and heat issues that the complainant raised.	Pay £500 in recognition of time taken to diagnose and address the issues.
	Maladministration by THH in its handling of the complaint about the hot water pressure at the property.	Pay £210 in compensation for the delay in remedying the hot water supply £50 in compensation for the time and trouble £10 compensation for each missed appointment
	Maladministration with regard to complaints about lift noise and the landlord's impartiality. Service failure with regard to the complaints about silverfish and the shower.	Pay complainant £50 for the for the distress, inconvenience and time and trouble
Benefits		
17006047	The Council was at fault for failing to notify the complainant of housing benefit and council tax reduction decisions, using inaccurate information, and expecting him and his son to provide evidence that was not theirs to provide.	The Council agreed to pay a total of £150 to acknowledge the worry, frustration and time and trouble caused by its faults. The Council has also agreed to review its procedures to prevent recurrence of such faults.

ASB and THEOs		
	The Council was wrong to dismiss the complaint as noise nuisance without providing further diary sheets and undertaking further investigation.	Pay £100 for time and trouble pursuing the complaint.

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COMPLAINTS AND INFORMATION GOVERNANCE

Page 133
2017/18 AND CURRENT POSITION

Ruth Dowden
Head of Information Governance
25 February 2019

Complaints Context

Change complaints procedure from 3 to 2 stages
28 August 2018

Page 134

- Stage 1 – Divisional Director authority to sign off
- Stage 2 - Corporate Complaints for Chief Exec
- Improve quality and speed of resolution
- 20 working days at each stage

Anticipated Consequences

- Improved quality and resolution at stage 1
- Increased escalation to final stage
- Workload final stage investigators
 - Improve time for residents resolution
- Ombudsman – increase volume short term if quality not addressed

Key Statistics: Complaints

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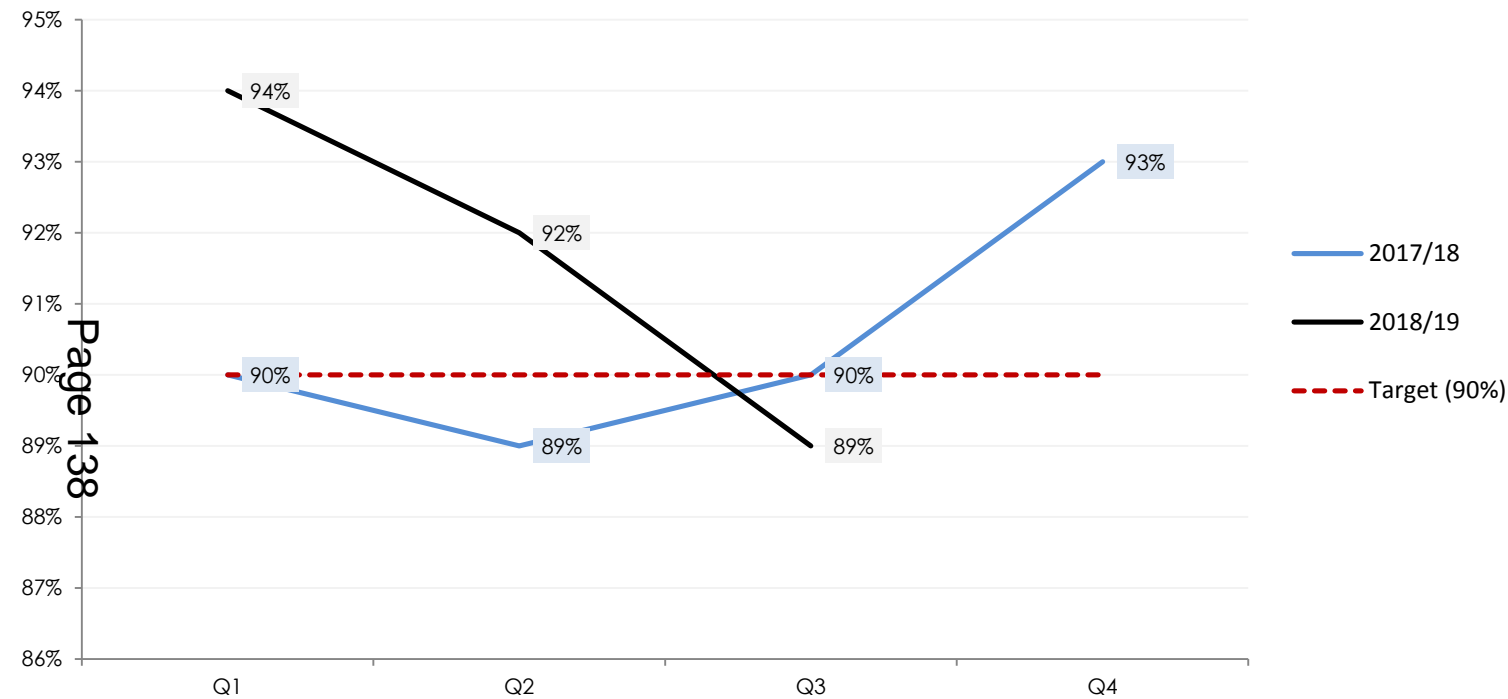
2017/18		2018/19 Q3
Stage 1 Complaints 3238		Stage 1 Complaints 774
Stage 1 On Time 91%		Stage 1 On Time 89%
Final Stage Complaints 161		Final Stage Complaints 79
Final Stage On Time 83%		Final Stage On Time 56%
Escalation Rate to Final Stage 4.97%		Escalation Rate to Final Stage 10.21%

Key Statistics: Complaints

Stage 1	2017/18		2018/19 Q3
Stage 1	% Upheld /Part Upheld 41%		% Upheld /Part Upheld 46%
	Average Days To Respond 8		Average Days To Respond 15
Final Stage	% Upheld /Part Upheld 38%		% Upheld /Part Upheld 48%
	Average Days To Respond 21		Average Days To Respond 26

Stage 1 Complaints Trends over Time (FY / FQ)

Complaint Response in Target (%)

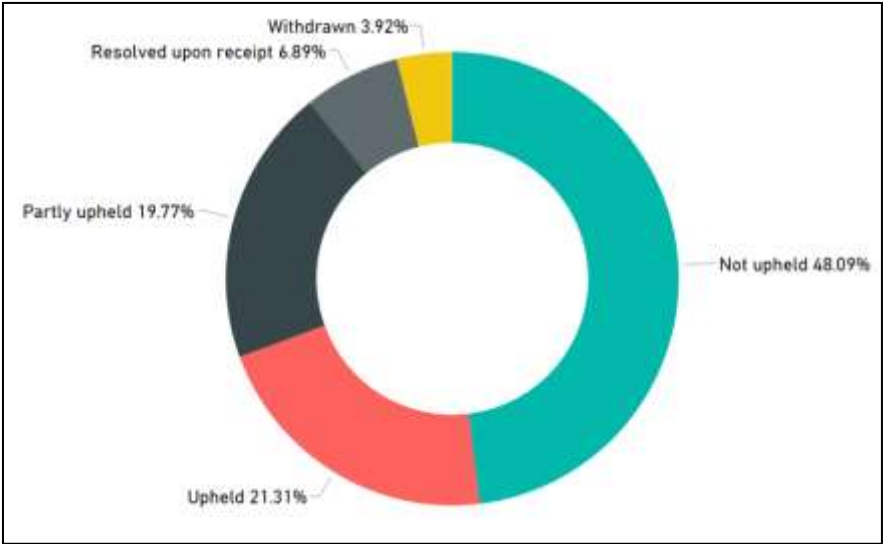


Complaint Count(No.)

FinancialQuarter	2017/18	2018/19
Q1	759	909
Q2	1030	762
Q3	674	775
Q4	776	

Stage 1 Complaint Outcomes

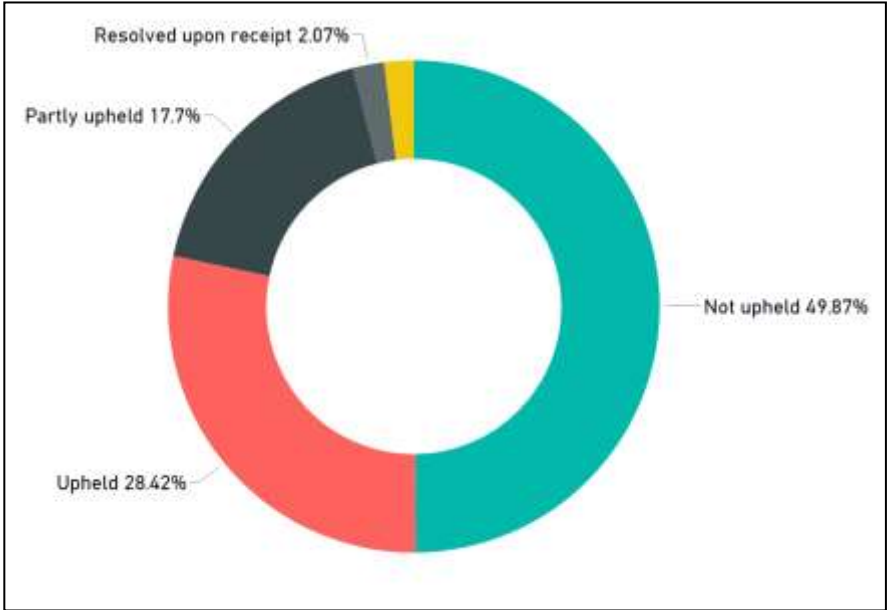
2017/18



Outcome	Count
Not upheld	1557
Upheld	690
Partly upheld	640
Resolved upon receipt	223
Withdrawn	127
Resolved at first point of contact	1

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2018/19 Q3



Outcome	Count
Not upheld	386
Upheld	221
Partly upheld	137
Resolved upon receipt	16
Withdrawn	15

Stage 1 Top 10 Complaint Categories

2017/18

THH Repairs	318
Domestic refuse	200
Council Tax	178
Lettings	160
ASB and THEOs	139
Dry recycling	133
THH Housing Management	116
Waste and recycling other	103
Parking Enforcement	85
THH Estate Parking	83

2018/19 Q3

THH Repairs	108
Domestic refuse	48
Waste and recycling other	45
Council Tax	27
THH Housing Service Centre	26
Dry recycling	25
Other Housing Options Issues	25
THH Estate Parking	24
Lettings	22
THH Leasehold Service	21

Stage 1 Complaints: Top 20 Complaint Categories by Complaint Cause

Classification category	1st Time Service Request via Complaint or Enquiry	Charges	Failure / Delay to deliver service	General Enquiry	Legal / Regulatory	Non Council Issues	Other service issues	Payments	Policy / Procedure	Poor communications	Poor quality of work or service	Rudeness or conduct
THH Repairs	2		128	5			58			19	94	12
Domestic refuse	21		136				10				26	7
Council Tax		78	14	3			6	23	6	25	13	10
Lettings			17	16			47		8	36	23	13
ASB and THEOs	21		2	6		1	7	1	94	1	1	5
Dry recycling	6		89	1		1	6		21	3	4	2
THH Housing Management	2		27	12		1	24	1	26	10	8	5
Waste and recycling other	16		26	2			15		19		9	16
Parking Enforcement	2	1	18	11			7		8	2	19	17
THH Estate Parking	1	1	39	5			20		4	5	8	
Benefits Claimants		14	13	1	1			10	17	12	7	5
Parking Permits		11	8	5			2	8	34	3	6	2
THH Housing Service Centre	1		25				12		3	3	12	10
Food and garden recycling	6		47				2		2	2	3	
Fostering				1					61			
Parking Appeals		4	7	7	1		2	6	25	1	6	1
Road maintenance and repairs	11		22				3				15	
THH Leasehold Service		8	14	1			9	2	2	5	9	
THH Capital Delivery	1		14	4			6		1	1	15	2
Street cleansing	13		25			1					1	1
Total	103	117	671	80	2	4	236	51	331	128	279	108

Stage 1: 2017 / 18

Classification category	Count	RoT %	U / PU %
THH Repairs	318	91 %	67 %
Domestic refuse	200	95 %	71 %
Council Tax	178	90 %	35 %
Lettings	160	94 %	29 %
ASB and THEOs	139	91 %	16 %
Dry recycling	133	92 %	68 %
THH Housing Management	116	80 %	28 %
Waste and recycling other	103	94 %	65 %
Parking Enforcement	85	100 %	5 %
THH Estate Parking	83	95 %	37 %
Benefits Claimants	80	94 %	41 %
Parking Permits	79	100 %	8 %
THH Housing Service Centre	66	86 %	61 %
Food and garden recycling	62	98 %	77 %
Fostering	62	100 %	
Parking Appeals	60	98 %	18 %
Road maintenance and repairs	51	86 %	49 %
THH Leasehold Service	50	100 %	32 %
THH Capital Delivery	44	89 %	64 %
Street cleansing	41	98 %	37 %
Total	2110	93 %	44 %

