

OVERVIEW & SCRUTINY COMMITTEE

Monday, 23 November 2020 at 6.30 p.m., **Online 'Virtual' Meeting -**
<https://towerhamlets.public-i.tv/core/portal/home>

This meeting is open to the public to view.

Members:

Chair: Councillor James King

Vice Chair: Councillor Bex White

Scrutiny Lead for Children and Education

Councillor Faroque Ahmed

Scrutiny Lead for Community Safety &
Environment

Councillor Marc Francis

Councillor Ehtasham Haque

Scrutiny Lead for Housing and Regeneration

Councillor Denise Jones

Councillor Gabriela Salva Macallan

Scrutiny Lead for Health and Adults

Councillor Leema Qureshi

Scrutiny Lead for Resources and Finance

Councillor Bex White

Scrutiny Lead for Children and Education

Councillor Andrew Wood

Co-opted Members:

Halima Islam

Co-Optee

James Wilson

Co-Optee

Deputies:

Councillor Peter Golds, Councillor Zenith Rahman, Councillor Mohammed Pappu and Councillor John Pierce

[The quorum for this body is 3 voting Members]

Contact for further enquiries:

David Knight, Democratic Services

1st Floor, Town Hall, Town Hall, Mulberry Place, 5 Clove Crescent,
London, E14 2BG

Tel: 020 7364 4878

E-mail: david.knight@towerhamlets.gov.uk

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

Scan this code for
the electronic
agenda:



Public Information

Electronic agendas reports and minutes.

Copies of agendas, reports and minutes for council meetings can also be found on our website from day of publication.

To access this, click www.towerhamlets.gov.uk/committee and search for the relevant committee and meeting date.

Agendas are on the Mod.Gov, iPad and Android apps.



QR code for smart phone users.

SECTION ONE	WARD	PAGE NUMBER(S)
1. APOLOGIES FOR ABSENCE		
To receive any apologies for absence.		
2. DECLARATIONS OF DISCLOSABLE PECUNIARY INTEREST AND OTHER INTERESTS		7 - 8
<p>Members are reminded to consider the categories of interest in the Code of Conduct for Members to determine whether they have an interest in any agenda item and any action they should take. For further details, please see the attached note from the Monitoring Officer.</p> <p>Members are reminded to declare the nature of the interest and the agenda item it relates to. Please note that ultimately, it's the Members' responsibility to declare any interests form and to update their register of interest form as required by the Code.</p> <p>If in doubt as to the nature of your interest, you are advised to seek advice prior to the meeting by contacting the Monitoring Officer or Democratic Services</p>		
3. UNRESTRICTED MINUTES		9 - 46
To confirm as a correct record of the proceedings the unrestricted minutes of the meeting of the Overview and Scrutiny Committee held on 26 th October 2020.		

- 4. REQUESTS TO SUBMIT PETITIONS**
To receive any petitions (to be notified at the meeting).
- 5. FORTHCOMING DECISIONS** **All Wards** **47 - 70**
The Committee are asked to note the Forward Plan.
- 6. UNRESTRICTED REPORTS 'CALLED IN'** **All Wards**
Nil items
- 7. UNRESTRICTED REPORTS FOR CONSIDERATION**
- 7.1 Strategic Performance Reporting** **All Wards**
Members are asked to refer to the report included in the Cabinet agenda 25th November, 2020 [LINK](#)
- 7.2 Covid 19 Update** **All Wards** **71 - 80**
The Committee to receive an update from Dr Somen Banerjee, Director of Public Health.
- 7.3 Improving Resident Engagement** **All Wards** **81 - 122**
The Committee to receive a presentation on Improving Resident Engagement.
- 7.4 Councillor Call for Action Guide** **All Wards** **123 - 136**
The Committee to receive a presentation on the Councillor Call for Action (CCfA) Proposals.

In addition, an advanced copy of the report for consideration by General Purpose Committee on 8th December 2020 is attached.
- 8. VERBAL UPDATES FROM SCRUTINY LEADS**
(Time allocated – 5 minutes each)
- 9. PRE-DECISION SCRUTINY OF UNRESTRICTED CABINET PAPERS** **All Wards**
To consider and agree pre-decision scrutiny questions/comments to be presented to Cabinet [LINK](#)

(Time allocated – 30 minutes).

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

To consider any other unrestricted business that the Chair considers to be urgent.

11. EXCLUSION OF THE PRESS AND PUBLIC

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

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

EXEMPT/CONFIDENTIAL SECTION (Pink Papers)

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

SECTION TWO

12. EXEMPT/ CONFIDENTIAL MINUTES

Nil items

13. EXEMPT/ CONFIDENTIAL REPORTS 'CALLED IN'

Nil items

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

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

(Time allocated 15 minutes).

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

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

Next Meeting of the Overview and Scrutiny Committee

Monday, 14 December 2020 at 6.30 p.m. to be held in Online 'Virtual' Meeting -
<https://towerhamlets.public-i.tv/core/portal/home>

This page is intentionally left blank

Agenda Item 2

DECLARATIONS OF INTERESTS AT MEETINGS– NOTE FROM THE MONITORING OFFICER

This note is for guidance only. For further details please consult the Code of Conduct for Members at Part C, Section 31 of the Council's Constitution

(i) Disclosable Pecuniary Interests (DPI)

You have a DPI in any item of business on the agenda where it relates to the categories listed in **Appendix A** to this guidance. Please note that a DPI includes: (i) Your own relevant interests; (ii) Those of your spouse or civil partner; (iii) A person with whom the Member is living as husband/wife/civil partners. Other individuals, e.g. Children, siblings and flatmates do not need to be considered. Failure to disclose or register a DPI (within 28 days) is a criminal offence.

Members with a DPI, (unless granted a dispensation) must not seek to improperly influence the decision, must declare the nature of the interest and leave the meeting room (including the public gallery) during the consideration and decision on the item – unless exercising their right to address the Committee.

DPI Dispensations and Sensitive Interests. In certain circumstances, Members may make a request to the Monitoring Officer for a dispensation or for an interest to be treated as sensitive.

(ii) Non - DPI Interests that the Council has decided should be registered – (Non - DPIs)

You will have 'Non DPI Interest' in any item on the agenda, where it relates to (i) the offer of gifts or hospitality, (with an estimated value of at least £25) (ii) Council Appointments or nominations to bodies (iii) Membership of any body exercising a function of a public nature, a charitable purpose or aimed at influencing public opinion.

Members must declare the nature of the interest, but may stay in the meeting room and participate in the consideration of the matter and vote on it **unless:**

- A reasonable person would think that your interest is so significant that it would be likely to impair your judgement of the public interest. **If so, you must withdraw and take no part in the consideration or discussion of the matter.**

(iii) Declarations of Interests not included in the Register of Members' Interest.

Occasions may arise where a matter under consideration would, or would be likely to, **affect the wellbeing of you, your family, or close associate(s) more than it would anyone else living in the local area** but which is not required to be included in the Register of Members' Interests. In such matters, Members must consider the information set out in paragraph (ii) above regarding Non DPI - interests and apply the test, set out in this paragraph.

Guidance on Predetermination and Bias

Member's attention is drawn to the guidance on predetermination and bias, particularly the need to consider the merits of the case with an open mind, as set out in the Planning and Licensing Codes of Conduct, (Part C, Section 34 and 35 of the Constitution). For further advice on the possibility of bias or predetermination, you are advised to seek advice prior to the meeting.

Section 106 of the Local Government Finance Act, 1992 - Declarations which restrict Members in Council Tax arrears, for at least a two months from voting

In such circumstances the member may not vote on any reports and motions with respect to the matter.

Further Advice contact: Asmat Hussain, Corporate Director, Governance and Monitoring Officer,
Tel: 0207 364 4800.

APPENDIX A: Definition of a Disclosable Pecuniary Interest

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

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

LONDON BOROUGH OF TOWER HAMLETS

MINUTES OF THE OVERVIEW & SCRUTINY COMMITTEE

HELD AT 6.31 P.M. ON MONDAY, 26 OCTOBER 2020

ONLINE 'VIRTUAL' MEETING - [HTTPS://TOWERHAMLETS.PUBLIC-I.TV/CORE/PORTAL/HOME](https://towerhamlets.public-i.tv/core/portal/home)

Members Present:

Councillor James King (Chair)	
Councillor Bex White (Vice-Chair)	– Scrutiny Lead for Children and Education
Councillor Faroque Ahmed	– Scrutiny Lead for Community Safety & Environment
Councillor Marc Francis	
Councillor Ehtasham Haque	– Scrutiny Lead for Housing and Regeneration
Councillor Denise Jones	
Councillor Gabriela Salva Macallan	– Scrutiny Lead for Health and Adults
Councillor Leema Qureshi	– Scrutiny Lead for Resources and Finance
Councillor Andrew Wood	

Co-opted Members Present:

Halima Islam	– Co-Optee
James Wilson	– Co-Optee

Other Councillors Present:

Councillor Asma Islam	– (Cabinet Member for Environment and Public Realm)
Councillor Candida Ronald	– (Cabinet Member for Resources and the Voluntary Sector)

Officers Present:

Kevin Bartle	– (Interim Divisional Director of Finance, Procurement and Audit)
Dr Somen Banerjee	– (Director of Public Health)
Adam Boey	– (Senior Strategy & Policy Manager - Corporate)
Afazul Hoque	– (Head of Corporate Strategy & Policy)
Dan Jones	– (Divisional Director, Public Realm)
David Knight	– (Democratic Services Officer, Committees, Governance)
Christine McInnes	– (Divisional Director, Education and Partnerships)

Neville Murton
Richard Williams

– (Corporate Director, Resources)
– (Business Manager Operational Services)

1. APOLOGIES FOR ABSENCE

Apologies for lateness were received from Councillor Denise Jones.

2. DECLARATIONS OF DISCLOSABLE PECUNIARY INTEREST AND OTHER INTERESTS

Councillor Marc Francis declared a potential interest in relation to the Item 8 Pre-Decision Scrutiny Questions due to his wife Councillor Rachel Blake being the Deputy Mayor and Cabinet Member for Adults, Health and Wellbeing.

3. UNRESTRICTED MINUTES

3.1 Minutes from 21 SEPTEMBER 2020

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

RESOLVED

That the unrestricted minutes of the meeting of the last meeting of the Overview and Scrutiny Committee held on 21st September 2020 be approved as a correct record of the proceedings and the Chair was authorised to sign them accordingly.

3.2 Minutes from 19 OCTOBER 2020

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

RESOLVED

That the unrestricted minutes of the meeting of the last meeting of the Overview and Scrutiny Committee held on 19th October 2020 be approved as a correct record of the proceedings and the Chair was authorised to sign them accordingly.

4. REQUESTS TO SUBMIT PETITIONS

Nil items

5. FORTHCOMING DECISIONS

Noted.

6. UNRESTRICTED REPORTS 'CALLED IN'

The Committee noted that:

- The Mayor's decision in Cabinet to approve the proposed changes to the CHR Allocations Scheme had been Call-In; and
- The decision had been referred to the Mayor in Cabinet for reconsideration, including consideration of the alternative course of action with no amendments or additions.

7. UNRESTRICTED REPORTS FOR CONSIDERATION

7.1 Budget Monitor as at P5 for 2020/21

The Committee received a presentation from Councillor Candida Ronald (Cabinet Member for Resources and the Voluntary Sector); supported by Neville Murton (Corporate Director, Resources); and Kevin Bartle (Interim Divisional Director of Finance, Procurement and Audit) regarding the Council's projected outturn position against General Fund, Dedicated Schools Budget, Housing Revenue Account and earmarked reserves for 2020-21, based on forecasts as at 31st August 2020. The main points arising from the discussion are outlined as follows;

The Committee:

- A. Noted that with regard to future Government money that LBTH might receive and in particular regarding the Foregone earnings (**i.e.** the difference between earnings actually achieved and the earnings that could have been achieved).
- B. **Noted** that this was forecast as being £7m;
- C. **Noted** that LBTH had submitted a formal claim at the end of September;
- D. **Noted** that there were a couple points requiring clarification as to what LBTH could and could not claim for;
- E. **Noted** that it was considered LBTH would not receive the total amount being claimed and it was anticipated that the Council would have a short fall of potential £1m. However, LBTH will continue to keep this under review;
- F. **Noted** that the main reason for this is where the Government considers that the Council has made a conscious decision to not collect income. The best example of this being where a decision was made to provide free parking permits for essential workers and NHS staff. The Government considers this to be a local decision that the Council has made so it will not reimburse the income foregone;
- G. **Noted** that previously it had been assumed that LBTH would get that back as a legitimate loss of income due to Covid;
- H. **Noted** with regards to the social inequality that has been highlighted by the pandemic **e.g.** the Dedicated Schools Grant (DSG) where prior to the pandemic savings had been agreed. However, with a budget greatly reduced LBTH is still moving ahead with those savings.

