

# Overview & Scrutiny Committee

## Agenda

**Monday, 23 October 2023 6.30 p.m.**  
**Council Chamber - Town Hall, Whitechapel**

### **Members:**

**Chair:** Councillor Musthak Ahmed

**Vice Chair:** Councillor Bodrul Choudhury

Councillor Ahmodur Khan, Councillor Abdul Malik, Councillor Abdul Mannan, Councillor Maisha Begum, Councillor Marc Francis, Councillor Asma Islam and Councillor Sabina Khan

### **Co-opted Members:**

Jahid Ahmed and Halima Islam

**Deputies:** Councillor Shafi Ahmed, Councillor Saif Uddin Khaled, Councillor Amin Rahman, Councillor James King, Councillor Sabina Akhtar and Councillor Mohammad Chowdhury

[The quorum for this body is 3 voting Members]

### **Contact for further enquiries:**

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<http://www.towerhamlets.gov.uk/committee>



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## A Guide to Overview and Scrutiny Committee

The Local Government Act 2000 established the overview and scrutiny function for every council, with the key roles of:

- Scrutinising decisions before or after they are made or implemented
- Proposing new policies and commenting on draft policies, and
- Ensuring customer satisfaction and value for money.

The aim is to make the decision-making process more transparent, accountable and inclusive, and improve services for people by being responsive to their needs. Overview & Scrutiny membership is required to reflect the proportional political makeup of the council and, as well as council services, there are statutory powers to examine the impact of work undertaken by partnerships and outside bodies, including the Crime and Disorder Reduction Partnership and local health bodies.

In Tower Hamlets, the function is exercised by the Overview & Scrutiny Committee (OSC). The OSC considers issues from across the council and partnership remit. The Committee has 3 Sub-Committees:

- Children & Education Scrutiny Sub Committee
- Health & Adults Scrutiny Sub Committee
- Housing & Regeneration Scrutiny Sub Committee

The committee's quorum is three voting members.

### Public Engagement

OSC usually meets once per month (a few days before Cabinet, to allow scrutiny of decisions scheduled to be made there). These meetings are open to the public to attend, and a timetable for meeting dates and deadlines can be found on the Council's website. More detail of how residents can engage with Overview and Scrutiny are available here

[Overview and scrutiny \(towerhamlets.gov.uk\)](https://towerhamlets.gov.uk/overview-and-scrutiny)

# London Borough of Tower Hamlets

## Overview & Scrutiny Committee

Monday, 23 October 2023

6.30 p.m.

### 3. UNRESTRICTED MINUTES (PAGES 5 - 10)

Minutes of Overview and Scrutiny Committee held on 18 September 2023

### SCRUTINY SPOTLIGHT

#### 5.1 Strategic Performance & Delivery Reporting Q1 2023-24 (Pages 11 - 68)

#### 5.2 Budget Monitoring 23/24 Q1 (Pages 69 - 134)

### 9. OVERVIEW & SCRUTINY COMMITTEE QUERY AND ACTION LOG

### 10. VERBAL UPDATES FROM SCRUTINY LEADS (PAGES 149 - 150)

To hear updates from the Overview and Scrutiny Leads on their work across the Council.

#### **Next Meeting of the Overview & Scrutiny Committee**

Monday, 27 November 2023 at 6.30 p.m. to be held in Council Chamber - Town Hall, Whitechapel



**LONDON BOROUGH OF TOWER HAMLETS**

**MINUTES OF THE OVERVIEW & SCRUTINY COMMITTEE**

**HELD AT 18:30 ON MONDAY, 18 SEPTEMBER 2023**

**COUNCIL CHAMBER - TOWN HALL, WHITECHAPEL**

**Members Present in Person:**

Councillor Musthak Ahmed	
Councillor Bodrul Choudhury	Scrutiny Lead for Children & Education
Councillor Ahmodur Khan	Scrutiny Lead for Adults and Health Services
Councillor Abdul Malik	Scrutiny Lead for Community Safety
Councillor Abdul Mannan	Scrutiny Lead for Housing and Regeneration
Councillor Maisha Begum	
Councillor Marc Francis	
Councillor Asma Islam	
Councillor Sabina Khan	

**Co-optees Present in Person:**

Jahid Ahmed  
Halima Islam

**Other Members Present:**

Cllr Kabir Ahmed

**Officers Present in Person:**

Afazul Hoque	(Head of Corporate Strategy & Communities)
Simon Baxter	(Interim Director of Public Realm)
Raj Mistry	(Interim Corporate Director Communities)
Ashraf Ali	(Group Manager Network Management)
Leah Sykes	(Head of Customer Service)
Raj Chand	(Director of Customer Services)
Dave Tolley	(Head of Environmental Health & Trading Standards)
Tom Lewis	(Team Leader Licensing & Safety)
Anna Murphy	(Strategy and Policy Officer)
Thomas French	(Democratic Services Officer (Committees))

**Officers In Attendance Virtually:**

Karen Swift	(Director of Housing)
Ayaan Gulaid	(Strategy and Policy Officer)

**1. APOLOGIES FOR ABSENCE**

No apologies for absence.

**2. DECLARATIONS OF DISCLOSABLE PECUNIARY INTEREST AND OTHER INTERESTS**

Cllr Islam declared a non-disclosable pecuniary interest in item 4.1.  
The chair declared an interest in item 4.1 as a local ward councillor.

**3. UNRESTRICTED MINUTES**

**RESOLVED**

That the unrestricted minutes of the meeting of the Overview and Scrutiny Committee held on 24 July 2023 be approved and signed by the Chair as a correct record of the proceedings. Subject to an update to the committee on housing options concerns.

**4. UNRESTRICTED REPORTS FOR CONSIDERATION**

**4.1 Liveable Streets**

The Committee considered the report that is to be considered by the Mayor in Cabinet on the 20 of September 2023. The report was presented by Simon Baxter, Interim Director of Public Realm, Raj Mistry, Interim Corporate Director Communities, Ashraf Ali, Group Manager Network Management presented the report.

Members made the following comments and questions:

- The public consultation made it clear the public has interest in continuing low traffic neighbourhoods. Can officers explain why road closures with mitigations was not explored within the paper, when other options were detailed? Officers stated that the paper is to advise members on the potential options, on what is considered a decisive public issues, not all options could be explored.
- Can officers provide more detail on the air quality data within the report, compared to areas without these measures? Officers confirmed that a number of factors see low air quality, including the type of vehicles used and number of vehicles in the area.
- Please detail the post consultation process with local residents within the target areas? Officers confirmed there was no engagement, as members are still being consulted on the various elements of the plan.
- Has there been engagement with emergency services on consultation? Officers referred to the report, highlighting the impact road closures could have on emergency vehicles.
- As ward councillors, we are not seeing any awareness of the consultation. Did the council ensure there was community engagement around the consultation, to ensure a diverse background took part?

Officers stated that the consultation is flawed and did not use all the communication tools that the council has to engage with the borough on a correct scale.

- It feels like there has been no policy journey to ensure that the proposals bring in those who are supportive of liveable streets and those who are critical.
- The council has taken funding for many liveable street proposals, would it mean if changes were made, we would have to refund the TfL funding? Officers confirmed funding would not need to be refunded.
- The report details that some women who took part in the consultation did not feel safe, due to less traffic on the roads. The council should be acting on this data to make our streets safer.
- Are there any revenue generation schemes around the proposals? Officers stated there are no current plans.

The chair welcomed members to submit in writing further comments on the report.

The chair welcomed residents from Bethnal Green to address the committee to give feedback on the liveable streets scheme and the consultation. Residents highlighted the importance of air quality, the impact changes will have on disabled residents and how responses from the police, the local hospital and other stakeholders should have been taken into account.

Members made the following comments and questions:

- What caused residents to become more interested in supporting the liveable street scheme? Residents stated that it was seeing the benefits it brought to the local area, particularly vulnerable residents. But also, the council should focus on funding other projects, rather than developing something new for the local area, and instead keep the current scheme going.

## **RESOLVED**

The committee noted the report.

### **4.2 Customer Experience Strategy Post consultation**

The Committee considered the report that is to be considered by the Mayor in Cabinet on the 20 of September 2023. The report was presented by Cllr Kabir Ahmed, with Raj Chand, Director of Customer Services and Leah Sykes, Head of Customer Service.

Members made the following comments and questions:

- The permit service is not fit for purpose, more needs to be done to ensure a quicker turn around, both online and in person at idea stores.
- The council needs to be making more of the digital experience, for the young borough that Tower Hamlets is but also bringing older residents more online. The council website needs to be brought closer to what other councils are providing.
- What are the challenges the council is facing in terms of elderly residents in accessing services? Cllr Kabir Ahmed reflected that the council needs to be getting elderly residents in the habit of accessing services online more frequently and making it easier for them to use it.
- What are the disparities that different groups are facing with services? Cllr Kabir Ahmed stated the council is working with partners like the NHS and Health and Wellbeing Board, more groups can be reached and targeted to show them the benefits of using online services, at least as a starting point for training.
- The committee should get annual updates on this proposed strategy.
- Can the targets that have been discussed in the report be elaborated on further? Cllr Kabir Ahmed outlined each departmental lead will be monitoring performance and will be given regular performance reports to relate to. Officers highlighted the measures of success and how the reporting for members will be able to be accessed regularly.
- What support will be offered to the workforce, who will be dealing with all kinds of resident hardships? What mental health support has been considered? Officers outlined the expectations the council will have of staff, but also what will be expected from residents. Staff will have a range of mental health support, from within the council and externally, that they can be referred to.

## **RESOLVED**

The committee noted the report.

## **5. SCRUTINY SPOTLIGHT**

### **5.1 Review of Statement of Licensing Policy 2023 -2028**

The Committee considered the report of Statement of Licensing Policy 2023 – 2028 that the committee is asked to review. The report was presented by Dave Tolley, Head of Environmental Health & Trading Standards and Tom Lewis, Team Leader Licensing & Safety.

Members made the following comments and questions:

- Will the council be considering applying for appropriate awards to show the high level of borough premises? Officers agreed the council should apply for awards in this area and teams like the Violence Against Women is an example of good work that should be publicly regarded.



- What has the council done to ensure venues are ready to meet the regulation around Martin's Law? Officers confirmed that the council is in the early stages in engagement with venues, but training has been rolled out to stakeholders within the borough.

**RESOLVED**

The committee noted the report.

**6. PRE-DECISION SCRUTINY OF UNRESTRICTED CABINET PAPERS**

Members of the committee agreed to submit pre-decision questions on the Cabinet meeting of 20 September 2023.

**7. FINAL OVERVIEW AND SCRUTINY WORK PROGRAMME 2023-24**

The Chair introduced the Final Overview and Scrutiny Work Programme 2023-24.

**RESOLVED:**

Members agreed the Overview and Scrutiny Work Programme 2023-24

**8. FORTHCOMING DECISIONS**

**RESOLVED:**

Members noted the forward plan.

**9. VERBAL UPDATES FROM SCRUTINY LEADS**

Nil Items.

**10. UNRESTRICTED REPORTS 'CALLED IN'**

Nil Items.

**11. OVERVIEW & SCRUTINY COMMITTEE QUERY AND ACTION LOG**

Nil Items.

**12. REQUESTS TO SUBMIT PETITIONS**

Nil items.

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

Committee Members asked about an update on the Scrutiny Lead vacancy. The Chair confirmed that the work program outlines how the committee can take part in resources scrutiny throughout the year.

**14. EXCLUSION OF THE PRESS AND PUBLIC**

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

**15. EXEMPT/ CONFIDENTIAL MINUTES**

Nil items.

**16. EXEMPT/ CONFIDENTIAL REPORTS 'CALLED IN'**

Nil items.

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


Nil items.

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

Nil items.

The meeting ended at 20:37

Chair, Councillor Musthak Ahmed  
Overview & Scrutiny Committee

<p><b>Cabinet</b></p> <p>20 September 2023</p>	 <p><b>TOWER HAMLETS</b></p>
<p><b>Report of:</b> Robin Beattie, Interim Director of Strategy. Improvement and Transformation</p>	<p><b>Classification:</b> Unrestricted</p>
<p><b>Q1 Performance Report: Year 2 of the Annual Delivery Plan of the Strategic Plan 2022-2024</b></p>	

<b>Lead Member</b>	<b>Lutfur Rahman – Mayor of Tower Hamlets</b>
<b>Originating Officer(s)</b>	Stephen Bramah, Corporate Head of Strategy and Improvement
<b>Wards affected</b>	All
<b>Key Decision?</b>	No
<b>Reason for Key Decision</b>	This report has been reviewed as not meeting the Key Decision criteria.
<b>Forward Plan Notice Published</b>	No
<b>Strategic Plan Priority / Outcome</b>	<p><b>All 8 Strategic Priorities:</b></p> <p>Priority One: Tackling the Cost of Living</p> <p>Priority Two: Homes for the Future</p> <p>Priority Three: Accelerate Education</p> <p>Priority Four: Boost culture, business, jobs and leisure</p> <p>Priority Five: Invest in Public Services</p> <p>Priority Six: Empower Communities and Fight Crime</p> <p>Priority Seven: A Clean and Green Future</p> <p>Priority Eight: A Council that listens and works for everyone</p>

## Executive Summary

This report provides the Mayor in Cabinet with a Quarter 1 monitoring update of Year 2 Annual Delivery Plan 2023-24 performance measures.

The delivery status of operations relevant to the council’s strategic objectives is reported within the intention to give a clear understanding of the council’s current performance.

This data is provided to inform any necessary decisions or actions arising from current operational delivery.

## **Recommendations:**

The Mayor in Cabinet is recommended to:

1. Note the strategic delivery and performance report for Q1 covering the period of 1<sup>st</sup> April 2023 to 30<sup>th</sup> June 2023 (This cover report).
2. Review the status of 51 performance measures in Q1 tracking the delivery of Year 2 of the Strategic Plan 2022-2024 (See Appendix A).

### **1 REASONS FOR THE DECISIONS**

- 1.1 The council's reporting cycle – the *draft Performance Management & Accountability Framework 2023-24* is set up to provide quarterly update reports for the delivery of the Strategic Plan 2022-2024 including operational performance measures.
- 1.2 Targeted performance measurement is relevant to strategic policy as it helps services to be designed so that they can deliver strategic objectives.
- 1.3 By examining performance measures of operational activity, the council can make informed decisions about how to effectively steer resources towards the goals of the organisation.

### **2 ALTERNATIVE OPTIONS**

- 2.1 The Cabinet may decide not to review the performance information. This is not recommended as Members have a key role to review and challenge under-performance and utilise performance information to inform resource allocation.

### **3 DETAILS OF THE REPORT**

- 3.1 *Background*
- 3.2 The last year has seen a new administration begin work following the council and mayoral election of May 2022. The council has created a new strategic plan for the 2022 -2026 period and started investing in a range of services to delivering strategic improvement in the way the council serves its residents. We are now in the second year of the mayoral administration. A new annual delivery plan for Year 2 was agreed at July's Cabinet setting ambitious targets with the focus on improvement and delivery.
- 3.3 The Strategic Plan 2022-24 adopted eight new corporate priorities that provide a framework for action to improve services and bring about strategic change for Tower Hamlets on 1<sup>st</sup> August 2022. This Plan translates mayoral priorities into operational deliverables and eight strategic priorities. Through monitoring key deliverables published in the Strategic Plan, the council can support and implement strategic improvements for the borough.
- 3.4 Summary Status

RAG Status	Y1Q1	Y1Q2	Y1Q3	Y1Q4	Y2Q1
Green	20	18	21	25	21
Amber	7	10	5	5	6
Red	6	6	9	10	4
No data currently	2	1	0	3	7
Data only	9	9	9	6	6
Reported annually	5	5	5	0	5
Service not operational	2	2	2	2	2
<b>Total</b>	<b>51</b>	<b>51</b>	<b>51</b>	<b>51</b>	<b>51</b>

### Performance Summary

3.5 At the end of Quarter 1 (April to June 2023), 51 performance indicators are reported in 7 categories as follows:

- 21 have met or exceeded their target (Green)
- 6 are between target and minimum (Amber)
- 4 are below target (Red)
- 7 have no data currently (this number will decrease closer to cabinet as data arrives)
- 6 data only (contextual information)
- 5 are reported annually,
- 2 the service is not operational yet.

Under 'No data currently' for 2 indicators data will be available in August 2024, and another 3 indicators will be available at the end of September 2023 and one is reported in arrears in Q3 as validated data for Q1 published by the Department of Levelling Up, Housing and Communities.

During April, May and June 2023 a number of services continue to steadily deliver across key services and a range of priority themes related to the Strategic Plan.

To help tackle the cost of living crisis we provided 477 tonnes of food to food aid organisations to distribute in the borough and 21,437 children and young people attended holiday activities and food programme during the school holidays.

To improve local housing conditions, 734 privately rented properties were visited to check for compliance with licensing schemes for homes in multiple occupation. To 'Accelerate Education' 1, 709 young people registered with the Council's youth centres since April and 7, 684 children supported by the Early Help Children and Family Service. To boost culture, business, jobs and leisure we delivered a higher number of events with community street parties held to celebrate the King's Coronation in June. 41 events were delivered. To boost local prosperity, 982 new jobs, training and apprenticeship opportunities were secured for local people. To Invest in public services, 302 residents successfully quit smoking for 4 weeks. And to empower communities and fight crime, 6,378 hours of uniformed patrols were delivered by the Safer Neighbourhood Operations Service during April, May and June.

### **Tackling the cost of living (Priority one)**

- 3.6 We monitor six performance indicators under five measures (1.01 -1.05) for this priority. Two are reported annually; there is currently no data for one indicator (at the time of writing this report), one indicator has fallen short of its Q1 target, and two are meeting or exceeding its Q1 target.

#### Two Annually Reported KPIs

- 3.7 We are tackling the cost-of-living crisis by investing £1.1 million per year to support young people into post-16 education through the Education Maintenance Allowance (EMA) and the University Bursary Award (UBA). Data for (KPI 001) EMA and (KPI 002) UBA is reported annually at the end of the academic year.

#### One No Data KPI

- 3.8 There is currently no data available for (KPI 003) Percentage of homelessness cases prevented or relieved. This measure is reported in arrears as validated data for Q1 which is set to be published by the Department of Levelling Up, Housing and Communities in Q3. The second measure is likely to be reported prior to the cabinet report publication, although it is noteworthy that this measure was below the minimum threshold during all of 2022-23.

#### One Red KPI

- 3.9 (KPI 004) 71 people presenting as homeless were supported into sustainable accommodation in Q1 which is below the minimum threshold of 99 people.

#### Two Green On track KPIs

- 3.10 (KPI 005) Number of attendances to holiday activities and food programme during school holidays exceeded its Q1 target of 70,000 by 6,575 with 76,575 attendances. This service is performing almost 10% over target.
- 3.11 (KPI 006) Tonnes of food provided to aid food organisations also exceeded its Q1 target of 450 tonnes by 27 tonnes with 477 tonnes of food distributed and on track and rated Green.

### **Homes for the Future (Priority two)**

- 3.12 We monitor five performance indicators under 3 measures (2.01, 2.07, 2.09 measures) for this priority. 3 indicators are Data Only, 1 indicator is Amber and 1 is at or above its Q1 target.

#### Three Data Only KPIs

- 3.13 These are market led KPIs. (KPI 007) There were 74 Net additions to the housing stock. The figures may change further to detailed checks of the information behind the numbers; it is expected the completed homes figures will increase. However, the low numbers reflect the current issues in the housing market and wider economy and the uncertainty created by requirement for two staircases in buildings over 30m (and government recently announced that will apply to residential developments above 18m, which will impact more schemes). Negotiations continue with developers to unblock schemes and secure the maximum level of affordable housing.

3.14 (KPI 008) 26 Number of affordable homes were consented in Q1. The low numbers reflect the current issues in the housing market and the uncertainty created by requirement for two staircases in buildings over 18m (reduced from the 30m originally consulted on). The Planning team continue to work with applicants to bring forward schemes and maximise affordable housing and are also investigating barriers to progress, particularly within the planning system to speed up the issuing of planning decisions.

3.15 (KPI 009) 54 Number of affordable homes were delivered in Q1. The council has limited influence over the build out of schemes. Completions coming on stream now will have received permission a number of years ago. The planning team are talking to developers to understand blockages to delivery, how the staircase requirements are impacting consented schemes and to support the delivery of affordable homes.

#### One Amber KPI

3.16 (KPI 010) 49% Lets were achieved to overcrowded households in Q1. This exceeds the minimum 48% threshold for Q1 and falls below 53% Q1 target.

#### One Green On track KPI

3.17 (KPI 011) Number of privately rented properties visited has exceeded its Q1 target of 437 by 297 with 734 visits completed. This KPI is on track and Green. In year one, this measure underperformed, so this is a sign the service has improved efficiency regarding visits.

#### **Accelerate Education (Priority three)**

3.18 We monitor 18 performance indicators under 8 measures. (3.01, 3.02, 3.06, 3.17, 3.19, 3.20, 3.21, 3.22) for this priority. 2 are Amber, 3 Data only, 7 Green, 4 No data currently (at the time of writing this report), and 2 where the is service is not operational yet.

#### Two Amber KPIs

3.19 (KPI 022) Percentage of Idea Store learners who pass a Skills for Life course is slightly below Q1 target of 95% and stands at 94%. This figure will be updated over the summer period once all results are returned and uploaded. This KPI has been rated Amber subject to a further update.

3.20 (KPI 028) % of Care Leavers aged 17-25 who are in education, employment or training (EET) has fallen short of its Q1 target of 70% with 66% care leavers who are EET due to a number of issues affecting the data around immigration, right to work status and cost of living crisis. The service anticipate that at the start of the new academic year in September/October 2023 there will be a fall in the NEET figures. This KPI is Amber.

#### Three Data Only KPIs

3.21 (KPI 020) The number of active education, health and care (EHC) plans is a demand led service, and as such does not have strategic targets. The demand is monitored as a strategic interest, and demand has risen and continues to do so. There are 4,284 active plans; within the last year, demand

for the service has risen considerably by 606 new active plans in place since last year's Q1 2022-23 figure of 3,678 active plans. Additional staffing is being allocated to maintain current plans and complete initial assessments for new plans within the statutory 20-week timeline.

3.22 (KPI 027) 245 number of children were subject to protection plans in Q1. As this service is demand led it is rated as 'Data Only'.

3.23 (KPI 029) 294 number of children were looked after in Q1. This is a demand led service so rated as Data Only.

#### Seven Green On track KPIs

3.24 (KPI 016) Number of young people who contacted and registered with the Council's and Council commissioned youth centres exceeded its Q1 target of 1,450 by 259 with 1,709 contacted and registered. This KPI is on track and Green.

3.25 (KPI 017) The number of users who regularly attend the Council's and Council commissioned youth centres exceeded its Q1 target of 1000 by 286 with 1286 young people attending. This KPI is on track and Green.

3.26 (KPI 018) The number of young people engaged with the Council's and Council commissioned youth centres who achieve a **recorded** outcome exceeded its Q1 target of 463 by 31 more young people achieving a recorded outcome. This means that in Q1 494 young people engaged with the Council's and Council commissioned youth centres who achieved a recorded outcome. This KPI is on track and Green.

3.27 (KPI 019) 150 young people who engaged with the Council's and Council commissioned youth centres achieved an **accredited** outcome and meeting the Q1 target. This KPI is on track and Green.

3.28 (KPI 021) % of education, health and care (EHC) assessments completed within 20 weeks exceeded its Q1 target of 35% and currently stands at 50%. This follows concerted efforts to ensure that EHC assessments are completed in a timely manner. This KPI is on track and Green.

3.29 (KPI 023) The number of children supported by the Early Help Children and Family Service exceeded its Q1 target of 70,000 by 684 more children supported. In Q1 7,684 children were supported by the Early Help Children and Family Service. A Tower Hamlets Early Help Strategy 2023-2025 is in place. This is on track and Green.

3.30 (KPI 024) % of contacts into MASH that are reviewed and progressed within timescales has met its Q1 target of 95%. This is KPI is on track and rated Green.

#### Four No data currently

3.31 (KPI 012) Q1 data for Number of primary school pupils in KS2 receiving council-funded free school meals will be available in August 2023 but is not



available at the time of writing this report. (KPI 013) % of primary school pupils in KS2 receiving council-funded FSM will also be available in August 2023.

- 3.32 (KPI 025) Rate of first-time entrants to the Youth Justice system Q1 data will be available end of September 2023. (KPI 026) % of young people that re-offend system Q1 data will also be available end of September 2023. The Youth Justice Board publish the data nationally and will not be available until end September 2023. Lower performance is better for this measure.

#### 2 Service not operational KPIs

- 3.33 (KPI 014 & KPI 015) Q1 data for Number of secondary school pupils receiving council-funded FSM and % of secondary school pupils receiving council-funded FSM is not yet available as the Service is not operational. It is due to commence with the new school year, with data beginning to be collected in late Q2.

#### **Boost culture, business, jobs and leisure (Priority four)**

- 3.34 We monitor four performance indicators under four measures (4.01, 4.03, 4.12, 4.16) for this priority. 3 are Green meeting or exceeding its Q1 set target, and 1 KPI is rated Amber.

#### Three Green On track KPIs

- 3.35 (KPI 030) 41 number of arts events were delivered and exceeding its Q1 set target of 35. The higher number of events were due to community street parties and community park events to celebrate the King's Coronation in June 2023. This KPI is on track on rated Green.
- 3.36 (KPI 032) The number of new jobs, training and apprenticeship opportunities enabled for local people exceeded its Q1 target of 625 by 357 more opportunities for local people to increase their prosperity with 982 new jobs, training and apprenticeship opportunities enabled for local people. This KPI is on track and Green.
- 3.37 (KPI 033) 279 enterprises were supported through the council's business programmes in Q1 resulting in 116 more enterprises supported and exceeding the Q1 target of 163. After strong performance in Q1 we remain on target to reach our annual profiles for this reporting indicator. This KPI is on track on rated Green.

#### Amber KPIs

- 3.38 (KPI 031) In Q1 47.8% of leisure centre member base were female, and slightly below its Q1 target of 49.2% and rated Amber. This is a positive movement on female membership base throughout the borough with a slight increase with additional programmed activity.

#### **Invest in Public services (Priority five)**

- 3.39 We monitor six performance indicators under two measures (5.07 and 5.10) for this priority. 3 are Green meeting or exceeding its Q1 set target, 1 KPI is reported annually, 1 KPI is Amber and 1 KPI is rated Red.

#### Three Green On track KPIs

- 3.40 (KPI 035) There were 59.7 permanent admissions to residential and nursing care 65+ per 100,000 in Q1. The outturn for Q1 is within the set target of 79. This metric is based on a rate calculation and is cumulative, meaning the number will grow each quarter up to end of Q4 (315). Lower is better for this metric i.e. by year end we are aiming to have an admission rate below 315 per 100,000 people for the full year.
- 3.41 (KPI 039) Number of smoking cessation 4 week quits. An estimated 302 people registered to this programme. The actual report will be available by the end of August 2023 but is not available at the time of writing this report. This is on track and Green.
- 3.42 (KPI 040) Number of smoking cessation 4 week quits (BAME). An estimated 160 from ethnic minority backgrounds registered to this programme. The actual report will be available by the end of August 2023 but is not available at the time of writing this report. This is on track and Green.

#### One Red KPI

- 3.43 (KPI 036) % of people who are signposted to find appropriate advice & support in the wider community that helps them to maintain their independence. The minimum target of 60% was missed by three percentage points in Q1. Tower Hamlets Connect is making appropriate referrals, which is positive. It is too early to see if this is an outlier or ongoing trend. The 57 percent rate may well reflect an increase in needs, which will need to be explored further. This is graded Red.

#### One Reported Annually KPI

- 3.44 (KPI 037) The indicator for overall satisfaction with care and support services received is reported annually. It is expected that the findings from the Adult Social Care survey 2022-23 will be published mid-autumn this year.

#### Amber KPIs

- 3.45 (KPI 038) 83% service users surveyed who agree with the statement "Overall I have a positive experience of the services I am receiving from the homecare agency" which is above Q1 minimum target of 80% and below 85% and Amber.

#### **Empower Communities and Fight Crime (Priority six)**

- 3.46 We monitor four performance indicators under one measure (6.02) for this priority. 3 are Green meeting or exceeding its Q1 set target, and 1 KPI has no data as it is published by National Drug Treatment Monitoring System (NDTMS) on 28th of September 2023.

#### 3 Green On track KPIs

- 3.47 (KPI 041) 60 upgraded CCTV cameras are operational exceeding its set target of 26 for Q1. 350 upgrades is the overall program target. 247 was

completed on 2022/23, with a delay due to the global supply chain, leaving 103 outstanding. This is on track and Green.

3.48 (KPI 042) 6, 378 number of hours of uniformed patrols delivered by the Safer Neighbourhood Operations Service exceeded its set target of 3,750 for Q1. This is on track and Green.

3.49 (KPI 043) 97% Victims of violence against women and girls who feel safer after engaging with commissioned provider exceeding its set target of 80% for Q1. This is on track and Green.