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Classification category	1st Time Service Request via Complaint or Enquiry	Charges	Failure / Delay to deliver service	General Enquiry	Legal / Regulatory	Other service issues	Payments	Policy / Procedure	Poor communications	Poor quality of work or service	Rudeness or conduct
THH Repairs	1		58			1			3	36	9
Domestic refuse	4		30						2	12	
Waste and recycling other	12		15			3	1	1	1	11	1
Council Tax		2	13		1		4	3	3	1	
THH Housing Service Centre			15							7	4
Dry recycling	2		20						1	2	
Other Housing Options Issues			3	2		8		1	6	2	3
THH Estate Parking	1		17							6	
Lettings			11	1		2		3	4	1	
THH Leasehold Service		2	12		1					6	
Benefits Claimants		4	4				1	4	5	2	
THH Housing Management	1		8	2		3				5	1
Bulk waste	1		15						2	1	
Parking Permits		4		3				8		4	
Parking Appeals	1		2				1	11		2	1
General street cleansing	2		3	1					1	6	
Parking Enforcement			4					2		3	3
Pest Control	4		3			2			2		
Noise Nuisance	1		3	1					2	2	1
PCN Debt Recovery							1	9			
Road maintenance and repairs	3				1				1	5	
Total	33	12	236	10	3	19	8	42	33	114	23

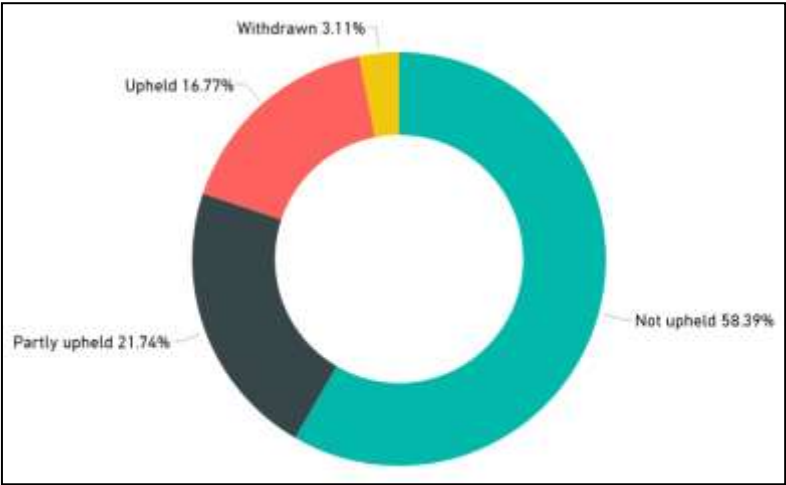
Stage 1: 2018 / 19 Q3

Classification category	Count	RoT %	U / PU %
THH Repairs	108	92 %	67 %
Domestic refuse	48	90 %	79 %
Waste and recycling other	45	96 %	58 %
Council Tax	27	100 %	44 %
THH Housing Service Centre	26	100 %	88 %
Dry recycling	25	80 %	80 %
Other Housing Options Issues	25	80 %	20 %
THH Estate Parking	24	96 %	46 %
Lettings	22	82 %	27 %
THH Leasehold Service	21	90 %	43 %
Benefits Claimants	20	100 %	25 %
THH Housing Management	20	85 %	55 %
Bulk waste	19	84 %	53 %
Parking Permits	19	100 %	16 %
Parking Appeals	18	100 %	22 %
General street cleansing	13	69 %	31 %
Parking Enforcement	12	100 %	17 %
Pest Control	11	100 %	18 %
Noise Nuisance	10	70 %	20 %
PCN Debt Recovery	10	100 %	
Road maintenance and repairs	10	70 %	50 %
Total	533	91 %	51 %

Final Stage Complaint Outcomes

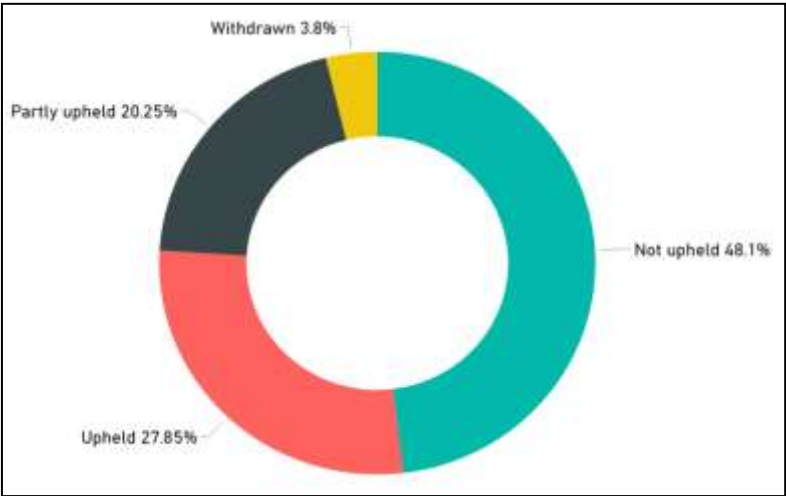
2017/18

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Outcome	Count
Not upheld	95
Partly upheld	35
Upheld	27
Withdrawn	5

2018/19 Q3



Outcome	Count
Not upheld	38
Upheld	22
Partly upheld	16
Withdrawn	3

Final Stage Top 10 Complaint Categories

2017/18

THH Repairs	28
Lettings	10
Benefits Claimants	9
THH Leasehold Service	9
Personalised Disabled Bay	8
THH Capital Delivery	8
Development Management	6
Parking Appeals	6
Council Tax	5
THH Leasehold RTB and Resales	5

2018/19 Q3

THH Repairs	9
Other Housing Options Issues	8
Parking Permits	7
Benefits Claimants	6
Domestic refuse	4
Parking Appeals	4
Parking Enforcement	3
Corporate Property and Capital Delivery Other	2
Dry recycling	2
Homeless	2

Final Stage Complaints: Top 20 Complaint Categories by Complaint Cause

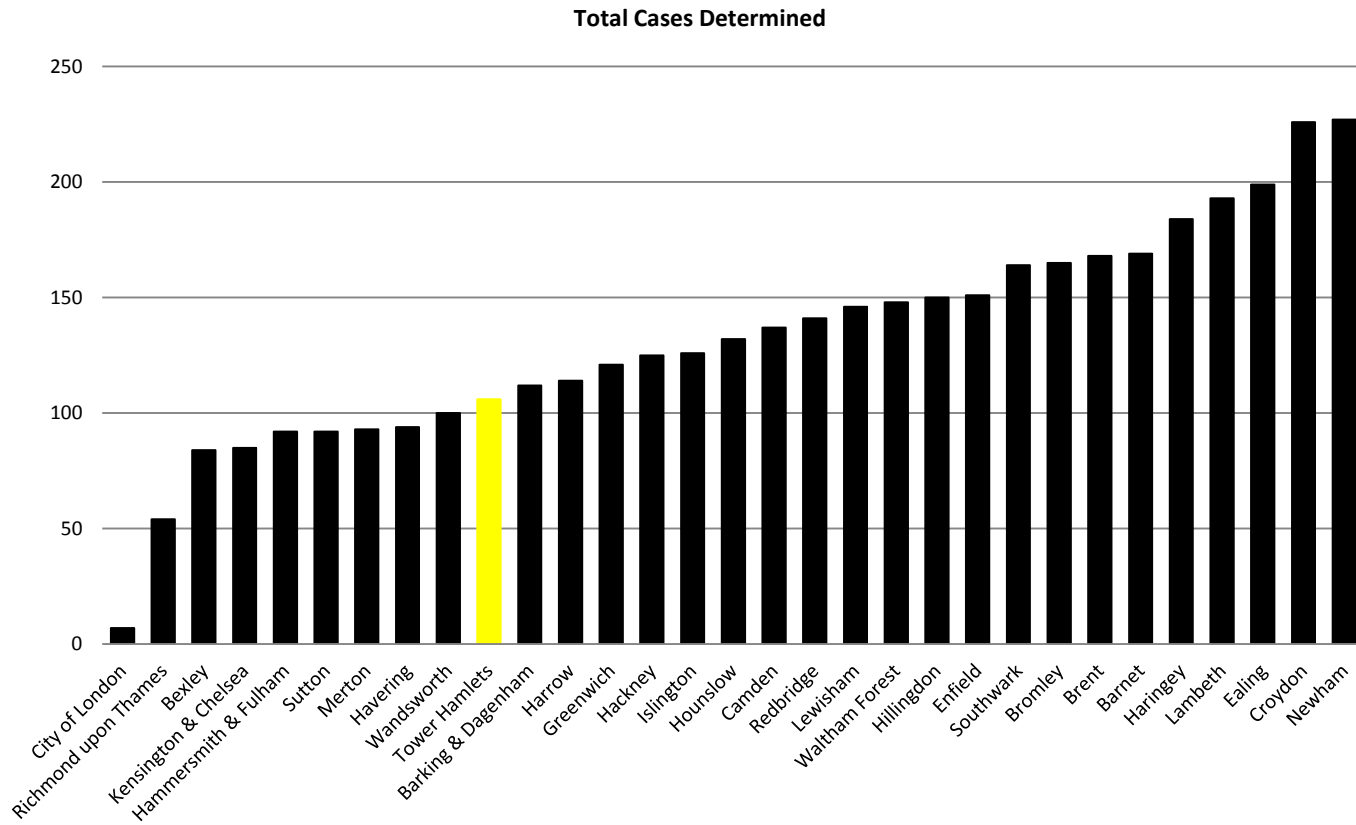
Final Stage: 2017 / 18

Classification category	1st Time Service Request via Complaint or Enquiry	Charges	Failure / Delay to deliver service	General Enquiry	Legal / Regulatory	Non Council Issues	Other service issues	Payments	Policy / Procedure	Poor communications	Poor quality of work or service	Rudeness or conduct	Total	Classification category	Count	RoT %	U / PU %
THH Repairs			7				5			3	13		28	THH Repairs	28	82 %	64 %
Lettings							3		2	3	1	1	10	Lettings	10	80 %	30 %
Benefits Claimants					1				3	3	1	1	9	Benefits Claimants	9	89 %	33 %
THH Leasehold Service			3				1	1		2	2		9	THH Leasehold Service	9	44 %	44 %
Personalised Disabled Bay							1		7				8	Personalised Disabled Bay	8	100 %	13 %
THH Capital Delivery	1				1		1				5		8	THH Capital Delivery	8	88 %	63 %
Development Management				1			1			3	1		6	Development Management	6	100 %	17 %
Parking Appeals			1	1					3	1			6	Parking Appeals	6	100 %	17 %
Council Tax		3								1	1		5	Council Tax	5	100 %	60 %
THH Leasehold RTB and Resales			4								1		5	THH Leasehold RTB and Resales	5	100 %	20 %
Legal Services			2		1				1				4	Legal Services	4	75 %	25 %
Other Housing Options Issues			1			1			2				4	Other Housing Options Issues	4	100 %	50 %
Parking Enforcement											2	2	4	Parking Enforcement	4	75 %	50 %
Parking Permits		1							3				4	Parking Permits	4	75 %	
THH Housing Management			1	1			1			1			4	THH Housing Management	4	75 %	50 %
PCN Debt Recovery			1						1			1	3	PCN Debt Recovery	3	100 %	33 %
Pollution	1	1								1			3	Pollution	3	100 %	67 %
THH Estate Services							1	1		1			3	THH Estate Services	3	100 %	33 %
Customer relations					1		1						2	Customer relations	2		
Domestic refuse	1		1										2	Domestic refuse	2		100 %