- I. Therefore, **asked** if there has already been enough adjustment given the inequalities that has been highlighted as a result of the pandemic;
- J. **Noted** that the overspending in the DSG is something that has been discussed with the Department of Education (DfE) and LBTH is restricted to what it can do within the plan that has been agreed with the DfE;
- K. **Noted** that in terms of the social inequalities LBTH is considering about how to rebuild and recover after the pandemic. However, the Council does have a legal responsibility to set a balanced budget and with the risks LBTH currently faces in terms of the overspends and demographic pressures means that the Council does not have much room for manoeuvre in terms of identifying new areas of spend at the same time as protecting programmes to address inequality such as the Council Tax reduction scheme which we know will be really important to residents as the Borough rebuilds after the pandemic;
- L. **Asked** about (i) the loss of income due to Covid in this financial year; (ii) the extra expenditure as a result of Covid; and (iii) how those figures contrast with the financial support that has been received from the Government.
- M. In response **noted** that (a) the loss of income due to Covid in this financial year as referred to above was £7m from fees and charges; and (b) there has been a very significant sum from council tax/business rates that has not been received.
- N. **Noted** that this is more difficult to quantify because in the case of a business rates income a lot of businesses receive grants from the Government towards the business rates. Although there has been a significant fall in the amount of income received from business rates/ council taxes. Those people unable to pay their council tax due to their loss of income have applied for and been supported by the local council tax reduction scheme. Therefore, it was **noted** that the lost income and the additional cost of the local council tax reduction scheme is approximately £4m;
- O. **Noted** that officers would provide outside of the meeting details of the actual figure for the total loss of business rate and council tax income. (a) in terms of the increased additional expenditure the report sets out the total increased expenditure and the loss of income being £36m (£7m from lost income from sales fees and charges) and £28m of additional Covid related costs. (b) in terms of the financial support that has been received from the Government they have provided £23.6m in tranches 1 to 3 of general funding and on top of that tranche 4 has now been received which is the £14.4m referred to earlier. Therefore, at the time the report was prepared it was £23.6m but it is now approximately £38m and there are a few other specific earmarked funding for items like the Local Outbreak Fund and elements of the Business Rate Grants referred to above;
- P. **Asked** in relation to the (i) £12.5m overspend as highlighted in the Cabinet report; (ii) announcement last week from the Ministry of

Housing, Communities and Local Government (MHCLG) of an additional £14m to help the Council deal with the costs of Covid; and (iii) that there's a contribution coming in from reserves to reduce the shortfall.

- Q. In response **noted** that a £13m overspend has been identified of which £5.5m is attributable to what at that time was unfunded Covid costs. Therefore, the £14.4m that LBTH has now received would eliminate the £5.5m overspend in very broad terms. However, the Committee was referred back to the amount of sales fees and charges that cannot be recovered which indicated that there would have to be further options to address this although in very broad terms the £14.4m is not only for historical Covid costs but for future expenditures as well. Therefore, whilst it is really welcomed, and it is putting the Council in a better position than before where LBTH has been playing catch up and awaiting income to come retrospectively to fund expenditures. However, the Council now has some money in hand which will enable it to deal with the second wave of the pandemic and that there is the £7.5m which is not related to Covid and is still a component of the Council's base budget overspend and the £14.4m will not assist in that in any way. Accordingly, this will require further action to bring the budget back into line.
- R. **Noted** that the Secretary of State's statement had indicated that the money is to ensure that the Council has the resources it will need over the winter to address the impact of the pandemic's second wave. However, the pandemic has disrupted the savings programme and the two areas of risk to be considered are (i) not achieving our savings; and (ii) the demographic pressures that the Council are facing in this year. These pressures are very real and are to do with population growth and the levels of deprivation in LBTH and whilst the Council does not wish to withdraw support from the most vulnerable residents it has to work to bring the budget back into balance.
- S. **Commented** that this is money over and above what the Council might have been expected from the Government but still leaving a shortfall. Therefore, the deficit for this year is much smaller than was originally projected.
- T. **Noted** that the impact of the pandemic on Council Tax/Business Rates is not included in the report and is not yet clear. Also, the way that the Government has given LBTH more money makes it very hard to plan because how the sums of money are received. Then there will be another announcement and there will be another sum of money that does not relate to how much money that has already been received and it is very difficult to work with such uncertainty at the time of a pandemic.

In conclusion, the Chair thanked Councillor Candida Ronald (Cabinet Member for Resources and the Voluntary Sector); Neville Murton (Corporate Director, Resources); and Kevin Bartle (Interim Divisional Director of Finance, Procurement and Audit) for their presentation

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

RESOLVED that:

The Committee would require as part of the budget process in the next quarter a detailed breakdown of the:

- I. Covid costs;
- II. Recovery plans versus population vulnerability; and
- III. What costs will not be reimbursed by Central Government.

7.2 Waste Service Performance Update

The received a presentation from Councillor Asma Islam - Cabinet Member for Environment and Public Realm; Dan Jones - Divisional Director, Public Realm; and Richard Williams - Business Manager Operational Services that provided an update on the Waste Services Performance since the ending of the previous contract and the Service coming back in house and highlighted the challenges and successes since March, 2020. The main points arising from the discussion on the presentation are summarised below:

The Committee:

- A. **Asked** to what extent if at all does the Service consider the reduced amount of complaints about missed bin collections is down to Covid and what are the barriers that still remain between residents reporting missed collections and that being picked up?
- B. **Noted** that overall, one of the biggest advantages that the Service has now is that it can see more clearly details of complaints that could not be seen before. Therefore, the Service can now target complaints more effectively and has been very effective at resolving issues and is now seeing a reduction in overall number of complaints.
- C. **Noted** that the focus is now on tackling repeat complaints and complaints at crew level with a focus weekly on the reduction in complaints.
- D. **Noted** that the Service is now able to focus on complaints at ward; estate and crew level which was possible before and would like to share such data with councillors if they have particular concerns.
- E. **Noted** that the major impact of Covid for the Service has been where regular staff are absent due to illness and/or self-isolation.
- F. **Noted** that the **Service** put in some very early measures to be able to keep the crews safe and have continued to adapt. However, there has been a cost increase the biggest impact being where the Service has to bring in agency staff which has had an impact on completion of work because agency staff are not as familiar with the way LBTH undertakes waste collections.
- G. **Noted** that the Service is developing an Action Plan and Ward based Action Days to address issues that have been raised **e.g.** Whitechapel; Weavers; and St. Peters Wards where there have been high levels of

street cleansing complaints. The Service is looking at targeting hot spots to understand exactly the nature of the difficulties e.g. service design; people not understanding what they should do with their waste or that people are fly tipping.

- H. **Noted** the Service is looking at if better information is needed for residents and businesses and in some cases taking enforcement action e.g. the Service has been taken action over the last few weeks to target issues around illegal fly-tipping and they plan to continue with this targeted approach. As well as having a very focused look at cleansing standards and service design.
- I. **Noted** that the Service is currently experiencing an exceptionally high demand for bulk waste collections which has led to fly-tipping in some areas. However, the Service is (i) working to ensure that the three bulk waste collection teams are completing their 60 jobs/day; and (ii) maintaining an eye on the demand for bulk waste collections and to make it easier for people to book in advance.
- J. **Noted** issues in some wards regarding street cleansing where (i) the bags left by road sweepers are not being collected and are attracting fly-tipping so more work does needs to be done in that area; and (ii) roads not being swept often enough and that is a significant issue
- K. **Noted** That the Love Your Neighbourhood app which replaced the previous Find it, fix it, love it app, has a refreshed design and multiple new features.
- L. **Noted** this is a big area of focus as we have basically a frequency base cleansing operation at the moment and some streets are not being swept to the right standard and the Service is looking at addressing those issues.
- M. **Noted** that residents who have purple wheeled bins, do not need to use council issued plastic recycling sacks. Recycling can be placed into bins loose or in a clear carrier bag. Black sacks must not be used for these purposes. Residents can use cardboard boxes or 'bags for life' for storing recycling in their homes and emptying recycling into their communal purple bins – these boxes or bags can then be re-used.

In conclusion, the Chair thanked Councillor Asma Islam - Cabinet Member for Environment and Public Realm; Dan Jones - Divisional Director, Public Realm; and Richard Williams - Business Manager Operational Services for their presentation

The Chair then Moved, and it was:

RESOLVED that:

The Committee in the next Waste Service Performance Update wanted to see details of service improvement with particular reference to:

- 1) Improvements in waste heading for reuse; street cleansing and bulk waste collections;
- 2) How it is now easier for people to report mis-collections through IT systems

- 3) How agency staff are used; and
- 4) Action plans for the West of the Borough e.g. Weavers; Spitalfields and Whitechapel.

7.3 COVID-19 Update 1:03:56

The Committee received a focused presentation from Dr Somen Banerjee, Director of Public Health at Tower Hamlets Council that provided a comprehensive update on the current situation in the Borough with regard to food provision; the communications plan for vulnerable residents; planning for school outbreaks; the impact on social housing; as well as test and trace capabilities.. The main points arising from the discussion on the presentation are summarised below:

The Committee:

- **Noted** that Dr Somen Banerjee had agreed to attend on a regular basis to provide his expertise and latest information on the pandemic in the Borough
- **Noted** that comments were still awaited from the Executive with regard to the Review of the Borough's response to Covid-19. However, it was hoped that a reply would be received in the next few days and the response to the pandemic would continue to be monitored in the Committee's regular meetings.
- **Noted** with regard to food supply and Covid that the Government will need to have a sustained plan as the pandemic and its associated economic fallout has compounded and deepened the situation in a Borough with the highest level of child poverty in London. There is a real concern that that not enough work may have been done around food sovereignty during the pandemic especially for younger children. Therefore, consideration should be given to the funding received from central government and what the Council has considered to address food supply and the impact that this will have on budgets in the future.
- **Noted** a recent issue raised by a resident or being misinformed that illustrated that it has never been more important for the Council to communicate effectively with residents including effective signposting and sharing of the relevant Government's guidance.
- **Commented** that with regard the impact of the virus the Borough's Bangladeshi community it has been indicated that they are apparently disproportionately affected because by the virus and housing conditions in Tower Hamlets. In response it was **noted** that looking at the available data it does seem to illustrate that there are high levels of Covid in local Bangladeshi population and with higher levels in multi-generational housing and overcrowding which is linked to a risk of increased transmission of the coronavirus.
- **Noted** that the Director of Public Health has been working very closely with housing associations to link national data to local housing data so that we can see within each housing estate where there may be an increase in the levels of the virus. Therefore, through an ongoing

dialogue with housing associations giving practical advice (i) about the cleanliness of communal areas; and (ii) to those living in overcrowded households about how they make their homes safe. This is was an approach that initially linked to inequalities and ethnicity although there have been studies which indicate actually this is all about economic conditions; overcrowding and housing.

- Noted whilst there is no quantitative borough-wide data regarding self-isolating, Public Health have in their engagement work gained considerable insight into people's reluctance to get tested. They have concerns about (i) confidentiality around applying for test and trace; and (ii) the economic impact of self-isolation. This indicates that there is sufficient qualitative data to indicate that this is going to be a real issue within the Tower Hamlets' population.
- Noted that there's been a lot of work with schools through the pandemic and Public Health receive daily information about what's going on in schools and when there's a case Public Health England deal with these outbreaks they will contact the school and support decisions about self-isolating. However, Public Health England have been inundated with request for support so schools are now being asked to do more of a risk assessments themselves whilst public Health England will deal with the more complex cases.
- **Noted** the Department for Education (DfE) have provided 2,500 laptops and tablets to schools in the Borough to help children and families access remote education during coronavirus. The DfE are also helping disadvantaged children who need an internet connection to get internet access. This is in addition to the laptops, tablets and 4G wireless routers that was distributed between May and July 2020 by DfE for disadvantaged pupils in year 10, care leavers and young people with a social worker.
- **Noted** that schools have been surveying pupils' own access to both laptops and the internet. Also, they have been providing support to pupils and many schools have purchased laptops for pupils. The Poplar HARCA Housing has been working with schools around the provision of IT equipment and therefore most pupils will have got access to some kind of IT equipment and failing this schools do make a packs of paper lessons and materials available to pupils if their isolating.

In conclusion, the Chair thanked Dr Somen Banerjee, Director of Public Health for his presentation and Christine McInnes –Divisional Director, Education and Partnerships for her contribution to the discussions at tonight's meeting.

7.4 Work Programme

The Committee received and considered the items proposed and agreed some slight changes to provide flexibility and focus for the scrutiny function overall.

The Committee **Authorised** the Chair to finalise the Work Programme, in consultation with the Officers, before being published and circulated to the Mayor; Cabinet, and senior officers.

8. PRE-DECISION SCRUTINY OF UNRESTRICTED CABINET PAPERS

The Committee **Authorised** the Chair to finalise the Scrutiny Questions following comments by the Committee, in consultation with the Officers, before their submission to the Mayor in Cabinet on the 28th October 2020 (See attached appendix).

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

Noted that a response had been received from the Mayor regarding the Committee's COVID-19 Review and recommendations. This would be shared with the Committee and arrange for this to be published with the minutes of tonight's meeting.

10. EXCLUSION OF THE PRESS AND PUBLIC

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

11. EXEMPT/ CONFIDENTIAL MINUTES

Nil items.

12. EXEMPT/ CONFIDENTIAL REPORTS 'CALLED IN'

Nil items.

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

Nil items.

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

Nil items.

The meeting ended at 7.51 p.m.