#### No Data KPI

3.50 (KPI 044) Adults with substance misuse treatment need who successfully engage in community-based structured treatment following release from prison – this data is published in September by an external body (NDTMS).

#### **A Clean and Green future (Priority seven)**

3.51 We monitor five performance indicators under five measures (7.08, 7.10, 7.11, 7.13, 7.20) for this priority. 2 KPIs are Green meeting and currently or exceeding its Q1 set target, 2 KPIs are graded No data currently and 1 KPI is below target and graded Red.

#### Three Green On track KPIs

3.52 (KPI 045) *Zero Number of trees planted in Q1 and reflects the fact that it is not planting season for trees (Trees are being routinely planted during quarters 3 and 4). Batches of projected trees are currently reserved with the dedicated contractor for the upcoming planting season and the service continues to monitor and review these arrangements should plans alter throughout the year. This is on track and Green.*

3.53 (KPI 047) 379% percentage of enforcement actions to fly-tip incidents exceeding its set target of 150% for Q1. This measure looks at the ratio of enforcement action to fly-tips reported by residents and crew. This is on track and Green.

#### One No Data KPI

3.54 (KPI 034) Number of missed collections per 100,000 households is currently waiting for Q1 data at the time of writing this report.

#### Two Red KPIs

3.55 (KPI 046) The overall recycling rate as of Quarter 1 2023-24 is 16.35% (provisional). This is a downturn in our rate in Q1 2022-23 (17.0%). The target for 2023-24 is 22%. 23,199 tonnes of household waste collected and 3,761.11 of this was recycled, reused, or composted. This shows a 0.6% decrease in the total household waste collected and a 4.2% decrease in the recycling collected compared to Q1 2022/23.

3.56 The main aspects affecting our recycling rate are:

- 1) The overall contamination rate in our dry recycling (30.09% compared to 27.35% in 2022-23 and 23.7% in 2021-22).

- 2) Increase in overall dwellings in the Borough has a direct impact on the amount of household residual waste generated. The total number of dwellings given by WasteDataFlow in 2023-24 is 144,240, whereas, in 2022-23, this number was 140,210. This represents a 2.87% increase from last year.
  - 3) Infrastructure for recycling services has not kept pace with the rate of property growth and growth in waste arisings and affects the amount of recycling collected.
  - 4) New Government regulations for the disposal of upholstered seating containing POPs (Persistent Organic Pollutants) establishes that these items cannot be recycled and must be disposed of by incineration. (Estimated 115 tonnes per month diverted from recycling to the residual waste stream).
  - 5) In June 2022, re-direction of street litter collected from parks was inadmissible for recycling due to high levels of dog excrement (Estimated 65 tonnes per month diverted from recycling to residual stream).
- 3.57 The mitigatory action taken by the service include a range of projects to increase the recycling rate:
- i. *Targeted communications* to encourage participation in the kerbside food and garden waste service;
  - ii. *Route optimisation* for the dry recycling collections;
  - iii. *Flats project*: aims to improve infrastructure at blocks of flats and on estates and to provide educational information for residents. Surveys underway at several blocks. New infrastructure is rolling out and expect that this will encourage residents to recycle more and reduce contamination;
  - iv. A new contamination campaign launched in January 2023 to encourage residents to recycle more and contaminate less continues to promote recycling;
  - v. *Programme of engagement activities and events* continues to encourage recycling and waste minimisation;
  - vi. We are currently *auditing the calculations* used to determine the household/non-household residual waste split. This will help reconcile the amount of household residual waste generated. It is difficult to predict when this KPI will be on track given the challenges facing the service as the current measures will take some time to effect change and we forecast that the recycling rate will remain low for the rest of 2023/24. We anticipate that actions taken will improve performance and positive results will start to show in 2024/25.
- 3.58 (KPI 048) 125 Children engaged in school cycle schemes during Q1 and which is below the minimum target of 297 and below the target of 330. The service has been affected by a change of supplier following re- tender of the contract in April as well as instructor availability. The mitigatory action taken by the service to bring this back on track includes escalating at the managing director level with the supplier. The supplier has since managed to recruit more instructors and carry out some additional cycle training during school summer holidays to make up for the training they were unable to deliver during the summer term. The service is therefore anticipating that

performance will improve during Q2 (but still remains below the target) and see further improvements in Q3 and Q4 to meet/exceed the quarterly targets.

### **A Council that listens and works for everyone (Priority eight)**

3.59 We monitor three performance indicators under three measures (8.06, 8.07, 8.13) for this priority. 1 KPI Amber, and 2 KPIs are reported annually.

#### One Amber KPI

3.60 (KPI 049) 32% percent of the top 5% of earners from Black, Asian and multi-ethnic communities slightly short of its Q1 target of 35% but has met its minimum target of 32%. Work is in progress and rated as Amber.

3.61 Given the relatively small numbers in the top 5% of earners, minimal changes in staff numbers can disproportionately impact the percentage figure. In March 2021, Tower Hamlets had the third highest percentage of top 5% earners who are Black, Asian or Multi Ethnic across all London boroughs, with 31%.

3.62 The service is taking action to address Black, Asian and Multi-Ethnic staff representation at the senior level through the Council's Workforce to Reflect the Community Strategy and Action Plan. This includes work to address the Council's pay gaps, improve talent management, leadership and development, recruitment, coaching and mentoring. These interventions will take time to show results. All directorates now have directorate action plans and are developing targets as part of these to improve representation year on year from 2023/24.

#### Two Reported Annually KPI

3.63 (KPI 050) Residents' perception of being involved in decision-making and (KPI 051) Residents' perception of being kept informed by the council data comes from the Annual Resident Survey which is currently being verified and will be released when final figures are available.

### **Update to Q4 Year 1 Annual Delivery Plan of the Strategic Plan 2022-2024**

3.64 Following some additional data gathering, Affordable home completions are higher than reported at year end (688 instead of 585). This also raises net additions to housing stock from 2330 to 2433.

### **Correction to 2023-24 Annual Delivery Plan**

3.65 The target range for youth re-offending rates has been re-calibrated to a 30% target and a 40% minimum threshold (the lower the better). In 2022-23 the outturn figure was 29% (33% in London).

## **4 EQUALITIES IMPLICATIONS**

- 4.1 The council's Strategic Plan is focused on meeting the needs of the diverse communities living in Tower Hamlets and ensuring that everyone can play their part in a vibrant and cohesive community. Many of the strategic outcomes and supporting activities are designed to reduce inequalities and foster community cohesion.

## **5 OTHER STATUTORY IMPLICATIONS**

- 5.1 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.
- Data Protection / Privacy Impact Assessment.

### *5.2 Best Value (BV) Implication*

- 5.3 Section 3 of the Local Government Act 1999 requires the council as a best value authority 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". Monitoring of performance information and acting on the findings is an important way in which that obligation is being fulfilled.

### *5.4 Sustainable action for greener environment*

- 5.5 Priority 7: A clean and green future. It focuses on key areas of sustainability, including air quality, waste and carbon emission. Key activities include work to drive up the borough's recycling rate, reducing CO2 emissions, and implementing a number of initiatives to improve air quality, including making Tower Hamlets one of the best boroughs for walking and cycling through our cycling training programmes.

## **6 COMMENTS OF THE CHIEF FINANCE OFFICER**

- 6.1 There are no direct financial implications of this report, as it is reporting the status of performance measures. Where performance does impact on finances, these are addressed and reported through the Council's existing financial framework.

## **7 COMMENTS OF LEGAL SERVICES**

- 7.1 The Council is under a general Duty of Best Value 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.”
- 7.2 Under the Duty of Best Value, therefore, the Council should consider overall value, including economic, environmental and social value, when reviewing service provision.
- 7.3 The Monitoring of performance objectives therefore assists in meeting the Best Value Duty placed upon the Council.

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### **Linked Reports, Appendices and Background Documents**

#### **Linked Report**

- None

#### **Appendices**

- Review the status of 51 performance measures in Q1 tracking the delivery of Year 2 of the Strategic Plan 2022-2024 (See Appendix a).

#### **Background Documents – Local Authorities (Executive Arrangements)(Access to Information)(England) Regulations 2012**

- None

#### **Officer contact details for documents:**

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# Strategic delivery and performance report

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## Year Two Delivery Plan 2023-24 Q1 review



## Our delivery and performance

## Current performance measures overview



Across the strategic plan, the current status of performance measures is shown with Red, Amber, and Green status to help us support services as they work to meet their aims.

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Some measures don't have data yet, such as winter tree planting.

Some measures don't have a target, such as universal free school meals.

RAG Status	Y1Q1	Y1Q2	Y1Q3	Y1Q4	Y2Q1
Green	20	18	21	25	21
Amber	7	10	5	5	6
Red	6	6	9	10	4
No data currently	2	1	0	3	7
Data only	9	9	9	6	6
Reported annually	5	5	5	0	5
Service not operational	2	2	2	2	2
<b>Total</b>	<b>51</b>	<b>51</b>	<b>51</b>	<b>51</b>	<b>51</b>

# Priority 1

## Tackling the cost of living



Ref	Measure	Directorate	2022-2023 Outturn	2022-2023 Target	Q1 Outturn	Q1 Min Target	Q1 Target	Q1 RAG
KPI 001	Number of EMAs awarded	Children's Services	803	1250	Reported annually	Reported annually	Reported annually	Reported annually
KPI 002	Number of university bursaries awarded	Children's Services	400	400	Reported annually	Reported annually	Reported annually	Reported annually
KPI 003	Percentage of homelessness cases prevented or relieved	Housing & Regeneration	37%	50%	No data currently	36%	40%	No data currently
KPI 004	Number of homeless supported into sustainable accommodation	Housing & Regeneration	317	470	71	99	110	Red
KPI 005	Number of attendances to holiday activities and food programme during school holidays	Housing & Regeneration	76,575	70,000	21,437	12,700	13,000	Green
KPI 006	Tonnes of food provided to food aid organisations	Housing & Regeneration	907	600	477	405	450	Green

**Priority 1**

Tackling the cost of living crisis

Commentary on measures in green, amber or red at Q1



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Ref	Measure	Directorate	Q1 Performance Commentary
KPI 001	Number of EMAs awarded	Children's Services	The number EMAs awarded to support young people who want to stay in education post-17 is reported annually.
KPI 002	Number of university bursaries awarded	Children's Services	The cumulative total of bursaries that have been paid out. This is reported annually.
KPI 003	Percentage of homelessness cases prevented or relieved	Housing & Regeneration	This figure is reported in arrears as validated data for Q1 is set to be published by the Department of Levelling Up, Housing and Communities in Q3.
KPI 004	Number of homeless supported into sustainable accommodation	Housing & Regeneration	The target was not met primarily due to a significant shortage of affordable Private Rented Supply (PRS) available to rehouse homeless households. The acute shortage of PRS supply has been experienced during every quarter of 2022/23. All London boroughs are reporting a sudden shrinking of the affordable PRS sector so this is not a problem unique to Tower Hamlets. Rising rents have arisen due to several factors including rising energy costs, rising mortgage costs, post-covid increased demand, properties returning to owner-occupation as small buy-to-let landlords exit the sector.

**Priority 1**

Tackling the cost of living crisis

Commentary on measures in green, amber or red at Q1



Ref	Measure	Directorate	Q1 Performance Commentary
KPI 005	Number of attendances to holiday activities and food programme during school holidays	Housing & Regeneration	The HAF programme is funded by the Department for Education and is for children and young people in reception up to Year 11 (inclusive) who receive benefit-related free school meals. In Q1 21,437 attended holiday activities and food programme during school holidays, significantly exceeding our Q1 target of 13,000
KPI 006	Tonnes of food provided to food aid organisations	Housing & Regeneration	477 tonnes of food was provided to food aid organisations, by the Tackling Poverty Team ad exceedng Q1 target of 450.

## **Priority 2**

### Homes for the future



Ref	Measure	Directorate	2022-2023 Outturn	2022-2023 Target	Q1 Outturn	Q1 Min Target	Q1 Target	Q1 RAG
KPI 007	Net additions to the housing stock	Housing & Regeneration	2,330	3,473	74	Annual	Annual	Data only
KPI 008	Number of affordable homes consented	Housing & Regeneration	591	700	26	Annual	Annual	Data only
KPI 009	Number of affordable homes delivered	Housing & Regeneration	585	1,000	54	Annual	Annual	Data only
KPI 010	Lets to overcrowded households	Housing & Regeneration	48%	52%	49%	48%	53%	Amber
KPI 011	Number of privately rented properties visited	Housing & Regeneration	No data	No data	734	437	437	Green





Ref	Measure	Directorate	Q1 Performance Commentary
KPI 007	Net additions to the housing stock	Housing & Regeneration	<p><u>1. What the data shows</u> There were 74 net additions to the housing stock in Q1.</p> <p><u>2. Why is this below expected?</u> These figures may change as we carry out a detailed check of the information behind the numbers and we expect the completed homes figures to increase. However, the low numbers reflect the current issues in the housing market and wider economy and the uncertainty created by requirement for two staircases in buildings over 30m (and government recently announced that will apply to residential developments above 18m, which will impact more schemes).</p>
KPI 008	Number of affordable homes consented	Housing & Regeneration	<p><u>1. What the data shows</u> 26 affordable homes consented in Q1.</p> <p><u>2. Why is this below expected?</u> The low numbers reflect the current issues in the housing market and the uncertainty created by requirement for two staircases in buildings over 18m (reduced from the 30m originally consulted on). The Planning team continue to work with applicants to bring forward schemes and maximise affordable housing and are also investigating barriers to progress, particularly within the planning system to speed up the issuing of planning decisions.</p>



Ref	Measure	Directorate	Q1 Performance Commentary
KPI 009	Number of affordable homes delivered	Housing & Regeneration	<p><u>1. What the data shows</u> 54 affordable homes were delivered in Q1.</p> <p><u>2. Mitigatory action</u> The council has limited influence over the build out of schemes. Completions coming on stream now will have received permission a number of years ago. The planning team are talking to developers to understand blockages to delivery, how the staircase requirements are impacting consented schemes and to support the delivery of affordable homes.</p>
KPI 010	Lets to overcrowded households	Housing & Regeneration	<p><u>1. What the data shows</u> Percentage of properties let to overcrowded households met the minimum target although it slightly below Q1 target. 49% lets to overcrowded households achieved in Q1 and exceeding Q1 minimum target of 48%</p> <p><u>2. Why is this below target?</u> Insofar as the Council operates a choice-based system of allocation, allocation of properties in any given quarter is ultimately determined by the bidding approach of applicant.</p> <p><u>3. Mitigatory action taken by the service</u> Given the measures close proximity to the target and limited ability to impact performance in this context, no particular actions have been proposed.</p> <p><u>4. When will this be on track?</u> This measure is expected to be back on target next quarter.</p>

Continued on the next page

## Performance summary

### Priority 2

Homes for the future

Commentary on measures in green, amber or red at Q1



Ref	Measure	Directorate	Q1 Performance Commentary
KPI 011	Number of privately	Housing & Regeneration	734 privately rented properties were visited in Q1. This exceeded Q1 target of 437.

# Priority 3

## Accelerate Education



Ref	Measure	Directorate	2022-2023 Outturn	2022-2023 Target	Q1 Outturn	Q1 Min Target	Q1 Target	Q1 RAG
KPI 012	Number of primary school pupils in KS2 receiving council-funded FSM	Children's Services	7,551	No target	Q1 data not available until 21/08/2023	No target	No target	No data currently
KPI 013	% of primary school pupils in KS2 receiving council-funded FSM	Children's Services	No data	No target	Q1 data not available until 21/08/2023	80%	85%	No data currently
KPI 014	Number of secondary school pupils receiving council-funded	Children's Services	No data	No data	Service not operational	No target	No target	Service not operational
KPI 015	% of secondary school pupils receiving council-funded FSM	Children's Services	No data	No data	Service not operational	No target	No target	Service not operational
KPI 016	Number of young people who contacted and registered with the Council's and Council	Children's Services	5,304	3,690	1709	1,305	1,450	Green



Ref	Measure	Directorate	2022-2023 Outturn	2022-2023 Target	Q1 Outturn	Q1 Min Target	Q1 Target	Q1 RAG
KPI 017	Number of users who regularly attend the Council's and Council commissioned youth services	Children's Services	3,336	3,336	1286	900	1,000	Green
KPI 018	Number of young people engaged with the Council's and Council commissioned youth centres who achieve a recorded outcome	Children's Services	1,863	1,600	494	417	463	Green
KPI 019	Number of young people engaged with the Council's and Council commissioned youth centres who achieve an accredited outcome	Children's Services	586	490	150	135	150	Green
KPI 020	Number of active education, health and care (EHC) plans	Children's Services	4,116	No target	4,284	No target	No target	Data only



Ref	Measure	Directorate	2022-2023 Outturn	2022-2023 Target	Q1 Outturn	Q1 Min Target	Q1 Target	Q1 RAG
KPI 021	% of education, health and care (EHC) assessments completed within 20 weeks	Children's Services	31%	53%	50%	32%	35%	Green
KPI 022	Percentage of Idea Store learners who pass a Skills for Life course	Resources	96%	95%	94%	86%	95%	Amber
KPI 023	Number of children supported by the Early Help Children and Family Service	Children's Services	17,778	17,000	7,684	6,300	7,000	Green
KPI 024	% of contacts into MASH that are reviewed and progressed within timescales	Children's Services	98%	95%	95%	90%	95%	Green
KPI 025	Rate of first time entrants to the Youth Justice system	Children's Services	140	250	Q1 data not available until end September 2023.	185	155	No data currently

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Ref	Measure	Directorate	2022-2023 Outturn	2022-2023 Target	Q1 Outturn	Q1 Min Target	Q1 Target	Q1 RAG
KPI 026	% of young people that re-offend	Children's Services	29%	26%	Q1 data not available until end September 2023.	40%	30%	No data currently
KPI 027	Number of children subject to protection plans	Children's Services	214	No target	245	No target	No target	Data only
KPI 028	% of Care Leavers aged 17-25 who are in education, employment or training (EET)	Children's Services	71%	65%	66%	65%	70%	Amber
KPI 029	Number of children looked after	Children's Services	301	No target	294	No target	No target	Data only





Ref	Measure	Directorate	Q1 Performance Commentary
KPI 012	Number of primary school pupils in KS2 receiving council-funded FSM	Children's Services	Q1 data will be available in August 2023
KPI 013	% of primary school pupils in KS2 receiving council-funded FSM	Children's Services	Q1 data will be available in August 2023
KPI 014	Number of secondary school pupils receiving council-funded FSM	Children's Services	This data will be based on service that is not yet up and running, thus we cannot currently report on this.
KPI 015	% of secondary school pupils receiving council-funded FSM	Children's Services	This data will be based on service that is not yet up and running, thus we cannot currently report on this.
KPI 016	Number of young people who contacted and registered with the Council's and Council commissioned youth centres	Children's Services	1709 young people contacted and registered with the Council's and Council commissioned youth centres. Q1 performance has exceeded the set target and this is on track.
KPI 017	Number of users who regularly attend the Council's and Council commissioned youth services	Children's Services	Q1 performance has exceeded the set target



Ref	Measure	Directorate	Q1 Performance Commentary
KPI 018	Number of young people engaged with the Council's and Council commissioned youth centres who achieve a recorded outcome	Children's Services	Q1 performance has exceeded the set target
KPI 019	Number of young people engaged with the Council's and Council commissioned youth centres who achieve an accredited outcome	Children's Services	This has met its Q1 target of 150
KPI 020	Number of active education, health and care (EHC) plans	Children's Services	In the last year, demand for the service has risen considerably, in Q1 22-23 there were 3,678 active plans, Q1 23-24 the figure stands at 4,284. Additional staffing is being allocated to maintain current plans and complete initial assessments for new plans within the statutory 20-week timeline.
KPI 021	% of education, health and care (EHC) assessments completed within 20 weeks	Children's Services	Q1 performance has exceeded the set target. This follows concerted efforts by the team in ensuring EHC assessments are completed in a timely manner.
KPI 022	Percentage of Idea Store learners who pass a Skills for Life course	Resources	The Skills for Life achievement rate is currently at 94%. This figure will be updated over the summer period once all results are returned and uploaded

**Priority 3**

Accelerate Education

Commentary on measures in green, amber or red at Q1



Ref	Measure	Directorate	Q1 Performance Commentary
KPI 023	Number of children supported by the Early Help Children and Family Service	Children's Services	Q1 performance has exceeded the set target. 7,684 children were supported by the Early Help Children and Family Service which exceeds our Q1 target of 7,000 children. The delivery is informed by the Tower Hamlets Early Help Strategy 2023-2025.
KPI 024	% of contacts into MASH that are reviewed and progressed within timescales	Children's Services	Q1 performance has met the set target
KPI 025	Rate of first time entrants to the Youth Justice system	Children's Services	This data is published nationally by the Youth Justice Board and will not be available until end September 2023. Lower performance is better for this measure.
KPI 026	% of young people that re-offend	Children's Services	This data is published nationally by the Youth Justice Board and will not be available until end September 2023. Lower performance is better for this measure.
KPI 027	Number of children subject to protection plans	Children's Services	This service is demand led.

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Ref	Measure	Directorate	Q1 Performance Commentary
KPI 028	% of Care Leavers aged 17-25 who are in education, employment or training (EET)	Children's Services	<p><u>1. What the data shows</u></p> <p>Young people awaiting Home Office decision disengage from ETE as their focus remains resolving this important issue. The Immigration status of our care-experienced young people also affects Right to Work (RtW) status and ETE workers are not able to source employment/Apprenticeship opportunities without RtW status. Additionally, the service receives referrals from young people seeking asylum in the UK at various times throughout the year and they have to wait for the start of the academic year to start education and/or training. During the period that they are waiting to commence education, they are classified as being NEET.</p> <p><u>2. Why is this below target?</u></p> <p>The rising cost of living has affected the number of young people continuing in education and colleges are reporting an increase in non-attendance. The rising cost of living is also forcing young people to take up easy-access jobs that are not sustainable, working in delivery jobs on casual/zero hour contracts. The service also has a number of young people with conditions and circumstances that are limiting their ability to engage in ETE and this includes mental health issues, parenting, and serving a custodial sentence. All of the above factors are affecting the data regarding ETE.</p>



Ref	Measure	Directorate	Q1 Performance Commentary
KPI 028	% of Care Leavers aged 17-25 who are in education, employment or training (EET)	Children's Services	<p><u>3. Mitigatory action taken by the service</u></p> <p>The frequency of ETE interventions with young people will be increasing, offering more tailored support. Additionally, work will be undertaken with Workpath, Virtual School, and the Through Care Service ETE Team to provide 1 -2-1 ESOL sessions at Kitcat Terrace.</p> <p><u>4. When will this be on track?</u></p> <p>We anticipate that the start of the new academic year in September/October 2023 will see a fall in the NEET figures.</p>
KPI 029	Number of children looked after	Children's Services	This is a demand led service. In Q4 2021-22 there were 335 children looked after. This fell to 301 in Q4 2022-23. The current Q1 data for 2023-24 shows there are now 294 children looked

## Priority 4

Boost culture, business, jobs  
and leisure



Ref	Measure	Directorate	2022-2023 Outturn	2022-2023 Target	Q1 Outturn	Q1 Min Target	Q1 Target	Q1 RAG
KPI 030	Number of arts events delivered	Communities	191	158	41	28	35	Green
KPI 031	% of leisure centre member base that are female	Communities	47.8%	51.0%	48%	47.8%	49.2%	Amber
KPI 032	The number of new jobs, training and apprenticeship opportunities enabled for local people	Housing & Regeneration	3,866	2,105	982	563	625	Green
KPI 033	Enterprises supported through the council's business programmes	Housing & Regeneration	919	650	279	146	163	Green

**Priority 4**

Boost culture, business, jobs and leisure  
 Commentary on measures in green, amber or red at Q1



Ref	Measure	Directorate	Q1 Performance Commentary
KPI 030	Number of arts events delivered	Communities	41 arts events successfully delivered exceeded our Q1 target of 35. The higher number of events than expected are attributed to community street parties and community park events to celebrate the King's Coronation in June 2023.
KPI 031	% of leisure centre member base that are female	Communities	<p><u>1. What the data shows</u>                      Positive movement on female membership base throughout the borough with a slight increase with additional programmed activity.</p> <p><u>2. Mitigatory action taken by the service</u>                      Borough wide campaign to increase participation of W&amp;G's in Q2, growth in programming and female recruitment at local events.</p> <p><u>3. When will this be on track?</u>                      Benefits of campaign to be realised late in Q2 and early Q3. Programme review to be completed by August.</p>
KPI 032	The number of new jobs, training and apprenticeship opportunities enabled for local people	Housing & Regeneration	982 new jobs, training and apprenticeships opportunities were enabled for local people. This shows that Q1 outturn is particularly strong owing to higher recruitment drives from S106 development activity. In line with progress last year, we expect future quarterly outturns to average out and be closer to the annual target.



**Priority 4**

Boost culture, business, jobs and leisure

Commentary on measures in green, amber or red at Q1



Ref	Measure	Directorate	Q1 Performance Commentary
KPI 033	Enterprises supported through the council's business programmes	Housing & Regeneration	After strong performance in Q1 we remain on target to reach our annual profiles for this reporting indicator. During Q1, 279 businesses were involved in participating in any of the enterprise support projects that the council runs, exceeding our Q1 target of 163.

## **Priority 5**

Invest in public services



Ref	Measure	Directorate	2022-2023 Outturn	2022-2023 Target	Q1 Outturn	Q1 Min Target	Q1 Target	Q1 RAG
KPI 035	Permanent admissions to residential and nursing care 65+ per	Health and Social Care	312.4	N/A	59.7	88	79	Green
KPI 036	% of people who are signposted to find appropriate advice & support in the wider community that helps them to maintain their independence	Health and Social Care	59%	59%	57%	60%	65%	Red
KPI 037	Overall satisfaction with care and support services received	Health and Social Care	No data	84%	Reported annually	Reported annually	Reported annually	Reported annually
KPI 038	% service users surveyed who agree with the statement "Overall I have a positive experience of the services I am receiving from the homecare agency"	Health and Social Care	90%	70%	83%	80%	85%	Amber



Ref	Measure	Directorate	2022-2023 Outturn	2022-2023 Target	Q1 Outturn	Q1 Min Target	Q1 Target	Q1 RAG
KPI 039	Number of smoking cessation 4 week quits	Health and Social Care	1,150	1,200	302	250	300	Green
KPI 040	Number of smoking cessation 4 week quits (BAME)	Health and Social Care	460	400	160	100	113	Green

Priority 5

Invest in public services

Commentary on measures in green, amber or red at Q3



Ref	Measure	Directorate	Q1 Performance Commentary
KPI 035	Permanent admissions to residential and nursing care 65+ per 100,000	Health and Social Care	This service is demand led which means that the that service provision is based upon the number of service users presenting. 59.7 service users 65+ were placed into permanent admissions to residential and nursing care 65+ per 100,000. This is a positive direction of travel as lower is better and below the Q1 target of 79.
KPI 036	% of people who are signposted to find appropriate advice & support in the wider community that helps them to maintain their independence	Health and Social Care	<p><u>What the data shows?</u> 57% of people signposted to find appropriate advice &amp; support in the wider community that helps them to maintain their independence in Q1. The minimum target of 60% was missed by three percentage points in Q1.</p> <p><u>2. Mitigatory action taken by the service</u> Tower Hamlets Connect is making appropriate referrals, which is positive. It is too early to see if this is an outlier or ongoing trend.</p> <p><u>3. When will this be on track?</u> The 57 percent rate may well reflect an increase in needs, which will need to be explored further.</p>
KPI 037	Overall satisfaction with care and support services received	Health and Social Care	We expect the results from the Adult Social Care Survey 2022/23 to be published mid-autumn this year.

**Priority 5**

Invest in public services

Commentary on measures in green, amber or red at Q3



Ref	Measure	Directorate	Q1 Performance Commentary
KPI 038	% service users surveyed who agree with the statement "Overall I have a positive experience of the services I am receiving from the homecare agency"	Health and Social Care	<p><u>1. What the data shows</u></p> <p>83% service users expressed a positive experience in the first 3 months of this year. The performance falls short of the target but is above the minimum target. The direction of travel is showing an improving trend in the first quarter.</p> <p><u>2. When will this be on track?</u></p> <p>Q2 should see the service on track given the improvement trend</p>
KPI 039	Number of smoking cessation 4 week quits	Health and Social Care	An estimated 302 people registered to quit smoking for 4 weeks. The actual report will be available by the end of August. This exceeds our target of 250 people.
KPI 040	Number of smoking cessation 4 week quits (BAME)	Health and Social Care	An estimated 160 people from ethnic minority backgrounds registered to quit smoking for 4 weeks. The actual report will be available by the end of August. This exceeds our Q1 target of a 100 people.