Final Stage: 2018 / 19 Q3

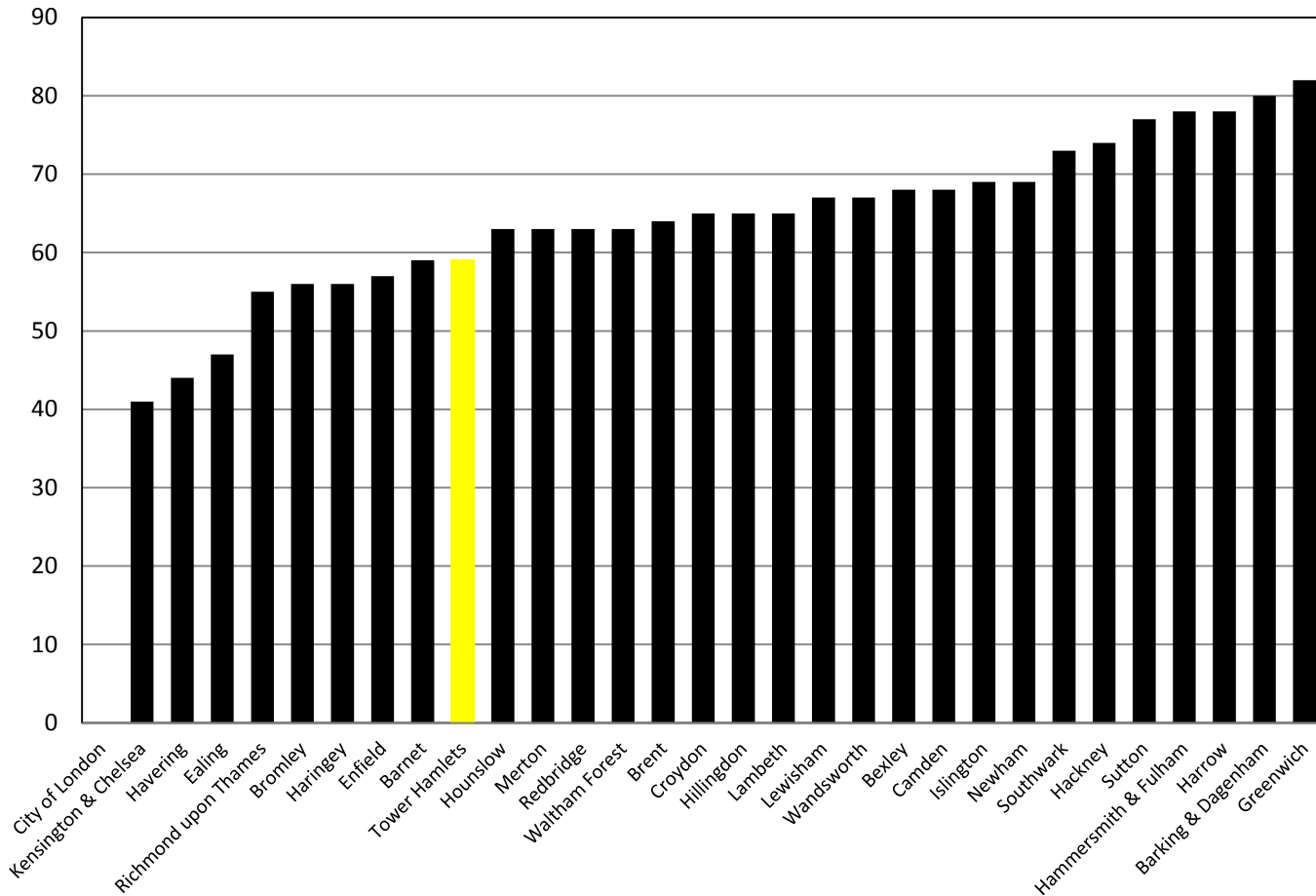
Classification category	1st Time Service Request via Complaint or Enquiry	Charges	Failure / Delay to deliver service	General Enquiry	Legal / Regulatory	Non Council Issues	Other service issues	Payments	Policy / Procedure	Poor communications	Poor quality of work or service	Rudeness or conduct	Total	Classification category	Count	RoT %	U / PU %
THH Repairs			7								1	1	9	THH Repairs	9	33 %	33 %
Other Housing Options Issues			1	2		1	2		1		1		8	Other Housing Options Issues	8	63 %	75 %
Parking Permits	1								5	1			7	Parking Permits	7	86 %	43 %
Benefits Claimants			2					1		2	1		6	Benefits Claimants	6	100 %	33 %
Domestic refuse			3								1		4	Domestic refuse	4	100 %	50 %
Parking Appeals									2		1	1	4	Parking Appeals	4	75 %	100 %
Parking Enforcement							1					2	3	Parking Enforcement	3		33 %
Corporate Property and Capital Delivery Other	1						1						2	Corporate Property and Capital Delivery Other	2	50 %	50 %
Dry recycling			2										2	Dry recycling	2	50 %	100 %
Homeless			2										2	Homeless	2		50 %
PCN Debt Recovery					1			1					2	PCN Debt Recovery	2	50 %	100 %
Permit Transfer Scheme									2				2	Permit Transfer Scheme	2	50 %	50 %
THH Capital Delivery											1	1	2	THH Capital Delivery	2		100 %
THH Estate Parking			1								1		2	THH Estate Parking	2	50 %	50 %
THH Estate Services			1								1		2	THH Estate Services	2	50 %	
THH Housing Management			1				1						2	THH Housing Management	2	50 %	
THH Leasehold RTB and Resales			1								1		2	THH Leasehold RTB and Resales	2		100 %
Abandoned Vehicles			1										1	Abandoned Vehicles	1		100 %
Affordable Housing and Private Sector Housing				1									1	Affordable Housing and Private Sector Housing	1	100 %	
Arts and Events		1											1	Arts and Events	1	100 %	

Benchmarking



Benchmarking

Percentage Upheld



Ombudsman Stage Top 10 Complaint Categories

2017/18

2018/19 Q3

THH Repairs	10
Lettings	4
Other Housing Options Issues	4
Benefits Claimants	3
Legal Services	3
Parking Appeals	3
PCN Debt Recovery	3
THH Leasehold RTB and Resales	2
ASB and THEOs	1
Bulk waste	1

THH Repairs	3
Other Housing Options Issues	2
Planning Development Management	2

Information Governance Context

General Data Protection Regulation and Data Protection Act – May 2018

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- Much organisational preparation 2017/18 and ongoing compliance work
- Reduced time for Subject Access Requests
- Additional Data Subject Rights Requests

Key Statistics: FOI

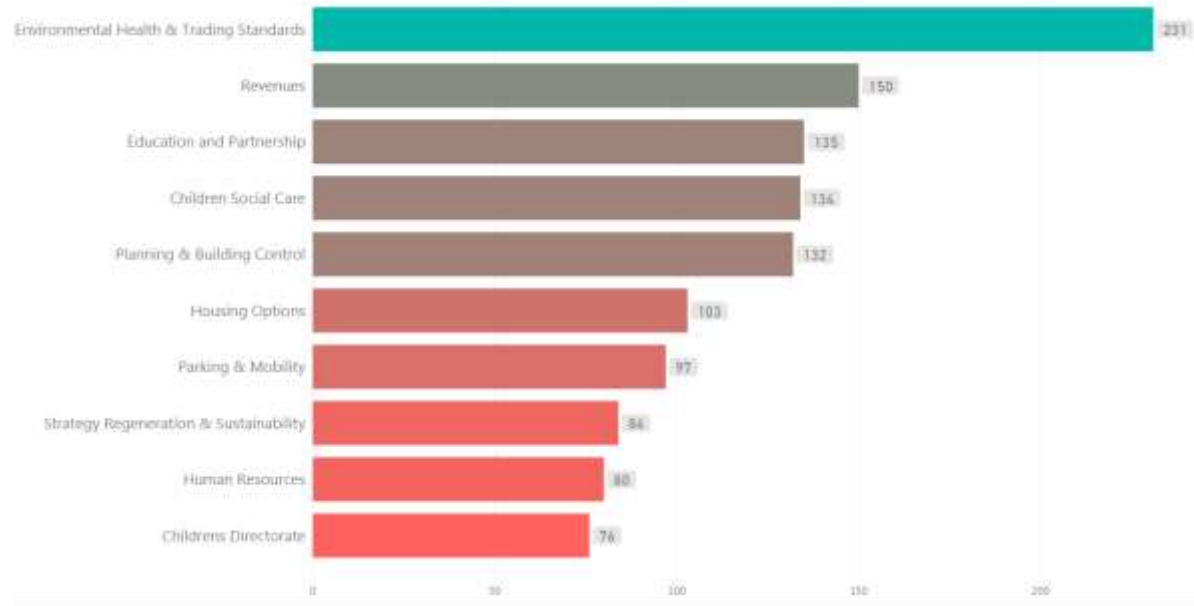
2017/18		2018/19 Q3
FOI / EIR Requests 2121		FOI / EIR Requests 491
Responded On Time 96%		Responded On Time 89%
FOI /EIR Reviews 53		FOI /EIR Reviews 10
Responded On Time 87%		Responded On Time 70%
Escalation Rate 2.5%		Escalation Rate 2%
Subject Access Requests 211		Subject Access Requests 60
Responded On Time 89%		Responded On Time 95%
ICO cases 6		ICO cases 2

Average Days to Respond

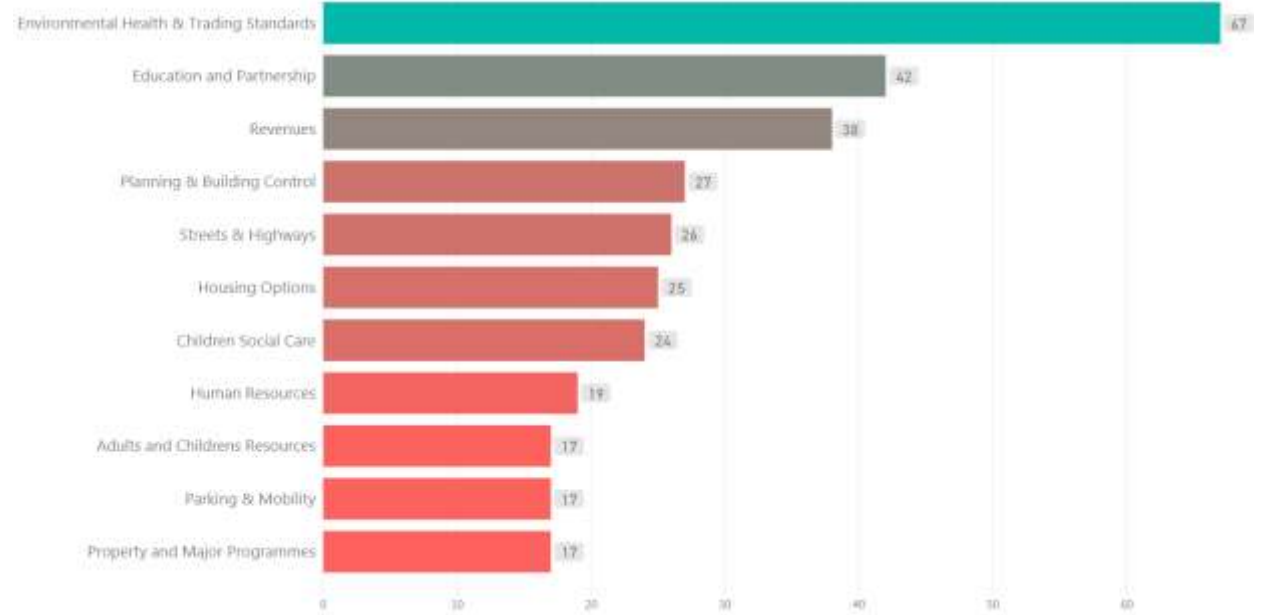
	2017/18		2018/19 Q3
FOI/EIR	14.3		14.2
FOI Review	18.8		22
SAR	19		14.6

FOI Request Top 10 Divisions


2017/18



2018/19 Q3



Any Questions?

<p align="center">Overview and Scrutiny Committee</p> <p align="center">25th February 2019</p>	
<p>Report of: Neville Murton, Acting Corporate Director of Resources</p>	<p>Classification: Unrestricted</p>
<p align="center">Challenge session progress update – Social Value Act</p>	

Lead Member	Councillor Candida Ronald, Cabinet Member for Resources and the Voluntary Sector, and Councillor for Blackwall and Cubitt Town
Originating Officer(s)	Onyekachi Ajisafe, Strategy, Policy and Performance Officer, Governance
Wards affected	All Wards
Key Decision?	No
Community Plan Theme	A Fair & Prosperous Community

Executive Summary

This report follows up from the scrutiny challenge session on the Social Value Act, which went to Overview and Scrutiny Committee (OSC) on 9 May 2017, and a subsequent action plan considered by Cabinet in 27 February 2018. This report reviews the progress against the recommendations and action plan.

Recommendations:

The Overview and Scrutiny Committee is recommended to:

1. Note the updates in the report.

1. DETAILS OF THE REPORT

- 1.1. The Overview and Scrutiny Committee commissioned a challenge session “to consider the implementation of the Social Value Act in the procurement and commissioning cycle for the Council and our communities”.
- 1.2. The challenge session took place on 9 May 2017 and considered how the council’s approach to implementing and mainstreaming social value in both commissioning and organisational culture has developed and compares with best practice nationally.
- 1.3. The challenge session took the following form:
 - Review of the existing procurement and commissioning approach to Social Value;
 - Assessment of the monitoring, measurement and review of social value clauses and requirements in contracts;
 - Review of the approach to assessing social value impact;
 - Challenge session and review of best practice; and
 - Development of recommendations based on review of the evidence.
- 1.4. The original report made five recommendations which were agreed by OSC. An action plan for these recommendations was agreed by Cabinet on 27 February 2018. The body of this report outlines the progress against these recommendations. The original report with recommendations and the action plan which accompanies the report are attached as **Appendix 1** and **Appendix 2**.
- 1.5. **Recommendation 1:** That the Council develops a Social Value Policy including associated social value priorities and carries out a review of synergies and linkages with other complementary Council policies and strategies.
- 1.6. **Recommendation 2:** Develop an approach to monitoring and measuring the social value outputs and deliverables; this could be through a standard framework, flexible to needs and nature of each contract.
- 1.7. **Recommendation 3:** Examine the options to develop a social value impact and outcomes assessment tool, to determine the impact of social value activity and gauge its contribution to the Mayoral priorities.
- 1.8. **Recommendation 4:** Determine an approach to cross organisation working to ensure that there is collective ownership of social value throughout the commissioning and procurement cycle.
- 1.9. Update from service on Recommendations 1– 4:

Actions	Update – February 2019
Form a social value policy development delivery group	The Social Value Delivery Group was set up in October 2017. Chaired by the Corporate