**Chair, Councillor James King
Overview & Scrutiny Committee**

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank

**Pre-Decision
Scrutiny
Questions
for
Cabinet
28th October, 2020**

1. **ITEM 6.1 CHANGES TO RESIDENT PARKING PERMIT TERMS & CONDITIONS**
2. **ITEM 6.2 REVISED APPROACH TO IDEAS STORES & LIBRARY SERVICE**
3. **ITEM 6.3 REVISED APPROACH TO DAY SUPPORT IN ADULT SOCIAL CARE**
4. **ITEM 6.4 COMMUNITY CHARGING CONSULTATION - OUTCOME REPORT**
5. **ITEM 6.5 COVID-19 ADULT SOCIAL CARE WINTER PLAN**
6. **ITEM 6 .6 LONDON BOROUGH OF TOWER HAMLETS TRAVEL ASSISTANCE POLICY**
7. **ITEM 6.7 BUDGET MONITOR AS AT P5 FOR 2020/21**
8. **ITEM 6.8 BILLINGSGATE MARKET - UPDATE ON JOINT WORKING WITH THE CITY OF LONDON CORPORATION**

Item 6.1 Changes to Resident Parking Permit Terms & Conditions	
Questions	Response
1. Will the Corporate Director of Governance Services explain why Parking Services sought to implement these proposed changes as an operational decision rather than going through the “key decision” process and thereby being subject to the checks and balances of scrutiny and why was this not in the forward plan.	Following the presentation of a petition regarding changes made to Terms and Conditions to Parking Permits to Full Council on the 30 September, the Mayor committed to taking the decision to Cabinet. Given that residents were written to informing them of the change in July and August then it is deemed necessary to take this to Cabinet as soon as possible.
2. Can Parking Service explain why it is undertaking public consultation on changes to the boundaries of individual mini-zones (B1 & B2) but not for changes to the terms of conditions for all mini-zones in LBTH?	The public consultation on changes to the boundaries of individual mini-zones (B1 & B2) is part of a formal statutory process in order to change the Traffic Management Order. Terms & Conditions only require giving 28 days’ notice and are not part of a statutory process.
<p>6.1c - Appendix 3 FULL EA - Changes to Resident Parking Permit TC, item 6.1</p> <p>3. In 2011 the ethnic groups with the highest % of car/van ownership were of Bangladeshi origin 55%, 53% of children lived in a household with a car, the highest of any age group. The group of people most likely to own cars/vans were Bangladeshi homeowners 73%, 46% of people living in social housing had cars. 6,287 people whose day-to-day activities were limited a lot by health or disability issues had a car or van in 2011. What are those</p>	<p>The borough has one of the fastest growing populations nationally. An estimated population of the borough in 2019 was 324,745 and the Census 2011 shows borough’s population was 254,100. We did not include the 2011 data in the EA as they appear to be outdated. Apart from the Census, the council do not collect information with suggested details.</p> <p>The data from the Transport Strategy consultation resident phone survey data, which is included in the EA, show a higher proportion of “Asian or Asian British: Bangladeshi” (45%) respondents own cars compared to the total respondents (37%).</p> <p>The 2021 Census (census date: 21 March 2021) will include questions on car ownership. The Census 2021 results will provide</p>

<p>numbers this year and why not in EA?</p>	<p>us with the most up to date data about car ownership.</p>																										
<p>6.1d</p> <p>4. Could the raw numbers of OOZ permit occupancy be provided with the percentages? 3%-25% of available parking space capacity being taken up permits from other mini zones is a large range</p>	<table border="1"> <tr> <td></td> <td></td> <td style="text-align: right;">Total</td> </tr> <tr> <td>A2</td> <td style="text-align: right;">182</td> <td style="text-align: right;">11.10%</td> </tr> <tr> <td>A4</td> <td style="text-align: right;">1258</td> <td style="text-align: right;">5.19%</td> </tr> <tr> <td>A6</td> <td style="text-align: right;">502</td> <td style="text-align: right;">8.09%</td> </tr> <tr> <td>B3</td> <td style="text-align: right;">1900</td> <td style="text-align: right;">3.19%</td> </tr> <tr> <td>C1</td> <td style="text-align: right;">171</td> <td style="text-align: right;">25.73%</td> </tr> <tr> <td>C3</td> <td style="text-align: right;">615</td> <td style="text-align: right;">11.85%</td> </tr> <tr> <td>D1</td> <td style="text-align: right;">524</td> <td style="text-align: right;">10.64%</td> </tr> </table>			Total	A2	182	11.10%	A4	1258	5.19%	A6	502	8.09%	B3	1900	3.19%	C1	171	25.73%	C3	615	11.85%	D1	524	10.64%		
		Total																									
A2	182	11.10%																									
A4	1258	5.19%																									
A6	502	8.09%																									
B3	1900	3.19%																									
C1	171	25.73%																									
C3	615	11.85%																									
D1	524	10.64%																									
<p>6.1e</p> <p>5. How have the buffer streets been chosen?</p>	<p>Prior to 1998 we had four zones A, B, C and D, a decision was taken to split these up into 16 mini zones, initially allowing just five streets in any one location in which visitors could park. However, this was found to be too convoluted and unmanageable and thus visitors were then allowed to park anywhere within that mini zone. The majority of buffer streets were decided on clean boundaries such as major roads through the borough. i.e. Commercial Rd, Vallance Rd, Bethnal Green Rd, Whitechapel Rd, Bow Rd etc.</p>																										

6.2 Revised approach to Ideas Stores & Library Service	
Questions	Response
1.What are the 'other practical concerns' referred to regarding the re-opening Cubitt Town Library?	<p>These relate primarily to managing the entrance and flow of visitors through the building in the context of the current situation. CTL does not usually have security on the entrance, as other sites do, and it can't accommodate a separate entrance and exit. We continue to keep our approach to managing these risks associated with Covid under review.</p> <p>We are still providing a higher than usual staff to visitor ratio at our open sites to manage service risks until our visitors get used to the new normal. This along with the fact that we have redeployed a number of staff to help with the pandemic, and allocated others to developing and improving our now vital on-line offer, means capacity to open CTL could be an issue for a while longer.</p>
2.What was the research indicating that 15 hours per week might be suitable as opening hours for the Bethnal	Bethnal Green Library is relatively close to Whitechapel Idea Store and the other option

<p>Green Library site?</p>	<p>in the paper involves closing this site. However, BGL is a much-loved presence in the community and the building is a real asset. Maintaining a small offer therefore for those less able to walk to Whitechapel (e.g. Those with small children) remains cost effective.</p> <p>Fifteen hours would allow us to open for one 'session' a day Monday - Friday. We know the library is normally busiest during the mornings with use by parents with young children and older people. However, opening hours (both the quantity and the timing) is one of the things we wish to consult on with the public.</p>
<p>3.It is noted that the Canary Wharf Idea Store, 'is not popular with all residents. Is there a breakdown of users of the Canary Wharf Idea Store which includes geographic and demographic data? If so, is the breakdown of geographic and demographic data available for the Cubitt Town Library?</p>	<p>The report says, "IS Canary Wharf, whilst not popular with all local residents is close by".</p> <p>An exercise in late 2018 was done to identify where visitors to each of our sites were drawn from. Cubitt Town Library's visitors were invariably drawn from a few streets in the immediate vicinity of the Library.</p> <p>A membership report of people with Isle of</p>

	<p>Dogs post codes show that, of the 2632 in the sample, 46% go to IS canary wharf 26% go to Cubitt Town Library and 16% use IS Chrisp Street which can be closer for those in the North of the Island.</p>
<p>4. Can I the Corporate Director of Governance and Corporate Director of Resources explain why the new savings identified in Items 6.2 and 6.3 do not fall under the policy and budget-making criteria that means they need to be made by Full Council?</p>	<p>The two listed reports include some savings that have been agreed at Council through the MTFs and some additional savings.</p> <p>At this stage the proposals in the reports to make those savings are for consultation and no decisions are being taken. Council will get an opportunity to consider the budget savings as part of the papers presented at the Budget Council meeting in February.</p>
<p>Appendix. 1 5 - the maps are misleading, LSOA boundaries are based on population size not on geographical boundaries & therefore should have equal population distributions but cover different size areas and therefore do not accurately reflect population density which is also distorted by dock space and large office centres. Can we have an accurate population density map?</p>	<p>The maps were developed to show the geographical spread of our sites and to provide a rough gauge of local population levels and are based on 2018 Mid-Year Estimate data at lower super output area (LSOA) level. It is always a challenge to accurately map population levels due to the nature of the information available.</p> <p>It would be possible, within a week, to</p>

	<p>produce a map that shows population density per 1 KM² or 100m however this is still potentially misleading. For example, if a particular area includes a green space and high density housing the result is likely to show as average population. It would be possible to produce a map that had this data, and which overlaid areas of green space so that this is more apparent.</p>
<p>6. When will plans be published for the future of Cubitt Town Library, the lost floorspace at Watney Market and any other plans for increasing non-Library use at Bethnal Green?</p>	<p>Officers in our Asset Management Team have been looking at options for these three sites. However, at this time, when no decision has been taken about the future of the sites, firm options have not been worked up. Firm options would be developed once we have an agreed direction of travel.</p>
<p>7 - Why is Watney IS store not going to be open in the afternoon and evenings if it's going to develop with a strong focus on children? 44% of users are under 16, but it sits near 3 secondary schools.</p>	<p>Our proposal is to open the site 30 hours per week. The example we have given broadly reflects how families have used the site in the past, but the opening hours and their schedule are one of the items we wish to consult on.</p>

6.3 Revised approach to day support in adult social care

Questions	Response
<p>1. Has there been any additional funding sought from government or charities for the creation of the Russia Lane Day Service dementia hub?</p>	<p>No. We are in the early stages of designing a new model of day support and the proposals are subject to consultation. Additional funding sources will be looked at as the work progresses.</p>
<p>2. What research has been undertaken to map the day support offer that community hubs will provide as specialist support for people with care and support needs?</p>	<p>We commissioned Toynbee Hall to carry out a coproduction exercise with service users from PD Day Opportunities, Riverside Day Service, Sundial Centre, Sonali Gardens and Russia Lane. Between July and September 2020, 114 older people and people with a physical disability who use day services, 26 carers, 18 stakeholders and 12-day service staff members were involved in this work. The work provides insight and research into what support offer people want and need from a day service.</p> <p>We have mapped day support and some of the daytime activities available in the borough, which is included in the report and appendices. We anticipate that some service users will want to access these where it meets their needs and interests. The activities available that could be 'brought into' buildings are extensive, reflective of the wide range of activities available in the borough.</p>
<p>3.If it is expected that there will be 'a bigger focus on supporting adult social care users to access daytime activities available to all residents, such as IDEA Stores or community hubs,' has there been any risk identified by Adult Social Care around the proposed closure of the IDEA Stores mentioned in a separate report to be taken at the same cabinet meeting (28.10.2020).</p>	<p>The report on the revised approach to day support in adult social care has been developed with an awareness of the report on the revised approach to Idea Store and library services. No risks have been identified by adult social care around the proposals in the report. This is because Idea Stores are one of a number of daytime activities in the borough and because we will not have a full picture of the daytime activities that service users want to</p>

	access until the consultation concludes.
4. If so, has the impact of the proposed three hour opening of the Bethnal Green Library been specially factored into the impact on service users of the Pritchard Road Day Centre?	No, for the reasons outlined in the last response.
5. What assurance can be made to service users that the supports, choice, control and transparency of alternative options will be made available ahead of the closure of day centres?	<p>We will provide information to service users on this ahead of centre closures.</p> <p>The consultation will be launched in November 2020. The information in the consultation describes some of the alternative options that we want views on as well as asking for views on what people want a future day support service to look like. The consultation 'pack' that describes this information will be sent to and discussed with all services users impacted by the proposals.</p> <p>In addition, staff in adult social care will continue to communicate with, engage and support all service users and carers impacted by the proposals over the coming months to ensure everyone is clear on the process, the proposals, the consultation and the potential outcome.</p>

<p>6. What assessment has been made of the impact on vulnerable adults/adults at risk due to the lack of services between 1st April 2021 and 1st January 2022?</p>	<p>We do not anticipate there being a lack of services between April 2021 and January 2022.</p> <p>Through the consultation and through carrying out reviews with individual service users, we will identify alternative support in line with people's needs and preferences.</p>
<p>7. Considering that the 'availability of a suitable building for the establishment of a day opportunities hub is being explored as part of the current asset strategy work' would it not be advisable to await the outcome of the asset strategy before making a decision so as not to impact service delivery.</p>	<p>The Asset Strategy is working document which identifies what buildings in the council's property portfolio are currently used for and their potential to meet the changing needs of service areas, identified through service reviews. A number of service areas across the authority are in the process of reviewing their asset requirements, which may result in existing assets becoming available for alternative use. Whilst the Asset Strategy sets out the position at a point in time, it is dynamic and seeks to find the right accommodation solution to support new ways of working and different service models, including the requirement for a day opportunities hub.</p>
<p>8. How many service users from Tower Projects were supported in completing the consultation?</p>	<p>No service users from Tower Project were supported in completing the consultation because the consultation has not started. We will be contacting all service users and carers impacted by the proposal as part of the consultation.</p>
<p>9. Toynbee Hall report notes as headline 16 that 'Information on day centres - can be limited.' Is there scope to support the communication of information around access to day centres so that Pritchard Road and others are better used.</p>	<p>Yes, there is scope to support the communication of information around access to day centres. We will include this in work to design the new day support model. The report also notes that it would be helpful to improve communication on things like direct payments, which we will include in the work.</p>

	<p>However, the reasons behind the proposal to close Pritchard's Road, Riverside Day Service and PD Day Opportunities are explained in the report and go beyond the extent to which information is provided about them.</p>
<p>10. Have insource options been reviewed alongside commission contracts for older people day support services?</p>	<p>No. The report looks at all day support provision, but the most significant changes relate to three in-house day centres: Pritchard's Road, PD Day Opportunities and Riverside. The report confirms we are not proposing changes to commissioned day services at this stage. However, we intend to make changes in future in line with the model being proposed here. These changes will be carried out in line with commissioning and procurement timescales and all options will be considered.</p>
<p>11. What are the defining characteristics of the proposed day centres model which you suggest you intend future changes to the commissioned day service will be made in line with.</p>	<p>Future commissioned day service support will be aligned to the aims set out in the report (please see Section 3.3).</p> <p>What this means in practice will be determined by:</p> <ul style="list-style-type: none"> • The co-production work being finalised through Toynbee Hall • The results of the consultation in early 2021 • Analysis of need and the impact on equalities in early 2021 • The resources we have available.
<p>12. Has the net saving of £0.568m been reviewed against the possible increased demand of carers upon the Shared Lives and other programmes?</p>	<p>The report sets out that based on current assumptions, we expect to reinvest £0.452m resulting in a net saving of £0.568m. The reinvestment will be for alternative provision, which could therefore include an extension of the Shared Lives programme. However, this will not be clear until the consultation on what people want and need from future day support has been carried out.</p>