## **Priority 6**

Empower Communities and  
Fight Crime



Ref	Measure	Directorate	2022-2023 Outturn	2022-2023 Target	Q1 Outturn	Q1 Min Target	Q1 Target	Q1 RAG
KPI 041	Number of upgraded CCTV cameras operational	Health and Social Care	82	75	60	23	26	Green
KPI 042	Number of hours of uniformed patrols delivered by the Safer Neighbourhood Operations Service	Health and Social Care	10,970	10,000	6,378	3,500	3,750	Green
KPI 043	Victims of violence against women and girls who feel safer after engaging with commissioned provider	Health and Social Care	78.5%	77%	97%	75%	80%	Green
KPI 044	Adults with substance misuse treatment need who successfully engage in community-based structured treatment following release from prison	Health and Social Care	42%	37%	No data currently	45%	50%	No data currently



**Priority 6**

Empower Communities and Fight Crime

Commentary on measures in green, amber or red at Q1



Ref	Measure	Directorate	Q1 Performance Commentary
KPI 041	Number of upgraded CCTV cameras operational	Health and Social Care	60 upgraded cameras operational in Q1, exceeding the quarterly target of 26. 350 upgrades is the overall program target. 247 was completed on 22/23, with a delay due to the global supply chain, leaving 103 outstanding. The target has been adjusted to 26 per quarter. The current performance indicates that we will complete the installation of the CCTV program in Q2 23/24.
KPI 042	Number of hours of uniformed patrols delivered by the Safer Neighbourhood Operations Service	Health and Social Care	From Q1 23/24, the number of hours of uniformed patrols delivered by the Safer Neighbourhood Operations Service includes those delivered by Tower Hamlets Enforcement Officers. The target for 23/24 is higher than last year to account for their contribution. In Q1 6,378 hours of uniformed patrols were delivered, exceeding the Q1 target of 3,750.
KPI 043	Victims of violence against women and girls who feel safer after engaging with commissioned provider	Health and Social Care	97% of women and girls felt safer during Q1 after engaging with commissioned provider, exceeding our Q1 target of 80%. This measure is performing above target.

Priority 6

Empower Communities and Fight Crime

Commentary on measures in green, amber or red at Q1



Ref	Measure	Directorate	Q1 Performance Commentary
KPI 044	Adults with substance misuse treatment need who successfully engage in community-based structured treatment following release from prison	Health and Social Care	The National Drug Treatment Monitoring System (NDTMS) are due to publish Q1 2023/24 information on Thursday 28th September 2023.

# Priority 7

A clean and green future



Ref	Measure	Directorate	2022-2023 Outturn	2022-2023 Target	Q1 Outturn	Q1 Min Target	Q1 Target	Q1 RAG
KPI 045	Number of trees planted	Communities	522	200	0	0	0	Green
KPI 034	Number of missed collections per 100,000 households	Communities	No data	No target	No data currently	45	50	No data currently
KPI 046	Level of household recycling	Communities	16.3%	22.0%	16.3%	20.3%	22.0%	Red
KPI 047	Percentage of enforcement actions to fly-tip incidents	Communities	168%	125%	379%	135%	150%	Green
KPI 048	Children engaged in school cycle schemes	Communities	1,379	1,100	125	297	330	Red

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**Priority 7**

A clean and green future

Commentary on measures in green, amber or red at Q1



Ref	Measure	Directorate	Q1 Performance Commentary
KPI 045	Number of trees planted	Communities	Trees are planned to be planted during Quarters 3 and 4. Q1 outturn reflects the fact that it is not a planting season for trees (Trees are being routinely planted during quarters 3 and 4). Batches of projected trees are currently reserved with the dedicated contractor for the upcoming planting season and the service continues to monitor and review these arrangements should plans alter throughout the year.
KPI 034	Number of missed collections per 100,000 households	Communities	Commentary outstanding.



Ref	Measure	Directorate	Q1 Performance Commentary
KPI 046	Level of household recycling	Communities	<p><u>1) What the data shows?</u></p> <p>The overall recycling rate as of Quarter 1 2023-24 is 16.35% (provisional). This is a downturn in our rate in Q1 2022-23 (17.0%). The target for 2023-24 is 22%. 23,199 tonnes of household waste was collected and 3,761.11 of this was recycled, reused, or composted. This shows a 0.6% decrease in the total household waste collected and a 4.2% decrease in the recycling collected compared to Q1 2022/23.</p> <p>BENCHMARKING DATA: This is work in progress to find up to date info.</p> <p><u>2) Why is this below target?</u></p> <p>The main aspects affecting our recycling rate are:</p> <ol style="list-style-type: none"> <li>1) The overall contamination rate in our dry recycling (30.09% compared to 27.35% in 2022-23 and 23.7% in 2021-22).</li> <li>2) Increase in overall dwellings in the Borough has a direct impact on the amount of household residual waste generated. The total number of dwellings given by WasteDataFlow in 2023-24 is 144,240, whereas, in 2022-23, this number was 140,210. This represents a 2.87% increase from last year.</li> <li>3) Infrastructure for recycling services has not kept pace with the rate of property growth and growth in waste arisings and affects the amount of recycling collected.</li> <li>4) New Government regulations for the disposal of upholstered seating containing POPs (Persistent Organic Pollutants) establishes that these items cannot be recycled and must be disposed of by incineration. (Estimated 115 tonnes per month diverted from recycling to the residual waste stream).</li> <li>5) In June 2022, re-direction of street litter collected from parks was inadmissible for recycling due to high levels of dog excrement (Estimated 65 tonnes per month diverted from recycling to residual stream).</li> </ol>



Ref	Measure	Directorate	Q1 Performance Commentary
KPI 046	Level of household recycling	Communities	<p><u>3. Mitigatory action taken by the service</u></p> <p>c) Service are delivering a range of projects to increase the recycling rate:</p> <ul style="list-style-type: none"> <li>i. Targeted communications to encourage participation in the kerbside food and garden waste service;</li> <li>ii. Route optimisation for the dry recycling collections;</li> <li>iii. Flats project: aims to improve infrastructure at blocks of flats and on estates and to provide educational information for residents. Surveys underway at several blocks. New infrastructure is rolling out and expect that this will encourage residents to recycle more and reduce contamination;</li> <li>iv. A new contamination campaign launched in January 2023 to encourage residents to recycle more and contaminate less continues to promote recycling;</li> <li>v. Programme of engagement activities and events continues to encourage recycling and waste minimisation;</li> <li>vi. We are currently auditing the calculations used to determine the household/non-household residual waste split. This will help reconcile the amount of household residual waste generated.</li> </ul> <p><u>4. When will this be on track?</u></p> <p>The current measures will take some time to effect change and we forecast that the recycling rate will remain low for the rest of 2023/24. We anticipate that actions taken will improve performance and positive results will start to show in 2024/25.</p>

Priority 7

A clean and green future

Commentary on measures in green, amber or red at Q1



Ref	Measure	Directorate	Q1 Performance Commentary
KPI 047	Percentage of enforcement actions to fly-tip incidents	Communities	Q1 target exceeded. Increased enforcement activity focussing on targeting fly tipping hotspots has continued in Q1 resulting in high waste investigations.
KPI 048	Children engaged in school cycle schemes	Communities	Q1 outturn is below the target of 330 as the service has been affected by a change of supplier following retender of the contract back in April along with issues with instructor availability as a consequence. This matter has been escalated at the managing director level with the supplier. The supplier has since managed to recruit more instructors and also to carry out some additional cycle training during school summer holidays to make up for the training they were unable to deliver during the summer term. The service is therefore anticipating that performance will improve during Q2 (but still remain under the target) and further improve in Q3 and Q4 to meet/exceed the quarterly targets.



## Priority 8

A council that listens and works for everyone



Ref	Measure	Directorate	2022-2023 Outturn	2022-2023 Target	Q1 Outturn	Q1 Min Target	Q1 Target	Q1 RAG
KPI 050	Residents' perception of being involved in decision-making	Chief Executive's Office	No data	No target	Reported annually	No target	No target	Reported annually
KPI 051	Residents' perception of being kept informed by the council	Chief Executive's Office	No data	No target	Reported annually	No target	No target	Reported annually
KPI 049	Percentage of top 5% of earners from Black, Asian and multi-ethnic communities	Resources	33.1%	35%	32.43%	32.0%	35.0%	Amber

**Priority 8**

A council that listens and works for everyone  
 Commentary on measures in green, amber or red at Q1



Ref	Measure	Directorate	Q1 Performance Commentary
KPI 050	Residents' perception of being involved in decision-making	Chief Executive's Office	The results from the Annual Resident Survey 2022 have not been published yet.
KPI 051	Residents' perception of being kept informed by the council	Chief Executive's Office	The results from the Annual Resident Survey 2022 have not been published yet.

Priority 8

A council that listens and works for everyone  
 Commentary on measures in green, amber or red at Q1



Ref	Measure	Directorate	Q1 Performance Commentary
KPI 049	Percentage of top 5% of earners from Black, Asian and multi-ethnic communities	Resources	<p><u>1. What the data shows</u></p> <p>The top 5% earners who are from Black, Asian and Multi-Ethnic backgrounds is currently 32.43%, which is down 0.45% from the last quarter when it was 32.88%. This is 2.57% below target.</p> <p><u>2. Why is this below target?</u></p> <p>The actual full time equivalent number of Black, Asian and Multi-Ethnic staff in the top 5% earners has only reduced by 0.40 this quarter. Given the relatively small numbers in the top 5% of earners, these minimal changes have impacted the percentage figure. In March 2021, Tower Hamlets had the third highest percentage of top 5% earners who are Black, Asian or Multi Ethnic across all London boroughs, with 31%.</p> <p><u>3. Mitigatory action taken by the service</u></p> <p>Work continues to address Black, Asian and Multi-Ethnic staff representation at the senior level through the Council's Workforce to Reflect the Community Strategy and Action Plan. This includes work to address the Council's pay gaps, talent management, leadership and development, coaching and mentoring. Directorate targets are also being put in place as part of work to look in more granular detail at where there is under representation, e.g. in specific services or professions.</p> <p><u>4. When will this be on track?</u></p> <p>These interventions will take time to show results. All directorates now have directorate action plans and are developing targets as part of these to improve representation year on year from 2023/24.</p>



# Cabinet

Wednesday, 20 September 2023 at 5.30 p.m.

Council Chamber - Town Hall, Whitechapel

## Supplementary Agenda 3 – Item 6.2 – Budget Monitoring Q1

### Contact for further enquiries:

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Web: <http://www.towerhamlets.gov.uk>





## 6 .2 Budget Monitoring 23/24 Q1 (3 – 66)



<p><b>Cabinet</b></p> <p>20 September 2023</p>	 <p><b>TOWER HAMLETS</b></p>
<p><b>Report of:</b> Julie Lorraine, Corporate Director of Resources</p>	<p><b>Classification:</b> Unrestricted</p>
<p><b>Budget Monitoring 2023/24 Quarter 1</b></p>	

<b>Lead Member</b>	<b>Cllr Saied Ahmed, Cabinet Member for Resources and the Cost of Living</b>
<b>Originating Officer(s)</b>	John Harrison – Interim Director of Finance, Procurement and Audit Ahsan Khan – Head of Strategic Finance (Chief Accountant)
<b>Wards affected</b>	All wards
<b>Key Decision?</b>	No
<b>Forward Plan Notice Published</b>	No
<b>Reason for Key Decision</b>	This report has been reviewed as not meeting the Key Decision criteria.
<b>Strategic Plan Priority / Outcome</b>	All Strategic Plan 2022-26 priorities

### Reasons for Urgency

This report was not published within the statutory timescale. The publication was delayed to ensure review by the Council’s new permanent section 151 Officer, who joined the council on the 1<sup>st</sup> of September, in line with good practice. It is important Cabinet considers the report at this meeting to ensure the latest financial information is provided to inform decision making.

### Executive Summary

This report presents the current forecast year end outturn compared to the budget as at 30<sup>th</sup> June 2023 (Period 3/Quarter 1) for the General Fund, Dedicated Schools Grant (DSG), Housing Revenue Account (HRA), progress against savings targets, the council’s capital programme and provides projections on General Fund earmarked reserves.

### Recommendations:

The Mayor in Cabinet is recommended to:

1. Note the council’s position and consequent forecast outturn as at 30<sup>th</sup> June 2023, against General Fund Budget (based on the previous

structures), Dedicated Schools Budget, Housing Revenue Account and earmarked reserves for 2023-24.

2. Note the actions taken to date to address the demand pressures as set out in Appendix A, Section 3.2.
3. Note the progress made against the 2023-24 savings targets, based on forecasts as of 30<sup>th</sup> June 2023.
4. Note the council's forecast outturn position against General Fund and Housing Revenue Account capital programme approved budgets for 2023-24, based on forecasts as of 30<sup>th</sup> June 2023.
5. Note that there are no equalities implications directly resulting from this report, as set out in Section 4.
6. Approve capital investment of £80k in the London Community Credit Union (LCCU) funded from the COVID reserve.

## **1 REASONS FOR THE DECISIONS**

- 1.1 The regular, timely and accurate reporting of Revenue and Capital Budget Monitoring information through the year is a key financial control. It makes visible variations to budget to inform decision making and enable the council to take timely mitigating actions.
- 1.2 It is important that issues driving variations to budget are understood, challenged and addressed so that the council remains both within the approved budget envelope and on track to delivering the plans Members budgeted for.
- 1.3 Where there are underlying issues arising that cannot be contained by individual service management action, for example increasing costs of homelessness, which is an issue of national concern particularly so across London Boroughs, then alternative proposals can be developed. These then form realistic and acceptable solutions which address the financial impact; CMT and Members have a key role in approving such actions. Only as a measure of last resort should proposals represent potential changes to the budget originally approved.

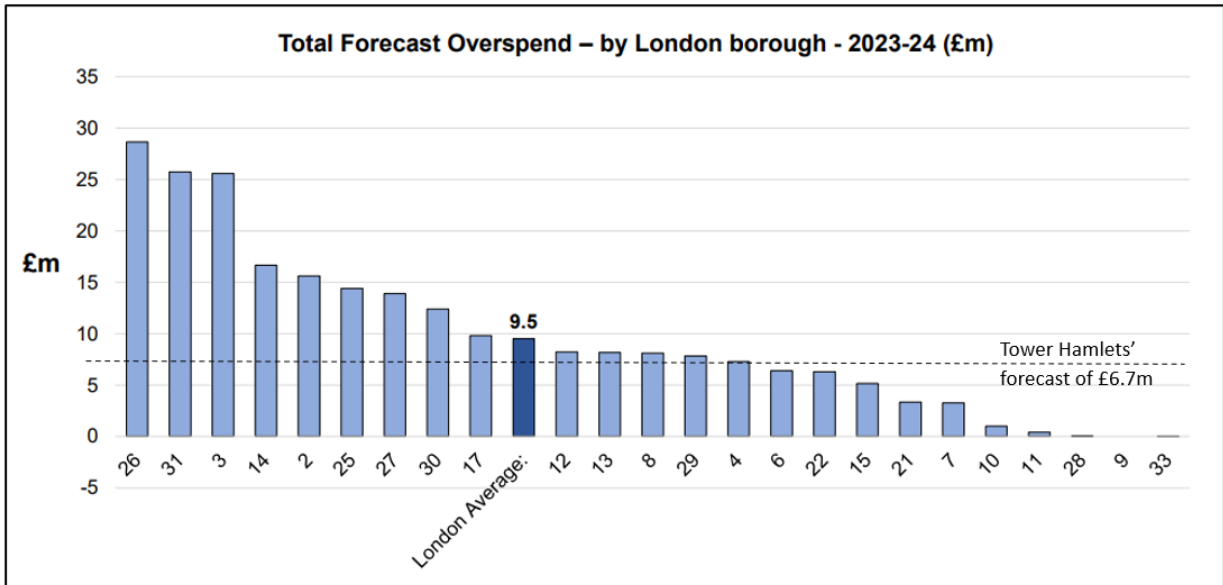
## **2 ALTERNATIVE OPTIONS**

- 2.1 The council could choose to monitor its budgetary performance against an alternative timeframe, but it is considered that the reporting schedule provides the appropriate balance to allow strategic oversight of the budget by Members and to manage the council's exposure to financial risk. More frequent monitoring is undertaken by officers and considered by individual service directors and the council's CMT including approval of management action.



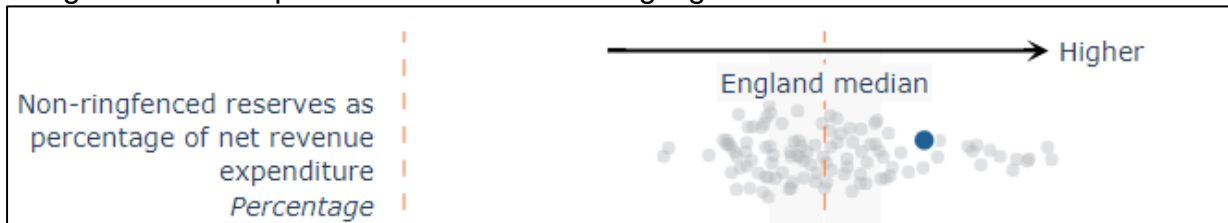
### **3 DETAILS OF THE REPORT**

- 3.1 On 1 March 2023, council agreed a general fund budget of 445.5 million, which required delivering savings of £15.5m. The overall savings requirement included elements of slippage from previous years where the Council had been unable to deliver its savings targets during the period. The current progress made against savings targets is detailed contained in Appendix B.
- 3.2 The budget forecast at this early stage in the financial year, if accepted with no action taken, indicates a projected potential general fund overspend of £6.7m. This includes, but is not limited to, major overspend variances due to demand service-based pressures totalling £8.4 million arising from Homelessness (£3.6m) Adult Social Care (£3.3m), SEN Transport (£1.5m). Based on this forecast, total general fund balance and reserves without restrictions are projected to remain within tolerable limits in the short term at a total £83.9m by the end of the year as shown in Section 5 of Appendix A. Therefore, at this stage the council can demonstrate financial resilience which importantly provides time to progress corresponding recurring savings/ underspends to replace shorter term sources of funding which has helped offset much of the demand pressures to date. The council has experienced challenges in previous years relating to slippages and non-achievement of savings targets, leading to overspends for the council which have largely been mitigated thorough the use of savings/efficiencies generated elsewhere in the council or one-off reserves. This is not sustainable and savings targets will need to be closely monitored through the year to ensure urgent action is taken where savings are not being achieved through substitution of savings or reduced growth to maintain the robustness of the councils financial position moving forward.
- 3.3 The Council is undergoing a transformation programme to make sure we are achieving the council's agreed priorities, Mayor's ambitions for the borough and the objectives set out in the Strategic Plan in a more efficient and financially sustainable manner. Boards have been set up to drive the transformation and achieve those efficiencies detailed in our Medium-Term Financial Plan (MTFP). These boards have been set up to bring much more rigour to the financial management process and to introduce additional controls in the way the council spends its money.
- 3.4 By way of comparison and illustrative context the Quarter 1 Budget Monitoring Survey produced by London Councils shows similar significant external pressures being faced by local government. Due to a combination of strong financial oversight and the actions taken by the Council as set out in section 3.2 of Appendix A, Table 1 below demonstrates Tower Hamlets remains in a comparatively strong position with a same period forecast overspend projected well below the average of the 24 Councils who participated.



3.5 Government indicators from Oflog benchmark Councils' Non-ringfenced reserves. This data is for the 2021/22 financial year and shows Tower Hamlets in the top 25% of local authorities for the size of its reserves. This shows that the Council had a comparatively high level of non-ringfenced reserves in comparison to other authorities and as such was well placed to weather a storm with some short-term reliance on reserves to support revenue expenditure.

Oflog Indicator Graph with Tower Hamlets Highlighted:



3.6 The 2023/24 brought forward deficit on the DSG was £13.8m. The Deficit in the DSG has been built up over the last 5 years with increased demand for individual support for Children through Education Health and Care Plans. The DfE have recognised that levels of funding were not adequate to cover demand and the majority of Local Authorities are now in an accrued deficit position. In 2023/24. For Tower Hamlets current forecasts on the spend within the Dedicated Schools budget indicate an underspend of £1.0m, which will reduce the deficit to £12.8m by year-end. This budget is exceptionally volatile with the main variable related to spend on individual high needs arrangements. The prior years' deficit would be expected to be paid back over the longer term to ensure that provision for young people can be maintained.

3.7 The Housing Revenue Account is forecasting an overspend variance of £1.3m when compared with budget. This balance will be transferred from general HRA balances at year-end. Variances in the HRA relate to delegated budget, which is forecasting a year-end adverse variance of £2.2m, the THH management fee

is forecasting a break-even position, the non-delegated budget is forecasting a year-end adverse variance of £2.2m and technical adjustment budgets are forecasting a favourable variance of £3.1m. Further details are provided in Appendix A, section 4. It should be noted that one of the key areas of efficiencies yet to be incorporated into our forecast year end position and Medium-Term Financial Strategy relates to the integration of THH. This is an important element of future consideration for the council given the potential corresponding risks associated with investment requirements in existing stock, meeting new regulatory standards and delivering our housing growth agenda.

- 3.8 Further details of the period 3/ quarter 1 forecast outturn capital monitoring position at programme level is provided in Appendix A, section 10 as well as Appendix C.
- 3.9 A capital allocation of £80k is requested to support the LCCU. The credit union has been impacted by the pandemic and the cost-of-living crises. The union provides a vital source of credit for residents in need, and it is proposed the investment is funded from the COVID reserve which was created to support the impact of the pandemic. Further details are provided in Appendix D.
- 3.10 Our financial strategy remains focussed on securing long-term sustainability and as such delivery of our identified savings in parallel with the accelerated identification of future savings requirements remains a key area of action across the organisation, in order to achieve a sustainable balanced position across the medium term.

#### **4 EQUALITIES IMPLICATIONS**

- 4.1 There are no equality implications directly resulting from this report.

#### **5 OTHER STATUTORY IMPLICATIONS**

- 5.1 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.
  - Data Protection / Privacy Impact Assessment.
- 5.2 There are no other statutory implications contained in this report.

## **6 COMMENTS OF THE CHIEF FINANCE OFFICER**

- 6.1 The attached report is primarily financial in nature and the financial implications of the issues raised have been included in the report and its associated appendices.

## **7 COMMENTS OF LEGAL SERVICES**

- 7.1 The council is required by section 151 of the Local Government Act 1972 to make arrangements for the proper administration of its financial affairs. The council's chief finance officer has established financial procedures to ensure the council's proper financial administration. These include procedures for budgetary control. It is consistent with these arrangements for Cabinet to receive information about the revenue and capital budgets as set out in this report
- 7.2 The monitoring of financial information is also a significant contributor to meeting the council's Best Value legal duty and therefore this report complies with that legal duty.
- 

## **Linked Reports, Appendices and Background Documents**

### **Linked Report**

- None

### **Appendices**

- Appendix A: Budget Monitoring Report 2023-24 as at 30<sup>th</sup> June (Period 3)
- Appendix B: Summary MTFS Savings Tracker 2023-26
- Appendix C: 2023-24 Period 3 Forecast Outturn General Fund Capital Programme Monitor
- Appendix D: Credit Union Briefing

### **Background Documents – Local Authorities (Executive Arrangements) (Access to Information) (England) Regulations 2012**

- None

**Officer contact details for documents:** N/A

## Appendix A

### Budget Monitoring Report 2023-24 as at 30<sup>th</sup> June (Period 3)

	Section	Page
<b>Summary</b>	<b>1</b>	<b>2</b>
<b><i>Directorate positions</i></b>		
Children and Culture	2.1	5
Resources	2.2	8
Chief Executive's Office	2.3	10
Health, Adults & Community	2.4	11
Place	2.5	15
<b>Corporate Costs</b>	<b>3.1</b>	<b>26</b>
<b>Actions to Address the Forecast Overspend</b>	<b>3.2</b>	<b>28</b>
<b>Housing Revenue Account</b>	<b>4</b>	<b>29</b>
<b>General Fund and Earmarked Reserves</b>	<b>5</b>	<b>32</b>
<b>HRA, DSG and Capital Usable Reserves</b>	<b>6</b>	<b>33</b>
<b>NNDR and Council Tax</b>	<b>7</b>	<b>34</b>
<b>Treasury</b>	<b>8</b>	<b>36</b>
<b>Savings</b>	<b>9</b>	<b>39</b>
<b>Capital GF and HRA</b>	<b>10</b>	<b>40</b>

Circulated to	Cabinet
Date	20 September 2023
Classification	Unrestricted
Report of	Corporate Director of Resources
Lead Member	Cllr Saied Ahmed, Cabinet Member for Resources and the Cost of Living
Originating Officer(s)	John Harrison, Interim Director of Finance, Procurement and Audit Ahsan Khan, Head of Strategic Finance (Chief Accountant)
Wards affected	All Wards
Key Decision?	No

General Fund (GF) forecast £6.7m overspend variance

Dedicated Schools Grant (DSG) forecast £1.0m underspend before the transfer to reserve

Housing Revenue Account (HRA) forecast £1.3m overspend before transfer from reserve

Period 3 Forecast Outturn as Overspend/(Underspend) (£m)						
	2023/24 Net expenditure budget	Actuals	Forecast outturn	Gross over / (under) spend	Transfer to / (from) reserves	Net variance over / (under) spend (impact on GF / DSG / HRA)
	A		B	C = B - A	D	= C + D
Children & Culture Resources	87.7	27.9	93.5	5.8	(3.7)	2.1
Chief Executive's HA&C	45.2	58.9	46.1	0.9	(0.8)	0.1
Place	17.6	5.2	15.9	(1.7)	(0.1)	(1.8)
	174.5	26.5	183.6	9.1	(6.7)	2.4
	73.2	18.7	87.4	14.2	(7.3)	6.9
<b>Sub-total GF services</b>	<b>398.2</b>	<b>137.2</b>	<b>426.5</b>	<b>28.3</b>	<b>(18.6)</b>	<b>9.7</b>
Corporate and Financing costs	47.3	16.3	44.3	(3.0)	0.0	(3.0)
<b>Total General Fund</b>	<b>445.5</b>	<b>153.5</b>	<b>470.8</b>	<b>25.3</b>	<b>(18.6)</b>	<b>6.7</b>
<u>Ringfenced Items</u>						
DSG Grant				(1.0)	1.0	0.0
HRA				1.3	(1.3)	0.0

### General Fund

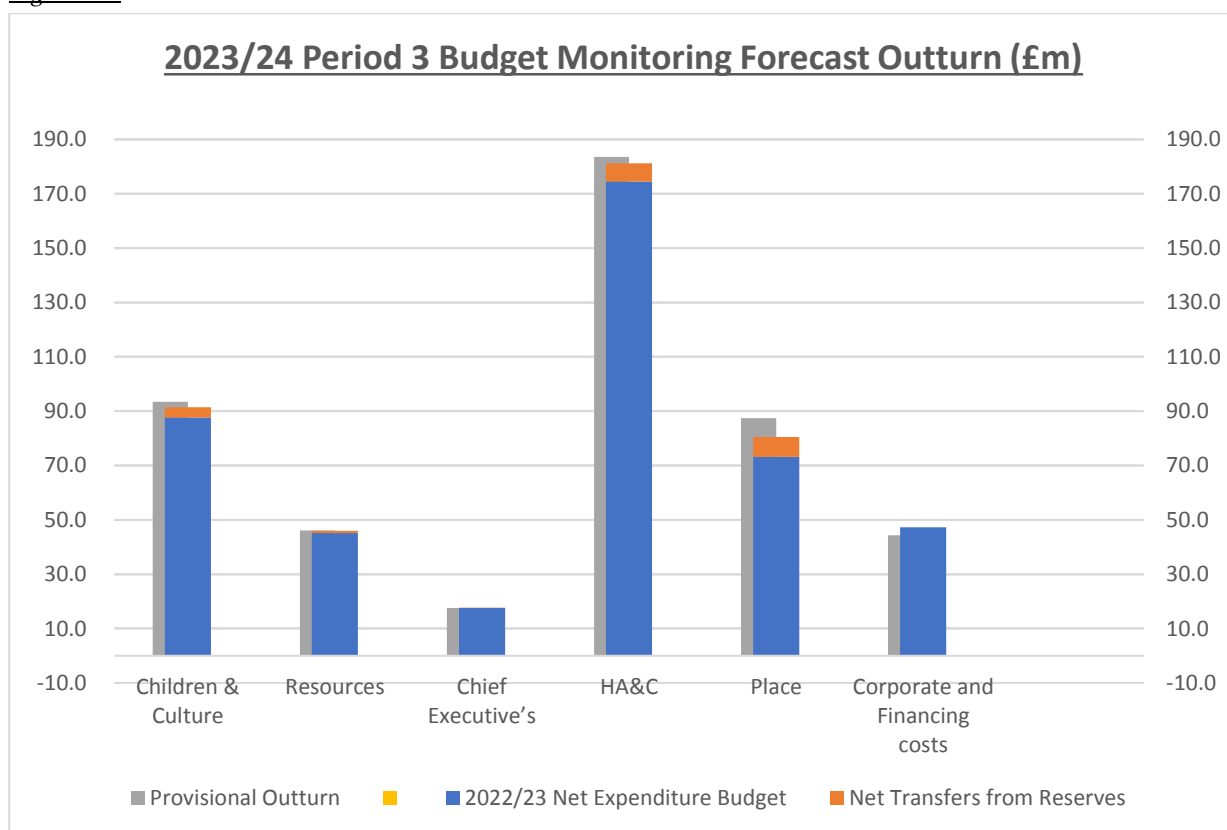
The total council approved revenue net expenditure budget for 2023/24 is £445.5m. The year-to-date actuals to period 3 (30<sup>th</sup> June) amount to £153.5m. The period 3, 2023/24 financial forecast is an underlying gross overspend of £25.3m. The position after the proposed net drawdown of earmarked reserves requested from directorates (subject to the approval of the CFO), totalling £(18.6)m, of which £2m was budgeted for in 2023/24, with the remainder of the reserve drawdowns being proposed from previously agreed reserves set aside in prior years, is an overall forecast £6.7m overspend variance (see figure 1.1 below).

