

Overview & Scrutiny Committee

**Tuesday, 26 November 2024 at 6.30 p.m.
Council Chamber - Town Hall, Whitechapel**

Supplemental Agenda 1 - query and action log

4. OVERVIEW & SCRUTINY COMMITTEE QUERY AND ACTION LOG

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Scrutiny Action Log

Name of Committee: Overview and Scrutiny Committee
Municipal Year: 2024-25

Reference	Action	Assigned to	Scrutiny Lead	Due Date	Response
21 May 2024	<p>Parking Spotlight</p> <p>Committee members commented that this is a difficult stage in the customer journey and from experience, call centres are difficult to get through to and there are often long timescales in place for a replacement permit. As part of the new policy, Members would like the council to ensure the customer journey is simplified and there is no delays/inconveniences caused to a resident should they change a vehicle. The Committee feels that there seems to be a gap here and residents are not aware of this.</p>	Simon Baxter Corporate Director, Communities	Cllr Jahed Choudhury, OSC Chair	9 th July 2024	See Appendix 1 on response from the service on parking spotlight.
	Chief Executive to update Committee on Corporate Restructure	Stephen Halsey, Chief Executive	Cllr Jahed Choudhury, OSC Chair		Chief Exec attending in person to provide an update on 9 th July 2024
	Scrutiny Portfolio update		Cllr Jahed Choudhury, OSC Chair		Will be published for the 9th of July 2024

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9 Jul 2024	OSC has requested for them to be provided with details of the new council structure. so that Members can understand which Services will be under each Directorate.	Stephen Halsey, Chief Executive	Cllr Jahed Choudhury, OSC Chair	23/07/2024	See attached Power Point slide deck titled scrutiny update on new structure
23 Jul 2024	OSC requested the summaries of the feedback from the proposed Target Operating Model	Ayesha Hakim Rahman, Head of Service, Corporate Strategy and Transformation	Cllr Jahed Choudhury, OSC Chair	30/08/2024	See attached Slides
Page 4	OSC requested a breakdown of the £5million pound investment to help improve recycling performance.	Simon Baxter, Corporate Directorate of Communities	Cllr Jahed Choudhury, OSC Chair	29/07/2024	See appendix 2 for details
10 Sep 2024					
15 Oct 2024	To provide a response to KPIs removed from Strategic Delivery & Performance reporting since 2022 and shared with the OSC, giving the rationale for why they're no longer included.				See attached Appendix 3 also circulated to Members 22.11.2024
	A commitment by CE enabling Scrutiny input into setting KPIs and understanding the approach needed to facilitate this.				Officers are still in process of discussing options. Further update to be provided to the committee once agreed.

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	<p>To provide a full brief on the what the women's commission has delivered and achieved to date.</p> <p>How OSC members will be engaged with the women's commission.</p>				CE has provided a letter which has been circulated to the committee on 20.11.2024
26 Nov 2024					
17 Dec 2024					
14 Jan 2025					
28 Jan 2025					
4 Feb 2025					

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Reserve Budget Scrutiny					
18 Feb 2025					
25 Mar 2025					
Page 6					
29 Apr 2025					

Appendix 1: Parking Spotlight Response

Briefing title Swap Vehicle / Temporary cover Process Review
Prepared for Overview and scrutiny
Date 20/05/2024
Author Michael Darby

Key Points

As part of overview and scrutiny parking spotlight there were concerns raised on the customer journey when a resident permit holder obtains a new vehicle and is required to make changes to their permit details. Previously, there was a temporary cover option which would allow residents to cover their new vehicle temporarily. However, this could not be configured at the time to limit the number of covers per year. Therefore, it was removed due to the large scale of abuse, also there were no requirements for documents to be uploaded which was a concern from an audit perspective.

Currently, the resident permit holder is required to submit a swap vehicle application, however this must go through an authorisation process by an officer for the swap to take effect which can take up to 3 working days.

Focus of the briefing

To improve the customer journey when a resident makes an application for a swap vehicle which can take up to 3 working days the customer will have the ability to apply for a free temporary cover whilst their application is being processed.

Options or implications

To improve the customer journey, we are working with our supplier to reinstate the temporary cover to allow customers to apply for free of charge to immediately cover their new vehicle whilst their swap vehicle application is processed. Customers will be limited to maximum of 3 temporary cover permit per account per year. Each temporary cover will last a duration of 14 days.

Background and Information

What is a swap vehicle?

This function allows resident permit holders the ability change their permit details if they have obtained a new vehicle via the customer portal.

What documents are required for a swap vehicle?

For a swap vehicle to be successful the resident must supply us one of the below –

- V5C logbook of new vehicle
- Insurance certificate and policy schedule with new vehicle details.

How much does it cost?

For each swap vehicle application there is an administration charge of £20.

How long does it take?

The application processing time can take up to 3 working days (in line with our customer charter) although our current processing time on average is within 4 hours Monday to Friday during core hours, as we treat all swap vehicle applications as a priority.

Current issues raised.