<p>13. Further to the above, how much of this proposed overall saving is seen as part of the community mental health transformation programme?</p>	<p>None of the proposed saving is seen as part of the Community Mental Health Transformation Programme.</p>
<p>14 - 3.2.1 Attendance: are the users who do attend, generally the same people each day or do different people come on different days? of the Active registered users how does usage breakdown?</p>	<p>Different people come on different days, though this will vary significantly from person to person (i.e. one person might attend for one day per week, another for two, another for five), hence the number of service users registered to attend each day service is typically higher than the capacity of each building.</p> <p>We can provide further information on the proportion of active registered users who attended one, two, three, four or five days per week on average over 2019-20 as part of the report that follows the consultation.</p>
<p>15 - Using day service buildings as community hubs - what is the geographic distribution of those hubs?</p>	<p>At present and excluding external learning disability day service provision, the location of day service provision is as follows:</p> <ul style="list-style-type: none"> - Pritchard's Road, Sundial Centre and Russia Lane Day Service are based in Bethnal Green - Riverside Day Service is based in the Isle of Dogs - PD Day Opportunities is based in Stepney - Sonali Gardens is based in Shadwell - Create is based near Whitechapel. <p>We won't know this until the consultation has been carried out and the options for a day support community hub have been explored and evaluated. However, the geographical distribution of the future model will be looked at to ensure fair and equitable access to services and support across the borough, and it is understood that the accessibility of venues is really important to service users and carers.</p>

--	--

6.4 Community Charging Consultation – Outcome Report

Questions	Response
<p>1. 263 people responding to the consultation – is there an Equality Breakdown of the 263 responders?</p>	<p>The profile of respondents was broadly reflective of the profile of those in adult social care community-based services, as outlined in section 3.4 of the report. In terms of the breakdown:</p> <ul style="list-style-type: none"> • 208 people provided their age, of which 52% were aged 65 or over. • 53% were female, 47% male • 43% were of a White ethnic background (38% White British), 38% were of an Asian ethnic background and 19% were of a Black or other ethnic background. • 45% were Muslim, 40% were Christian. The remainder were of no or a different religion or belief. • 91% identified as heterosexual, 1% bisexual, 1% day/lesbian, 1% preferred to self-describe. • All but four respondents said their gender identity is the same as the sex assigned to them at birth. • 38% were married and 58% were not married. • No respondents reported being pregnant or on maternity leave.
<p>2. How many people were consulted on the Option 1 proposal added in May 2020.</p>	<p>The consultation made up of options 1, 2 and 3 ran from June to September 2020. During this time, the postal survey sent to 2814 service users in community-based services was sent out and all the meetings with stakeholders detailed in the report took place.</p> <p>All but two people responded to the consultation made up of options 1, 2 and 3 (our capacity to promote the consultation when it originally launched in March was impacted by the Covid-19 pandemic). Those two people were contacted to alert them to the</p>

	<p>relaunched consultation in June 2020 so that they could respond to the three options.</p>
<p>3. What is the extent and breakdown of the 'bigger impact on an estimated 28 people who have more disposable income'.</p>	<p>Excluding all other considerations, the estimated 28 people impacted by raising the current cap of £250 per week could experience an increase of between £1 and £750 per week towards their care costs with Option 2.</p> <p>However, the actual increase or change will vary significantly from individual to individual as the financial assessment is means-tested and individuals must be left with things like the Minimum Income Guarantee amount.</p>
<p>4. Why was Option 2 supported by only 15% of respondents favoured over Option 3 supported by 72% of respondents and which delivered slightly less savings?</p>	<p>Option 2 takes account of views expressed in the consultation alongside the impact of removing the Standard Utilities Allowance on people with comparatively less disposable income.</p> <p>The Equality Analysis identified that removing the Standard Utilities Allowance entirely (as per Option 3) will have a bigger impact on adult social care users who have less disposable income, and this has been reinforced in consultation responses. For this reason, Option 3 is not being recommended despite being supported by 72% of respondents.</p>

6.5 COVID-19 Adult Social Care Winter Plan

Questions	Response
1. Could the completed self-assessment of the health of local market management and contingency planning leading into winter be shared with councillors	Yes. The self-assessment is an online form that is not in a format to share, however the content can be shared.
2. What support has been made available via the winter plan for care homes to implement a routine staff and resident swab testing programme?	All our care homes are part of the national care homes testing scheme. This means weekly testing for staff and monthly testing for residents. We also access support from the GP Care Group to 'train up' carer workers in administering the tests.
3. How has the flexibility of Direct payments been communicated to service users?	This has been communicated through People Plus, who provide our direct payment support service. Information was published on the Council website and promoted through usual communication channels.
4. What engagement has there been regarding identification and proactive engagement with our highest risk settings to provide advice and support to adopt COVID secure measures?	A detailed programme of work is in place on this and we have full engagement with high risk settings in the borough (care homes, extra care sheltered housing and hostels for example). We provide training, information and advice on infection control. We have weekly meetings with commissioned providers to discuss and engage on this. We have also developed operating procedures to ensure robust measures are in place.
5. What work has been undertaken to identify how many people may need support with food whilst self-isolating. What is the estimated number of volunteers required to support food delivery per ward?	We do not know how many people may need support with food whilst self-isolating. This is because the number will constantly change and because we know that a number of people will get support through their own networks. We have instead worked with partners to create pathways so that anyone who needs support with food whilst self-isolating can get this if needed. Since the pandemic began, just under 6000 people have received support

	<p>with food from the local authority or community and voluntary sector.</p> <p>There are over 2,300 community volunteers registered with our Volunteer Hub who can and are called upon to support with food delivery. The actual number of active volunteers at any one time will vary depending on the situation.</p>
<p>• 6.5a - Appendix. 1 for COVID-19 Adult Social Care Winter Plan, item 6.5</p> <p>6. Page 5/12 Hospital discharge & care homes - have we identified yet a 'safe' care home to discharge COVID positive patients into? is that East Ham CH?</p>	<p>For people who need a care home and need to self-isolate, we are using beds that have been commissioned by the Clinical Commissioning Group on behalf of Tower Hamlets, Waltham Forest and Newham. These are not necessarily care homes but are temporary placements whilst a person self-isolate. The main site is the East Ham Care Centre, which has a total of 23 beds.</p> <p>In addition, St. Joseph's Hospice has 23 beds for people who have tested positive for Covid-19 at the end of life.</p>
<p>• 6.5b - Appendix. 2 for COVID-19 Adult Social Care Winter Plan, item 6.5</p> <p>7. Page 18/24 Flu and cold weather - what are the current supply levels of flu vaccine due to reports of not being widely available for general public yet?</p>	<p>The local authority does not hold detailed information on the current supply level. However, we are working closely with our health partners (i.e. pharmacies and the Tower Hamlets Clinical Commissioning Group) to monitor the situation and so that any issues can be escalated.</p>

6 .6 London Borough of Tower Hamlets Travel Assistance Policy

Questions	Response
<p>Section 2 Children Home to School (5-16 years)</p> <p>1. Para 2.29 what will be the process for determining suitability, and what recourse will parents have to appeal?</p>	<p>‘Suitable’ is taken to mean the nearest qualifying school with places available that provides education appropriate to the age, ability and aptitude of the child, and any SEN that the child may have.</p> <p>Definitions and criteria are taken directly from the ‘Home to school travel and transport guidance: Statutory guidance for local authorities.</p> <p>As part of the EHCP process parental preference is considered when agreeing the school, however there may be occasions when the named school on an EHCP is not the preferred school of the parent. Parents have the choice to formally challenge the named school on an EHCP via tribunal.</p> <p>The Pupil Admissions Team have an appeal process for parents to challenge any decision regarding the nearest suitable school.</p>
<p>2. While Para 2.22 is not intended to be exhaustive, should it additionally mention families with multiple children in different schools where accompaniment is therefore not possible, particularly, but not exclusively, children with an EHCP?</p>	<p>Tower Hamlets has many families with multiple children who already make the arrangements without the need of travel assistance. Whilst this policy is not intended to be restrictive, it is intended to more closely align to statutory responsibilities, therefore adding a specific section on families with multiple children risks dramatically increasing the number of requests for travel assistance,</p>

	<p>and does not promote independence, which is one of the key strategic drivers of the revised policy.</p> <p>The suggested addition would result in much increased eligibility and additional financial pressures as a result.</p>
<p>3. What will be the budgetary impacts of the new policy, and how will that change if TfL are forced to go ahead with proposed changes to subsidised travel for Under 18s? Are there any other factors which could mean that savings targets are missed?</p>	<p>The policy will support the SEND Home to School Travel Assistance MTFs savings for 2020/21 and 2021/2022 (£1M), after the additional investment in previous years.</p> <p>Savings are contingent on the continued uptake of personal transport budgets, migrating external taxi routes from existing framework through to DPS, better managing annual demand for travel assistance, as well as the internal fleet continuing to optimise the delivery of the routes delivered.</p> <p>Financial monitoring, including savings is tracked via the Transport Demand Board.</p> <p>Any potential impact of changes to TfL eligibility will be carefully monitored and considered. The council is working closely with London Councils to understand the potential impact of changes. A final decision has not yet been reached on the agreed package between the Government and TfL. Until this is known we are unable to assess the specific impacts locally.</p>

This page is intentionally left blank

6.7 Budget Monitor as at P5 for 2020/21

Questions	Response
1. Does the lack of equality implications identified as directly resulting from this report pose a risk in terms of our statutory obligations.	This is not a decision-making report, it is for information only, so would not fall under those statutory obligations.
2. Of the Sports Leisure and Culture overspend of £0.16m could you confirm the breakdown between the GLL contract and Poplar Baths.	The GLL pressure is £596k of which £593k is a Covid 19 payment, and Poplar Baths is £255k of which £181k is a Covid 19 payment. Combined it is a £851k pressure of which £774k is Covid 19 payments. There are other mitigating items that reduce the overall position.
3. Considering talks with Unison are still ongoing could the estimated pressure of £0.17m arising from the implementation of Tower Rewards in 2020-21 and the full year impact of this (estimated to be £0.230m) be mitigated if Tower Rewards was to be reviewed and not implemented.	If the incremental increases in pay spinal points as a result of Tower Rewards were reversed, then it would reverse the additional costs associated. Such an action would require a new consultation on changes to Terms and Conditions and would be subject to equal pay issues. If this were reversed a reduction in pay for those specific members of staff would result.
4. The DSG is projected to be overspent by a gross of £0.4m. What is the projected overspend after COVID-19 relief?	If full relief is applied to the DSG budget due to COVID-19 associated overspend, then it would be reduced to an overspend of c£0.3m. The total deficit on the DSG is estimated at £11.5m by the year-end.

5. Although it may have reduced, filming in the borough has continued: why, therefore, has no income for filming been forecast?	Any continued income for filming will be included in the Parks and Culture budget, there is no specific line highlighting this in the report – it is effectively netted off.
6. The report states that the Council have met with the DfE and presented the recovery plan to manage the overspend on the High Needs Funding Block (HNFB) and how it will be addressed over the period 2019 – 2022. Was this meeting and plan agreed prior to the COVID-19 pandemic?	The meeting took place on the 10 th February, so was before the emergence of the COVID-19 pandemic.
7. Has the High Needs Block deficit been reviewed following the 16th September ESFA template requirement on the Council and has the Council submitted an updated deficit recovery plan as per the Government template? If so, will this template be made available to councillors. https://www.gov.uk/government/publications/dedicated-schools-grant-dsg-deficit-management-plan	This work is ongoing, and the deficit recovery will be updated and regularly reviewed, presented to Schools Forum and, if required, made available to councillors. The refreshed recovery plan would be in place before the beginning of the next financial year in line with the ESFA template.
8. Has the council met with the London Finance Advisory Committee LFAC to ensure consistency of HNB spending usage with other London Partners?	No, the council has not met with LFAC to discuss this matter but is nonetheless in contact with LFAC on technical matters as necessary.
9. Is there no saving accrued from non-payment of wages during the Tower Rewards strikes	Yes, the saving has been included as part of the overall salary forecasts within the wider budget monitor.

6.8 Billingsgate Market - Update on Joint Working with the City of London Corporation	
Questions	Response
1. was the option of developing the site under public ownership like Blackwall Reach ever considered?	Yes. This site forms part of the relocation of the CoL major markets, and therefore attracts significant cost in relocation, which requires the maximum capital receipt. The best option for delivering this is via a disposal in the open market.
3.- how will the Council manage the conflict between its place making ambitions, its affordable housing policies and the maximisation of the sale value?	The Council has different roles as landowner and planning authority, which are relevant in cases where Council owned land is being sold for development. At officer level, the roles are carried out by different teams. In order to manage these roles, the Council is explicitly entering into the cooperation agreement, and will subsequently enter into the disposal agreement, in its capacity as landowner. The purchaser will need to take its development proposals for the site through the usual planning process, to which all relevant policy considerations will apply.

This page is intentionally left blank



THE FORWARD PLAN

Published: 17 November 2020

Contact Matthew Mannion
Officer: Democratic Services
Email: matthew.mannion@towerhamlets.gov.uk
Telephone: 020 7364 4651
Fax No: 020 7364 3232

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

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

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

Tower Hamlets Council **Forthcoming Decisions Plan**

What is this document?