The council's overall general and earmarked reserves are detailed in section 5. General and earmarked reserve allocations brought forward from previous years have been done so for three main purposes; the council maintains general balances in order to provide a contingency against unplanned or unexpected events and earmarked reserves are maintained to help cushion the impact of uneven cash flows and avoid unnecessary temporary borrowing as well as setting aside funds to meet known or predicted future liabilities.

The detailed directorate monitoring, setting out the period 3 forecast outturn against revised budgets and the reasons for the variances are detailed within the body of this Appendix. The monitoring report will reflect the new departmental structures from Month 5.

Significant savings are still to be delivered in 2023/24 within a continuing challenging environment for the council. Any under/overspend at the year-end will be transferred to/funded from reserves.

Figure 1.1



### General Fund and Earmarked Reserves

There is a forecast reduction in the year-end reserves position, this is summarised in the table below:

All in figures in £m	Draft outturn 31 March 2023*	Forecast in-year increase / (decrease)	Forecast 31 March 2024
General Fund balance	24.2	(2.5)	21.7
Reserves without restrictions	96.0	(33.8)	62.2
<b>Sub-total</b>	<b>120.2</b>	<b>(36.3)</b>	<b>83.9</b>
<b>General Fund Restricted Reserves</b>	<b>98.9</b>	<b>(16.8)</b>	<b>82.1</b>
<b>Total</b>	<b>219.1</b>	<b>(53.1)</b>	<b>166.0</b>

\* updated 31 March 2023 position from provisional outturn 2022/23

Some reserve movements do not show on the 'Period 3 Forecast Outturn as Overspend/(Underspend)' table either due to the way they are accounted for or their balance movements do not directly impact service Directorates. A reconciliation between the above table and the 'Period 3 Forecast Outturn as Overspend/(Underspend)' table is detailed as follows:

	<b>£m</b>
<b>Directorates movement in reserves</b>	<b>(18.6)</b>
Contribution to fund MTFs (from the Mayor's Priority Investment Reserve) as approved by council 1st March 2023	(22.1)
Contribution to fund Collection Fund deficit costs (from Collection Fund Smoothing Reserve)	(2.7)
Contribution to fund ICT non capitalisable infrastructure	(2.0)
Contribution to fund Transformation across services	(1.0)
Contribution to fund overall forecast overspend position	(6.7)
<b>Total General Fund and Earmarked Reserves movement</b>	<b>(53.1)</b>

**General Fund balances and reserves without restrictions** are forecast to decrease by £(36.3)m, from £120.2m to £83.9m in 2023/24. We are in a hugely unpredictable environment and we are facing significant challenges over the medium-term thus it is important to maintain reserves at an adequate level to help mitigate and manage these significant risks and ensure the council remains on a sustainable footing going forward.

**General Fund Restricted reserves** are forecast to decrease by £(16.8)m, from £98.9m to £82.1m in 2023/24, this includes funds that are to be utilised for specific purposes, including grants received in advance pertaining to the Collection Fund, the council's self-insurance reserve, Public Health and other various revenue grants the council has received, which include conditions on the spend.

### **Collection Fund**

For Business Rates, to the end of Period 3, we have collected £131m of £431m billed (30.29% in-year collection rate) compared to 28.74% for 2022-23, which is an improvement on last year. This includes collection of the Business Rate Supplement (BRS) for the London Crossrail development.

For Council Tax, to the end of Period 3, we collected £41.6m of the £176m Council Tax bills raised (25.8% in-year collection rate) compared to 24.9% for the same period in 2022-23, which is an improvement on last year but lower than pre-pandemic collection levels. Future years' collection rates could continue to be negatively affected by wider economic impacts being experienced by residents (including inflationary and market pressures on energy and food costs).

### **Dedicated Schools Grant (DSG) Budget**

Current Forecast on the spend within the Dedicated Schools budget is an underspend of £1.0m in 2023/24, resulting in prior years' deficits of £13.8m reducing to £12.8m by year-end. This budget is exceptionally volatile with the main variable related to spend on individual high needs arrangements. The prior years' deficit would be expected to be paid back over the longer term to ensure that provision for young people can be maintained and the current DSG statutory override expires in 2025/26.

### **HRA**

The Housing Revenue Account is forecasting an overspend of £1.3m when compared with budget. It is assumed that this balance will be transferred from general HRA balances at year-end. Variances in the HRA relate to delegated budget, which is forecasting a year-end adverse variance of £2.2m, the THH management fee is forecasting a break-even position, the non-delegated budget is forecasting a year-end adverse variance of £2.2m and technical adjustment budgets are forecasting a favourable variance of £3.1m. Further details are provided in section 4 of this appendix.



Children and Culture forecast overspend of £2.1m

Dedicated Schools Grant (DSG) forecast £1.0m underspend before the transfer to reserve

Service	2023/24 Net expenditure budget £m	Actuals £m	Forecast Outturn £m	Gross over / (under) spend £m	Transfer to / (from) reserves £m	Forecast over/(under) spend £m
	<b>A</b>		<b>B</b>	<b>C = B - A</b>	<b>D</b>	<b>= C + D</b>
Supporting Families	63.2	16.7	64.7	1.5	(1.7)	(0.2)
Commissioning and Culture	8.8	1.1	8.5	(0.3)	0.0	(0.3)
Education	11.3	3.8	13.6	2.4	0.0	2.4
Education Resources	4.4	6.3	6.6	2.2	(2.0)	0.2
Education Impact of School Closures and Amalgamations	0.0	0.0	0.0	0.0	0.0	0.0
<b>Total</b>	<b>87.7</b>	<b>27.9</b>	<b>93.4</b>	<b>5.8</b>	<b>(3.7)</b>	<b>2.1</b>

The Children and Culture Directorate is reporting a net overspend of £2.1m. The Supporting Families service is showing a net underspend of £0.2m, Commissioning and Culture an underspend of £0.3m, Children's Resources a net overspend of £0.2m, and Education a net overspend of £2.4m.

The budget position reflects that Supporting Families is managing these pressures however the position is after a significant use of grant bought forward from 2023/24 that was received later than anticipated. The service is becoming more reliant on specific grants with funding for family hubs as well as the specific social care grant, although the full allocation of this was not received by services in 2023/24.

As in the case in the majority of local Authorities across the country SEND pressures are the greatest concern and continue to increase with a clear link to the impact of the pandemic upon children's development, with unprecedented increases in the number of referrals for Education Health and Care Plans. Whilst the costs associated with the EHCPs are met from within the Dedicated Schools Grant (DSG) there are a number of services that relate to these increases that are met from within the General Fund. These costs have significantly increased with the need for additional staff in Education Psychology and SEN casework. Whilst growth for staffing was included for 2023/24 the need to use locums and interim staff continues to cause a pressure where there these staff are in high demand and short supply.

LBTH is currently part of the DfE sponsored DBV (delivering better value programme) looking at supporting the development of mitigations to reduce the ongoing cost pressures through identifying opportunities within current provision. This programme offers the opportunity of a £1m grant to support the work needed to understand where interventions are best targeted.

There continues to be significant increases in the Costs of SEN transport costs, both with increased volumes of Children accessing transport and the large increase in fuel costs and London ULEZ surcharges

for private hire vehicles. Whilst a number of mitigations have been introduced to facilitate personnel budgets and accelerate the programme of travel training this is not keeping up with the volume growth, We are still working with the place directorate to find a solution to the uncertainty and volatility of the internal transport budgets that are split with adult services, with a greater proportion and pressure now being met from Childrens service budgets.

Plans are being taken forward to see if the increased level of staffing need in SEND can be addressed through growth bids for 2024/25 as well as increases in Education psychology staffing. Growth bids will also be submitted in relation to SEN transport demands.

Use of reserves included funding bought forward from the prior year supporting families funding of £1.7m and £2.0m of reserves will be drawn down to support the costs of Primary Free School Meals in line with the agreed MTFS.

Provisional outturn on the spend within the Dedicated Schools budget is an underspend of £1.0m. This budget is exceptionally volatile with the main variable related to spend on individual high needs arrangements, also related to the increase in EHCPs.

#### **Supporting Families £0.2m underspend**

The Current overspends within the service are offset by an agreed carry forward of prior year grants of £1.7m.

#### **No Recourse to Public Funds - £0.3m overspend**

This continues to be a pressure with the requirement to support young people and their families who are unable to claim benefits or support.

#### **Children Looked after - £0.6m overspend**

There are currently additional Agency staff in this area supporting the work of the ASYE Social Workers. Staffing numbers are being reviewed and there may be the requirement for some level of budget realignment to support the additional staffing.

#### **Residential Placements- £1m overspend**

These are currently overspending by £1m broken down into several areas the main ones being £0.2m on external foster carers, £0.6m on residential placements and £0.2m on semi-independent placements.

#### **Commissioning and Culture £0.3m underspend**

##### **Arts Parks and events - £0.2m underspend**

There is additional income forecast to the current budget and an additional contribution from Thames Tideway

##### **Sports and Physical activity - £0.1m overspend.**

The primary area of concern is the additional costs of guarding in relation to the extended closure of St Georges Leisure centre.

### Education £2.4m overspend

#### SEN Transport £1.5m overspend

Sen transport continues to be a pressure with both cost and volume pressures. Costs of internal transport have increased as the proportion of costs met by Childrens services have increases, while the demand for transport vehicles across London has pushed up the cost of individual transport arrangements. A growth bid is being considered for next financial year.

#### SEN Staffing £0.5m overspend

The increase in the number of EHCP plans and requests for assessments has meant that a number of temporary staff have been employed to reduce backlogs and maintain and revue the current plans in place. A growth bid is being considered for next financial year.

#### Education psychologists £0.4m overspend

With the increase in EHCP requests to assess comes a greater call on the psychology service. Previously the service was supported by additional income generated from offering non statutory support to Schools. This has not been possible with the demand on the service which has also needed to cover some posts on a temporary basis.

Forecast overspend of £0.1m

Service	2023/24 Net expenditure budget £m	Actuals £m	Forecast Outturn £m	Gross over / (under) spend £m	Transfer to / (from) reserves £m	Forecast over/(under) spend £m
	<b>A</b>		<b>B</b>	<b>C = B - A</b>	<b>D</b>	<b>= C + D</b>
Customer Services	8.2	2.3	7.8	(0.4)	0.0	(0.4)
Finance, Procurement & Audit	8.8	8.5	9.6	0.8	(0.6)	0.2
ICT	13.3	7.2	13.3	0.0	0.0	0.0
Revenue and Benefits Service	2.9	38.2	3.4	0.5	(0.2)	0.3
Workforce, OD and Business Support Service	12.0	2.7	12.0	0.0	0.0	0.0
<b>Total</b>	<b>45.2</b>	<b>58.9</b>	<b>46.1</b>	<b>0.9</b>	<b>(0.8)</b>	<b>0.1</b>

\*High actuals to date in Finance, Procurement and Audit due to Insurance Trading Account recharges to be processed, in Revenue and Benefits Service due to Housing Benefit income to come from government grant for reimbursement of costs and in ICT due to expenditure to be capitalised.

### Summary

The Resources directorate forecast is a £0.1m overspend position after movements from reserves of £0.8m.

#### Customer Services – £0.4m underspend

An underspend of £0.4m underspend is anticipated for the service area. This is one-off to this financial year and is due to the late appointment against the newly created posts in both the Watney Market Idea Store and the Residents' Hub.

The breakdown by each of the five services within Customer Services is:

Customer Services Management £0.1m underspend. This is due to late appointments in the Residents' Hub partly counteracted by essential works at the various Resident Hub locations and the funding of the salary costs for the Customer Relations Manager programme.

Registrars – Break Even position.

Information Governance - £0.1m under primarily due to late appointment of new posts from the Growth Bid and other part-year vacancies.

Idea Stores - £0.2m underspend. This is due to the late appointment of staff in the Watney Market Idea Store

Idea Stores Learning – Break Even position.

#### Finance, Procurement and Audit – forecast £0.2m overspend

There is a forecast overspend in staffing for the Procurement Team of £0.5m due to the current high number of procurements occurring, including social care homecare contracts and a high level of agency staff usage. Permanent recruitment and a review of the structure is underway to fill posts covered by agency workers however it has been proving difficult to recruit in the current market.

Use of the £0.3m procurement reserve which was set aside in recognition of the pressures facing the service will be utilised to offset the majority of the overspend. There is also a movement in the Insurance Reserve for insurance team staffing of £0.3m.

Finance and Audit are currently forecasting a breakeven position after the contribution from reserves.

#### Information Technology – breakeven forecast position after reserves

A forecast breakeven position, following the drawdown from the ICT Transformation Reserve. IT equipment to support hybrid working; the carry forward of Cyber Security Grant required this year; and a drawdown of the ICT Transformation Reserve.

The IT service is experiencing inflationary pressures which could impact this year's position as contracts are renewed during the year. Additionally, there are budget pressures from a growing council where many costs and licences are charged to the Council on a per-user basis. While the IT service seeks to contain these costs, this may not be possible throughout the year.

Please also note that there will also be a drawdown from the ICT Transformation Reserve towards the funding of the ICT capital infrastructure improvements for revenue costs which cannot be capitalised - total to be determined and subject to agreement.

#### Revenues and Benefits Service – forecast £0.3m overspend

There is an underlying budget pressure of £0.8m in the service. This will be offset by underspends elsewhere in the service of £0.3m, due to part-year vacancies and an increased level of Dept of Work and Pensions Housing Benefits subsidy. The Actuals spend is high since we hold the DWP's grant received in the Balance Sheet.

A drawdown from reserves of £0.2m will help reduce the overspend. The reserve was created from New Burdens grant received in 22/23 in relation to administration of government support schemes.

#### Workforce, OD and Business Support Service – Breakeven

Learning and Development £0.1m underspend. This is due to combined savings from part-year vacant posts and an underspend in the Training budget.

HR £0.2m underspend. This has been caused by a combination of staffing vacancies and new appointments at the bottoms of the grades.

Business Support Service £0.3m overspend. This is on staffing salaries; the newly acting Head of Service is looking closely at the agency cover and to make savings later in the year.

Forecast underspend of £1.8m

Service	2023/24 Net expenditure budget £m	Actuals £m	Forecast Outturn £m	Gross over / (under) spend £m	Transfer to / (from) reserves £m	Forecast over/(under) spend £m
	A		B	C = B - A	D	= C + D
Communications and Marketing	2.1	0.4	2.2	0.1	(0.1)	0.0
Strategy, Improvement and Transformation	7.9	1.5	6.2	(1.7)	0.0	(1.7)
Legal, Monitoring Officer, Democratic and Electoral Services	5.2	2.6	5.1	(0.1)	0.0	(0.1)
Corporate Management	0.3	0.1	0.3	0.0	0.0	0.0
Mayor's Office	2.1	0.6	2.1	0.0	0.0	0.0
<b>Total</b>	<b>17.6</b>	<b>5.2</b>	<b>15.9</b>	<b>(1.7)</b>	<b>(0.1)</b>	<b>(1.8)</b>

The Chief Executive's Office outturn indicates a forecast underspend of £1.8m following drawdown from the Communications Reserve totalling £0.1m.

#### Communications and Marketing – Breakeven after drawdown from reserves

Forecast breakeven position following the drawdown of the £0.1m Communications Reserve to support costs relating to the insourcing of Tower Hamlets Homes and leisure services.

#### Strategy, Improvement and Transformation – £1.7m underspend

Following the report to Cabinet on 21<sup>st</sup> June, Neighbourhood Community Infrastructure Levy (NCIL) will be used to support the Community Grants programme.

#### Legal, Monitoring Officer, Democratic and Electoral Services – £0.1m underspend

Democratic Services projecting an underspend due to the current Members Allowance pay scale of £0.1m. Legal Services although displaying a pressure currently have plans in place; to convert agency into fixed term contracts, rationalise service provision and review of billable hours and recharges are expected to bring the service to breakeven. Electoral Services are projecting an underspend of £0.03m which will be offered up as a MTFs saving for 2024-25 onwards.

#### Corporate Management – Forecast Breakeven

Budget is on track to break even.

#### Mayor's Office – Forecast Breakeven

The outturn position is on track to break even. Vacant posts offsetting the cost of consultant and interims.

Health, Adults & Community forecast overspend of £2.4m

Public Health (GF) forecast £2.0m overspend before the transfer from reserve

Service	2023/24 Net expenditure budget £m	Actuals £m	Forecast Outturn £m	Gross over / (under) spend £m	Transfer to / (from) reserves £m	Forecast over/(under) spend £m
	<b>A</b>		<b>B</b>	<b>C = B - A</b>	<b>D</b>	<b>= C + D</b>
Adult Social Care	112.0	18.1	116.1	4.1	(0.8)	<b>3.3</b>
Community Safety	10.2	1.4	9.4	(0.8)	0.0	<b>(0.8)</b>
Integrated Commissioning	14.6	3.6	18.4	3.8	(3.9)	<b>(0.1)</b>
Public Health	37.7	3.4	39.7	2.0	(2.0)	<b>0.0</b>
<b>Total</b>	<b>174.5</b>	<b>26.5</b>	<b>183.6</b>	<b>9.1</b>	<b>(6.7)</b>	<b>2.4</b>

The Health, Adults and Community Directorate's projected outturn at Period 3 is a £2.4m overspend position against a budget of £174.5m, after planned transfers from reserves of £6.7m. The primary reason for the forecast overspend is ongoing pressures in Adult Social Care with increased costs of care packages for disabled and older people provided under the Council's Care Act 2014 statutory duties. The full pressure is partly offset by additional, but short-term, grant funding – not all of this has currently been released to the service. Robust arrangements for scrutinising care and support plans with associated costs are in place within the Department including tiered sign off of packages and a Panel process.

Overall demographic trends impacts on 'demand' for Adult Social Care Services – we have seen around 27% more enquiries come in to the service over the last two years. Tower Hamlets has the 5<sup>th</sup> highest score for deprivation within London and the highest level of pensioner poverty in the country. In the 2021 Census, nearly half of females and two fifths of males aged over 65 reported they were disabled. The prevalence of mental health in Tower Hamlets is greater than is seen in London or England and above the London median. Short-term government grant funding is an ongoing concern nationally as well as the impact of changes to the hospital discharge process and NHS pressures which have added to funding pressures for Adult Social Care.

The Directorate is on track to deliver its savings in 2023-24.

The Adult Social Care Transformation and Improvement Programme has been put in place to reduce costs in the medium to long-term and achieve a more sustainable financial position for the service. Business cases for technology enabled care and increasing housing with support options will come through in the new year but will not impact significantly on this year's position.

Integrated Commissioning and Community Safety are both forecasting small underspends at Period 3, while Public Health is expected to draw-down on the Public Health ringfenced reserve to fund priorities to meet additional committed expenditure and to meet expenditure in other service areas.

### **Transfers to and (from) Reserves (£6.7m)**

Use of reserves relates largely to partnership funding held in pooled budgets for use across health and social care.

- Costs of care provision for clients discharged from hospital for the first 4 weeks following discharge, and community equipment issued to clients on discharge, are accounted for separately and not included in the financial pressures outlined above for this financial year. Funding remaining in the agreed s75 pooled funding held in reserves amount to £1.28m. In addition to the use of the Local Authority allocation of the Adult Social Care Discharge Fund in 2023-24 in the amount of £2.4m and the ICB allocation of £927k (being fully utilised on meeting costs for the Royal London Hospital Integrated Discharge Hub), projected costs of discharges amount to £4.4m. Therefore, it is anticipated that £836k of the funding held in the reserves will need to be called upon in 2023-24.
- The ring-fenced Tower Hamlets Place Investment Fund has a joint pool of £6.0m funding and at period 3 it is anticipated that £3.9m will be drawn down for joint project funding during 2023-24.
- In agreement with the CCG, underspends against the Joint Funded Better Care Fund (BCF) for the Local Incentive Scheme Projects and Community Equipment Service that were transferred to Reserves are fully committed in 2023-24 in the amount of £1.17m.
- The Public Health Grant Reserve at the start of the financial year 2022/23 was £7.2m. Commitments against the reserve for 2023-24 currently stand at £1.98m, leaving a projected £5.2m at the end of this financial year. The final transfer to the Public Health Grant Reserve will be finalised at financial year-end based on final public health grant expenditure outturn.

### **Adult Social Care – Forecast £3.3m overspend at Period 3**

At Period 3 Adult Social Care is forecasting an overspend position of £3.3m against a budget of £112.0m. The outturn position for 2022-23 for Adult Social Care was an overspend position of £2.2m against a budget of £108.9m. This overspend was after £4.4m was transferred from the s75 reserves funding held for costs associated with discharged clients and £2.2m from the ASC Discharge Grant.

#### **(i) Employee Costs – Forecast (£0.8m) underspend**

The Period 3 forecast for employee costs is a £0.8m underspend position against a budget of £22.6m, primarily due to vacancies during permanent recruitment to posts. There has been deliberate action to reduce agency costs, where possible, and there are some remaining vacancies with difficulties recruiting.

The projected underspend for Employee Costs is £0.6m less in 2023-24 than the outturn position in 2022-23 due to additional funding received last financial year that was used to offset additional agency costs, that is not available in this financial year.

#### **(ii) Care Package Costs and other Service Costs – Forecast £3.7m overspend**

Direct costs associated with care packages are projected to overspend by £3.7m at Period 3 against a budget of £106.0m.

Care and Support Plan Assurance Meetings (CSPAM) data clearly demonstrates the increasing needs and complexities of clients, with additional packages being required to meet growing demand. Data from the 1st of April 2023 to the end of June 2023 shows that the Panel process has approved 246 packages of care with increasing needs, representing a further £2.8m full-year cost. Against this, 78 cases assessed to date, resulted in a reduction or cessation in care package, amounting to a £0.6m reduction in full-year costs. 78



packages assessed resulted in no change in the level of care provided. The impact of these changes to date is a net increase of £2.2m (387 total packages reviewed).

The demographic growth budget is being held centrally and then allocated to the appropriate budgets on a quarterly basis, based on a calculation of the costs of new clients into a service area. The total allocated demographic growth budget for 2023-24 is £4.0m. A budget for inflationary uplifts, that is currently being projected to cost £6.3m in 2023-24, is yet to be allocated to directorates by the Corporate Finance Team.

Other Service Costs are in relation to a provision for bad debts and other supplies and services costs relating to Adult Social Service clients. These are projected to overspend by £2.0m at period 3 against a budget of £1.0m. The provision for bad debts (i.e., irrecoverable income against historic invoices raised for residential and non-residential income, has been estimated as £1.4m and will be finalised as part of the closing of accounts processes.

**(iii) Income – Forecast £1.5m over achievement of income over budget**

Income budgets are projecting an additional £1.5m in income at Period 3. This is due to projected additional client contribution income that will be recovered in this financial year from the work being carried out by the ASC Debt Panel.

**Integrated Commissioning – Forecast (£0.1m) underspend at Period 3**

Integrated Commissioning is forecast to underspend by £0.1m at Period 3, against a revised budget of £14.6m. The outturn position for 2022-23 was an underspend of £2.1m against a budget of £16.6m, primarily due to additional draw-down of TH Place Investment Funding from reserves.

The underspend for Integrated Commissioning is due to Community Equipment costs for discharged clients being funded via agreed s75 funding (partnership funding across the Council and NHS) for 2023-24, and therefore creating an underspend in costs for this area. Funding will be drawn down from the TH Place Investment Fund in 2023-24 held in reserves to meet partnership priorities and agreed funding.

An area of substantial risk in Integrated Commissioning is the Transport Services Unit (TSU) recharge, which has a budget of £2.0m for 2023-24. Currently estimates of the costs that will be recharged from the Place directorate to Health, Adults & Community are £2.7m due to current pressures in the fuel market.

**Community Safety – Forecast (£0.8m) Underspend at Period 3**

Community Safety is projected to underspend by £0.8m at Period 3 against a budget of £10.2m. The outturn position for 2022-23 was an underspend of £0.29m against a budget of £6.5m.

The Division has significant growth investment in 2023-24 for recruitment of additional Tower Hamlets Enforcement Officers (THEOs), and for investment in additional Metropolitan Police Officers for the Borough. A robust campaign and a dedicated recruitment and selection process has been undertaken to ensure the additional officers are recruited to the THEO service. Due to the number of THEOs required and to ensure the best outcomes the recruitment and selection process has been undertaken using a phased approach. Tranche 1 of this recruitment process concluded in June and the tranche of new staff selected will be on boarded in line with the Council's recruitment and selection policy. The recruitment and selection process is still ongoing. The Police have advised that they are unable to provide additional funded police officers this year due to London wide recruitment issues facing the Metropolitan Police Service. Discussions are ongoing with the local Met Police Basic Command Unit to seek to mitigate this situation. Therefore, this has resulted in projected underspends/reductions against the growth funding in 2023-24.

### **Public Health – Forecast Breakeven**

The Public Health Grant allocation for 2023-24 is £38.6m and is fully committed on existing expenditure. At the end of 2022-23, the amount held in the Public Health Grant ring-fenced reserve was £7.16m. Committed expenditure during 2023-24 from the reserve stands at £1.98m, including expenditure on the Healthy Borough and Community First Programmes, funding on partnership posts and additional funding allocated to Children and Culture Directorate. Currently the reserve balance at the end of this financial year is projected at £5.2m.

### **Sexual Health Services**

As a demand-led service, sexual health remains the main risk to the Public Health budget. However, the risk is managed through contract and financial monitoring, and the maintaining of a reserve to address any pressure in this area. Expenditure in the amount of £1.0m has been retained within the Public Health Grant budget to meet demand increases.

Forecast overspend of £6.9m

Service	2023/24 Net expenditure budget £m	Actuals £m	Forecast Outturn £m	Gross over / (under) spend £m	Transfer to / (from) reserves £m	Forecast over/(under) spend £m
	A		B	C = B - A	D	= C + D
Property & Major Programmes	17.2	1	17.6	0.4	(0.2)	0.2
Resources	1.8	1.1	2.3	0.5	(0.7)	(0.2)
Public Realm	34.4	4	38.1	3.7	(0.8)	2.9
Growth & Economic Development	2.5	5	5.3	2.8	(2.5)	0.3
Planning & Building Control	2.3	0.9	3.3	1	(0.9)	0.1
Housing & Regeneration	15	6.7	20.8	5.8	(2.2)	3.6
<b>Total</b>	<b>73.2</b>	<b>18.7</b>	<b>87.4</b>	<b>14.2</b>	<b>(7.3)</b>	<b>6.9</b>

#### Draft Outturn Position

The Place Directorate is forecasting outturn position with an adverse variance of £6.9m after reserve adjustments. The main adverse variances are within Public Realm (Waste services) and Housing & Regeneration (Housing Options). The councils new departmental structure took effect in August 2023, a key driver being to address issues within the Place directorate in its inability to efficiently manage its resources, projects, people and direction given its size and subsequent budget monitors will be reported based on the new departmental structures.

The Directorate is proposing a number of drawdowns and top ups which are planned as part of its business-as-usual activities. These adjustments net to a £7.3m drawdown from specific earmarked reserves. This reserve figure includes Infrastructure Planning activities and £1.3m LIF funding for the Regeneration and Infrastructure Planning teams; £0.7m from the Mayoral Tackling Poverty reserve to fund the team; £1.3m contribution from the Flexible Homelessness Support grant reserve to mitigate cost pressures within the Homelessness service; £1.5m budgeted drawdown from the Parking reserve to fund Highways activities and £0.8m from the Barkentine PFI smoothing reserve primarily to fund ongoing work around the future of the scheme. The remaining drawdowns are from specific ringfenced reserves to fund one off projects across the Directorate.

The majority of the adverse variances relate to external factors outside of the control of the Place Directorate, for example challenges resulting from the pandemic and cost of living crisis increasing demand for Housing Options and Growth & Economic Development, reduced developer income within Planning & Building Control, reduced capitalisation of salaries relating to the capital programme (including the TFL programme) and assets deemed surplus to requirement transferring to the Directorate without budgetary provision. These unavoidable costs have placed pressure on service delivery or reduced the amount of income collected.

### Savings Targets

The Directorate has a £7.2m savings targets in 2023/24, inclusive of slipped savings from the previous financial year. Of these savings it is projected that £4.9m will be delivered, with remaining £2.1m of savings slipping into the next financial year but remain deliverable and the remaining £0.2m is undeliverable. The slippage is primarily within the Housing Options service where service transformation is taking place, but the saving will not be realised until future years.