	<p>Director, Resources the group also included representation from Procurement and Growth and Economic Development. The purpose of the group was to drive forward the development of a Social Value Framework for the Council. The Framework was to set out how the Council's existing social value practices would be enhanced to maximise the benefits for local voluntary and community sector groups, residents and businesses.</p>
<p>Procurement of research to inform the development of the council's social value policy</p> <p>Appointment of the contractor</p> <p>Develop a draft social value strategy informed by the commissioned research</p>	<p>A procurement exercise was undertaken to appoint a contractor in December 2017. Social Enterprise UK were appointed in January 2018 to undertake research to inform the Council's Social Value Framework. The research was completed and presented to the Social Value Delivery Group in March 2018.</p> <p>A number of recommendations were put forward as part of the research. The recommendations as well as best practice from a number of other local authorities were used in the development of the Framework.</p>
A social value policy is adopted by the cabinet	The Social Value Framework was endorsed by Cabinet on 25 th July 2018.
<p>Procurement to review all social value guidance, policies and procedural documents on an annual basis. This is to ensure the outputs reflect and meet the needs of the borough and compliment council policies and strategies.</p> <p>Relevant services including Economic Benefits Team to be consulted on all policy, procedure and guidance documents relating to economic benefits and social value.</p> <p>Monthly programme meetings between relevant services including Growth and Economic Development and Procurement.</p>	<p>As part of the implementation of the Social Value Framework and ensuring its components are embedded across the Council, a time limited Social Value Board was set up in August 2018. The Board meets on a monthly basis and is chaired by the interim Corporate Director, Resources and also includes representation from Procurement, Strategy Policy and Performance, Growth and Economic Development and Communications. The Board also includes the Interim Chief Executive of the Tower Hamlets for Voluntary Services.</p> <p>As well as these actions the Social Value Boards programme for 2019 includes:</p> <ul style="list-style-type: none"> Ensuring the framework builds on the current 47% of council contracts delivering additional community benefits, such as employment opportunities. The new framework aims to build on this and also ensure that local residents, voluntary and community groups have a greater role in developing new or existing services Extending the social value exchange pilot

	<p>by another 12 months in order to increase our learning in this area. The initial pilot included suppliers offering between £29,000 and £81,000 of social value benefits as part of their bids, exceeding the initial target of £28,000. For the initial pilot, the council worked with Tower Hamlets Homes, East London Business Alliance, Tower Hamlets Council for Voluntary Service and others to secure employment, apprenticeship and work experience opportunities for residents, alongside ICT office equipment and a special 'meet the buyer' event to support small businesses. Organisations that benefited were Toynbee Hall, Spitalfields City Farm and Providence Row housing charity who provided input and local knowledge of what would help them.</p> <ul style="list-style-type: none"> • The Council is in the process of developing a toolkit to ensure social value is embedded across the Council. The toolkit is due to be launched in June 2019 and will also include training a core group of contract managers and commissioners with the skills and knowledge required to successfully implement social value • The Social Value Board is currently engaging with key internal and external stakeholders to enhance the types of social value benefits included within the benefits schedule. This will include benefits that support the Council's priorities around the environment, economic growth and the voluntary and community sector. • A dedicated social value officer will be recruited to drive forward the Council's social value agenda forward; this will include working closely with services and have a particular focus on the economic, social and environmental aspects of specifications, evidencing delivery and outcome-based measurements. • The board plans to experiment with different weightings and lowering the threshold at which social value is considered <p>Although it's still early days in terms of the Social Value Board, there are clear outcomes that the Board is expected, this includes:</p> <ul style="list-style-type: none"> • A thriving voluntary and community
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	sector <ul style="list-style-type: none"> • More effective co-design and co-production of services • Increased social capital and community empowerment • Delivery of sustainable preventative outcomes.
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1.10. **Recommendation 5:** Develop a Social Value Communication and Engagement Plan to ensure that providers and communities are aware of the opportunities and impact of social value delivery in Tower Hamlets.

1.11. Update from service on Recommendation 5:

Actions	Update – February 2019
Develop a social value communication and engagement plan	The Social Value Board includes representation from the LBTH Communications Team. The Board will oversee the development and implementation of separate communications and engagement plans for social value.
Implement the social value communication and engagement plan	

2. **EQUALITIES IMPLICATIONS**

2.1. Members at the Challenge Session identified that the development of a Social Value Policy would have the benefit of providing both contractors and residents with a clear definition of expectations and requirements in the commissioning, implementation and evaluation of social value elements. Taking steps engage and consult with both communities and potential suppliers to evidence and inform the format, scale and range of the Social Value Policy is therefore at the heart of the review and a focus for recommendations.

3. **OTHER STATUTORY IMPLICATIONS**

3.1. This section of the report is used to highlight further specific statutory implications that are either not covered in the main body of the report or are required to be highlighted to ensure decision makers give them proper consideration. Examples of other implications may be:

- Best Value Implications,
- Consultations,
- Environmental (including air quality),
- Risk Management,
- Crime Reduction,
- Safeguarding.

3.2. There are no specific statutory implications.

4. **COMMENTS OF THE CHIEF FINANCE OFFICER**

- 4.1. This is a noting report and as such there are no financial commitments arising from the report. The recommendations detailed within this report are being progressed through existing staffing resources. There are significant community benefits that can be realised through the work detailed in this report and thus progressing the recommendations are advisable.

5. COMMENTS OF LEGAL SERVICES

- 5.1. The Council is legally obliged to consider how something it is procuring might improve the economic social and or environmental well-being of its area. The Council must also consider how the mode of procurement will secure such benefit.
- 5.2. Therefore, the contents of this report and the ensuing policy are necessary to assist the Council to meet this legal duty.
- 5.3. There are no considerations of which the Council needs to take into account for the purposes of the Equality Act 2010 arising from the report at this point.
-

Linked Reports, Appendices and Background Documents

Linked Report

- NONE

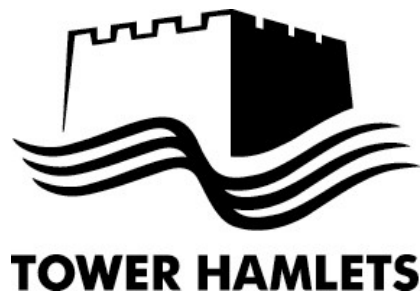
Appendices

- Appendix 1: Social Value Act Challenge Session Report 9 May 2017
- Appendix 2: Social Value Act Scrutiny Challenge Session Action Plan 27 February 2018

APPENDIX ONE

Social Value Act

Scrutiny Challenge Session Report



London Borough of Tower Hamlets
April 2017

Chair's Foreword

This challenge session provided us with the opportunity to review the opportunities that the Social Value Act offers for the communities of Tower Hamlets.

The review builds on the excellent work carried out by the Council as an early adopter in introducing social value clauses into major contracts which has delivered significant economic and community benefits to date.

The Council now needs to further develop its approach to social value and work on a more joined up approach to the management , measurement and monitoring of the social value element of contracts .

In addition the challenge session has identified the need to clearly evaluate the impact of the social value requirements for the communities of Tower Hamlets through some form of social impact assessment tool. We also need to ensure that we communicate effectively with potential providers and our communities demonstrating the benefits and impact of social value.

Councillor Abdul Mukit
Weavers ward
Scrutiny Lead Member for Resources
Chair of the Grants Scrutiny Sub Committee

1. Summary of recommendations

RECOMMENDATION 1: That the Council develops a Social Value Policy including associated social value priorities and carries out a review of synergies and linkages with other complementary Council policies and strategies.

RECOMMENDATION 2: Develop an approach to monitoring and measuring the social value outputs and deliverables; this could be through a standard framework, flexible to needs and nature of each contract.

RECOMMENDATION 3: Examine the options to develop a social value impact and outcomes assessment tool, to determine the impact of social value activity and gauge its contribution to the Mayoral priorities.

RECOMMENDATION 4: Determine an approach to cross organisation working to ensure that there is collective ownership of social value throughout the commissioning and procurement cycle.

RECOMMENDATION 5: Develop a Social Value Communication and Engagement Plan to ensure that providers and communities are aware of the opportunities and impact of social value delivery in Tower Hamlets.

1. INTRODUCTION

- 1.1. The Public Services (Social Value) Act 2012 placed a duty on local authorities, the NHS and some other public bodies to give consideration to improving the economic, social and environmental wellbeing of an area when commissioning services.
- 1.2. A Scrutiny Challenge Session was held on 9th March 2017 which focused on the importance of the Council obtaining community benefits and tangible outcomes in relation to all relevant procurement and commissioning activity.
- 1.3. The challenge session provided the opportunity to examine the Council's corporate approach to social value, as an early adopter in developing and implementing Social Value Act requirements into the Procurement and Commissioning environment (which has been nationally recognised with a number of national awards¹).
- 1.4. The session considered the whole commissioning cycle with a particular focus on the monitoring and measurement of social value initiatives and determining the impact and contribution made to council and community objectives and priorities. The challenge session was structured around the elements of social value in the commissioning and procurement cycle.
 - Procurement
 - Measurement and the impact
- 1.5. This piece of work cannot however be taken in isolation of the significant financial challenges faced by the Council in the coming years. Particularly changes in the funding environment and the need to drive greater value for money through commissioning activity and more efficient service delivery. Alongside a move to outcomes based budgeting and community based strategic priorities. The development of recommendations needs to carefully consider and quantify the impact of embedding social value culture in commissioning & procurement and all aspects of service re- design and transformation.
- 1.6. There was also an opportunity to review the wider corporate impact of both the social value legislation and the potential contribution that it can make to deliver the Executive Mayors' key priorities for 2017-20.
- 1.7. The aim is to provide a direction for the Council in maximising the impact of the commissioning and procurement activity to drive economic growth in the Tower Hamlets local economy and support the

¹ **National Go Awards:** Excellence in Public Procurement – March 2014

▪ **London Boroughs Award:** Best work with supply chain/local businesses to create new Apprentices – September 2014

▪ **SOPO Awards:** Excellence in delivering Social Value – Finalist – April 2015

delivery of the Executive Mayors key strategic priorities. The session also provided the opportunity to quantify the value of this work and communicate this work and its value to our communities.

- 1.8. The Council's Internal Audit function is currently carrying out an audit to provide assurance that the Council has effective systems and controls in place for timely identification, managing and monitoring various economic benefits, delivered through procurement, to the community designed in various agreements and contracts.
- 1.9. Recognising that there is some synergy between the audit "Terms of Reference" and the overall aims for the Challenge Session. There is however a clear distinction between the audits work which is system based and backward looking, and the scrutiny function which has a much wider remit. Scrutiny takes a more holistic approach and is focused on developing recommendations as to the approach and outcomes which can be achieved through social value work.
- 1.10 The session was attended the following Scrutiny Committee Members & Officers:

Cllr Abdul Mukit	Chair and Scrutiny Lead for Resources
David Burbidge	Chair of Health Watch Tower Hamlets , Co-opted member of the Health Scrutiny Sub Committee
Margherita De Cristofano	Co-opted member of the Grants Scrutiny Sub Committee
Shabbir Ahmed Chowdhury	Parent Governor representative , Overview and Scrutiny Committee
Neville Murton	Divisional Director Finance and Procurement
Zamil Ahmed	Head of Procurement
Andy Scott	Acting Divisional Director - Economic Development
Joyce Ogunade	Economic Benefits Manager
Ahmed Choudhury	Senior Strategy , Policy and Performance Officer

2. SOCIAL VALUE ACT CONTEXT

The legislative context

- 2.1. The Public Services (Social Value) Act originated from a private members bill in Parliament, and quickly gained cross party support enabling the Bill to pass smoothly through both houses of Parliament. The reason for the universal support was that the legislation demonstrated that calculating value for money in procurement was not purely focused on efficiency gains, but on the delivery of corporate and community outcomes.
- 2.2. The Act came fully into force on 31 January 2013, and required commissioners to consider securing economic, social, or environmental benefits when buying services above the OJEU threshold (£164,176).
- 2.3. Public sector organisations are required under the Act to consider how the services to be procured may improve the social, environmental and economic wellbeing of the area. The Act applies to public services contract and framework agreements to which Public Contracts Regulation apply.
- 2.4. The detail of the legislation applies to pre-procurement stage and identifies specific areas of focus including service user consultation, specification development and approaches concerning the period prior to formal publication of contract notice and or expression of interest
- 2.5. The Act seeks to shift commissioning and procurement practices to include the consideration of wider benefits (social, environmental and economic) delivered to communities. It also aims to open up the public sector contracting market to Voluntary, Community and Social Enterprise (VCSE) organisations who are considered to deliver added value to communities.
- 2.6. The Act is part of the overall suite of legislation and initiatives developed by the Government who see the Department for Communities and Local Government as custodians of a drive to a more encompassing approach to Value for Money.

2.7. Guidance and good practice demonstrates that a holistic approach to social value ensures that organisations consider the following in developing and embedding Social Value:

- Pre-Procurement
- Consultation with Residents
- Policy and Service Design
- Specification Development
- Tender
- Supplier Engagement
- Identification of Added Value
- Decision on what is proportionate and achievable
- Sustainability of the service delivery model

The National Picture

2.8. The Government commissioned Lord Young to carry out a review in 2015 of how the Act had been operating two years on from its inception. In general the review found that where the social value approach had been implemented it had delivered significant benefits for communities.

2.9. The review identified the following barriers to fully develop the Acts potential:

- a. Awareness and take up of the Act was very patchy across the country.
- b. There was varying understanding of how to apply the Act, leading to an inconsistent picture defining social value and determining when to include it in the commissioning cycle, applying social value within the statutory and constitutional framework and clarifying its use in procurement.
- c. Measurement of social value is not yet fully developed.