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

As a minimum this will include notice of:

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

In addition the Council aims to publish all other decisions to be taken by the Mayor and/or Cabinet.

Key Decisions

The Council is required to publish notice of all key decisions at least 28 days before they are taken by the Executive. Key decisions are all those decisions which involve major spending, or savings, or which have a significant impact on the local community. The precise definition of a key decision adopted by Tower Hamlets is contained in Section 3 of the [Constitution](#). Key Decisions can be taken by the Mayor, the Mayor in Cabinet or an officer if it has been expressly delegated.

Publication of Forthcoming Decisions

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

Urgency

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

Make your views known

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

Information about the Decision Makers

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

Notice of Intention to Conduct Business in Private

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

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

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

Contact Details for this Plan

Contact: Matthew Mannion
Officer: Head of Democratic Services
Email: matthew.mannion@towerhamlets.gov.uk
Telephone: 020 7364 4651

Forward Plan November 2020

Contents:

Decision Title	Due Date	Page No.
Adoption of the High Density Living Supplementary Planning Document	16/12/20	16
Amending the Policy on Housing Succession	27/01/21	13
Approved Capital programme 20/2023 – additional projects	25/11/20	17
*Community Information Panels – Concession contract update and recommendation	25/11/20	20
Contracts Forward Plan 2020/21 – Quarter Three	27/01/21	15
Direct Award to Look Ahead Care and Support for the support contract for Hackney Road, Ministry of Housing, Communities and Local Government funded Homeless Hostel Project.	25/11/20	5
Land at Malcolm and Mantus Road; disposal to Tower Hamlets Community Housing	16/12/20	16
Liveable Streets Bow consultation outcome report	25/11/20	9
Medium Term Financial Strategy Refresh & 2021-22 Budget Planning	16/12/20	7
Planning for School Place 2020/21	25/11/20	11
Quarterly Performance & Improvement Monitoring – Q2 2020/21	25/11/20	5
Report and Recommendations following Housing Regeneration Scrutiny Sub-committee Challenge session on 2nd March 2020 ‘The Homelessness Reduction Act (2017) – One year on’	27/01/21	14
Report on the outcome of the preliminary stakeholder consultation (pre-statutory) on the proposal to close Cherry Trees Special School	25/11/20	7
Report on the outcome of the preliminary stakeholder consultation (pre-statutory) on the proposal to close St Matthias Primary School.	25/11/20	12
*Spitalfields Neighbourhood Plan – Validation of Submission	16/12/20	19
*The Council’s 2021-22 Budget Report and Medium Term Financial Strategy 2021-24	24/02/21	18
Voluntary and Community Sector Strategy 2020-23	25/11/20	10

* New Issues published since the last Forward Plan

Forward Plan November 2020

Title of Report	Quarterly Performance & Improvement Monitoring – Q2 2020/21	Ward All Wards	Key Decision? No
Summary of Decision	This report provides the Mayor in Cabinet with an update on the delivery and implementation of the council's Strategic Plan.		

Decision maker Date of decision	Cabinet 25/11/20		
Community Plan Theme	A borough that our residents are proud of and love to live in		
Cabinet Member	Mayor		
Who will be consulted before decision is made and how will this consultation take place	N/A None - this is a performance and delivery update		
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	No		
Contact details for comments or additional information	Sharon Godman (Divisional Director, Strategy, Policy and Performance) sharon.godman@towerhamlets.gov.uk		
What supporting documents or other information will be available?	None		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted		
Title of Report	Direct Award to Look Ahead Care and Support for the support contract for Hackney Road, Ministry of Housing, Communities and Local Government funded Homeless Hostel Project.	Ward All Wards	Key Decision? Yes
Summary of Decision	A Mayoral Decision is required to enable London Borough of Tower Hamlets to 'directly award' a contract to Look Ahead Care and Support for the provision of support services at the Hackney Road Homeless Hotel. LBTH has put in a bid to		

Forward Plan November 2020

	<p>the Ministry for Housing, Communities and Local Government (MHCLG) “Next Steps Accommodation Programme” for money to re-envision Hackney Road Homeless Project as a complex needs service for rough sleepers who have been brought off the streets through the ‘everyone in’ directive during the Covid-19 lockdown and who now need a stable period in supported accommodation. One of the conditions of the bid is that services start on 1st April 2021. To ensure that this happens we have been in negotiation with the contract provider - Look Ahead Care and Support - the current lower needs service at Hackney Road. The requirements and timescales as set out by MHCLG reduce the likelihood of a successful competitive process so for expediency we are therefore seeking formal agreement to the Direct Award of Contract to Look Ahead Care and Support for a four year period from 1st April 2021 – 31st March 2025.</p>
--	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Decision maker	Cabinet
Date of decision	25/11/20
Community Plan Theme	A borough that our residents are proud of and love to live in
Cabinet Member	Deputy Mayor and Cabinet Member for Adults, Health and Wellbeing
Who will be consulted before decision is made and how will this consultation take place	None Community Safety have been consulted about and a Crime and Disorder Prevention Plan has been drafted.
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	No
Contact details for comments or additional information	Warwick Tomsett Joint Director, Integrated Commissioning warwick.tomsett@towerhamlets.gov.uk
What supporting documents or other information will be available?	No
Is there an intention to consider this report in private session and if so why?	No, Unrestricted

Forward Plan November 2020

Title of Report	Medium Term Financial Strategy Refresh & 2021-22 Budget Planning	Ward All Wards	Key Decision? No
Summary of Decision	<p>A refresh of the Council's Medium Term Financial Strategy from 2021-22 to 2023-24.</p> <p>Setting out issues and actions which inform the development of the Council's MTFS for 2021-2024 including timescales and next steps.</p>		

Decision maker Date of decision	Cabinet 16/12/20		
Community Plan Theme	A dynamic outcomes-based Council using digital innovation and partnership working		
Cabinet Member	Cabinet Member for Resources and the Voluntary Sector		
Who will be consulted before decision is made and how will this consultation take place	N/A		
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	N/A		
Contact details for comments or additional information	Kevin Bartle Interim Divisional Director of Finance, Procurement and Audit Kevin.Bartle@towerhamlets.gov.uk		
What supporting documents or other information will be available?	N/A		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted		
Title of Report	Report on the outcome of the preliminary stakeholder consultation (pre-statutory) on the proposal to close Cherry Trees Special School	Ward All Wards	Key Decision? Yes
Summary of Decision	This report presents the outcome of the preliminary stakeholder consultation (pre-statutory) on the proposal to close Cherry Trees		

Forward Plan November 2020

	<p>It explains the background and reasons for the first stage of the consultation; the responses received with the views of parents, pupils, staff and the general public. It recommends for the Mayor in Cabinet to consider whether or not to proceed to the next stage of the process, which would be to issue a statutory notice.</p> <p>The report includes an analysis of all representations received and any responses made; risk and opportunities; financial implications, officer's recommendations; decisions available to the Mayor in Cabinet.</p>
--	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Decision maker	Cabinet
Date of decision	25/11/20
Community Plan Theme	TH Plan 1: A better deal for children and young people: aspiration, education and skills
Cabinet Member	Cabinet Member for Children and Schools
Who will be consulted before decision is made and how will this consultation take place	<p>The following stakeholders have been invited to make representations: Parents and carers, students, Roman Catholic and Church of England Dioceses, Council of Mosques, Head Teachers, school staff, school governors, community groups, neighbouring Local Authorities, the National Education Union, local Members of Parliament.</p> <p>Following the decision by DLT on 3rd August 2020, an informal public consultation was held in September 2020, the feedback from this has informed this report to cabinet and the recommendations herein.</p> <p>If a decision to publish a statutory notice and proposal is taken by Cabinet, there is a statutory requirement for a further four week period of representation. This would run from early December 2020 to early January 2021. During this statutory consultation period, all interested stakeholders will have the opportunity to send objections or comments to the council.</p>
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	Yes
Contact details for comments or additional information	Christine McInnes (Divisional Director, Education and Partnerships) christine.mcinnnes@towerhamlets.gov.uk
What supporting documents or other information will be available?	<ul style="list-style-type: none"> • Informal consultation paper, further information and response form • Feedback from the informal public consultation on the proposal • SEMH Policy

Forward Plan November 2020

	<ul style="list-style-type: none"> •Equalities Impact Assessment •Summary analysis on the current financial position of Cherry Trees 		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted		
Title of Report	Liveable Streets Bow consultation outcome report	Ward Bow East; Bow West	Key Decision? Yes
Summary of Decision	<p>This item presents the results of the Bow Liveable Streets project which was taken to public consultation on Monday 29 June until Wednesday 29 July 2020.</p> <p>This item seeks a decision on the next stages of the Liveable Streets in Bow.</p>		

Decision maker Date of decision	Cabinet 25/11/20
Community Plan Theme	A borough that our residents are proud of and love to live in
Cabinet Member	Cabinet Member for Environment and Public Realm (Job Share) - Lead on Environment, Cabinet Member for Environment and Public Realm (Job Share) - Lead on Public Realm
Who will be consulted before decision is made and how will this consultation take place	<p>Public Key Partners Other Directorates</p> <p>Four-week public consultation with the residents, businesses and key stakeholders in the Bow Liveable Streets area.</p> <p>Consultation documents with paper survey were sent out to everyone within the consultation area, as well as hosting a survey online.</p> <p>Queries were responded to via a dedicated email address.</p>
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	Yes, an EqIA has been carried out for the project based on the results of the consultation. The EqIA will be updated as detailed design progresses.
Contact details for comments or additional information	Inlia Aziz, Kristina Coxall, Lindsey Gibson, Chris Harrison, Nicole Layton (Assistant to Chief Executive's PA) inlia.aziz@towerhamlets.gov.uk, Project Centre Kristina.Coxall@towerhamlets.gov.uk, (Executive Support Relationship Manager) lindsey.gibson@towerhamlets.gov.uk, Liveable Streets Technical Director Chris.Harrison@towerhamlets.gov.uk, Executive Support Team Leader, Place Nicole.Layton@towerhamlets.gov.uk

Forward Plan November 2020

What supporting documents or other information will be available?	N/A		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted		
Title of Report	Voluntary and Community Sector Strategy 2020-23	Ward All Wards	Key Decision? No
Summary of Decision	The Voluntary and Community Sector Strategy 2020-23 builds on foundations of the current strategy due to expire in 2020. It is about the VCS in its broadest sense – including registered charities, faith groups, unregistered and informal community groups and social enterprises. It is a partnership strategy – developed as part of a joint effort between partners and will feed into all policy affecting the local sector. The strategy is informed through various engagement with stakeholders as well as learnings from the Covid-19 Pandemic.		

Decision maker Date of decision	Cabinet 25/11/20
Community Plan Theme	A dynamic outcomes-based Council using digital innovation and partnership working
Cabinet Member	Cabinet Member for Resources and the Voluntary Sector
Who will be consulted before decision is made and how will this consultation take place	<p>See above. Consultees will include but are not limited to Voluntary and Community Sector organisations, council partners and elected members</p> <p>Prior to the Covid-19 pandemic a number of engagements were undertaken contributing to the development of this strategy as outlined below:</p> <ul style="list-style-type: none"> • Creation of cross-sector Steering Group (comprising Tower Hamlets homes, Tower Hamlets Together/CCG, Tower Hamlets Council for Voluntary Service, THCVS) to manage strategy development process • Series of workshops at voluntary sector forums and meetings including Voluntary Sector Children and Youth Forum, Training Employment and Enterprise Forum, Coproduction Network, Health and Wellbeing Forum • Four open consultation events aimed at local organisations • Research interviews with residents conducted via Community Insights Team, • 2 x online surveys aimed at residents and local organisations • Presentations and workshops at key stakeholder meetings, including Tower Hamlets Partnership Exec, Tower Hamlets Together <p>Following the pandemic, further engagement will be undertaken and will continue to inform the strategy further in light of the new landscape the voluntary and community sector and council are operating. These will include but are not limited to the following:</p> <ul style="list-style-type: none"> • Teleconference between the Mayor and VCS Organisations; • Engagement with VCS Organisations (Recovery Forum); • Engagement with Tower Hamlets CVS;

Forward Plan November 2020

	<ul style="list-style-type: none"> • Learnings about the impact of the Covid-19 pandemic on the VCS; and • Mutual Aid Groups 		
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	An equality impact assessment checklist has been completed and this indicates that a full Equality Impact Assessment may be required during the development of the strategy in order to assess the equality impact of the strategy on groups who share a protected characteristic.		
Contact details for comments or additional information	Sharon Godman (Divisional Director, Strategy, Policy and Performance) sharon.godman@towerhamlets.gov.uk		
What supporting documents or other information will be available?	N/A		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted		
Title of Report	Planning for School Place 2020/21	Ward All Wards	Key Decision? Yes
Summary of Decision	This report is the annual review of planning for school places. It explains the current position, projected demand, and proposals to increase and reorganise school provision to ensure the right provision is in the right place at the right time.		