### Property & Major Programmes – Forecast £0.2m Adverse

The Property & Major Programmes division is forecasting to outturn with a £0.2m adverse variance after reserve adjustments.

#### Corporate Property – £0.6m Adverse Variance

Four schools (Cherry Trees, Guardian Angels, Shapla and Bromley Hall) and Mile End playgroup are empty and declared surplus to requirements. Vacant property costs including security, insurance, utilities, rates and general maintenance are being incurred, creating a budget pressure of £0.6m without any financial provision being made as part of the decision-making process when declaring the buildings as surplus.

#### Facilities Management – (£0.6m) Favourable Variance

A £0.5m favourable variance against employee related budgets resulting from vacancies that have not been filled.

Favourable variance of £0.1m relating to an underspend on supplies and services budgets within the New Town Hall team.

#### Corporate Landlord Model (CLM) – (£0.2m) Favourable Variance

A favourable variance of £0.2m for business rates relating to John Onslow House and Rushmead, both of which are budgeted for in the general fund but are HRA assets.

#### Non-Operational Investment Estate – £0.4m Adverse Variance

Void units resulting from capital works at the Montefiore building is resulting in an adverse variance of £0.1m.

A £0.3m adverse variance resulting from vacant units and units currently under offer at Jack Dash House and Brady Centre.

#### New Town Hall – Nil Variance

Projected transitional costs totalling £0.2m relating to the move to the New Town Hall will be met from the New Town Hall reserve.

#### Resources – £0.2m Favourable Variance

The revenue costs relating to the Regeneration team are projected at £0.9m for the year, with £0.6m funded from LIF and £0.3m costs to be capitalised. There is no general budget and the service is projecting use this funding to meet its costs, resulting in a nil variance.

A £0.4m favourable variance within the Service Design & Improvement team resulting from vacant posts and part-year recruitment to fill vacancies.

Unbudgeted employee costs have resulted in a £0.2m adverse variance within the Place Director cost centre.

### **Public Realm – £2.9m Adverse Variance**

Public Realm is forecasting an adverse variance of £2.9m against budget. This figure is inclusive of a proposed reserve movements netting to a £0.8m drawdown.

### **Public Realm Management – (£0.3m) Favourable Variance**

Favourable variance resulting from underspend on employee related expenditure.

### **Highways and Traffic Management – £0.2m Adverse Variance**

A £0.3m favourable variance relating to additional network management income. Increased development within the Borough has resulted in greater levels of road closures relating to the Council's footway and carriageway capital programme and issuing of scaffolding and hoarding permits.

Capitalisation shortfall projected at £0.8m is being offset by a corresponding underspend of £0.8m on salaries resulting from posts being held vacant.

Despite consumption levels reducing following the capital investment to implement low energy light bulbs, energy prices have risen resulting in an £0.6m adverse variance for on street lighting electricity charges. The unit rate has increased by 50% for street lighting when compared with the previous financial year.

A budget shortfall of £0.5m relating to sunk costs that cannot be capitalised resulting from the TFL capital programme not progressing. The budgets reflect funding assumptions at the pre-Covid level from TFL of £2.2m. TFL are withholding funding in the current year following uncertainty around the capital programme.

Balances relating to historic temporary structure income and s278 rechargeable works totalling £0.6m are forecast to be drawn down to revenue. This relates to unclaimed amounts of over six years old that cannot be reclaimed. This balance is planned to be used to mitigate the pressures detailed above in Highways & Traffic Management.

A £1.4m contribution towards the cost of Highways and Traffic Management from the Parking surplus (drawdown from the Parking Control reserve). This drawdown is budgeted, resulting in a nil variance.

### **Operational Services – Nil Variance**

Favourable variance of £0.2m from unbudgeted income relating to the sale of recyclable materials.

Vacant posts within this Arboriculture service resulting in a £0.1m favourable variance.

A £0.2m adverse variance relating to demographic growth and customer behaviour post pandemic which is generating more household waste. An assumption has been made that the indexation uplift on the waste disposal contract will be met corporately.

A £0.1m adverse variance relating to increased costs of running plant and machinery, including fuel costs within the green team service.

There is likely to be a favourable variance for the excess revenue electricity share resulting from the creation of electricity from the residual waste. The higher selling price to the National Grid should result in a larger income share for the Council but there is no visibility of the amount at present. The Council's share was £0.6m in 2022/23.

Environmental Services Improvement – (£0.1m) Favourable Variance

A favourable variance of £0.1m resulting from vacant posts and secondments away from the team.

Waste Operations (Environmental Services) – £2.9m Adverse Variance

A favourable variance of £0.1m relating to third party expenditure resulting from reduced cleaning of Blackwall tunnel. TFL has not instructed for this work to take place post pandemic.

Cleaning related to external events and the late-night economy is forecast to generate additional income of £0.1m.

A favourable variance of £1m against salaries relating to vacant posts. This is being offset by additional costs of £2.2m for agency and overtime covering these vacancies, long-term sickness and additional public holidays. This resulted in an adverse variance for employee related costs of £1.2m. A recruitment campaign is planned to fill the vacancies and reduce reliance on overtime and agency staff.

Unachievable income target of £0.1m relating to charging for bulky waste collections. This income target formed part of a historic greater commercialisation saving allocated to Place in 2021/22. The charge either needs to be introduced in the current year or the saving written off as bulky waste collections remain a non-chargeable service.

A £0.4m adverse variance relating to an unachievable income target relating to a revised and reduced recharge to the markets service.

Unscheduled vehicle repairs, increased costs for scheduled maintenance and an increase in the cost of diesel has resulted in an adverse variance of £1.4m.

There are a number of mitigating actions that are being undertaken to manage this ongoing cost pressure. These include targeting illegal waste through increased enforcement activity; improve the commercial waste offer and increasing market share (whilst also targeting over production of waste by existing commercial waste customers through targeted enforcement activity to drive compliance and increase sales); reducing contamination through identification of hotspots followed by targeted communication (education/advice/enforcement); targeting rogue landlords through policy change/interventions; workforce recruitment of permanent staff to replace temporary staff and reduce overtime; and route optimisation and increased staff training to reduce vehicle damage / insurance claims.

Commercial Waste - £0.6m Adverse Variance

There is an under recovery of income totalling £0.6m for commercial waste. The service has lost customers during the pandemic. This forecast is based on the previous year's outturn position. There have been issues around the billing of income for commercial waste which are currently being resolved.

Fleet & Passenger Transport Service – Nil Variance

The majority of fleet costs are recharged to other services. There has been a significant increase in these costs, in particular fuel and repairs & maintenance which have been passed on to other Directorates where the pressure is being reported.

Concessionary Fares – (£1m) Favourable Variance

Although the cost of journeys has increased, Concessionary Fares is projecting a favourable variance for Freedom Passes as a result of fewer TFL journeys being undertaken during the pandemic. The current years calculation is based on the previous two year's average journeys where travel was restricted due to lockdown. This is a one-off saving and although budget was taken, the final settlement was lower than estimated.

Although there is a favourable variance in year, projections for future years are forecasting significant adverse variances (£2.3m in 2024/25 and a further £1.8m in 2025/26).

#### Parking services – Nil Variance

Parking services has a favourable variance of £1m against budget. This amount will be transferred to the Parking Control reserve and reallocated to fund other highways and transport related services and school crossing patrols.

The Enforcement service (PCN related income) has exceeded budgeted levels because of moving traffic cameras, which includes school street cameras. These cameras reduce the overall environmental impact along these roads and increase road user safety and wellbeing. This has resulted in an increase in tickets issued across the Borough, with forecasted additional income of £1.5m.

However, this is being offset by pressures on the Parking debt budget where there is an under recovery against the income target of £1.4m. This target relates to aged debt cases where the central debt collection team are falling short of the targeted debt recovery levels as some have been deemed irrecoverable.

Vacant posts within the Enforcement service resulting in a favourable variance of £0.2m. Staff retention is challenging and when vacant these posts are difficult to fill.

Bay suspension income is over-recovering by £0.4m with demand for the service continuing to be high.

Casual parking income is projected to exceed budget by £0.3m with demand being higher than that budgeted.

#### Environmental & Regulatory services – £0.6m Adverse Variance

Unbudgeted contract costs relating to the Coroner's, Undertaker and Pathology services are forecasting to result in a £0.3m adverse variance.

Landlord licensing is forecasting an adverse variance of £0.3m where there is no reserve to offset the costs incurred providing the service. The license fees are paid in advance and cover a three year period, the license fee covering the costs incurred administering the scheme over the life of the license period. HMO licenses are discretionary fees and are increased in line with inflation. This represents an accounting error where the reserve was taken several years ago and not the result of service provision.

Expenditure totalling £0.2m has been incurred to fund the additional HMO licensing scheme. These costs will be met from the Additional HMO licensing reserve, resulting in a nil variance.

There is an ongoing court case with legal costs of £0.1m forecast in year. These costs will be met from the Proceeds of Crime reserve.

#### Street Trading – Nil Variance

The Street Trading account is a ringfenced account and is forecasting a nil variance. This forecast includes a reduction in the cleansing and refuse collection recharge from waste services where it has been deemed that some costs cannot be passed on to the market traders.

#### **Growth & Economic Development – Forecast £0.3m Adverse**

Growth & Economic Development is forecasting an adverse variance of £0.3m against budget. This projection assumes approved s106 drawdown from reserves totalling £2.5m for core activities and approved projects across the division. There are further reserve drawdowns totalling £0.7m to fund the

Tackling Poverty team, £0.6m for the Residents Support Scheme and a further £1m from earmarked reserves for specific activities and projects, for example the Kickstart programme, 50+ programme, ESF programme and BAME Action Fund.

The cost-of-living crisis is a mayoral priority, and the new administration has approved additional spending of £0.4m for food hubs in year. This additional expenditure will be met from the Mayoral Priority reserve.

The Growth & Economic Development division are forecasting to receive grant funding totalling £11.5m in year. This includes £6m Household Support grant, Holiday Activity Funding of £1.7m, Energy Bill Support scheme funding of £2m, £0.7m SIP funding (LIFT and Inclusive Growth money), £0.3m UKSPF funding and a number of smaller grants across GED totalling £0.8m.

#### Employment & Skills – £0.2m Adverse Variance

The ITRES service has moved to be managed through Matrix, this movement means there is an unachievable income target where previously the E&S team would recharge their costs to the service receiving the ITRES agency staff. This income target remains but there is no recharge, resulting in a £0.2m adverse variance. Work is ongoing to mitigate this pressure in the new year.

The E&S service operates a number of externally funded programmes that complement the mainstream service provision and provide additional services that support residents without adding additional pressure on the General Fund, some of these schemes include ESF funded employment support; GLA funded LIFT Digital (tech) Hub; DWP Kickstart programme; DWP Local Supported Employment programme.

#### Growth – (£0.1m) Favourable

The Growth service has a favourable variance of £0.1m after reserve drawdowns. There are a number of projects being undertaken within the service, primarily around thriving high streets and creative enterprise zones and grant funding has been received to support this work.

The £0.1m favourable variance is within the Business Growth team and relates to a number of vacancies and some posts being budgeted at top of scale but recruited at lower grades.

#### Tackling Poverty – Nil Variance

Tackling Poverty has been awarded £6m in household support grant in 2023/24. This grant will be spent on specific activities on top of the team's core work. There is no general fund budget for the Tackling Poverty team and as a result a drawdown of £0.7m from the Mayor's Tackling Poverty reserve is projected to be required to meet this cost.

The service has also received £1.7m for the Holiday Activity Fund. This funds two posts to run the HAF scheme as well as funding other running costs, food and activities for children throughout the year.

A total of £2.3m has been received for the Energy Bills Support scheme. Vulnerable residents could apply for £400 grants towards the cost of their energy bills. The scheme supported residents who were ineligible for the £66 per month energy payments awarded last Winter, targeting residents who do not have mains gas, live on boats or live in accommodation where energy bills are included in the rent payments. This scheme has now come to an end. There were a low number of residents in Borough eligible for the Energy Bill Support Scheme when compared with the size of grant awarded. In total 1,200 claims were made for energy support, totalling £305k in grant support. As a result, £2m remained unspent. This amount will need to be repaid to the Department of Business Energy and Industrial Strategy.



### Economic Development Management - £0.2m Adverse variance

Unbudgeted recharge for works undertaken by the Strategy, Policy & Improvement team.

### Continuing Covid-19 and Cost-of-Living response.

The Tackling Poverty and Crisis Support team continue to undertake significant work in helping residents to recover from the pandemic and help them through the cost-of-living crisis, with rules around the resident support scheme being relaxed and some payments increased, and through the ongoing management of a food hub. Food vouchers have also been distributed to residents and eligible residents were also supported through the test and trace system. This scheme has now finished.

### **Planning & Building Control – £0.1m Adverse Variance**

The Planning & Building Control service is forecasting an adverse variance of £0.6m from its general fund activities before applying additional CIL admin income. This is largely the result of an underachievement of statutory planning fees and local land charge income as a result of a downturn in both developments and the housing market.

This downturn in income was experienced in the previous financial year and is projected to continue in 2023/24. Development has slowed down for a number of reasons, including the state of the economy - the level of inflation and interest rates in particular impacting the housing market. This turbulence in the economy impacts all of Planning & Building Control income streams as the service covers the whole development pipeline. In addition, the proposed amendments to building regulations to require two staircases for residential buildings above 30m (recently announced to be applied to buildings above 18m) has caused a number of schemes to stall and reassess proposals, again reducing the number of applications and start on sites, impacting both Development Management and CIL income.

This position includes budgeted drawdowns of s106 funding totalling £0.5m to fund posts and activities within the Infrastructure Planning team and £0.3m to fund specific LIF projects again within Infrastructure Planning.

The Planning & Building Control service also utilises both Mayoral (MCIL) and Tower Hamlets (THCIL) CIL revenue funding. In 2023/24 projections for MCIL (£0.4m) and THCIL (£1.3m) funding total £1.7m. This represents an additional £0.5m against budgeted levels which it is assumed will be applied to revenue activities in line with legislation. The impact will reduce the adverse variance to £0.1m.

### Building Control General Fund – (£0.2m) Favourable Variance

A growth bid of £0.4m was approved to restructure the existing team and recruit to five additional registered building inspector posts as part of the Council's response to the Building Safety Act. This approved growth represents only a part of the cost of the growth required. The restructure and recruitment is taking time and thus is not a full years cost. Spend against this growth will be monitored throughout the year and the forecast amended based on the ability to recruit.

### Development Management - £0.6m Adverse Variance

There is no net General Fund budget within Development Management, with the service being entirely income funded. The service has vacant posts resulting in a favourable variance of £0.1m. This is being offset by a budget pressure of currently £0.3m for Consultant's and Counsel fees for the public enquiries that are taking place. A £0.4m shortfall against the planning income target for statutory fees where the volume of planning applications is projected to be less than budgeted levels.

### Digital & Commercial Innovation Team – (£0.1m) Favourable Variance

This favourable variance is the result of vacancies within the team.

Planning & Building Control Divisional Support Team – (£0.1m) Favourable Variance

This is a new team created following a service redesign in the previous financial year. These new posts were budgeted at top of scale as they were deemed hard to fill but following a successful recruitment campaign, most of the posts were filled at lower grades resulting in the favourable variance.

Spatial Data Team – £0.4m Adverse Variance

A downturn in the property market due to the cost-of-living crisis and high interest rates has resulted in an adverse variance of £0.3m against the Local Land Charge income budget and a further £0.1m adverse variance in income for Street Naming & Numbering.

Strategic Planning – Nil Variance

The Plan Making team received growth of £0.4m in 2022/23 towards the cost of producing the new local plan. Spend in year is projected at £0.3m, with the balance being transferred to reserves to fund further work on the local plan in the next financial year.

Infrastructure Planning – (£0.5m) Favourable Variance

There is budgeted use of CIL revenue funding of £1.2m; £0.3m from LIF and s106 reserve drawdowns of £0.5m towards the running costs of the Infrastructure Planning team. Actual funding for CIL is forecast at £1.7m, representing a favourable variance against budget of £0.5m. This funding will be applied in line with legislation.

Building Control Trading Account – Nil Variance

The building control trading account has a £0.1m adverse variance before reserve drawdowns. This results from an income shortfall when compared with budget. The service is carrying a number of vacant posts that are being filled by agency staff whilst a recruitment campaign has been undertaken. As the building control trading account is ringfenced, this adverse variance will be mitigated through the trading account reserve, resulting in a nil variance. There are sufficient funds within the reserve to meet this cost.

**Housing & Regeneration – £3.8m Adverse Variance**

The Housing & Regeneration division is forecasting an adverse variance of £3.8m after reserve movements.

Housing Options – £3.6m Adverse Variance

The Housing Options (Homelessness and Rough Sleeping) service is forecasting to outturn with a £3.6m adverse variance against budget after applying grant and reserve drawdowns.

<b>Subjective Analysis</b>	<b>Variance – Adverse / (Favourable) £m</b>
Staffing Costs	(0.2)
Accommodation Costs	3.2
Bad Debt Provision	0.6
HB Income	(3.4)
<b>Variance from Core Activity</b>	<b>0.2</b>
Housing Benefit Subsidy Loss	6.5
<b>Variance before Reserve Drawdowns &amp; Grant</b>	<b>6.7</b>
Homeless Prevention Top Up Grant	(1.5)
Drawdown from Reserves	(1.6)
<b>Variance after Reserve Drawdowns</b>	<b>3.6</b>

This position includes the use of £9.4m of grants (Homeless Prevention Grant £6m; Homeless Prevention Grant Top Up £1.5m (£0.5m of which is related specifically to Ukrainian refugees); Rough Sleeping Initiative £1.8m; £0.1m RSI additional pressures). The level of grant funding has exceeded that budgeted with the top up grants representing additional funding. Despite this, the service is projecting an adverse variance.

Homelessness numbers remain high and have risen since the start of the year. Current numbers in Temporary Accommodation are 2,800 (This compares with 2,568 households a year ago, an increase of 232. Numbers are rising due to the lifting of the evictions ban that has been in place since the onset of the pandemic resulting in the service experiencing an increase in the numbers of private evictions. There has been a 91% increase in the numbers presenting as homeless due to eviction from private sector rentals. The cost-of-living crisis has increased family exclusions and reduced accessibility of private tenancies. A greater number of individuals have contacted the service since it has been digitalised, the number of homelessness presentations increased from 172 (of which 168 were owed a prevention) in June 2022 to 244 (of which 204 were owed a prevention) in June 2023.

These high numbers place pressure on the use of expensive nightly booked and bed & breakfast accommodation and the use of commercial hotels at additional cost. There are currently 494 households not people? in B&B accommodation compared with 323 a year ago, an increase of 171. The number of room bookings and the cost of B&B accommodation are rising, putting further pressure on the budget. Rooms are now costing £70-£80 per night with current providers who were charging £35 per night during the pandemic and new providers are charging in excess of £100 per night and the cost of using commercial hotels is higher still. Competition for accommodation with the asylum seeker market and other Local Authorities is further driving up costs. The Council lost 211 family sized properties in Tower Hamlets to other London Boroughs from January to March..

Over the past six months the Council saw a 33% increase in T.A. placements, an increase of 39% on the use of B&B accommodation when compared with the same period in the previous year, a 34% increase in the number of families placed and an overall increase in demand for the service of 30%.

A lack of move on options in affordable housing within London is increasing this pressure, particularly for larger properties, making it very difficult for the Council to discharge its duty. The lack of move on options is resulting in the service failing to meet its suitability obligations for the first time since 2016 and not moving claimants from B&B accommodation within the six-week statutory target. The Council has withdrawn from Capital Letters and will be procuring its own accommodation from now on. Despite this, the budget variance is forecast at £0.2m before Housing Benefit Loss, with the higher accommodation costs being offset by increased income, primarily through Housing Benefit.

The Council incurs a Housing Benefit Subsidy loss on every placement. The Council can claim back Housing Benefit costs incurred up to 90% January 2011 LHA rates. Rents within Tower Hamlets and neighbouring Boroughs are higher than this rate, resulting in the Housing Benefit payment made being higher than the amount that can be claimed back. £4m of growth was added to the Housing Benefit Subsidy Loss budget in 2021/22 and despite this, there remains an adverse variance of £6.5m against this budget. This position is being made worse as a result of the increased use of nightly booked, B&B and commercial hotels, delays in setting up rent accounts and the need to house in borough or within close proximity of the borough.

The impact of the shortfall in temporary accommodation subsidy is a net charge to the Council's HB budget. This was previously accounted for in Housing Benefits but has recently transferred to Housing Options to allow the full cost of the service to be identified. In previous years the budget pressure was

managed by one-off grant, for example Covid grant. This is now unavailable, resulting in a budget pressure against the General Fund.

The estimated shortfall in the budget is forecast to be £6.5m (including the £2m transformation saving), which cannot be met from within existing budgets. The extent of the unadjusted increase in Subsidy loss since 2016/17 can be seen in the table below with increase of over 184% over the 7 years

2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
£3,903,546	£4,345,368	£5,131,048	£6,012,341	£7,431,645	£6,890,120	7,206,159

After taking account of the Housing Benefit Subsidy loss there is an adverse variance of £6.7m (£0.2m from core activities + £6.5m Housing Benefit Subsidy Loss). This budget pressure is being partly mitigated through the use of Homelessness Prevention Top Up grant (£1.5m) which was unbudgeted and planned reserve drawdowns totalling £1.6m from the Flexible Homelessness Support Grant reserve (£1.3m) to fund the increase in bad debt provision and PLA rent increases for in-borough properties and the Homelessness Prevention Grant reserve (£0.3m) to fund posts for the service transformation project, as approved by the Mayor. After these adjustments, the Housing Options service is projecting an adverse variance of £3.6m.

These budget pressures are not unique to Tower Hamlets and are being felt across London and the Country as a whole. There are a number of actions being undertaken across London and within Tower Hamlets to mitigate these pressures. Engaging with RPs on available properties/obsolete buildings, landlord forum, landlords offer find your own PRS, new procurement staff, review of incentives to landlords. Renegotiating with existing providers.

Locally, the Homelessness service are mitigating the budget pressures by embarking on an ambitious transformation programme with the aim of reducing both numbers and costs in Temporary Accommodation. Service redesign is underway to enable more work to be undertaken upstream to prevent homelessness occurring, bringing homeless people into employment, and moving them into cheaper accommodation to reduce the impact on the housing benefit subsidy loss. There was a £2m savings target attached to the programme as part of the previous MTFS and that has already been taken from the base budget and is contributing to the adverse variance.

The speed of Transformation is being hampered by the cost-of-living crisis which is increasing demand for the service and the lack of move on options available.

A Housing Away Day with Mayor will conduct a deep dive into homelessness; to understand the budget drivers, future trends, opportunities. This will help to feed into a new Homelessness Strategy which is a statutory strategy that we are required to have to replace the existing one.

#### Ongoing Covid-19 Response

Homelessness and Rough Sleeping are continuing their ongoing Covid-19 response at Luke House. Luke House is B&B accommodation that is being used to house rough sleepers brought from the streets as part of the Government's 'Everyone In' campaign. DLUH have provided funding for this scheme in 2023/24 with LBTH receiving a total of £890k towards its costs as part of the Rough Sleeping Initiative grant settlement. This grant funding is projected to be spent in full during the year providing accommodation and support services at Luke House.

#### Lettings - £0.4m Adverse Variance

Adverse variance of £0.4m resulting from a reduction of the choice-based letting service recharge to the HRA. The evidence based revised recharge is based on the number of lets to Council owned property,

rather than a historic charge against which the budget was set. A growth bid to recover the income shortfall has been submitted.

Energy & Sustainability – (£0.2m) Favourable Variance

The £0.2m favourable variance relates to additional commissioning income from the energy suppliers contracted to the Council. The commission is based on the unit price of energy and recent increases in the unit price of gas and electricity has increased the commissioning income received.

A £0.1m adverse variance relating to the Barkentine PFI scheme will be mitigated through a drawdown from the smoothing reserve, resulting in nil variance. There is currently a balance of £1m in this reserve and is therefore sufficient to cover this cost. A further £0.7m is projected to be spent in securing the future of the provision once it expires. It is assumed that this will also be met from this balance on the smoothing reserve and work is ongoing with DLUHC to ascertain if there will be additional future costs.

Housing Supply – Nil Variance

Housing Supply is projecting to outturn in line with budget after reserve adjustments. The fire safety team received approved growth of £0.7m, delays to recruitment mean that projected spend will total £0.5m, with the balance transferring to reserve to fund the ongoing statutory work in the next financial year.

Forecast £3.0m underspend

Service	2023/24 Net expenditure budget £m	Actuals £m	Forecast Outturn £m	Gross over / (under) spend £m	Transfer to / (from) reserves £m	Forecast over/(under) spend £m
	A		B	C = B - A	D	= C + D
Corporate Costs	47.3	16.3	44.3	(3.0)	(0.0)	(3.0)
<b>Total</b>	<b>47.3</b>	<b>16.3</b>	<b>44.3</b>	<b>(3.0)</b>	<b>(0.0)</b>	<b>(3.0)</b>

**Summary**

A forecast underspend of £3.0m for Corporate Costs is reported for this period.

**Pay inflation budget held centrally – £3.8m overspend**

A pay provision of 4% was provided for pay inflation. The latest negotiations suggests that a 6% pay award is likely and therefore will exceed the provision by £3.8m.

**Non-pay inflation budget held centrally – £2.5m underspend**

A corporate provision of £16.6m for non-pay inflation was budgeted. We have now assessed the impact of contract inflation across the Council which has identified a saving of £1.2m. In addition, £1.3m is provided for to offset reported overspends in Children's and Culture related to contractual inflation. There remains a risk that the provision for energy price increases will not be sufficient, and this is being quantified.

**Cross-Directorate Savings – breakeven**

There are cross directorate savings of £1.1m and plans are being developed to deliver these. At this stage, the savings are being shown as being achievable.

**Redundancy, Severance and Early Retirement – breakeven**

An allowance of £2.5m is included in the budget for redundancy costs. This is to allow additional capacity for the Council to fund transformation. Due to the voluntary redundancies, it is anticipated it will be fully utilised this year. Any underspend will be transferred to reserves to provide funding for future years.

**Pension Fund deficit repayment – £1.0m underspend**

Forecast underspend against the budget allowed of £12.8m for the payment to the Pension Fund to meet the deficit estimated by the actuary.

**Corporate contingency budget to cover unforeseen circumstances – breakeven**

There is £3.1m included in the budget to cover unforeseen circumstances. This is shown as a breakeven position currently, although maybe available for release later in the year.

**Corporate income and expenditure – forecast (£2.2m) Underspend**

Forecast overachievement of income of £2.2m against corporate income target attributable to the receipt of £2.2m from the London mayor in respect of Free Healthy School Meals.

Treasury Management – forecast £1.1m underspend

An underspend of £1.4m is forecast on borrowing costs and Minimum Revenue Provision due to slippage in the capital programme.

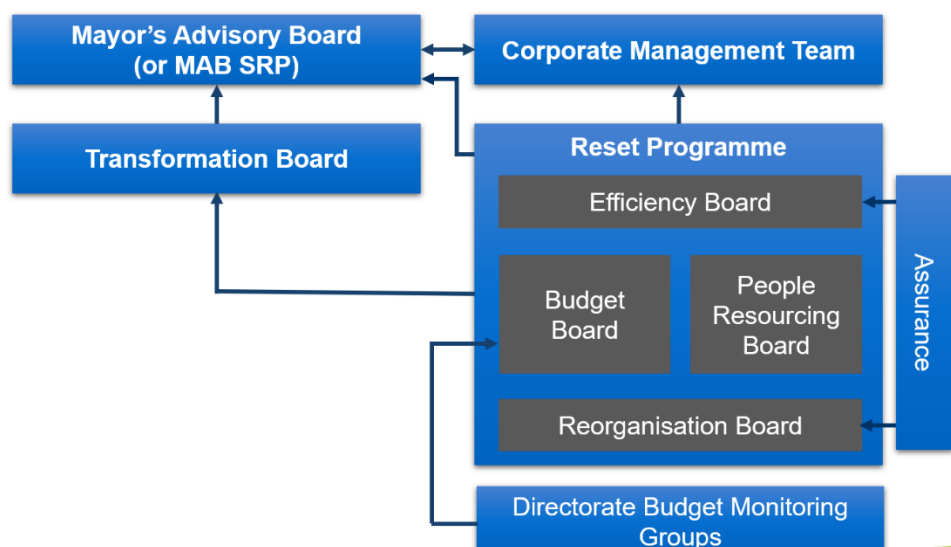
Interest and dividend income receivable in 2023-24 is estimated at £2.1m, net of interest payable on section 106 balances. This is £0.5m more than budgeted, principally due to interest rates being higher than forecast.

The HRA share of treasury management costs is £1.0m (Item 8 debit and credit), against a budget of £1.8m.

The Council is undergoing a transformation programme to make sure we are achieving the council's agreed priorities, Mayor's ambitions for the borough and the objectives set out in the Strategic Plan in a more efficient and financially sustainable manner.