The Tower Hamlets Approach

Procurement and Commissioning

2.10. The Councils approach to the Social Value Act 2012 is to secure more community value e.g. employment and training through the commissioning process.

2.11. Currently Tower Hamlets has over 3,500 suppliers and aims to find the most effective solution and deliver improved social wellbeing for the area. Social Value is embedded into Councils Procurement Policies and Procedures seeking to add value through social and economic benefits.

- 2.12. Local Employment and Community Benefits clauses are included in all relevant contracts above £100,000, and considered on those below £100,000.
- 2.13. At Tower Hamlets social value is considered during pre-procurement stages and throughout the Commissioning cycles (i.e. during consultation, tendering, contract award etc.). A key factor in determining the social value element is consideration of how the specific requirement will help to support and deliver the Council's Mayoral priorities.
- 2.14. Social value is implemented by the inclusion of a 'Local Employment and Community Benefits' Schedule in Council tenders (max weighting of 5%) and through effective market and supplier engagement
- 2.15. The innovative approach taken by the Council have been recognised through three key national awards.
 - National Go Awards: Excellence in Public Procurement – March 2014
 - London Boroughs Award: Best work with supply chain/local businesses to create new Apprentices – September 2014
 - SOPO Awards: Excellence in delivering Social Value – Finalist – April 2015

Monitoring and Measurement

- 2.16. Social value has been embedded in the Council's contracts and it has a duty to consider how procurement activities deliver added value to the local community.
- 2.17. The Council's main focus to date has been on monitoring and measuring economic benefits. Economic benefits are part of the community benefits requirements; they are related to specific targets in relation to economic growth indicators.
- 2.18. They are assessed throughout the procurement cycle, under the quality questionnaire and alongside other community benefits; they can also determine final decisions for awarding a contract; however, they only carry a maximum of 5% weighting on the overall contract.
- 2.19. The Economic Benefits team aims to maximise, secure and monitor the economic benefits derived from planning applications and procurement contracts. Some of the key Economic Benefits Areas included in current contracts look at aspects of : Employment, skills, and enterprise and work experience opportunities.
- 2.20. A good example of the Council achieving economic benefits can be found within specific planning applications, which may be assessed to have a range of Economic Benefits which then form part of S106 Agreements.

- 2.21. The Economic Benefits Team monitors all S106 Agreements related to employment and enterprise. These S106 Agreements involve financial and non-financial targets in relation to employment, skills and enterprise obligations.

3. KEY FINDINGS AND RECOMMENDATIONS

Social Value Policy

- 3.1. The challenge session identified that there is a need to carry out a longitudinal study of current and expected procurement activity, taking into account external drivers such as the impact of leaving the European Union and the financial and funding environment for the public sector.
- 3.2. This intelligence can then be used to inform and evidence the future approach to embedding and further implementing Social Value elements into the whole commissioning cycle.
- 3.3. The Council has a robust and transparent procurement and commissioning framework which is embedded within the Councils overall Governance environment. Social value elements and approaches are included within this framework, however the Council does not have an overarching Social Value Policy or specific social value priorities against which activity can be planned, measured and evaluated.
- 3.4. The development of a Social Value Policy would have the benefit of providing both contractors and residents with a clear definition of expectations and requirements in the commissioning, implementation and evaluation of social value elements.
- 3.5. The Council will need to engage and consult with both communities and potential suppliers to evidence and inform the format, scale and range of the Social Value Policy. A starting point will be to develop a clear unambiguous definition of social value and associated social value priorities for the Council and our communities.
- 3.6. The Overview and Scrutiny Committee could support the development of policy and associated priorities through a short review or Spotlight session at one of the committees' meetings.
- 3.7. The challenge session looked at the current governance arrangements for procurement and commissioning and suggested that the Council should review the role and remit of the existing Competition Board to have a revised focus and role in reviewing the social value elements in contract and commissioning activity.

- 3.8. Underpinning the policy the Council should develop a range of guidance tools and information for suppliers/providers and communities, these could include an agreed glossary of social value terms and a pick list of social value options related to specific types of commissioning activity.
- 3.9. Linked to the development of the policy the Council could also consider specific policy for the pre commissioning period and the inclusion of economic benefits within the procurement strategy. In addition to ensure that social value principles are mainstreamed across the work of the Council
- 3.10. It is also recommended that the Council carry out a review initially mapping social value elements into other associated policies/strategies (e.g. workforce development management), then re-writing and updating the specific policies.

RECOMMENDATION 1: That the Council develops a Social Value Policy including associated social value priorities and carries out a review of synergies and linkages with other complementary Council policies and strategies.

Commissioning and Procurement

- 3.11. The challenge session reviewed the current approach to commissioning and procurement and the range of social value achieved through a number of contract examples (see appendixes).
- 3.12. Officers suggested that some suppliers struggle with meeting social value contribution and for some (especially large ones) it's fairly straight forward. The council always takes contractors through the social value requirement and offers support and guidance
- 3.13. Looking at the local supply market, the challenge session received evidence which suggested that smaller voluntary groups are not set up adequately to bid for contracts. There are however opportunities to work with local voluntary and community sector organisations and smaller providers to develop the market in specific areas of Council procurement activity.
- 3.14. The Council has introduced e-tendering, which requires all procurement to go through the portal. This approach ensures that the Council uses technology to monitor contracts and achieve better contractor accountability, focusing on the delivery of the benefits and outcomes for communities. The electronic system generates reports on request and provides up to date progress on the delivery of social value actions.

- 3.15. The development of social value priorities will enable the Council to use these priorities to inform questions in tender/procurement documentation (through open or directional questioning).
- 3.16. The Council will need to be able to identify specific social benefits through tailor made schedules and through identifying different categories of contracts. It is also important that when producing specifications, services must be mindful of specifying specific benefits.
- 3.17. As part of the process for developing a Social Value Policy the council can revisit the weighting the social value clause in the tender assessment process and consider the application of SV clauses into contracts that fall below procurement thresholds (i.e. less than £100K). Whilst being mindful that the Economic /community benefit has to be proportionate e.g. the Council cannot expect a contract valued at £10k to deliver £10K worth of apprentice/training.
- 3.18. The development of social value priorities and associated tools and guidance material will ensure that the Council is able to focus social value initiatives on the delivery and support for the Councils strategic priorities.
- 3.19. The Challenge session also identified the need to quantify the benefits and expected outcomes for social value activity at an early stage the procurement process. And noted the opportunity with the new Medium Term Financial Plan being based on Outcome Based Budgeting principles to also apply this approach to future commissioning activity and Social Value requirements.
- 3.20. Finally the session noted the potential for significant social value impact in a number of large scale commissioning activities in the coming months (i.e. New Town Hall, Social Care Commissioning, Waste Contract) and the opportunities for using the recommendations from this session to inform the work on social value in these areas.

Measurement and monitoring

- 3.21. The challenge session reviewed the current approach to social value monitoring and measurement through the commissioning and delivery cycle. The findings were that whilst the initial procurement activity was robust in determining the level and nature of the social value deliverables, there was a mixed and somewhat ad hoc approach to contract monitoring and measurement of the delivery of the benefits associated with individual contracts.
- 3.22. The Council should consider the development of a corporate approach to measuring benefits and outputs and examine developing a standard framework, flexible to needs and nature of each contract. This could take the form of an audit approach to determine whether providers are

delivering their SV commitments. The Council should also have some means of measuring the impact of procurement activity.

- 3.23. It is crucial that the Council is able to quantify the social value benefits realised across the range of contracts; an approach which may be considered is to develop a corporate approach to monitoring and reporting social value elements of contracts.

RECOMMENDATION 2: Develop an approach to monitoring and measuring the social value outputs and deliverables; this could be through a standard framework, flexible to needs and nature of each contract.

Impact and Outcomes

- 3.24. The Challenge session questioned the approach to assessing the impact and outcomes delivered through the Social Value regime at the Council.
- 3.25. The challenge session recommends that the Council should review best practice nationally in relation to approaches to measuring the impact of social value for the Council and our communities.
- 3.26. The Council should review the range of social return on investment models available to determine which is best fitted to the contract environment, in providing robust information yet not being overly bureaucratic and resource intensive.
- 3.27. There also needs to be a clear process for linking the contract deliverables through the social value clauses to the achievement of the Councils mayoral priorities. This could take the form of an economic benefits procurement calculator.
- 3.28. The current electronic procurement system could provide the basis for collecting the information required to inform the assessment of the community impact of the contract. As part of contract monitoring framework the Council agree and review KPIs and always reserve the right to terminate contracts where there is a clear failure from the contractor's side. The Council also holds regular supplier briefings to be absolutely clear about expected levels of contract deliverables etc.

RECOMMENDATION 3: Examine the options to develop a social value impact and outcomes assessment tool, to determine the impact of social value activity and gauge its contribution to the Mayoral priorities.

Cross organisational working

- 3.29. The challenge session noted that the responsibilities for the various parts of the commissioning and contracting cycle sit within different teams and departments in the Council.
- 3.30. This spreading of the various elements of the process has led to some disconnect between the development of the contract format and the monitoring and delivery of the social value elements.
- 3.31. The challenge session recommends that the Council reviews the approach taken to social value and examines options to deliver a more consistent and joined up approach in future. This could include: improved notification of contracts being awarded and communication between the Economic Development and Procurement sections. Along with training for contract managers and relevant procurement officers in the approaches and processes appertaining to social value. The Council could also consider initially developing a project team approach to social value procurement and commissioning with the inclusion of the economic benefits team members and service leads in the procurement panels.
- 3.32. The Council also needs to clearly define who is responsible for tracking and monitoring of economic and community benefits through contracts. This could be by reviewing the interface between procurement processes and economic benefits realisation for better co-ordination.
- 3.33. The challenge session also considered the establishment of working groups with key commissioning/contract managers from each division to understand contract needs and an approach to simplifying monitoring of economic outputs and providing training/ workshops.

RECOMMENDATION 4: Determine an approach to cross organisation working to ensure that there is collective ownership of social value throughout the commissioning and procurement cycle.

Communication and information

- 3.34. The challenge session considered and reviewed the current approach to sharing information on social value and communicating its impact to providers and Tower Hamlets communities.
- 3.35. This should include accessible information geared to specific supply markets on the nature of the contracting and commissioning environment and the social value processes and procedures.
- 3.36. All our contracts are advertised on the Council website and in contract finder's websites. It is always useful to have feedback from service users and a social value impact board may provide further insight into how contactors have carried out their Social Value Act duty

- 3.37. The council currently produces an annual procurement report and the future reports will include a section on social value, this will be more meaningful. There needs to be more scrutiny and better residents' feedback and involvement in the whole social value environment. The council could consider setting up a community reference group as a conduit to our communities to help determine the most effective means of communicating social value activity and impact /outcomes.

RECOMMENDATION 5: Develop a Social Value Communication and Engagement Plan to ensure that providers and communities are aware of the opportunities and impact of social value delivery in Tower Hamlets.

Social Value Act Scrutiny Challenge Session Action Plan

Recommendation 1: That the Council develops a Social Value Policy including associated social value priorities and carried out a review of synergies and linkages with other complementary Council policies and strategies.

Comments from Service:

Since social value is a broad concept and will affect the services across the Council, a delivery group comprising representatives from relevant services and THCVS has been established to develop a social value policy. The chair of the delivery group and the project sponsor is Zena Cooke, Corporate Director of Resources. The delivery group members are representative from Economic Development, Procurement, Legal, SPP and THCVS.

The contents of Recommendation 2-4 will be covered by a social value policy that the delivery group is developing as this scrutiny challenge session recommends (Recommendation 1). The council's new social value policy will consider a range of aspects, including implementation, monitoring and measuring of social value, cross-working in the council and external stakeholders, and internal process of the social value monitoring and reportin.,

Actions (please provide 3 or 4 actions that will be taken to implement recommendation)	Responsible Officer	Deadline
Form a social value policy development delivery group	Zena Cooke, Corporate Director of Resources	Completed
Procurement of research to inform the development of the council's social value policy.	Zena Cooke, Corporate Director of Resources	Dec 2017
Appointment of the contractor	Zena Cooke, Corporate Director of Resources	Jan 2018
Develop a draft social value strategy informed by the commissioned research	Zena Cooke. Corporate Director of Resources	Late March 2018
A social value policy is adopted by the cabinet	Zena Cooke, Corporate Director of Resources	May/June 2018
Procurement to review all social value guidance, policies and procedural documents on an annual basis. This is to ensure the outputs reflect and meet the needs of the	Procurement –Policy and Development	Annually from 2019/2020

borough and compliment council policies and strategies. Relevant services including Economic Benefits Team to be consulted on all policy, procedure and guidance documents relating to economic benefits and social value.	Manager (Julia Estruga)	
Monthly programmed meetings between relevant services including Growth and Economic Development and Procurement.	GED - Economic Benefits Manager (Joyce Ogunade). Procurement –Policy and Development Manager (Julia Estruga)	tbc

Recommendation 2: Develop an approach to monitoring and measuring the social value outputs and deliverables; this could be through a standard framework, flexible to needs and nature of each contract.