Due to the process of application to be authorised by an officer this has an impact on the customers' ability to park their new vehicle. As they would need to make alternative arrangements until their application has been processed and authorised which could also have a cost implication to the customer.

Furthermore, if an application is made on the weekend the application would not be processed until next working day.

Temporary cover

Previously the customers had an option to apply for a temporary cover free of charge, however due to configuration of the permit at that time, this allowed customers to apply for a temporary cover numerous times which covered their vehicle without payment. Due to this large scale abuse the decision was made to remove this function as the supplier at the time could not configure to limit the usage to 3 per year.

Due to the recent upgrade to our system the supplier can now configure the temp cover to limit the usage to 3 per year per account with a duration of 14 days for each temporary cover. This will in turn mitigate the possible abuse of this function.

Plan to make improvements.

We are currently working with our system provider to reinstate the temporary cover with a limit of 3 per year per account and each temp cover will last a period of 14 days. This will allow customers to park their vehicles immediately whilst their application for a swap vehicle is being processed.

Customer Contact/Enquiries

For any enquiries in relation to permits the customer has the below options -

- Call the Customer Contact Centre – the customer can call the CCC where the advisor will take the initial call and support the customer. If CCC advisor cannot deal with the call i.e. technical issues the call will be transferred to the permits team.

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- Submit an online contact form – The customer can submit an online form whereby an officer will deal with the enquiry, if required the officer will call the customer.

We deal with all enquiries in a timely manner to ensure they are resolved.

Appendix 2

The table below provides outline of how the £5m is project to spend. If you have any query do let me know.

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Workstream	Budget Allocated	Spend	Committed	Forecast
Street Cleansing & Parks Enhancement	£3,105,000	£326,823	£412,255	£3,105,000
Introduction of Time-Bands	£350,000		£120,000	£200,000
Commercial Waste Review	£145,000		£100,000	£145,000
Waste Systems Review	£250,000			£200,000
Community Engagement & RRP	£50,000		£50,000	£50,000
Communication, Partnership & Consultation and RRP	£1,100,000		£50,000.00	£1,100,000
TOTAL	£5,000,000	£326,823	£732,255	£4,800,000

OSC 15/10/2024 - follow up action - All KPIs removed from Strategic Delivery & Performance reporting since 2022.

In 2022/23 and 2023/24, there were a total of 51 performance measures being monitored as part of the corporate suite of performance measures in the quarterly strategic delivery & performance reports. In 2024/25, 6 performance measures were removed from the suite and are listed below along with a rationale.

Ref No.	Name of measure	Director	Rationale for removal
KPI 008	Number of affordable homes consented	Sripriya Sudhakar	<p>This performance measure was unnecessarily repetitive as we also report KPI 009 Number of affordable homes delivered which is a better outcome measure and KPI 007 Net additions to the housing stock.</p> <p>With the focus of the Mayor’s pledge on affordable housing relating directly to delivery, we proposed the removal of KPI 008 Number of affordable homes consented, as the number of units consented are not directly aligned, due to a range of factors in the development sector, with the number of homes delivered.</p> <p>Furthermore, it is important that in relation to any housing approvals target, the number of homes the Council approves is partly dictated by applicants in terms of when they submit a scheme, what they propose on their site and when the scheme may be ready for committee and the legal agreement (Section 106) is signed.</p> <p>However, we report on consents as part of KPI 009 and KPI 007 every quarter for context and to illustrate the pipeline.</p>

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			It's important to note that whilst we wish to remove the KPI on approvals, performance updates and relevant context relating to our pipeline (schemes approved and/or under construction) will be picked up through other channels of dialogue and briefings throughout the year.
KPI 027	Number of children subject to protection plan	Susannah Beasley-Murray	This has been replaced with KPI 027 Rate of children subject to protections plans (per 10,000 population aged 0-17 in the borough). This provides oversight and tracks the Tower Hamlets rate against the national and statistical neighbours' averages thereby providing a balanced view on representation within Tower Hamlets.
KPI 029	Number of children looked after	Susannah Beasley-Murray	This has been replaced with KPI 029 Rate of children looked after (per 10,000 population aged 0-17 in the borough). This provides oversight and tracks the Tower Hamlets rate against the national and statistical neighbours' averages thereby providing a balanced view on representation within Tower Hamlets.
KPI 034	Number of missed collections per 100,000 households	Ashraf Ali	This has been replaced with KPI 034 Percentage of waste collections on time. This provides a broader picture of the service based on the systems and data available to the service. The measure will revert to the industry standard measure following system updates.
KPI 041	Number of upgraded CCTV cameras operational	Ann Corbett	This has been removed because the CCTV upgrade programme has now been completed with all 350 CCTV cameras upgraded.

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KPI 035	Permanent admissions to residential and nursing care 65+ per 100,000	Margaret Young	This has been replaced with KPI 035 People in adult social care quality of life as the previous measure focussed on a very small proportion of residents in residential and nursing care. This metric is an average of self-reported scores that rate the quality of life of all people who draw on care and support. As such it provides a more holistic view of how people consider adult social care impacts them.
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