Boards have been set up to drive the transformation and achieve those efficiencies detailed in our Medium-Term Financial Plan (MTFP). These boards have been set up to bring much more rigour to the financial management process, in part based on the annual underachievement of savings targets over a number of years and will help to reorganise and restructure the council and are subject to on-going quarterly review to ensure they are working as effectively as possible.

The diagram below shows how these new governance arrangements for the transformation of the Council operate:



A key element of these arrangements is the Budget Board, which is chaired by the Section 151 Officer and leads on approving budget efficiencies, including saving targets, budget growth requests and in-year variances.

In addition, the Council is also reviewing its Target Operating Model to guide the organisations evolution towards one that places more emphasis upon the needs and aspirations of the people of our Borough and the users of our services.

Directorates have been issued with additional savings targets to achieve and proposals will progress through the new governance framework to ensure they are deliverable, and all potential savings are identified. Savings that can be taken in year will be identified as part of this process.

A corporate savings target has also been set for the Corporate Restructure Initiative. There are three drivers that necessitate a review of the departmental structures for the Council's services. These are: -

- To ensure staff resource is better aligned to the Council's priorities.
- To ensure that the services we offer are as efficient and customer focused as they can be.
- To provide an accelerated contribution to the delivery of £40m of realisable recurring savings required over the coming medium term to secure a financially sustainable position in line with our financial strategy.



Forecast overspend of £1.3m before transfer from reserve

Service	Budget £m	Actual YTD £m	Year End Forecast £m	Forecast over/(under) spend £m
Housing Revenue Accounts (HRA)	(1.1)	36.4	0.2	1.3
<b>Total</b>	<b>(1.1)</b>	<b>36.4</b>	<b>0.2</b>	<b>1.3</b>

The Housing Revenue Account has an outturn position with an adverse variance of £1.3m when compared with budget. There are a number of favourable and adverse variances that make up the final outturn position:

### **Delegated Budgets – £2.2m Adverse Variance**

The Delegated budgets cover income and expenditure where LBTH retain ownership of the budgets but delegate management responsibility to THH. The net Delegated budgets for 2023/24 is an income of £64.8m. There is an adverse variance of £2.2m against these budgets.

#### Income – (£0.2m) Favourable

A £1.5m favourable variance relating to leaseholder service charges. Income is projected to exceed budgeted levels due to an increase in the cost of energy and insurance, with this additional charge being passed on to Leaseholders. Although the budget was inflated, recent price increases have exceeded the level of inflation applied.

A £0.6m adverse variance in rental income due to properties being held void. A total of 164 properties are being held as void, primarily for respite / decant purposes from Maltings & Brewster (structural works being undertaken) and Bentworth House (following an explosion). Rents are not charged to the decanted tenants on these properties. These are in addition to the normal day to day voids occurring during the year.

A £0.4m adverse variance relating to tenant service charge income resulting from the high number of void properties where service charge income is not being collected.

Garage rents have an adverse variance of £0.2m. A number of garages have been decommissioned with the sites being included in the Mayor’s new build property programme.

A £0.1m adverse variance relating to the admin fee for major works.

#### Expenditure – £2.4m Adverse Variance

A favourable variance of £0.1m for NNDR costs associated with the non-dwelling properties.

Work relating to community investment projects was suspended during the pandemic and has been slow ever since resulting in a £0.2m favourable variance.

The repairs & maintenance budget is forecasting an adverse variance of £0.2m. This results from increases in the cost of labour and materials built into new contracts and legacy works being cleared from slippage from the previous contracts.

Building insurance is forecast to overspend by £2.2m, bringing the full forecast for this year to £6m. The insurance market is experiencing contraction, as the number of insurers has declined, and premiums are increasing. During the tendering process, the Council received only one proposal, and it was accepted.

Charges for Dame Collet and Poplar Baths are forecasting an adverse variance of £0.1m which is directly attributable to inflationary increases. Final charges were agreed post April after the budget had been set.

The Concierge service is forecasting an adverse variance of £0.2m with additional security costs (waking watch) at Latham and Anglia House, Maltings & Brewster and Odette Duval due to fire safety concerns.

Following an explosion at Bentworth Court, the Council has incurred costs totalling £0.5m in addition to those incurred previously of £4.4m. It is assumed that this additional cost will be met through insurance, resulting in nil variance.

#### **Management Fee – Nil Variance**

A nil variance is projected against the Management Fee. This does however assume a reserve transfer to meet the cost of the pay award once it has been agreed.

#### **Non delegated budgets – £2.2m Adverse Variance**

A £0.2m favourable variance relating to shop income. This relates to shop income for Ben Johnson Road which has not been budgeted for in the HRA. These shops previously sat in the General Fund but are HRA dwellings.

The Leaseholder Enfranchisements income has exceeded budget by £0.1m. The number of applications to extend leases is projected to be higher than budgeted.

A £1.3m adverse variance on repairs and maintenance costs relating to non-dwelling properties. This includes additional security costs on void properties, projected business rate charges on empty properties and unbudgeted responsive and programmed repairs.

A £0.2m adverse variance relating to projected lower than budgeted capitalisation of salary costs. This relates to expected slippage within the HRA capital programme.

A £0.3m adverse variance for support service recharges relating to additional recharges from the asset management team as they are undertaken additional HRA related works. The team supporting the HRA include agency staff at higher cost.

An adverse variance of £0.7m against insurance premiums for dwellings with costs rising at a higher percentage than was budgeted. Premiums are expected to increase by 40% in year due to reduced competition in the market driving up costs.

The Council are looking to enter into a development agreement to build out some sites which currently sit within the pipeline schemes but cannot be afforded within the HRA capital programme. There will be costs associated with this agreement but at present they are unknown as work to procure a partner developer is in its infancy. Any in-year revenue implications will be reviewed as this work progresses.

#### **Technical Adjustments – (£3.1m) Favourable Variance**

A favourable variance of £0.7m against the depreciation charge (£0.8m favourable for HRA dwellings and a £0.1m adverse variance against the HRA non-dwelling properties).

An adverse variance of £1m for the Item 8 debit and a favourable variance of £3.4m for the item credit resulting from increased interest rates. The item 8 charges are sensitive to changes in interest rates and will be monitored throughout the year.

The table shows forecast pressures on 2023/24 General Fund and Earmarked Reserves balances and how this might be managed by means of utilising earmarked reserves.

£m	Draft balances as per	Forecast	Forecast
	31 March 2023*	contribution to / (from) Reserve	balance 31 March 2024
	£m	£m	£m
<b>GF balances (general reserve)</b>	<b>24.2</b>	<b>(2.5)</b>	<b>21.7</b>
	<b>24.2</b>	<b>(2.5)</b>	<b>21.7</b>
<b>Earmarked reserves consist of:</b>			
<b>Earmarked reserves with restrictions</b>			
BAME	0.8	(0.3)	0.5
CIL Reserve	3.7	(1.3)	2.4
Collection Fund Smoothing**	43.7	(2.7)	41.0
Covid Recovery Fund	1.8	0.0	1.8
Covid-19 Grant	4.1	0.0	4.1
Free School Meals Reserve	1.8	(1.8)	0.0
HA&C Joint Funding Agreements	7.3	(4.7)	2.6
Insurance	7.9	(0.3)	7.6
Local Elections earmarked reserve	0.6	0.0	0.6
Parking Control	8.8	(0.5)	8.3
Public Health Reserve	7.2	(2.0)	5.2
Revenue Grants Unused	11.4	(3.3)	8.1
<b>Earmarked reserves with restrictions – Subtotal</b>	<b>98.9</b>	<b>(16.8)</b>	<b>82.1</b>
<b>Earmarked reserves without restrictions</b>			
ICT Reserve	9.3	(2.0)	7.3
Mayor Tackling Poverty Reserve	2.9	(0.7)	2.2
Mayors Priority Investment Reserve***	46.6	(26.7)	19.9
Risk Reserve	15.7	(4.2)	11.5
Services Reserve	18.4	(3.7)	14.7
Social Care Pressures Reserve***	0.0	4.6	4.6
Transformation Reserve	3.1	(1.0)	2.1
<b>Earmarked reserves without restrictions - Subtotal</b>	<b>96.0</b>	<b>(33.8)</b>	<b>62.2</b>
<b>Total Earmarked Reserves</b>	<b>194.9</b>	<b>(50.6)</b>	<b>144.3</b>
<b>Total GF and Earmarked reserves</b>	<b>219.1</b>	<b>(53.1)</b>	<b>166.0</b>

\* updated 31 March 2023 position from provisional outturn 2022/23

\*\*The Collection Fund Smoothing Reserve is restricted in its use as it is solely intended to deal with surpluses and deficits that arise on an annual basis in the collection fund

\*\*\*The Mayor's Priority Investment reserve is forecast to reduce by £26.7m due to budgeted contributions to fund MTFs (22.1m) and budgeted creation of a Social Care Pressures Reserves (£4.6m) as approved by council on 1st March 2023

The table shows the 2023/24 forecast outturn position for the Housing Revenue Account, Dedicated Schools Grants and Capital Usable Reserves.

HRA and DSG reserves	Draft balances as per 31 March 2023*	Forecast contribution to / (from) reserves	Forecast balance 31 March 2024
	£m	£m	£m
Housing Revenue Account (HRA)	36.1	(13.1)	23.0
Dedicated Schools Grant (DSG)	(13.8)	1.0	(12.8)
Capital Grants Unapplied	191.1	(42.8)	148.3
Capital Receipts Reserve	148.8	(4.8)	144.0
Major Repairs Reserve (MRR)	8.1	(7.2)	0.9
<b>Total Other Reserves</b>	<b>370.3</b>	<b>(66.9)</b>	<b>303.4</b>

\* updated 31 March 2023 position from provisional outturn 2022/23

Outside of reserves, the Council holds significant Developer Contributions (S106) to fund Capital Expenditure. These are held as creditors/receipts in advance on the balance sheet as they have to potentially be repaid if not used for a specific purpose. The total draft accounts balance as at 31 March 2023 was £94.3m and the total is forecast to be £76.2m at 31 March 2024.

The **Housing Revenue Account (HRA)** is not a separate fund but a ring-fenced account of certain defined transactions, relating to local authority housing, within the General Fund.

The **Dedicated Schools Grant (DSG)** is a ring-fenced specific grant that supports local authorities' Schools budget. Funding is allocated through four funding blocks, the Schools Block, the High Needs Block, the Early Years Block and the Central Schools Services Block.

The **Capital Grants Unapplied** reserve includes grants, S106 monies and Community Infrastructure Levy (CIL) payments received by the council with varying degrees of conditions on spend, which are utilised to fund capital projects and where expenditure is capital by nature and these reserves have been allocated where possible as part of the current 2022-25 General Fund and HRA approved capital programmes.

The **Capital Receipts** reserve includes capital receipts generated by the council (including HRA Right-to-Buy receipts) which are also utilised to fund capital projects and where expenditure is capital by nature and these reserves have also been allocated as part of the current 2022-25 General Fund and HRA approved capital programmes.

This section shows the amount of money we have collected from tax payers of the borough, and the split between the amount that is retained and the amounts paid over to central government and the GLA.

## **NNDR Business Rates**

We are expected to collect £404m in 2023-24 for total Business Rates income (30% retained by the Council and 37% passported to the GLA and 33% central government), excluding business rates supplement. Collection levels continue to be impacted by the economic impacts from the cost of living pressures, although collection rates are starting to return to pre-pandemic levels.

There is a provisional (subject to audit) accumulated Business Rates Collection Fund deficit to the end of 2022-23, of which the estimated Council share is £17.0m. The Council is utilising its Collection Fund Smoothing Reserve to align the government grant funding of business rates reliefs with the timing of deficit payments over the three-year period 2021-24.

The accumulated deficit to the end of 2022-23 continues to include a significant loss allowance (bad debt provision) for potential non-payment of debts, of which the Council share is £4.9m, to allow for the ongoing potential impacts of cost of living pressures.

To the end of Period 3, we have collected £131m of £431m billed (30.29% in-year collection rate) compared to 28.74% for 2022-23, which is an improvement on last year. This includes collection of the Business Rate Supplement (BRS) for the London Crossrail development.

## **Council Tax**

We are expected to collect £175.7m in 2023-24 (both GLA 27.5% and Council 72.5% shares). Collection levels continue to be impacted by the economic impacts of the cost of living pressures.

There is a provisional (subject to audit) accumulated Council Tax Collection Fund deficit to the end of 2022-23, of which the estimated Council share is £1.2m. There is a loss allowance (bad debt provision) of £13.7m to allow for the potential impacts of cost of living pressures.

The Covid-19 pandemic reduced the collection rate and increased significantly those claiming benefits including through the Local Council Tax Reduction Scheme (LCTRS). The cost of the LCTRS scheme rose from £26.7m in 2019-20 to £31.6m in 2020-21 and has continued to rise to £32.3m in 2023/24. The level of claimants has reduced slightly from the increased pandemic level (£32.3m cost in 2023-24 which includes the effect of the Adult Social Care precept increase). The 2023-24 forecast at Period 1 is £32.3m. The level of claimants has reduced from 29,989 (end of 2021-22) to 28,175 (end of Period 1).

To the end of Period 3 we collected £41.6m of the £176m Council Tax bills raised (25.8% in-year collection rate) compared to 24.9% for the same period in 2022-23, which is an improvement on last year but lower than pre-pandemic collection levels. Future years' collection rates could continue to be negatively affected by wider economic impacts being experienced by residents (including inflationary and market pressures on energy and food costs).

The Council actioned the government's Council Tax support Fund, administering the reductions in bills of £55 to eligible Council Tax payers in time for the annual demand notices.

## Overall Position

The Council's investment at the end of June 2023 was £239.6m (an increase of £1.7m from March 2023) and a decrease of £29.3m from previous month). Capital loss from strategic and cash pooled funds was £5.2m making the market value of investments as £234.489m. External borrowing was £68.709m and no new external borrowing took place during the quarter. The Council's Q1 average investment balance remains higher than the Arlingclose pool of London Boroughs of 21 of £98.2m and pool of 128 local authority average of £82.5m.

The 2023-24 budget for investment income is £2m and the actual income is currently expected to be in the region of £5m due to reducing cash balances. Although this income forecast is same as last year's actual and interest rates are rising, the reduction in council's cash balances remains a huge factor in forecast. Externally managed strategic and cash pooled fund investments are expected to face a further fall in capital value of strategic and cash pooled fund however income from dividends is expected to increase during the year.

Investment Category	June 2023 Nominal Value £m	June 2023 Fair Value £m
<b>Internally Managed Investments</b>		
Banks	31.000	31.000
DMADF	69.169	69.169
Money Market Funds	63.512	63.512
<b>Externally Managed Pooled Funds</b>		
Cash Plus & Short Bond Funds	20.0m	19.507
Strategic Pooled Funds	56.0m	51.301
<b>Total</b>	<b>239.672</b>	<b>234.489</b>

## Income Position

The yield of the internal portfolio at the end of the quarter was 4.82%. This was helped by the 2 Base Rate increases during the quarter thereby reflected on new fixed deposits placed with banks and Debt Management Office during the quarter. The income returns of the entire portfolio, including the Council's external investments during the quarter was 4.5% and the total return including impact of externally managed pooled fund losses was 3.51%. (Capital loss total on cash plus pooled funds was -0.73% and strategic funds -4.24%).

## Benchmarking

According to the June quarter benchmarking information received from our advisors, Arlingclose Ltd, our June quarter ending average income return of 4.50% outperformed a group of twenty-one London councils (4.47%) average income return) and outperformed against 126 national local authorities (4.32% average income return).

The treasury benchmark is against a pool of Arlingclose clients. In respect of London Boroughs, Arlingclose benchmarks against their pool of London & Met Boroughs and a second pool of their local authorities' clients which may be London Boroughs, County council's district council etc.

In June 2023 this was 21 London & Met Boroughs Average investment balance of £98.2m and 126 Las average balance of £82.5m compared to Tower Hamlets.



Tower Hamlets council's investments comprises of DMO fixed deposits, money market funds, pooled and cash funds.

In the Arlingclose pool of London & Met Boroughs the average return was 3.47% against Tower Hamlets return of 3.51%. Compared with their LA average return this was 2.34% average. Tower Hamlets holds short dated cash in money market funds and has been able to receive the benefits of base rate increases faster compared to investments in fixed deposits where benefits in rate rises will only be received when existing investments mature. Council return also takes into account the pooled fund investments.

The council has also been able to place fixed deposits with the DMO on days when DMO rates have been high by tracking daily DMO rates.

### Liquidity

28% of Council's funds at the end of the quarter is available within 7 days ensuring adequate cash is available to meet daily expenditure payments. This compared to the average London Borough of 68% and pool of Local Authorities in the Arlingclose pool of 54%.

49% of funds are available within 100 days of maturity compared with a London Borough average of 82% and local authority average of 71%. Overnight liquidity at the end of June was £63.512m which is 38.8% of the internal portfolio. The average days to maturity of the internal portfolio at the end of the quarter was 68 days (8 days March 2023) which continues to be influenced by the deposits with the DMADF, fixed bank deposits and the LA deposits.

### Security

Both the time-weighted and value-weighted credit ratings was AA- representing a more secured portfolio compared to the average rating for Arlingclose pool of 21 London Boroughs of A+ and A+ average for pool of 126 local authorities.

The Council's largest unsecured exposure to a single financial institution aside of the DMADF is with ANZ Banking Group and Development Bank of Singapore (£15m each), the lowest credit ratings for ANZ Banking Group is A+, while DBS is AA+. The portfolio's bail-in risk decreased by 30% to 39% i.e., the portion that remains susceptible to bank bail-in risk partly due to the Council's decision to stop investing in local authorities.

The Bank of England published the results of its stress testing of UK banking system on 11 July. The latest results show that major UK banks would be resilient in the face of the FPC's severe stress scenario, a positive reflection of the strength these institutions have built up in recent years. At individual bank level, the results show that no institution is required to strengthen its capital position, indicating that major UK banks can withstand the severe macroeconomic stress while being able to support businesses and households.

### Inflation

Inflation remains high but there are reasons to be hopeful about the near future. The headline CPI rate is expected to fall further in July when the reduction in retail energy price cap feeds into the equation. Reduction in producer price inflation should also start to feed through to the consumer over the next six months.

The latest update from the Office for National Statistics (ONS) puts the Consumer Prices Index (CPI) measure of inflation at **7.9%** in the year to June 2023, down from 8.7% in May 2023.

During the quarter, the Consumer Price Index (CPI), on a monthly basis, rose by 0.10% in June 2023, compared with a rise of 0.8% in June 2022. Falling prices for motor fuel led to the largest downward

contribution to the monthly change in both the CPIH and CPI annual inflation rates, while food prices rose in June 2023 but by less than in June 2022, also leading to an easing in the rates.

There were no large offsetting upward contributions to the change in the rate.

CPI (excluding energy, food, alcohol and tobacco) rose by 6.9% in the 12 months to June 2023, down from 7.1% in May, which was the highest rate since March 1992; the CPI goods annual rate slowed from 9.7% to 8.5%, while the CPI services annual rate eased from 7.45 to 7.2%.

The only upward contributors to the increase in CPI are communication and clothing footwear. Transportation was the largest downward contributor to the ease in CPI this month, driven by the falling price of motor fuel which fell by 2.7% this month but increased 9.3% in the same period last year. This is the first time that the reading turned negative after being positive since August 2020.

#### Interest Rate Forecast June 2023

	Current	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25	Dec-25	Mar-26	Jun-26
Official Bank Rate Central Case	5.00	5.50	5.50	5.50	5.25	4.75	4.25	3.75	3.25	3.00	3.00	3.00	3.00
3-month MMF rate Central Case	5.40	5.60	5.60	5.60	5.30	4.80	4.30	3.80	3.30	3.05	3.05	3.05	3.10
5yr gilt yield Central Case	4.50	4.70	4.75	4.60	4.50	4.00	3.50	3.25	3.25	3.25	3.25	3.35	3.45
10yr gilt yield Central Case	4.26	4.50	4.55	4.30	4.20	4.00	3.60	3.50	3.50	3.60	3.60	3.70	3.80
20yr gilt yield Central Case	4.43	4.60	4.50	4.40	4.30	4.20	4.20	4.20	4.20	4.20	4.20	4.20	4.20
50yr gilt yield Central Case	3.96	4.15	4.15	4.15	4.10	4.00	4.00	4.10	4.10	4.10	4.10	4.10	4.10

#### Borrowing

The Council has Public Works Loan Board (PWLB) loans totalling £51.21m and fixed rate bank loans totalling £17.5m. No external borrowing took place during the quarter because the capital program is temporarily funded using cash reserves there by saving on external borrowing costs in the short term.

Target for year £15.5m

£13.2m savings to be delivered

Services	£m	£m	£m	£m	£m	£m
	2023/24 Target	Prior Year Slippage	Saving Target	Forecast Savings	Slippage	Under Recovery
	A	B	C = A + B			
HA&C	2.6	-	2.6	2.6	-	-
Children and Culture	2.5	0.1	2.6	2.6	-	-
Place	7.1	0.3	7.4	5.1	2.1	0.2
Resources	0.9	0.2	1.1	1.1	-	-
Chief Executive's Office	0.3	-	0.3	0.3	-	-
Cross-Directorate	1.0	0.5	1.5	1.5	-	-
<b>Total</b>	<b>14.4</b>	<b>1.1</b>	<b>15.5</b>	<b>13.2</b>	<b>2.1</b>	<b>0.2</b>

Total savings target for 2023/24 is £15.5m. £10.0m relates to approved savings as part of the 2023/24 budget setting process, and £5.5m as a result of reconfiguration of previous years' savings (including slippages).

- £13.2m is identified as being on track to deliver savings;
- A net position of £2.1m is forecast to slip into future years due to timing issues;
- £0.2m has been identified as unachievable

Please refer to 'Appendix B – Summary MTFs Savings Tracker 2023-26' for a detailed breakdown and latest updates on the savings programme.

General Fund (GF) forecast outturn £117.7m against a revised budget of £143.4m  
 Forecast Variance £25.7m - net slippage £23.6m, net underspend £2.1m

### General Fund (GF) Capital Forecast

Theme	Directorate	Revised Budget £'m	Actual Spent to Date £'m	Forecast Outturn £'m	Forecast Variance to Budget £'m	Forecast to Revised Budget %	(Slippage) / Acceleration £'m	(Under spend) / Overspend £'m
Approved Programme	Children & Culture	59.3	5.2	50.9	(8.4)	86%	(8.7)	0.3
	Health, Adults & Communities	7.1	3.1	6.2	(0.9)	87%	(1.2)	0.3
	Place	46.7	2.1	33.6	(13.1)	72%	(10.4)	(2.7)
	Resources	1.4	0.0	0.3	(1.1)	21%	(1.1)	0.0
<b>Approved Programme Total</b>		<b>114.5</b>	<b>10.4</b>	<b>91.0</b>	<b>(23.5)</b>	<b>79%</b>	<b>(21.4)</b>	<b>(2.1)</b>
Approved Rolling Programme	Children & Culture	5.0	0.2	4.6	(0.4)	92%	(0.4)	0.0
	Health, Adults & Communities	0.3	0.0	0.0	(0.3)	0%	(0.3)	0.0
	Place	8.5	0.4	8.5	0.0	100%	0.0	0.0
	Resources	2.1	0.0	3.1	1.0	148%	1.0	0.0
<b>Approved Rolling Programme Total</b>		<b>15.9</b>	<b>0.6</b>	<b>16.2</b>	<b>0.3</b>	<b>102%</b>	<b>0.3</b>	<b>0.0</b>
Invest to Save Programme	Place	5.1	0.9	4.0	(1.1)	78%	(1.1)	0.0
<b>Invest to Save Programme Total</b>		<b>5.1</b>	<b>0.9</b>	<b>4.0</b>	<b>(1.1)</b>	<b>78%</b>	<b>(1.1)</b>	<b>0.0</b>
LIF Programme	Place	7.2	0.0	6.5	(0.7)	90%	(0.7)	0.0
<b>LIF Programme Total</b>		<b>7.2</b>	<b>0.0</b>	<b>6.5</b>	<b>(0.7)</b>	<b>90%</b>	<b>(0.7)</b>	<b>0.0</b>
Completed and Retentions Projects	Children & Culture	0.7	0.0	0.0	(0.7)	0%	(0.7)	0.0
<b>Completed and Retentions Projects Total</b>		<b>0.7</b>	<b>0.0</b>	<b>0.0</b>	<b>(0.7)</b>	<b>0%</b>	<b>(0.7)</b>	<b>0.0</b>
<b>General Fund Capital Total</b>		<b>143.4</b>	<b>11.9</b>	<b>117.7</b>	<b>(25.7)</b>	<b>82%</b>	<b>(23.6)</b>	<b>(2.1)</b>

#### Introduction

On 1<sup>st</sup> March 2023, Full Council approved a total GF capital programme for 2023/24 to 2025/26 totalling £238.6m, of which £122.3m related to the 2023/24 financial year. Subsequently, on 26th July 2023, Cabinet approved £20.8m of net capital slippage from the 2022/23 provisional outturn, resulting in a total revised GF capital programme budget for 2023/24 to 2025/26 of £259.4m, of which £143.4m related to the 2023/24 financial year.

The period 3 forecast outturn GF capital expenditure for the year is £117.7m, which represents 82% of the revised 2023/24 capital budget of £143.4m. The forecast variance of £25.6m, is due to expected net slippages of £23.6m and net underspends of £2.1m across the programmes. The total spend to date is

£11.9m, which will need to be kept under close review to ensure forecasts are materialising as expected for the year. The details of the programmes are set out below;

### Approved Programme

Theme	Directorate	Revised Budget £ 'm	Actual Spent to Date £'m	Forecast Outturn £'m	Forecast Variance to Budget £'m	Forecast to Revised Budget %	(Slippage) / Acceleration £'m	(Under spend) / Overspend £'m
Approved Programme	Children & Culture	59.3	5.2	50.9	(8.4)	86%	(8.7)	0.3
	Health, Adults & Communities	7.1	3.1	6.2	(0.9)	87%	(1.2)	0.3
	Place	46.7	2.1	33.6	(13.1)	72%	(10.4)	(2.7)
	Resources	1.4	0.0	0.3	(1.1)	21%	(1.1)	0.0
<b>Approved Programme Total</b>		<b>114.5</b>	<b>10.4</b>	<b>91.0</b>	<b>(23.5)</b>	<b>79%</b>	<b>(21.4)</b>	<b>(2.1)</b>

The 2023/24 revised budget for the Approved Programme is £114.5m. The forecast outturn for the Approved Programme is £91.0m (79% of the revised budget) resulting in total forecast variance of £23.5m due to expected net slippages of £21.4m (19% of the revised budget) and net underspends of £2.1m (2% of the revised budget) across the programme.

### Children's and Culture

The 2023/24 revised budget for the Children & Culture Approved Programme is £59.3m. The forecast outturn for the programme is £50.9m (86% of the revised budget) resulting in total forecast variance of £8.4m due to expected net slippages of £8.7m and net overspends of £0.3m across the programme.

The major programme under the Children & Culture Approved Programme is the Schools Basic Need and Expansion Programme. The total revised budget for this programme is £49.2m for the year, current forecast against revised budget is spend of £45.0m, due to expected net slippages of £4.4m and net overspends of £0.2m within the year. Within this programme there are several large schemes which are at differing stages of their project life cycles and further details of significant schemes are provided as follows;

The 2023/24 revised capital budget for the London Dock School Expansion programme is £37.0m. The forecast spend is £37.5m due to expected accelerated spend of £0.5m. Though the project has been subjected to delay due to difficulties in appointing the contractor, it is now expected this hurdle (entry into the contract) will be crossed in August 2023. The Department for Education (DfE) have requested for a change in the design specification relating to the heating source on site which is now to be switched from the district heating network to a heat pump before the approval of the grant. The design change will lead to an increase in cost and negotiations on funding are on-going with the DfE.

Harpley School Key stage 1&2 Accommodation is slipping its entire £1.1m budget allocation for 2023/24 into future years. Following several issues with planners on the existing design of the London East Alternative Provision (LEAP) Harpley site, the project is undergoing a masterplan review for provision to best determine the utilisation of space. Until the design is put forward and agreed, no spend is anticipated.

The Arnhem Wharf - Damp Permanent Resolution project budget allocation of £2.9m is forecast to slip by £2.7m into future years. This budget is to cover the safety of the site and essential capital works only.

The forecast spend for the year is £0.2m to safeguard against the immediate impacts of the on-site damp issue.

The George Green/West Ferry school re-build project with a 2023/24 budget allocation of £0.6m is forecast to spend £0.1m in-year, resulting in slippages of £0.5m of spend into future years. The project has been paused subject to further reviews and the remaining fees from feasibility stage will need to be re-profiled subject to the completion of the review.

The Wood Wharf Expansion project, with a revised budget of £3.3m for the year, is forecasting spend of £3.2m in-year with works progressing on site with final completion now expected in December 2023.