Comments from Service:

The contents of Recommendation 2-4 will be covered by a social value policy that the services are developing as this scrutiny challenge session recommends (Recommendation 1). The council's new social value policy will consider a range of aspects, including implementation, monitoring and measuring of social value, cross-working in the council and external stakeholders and internal process of the social value monitoring and reporting. Therefore, most of the actions are the same as those of Recommendation 1.

Actions (please provide 3 or 4 actions that will be taken to implement recommendation)	Responsible Officer	Deadline
Form a social value policy development delivery group	Zena Cooke, Corporate Director of Resources	Completed
Procurement of research to inform the development of the council's social value policy.	Zena Cooke, Corporate Director of Resources	Dec 2017
Appointment of the contractor	Zena Cooke, Corporate Director of Resources	Jan 2018
Develop a draft social value strategy informed by the commissioned research	Zena Cooke. Corporate Director of Resources	Late March 2018
A social value policy is adopted by the cabinet	Zena Cooke, Corporate Director of Resources	May/June 2018

Recommendation 3: Examine the options to develop a social value impact and outcomes assessment tool, to determine the impact of social value activity and gauge its contribution to the Mayoral priorities.

Comments from Service:

The contents of Recommendation 2-4 will be covered by a social value policy that the services are developing as this scrutiny challenge session recommends (Recommendation 1). The council's new social value policy will consider a range of aspects, including implementation, monitoring and measuring of social value, cross-working in the council and external stakeholders and internal process of the social value monitoring and reporting. Therefore, most of the actions are the same as those of Recommendation 1.

Actions (please provide 3 or 4 actions that will be taken to implement recommendation)	Responsible Officer	Deadline
Form a social value policy development delivery group	Zena Cooke, Corporate Director of Resources	Completed
Procurement of research to inform the development of the council's social value policy.	Zena Cooke, Corporate Director of Resources	Dec 2017
Appointment of the contractor	Zena Cooke, Corporate Director of Resources	Jan 2018
Develop a draft social value strategy informed by the commissioned research	Zena Cooke, Corporate Director of Resources	Late March 2018
A social value policy is adopted by the cabinet	Zena Cooke, Corporate Director of Resources	May/June 2018
Economic Benefits team to continue leading on social value in planning and section 106 obligations, sharing best practice with Procurement	GED - Economic Benefits Manager (Joyce Ogunade).	ongoing

Recommendation 4: Determine an approach to cross organisation working to ensure that there is collective ownership of social value throughout the commissioning and procurement cycle.

Comments from Service:

The contents of Recommendation 2-4 will be covered by a social value policy that the services are developing as this scrutiny challenge

<i>session recommends (Recommendation 1). The council's new social value policy will consider a range of aspects, including implementation, monitoring and measuring of social value, cross-working in the council and external stakeholders and internal process of the social value monitoring and reporting. Therefore, most of the actions are the same as those of Recommendation 1.</i>		
Actions <i>(please provide 3 or 4 actions that will be taken to implement recommendation)</i>	Responsible Officer	Deadline
Form a social value policy development delivery group	Zena Cooke, Corporate Director of Resources	Completed
Procurement of research to inform the development of the council's social value policy.	Zena Cooke, Corporate Director of Resources	Dec 2017
Appointment of the contractor	Zena Cooke, Corporate Director of Resources	Jan 2018
Develop a draft social value strategy informed by the commissioned research	Zena Cooke, Corporate Director of Resources	Late March 2018
A social value policy is adopted by the cabinet	Zena Cooke, Corporate Director of Resources	May/June 2018

Recommendation 5: Develop a Social Value Communication and Engagement Plan to ensure that providers and communities are aware of the opportunities and impact of social value delivery in Tower Hamlets.

Comments from Service:

A social value communication and engagement plan will be developed after a social value policy is adopted.

Actions <i>(please provide 3 or 4 actions that will be taken to implement recommendation)</i>	Responsible Officer	Deadline
Develop a social value communication and engagement plan	Zena Cooke, Corporate Director of Resources	31 May 2018
Implement the social value communication and engagement plan	Zena Cooke, Corporate Director of Resources Andrew Bate, Interim Chief Press Officer, Communications	31 August 2018



THE FORWARD PLAN

Published: 29 January 2019

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The Forward Plan is published 28 days before each Cabinet meeting.

In addition, new issues and changes to existing issues will be published on the website as soon as they are known.

The web pages also contain past Forward Plans and publication deadlines for future Plans. To visit the web pages go to <http://democracy.towerhamlets.gov.uk/mgPlansHome.aspx?bcr=1>.

Tower Hamlets Council **Forthcoming Decisions Plan**

What is this document?

The Forthcoming Decisions Plan (or 'Forward Plan') contains information on significant decisions that the Council expects to take over the next few months.

As a minimum this will include notice of:

- All **Key Decisions** to be taken by the Mayor, Cabinet or Cabinet Sub-Committees
 - This could include decisions taken at public meetings or taken individually at other times.
- Budget and Policy Framework Decisions (for example the Budget Report itself and major policies to be agreed by Council as set out in the Constitution)

Key Decisions

The Council is required to publish notice of all key decisions at least 28 days before they are taken by the Executive or Commissioners. Key decisions are all those decisions which involve major spending, or savings, or which have a significant impact on the local community. The precise definition of a key decision adopted by Tower Hamlets is contained in Article 13.03 of the [Constitution](#). Key Decisions can be taken by the Mayor outside of meetings, the Mayor in Cabinet or by a Cabinet Sub-Committee.

Publication of Forthcoming Decisions

Individual notices of new Key Decisions will be published on the website as they are known on the 'Forthcoming Decisions' page, whilst this 'Forward Plan' collating these decisions will be published regularly, as a minimum at least, 28 days before each Cabinet meeting. The Plan will be published on the Council's website and will also be available to view at the Town Hall and Libraries, Ideas Centres and One Stop Shops if required.

Urgency

If, due to reasons of urgency, a Key Decision has to be taken where 28 days' notice have not been given. Notice will be published (on the website) as early as possible and Urgency Procedures as set out in the Constitution have to be followed.

Make your views known

The most effective way for the public to make their views known about a Forthcoming Decisions is to contact the lead officer, or Cabinet Member (where stated), listed. You can also view the Council's [Consultation Calendar](#), which lists all the issues on which the Council and its partners are consulting.

Information about the Decision Makers

Further information on the Mayor and Members of the Cabinet can be found on the Council [website](#).

Notice of Intention to Conduct Business in Private

The Council is also required to give at least 28 days' notice if it wishes to consider any of the reports on the agenda of an Executive meeting (such as Cabinet) in private session. The last row of each item below will indicate any proposal to consider that item in private session. Should you wish to make any representations in relation to item being considered in private please contact Democratic Services on the contact details listed on the front page.

The notice may reference a paragraph of Section 12A of the 1972 Local Government Act. In summary those paragraphs refer to the following types of exempt information (more information is available in the Constitution):

1. Information relating to any individual
2. Information which is likely to reveal the identity of an individual
3. Information relating to the financial or business affairs of any particular person (including the authority handling the information)
4. Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matters arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority.
5. Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.
6. Information which reveals that the authority proposes:-
 - a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or
 - b) to make an order or direction under any enactment.
7. Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.

Contact Details for this Plan

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Forward Plan January 2019

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Adopt London East Regional Adoption Agency – Business case	Not before 30/01/19	24
Ailsa Street Land Disposal - Revised Terms	Not before 30/01/19	14
*Air Quality Action Plan Update on Progress	29/05/19	26
An Integrated Information and Advice Plan for Tower Hamlets	30/01/19	17
*Children's Services Improvement Programme, Quarterly Progress Report (Quarter 3- 2018/19)	27/03/19	27
Contracts Forward Plan 2018/19 – Quarter Four	27/03/19	19
*Determination of School Admission Arrangements for 2020/21	27/02/19	10
Disposal of Land at Mantus Road E1	Not before 19/12/18	23
Disposal of residential property at 34 Mount Terrace, E1 2BB	Not before 27/02/19	20
*Enforcement Policy Review	24/04/19	8
Fees & Charges 2019/20	30/01/19	25
*Gambling Policy 2016-2018	24/04/19	9
Grant of a lease for first floor of Bethnal Green Library, Cambridge Heath Road E2 0HL	30/01/19	6
Lease renewal of 17-19 Brick Lane, London, E1 6PU	27/02/19	18
Local Implementation Plan 3 - Report of Consultation and Final Draft Approval	27/02/19	15
Mudchute Farm, Park and allotments, Pier Road E14, Grant of long lease	24/04/19	26
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*Revenue and Capital Budget Outturn 2018/19	29/05/19	12
*Spitalfields Community Governance Review – Consideration of Draft Recommendations	27/02/19	9
The Council's 2019-20 Budget Report and MTFS 2019-22	20/02/19	21
*Tower Hamlets Graffiti and Street Art Policy	27/02/19	6
Tower Hamlets Waste Management Strategy	27/02/19	15
Wayside Gardens, Marsh Wall; Disposal of Land	Not before 27/02/19	22

* New Issues published since the last Forward Plan

Title of Report	Grant of a lease for first floor of Bethnal Green Library, Cambridge Heath Road E2 0HL	Ward Bethnal Green	Key Decision? Yes
Summary of Decision	This report seeks approval for the grant of a lease of the first floor of Bethnal Green Library following various works to upgrade it.		

Decision maker Date of decision	Cabinet 30/01/19		
Community Plan Theme	A dynamic outcomes-based Council using digital innovation and partnership working		
Cabinet Member	Mayor		
Who will be consulted before decision is made and how will this consultation take place	<p>It is likely that the selected provider will do further consultation once approval has been granted for the new lease.</p> <p>AM has worked closely with Whitechapel Delivery Team in sourcing a work space provider.</p> <p>The manager of the IDEAS store has been consulted on the proposed use for the upper floor.</p>		
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	No		
Contact details for comments or additional information	Richard Chilcott (Acting Divisional Director, Property and Major Programmes) richard.chilcott@towerhamlets.gov.uk		
What supporting documents or other information will be available?	N/A		
Is there an intention to consider this report in private session and if so why?	Partly Exempt (Part of the report will be exempt) Yes The financial appraisal The financial offer of applicants		
Title of Report	Tower Hamlets Graffiti and Street Art Policy	Ward All Wards	Key Decision? Yes
Summary of Decision	This report presents the council's Graffiti and Street Art Policy. It sets out our approach for an increased focus on removing illegal, antisocial and offensive graffiti whilst leaving approved street art in place. Tackling graffiti is a growing problem across the borough with an urgent need to reduce the negative impact it has on local areas and quality of life for residents and businesses.		

Forward Plan January 2019

Decision maker Date of decision	Cabinet 27/02/19		
Community Plan Theme	A borough that our residents are proud of and love to live in		
Cabinet Member	Cabinet Member for Environment		
Who will be consulted before decision is made and how will this consultation take place	<p>Included as part of Draft Waste Strategy Consultation from 3 August to 5th October 2018</p> <p>Directorates/Public/Key Partners/Third Sector included as part of Draft Waste Strategy Consultation</p> <p>Informal and formal consultation events as part of Draft Waste Strategy Consultation</p>		
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	Yes, will be completed 8th February 2019		
Contact details for comments or additional information	Dan Jones (Divisional Director, Public Realm) dan.jones@towerhamlets.gov.uk		
What supporting documents or other information will be available?	N/A		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted		
Title of Report	Quarterly Performance & Improvement Monitoring - Q4 2018-19	Ward All Wards	Key Decision? No
Summary of Decision	This report provides the Mayor in Cabinet with an update on the delivery and implementation of the councils Strategic Plan		

Decision maker Date of decision	Cabinet 29/05/19		
Community Plan Theme	A borough that our residents are proud of and love to live in		
Cabinet Member	Mayor		

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Who will be consulted before decision is made and how will this consultation take place	n/a None - this is a performance and delivery update		
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	n/a		
Contact details for comments or additional information	Thorsten Dreyer, Sharon Godman Strategy & Business Development Manager thorsten.dreyer@towerhamlets.gov.uk, (Divisional Director, Strategy, Policy and Performance) sharon.godman@towerhamlets.gov.uk		
What supporting documents or other information will be available?	none		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted		
Title of Report	Enforcement Policy Review	Ward All Wards	Key Decision? Yes
Summary of Decision	To agree the review and update to the Council's overarching Enforcement Policy The report details proposed changes to the Enforcement Policy that must be published.		