Decision maker Date of decision	Cabinet 25/11/20
Community Plan Theme	TH Plan 1: A better deal for children and young people: aspiration, education and skills
Cabinet Member	Cabinet Member for Children and Schools
Who will be consulted before decision is made and how will this consultation take place	<p>Outlined above</p> <p>A number of public pre-consultations for individual schools (or groups of schools) for proposed changes to school organisation have been undertaken during the Summer Term 2020, and prior to decisions being taken on whether the LA decides to issue statutory public notices (formal consultations) on school organisation changes.</p>
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	An EQIA will be carried in relation to school organisation changes. These will be completed during October 2020
Contact details for comments or additional	Christine McInnes (Divisional Director, Education and Partnerships)

Forward Plan November 2020

information	christine.mcinnnes@towerhamlets.gov.uk		
What supporting documents or other information will be available?	Documents relating to the review of primary school places are available including the future and progressing ambitions report		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted		
Title of Report	Report on the outcome of the preliminary stakeholder consultation (pre-statutory) on the proposal to close St Matthias Primary School.	Ward All Wards	Key Decision? Yes
Summary of Decision	<p>This report presents the outcome of the preliminary stakeholder consultation (pre-statutory) on the proposal to close St Matthias Primary School.</p> <p>It explains the background and reasons for the first stage of the consultation; the responses received with the views of parents, pupils, staff and the general public. It recommends for the Mayor in cabinet to consider whether to proceed to the next stage of the process, which would be to issue a statutory notice.</p> <p>The report includes an analysis of all representations received and any responses made; risk and opportunities; financial implications, officer's recommendations; decisions available to the Mayor in Cabinet.</p>		

Decision maker Date of decision	Cabinet 25/11/20
Community Plan Theme	TH Plan 1: A better deal for children and young people: aspiration, education and skills
Cabinet Member	Cabinet Member for Children and Schools
Who will be consulted before decision is made and how will this consultation take place	<p>The following stakeholders have been invited to make representations: Parents and carers, students, Roman Catholic and Church of England Dioceses, Council of Mosques, Head Teachers, school staff, school governors, community groups, neighbouring Local Authorities, the National Education Union, local Members of Parliament.</p> <p>Following the decision by the Corporate Director Children and Culture on 1 June 2020, an informal public consultation was held between the 8th June 2020 and 30th September 2020, the feedback from this has informed this report to cabinet and the recommendations herein.</p> <p>If a decision to publish a statutory notice and proposal is taken by Cabinet, there is a statutory requirement for a further four week period of representation. This would run from early December 2020 to early January 2021. During this statutory consultation period, all interested stakeholders will have the</p>

Forward Plan November 2020

	opportunity to send objections or comments to the council.		
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	YES		
Contact details for comments or additional information	Christine McInnes (Divisional Director, Education and Partnerships) christine.mcinnnes@towerhamlets.gov.uk		
What supporting documents or other information will be available?	<ul style="list-style-type: none"> • Informal consultation paper, further information and response form • Feedback from the informal public consultation on the proposal • LA Pupil Projections 2020-2028 • Equalities Impact Assessment • Summary analysis on the current financial position of St Matthias Primary School 		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted		
Title of Report	Amending the Policy on Housing Succession	Ward All Wards	Key Decision? Yes
Summary of Decision	This report seeks to amend the Council's policy on housing succession and replace it with a new succession policy that accords with regulatory requirements and best practice.		

Decision maker Date of decision	Cabinet 27/01/21
Community Plan Theme	A borough that our residents are proud of and love to live in
Cabinet Member	Statutory Deputy Mayor and Cabinet Member for Housing
Who will be consulted before decision is made and how will this consultation take place	N/A No consultation required on this decision
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	Yes, EQIA will be included as an appendix to the Cabinet report.
Contact details for comments or additional information	Lindsey Gibson, Nicole Layton, Mark Slowikowski, Karen Swift (Executive Support Relationship Manager) lindsey.gibson@towerhamlets.gov.uk, Executive Support Team Leader, Place Nicole.Layton@towerhamlets.gov.uk, (Strategy, Policy and Performance

Forward Plan November 2020

	Manager) Mark.Slowikowski@towerhamlets.gov.uk, (Divisional Director, Housing and Regeneration) Karen.Swift@towerhamlets.gov.uk		
What supporting documents or other information will be available?	N/A		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted		
Title of Report	Report and Recommendations following Housing Regeneration Scrutiny Sub-committee Challenge session on 2nd March 2020 'The Homelessness Reduction Act (2017) – One year on'	Ward All Wards	Key Decision? Yes
Summary of Decision	This item submits the report and recommendations of the Housing and Regeneration Overview Scrutiny Sub-committee challenge session and the recommendations arising from the session for implementation.		

Decision maker Date of decision	Cabinet 27/01/21
Community Plan Theme	A borough that our residents are proud of and love to live in
Cabinet Member	Statutory Deputy Mayor and Cabinet Member for Housing
Who will be consulted before decision is made and how will this consultation take place	N/A N/A
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	N/A
Contact details for comments or additional information	Una Bedford, Lindsey Gibson, Nicole Layton, Karen Swift Strategy and Policy Officer (Place) Una.Bedford@towerhamlets.gov.uk, (Executive Support Relationship Manager) lindsey.gibson@towerhamlets.gov.uk, Executive Support Team Leader, Place Nicole.Layton@towerhamlets.gov.uk, (Divisional Director, Housing and Regeneration) Karen.Swift@towerhamlets.gov.uk
What supporting documents or other	Appendix 1: Report of the Housing and Regeneration Scrutiny Sub-Committee 'The Homelessness Reduction Act (2017) – One year on'.

Forward Plan November 2020

information will be available?			
Is there an intention to consider this report in private session and if so why?	No, Unrestricted		
Title of Report	Contracts Forward Plan 2020/21 – Quarter Three	Ward All Wards	Key Decision? Yes
Summary of Decision	This report presents THE contracts being procured during quarter 4. The report also sets out the Contracts Forward Plan at Appendix 1 to the report. 2. The report asks for confirmation that all contracts can proceed to contract award after tender.		

Decision maker Date of decision	Cabinet 27/01/21		
Community Plan Theme	All Priorities		
Cabinet Member	Cabinet Member for Resources and the Voluntary Sector		
Who will be consulted before decision is made and how will this consultation take place	As above Necessary consultation will be undertaken in accordance with the council's policies and procedures. Where required, consultation with service users and stakeholders will be undertaken as part of the project and budget approval process.		
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	No. Contact specific EQIA is expected to be completed by respective contract owners as part of the Directorate approval		
Contact details for comments or additional information	Kevin Bartle Interim Divisional Director of Finance, Procurement and Audit Kevin.Bartle@towerhamlets.gov.uk		
What supporting documents or other information will be available?	Report and appendices include details of all contracts to be awarded.		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted		
Title of Report	Land at Malcolm and Mantus	Ward Bethnal Green	Key Decision? Yes

	Road; disposal to Tower Hamlets Community Housing		
Summary of Decision	The report proposes that an area of Council owned land is sold to Tower Hamlets Community Housing on a long lease in order to facilitate its future development for housing.		

Decision maker Date of decision	Cabinet 16/12/20		
Community Plan Theme	A borough that our residents are proud of and love to live in		
Cabinet Member	Mayor		
Who will be consulted before decision is made and how will this consultation take place	Finance, Legal, THH The land has the benefit of planning permission for redevelopment, which involved the usual consultation process.		
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	N/A		
Contact details for comments or additional information	Vicky Clark, Lindsey Gibson, Nicole Layton, Ralph Million (Divisional Director for Growth and Economic Development) vicky.clark@towerhamlets.gov.uk, (Executive Support Relationship Manager) lindsey.gibson@towerhamlets.gov.uk, Executive Support Team Leader, Place Nicole.Layton@towerhamlets.gov.uk, (Senior Strategic Asset Manager, Place)		
What supporting documents or other information will be available?	Site plan and heads of terms		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted		
Title of Report	Adoption of the High Density Living Supplementary Planning Document	Ward All Wards	Key Decision? Yes
Summary of Decision	The High Density Living SPD provides supplementary guidance on the design of high density residential and mixed use development as set out in the new Local Plan to 2031 (adopted January 2020), in particular policy S.DH1- Delivering High Quality Design and policy D.DH7 - Density. Furthermore, the SPD seeks to help to deliver the Mayor's manifesto pledges to improve the quality and fairness of housing and make development work for local people. The High Density Living SPD has been through an extensive preparation		

Forward Plan November 2020

	<p>process that includes project scoping (April 2018-July 2018); evidence gathering -including a large resident survey, workshops and interviews with residents, Council services and other stakeholders- (from August 2018-January 2019); preparation of draft document (February 2019-July 2019); option testing (September-December 2019) and public consultation (February 2020-June 2020). A wide range of community groups, residents, developers and other stakeholders made formal responses to the High Density Living SPD as part of the consultation process.</p> <p>It is now necessary to adopt the High Density Living SPD to further enable clear and robust guidance to inform and be implemented in development proposals which will ensure the quality of life of residents in high-density developments is delivered and in accordance with corporate and Council objectives and the development Plan (Local Plan and London Plan).</p>
--	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Decision maker Date of decision	Cabinet 16/12/20		
Community Plan Theme	TH Plan 3: Strong, resilient and safe communities		
Cabinet Member	Cabinet Member for Planning and Social Inclusion (Job Share) - Lead on Planning		
Who will be consulted before decision is made and how will this consultation take place	<p>Consultees are outlined in the Consultation and Engagement Report</p> <p>The Consultation process is outlined in the Consultation and Engagement Report</p>		
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	<p>Yes it has.</p> <p>As a result of performing the QA checklist, the High Density Living SPD is not considered to have any adverse effects on people who share protected characteristics and no further actions are recommended at this stage. The potential impacts will be reconsidered in light of the outcomes of the proposed public consultation.</p>		
Contact details for comments or additional information	<p>Lucía Cerrada High Density Development Project Manager Lucia.Cerrada@towerhamlets.gov.uk</p>		
What supporting documents or other information will be available?	<p>1 - High Density Living Supplementary Planning Document 2 - Equalities Impact Assessment 3 - Consultation and Engagement Report</p>		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted		
Title of Report	Approved Capital programme 20/2023 – additional projects	Ward All Wards	Key Decision? No
Summary of Decision	Further to the approval of the £668.079m capital programme for 2020-2023 by the Mayor in Cabinet on 23rd September 2020, funding sources have been		

Forward Plan November 2020

	<p>identified for additional projects for which approval is required. The additional projects have progressed through the capital governance, to ensure that they deliver value for money and agreed outcomes for our communities and require approval to enable delivery in 2020-21. Funding options for other priority programmes, for which funding sources have yet to be identified will also be included. This may include approvals for the disposal of identified assets to generate capital receipts required for the delivery of the capital programme.</p> <p>This report seeks further approvals for fully funded projects to be added to the three-year capital programme.</p>
--	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Decision maker	Cabinet		
Date of decision	25/11/20		
Community Plan Theme	A borough that our residents are proud of and love to live in		
Cabinet Member	Deputy Mayor and Cabinet Member for Adults, Health and Wellbeing		
Who will be consulted before decision is made and how will this consultation take place	N/A N/A		
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	Initial EqlAs form part of the PID approval process for individual capital programme areas. Full EqlAs are not required		
Contact details for comments or additional information	Jane Abraham, Lindsey Gibson, Nicole Layton (Housing Project Manager) jane.abraham@towerhamlets.gov.uk, (Executive Support Relationship Manager) lindsey.gibson@towerhamlets.gov.uk, Executive Support Team Leader, Place Nicole.Layton@towerhamlets.gov.uk		
What supporting documents or other information will be available?	N/A		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted		
Title of Report	The Council's 2021-22 Budget Report and Medium Term Financial Strategy 2021-24	Ward All Wards	Key Decision? Yes
Summary of Decision	<p>This report sets out the draft budget for the financial year 2021-22.</p> <p>The report reviews and updates the assumptions made in setting the Medium Term Financial Strategy (MTFS) for the years 2020-23 and incorporates a new</p>		

Forward Plan November 2020

financial year, 2023-24, to maintain the Council's three-year MTFS.

Decision maker Date of decision	Council 24/02/21		
Community Plan Theme	A dynamic outcomes-based Council using digital innovation and partnership working		
Cabinet Member	Cabinet Member for Resources and the Voluntary Sector		
Who will be consulted before decision is made and how will this consultation take place	<p>The Mayor, Lead Member for Resources and Voluntary Sector; and the Chair of Overview and Scrutiny Committee will be consulted.</p> <p>The Mayor, Lead Member for Resources and Voluntary Sector; and the Chair of Overview and Scrutiny Committee will be consulted.</p> <p>Public Consultation – October 2020 – December 2020</p>		
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	N/A		
Contact details for comments or additional information	Kevin Bartle Interim Divisional Director of Finance, Procurement and Audit Kevin.Bartle@towerhamlets.gov.uk		
What supporting documents or other information will be available?	N/A		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted		
Title of Report	Spitalfields Neighbourhood Plan – Validation of Submission	Ward Spitalfields & Banglatown; Weavers	Key Decision? No
Summary of Decision	The Spitalfields Neighbourhood Plan was formally submitted for consideration by the Council on 30 October 2020. The Council is now required to assess the submission against the statutory requirements for neighbourhood plan submissions, and decide whether the plan should be put forward for further consultation and examination. The Council is not required at this stage to make an assessment of the suitability of the plan for adoption by the Council.		