The council is also investing £0.7m to ensure schools have the correct equipment and resources to increase their catering capacity first to support extending free school meals to all secondary school pupils up to the age of 16, which was approved by Cabinet in May 2023.

The other significant programme within the Children & Culture Approved Programme is the Parks Programme, with has a total revised budget allocation of £6.3m for the year. The forecast outturn for the year is £4.2m, resulting in forecast variance of £2.1m due to net slippages of £2.2m and net overspends of £0.1m at year-end. There are several smaller schemes forming this programme and further details of these schemes are provided as follows;

The 2023/24 revised budget for Quality Parks projects is £2.9m, with forecast spend of £1.3m anticipated at year-end. The budget for this programme has been reconfigured several times to ensure that it meets the councils priorities for the Parks Programme. In particular, there is £1.0m earmarked for Allen Gardens that has been held back subject to approval (which has now been received) of match funding from central government with plans being finalised before the project can formally commence. Other aspects of this programme were only approved in late 2022, and as the funding was intended to be spread out over several years, aspects of the programme will need to be profiled for future years.

The Inclusive Playgrounds project budget allocations of £0.7m for the year are forecast to spend £0.1m in-year, resulting in expected net slippages of £0.6m into future years. Of the £0.7m budget, £0.3m has been earmarked for specific projects that will be delivered in future years. The John McDougall Gardens project (£0.2m) requires consultation and will be commenced after the summer holiday programme, which means the construction won't commence until spring 2024 and the St George's project (£0.1m) cannot move forward until plans are confirmed alongside the new leisure centre project.

The Christ Church Garden project budget allocation of £0.5m is forecast to spend £0.1m in-year, resulting in expected slippages of £0.4m into future years. The original plan was to procure a design team last autumn, with works expected to complete by year-end. However, the Community Advisory Group in charge of the project has decided to make more modest changes and to resume the procurement process at a later date, this position will be kept under review through the year.

The net overspends of £0.1m in the Parks Programme is from a number of various other smaller projects within the programme, where spend profiles have been revised based on latest project plans.

The St George Leisure Centre project is a significant capital project being delivered within the councils Children & Culture Approved Programme . The project has a budget allocation of £3.9m and forecast spend for the year is £1.6m due to expected slippages of £2.3m of spend into future years. The design team is due to commence work for the leisure centre at the end of September 2023. Employers' agent will commence late September/early October 2023, with the expectation that the main contractor will be on board by early 2024. a hard strip out is expected to start in September 2023, with demolition planned for late 2024, subject to planning approval. Main construction should start early 2025.

### **Health, Adults and Communities (HA&C)**

The 2023/24 revised budget for Health, Adults & Communities Approved Programme is £7.1m. The forecast outturn for the programme is £6.2m (87% of the revised budget) resulting in total forecast variance of £0.9m due to expected net slippages of £1.2m and net overspends of £0.3m across the programme.

The majority of capital projects in the HA&C Directorate, which had earlier paused due to the pandemic, have been reinstated. Projects in the approved programme are monitored via the HA&C Capital Oversight Group, which meets monthly.

Public Health projects have a combined capital budget of £4.7m with spend forecast to slip £0.6m into future years. These projects are led by the NHS and they are very slow at invoicing for works completed. The project managers will continue to press for prompt invoicing which will reflect stage of project and spend.

The Sewardstone Road project within the Adult social care programme with a budget of £0.6m is forecasting a slippage of £0.2m. The project is near completion. Day provision Antill Rd with a budget of £0.5m is projecting a slippage of £0.4m due to delay and the forecast spend is a provision for consultants' costs to be incurred within the year. Norman Grove which has a revised budget of £0.4m for 2023/24 is forecasting a spend of £0.7m, resulting in an accelerated spend of £0.3m.

The Protective Security project within the Community Safety security programme is projecting to fully slip the budget of £0.3m into future years as the project is currently paused awaiting decision. Transformation of the CCTV Public Space Infrastructure and 24/7 Control Room re-provision and redesign Programme with a budget of £0.4m is planning to spend £0.7m thereby overspending by £0.3m. This Programme includes the redesign, fit out and re-provision of a new CCTV 24/7 control room. The costs of the building works are higher than original estimates due to inflationary increases to materials, generator, acoustic housing and overall building works. A recovery plan and options to mitigate overspend are being explored.

### **Place**

The 2023/24 revised budget for Place Approved Programme is £46.7m. The forecast outturn for the programme is £33.6m (72% of the revised budget) resulting in total forecast variance of £13.1m due to expected net slippages of £10.4m and net underspends of £2.7m across the programme.

There are various key projects that are driving the forecast variance of £13.1m, detailed as follows;

The New Town Hall project budget allocation for the year of £5.9m is forecast to slip of £1.5m at year-end into future years. The slipped budget is the withheld retention fees, and the end of defects will be June 2024 when this is expected to be released to the contractor.

The High Street and Town Centre Programme which includes Middlesex Street, Brick Lane, Roman Road West regeneration and the Middlesex Street Art Trail projects is forecast to underspend by £0.5m against an in-year total budget allocation of £1.8m. This is in line with the reduction in scope of the project following review.

The New Infrastructure Programme with a budget of £3.6m is forecast to slip by £1.7m into future years. The originally capital works to the northern footway on Whitechapel Road were programmed for 2023/24. However, this will now likely go ahead in 2024/25, with design development continuing this financial year, hence the expected slippage for the year.

Spend for against the Waste, Recycling and Fleet programme budget allocation for the year of £7.6m is forecast to slip into future years by £3.4m. The slippage is mainly due to the Electric Waste Vehicles project

within the programme. The project is experiencing delays with charging infrastructure and power supply which have a direct impact on the replacement schedule for the electric vehicles. In order to operate electric vehicles charging points need to be installed. Site surveys have been required to confirm if electric power supplies are sufficient to provide enough power at each site. There have been delays in completing these surveys, which in turn has led to delays in starting procurement for electric vehicles.

The Carbon Offsetting project with a budget allocation of £3.6m for the year is forecasting spend of £2.4m in 2023/24, thereby slipping a budget of £1.2m into future years. The budget needs to be re-profiled across future years in line with the latest project plans and spends where projects are largely currently looking at being procured.

The Asset maximisation programme within the Place Programme, is forecasting a net slippage of £0.8m and an underspend of £0.3m against a budget of £2.7m. The 'Montefiore Centre Refurbishment' project, with an in-year budget allocation of £1.3m is forecast to slip by £1.0m into future years. The project has been paused to explore the addition of residential units within the refurbishment. The Indicative Feasibility Schemes - Asset Maximisation project with an in-year budget allocation of £0.3m is forecast to underspend its full budget. This is a pool of funds for project feasibility studies across the council and since spends on feasibility studies are classified as revenue, this has been withdrawn from the capital programme.

TFL funded schemes with an in-year budget allocation of £1.9m is forecast to underspend against the full budget. The key contributor to this forecast underspend is the Improving Air Quality project, which accounts for the majority of the in-year budget. This project was previously planned to be funded by external grant, which has not been subsequently secured, hence no spend can be incurred.

There were additional capital growth projects which were approved by Full Council in March 2023, subject to sign off through the council's capital governance process including agreement that schemes funded by future grants, capital receipts, s106 and/or CIL will not go ahead until such funds have been received by the Council. The Temporary Coroner's Court project (£0.3m) and Contingency 15% Uplift project (£0.5m) are capital projects which though have been approved are still progressing through the council's capital governance process and for period 3 monitoring purposes, a nil forecast has been made against these projects for 2023/24 as they are not yet live. This will be kept under review throughout the year, and forecasts updated accordingly.

### **Resources**

The 2023/24 revised budget for Resources Approved Programme is £1.4m. The forecast outturn for the programme is £0.3m (21% of the revised budget) resulting in total forecast variance of £1.1m due to expected net slippages of £1.1m across the programme.

The Idea Store Whitechapel/Cultural Campus project with an in-year budget allocation of £1.0m has been paused pending review to ensure the project meets the administrations priorities as there may be significant additional costs.



### Annual Rolling Programme

Theme	Directorate	Revised Budget £ 'm	Actual Spent to Date £'m	Forecast Outturn £'m	Forecast Variance to Budget £'m	Forecast to Revised Budget %	(Slippage) / Acceleration £'m	(Under spend) / Overspend £'m
Approved Rolling Programme	Children & Culture	5.0	0.2	4.6	(0.4)	92%	(0.4)	0.0
	Health, Adults & Communities	0.3	0.0	0.0	(0.3)	0%	(0.3)	0.0
	Place	8.5	0.4	8.5	0.0	100%	0.0	0.0
	Resources	2.1	0.0	3.1	1.0	148%	1.0	0.0
<b>Approved Rolling Programme Total</b>		<b>15.9</b>	<b>0.6</b>	<b>16.2</b>	<b>0.3</b>	<b>102%</b>	<b>0.3</b>	<b>0.0</b>

The 2023/24 revised budget for the Annual Rolling Programme is £15.9m. The forecast outturn for the Approved Programme is £16.2m (102% of the revised budget) resulting in total forecast variance of £0.3m due to expected net accelerations of £0.3m across the programme.

### Children's and Culture

The 2023/24 revised budget for the Children & Culture Annual Rolling Programme is £5.0m. The forecast outturn for the programme is £4.6m (92% of the revised budget) resulting in total forecast variance of £0.4m due to expected net slippages of £0.4m across the programme.

The Conditions and Improvement for Schools' project with in-year budget allocation of £3.0m is forecast to spend £3.6m due to accelerated spend of £0.6m from future years. The programme reacts across the maintained school estate on a condition need requirement. As this is a ring-fenced externally funded budget, all overspends will be recovered within the Conditions and Improvement programme from the following financial year.

There were additional capital growth projects which were approved by Full Council in March 2023, subject to sign off through the council's capital governance process including agreement that schemes funded by future grants, capital receipts, s106 and/or CIL will not go ahead until such funds have been received by the Council. Improvements to Youths provisions (£1.0m) are capital projects which though have been approved are now progressing through the council's capital governance process and for period 3 monitoring purposes, a nil forecast has been made against these projects for 2023/24 as they are not yet live. This will be kept under review throughout the year, and forecasts updated accordingly.

### Health, Adults & Communities (HA&C)

The 2023/24 revised budget for the Health, Adults & Communities Annual Rolling Programme is £0.3m. The forecast outturn for the programme is nil, resulting in total forecast variance of £0.3m due to expected net slippages of £0.3m across the programme.

There were additional capital growth projects which were approved by Full Council in March 2023, subject to sign off through the council's capital governance process including agreement that schemes funded by future grants, capital receipts, s106 and/or CIL will not go ahead until such funds have been received by the Council. Adults Social Care Disabled Facility Grant (DFG) (£0.3m) are capital projects which though have been approved are now progressing through the council's capital governance process and for period 3 monitoring purposes, a nil forecast has been made against these projects for 2023/24 as

they are not yet live. This will be kept under review throughout the year, and forecasts updated accordingly.

### Place

The 2023/24 revised budget for the Resources Annual Rolling Programme is £8.5m. The forecast outturn for the programme is £8.5m (100% of the revised budget) resulting in total forecast nil variance. This will be kept under review through the year.

### Resources

The 2023/24 revised budget for the Resources Annual Rolling Programme is £2.1m. The forecast outturn for the programme is £3.1m (148% of the revised budget) resulting in total forecast variance of £1.0m due to expected net accelerations of £1.0m across the programme.

The programme consists of various IT rolling programmes. The key ones of note are Civica APP replacement project with a forecast accelerated planned spend of £0.3m and the Planning & Building Control Data Management project with a forecast accelerated spend of £0.3m. The procurement for this project is under way currently, with selection and award to take place during August 2023. It is expected that the data migration costs will be steep, therefore, year one deployment cost will be higher than anticipated. Other various projects contributed to the £0.4m accelerated spend within the programme.

### Invest to Save

Theme	Directorate	Revised Budget £ 'm	Actual Spent to Date £'m	Forecast Outturn £'m	Forecast Variance to Budget £'m	Forecast to Revised Budget %	(Slippage) / Acceleration £'m	(Under spend) / Overspend £'m
Invest to Save Programme	Place	5.1	0.9	4.0	(1.1)	78%	(1.1)	0.0
<b>Invest to Save Programme Total</b>		<b>5.1</b>	<b>0.9</b>	<b>4.0</b>	<b>(1.1)</b>	<b>78%</b>	<b>(1.1)</b>	<b>0.0</b>

The Council's Place Directorate has the only Invest to Save Programme. The 2023/24 revised budget for the Invest to Save programme is £5.1m. The forecast outturn for the programme is £4.0m (78% of the revised budget) resulting in total forecast variance of £1.1m due to expected net slippages of £1.1m across the programme.

The Conversion of Temporary Accommodation (TA) programme budget allocation for the for the year is £1.5m, which is forecast to fully slip by £1.5m into future years as there are currently no identified properties for this programme. The slippage is because homes originally envisaged to be delivered through this programme, are now being delivered as permanent homes and have been moved into the HRA programme. The budget is to be reviewed, with a potential view to funding being re-allocated to the HRA new build programme.

The Street Lighting Replacement project is forecast to incur accelerated spend by £0.5m against an in-year budget allocation of £0.9m. The accelerated spend will be funded from future year budget allocations for the project.

### LIF Programme

Theme	Directorate	Revised Budget £ 'm	Actual Spent to Date £'m	Forecast Outturn £'m	Forecast Variance to Budget £'m	Forecast to Revised Budget %	(Slippage) / Acceleration £'m	(Under spend) / Overspend £'m
LIF Programme	Place	7.2	0.0	6.5	(0.7)	90%	(0.7)	0.0
<b>LIF Programme Total</b>		<b>7.2</b>	<b>0.0</b>	<b>6.5</b>	<b>(0.7)</b>	<b>90%</b>	<b>(0.7)</b>	<b>0.0</b>

The LIF programme is resident in the Place Directorate. The 2023/24 revised budget for LIF programme is £7.2m. The forecast spend for the programme is £6.5m for the year, (90% of the revised budget) due to forecast slippages of £0.7m spend into future years. However, a new approach to LIF, called Neighbourhood CIL has been considered by Cabinet in July 2023 and approved. This will see major changes to the use of this funding source and the programme will be kept under review through the year.

Housing Revenue Account (HRA) forecast outturn £94.1m against a revised budget of £160.1m  
 Variance £66.0m - net slippage £66.0m

## Housing Revenue Account (HRA) Capital Forecast

Theme	Directorate	Programme	Revised Budget £ 'm	Actual Spent to Date £'m	Forecast Outturn £'m	Forecast Variance to Budget £'m	Forecast to Revised Budget %	(Slippage) / Acceleration £'m	(Under spend) / Overspend £'m
Approved Programme	Place	New Council Homes	131.1	7.9	67.1	(64.0)	51%	(64.0)	0.0
	Place	HRA(Projects)	2.6	0.0	2.6	0.0	100%	0.00	0.0
Approved Rolling Programme	Place	HRA (THH Rolling)	26.4	1.9	24.4	(2.0)	92%	(2.0)	0.0
<b>HRA Capital Total</b>			<b>160.1</b>	<b>9.8</b>	<b>94.1</b>	<b>(66.0)</b>	<b>59%</b>	<b>(66.0)</b>	<b>0.0</b>

On 1<sup>st</sup> March 2023, Full Council approved a total HRA capital programme for 2023/24 to 2025/26 totalling £389.6m, of which £156.2m related to the 2023/24 financial year. Subsequently, on 26th July 2023, Cabinet approved £22.4m of net capital slippage from the 2022/23 provisional outturn, resulting in a total revised HRA capital programme budget for 2023/24 to 2025/26 of £412m, of which £160.1m related to the 2023/24 financial year.

The period 3 forecast outturn HRA capital expenditure for the year is £94.1m, which represents 59% of the revised 2023/24 capital budget of £160.1m. The forecast variance of £66.0m, is due to expected net slippages across the programme. The total spend to date is £9.8m, which will need to be kept under close review to ensure forecasts are materialising as expected for the year. The details of the programmes are set out below;

### Approved Programme

Theme	Directorate	Programme	Revised Budget £ 'm	Actual Spent to Date £'m	Forecast Outturn £'m	Forecast Variance to Budget £'m	Forecast to Revised Budget %	(Slippage) / Acceleration £'m	(Under spend) / Overspend £'m
Approved Programme	Place	New Council Homes	131.1	7.9	67.1	(64.0)	51%	(64.0)	0.0
	Place	HRA(Projects)	2.6	0.0	2.6	0.0	100%	0.00	0.0
<b>HRA Approved Programme Total</b>			<b>133.7</b>	<b>7.9</b>	<b>69.7</b>	<b>(64.0)</b>	<b>52%</b>	<b>(64.0)</b>	<b>0.0</b>

The 2023/24 revised budget for the Approved Programme is £133.7m. The forecast outturn for the Approved Programme is £69.7m (52% of the revised budget) resulting in total forecast variance of £64.0m due to expected net slippages across the programme.

### Approved Programme - New Council Homes

The council revised New Council Homes capital programme budget for 2023/24 amounted to £131.1m which was in line with the previous update to HRA business plan carried out in late 2022. The business plan is currently being updated and is expected to complete in August 2023, which will provide an update on affordability within the HRA capital programme based on the latest position on HRA funding and costs and allow a re-profiling of the programme to be undertaken to reflect the latest plans and timeframes for the programme.

Of the 2023/24 programme, total council approved housing scheme budgets amounted to c£114m. As at Quarter 1 (April - June) of 2023/24, the spend to date amounted to £7.9m, with the full year forecast spend for the year of £67.1m. If the forecast spend materialises as expected at year-end, this will lead to a variance of £46.9m at year-end. The majority of the variance on housing schemes is due to expected slippages in the programme for a range of reasons, including;

- on site difficulties with contractors e.g. experiencing labour and material supply issues, inflation, cash flow and actual contractual performance
- procurement difficulties in getting contracts out tenders returned meaning what had been hoped for start on sites earlier have slipped
- a number of schemes are going through re-design, some already with planning consent at the request of the Administration to try get an increase in larger sized homes. Schemes such as rooftops that may not achieve this may not progress.

The programme will be re-profiled for 2023-27 in line with the update of the HRA Business Plan.

### Annual Rolling Programme

Theme	Directorate	Programme	Revised Budget £'m	Actual Spent to Date £'m	Forecast Outturn £'m	Forecast Variance to Budget £'m	Forecast to Revised Budget %	(Slippage) / Acceleration £'m	(Under spend) / Overspend £'m
Approved Rolling Programme	Place	HRA (THH Rolling)	26.4	1.9	24.4	(2.0)	92%	(2.0)	0.0
<b>HRA Approved Rolling Programme Total</b>			<b>26.4</b>	<b>1.9</b>	<b>24.4</b>	<b>(2.0)</b>	<b>92%</b>	<b>(2.0)</b>	<b>0.0</b>

### Tower Hamlets Homes (THH)

The 2023/24 revised budget for the HRA Annual Rolling Programme is £26.4m. The forecast outturn for the programme is £24.4m (92% of the revised budget) resulting in total forecast variance of £2.0m due to expected net slippages of £2.0m across the programme.

The THH rolling programme has experienced slight delays which has resulted in low year to date spends. A change in approach to Major Works programme delivery means that schemes can only go on site after works have been fully scoped and this can only happen when specifications have been drafted by consultants. However, significant delays in the procurement of consultants to undertake design, survey, and pricing work to allow tenders to commence, is still a major factor in programme delivery delays. This has resulted in projects starting later in the financial year. The Ocean Estate project within the Fire Safety programme is also held up due to objections at the section 20 consultation stage. Safety Works programme which relates to structural strengthening works for Brewster and Malting Houses is due to commence soon after approval by management.

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Summary MTFS Savings Tracker 2023-26

	2023-24						2024-25						2025-26					
	Savings target £000	Slippage from previous year £000	Revised Savings target £000	Forecast savings achievable £000	Savings slippage £000	Unachievable or (over delivery) £000	Savings target £000	Slippage from previous year £000	Revised Savings target £000	Forecast savings achievable £000	Savings slippage £000	Unachievable or (over delivery) £000	Savings target £000	Slippage from previous year £000	Revised Savings target £000	Forecast savings achievable £000	Savings slippage £000	Unachievable or (over delivery) £000
<b>Directorate</b>																		
Health, Adults and Community	2,624	-	2,624	2,624	-	-	405	-	405	405	-	-	413	-	413	413	-	-
Children and Culture	2,480	110	2,590	2,590	-	-	287	-	287	287	-	-	56	-	56	56	-	-
Place	7,051	350	7,401	5,121	2,100	180	(430)	2,100	1,670	(400)	2,000	70	-	2,000	2,000	-	2,000	-
Chief Executive's Office	330	40	370	370	-	-	400	-	400	400	-	-	230	-	230	230	-	-
Resources	924	150	1,074	1,074	-	-	1,140	-	1,140	1,140	-	-	160	-	160	160	-	-
Cross-Directorate / Corporate	1,028	511	1,539	1,539	-	-	-	-	-	-	-	-	100	-	100	100	-	-
<b>Total</b>	<b>14,437</b>	<b>1,161</b>	<b>15,598</b>	<b>13,318</b>	<b>2,100</b>	<b>180</b>	<b>1,802</b>	<b>2,100</b>	<b>3,902</b>	<b>1,832</b>	<b>2,000</b>	<b>70</b>	<b>959</b>	<b>2,000</b>	<b>2,959</b>	<b>959</b>	<b>2,000</b>	<b>-</b>
<b>Savings Achievement Status</b>																		
Delivered / On Target	12,507	811	13,318	13,318	-	-	1,732	-	1,732	1,732	-	-	959	-	959	959	-	-
Slipping but Achievable	1,750	350	2,100	-	2,100	-	-	2,100	2,100	100	2,000	-	-	2,000	2,000	-	2,000	-
Undeliverable / Unachievable	180	-	180	-	-	180	70	-	70	-	-	70	-	-	-	-	-	-
<b>Total</b>	<b>14,437</b>	<b>1,161</b>	<b>15,598</b>	<b>13,318</b>	<b>2,100</b>	<b>180</b>	<b>1,802</b>	<b>2,100</b>	<b>3,902</b>	<b>1,832</b>	<b>2,000</b>	<b>70</b>	<b>959</b>	<b>2,000</b>	<b>2,959</b>	<b>959</b>	<b>2,000</b>	<b>-</b>





Reference	Year Approved	Title	Savings Type	Dir.	Directorate	Service Area	Savings Achievement Status	Status update	2023-24						2024-25						2025-26														
									Savings target	Slippage from previous year	Revised Savings target	Forecast savings achievable	Savings slippage	Unachievable or (over delivery)	Forecast Savings RAG	Project Status RAG	Savings target	Slippage from previous year	Revised Savings target	Forecast savings achievable	Savings slippage	Unachievable or (over delivery)	Savings target	Slippage from previous year	Revised Savings target	Forecast savings achievable	Savings slippage	Unachievable or (over delivery)							
									£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000					
SAV / HAC 014 / 21-22	2021-22	Reprofiled savings - Review of Telecare - SAV / HAC 014 / 21-22	Reprofiling of Agreed Savings	HAC	Health, Adults and Community	Adult Social Care	Delivered / On Target	Review of high cost packages and discharges - figures to be reviewed (on target)	71	-	71	71	-	-	Green	Green	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
SAV / HAC 001 / 23-24	2023-24	Re-commissioning Hostel Support	Transformation	HAC	Health, Adults and Community	Adult Social Care	Delivered / On Target	Discussions ongoing with service provider and Housing re closure plan for Dellow Centre as part of transformation of Hostel services	-	-	-	-	-	-	Green	Green	100	-	100	100	-	-	-	-	-	-	-	-	-	-	-				
SAV / HAC 002 / 23-24	2023-24	Achieving Cost Efficiencies in Commissioned Packages of Care - (24 hour POC)	Service reductions	HAC	Health, Adults and Community	Adult Social Care	Delivered / On Target	Service Users in receipt of 24 Packages of Care identified to move to a new provider (on target)	350	-	350	350	-	-	Green	Green	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
SAV / HAC 003 / 23-24	2023-24	Additional Savings Delivery from Existing Programmes - Supported Accommodation MH £103k, Transport £50k	Transformation	HAC	Health, Adults and Community	Adult Social Care/ Integrated Commissioning	Delivered / On Target	MH over delivery last year, may deliver further savings in 23/24 - (delivered). Transport rising costs and overspend putting pressures on delivery of saving. Starting work on personal budgets transport project (on target but pressures in delivery due to increased costs)	153	-	153	153	-	-	Green	Green	25	-	25	25	-	-	-	-	-	-	-	-	-	-	-	-			
SAV / HAC 004 / 23-24	2023-24	Supporting Effective Care in the Home by Reducing the Need for Two Care Workers (double handed care Localities)	Transformation	HAC	Health, Adults and Community	Adult Social Care	Delivered / On Target	Packages being identified to move from double handed to single handed care (delivered)	40	-	40	40	-	-	Green	Green	40	-	40	40	-	-	-	-	-	-	-	-	-	-	-	-			
SAV / HAC 005 / 23-24	2023-24	Health, Adults and Community Vacancy Factor	Employees	HAC	Health, Adults and Community	All Service areas HAC	Delivered / On Target	Vacant posts removed from budget at start of 23/24 (delivered)	603	-	603	603	-	-	Green	Green	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
SAV / HAC 006 / 23-24	2023-24	Commissioned care and support savings for existing users following Reablement Service intervention	Transformation	HAC	Health, Adults and Community	Reablement Service	Delivered / On Target	Work has started on identifying service users as part of transformation savings (on target)	250	-	250	250	-	-	Green	Green	200	-	200	200	-	-	-	-	-	-	-	-	-	-	-	-			
SAV / HAC 007 / 23-24	2023-24	Deletion of Vacant Manager Post (Team Manager Housing Link Team)	Employees	HAC	Health, Adults and Community	Mental Health	Delivered / On Target	Not recruiting post to this post (delivered)	60	-	60	60	-	-	Green	Green	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
SAV / HAC 008 / 23-24	2023-24	Post reduction in the Deprivation of Liberty Safeguards (DoLS) team (this was in relation to a vacant post)	Employees	HAC	Health, Adults and Community	Deprivation of Liberty Safeguards Team	Delivered / On Target	Delivered - budget removed at start of financial year	58	-	58	58	-	-	Green	Green	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
SAV / HAC 009 / 23-24	2023-24	Cost Reduction - Learning Disability Supported Living Scheme (Huddlestone Close)	Transformation	HAC	Health, Adults and Community	Integrated Commissioning	Delivered / On Target	Deregistration of Huddlestone Close (delivered)	69	-	69	69	-	-	Green	Green	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
SAV / HAC 010 / 23-24	2023-24	Purchasing Efficiencies - Opiate Substitutes	Transformation	HAC	Health, Adults and Community	Integrated Commissioning	Delivered / On Target	Conversations with medicine management teams commenced (on target)	80	-	80	80	-	-	Green	Green	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
SAV / HAC 011 / 23-24	2023-24	Improving Community Safety - Income generated in the Safer Neighbourhood Operations Service (FPN Income Generation)	Income generation	HAC	Health, Adults and Community	Community Safety	Delivered / On Target	May be able to generate more income from FPN's (on target)	40	-	40	40	-	-	Green	Green	40	-	40	40	-	-	-	-	-	-	-	-	-	-	-	-			
SAV / HAC 012 / 23-24	2023-24	Reduction of Public Health contingency funding	Running costs	HAC	Health, Adults and Community	Public Health	Delivered / On Target	Came out of budget - covid contingency not used (delivered)	500	-	500	500	-	-	Green	Green	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
SAV / HAC 013 / 23-24	2023-24	Reduction of non-staff costs - Public Health (via in-house provision of evaluation, research and PI intelligence)	Running costs	HAC	Health, Adults and Community	Public Health	Delivered / On Target	Came out of budget PH grant - now from health determinants funding (delivered)	150	-	150	150	-	-	Green	Green	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
SAV / HAC 014 / 23-24	2023-24	Optimisation of local delivery of sexual health provision (via substitution to a general fund activity)	Transformation	HAC	Health, Adults and Community	Public Health	Delivered / On Target	Divert people out of borough to sexual health services delivered via block contract with Barts Health (on target)	100	-	100	100	-	-	Green	Green	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
SAV / PLA 002 / 18-19	2018-19	Review of Housing Delivery (THH/TH)	Service transformation	PLA	Place	Housing /THH	Slipping but Achievable	The saving relates to efficiencies generated from in-sourcing THH. It is a mayoral pledge to consult on the insourcing of the ALMO and the consultation process has concluded. Subject to a decision to insure then this saving would be deliverable, but will slip into future years	-	100	100	100	-	-	Amber	Amber	100	-	100	100	-	-	-	-	-	-	-	-	-	-	-	-			
SAV / ALL 001 / 21-22	2021-22	Transformation of Regulatory and Enforcement Functions	Service transformation	PLA	Place	Public Realm	Delivered / On Target	1. This savings target represents the Place element of a larger saving between Place and HAC. 2. The saving has not been delivered from the ERS service but unused budget elsewhere within Place has been used to mitigate it	150	-	150	150	-	-	Green	Green	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
SAV / PLA 003 / 21-22	2021-22	Environmental Service Team - increased enforcement activity to target fly tipping	Income generation	PLA	Place	Public Realm	Delivered / On Target		20	-	20	20	-	-	Green	Green	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
SAV / PLA 006 / 21-22	2021-22	New Town Hall revenue savings (partially written-off during the 2023-24 budget setting process)	Service transformation	PLA	Place	Property and Major Projects	Delivered / On Target	Risk - actual costs for bus rates / energy unknown. Once charges start coming through delivery in full can be reassessed	1,731	-	1,731	1,731	-	-	Green	Green	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
SAV / PLA 009 / 21-22	2021-22	Transformational review of the Homelessness service	Service transformation	PLA	Place	Housing Options	Slipping but Achievable	The transformation project to deliver £2m savings is ongoing. Despite this, homeless numbers continue to rise due to the lifting of the evictions ban and the impact of the cost of living crisis resulting in the service experiencing an increase in the numbers of family and friends evictions and a lack of move on options due to low numbers of private lets and low rents offered by the Council. Current numbers in T.A. are 2,520 compared with 2,568 in April. The lack of move on options within the private sector is increasing the use of expensive B&B and nightly booked accommodation and hampering the delivery of this saving. B&B costs have significantly increased, rising from £30-£35 per night to £100 per night. Processes are being improved with the aim of more upstream intervention and increasing discharge into the PRS to prevent homelessness. Significant work has been done to engage decision making including clearing a significant backlog of decisions. Expansion of the use of PRS to prevent homelessness and to move on households will continue through the rest of the programme in an attempt to reduce numbers and suppress costs. A number of processes and improved ways of working have been introduced in the first year of the project and as these bed in over its duration savings and efficiencies are expected to result e.g. PRS Match List to allocate clients to suitable properties. The work completed to date has resulted in the service being able to absorb the additional cost of rising T.A. numbers within existing budget provision but is resulting in the saving slipping. Progress in terms of client numbers and savings progress will be monitored regularly through the Homelessness Prevention Transformation Board.	1,750	250	2,000	2,000	-	-	Amber	Amber	2,000	-	2,000	2,000	-	-	2,000	2,000	-	-	-	-	-	-	-	-	-	-	-