Decision maker Date of decision	Cabinet 24/04/19
Community Plan Theme	A borough that our residents are proud of and love to live in
Cabinet Member	Cabinet Member for Environment
Who will be consulted before decision is made and how will this consultation take place	Internal Internal consultation only, this is an overarching policy, each Service will have their own protocols.
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	Yes, Included in the report
Contact details for comments or additional information	David Tolley (Head of Environmental Health and Trading Standards) david.tolley@towerhamlets.gov.uk

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What supporting documents or other information will be available?	None		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted		
Title of Report	Gambling Policy 2016-2018	Ward All Wards	Key Decision? Yes
Summary of Decision	<p>To agree the statutory consultation on the Gambling Policy 2016 -2019</p> <p>The report details proposed changes to the Gambling Policy that must be reviewed every three years. These proposed changes will be subject to public consultation.</p>		

Decision maker Date of decision	Cabinet 24/04/19		
Community Plan Theme	A borough that our residents are proud of and love to live in		
Cabinet Member	Cabinet Member for Environment		
Who will be consulted before decision is made and how will this consultation take place	<p>Via multi channel media</p> <p>This is a report to go out for consultation</p>		
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	yes		
Contact details for comments or additional information	<p>David Tolley (Head of Environmental Health and Trading Standards) david.tolley@towerhamlets.gov.uk</p>		
What supporting documents or other information will be available?			
Is there an intention to consider this report in private session and if so why?	No, Unrestricted		
Title of Report	Spitalfields Community Governance Review – Consideration of Draft Recommendations	Ward Spitalfields & Banglatown; Weavers	Key Decision? No

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Summary of Decision	<p>Following the first stage of the Community Governance Review into the request to set up a Parish Council in the Spitalfields Area, the Council is required to publish a set of Draft Recommendations.</p> <p>Once agreed, these draft recommendations will be put out to a second stage consultation exercise before the Council prepares final recommendations for consideration by the Council meeting to be held later in the year.</p>		

Decision maker Date of decision	Cabinet 27/02/19		
Community Plan Theme	A borough that our residents are proud of and love to live in		
Cabinet Member	Mayor		
Who will be consulted before decision is made and how will this consultation take place	<p>A first stage public consultation has taken place and the report will include information on the responses received.</p> <p>By web, email and face-to-face contact.</p>		
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	Equalities information will be included in the report and also in relation to the final recommendations presented to Council at a later date.		
Contact details for comments or additional information	<p>Matthew Mannion (Committee Services Manager, Democratic Services, Governance) Tel: 020 7364 4651 matthew.mannion@towerhamlets.gov.uk</p>		
What supporting documents or other information will be available?	None		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted		
Title of Report	Determination of School Admission Arrangements for 2020/21	Ward All Wards	Key Decision? No
Summary of Decision	<p>This is the annual report to determine the Local Authority's school admissions arrangement for community schools and those for whom the LA acts as an admission authority.</p> <p>The report also provides a brief update on school place planning following the report on 28 November 2018.</p>		

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Decision maker Date of decision	Cabinet 27/02/19		
Community Plan Theme	All Priorities		
Cabinet Member	Cabinet Member for Children, Schools and Young People		
Who will be consulted before decision is made and how will this consultation take place	<p>Parents and carers, head-teachers, school staff, school governors, early years providers, community groups, and the wider community were invited to take part. The Tower Hamlets School Admission Forum, representative of schools, parents, community organisations and other key stakeholders in the admissions process, was also consulted at its meeting on the 4th December 2018.</p> <p>Tower Hamlets consults on its school admission arrangements every year. A public consultation commenced on 5th November 2018 and concluded on 4th January 2019.</p>		
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	NO		
Contact details for comments or additional information	Shade Idris (Executive Support Officer, Childrens and HAC) Shade.Idris@towerhamlets.gov.uk		
What supporting documents or other information will be available?	N/A		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted N/A		
Title of Report	Recommendations for the future delivery of Contract Services	Ward All Wards	Key Decision? Yes
Summary of Decision	Essential options and recommendations for the future delivery of Contract Services are proposed, which are intended to improve the efficiency of the Service and to improve its financial position.		

Decision maker Date of decision	Cabinet 27/02/19		
Community Plan Theme	A dynamic outcomes-based Council using digital innovation and partnership working		
Cabinet Member	Cabinet Member for Children, Schools and Young People, Cabinet Member for Resources and the Voluntary Sector		

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Who will be consulted before decision is made and how will this consultation take place	<p>Consultation with Mayor John Biggs, Chief Executive Will Tuckley, Councillor Candida Ronald, Corporate Director Debbie Jones, Finance, Legal, Contract Services, Public Health Teams</p> <p>Consultation with Mayor John Biggs, Chief Executive Will Tuckley, Councillor Candida Ronald, Corporate Director Debbie Jones, Finance, Legal, Contract Services, Public Health Teams</p>		
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	Yes		
Contact details for comments or additional information	<p>Judith St John, Ronke Martins-Taylor, Sarah Steer (Divisional Director, Sports, Leisure and Culture) judith.stjohn@towerhamlets.gov.uk, (Divisional Director, Youth & Commissioning) Ronke.Martins-Taylor@towerhamlets.gov.uk, Business and Admin Services Manager sarah.steer@towerhamlets.gov.uk</p>		
What supporting documents or other information will be available?	None		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted		
Title of Report	Revenue and Capital Budget Outturn 2018/19	Ward All Wards	Key Decision? No
Summary of Decision	<p>This report details the 2018-19 outturn position against the approved budget for the Revenue and Capital Spend for the financial year end 2018-19.</p> <p>The report may also seek approval for any new capital projects that need to be progressed during 2018-19.</p> <p>It also includes information on the councils progress against its saving targets and a number of general financial health indicators.</p>		

Decision maker Date of decision	Cabinet 29/05/19
Community Plan Theme	All Priorities
Cabinet Member	Cabinet Member for Resources and the Voluntary Sector

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Who will be consulted before decision is made and how will this consultation take place	<p>Directorates have provided projections for their outturn positions and explanations of significant variances and progress on achieving savings.</p> <p>Their capital teams have reviewed the capital programme and adjusted it to reflect new projects as well as developments, and slippage in existing ones.</p> <p>As part of regular monitoring monthly cycle</p>		
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	N/A		
Contact details for comments or additional information	Kevin Miles, Brian Snary (Chief Accountant, Resources) kevin.miles@towerhamlets.gov.uk, Financial Accountant - Resources brian.snary@towerhamlets.gov.uk		
What supporting documents or other information will be available?	N/A		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted		
Title of Report	Public Space CCTV Strategy	Ward All Wards	Key Decision? Yes
Summary of Decision	To develop a compliant and transparent Public Space CCTV system which is fit for purpose, lean and meets the changing needs of the community.		

Decision maker Date of decision	Cabinet Not before 30/01/19
Community Plan Theme	A borough that our residents are proud of and love to live in
Cabinet Member	Deputy Mayor and Cabinet Member for Community Safety and Equalities
Who will be consulted before decision is made and how will this consultation take place	<p>Consultation with the Metropolitan Police has taken place as they are the primary recipient of the product from the system.</p> <p>Consultation meeting with a number of internal departments and electronic circulation of the document.</p>
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	
Contact details for comments or additional	Karen Proudfoot (Interim Head of Communities and Enforcement)

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information	karen.proudfoot@towerhamlets.gov.uk		
What supporting documents or other information will be available?	All included in the report		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted		
Title of Report	Ailsa Street Land Disposal - Revised Terms	Ward Lansbury	Key Decision? Yes
Summary of Decision	The Mayor will be asked to agree to variations to the terms of the disposal of Council-owned land, from those agreed at cabinet in November 2017		

Decision maker Date of decision	Cabinet Not before 30/01/19
Community Plan Theme	A borough that our residents are proud of and love to live in
Cabinet Member	Mayor
Who will be consulted before decision is made and how will this consultation take place	<p>Public meetings, exhibition, usual planning consultation system</p> <p>The development proposals have been subject to public consultation including statutory planning consultation. The Council has resolved to grant planning permission for the redevelopment</p> <p>The wider Poplar Riverside Housing Zone objectives have been subject to consultation with local stakeholders</p> <p>Discussions will be held with the Mayor and Lead Members prior to the report going to MAB</p>
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	no
Contact details for comments or additional information	<p>Richard Chilcott (Acting Divisional Director, Property and Major Programmes) richard.chilcott@towerhamlets.gov.uk</p>
What supporting documents or other information will be available?	Cabinet report on Ailsa Street land disposal, November 2017
Is there an intention to consider this report in	<p>Partly Exempt (Part of the report will be exempt)</p> <p>Part of the report will set out financial elements of the proposed revised terms.</p>

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private session and if so why?			
Title of Report	Tower Hamlets Waste Management Strategy	Ward All Wards	Key Decision? Yes
Summary of Decision	The report will present the findings from the public consultation on the draft Waste Management Strategy and will set out the policies, services standards and action plans that the Council will need to adopt to deliver improved waste services		

Decision maker Date of decision	Cabinet 27/02/19		
Community Plan Theme	A borough that our residents are proud of and love to live in		
Cabinet Member	Cabinet Member for Environment		
Who will be consulted before decision is made and how will this consultation take place	Residents Registered Social Landlords Businesses Schools GLA Public consultation		
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	Being developed		
Contact details for comments or additional information	Fiona Heyland (Head of Waste Strategy Policy and Procurement, Public Realm, Communities Localities & Culture) fiona.heyland@towerhamlets.gov.uk		
What supporting documents or other information will be available?	Waste Management Strategy		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted		
Title of Report	Local Implementation Plan 3 - Report of Consultation and Final Draft Approval	Ward All Wards	Key Decision? Yes
Summary of Decision	The Local Implementation Plan 3 provides the Borough's response to how it will help deliver the Mayor for London's Transport strategy at the local level over the next 20 years with background data providing iustification for these works. It will		

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	<p>form a part of the forthcoming Borough Transport strategy.</p> <p>The document has been to key stakeholder consultation and the comments arising have been addressed. The Borough is now required to submit the approved final version to Transport for London (TfL) by the end of February and this will inform TfL approval of our Annual Spending Allocation to deliver the works set out in the 3 year Delivery Plan.</p>
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Decision maker Date of decision	Cabinet 27/02/19		
Community Plan Theme	A borough that our residents are proud of and love to live in		
Cabinet Member	Cabinet Member for Environment		
Who will be consulted before decision is made and how will this consultation take place	<p>Internal Officer liaison in key Directorates and Services</p> <ul style="list-style-type: none"> • TfL • Neighbouring Boroughs • Emergency Service • LLDC; Canary Wharf Group; • London Cycling Campaign; • Tower Hamlets Wheelers <p>Direct correspondence and documents / responses online</p>		
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	<p>Yes.</p> <p>This will be completed 16/02/19 and included as a supporting document for Cabinet</p>		
Contact details for comments or additional information	<p>Margaret Cooper (Section Head Transport & Highways, Public Realm, Communities Localities & Culture) margaret.cooper@towerhamlets.gov.uk</p>		
What supporting documents or other information will be available?	<p>Local Implementation Plan 3 Final Draft Strategic Environmental Assessment Equalities Impact Assessment</p>		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted		
Title of Report	Revenue and Capital Budget Monitoring (Quarter 3) 2018/19	Ward All Wards	Key Decision? Yes
Summary of Decision	<p>This report details the Quarter 3 (December 2018) monitoring position against the approved budget for the Revenue and Capital Spend for the financial year end 2018-19.</p> <p>The report may also seek approval for any new capital projects that need to be</p>		

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	<p>progressed during 2018-19.</p> <p>It also includes information on the councils progress against its saving targets and a number of general financial health indicators.</p>
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Decision maker Date of decision	Cabinet 27/02/19		
Community Plan Theme	All Priorities		
Cabinet Member	Cabinet Member for Resources and the Voluntary Sector		
Who will be consulted before decision is made and how will this consultation take place	<p>As part of regular monitoring monthly cycle.</p> <p>Directorates have provided projections for their outturn positions and explanations of significant variances and progress on achieving savings.</p> <p>Their capital teams have reviewed the capital programme and adjusted it to reflect new projects as well as developments, and slippage in existing ones.</p>		
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	N/A		
Contact details for comments or additional information	Kevin Miles (Chief Accountant, Resources) kevin.miles@towerhamlets.gov.uk		
What supporting documents or other information will be available?	None		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted		
Title of Report	An Integrated Information and Advice Plan for Tower Hamlets	Ward All Wards	Key Decision? Yes
Summary of Decision	<p>This report recommends an approach to bring together a number of commissioned services across health and social care in order to provide an integrated information, advice and advocacy offer that is accessible for all residents at the right time.</p> <p>In order to plan, design and deliver an integrated information offer, approval is sought for an eight month extension to an existing contract to align the end date of this contract with a number of other commissioned services which will allow for a borough-wide review and re-design of how information is provided and accessed across the Council, Clinical Commissioning Group (CCG) and partner organisations.</p>		

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Decision maker Date of decision	Cabinet 30/01/19		
Community Plan Theme	A dynamic outcomes-based Council using digital innovation and partnership working; TH Plan 3: Strong, resilient and safe communities; TH Plan 4: Better health and wellbeing.		
Cabinet Member	Cabinet Member for Adults, Health and Wellbeing		
Who will be consulted before decision is made and how will this consultation take place	<p>Consultation has taken place with colleagues in:</p> <ul style="list-style-type: none"> • Clinical Commissioning Group; • Legal and procurement; • Public Health teams; and • The Third Sector and Community Commissioning Team <p>A number of meetings have taken place, and a working group has been set up with representatives from each of the divisions/teams mentioned above.</p> <p>A meeting with the existing provider will take place once a decision is made.</p>		
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	Between January and March 2019		
Contact details for comments or additional information	Warwick Tomsett Joint Director, Integrated Commissioning warwick.tomsett@towerhamlets.gov.uk		
What supporting documents or other information will be available?	Cabinet Report: An Integrated Information and Advice Plan for Tower Hamlets.		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted		
Title of Report	Lease renewal of 17-19 Brick Lane, London, E1 6PU	Ward Spitalfields & Banglatown	Key Decision? No
Summary of Decision	Lease renewal of a shop tenancy where the total lease term rent value exceeds delegated authority.		