Decision maker Date of decision	Cabinet 16/12/20
Community Plan	A borough that our residents are proud of and love to live in

Forward Plan November 2020

Theme			
Cabinet Member	Cabinet Member for Planning and Social Inclusion (Job Share) - Lead on Planning		
Who will be consulted before decision is made and how will this consultation take place	<p>None</p> <p>The Spitalfields Neighbourhood Forum ran a public consultation between 20 July and 14 September 2020. This extended beyond the required six-week consultation period. Due to the coronavirus pandemic, no public events could be held during the consultation period, but leaflets announcing the consultation were hand-delivered to every address within the neighbourhood area, an online survey was conducted via the forum's email lists, and the statutory consultees were contacted. A copy of the neighbourhood plan was made available on the forum's website, and a copy was sent to the Council along with an announcement that the consultation would be taking place. Details of the consultation activities (including activities undertaken at earlier stages of the neighbourhood plan development process) can be found in Appendices 2-4.</p>		
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	Screening Tool carried out 03/11, no further assessment needed		
Contact details for comments or additional information	Jennifer Peters, Marissa Ryan-Hernandez (Divisional Director, Planning and Building Control, Place) Jennifer.Peters@towerhamlets.gov.uk, (Plan Making Team Leader)		
What supporting documents or other information will be available?	<p>Appendix 1: Spitalfields Neighbourhood Plan</p> <p>Appendix 2: Consultation Statement (including appendices B and D)</p> <p>Appendix 3: Consultation Statement Appendix A – Consultation Report by Gracechurch Consulting</p> <p>Appendix 4: Consultation Statement Appendix C – Commonplace Survey and Data</p> <p>Appendix 5: Basic Conditions Statement</p> <p>Appendix 6: Equalities Impact Assessment Screening</p> <p>Appendix 7: SEA/HRA Screening Determination Letter</p>		
Is there an intention to consider this report in private session and if so why?	No, Unrestricted		
Title of Report	Community Information Panels – Concession contract update and recommendation	Ward All Wards	Key Decision? No
Summary of Decision	<p>A summary on the Community Information Panels tender process and recommendations on the concession contract with reference to the income being considered for Medium Term Financial Savings, and ensuring the councils broader strategic objectives are met. This was requested by members before contract award.</p> <p>As part of this there is also an update with changes made to the proposed</p>		

Forward Plan November 2020

	contract length previously signed off by cabinet, in order to the council to maximise benefits and supplier interest in response to changing market conditions in the advertising industry.
--	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Decision maker Date of decision	Cabinet 25/11/20
Community Plan Theme	All Priorities
Cabinet Member	Mayor
Who will be consulted before decision is made and how will this consultation take place	None Contract advertised by OJEU notice
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	None
Contact details for comments or additional information	Andreas Christophorou (Divisional Director, Communications) andreas.christophorou@towerhamlets.gov.uk
What supporting documents or other information will be available?	Summary of recommendations and changes to the contract length to be agreed by members. Previous report in contracts forward plan (page 20 of 22) TG2 contract award report
Is there an intention to consider this report in private session and if so why?	No, Unrestricted

This page is intentionally left blank

<p>Overview and Scrutiny Committee</p> <p>23 November 2020</p>	
<p>Report of: Dr Somen Banerjee, Director of Public Health</p>	<p>Classification: Unrestricted</p>
<p>COVID-19 update – November 2020</p>	

<p>Originating Officer(s)</p>	<p>Adam Boey, Corporate Strategy and Policy</p>
<p>Wards affected</p>	<p>All wards</p>

Summary

This cover report accompanies the presentation slide deck: COVID-19 update.

The contents of the slide deck include:

- COVID-19 infection: weekly incidence, variation across TH
- Local Outbreak Control Plan Priorities
- Mass testing (Targeted Asymptomatic Testing)
- Vaccination
- Post lockdown
- Regional Tiering

Recommendations:

The Overview and Scrutiny Committee is recommended to:

1. Note the accompanying presentation in order to inform discussion for the next Overview and Scrutiny Committee meeting

This page is intentionally left blank

Overview and Scrutiny Committee COVID-19 update

Page 73
2nd November 2020

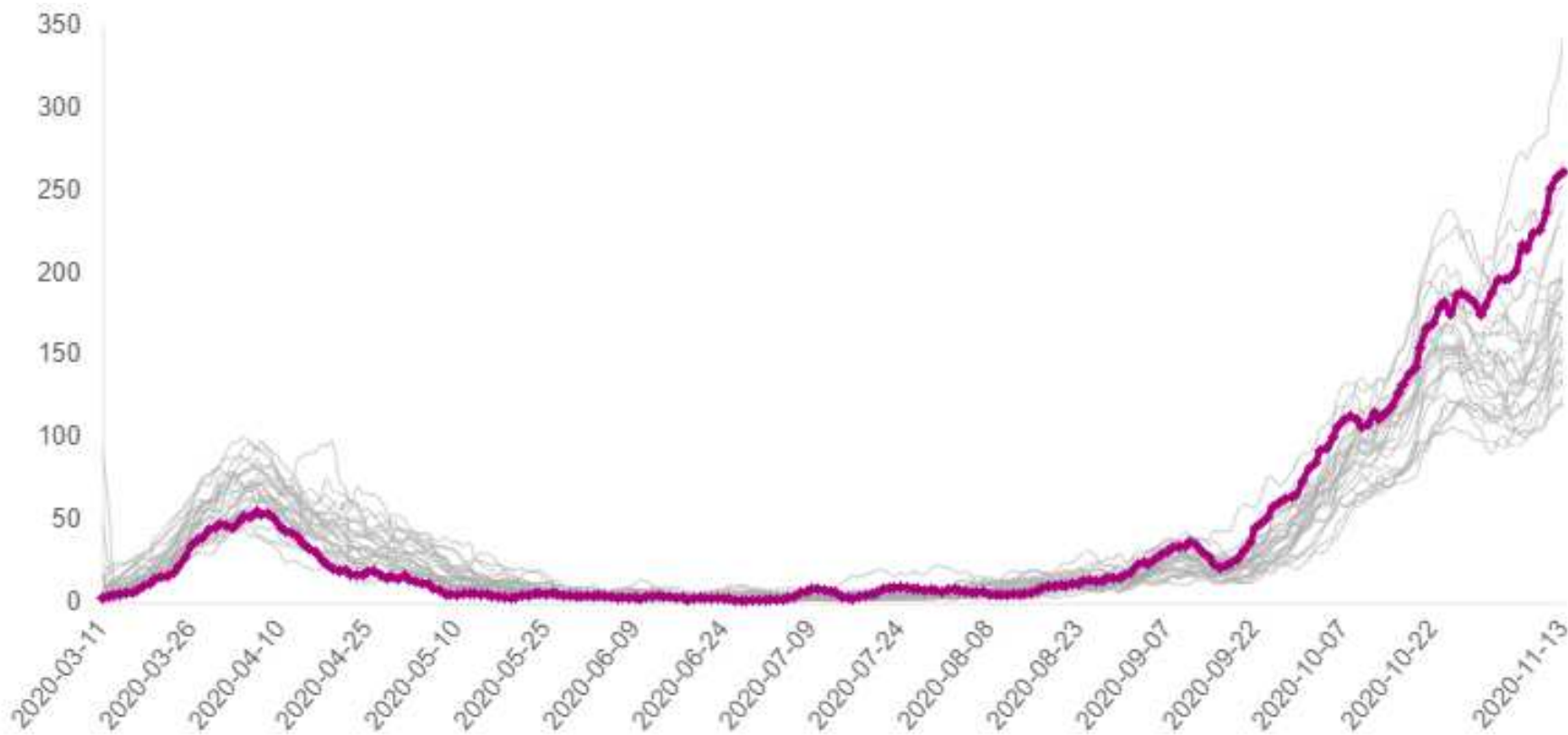


Weekly incidence of COVID-19



Tower Hamlets rolling weekly rates vs rest of London:

Page 74



Rate of increase starting to slow

TH consistently in highest third

Higher levels in South Asian ethnicity

Higher in most deprived groups

Particularly sharp rise in 16-29

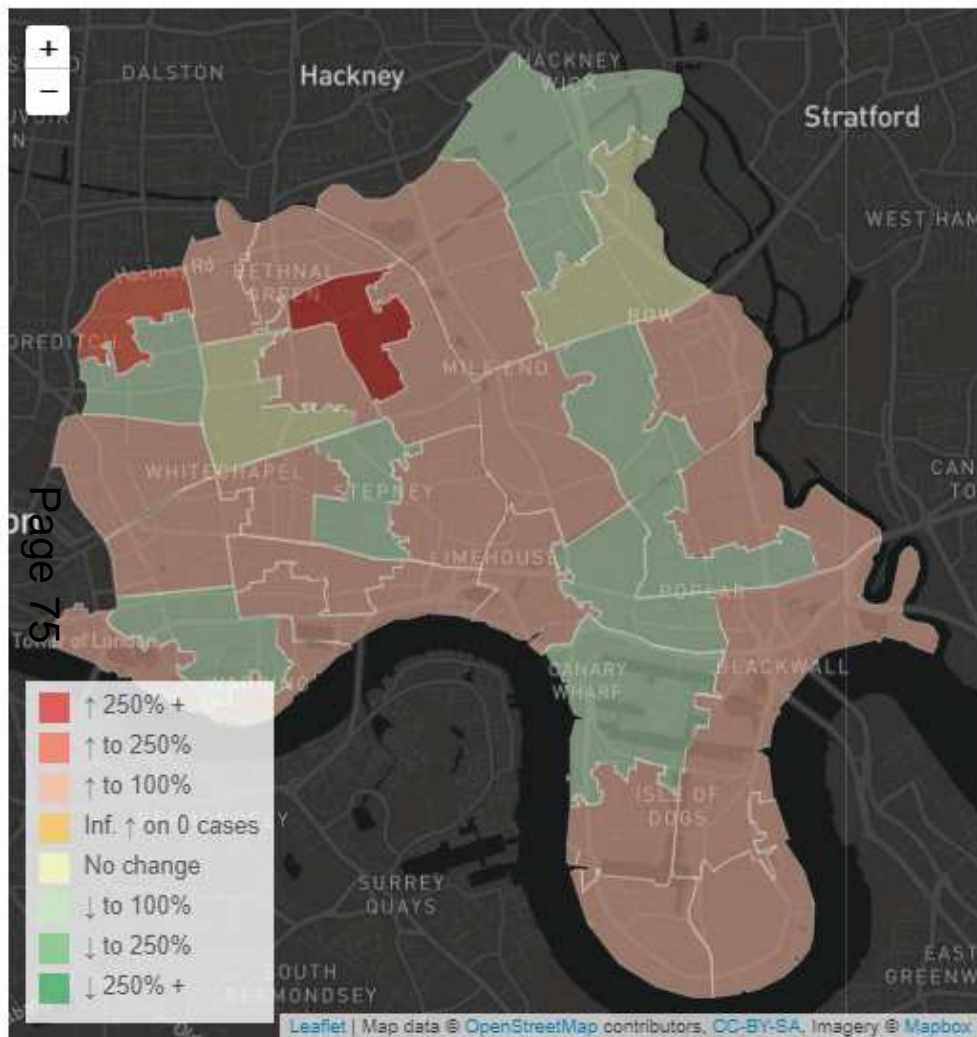
Hospital pressures increase slowly

Source: PHE Covid-19 Situational Awareness Explorer. Data is for up to 14th November. The last four days may be incomplete due to lags in reporting.



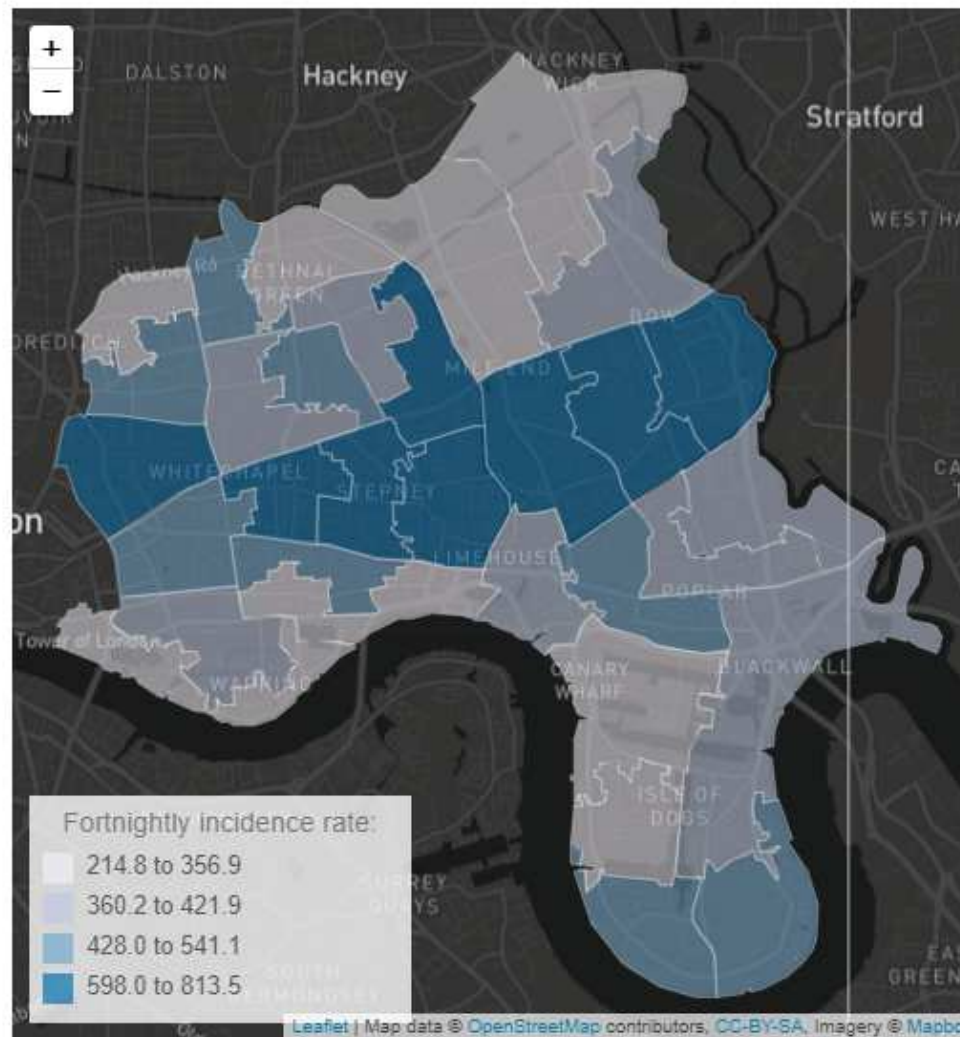
Change in number of cases by MSDA:

Number of cases for w/c 8th Nov compared to number of cases w/c 1st Nov



Fortnightly incidence rates by MSDA:

Based on specimens taken between 1st Nov and 14th Nov



Source: PHE Covid-19 Situational Awareness Explorer. Data is for up to 14th November. The last four days may be incomplete due to lags in reporting.