Appendix C - 2023-24 Period 3 Forecast Outturn General Fund Capital Programme Monitor

Theme	Directorate	Programme	Revised Budget £'m	Actual Spent to Date £'m	Current Forecast £'m	Variance Forecast to Revised Budget £'m	Forecast to Revised Budget %	(Slippage) / Acceleration £'m	(Under) / Over spend £'m	
Approved Programme	Children & Culture	Basic Needs/Expansions	49.0	5.0	45.0	(4.0)	92	(4.3)	0.2	
		Culture	3.9	-	1.6	(2.3)	41	(2.3)	-	
		Parks	6.3	0.3	4.2	(2.1)	67	(2.2)	0.1	
		Provision for 2 year olds	0.1	-	0.1	(0.1)	38	(0.1)	-	
	<b>Children &amp; Culture Total</b>			<b>59.3</b>	<b>5.2</b>	<b>50.9</b>	<b>(8.4)</b>	<b>86</b>	<b>(8.9)</b>	<b>0.3</b>
	Health, Adults & Communities	Adult Social Care	1.5	0.4	1.3	(0.2)	85	(0.2)	-	
		Community Safety	0.7	0.1	0.7	-	103	(0.3)	0.3	
		Public Health	4.9	2.6	4.2	(0.6)	87	(0.6)	-	
	<b>Health, Adults &amp; Communities Total</b>			<b>7.1</b>	<b>3.1</b>	<b>6.2</b>	<b>(0.9)</b>	<b>88</b>	<b>(1.1)</b>	<b>0.3</b>
	Place	Asset Maximisation	2.7	-	1.6	(1.1)	59	(0.8)	(0.3)	
		Carbon Offsetting	3.6	-	2.4	(1.2)	68	(1.2)	-	
		Temporary Coroner's court & Contingency	-	-	-	-	-	-	-	
		15% uplift in costs	0.8	-	-	(0.8)	0	(0.8)	-	
		Environmental Health & Trading Standards	-	-	-	-	0	-	-	
		High Street & TownCentre	1.8	-	1.2	(0.5)	70	-	(0.5)	
Local Cultural Projects		-	-	-	-	0	-	-		
London Square		0.9	0.2	0.9	-	100	-	-		
Markets		0.3	-	0.3	-	100	-	-		
New Infrastructure		3.6	0.4	1.9	(1.7)	53	(1.7)	-		
Public Realm Improvements		4.1	-	3.8	(0.3)	93	(0.3)	-		
RP Grant Scheme 1-4-1 receipts		0.2	-	-	(0.2)	0	(0.2)	-		
TFL Funded Schemes		1.9	-	-	(1.9)	0	-	(1.9)		
THCIL Capital Projects		8.9	0.1	8.9	-	100	-	-		
Tower Hamlets Town Hall		5.9	1.2	4.3	(1.5)	74	(1.5)	-		
Transport S106 Funded Schemes	4.3	-	3.9	(0.4)	91	(0.4)	-			
Waste, Recycling and Fleet	7.6	0.2	4.2	(3.4)	55	(3.4)	-			
<b>Place Total</b>			<b>46.7</b>	<b>2.1</b>	<b>33.6</b>	<b>(13.1)</b>	<b>72</b>	<b>(10.3)</b>	<b>(2.7)</b>	
Resources	Customer Services - Capital Programme	1.0	-	-	(1.0)	0	(1.0)	-		
	IT - Smarter Working	0.4	-	0.3	(0.1)	74	(0.1)	-		
<b>Resources Total</b>			<b>1.4</b>	<b>-</b>	<b>0.3</b>	<b>(1.1)</b>	<b>21</b>	<b>(1.1)</b>	<b>-</b>	
<b>Approved Programme Total</b>			<b>114.5</b>	<b>10.5</b>	<b>91.0</b>	<b>(23.5)</b>	<b>79</b>	<b>(21.5)</b>	<b>(2.1)</b>	
Approved Rolling Programme	Children & Culture	Improvements to Youth Provision	1.0	-	-	(1.0)	0	(1.0)	-	
		Conditions and Improvements	3.0	0.1	3.6	0.6	120	0.6	-	
		Culture	1.0	0.1	1.0	-	100	-	-	
	<b>Children &amp; Culture Total</b>			<b>5.0</b>	<b>0.2</b>	<b>4.6</b>	<b>(0.4)</b>	<b>92</b>	<b>(0.4)</b>	<b>-</b>
	Health, Adults & Communities	Adult Social Care - DFG	0.3	-	-	(0.3)	0	(0.3)	-	
		<b>Health, Adults &amp; Communities Total</b>			<b>0.3</b>	<b>-</b>	<b>-</b>	<b>(0.3)</b>	<b>0</b>	<b>(0.3)</b>
	Place	DFG (Post Jul 03)-Mandatory	1.2	0.3	1.2	-	100	-	-	
		Investment Works - LBTH assets	2.0	-	2.0	-	100	-	-	
		Public Realm Improvements	5.3	0.1	5.3	-	100	-	-	
	<b>Place Total</b>			<b>8.5</b>	<b>0.4</b>	<b>8.5</b>	<b>-</b>	<b>100</b>	<b>-</b>	
Resources	IT - Rolling programme	2.1	-	3.1	1.1	151	1.1	-		
<b>Resources Total</b>			<b>2.1</b>	<b>-</b>	<b>3.1</b>	<b>1.1</b>	<b>151</b>	<b>1.1</b>	<b>-</b>	
<b>Approved Rolling Programme Total</b>			<b>15.9</b>	<b>0.6</b>	<b>16.3</b>	<b>0.4</b>	<b>102</b>	<b>0.4</b>	<b>-</b>	
<b>Completed and Retentions</b>										
Projects	Children & Culture	Basic Needs/Expansions	0.7	-	-	(0.7)	0	(0.7)	-	
	<b>Children &amp; Culture Total</b>			<b>0.7</b>	<b>-</b>	<b>-</b>	<b>(0.7)</b>	<b>0</b>	<b>(0.7)</b>	
<b>Completed and Retentions Projects Total</b>			<b>0.7</b>	<b>-</b>	<b>-</b>	<b>(0.7)</b>	<b>0</b>	<b>(0.7)</b>	<b>-</b>	
Invest to Save Programme	Place	Conversion to TA 1-4-1	1.5	-	-	1.5	0	(1.5)	-	
		Public Realm Improvements	0.9	0.1	1.4	0.5	155	0.5	-	
		Purchase of Accom for TA 1-4-1 receipts	2.6	0.8	2.6	-	100	-	-	
	<b>Place Total</b>			<b>5.1</b>	<b>0.9</b>	<b>4.0</b>	<b>(1.0)</b>	<b>80</b>	<b>(1.0)</b>	
<b>Invest to Save Programme Total</b>			<b>5.1</b>	<b>0.9</b>	<b>4.0</b>	<b>1.0</b>	<b>80</b>	<b>(1.0)</b>	<b>-</b>	
LIF Programme	Place	Environmental Health & Trading Standards	0.3	-	-	(0.3)	0	(0.3)	-	
		Local Environmental Projects	0.3	-	-	(0.3)	0	(0.3)	-	
		Local Infrastructure Initiatives	5.8	-	5.8	-	100	-	-	
		New Infrastructure	0.3	-	0.3	-	100	-	-	
		Public Realm Improvements	0.1	-	-	(0.1)	0	(0.1)	-	
		Waste, Recycling and Fleet	0.4	-	0.4	-	101	-	-	
<b>Place Total</b>			<b>7.2</b>	<b>-</b>	<b>6.5</b>	<b>(0.7)</b>	<b>90</b>	<b>(0.7)</b>		
<b>LIF Programme Total</b>			<b>7.2</b>	<b>-</b>	<b>6.5</b>	<b>0.7</b>	<b>90</b>	<b>0.7</b>		
<b>Grand Total</b>			<b>143.4</b>	<b>11.9</b>	<b>117.7</b>	<b>(25.7)</b>	<b>82</b>	<b>(23.6)</b>	<b>(2.1)</b>	

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## **Appendix D – Credit Union Briefing**

### **Investment in London Community Credit Union**

#### **Background**

The London Community Credit Union (formerly Tower Hamlets Credit Union) provides an ethical banking service for its members. This includes loans, savings and current accounts.

The credit union provides cheap credit to local residents. This has been particularly important during the cost of living crisis and has helped members build their financial resilience and contributes more widely to the alleviation of poverty.

The LCCU is authorised by the Prudential Regulation Authority (PRA) and regulated by the Financial Conduct Authority (FCA) and the Prudential Regulation Authority.

In 2022 the London Community Credit Union (LCCU) approached Tower Hamlets Council, Hackney Council and Newham Council seeking financial assistance as a result of the pandemic and the related impact on loans, interest income and bad debt provisions.

The financial assistance sought would support LCCU to meet the regulatory requirements for credit unions set by the Prudential Regulation Authority and keep the credit union afloat.

The purpose of the investment is to ensure the continued presence of a credit union in the Borough and enable the Credit Union to further grow its business base and operate independently, thereby contributing to the alleviation of poverty.

#### **The investment and partnership agreement**

In January 2023, there was collective agreement from all three councils confirming a conditional offer to the LCCU of one-off financial support totalling £240,000 (£80,000 from each Council).

Financial support was subject to a number of conditions including the development of an agreement setting out what was expected from the investment (i.e. deferred shares agreement, regular progress monitoring and liaison meetings).

Subject to final formal approvals, these arrangements are now in place. Hackney and Newham have completed their approval processes and are set to meet their contribution.

#### **LCCU Key statistics**

The credit union supports 16,000 members.

Tower Hamlets is the largest component of the LCCU membership at 32% (Newham 28%, Hackney 19%, others total 21%).

80% of LCCU customers hold no more than £1,000 in savings, these are the people who are very much living day to day with no real financial buffer, hence frequently come to the LCCU for a modest, short-term loan to tide them over.

Loan applicants are primarily comprised of the following:

- In salaried employment and on low pay, eg. schools assistant, NHS cleaner.
- In fluctuating work, such as self-employed or zero hours, eg. security officer or taxi driver.
- In receipt of social security, such as JSA and ESA.

The gender split is Female 49.9% and Male 50.1%.

### **Finance Implications**

As the funding is investment in shares, this is capital expenditure with the funding coming from Covid grant reserve.

Name of Committee: Overview and Scrutiny Committee

Municipal Year: 2023-24

Reference	Action	Assigned to	Scrutiny Lead	Due Date	Response
19.06.2023	OSC requests the service to provide clarity on the £24 million being sent to GLA from the right to buy receipts and provide the committee with the source of this claim.	Karen Swift Rupert Brandon	OSC Chair	24.07.2023	In terms of financials, the council physically returned the below amount to DLUHC (MHCLG at the time):  (includes 24 Million plus Interest) <ul style="list-style-type: none"> <li>• 2018/19 - £2.2m</li> <li>• 2019/20 - £18.7m</li> <li>• 2020/21 - £5.5m</li> </ul>
19.06.2023	OSC requests action being taken by LBTH to support businesses and traders in Roman Road Market	Simon Baxter Ellie Kershaw	OSC Chair	24.07.2023	We have a borough-wide training/grants programme, which isn't aimed specifically at Roman Road, but businesses and market traders located there are able to participate.  <i>Any business or market trader located in one of our high streets, including Roman Road, can benefit from a support programme aimed at supporting high street businesses and market traders to establish new income streams and improve their performance. The programme is managed by the High Streets Team and involves businesses participating in a tailored training programme, a combination of 1-2-1 bespoke support and online training, followed by an opportunity to apply for a small grant upon completion of the training. The programme is currently in delivery, and to date 22 businesses have participated in the training</i>

					<p><i>programme, of a target of 65. The target number of grants to be distributed is 55.</i></p> <p>In addition, we have a planned weeklong training course for new Market Traders in October. Once the traders are trained and ready to start with will launch a cohort of them at one of our Markets with Roman Road being one of those offered.</p>
24.07.2023	OSC requested a note on 25% recycling was stated a previous achievement but 2017 that figure was identified and considered not accurate. OSC recollects that there was 5% drop so wants clarification what went on and what led to this happening.	Simon Baxter Director of Public Realm	OSC Chair	16.08.2023	See appendix 1
Page 136	OSC requested a note on the details of financial support available for business traders and market traders in roman road and details on uptake	Ellie Kershaw Simon Baxter	OSC Chair	16.08.2023	<p>Of the 22 businesses who have participated in the business training and grant program to date, 6 are located in Roman Road East town centre.</p> <p>In addition, The High Streets Team ran a food hygiene training programme. Since May 2022, 1 business located in Roman Road East town centre has benefitted from the support.</p> <p><u>Eligibility Criteria</u></p> <ul style="list-style-type: none"> <li>• The business must be a registered UK business or sole trader with a high street business with a retail frontage (i.e., not an office-based or online business located within a high streets) within the borough's designated high street</li> </ul>



					<p>locations, or a council market trader trading at one of the borough’s 10 street markets.</p> <ul style="list-style-type: none"> <li>• The business must have been trading for a minimum of 6 months.</li> <li>• The business must have less than 50 employees.</li> <li>• The business must not exceed Subsidy Control Allowance (formerly State Aid) threshold of £335,000 over 3-years.</li> <li>• The business cannot be in difficulty i.e., in administration, insolvent or subject to striking off notice.</li> <li>• The business cannot use the grant to support existing business as usual activity. E.g., buying stock</li> <li>• The business must commit to completing the tailored business support programme and take part in evaluation of the programme in advance of receiving the grant.</li> </ul> <p><u>Award Criteria</u></p> <ul style="list-style-type: none"> <li>• Grants will be distributed in line with Mayoral manifesto and strategic plan 2022 – 2026 Priority 4 and it is planned the award criteria and appraisal of businesses addresses the following points (including but not limited to):             <ul style="list-style-type: none"> <li>○ The distribution of grants will take a ‘whole borough’ approach and reflect the size and makeup of each high street location. The number of grants awarded in each high street location will reflect the total number of retail units, as well as the type of businesses</li> </ul> </li> </ul>
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					<p>to avoid a concentration of funding for one sector or in one high street.</p> <ul style="list-style-type: none"><li>○ The grant will enable the business to adapt their business model by developing an existing or establishing a new income stream. Examples of this may include:<ul style="list-style-type: none"><li>● To purchase or upgrade equipment. E.g., purchase a new coffee machine.</li><li>● To upskill and gain accreditation to authenticate the service offered. E.g., Barista training for staff.</li><li>● To deliver a new healthy or sustainable product line.</li><li>● The grant appraisal will account for the impact of Covid-19 on the businesses i.e., previous access to Government or Council support or the sectoral impact on the business.</li><li>● The grant's impact will be assessed over 6-12 months with a preference for measuring additionality i.e., new jobs created or saved, new healthy products, increase in income, business continuity and confidence.</li><li>● An EIA will be completed to assess the impact of the grants and ensure the number and type of beneficiaries reflect the borough profile.</li></ul></li></ul> <p>A marketing campaign will be carried out to ensure there is awareness of the programme and businesses have equal opportunity to participate. The marketing campaign includes proactive recruitment to every business on the 9 key high</p>
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					streets, and all council market traders. The campaign will include a mix of online and in-person communication methods to ensure the beneficiaries are reflective of the borough's high streets and the impact of the funding is maximised. Underrepresented groups in our business community i.e female traders will be specifically targeted. Application will be via a simple online form and support to overcome language and accessibility barriers will be provided by the Council.
18.09.2023	The committee requested an update on the homelessness services and the 1 or 2 on-going investigations into housing options.	Karen Swift Director of Housing	OSC Chair	17.10.2023	Circulated to Members offline
Page 139	Agenda Item 6.1 – Q1 Performance Report There are a number of measures in the Q1 report which do not have performance data. Can you explain why that is and when this will be provided?	Stephen Bramah Head of Corporate Strategy and Improvement	OSC Chair	19.10.2023	See Appendix 2
09.10.2023	Mayor's Community Grants Programme  The committee requested information on advice and ask of the Kings Counsel and if the response can be shared with the Committee.	Janet Fasan	OSC chair	19.10.2023	The information requested is subject to legal professional privilege and is therefore considered to be exempt from disclosure at the present time.
	The OSC requests update on NCIL budget monitoring reports	Jennifer Peters	OSC chair		<ul style="list-style-type: none"> <li>Report on the breakdown of grant approvals by NCIL area – Ready by mid-November</li> </ul>

					<ul style="list-style-type: none"> <li>Report on the allocations made affordable housing and capital projects. Will be made through the next Capital Programme scheduled for Jan/ Feb Cabinet</li> </ul>
23.10.2023					
27.11.2023					

1.12.2023					
08.01.2024					
29.01.2024					
05.02.2024					
19.02.2024					

25.03.2024					
22.04.2024					
20.05.2024					

Appendix 1

Background

This briefing provides an explanation of the drop (approx. 4%) in household recycling performance between 2016/17 (27.6%) and 2018/19 (23.2%).

Up until the end of September 2017 the council’s waste disposal services were provided by Veolia. As part of the contract arrangement, some residual waste streams were delivered to a “dirty MRF” in Barking (run by McGraths) in order that recyclable material could be extracted and contribute to the overall recycling performance. Under the Veolia contract, the Council was provided with monthly reports that provided all of the relevant tonnage, compositional, recycling and energy recovery and end destination information in order that the WasteDataFlow reporting could be undertaken, and the Council’s recycling performance calculated.

On 1<sup>st</sup> October 2017 a new waste disposal contract commenced with Cory Environmental, through which the same residual waste streams were delivered to the dirt MRF in Barking in order to continue recovering recyclable materials from the same residual waste streams as had been the case under the Veolia contract.

At the beginning of November 2017 Cory flagged up an issue in relation to the first monthly report that they were obliged to provide. Cory's report for the first month of the contract, October 2017, indicated that the amount of waste calculated as recovered for recycling from the residual waste streams amounted to approx. 10.3% (against the baseline figure of 16.2% at the end of the Veolia contract).

#### Information

As a result of this issue being flagged, a detailed analysis undertaken by Officers highlighted the causes for this drop were linked to changes in reported composition and tonnage of waste handled as part of the Waste Disposal Contract with Cory.

When combined with other issues experienced at that time, including poor recycling service delivery, lack of easy access to recycling facilities, increased property growth, increased waste growth and reduced levels of recycling participation there was a significant impact on recycling performance in 2017/18 and 2018/19. The key reasons for the change in recycling performance are set out below.

#### Key reasons for change

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<b>Impact of new waste disposal contract</b>	The Cory waste treatment and disposal contract deals with residual waste and operation of Yabsley Street Re-Use and Recycling Centre (RRC). The majority of residual waste is transferred via river to the Belvedere Energy from Waste (Efw) plant in Bexley. However waste from street cleansing, fly tipping, bulky waste, market waste and contaminated recycling is taken to the McGraths "dirty" Material Recycling Facility (MRF) in Barking.
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<b>Changes at the “Dirty” MRF</b>	The McGraths “dirty” MRF recovers recycling from residual waste and whilst total residual waste inputs have remained constant, the level of reported recycling capture has reduced compared to when Veolia were using this facility.
<b>Changes in Waste Composition</b>	Detailed analysis and evaluation highlighted changes in the composition and reporting of recycling captured by the McGrath MRF. These changes, which had not previously been expected, have a significant impact on our reported performance.
<b>More properties &amp; waste but less recycling</b>	The impact of increased housing growth, increased waste growth, limitations on current Veolia recycling contract performance, limitation to our recycling service offer and reduced levels of actual resident participation at the time all contributed to this drop in performance.
<b>Change at Yabsley Street RRC</b>	Tighter site controls introduced by Cory reduced the tonnage of non-household waste being accepted at this site from businesses. This led to a reduction in overall residual waste and recycling tonnage compared to when Veolia operated the site.
	Impact on recycling performance
<b>23% household recycling rate in 2018/19</b>	The recycling rate of approx. 23% in 2018/19 reflected the full year impact of the changes, including the previously unexpected impacts of changes to tonnage and composition of waste collected, processed and recycled as part of our new waste disposal contract. It set a revised baseline linked to delivery of service improvement and behaviour change initiatives starting in 2018/19
<b>Less recovered via McGraths MRF</b>	Whilst the overall tonnage of waste processed via the MRF has increased the tonnage of recycling recovered from street cleansing, fly tipping, market waste, bulky waste and contaminated recycling reduced from second half of 2017/18.

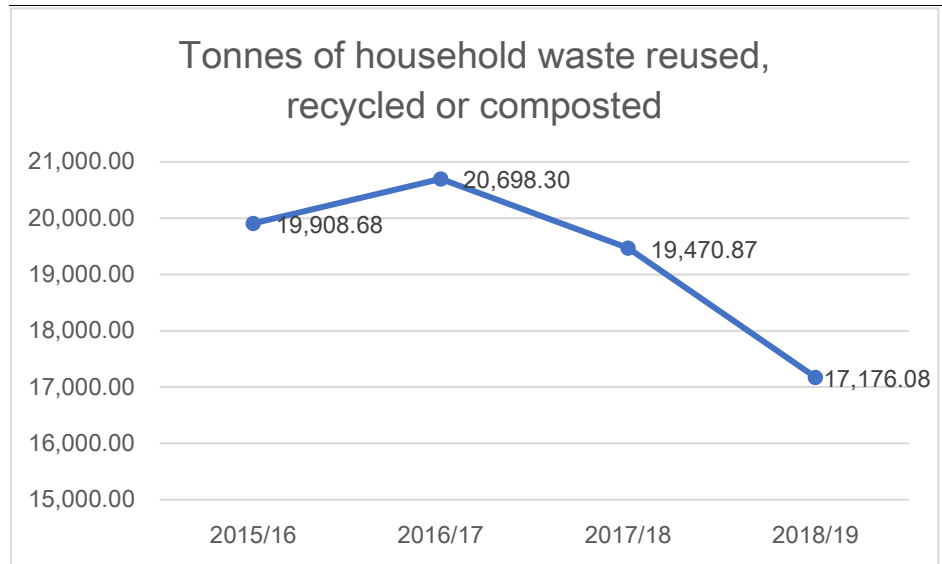
<b>Change in waste composition to “Dirty” MRF inputs</b>	Cory identified this change in early 2018, highlighting differences in composition of waste compared to previously reported data from Veolia. Following investigation and review action was taken to engage independent waste consultants to carry out composition analysis of inputs.
<b>Results of composition analysis</b>	Analysis of MRF inputs by Resource Futures highlighted reductions in the amount of recyclable content across all residual waste inputs from cleansing, fly tipping, market waste and contaminated recycling. This included significant reduction in the level of paper, card and cardboard in addition to an increase in food waste and non-recyclable waste.
<b>Auditing and verification of results</b>	Detailed analysis and auditing of waste data flow inputs was carried out to validate the changes in our 2017/18 performance. This led to a re-evaluation of expected performance in 2018/19 against the original forecast.
<b>Revised recycling rate reflects reality</b>	Our revised recycling rate of approx. 23% household recycling in 2018/19 reflected the reality of the position at that time. With increasing housing growth, increased waste growth, limitations on current Veolia recycling contract performance, limitation to our potential recycling service offer, reduced levels of resident participation and increasing levels of contamination.

Recycling tonnage data

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**Total household recycling tonnage data from 2015/16 to 2018/19 shows impact on recycling performance**



The table above shows the effect of the impacts described above on the annual tonnage figures of waste that was sent for reuse, recycling and composting.

Officers provided the Cabinet Member at the time with a Briefing Paper which set out the commentary given above.

**Appendix 2**


These are the 7 measures with missing data in the Q1 performance report along with comments from services as to the reason why and when the data is likely to be available.

Reference	Measure	Directorate	Q1 Outturn	Q1 Performance Commentary
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## Scrutiny Action Log 23-24

KPI 003	Percentage of homelessness cases prevented or relieved	Housing & Regeneration	No data currently	This figure is reported in arrears as validated data for Q1 is set to be published by the Department of Levelling Up, Housing and Communities in Q3.
KPI 012	Number of primary school pupils in KS2 receiving council-funded FSM	Children's Services	No data currently	This figure is delayed for reasons that include staff absence (illness and training). It is anticipated that the data will be available by the end of September (29/09) at the latest.
KPI 013	% of primary school pupils in KS2 receiving council-funded FSM	Children's Services	No data currently	This figure is delayed for reasons that include staff absence (illness and training). It is anticipated that the data will be available by the end of September (29/09) at the latest.
KPI 025	Rate of first-time entrants to the Youth Justice system	Children's Services	No data currently	This data is published nationally by the Youth Justice Board and will not be available until end September 2023.
KPI 026	% of young people that re-offend	Children's Services	No data currently	This data is published nationally by the Youth Justice Board and will not be available until end September 2023.
KPI 044	Adults with substance misuse treatment need who successfully engage in community-based structured treatment following release from prison	Health and Social Care	No data currently	Not yet published by National Drug Treatment Monitoring System (NDTMS) yet for Q1 2023-24. The reports are due to be published on the 28th of September 2023.
KPI 034	Number of missed collections per 100,000 households	Communities	No data currently	The waste service are not able to report on the missed collections per 1000,00 measure due to issues with Whitespace. Whilst our advice is that we revert back to the number of missed collections measure used in 2022/23 as it was previously approved by Cabinet, the service are of the view that this does not give an accurate reflection of performance.



<p style="text-align: center;"><b>Overview and Scrutiny Committee</b></p> <p style="text-align: center;">23 October 2023</p>	 <p style="text-align: center;"><b>TOWER HAMLETS</b></p>
	<p><b>Classification:</b> Unrestricted</p>
<p><b>Scrutiny Lead Update</b></p>	

Cllr Ahmodur Khan, Scrutiny Lead for Adults and Health Services

- Met with the Cabinet Member to discuss the HASSC work programme and Strategic Issues.
- Met with Director of Public Health to discuss October's agenda, operational issues, potential scrutiny review.
- Will be attending INEL JHOSC to discuss regional issues that impact Tower Hamlets health and care landscape.
- Requested a briefing session on Adult Safeguarding which is taking place on 7th November 2023 @ Town Hall.
- Have a site visit planned for the 15th January 2024 to Independent East to meet the services and understand care with tech.
- Working with strategy and policy officer to scope and develop this year's health scrutiny review on disabled people's access to exercise and sport.

Cllr Abdul Malik, Scrutiny Lead for Community Safety

- 16th October – Attended an update meeting with Director of Public Realm
- 11th September - Attended meeting with the Scrutiny support officers to plan ideas for work programme Environment & Community Safety scrutiny challenge sessions (Markets) and site visits

Cllr Abdul Mannan, Scrutiny Lead for Housing and Regeneration

- 10th October - attended quarterly update meeting with Director of Housing
- 27th September - attended meeting with the Scrutiny support officers to plan ideas for work programme for Housing & Regen Sub Committee scrutiny challenge sessions and site visits.
- 7th September - Met with Customer Service Head of Information Governance to discuss Somali Women's Group campaigning on homelessness

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