Decision maker Date of decision	Cabinet 27/02/19		
Community Plan Theme	A dynamic outcomes-based Council using digital innovation and partnership working		
Cabinet Member	Mayor		

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Who will be consulted before decision is made and how will this consultation take place	None		
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	No		
Contact details for comments or additional information	Nicol Ruchti, Richard Chilcott (Interim Asset Manager) Nicol.Ruchti@towerhamlets.gov.uk, (Acting Divisional Director, Property and Major Programmes) richard.chilcott@towerhamlets.gov.uk		
What supporting documents or other information will be available?	None		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted		
Title of Report	Contracts Forward Plan 2018/19 – Quarter Four	Ward All Wards	Key Decision? Yes
Summary of Decision	This report presents the contracts being procured during quarter 4. The report also sets out the Contracts Forward Plan at Appendix 1 to the report. 2. The report asks for confirmation that all contracts can proceed to contract award after tender.		

Decision maker Date of decision	Cabinet 27/03/19
Community Plan Theme	All Priorities
Cabinet Member	Cabinet Member for Resources and the Voluntary Sector
Who will be consulted before decision is made and how will this consultation take place	<p>Necessary consultation will be undertaken in accordance with the council's policies and procedures.</p> <p>Where required, consultation with service users and stakeholders will be undertaken as part of the project and budget approval process.</p> <p>Necessary consultation will be undertaken in accordance with the council's policies and procedures.</p>

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	Where required, consultation with service users and stakeholders will be undertaken as part of the project and budget approval process.		
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	No. Contact specific EQIA is expected to be completed by respective contract owners as part of the Directorate approval.		
Contact details for comments or additional information	Jonathan Fox, Neville Murton, Zamil Ahmed Legal Services jonathan.fox@towerhamlets.gov.uk, (Acting Corporate Director, Resources) neville.murton@towerhamlets.gov.uk, (Head of Procurement) zamil.ahmed@towerhamlets.gov.uk		
What supporting documents or other information will be available?	Report and appendices include details of all contracts to be awarded.		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted		
Title of Report	Disposal of residential property at 34 Mount Terrace, E1 2BB	Ward Whitechapel	Key Decision? No
Summary of Decision	To agree that 34 Mount Terrace is surplus to requirements and to dispose of the property on the open market.		

Decision maker Date of decision	Cabinet Not before 27/02/19
Community Plan Theme	A borough that our residents are proud of and love to live in
Cabinet Member	Mayor
Who will be consulted before decision is made and how will this consultation take place	The Strategic Housing Team has provided input as to suitability of using the property for housing delivery. Internal communication:
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	No
Contact details for comments or additional information	Richard Chilcott, Nicol Ruchti (Acting Divisional Director, Property and Major Programmes) richard.chilcott@towerhamlets.gov.uk, (Interim Asset Manager) Nicol.Ruchti@towerhamlets.gov.uk

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What supporting documents or other information will be available?			
Is there an intention to consider this report in private session and if so why?	Partly Exempt (Part of the report will be exempt)		
Title of Report	The Council's 2019-20 Budget Report and MTFS 2019-22	Ward All Wards	Key Decision? Yes
Summary of Decision	To agree a draft budget for the financial year 2019/20 to be put forward to Council for consideration.		

Decision maker Date of decision	Council 20/02/19		
Community Plan Theme	All Priorities		
Cabinet Member	Cabinet Member for Resources and the Voluntary Sector		
Who will be consulted before decision is made and how will this consultation take place	<p>The Mayor, Lead Member for Resources and voluntary sector; and the Chair of Overview and Scrutiny Committee will be consulted.</p> <p>Public Consultation – 29th Oct – 10th Dec 2018.</p> <p>Public consultation on the broad areas of the developing themes and other key considerations such as any changes to the level of the Council tax</p>		
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	Yes. Initial screening will be completed for savings proposals – Full EA to be completed in advance of implementation		
Contact details for comments or additional information	Neville Murton (Acting Corporate Director, Resources) neville.murton@towerhamlets.gov.uk		
What supporting documents or other information will be available?	N/A		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted		
Title of Report	Quarterly Performance & Improvement Monitoring - Q3	Ward All Wards	Key Decision? No

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	2018-19		
Summary of Decision	This report provides the Mayor in Cabinet with an update on the delivery and implementation of the councils Strategic Plan		

Decision maker Date of decision	Cabinet 27/02/19		
Community Plan Theme	A borough that our residents are proud of and love to live in		
Cabinet Member	Mayor		
Who will be consulted before decision is made and how will this consultation take place	none None - this is a performance and delivery update		
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	n/a		
Contact details for comments or additional information	Sharon Godman, Thorsten Dreyer (Divisional Director, Strategy, Policy and Performance) sharon.godman@towerhamlets.gov.uk, Strategy & Business Development Manager thorsten.dreyer@towerhamlets.gov.uk		
What supporting documents or other information will be available?	none		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted		
Title of Report	Wayside Gardens, Marsh Wall; Disposal of Land	Ward Canary Wharf	Key Decision? Yes
Summary of Decision	The report recommends that the Council disposes of the land comprising Wayside Gardens to the developer of a wider redevelopment scheme, which has planning permission. It is recommended that the receipt from the disposal is ring fenced to fund improvements to existing parks in the Isle of Dogs area.		

Decision maker Date of decision	Cabinet Not before 27/02/19		
Community Plan Theme			
Cabinet Member	Mayor		

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Who will be consulted before decision is made and how will this consultation take place	<p>Written material</p> <p>The planning application which included the land went through the normal public consultation process.</p> <p>Internal consultation with Parks, Public Realm and the Mayor's office.</p>		
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	No		
Contact details for comments or additional information	<p>Caleigh Freeman (Business Management Support) caleigh.freeman@towerhamlets.gov.uk</p>		
What supporting documents or other information will be available?	None		
Is there an intention to consider this report in private session and if so why?	<p>Partly Exempt (Part of the report will be exempt)</p> <p>Yes.</p> <p>Information relating to the financial or business affairs of any particular person (including the authority handling the information)</p>		
Title of Report	Disposal of Land at Mantus Road E1	Ward Bethnal Green	Key Decision? Yes
Summary of Decision	<p>Cabinet members are asked to approve the disposal of the land at Mantus Road to Tower Hamlets Community Housing. Receive 6 housing units from THCH in exchange for the land at Mantus Road.</p>		

Decision maker Date of decision	Cabinet Not before 19/12/18
Community Plan Theme	A borough that our residents are proud of and love to live in
Cabinet Member	Deputy Mayor and Cabinet Member for Regeneration and Air Quality
Who will be consulted before decision is made and how will this consultation take place	<p>Planning consultation is over several weeks</p> <p>The project is part of the Council's initiative to establish a pipeline development programme including estate regeneration scheme and infill sites. The pipeline programme is to be established in consultation with the Mayor and Cabinet and the programme has been discussed with Cabinet members.</p> <p>THCH has obtained planning permission and would have undertaken consultation as part of that process.</p>
Has an Equality Impact Assessment been carried out and if so the	No

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result of this Assessment?			
Contact details for comments or additional information	Jane Abraham, Ralph Million (Housing Project Manager) jane.abraham@towerhamlets.gov.uk, (Senior Strategic Asset Manager, Place)		
What supporting documents or other information will be available?	N/A		
Is there an intention to consider this report in private session and if so why?	Partly Exempt (Part of the report will be exempt) The appendices as will contain commercially sensitive information		
Title of Report	Adopt London East Regional Adoption Agency – Business case	Ward All Wards	Key Decision? Yes
Summary of Decision	<p>It is proposed that a new East London Regional Adoption Agency (RAA) is created through combining the adoption services for the five East London Boroughs of Havering, Tower Hamlets, Newham, Barking and Dagenham and Waltham Forest.</p> <p>The cabinet report will set out the case for the region with a specific focus on the implications for Tower Hamlets</p>		

Decision maker Date of decision	Cabinet Not before 30/01/19
Community Plan Theme	A dynamic outcomes-based Council using digital innovation and partnership working
Cabinet Member	Cabinet Member for Children, Schools and Young People
Who will be consulted before decision is made and how will this consultation take place	<p>The business case has been produced in on going consultation with the staff groups below. The project team will continue to consult with the staff groups below through the same channels ahead of a formal decision.</p> <p>Strategic leads Service Leads Frontline social work staff Voluntary adoption agencies Legal services, commissioning, HR, performance and finance leads Local adopters Elected members Trade unions</p> <p>Through project board meetings, task and finish groups, workshops, staff engagement and consultation events, pan-London elected member and trade</p>

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	union events and other face to face meetings / contact.		
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	Yes		
Contact details for comments or additional information	Sarah Steer, Richard Baldwin Business and Admin Services Manager sarah.steer@towerhamlets.gov.uk, (Divisional Director, Children's Social Care) richard.baldwin@towerhamlets.gov.uk		
What supporting documents or other information will be available?	n/a		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted		
Title of Report	Fees & Charges 2019/20	Ward All Wards	Key Decision? Yes
Summary of Decision	Fees and charges are reviewed annually as part of the financial and business planning process. This ensures that they are set at the appropriate level for the prevailing economic circumstances and represents good practice in terms of the Council's aim to provide value for money.		

Decision maker Date of decision	Cabinet 30/01/19
Community Plan Theme	All Priorities
Cabinet Member	Cabinet Member for Resources and the Voluntary Sector
Who will be consulted before decision is made and how will this consultation take place	The Mayor, Lead Member for Resources and voluntary sector; and the Chair of Overview and Scrutiny Committee will be consulted.
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	Yes, on 11/12/2018
Contact details for comments or additional information	Neville Murton (Acting Corporate Director, Resources) neville.murton@towerhamlets.gov.uk
What supporting documents or other information will be	N/A

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available?			
Is there an intention to consider this report in private session and if so why?	No, Unrestricted		
Title of Report	Mudchute Farm, Park and allotments, Pier Road E14, Grant of long lease	Ward Blackwall & Cubitt Town; Island Gardens	Key Decision? Yes
Summary of Decision	The report recommends that the Council Grants a long lease of the land comprising Mudchute Farm, Park and allotments to the Mudchute Association. At the same time the Association will grant a sub-lease of the two allotments areas to the Isle of Dogs Allotments Society.		

Decision maker Date of decision	Cabinet 24/04/19		
Community Plan Theme	A borough that our residents are proud of and love to live in		
Cabinet Member	Mayor		
Who will be consulted before decision is made and how will this consultation take place	Internal consultation with Parks and the Mayor's Office. Written material		
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	No		
Contact details for comments or additional information	Ralph Million, Richard Chilcott, Alan McCarthy (Senior Strategic Asset Manager, Place), (Acting Divisional Director, Property and Major Programmes) richard.chilcott@towerhamlets.gov.uk, (Asset Strategy Capital Delivery & Property Services) alan.mccarthy@towerhamlets.gov.uk		
What supporting documents or other information will be available?	None		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted		
Title of Report	Air Quality Action Plan Update on Progress	Ward All Wards	Key Decision? Yes
Summary of Decision	A review of progress on achievements made towards compliance with the		

Forward Plan January 2019

Council's Air Quality Action Plan.

Decision maker Date of decision	Cabinet 29/05/19		
Community Plan Theme	A borough that our residents are proud of and love to live in		
Cabinet Member	Deputy Mayor and Cabinet Member for Regeneration and Air Quality		
Who will be consulted before decision is made and how will this consultation take place	None Carried out as part of the Air Quality Plan		
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	No		
Contact details for comments or additional information	David Tolley (Head of Environmental Health and Trading Standards) david.tolley@towerhamlets.gov.uk		
What supporting documents or other information will be available?	N/A		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted		
Title of Report	Children's Services Improvement Programme, Quarterly Progress Report (Quarter 3- 2018/19)	Ward All Wards	Key Decision? Yes
Summary of Decision	<p>This report provides an update on progress in delivering improvements to Children's Services in response to the report published by Ofsted in April 2017 which rated our services 'inadequate'. The Council's improvement plan aims to achieve a standard of 'good' at its next inspection, in 2019.</p> <p>Endorsement is sought for the progress made in delivering the Children's Services improvement Programme.</p>		

Decision maker Date of decision	Cabinet 27/03/19		
Community Plan Theme	TH Plan 1: A better deal for children and young people: aspiration, education and skills		

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Cabinet Member	Cabinet Member for Children, Schools and Young People
Who will be consulted before decision is made and how will this consultation take place	<p>Children's Services DLT CLT, MAB - Attendees The report will also go to the Overview and Scrutiny Committee on 25th March and Transformation and Improvement Board on 26th March 2019.</p> <p>Children's Services DLT, CLT, MAB The report will also go to the Overview and Scrutiny Committee on 25th March and Transformation and Improvement Board on 26th March 2019.</p>
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	N/A
Contact details for comments or additional information	<p>Shade Idris (Executive Support Officer, Childrens and HAC) Shade.Idris@towerhamlets.gov.uk</p>
What supporting documents or other information will be available?	N/A
Is there an intention to consider this report in private session and if so why?	<p>No, Unrestricted N/A</p>

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