Local Outbreak Control Plan Priorities

Policy

- Lockdown and coming out of lockdown
- New technologies
- Rapid testing
- Vaccination

Page 76

Safe Place

- Testing
 - Local testing sites
 - Primary care testing
 - **Mass testing piloting**
- Ongoing compliance
- High risk locations
 - Care homes
 - Student residences
 - Schools
 - Workplace

Safe communities

- Resident led engagement
 - Covid Champions
 - Targeted outreach
 - Bangladeshi
 - Somali
 - Disability

Safe individuals

- **Vaccination**
- Local test and trace
- Clinically extremely vulnerable
 - Advice
 - Support for self isolation
- Ongoing comms

Managing lockdown and planning for lifting of lockdown



Mass testing (Targeted Asymptomatic Testing)

- Enables results in 30mins
- 100,000 tests would find
 - 630 positives of which 230 would actually have COVID-19
 - 400 would have negative results but would actually be positive
- Objectives
 - Protect highest risk
 - Find more cases
 - Enable normal life to continue
- Range of national and regional pilots/rollout
 - Schools, care homes, healthcare staff, universities
- Local authority pilots
 - 10,000 tests being delivered initially
 - Care homes, hostels, LD accommodation, universities, schools, businesses?



Vaccination

- Range of effective vaccines becoming available
- Interim prioritisation criteria have been set out
 - Phase 1 – primary care
 - Care home and care home staff
 - Over 80s
 - 65 to 80 year olds and clinically high risk
 - Phase 2 – mass vaccination
 - 50-65
 - Rest of population
- Expectation of preparedness for Phase 1 by start of Dec
 - Uncertain when vaccines available as further safety testing needed
- Issues
 - Capacity of systems to mobilise
 - Public confidence



Post lockdown

- Lockdown is expected to end 2nd December
- Expectation that England will return to tiered system
- Nationally and London there is a plateauing in rate and healthcare pressures
- Policy questions
 - What tier will London move into?
 - Tiering restrictions may be different (eg for clinically extremely vulnerable)
 - What restrictions will apply over festive season?
- Issues
 - Communications on new restriction
 - Behaviours (esp particularly immediately post lockdown)
 - New context of rapid testing and expectations of vaccine



Regional Tiering



Tier	Social Contact	Education	Economy	Activities
<p>Tier 1 Medium</p>	<ul style="list-style-type: none"> • Rule of 6 indoors and outdoors in all settings • Overnight stays permitted subject to social contact rules • Residential care settings open to visitors with extra precautions/provider guidance 	<ul style="list-style-type: none"> • Schools, FE open and universities open with appropriate restrictions 	<ul style="list-style-type: none"> • WFH where possible • Shopping and retail open • Hospitality open with some restrictions e.g. 10pm closing time/table service only • Health services open 	<ul style="list-style-type: none"> • No travel restrictions with area, avoid travel to Very High area where possible • Places of worship open subject to social contact rules • Organised sport in outdoor settings. Indoor sport must follow social contact rules • Youth clubs/activities open • Childcare open • Leisure & gyms open
<p>Page 80 Tier 2 High</p>	<ul style="list-style-type: none"> • 1 household/bubble indoors • Rule of 6 outdoors • Overnight stays permitted subject to social contact rules • Residential care settings closed to external visitors other than exceptional circumstances 	<ul style="list-style-type: none"> • Schools, FE open and universities open with appropriate restrictions 	<ul style="list-style-type: none"> • WFH where possible • Shopping and retail open • Hospitality open with some restrictions e.g. 10pm closing time/table service only • Health services open 	<ul style="list-style-type: none"> • Reduce journeys where possible, avoid travel to Very High area where possible • Places of worship open subject to social contact rules • Organised sport in outdoor settings. Indoor sport must follow social contact rules • Youth clubs/activities open • Childcare open • Leisure & gyms open
<p>Tier 3 Very High</p>	<ul style="list-style-type: none"> • 1 household/bubble in most locations indoors & outdoors • Rule of 6 applies in public outdoor settings like parks • Overnight stays are advised against in other parts of UK, or in Very High areas • Residential care settings closed to external visitors other than exceptional circumstances 	<ul style="list-style-type: none"> • Schools and FE open • Universities open with appropriate restrictions and option to move to greater online provision 	<ul style="list-style-type: none"> • WFH where possible • Shopping and retail open • Pubs/bars must close except where operating as restaurant • Health services open 	<ul style="list-style-type: none"> • Reduce journeys where possible, avoid travel in and out of area except for work/education • Places of worship open subject to social contact rules • Organised sport in outdoor settings. Indoor sport must follow social contact rules • Youth clubs/activities open • Childcare open • Leisure & gyms subject to local consultation

<p>Overview and Scrutiny Committee</p> <p>23 November 2020</p>	
<p>Report of: Sharon Godman, Divisional Director for Strategy, Policy and Performance</p>	<p>Classification: Unrestricted</p>
<p>How the council is engaging and communicating with residents in Covid 19</p>	

Originating Officer(s)	Adam Boey, Corporate Strategy and Policy
Wards affected	All wards

Summary

This cover report accompanies the presentation slide deck: How the council is engaging and communicating with residents in COVID-19.

The contents of the slide deck include:

- Background and context: TH Plan, Strategic Plan, Corporate Communications Strategy, Consultation and Engagement Handbook
- Communications – channels, audiences, COVID-19
- Consultation Hub and guidance
- Areas of Improvement and Digital Exclusion

Recommendations:

The Overview and Scrutiny Committee is recommended to:

1. Review the accompanying presentation in order to inform discussion for the next Overview and Scrutiny Committee meeting.

This page is intentionally left blank

How the council is engaging and communicating with residents in Covid 19



Background

- Tower Hamlets Plan – sets out our ambition of working ‘together’ with the community and to have ‘active communities’
- Strategic Plan Outcome 8 and 9
 - People feel they are part of a cohesive and vibrant community
 - People say we are open and transparent, putting residents at the heart of everything we do
- Corporate Communications Strategy 19/20 – 21/22
 - Expanding from broadcast to two way engagement
 - Telling our story
- Consultation and Engagement Handbook
- Financial context and impact of Covid on consultations
- Difference consultations makes to decision making
- Improving consultation standards - one approach



What makes good communications

Executive summary

This is a corporate strategy for the whole council. Every officer and member should read it and apply it to their work.

Communications is a centralised service and a key strategic function to advise, guide and amplify the work of services and the corporate work of the mayor and the council's cabinet.

On a basic level, by working in partnership with services, we can help to tell our story and improve the reputation of the council.

If involved at an early stage, communications can help services to achieve better outcomes, raise awareness and affect behaviour change for targeted audiences.

We can also help to identify, prevent and mitigate risks before they become a crisis.

There are three key ingredients to good communications – the right audience, excellent content and channels to put them on. If one of these is missing, communications will not be effective.



We also need to prioritise our work based on the best impact for the biggest target audience.

How we continue to improve these ingredients is outlined in this plan.

Evolution of communications

Last year, the theme of the communications strategy was telling our story. We have made a great start but there is much more to do as a council and as a place.

While that remains a key activity, we are also introducing a new theme this year – to move from broadcast communications to conversations and two-way engagement with residents and businesses.

They are likely to feel more engaged and have more trust in the council if they have the opportunity to talk to us, give their views and be listened to.

This is not a quick process. That is why this communications strategy looks over three years rather than one. It will still be refreshed every year.

These two themes become the objectives of this strategy:

- 1. To expand from broadcast communications to conversations and two-way engagement.**
- 2. To tell our story as a council and as a place – helping to improve our reputation.**

Everything we do will follow the Smarter Together principles of better **partnership** working and the use of **digital** technology to achieve better **outcomes** for the council.

We will use research and evidence to plan and evaluate our work.



Views of our comms

Since we rebuilt the Communications Service in 2017 we base everything on measurement.

- Council keep residents informed rating: 72%
- 92% adults in the borough have access to the internet (ARS 2018)
- Online audience: Was 22k in 2017. Now 150k+
- Staff: 71% well informed; 80% use TH Now; 79% use intranet
- Residents feel involved in decisions: 62% (Not just comms)



Channels (main ones)

Digital

- Granicus newsletters – 108,871 subscribers, 50,593 to council newsletter
- Social media – 46,224 followers
- Website
 - 850k to 900k visits per quarter
 - 56,784 registered form users
- Consultation Hub – 3,442 registered users, 32,960 visits in Q2
- Virtual events – Mayor’s Question Time
- Next Door – 40,000 users in Tower Hamlets

Hard copy/traditional

- Our East End
- Door drops
- Advertising – CIPs, billboards, banners, In Link, lamp posts, social media.....
- Media including Bengali media



Audiences - Granicus

Granicus is our segmented newsletter and stakeholder database.

Page 88 People choose to subscribe. They will unsubscribe unless content is good and relevant.

By segmenting our audience we do other things with that audience such as cocreate or consult for a better borough

Pre-Covid subscribers (Q3 19/20) – 58k total, 27k corp resident

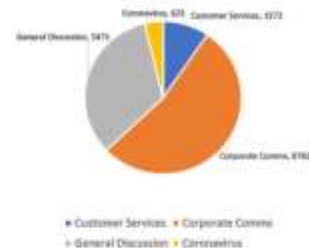
Active council newsletters in Granicus system	Subscriptions – end Q1	Subscriptions – end Q2	% increase over quarter	Newsletters sent during Q2
Arts and events highlights	4,810	5,315	10%	2
Arts news and information	1,553	1,605	3%	6
Ask the Mayor	189	360	90%	3
Bengali arts	117	113	-3%	11
Bengali newsletter	505	559	11%	11
Business and skills	3,420	3,902	14%	4
Children and education (includes stakeholders)	2,681	2,470	-8%	40
Community safety	817	919	12%	1
Covid-19 community champions	-	170	New in Q2	0
ESOL Hub	90	92	2%	3
Governance partners (stakeholder list)	228	223	-2%	8
Headteachers' bulletin	-	246	New to Granicus in Q2	5
Health and wellbeing - coronavirus (includes stakeholders)	2,466	2,543	3%	18
Idea Store	10,834	18,830	74%	1
Idea Store learners	2,168	2,158	0%	1
Internal: Children and Culture directorate	-	1,334	New in Q2	1
Liveable Streets - Barkantine	805	865	7%	0
Liveable Streets - Bethnal Green	1,074	1,146	7%	1
Liveable Streets - Bow	1,519	1,585	4%	3
Liveable Streets - Brick Lane	786	849	8%	1
Liveable Streets - Old Ford Road West	459	544	19%	2
Liveable Streets - Shadwell	603	700	16%	1
Liveable Streets - Wapping	1,184	1,239	5%	1
Local History	3,072	3,175	3%	2
Place partners (stakeholder list)	191	186	-3%	8
Planning applications and updates	895	972	9%	14
Residents' e-newsletter	45,803	50,593	10%	18
Severe weather updates	942	998	6%	1
Sport and physical activity	1,698	1,757	3%	0
Victoria Park	2,093	2,177	4%	1
Wapping bus gate	502	500	0%	1
Young WorkPath	675	746	11%	1
Total (engaged subscriptions)	92,179	108,871	18%	
Total unique engaged subscribers (individual residents/stakeholders)	69,290	75,104	8%	



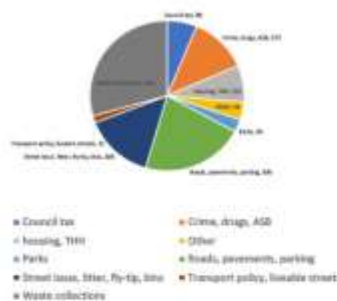
Audiences – Social Media

Key Indicator		Q1	Q2	% change
Facebook	Page followers	9,930	7,191	+ 3.7
	Total reach	895,573	837,277	- 2.1
	Total post engagements	54,456	32,894	+ 54.3
	Paid post engagements	43,312	5,028	- 88.3
	Paid reach	68,800	573,498	+ 821.0
	Followers	23,428	24,325	+ 3.4
Twitter	Total impressions	5,405,888	2,347,538	- 59.7
	Total engagements	307,090	79,409	- 73.5
	Paid impressions	32,226	129,379	+ 302.7
	Paid engagements	387	12,25	+ 319.1
	Followers	4,090	4,457	+ 9.2
Instagram	Post impressions	45,137	20,427	- 41.4
	Post reach	40,481	34,635	- 38.6
	Story impressions	5,159	2,348	- 54.6
	Instagram video views	2,192	822	- 62.9
	Total Facebook video views	83,144	37,126	- 54.8
Videos	Paid Facebook video views	42,103	24,370	- 37.6
	Total Twitter video views	38,378	35,313	- 98.9
	Paid Twitter video views	19,001	N/A	N/A
	LinkedIn video views	12,028	2,480	- 79.3
	YouTube views	58,700	48,755	- 17.7
	Total video views across channels (paid and organic)	754,632	124,026	- 98.4
	Followers	44,955	46,224	+ 4.8

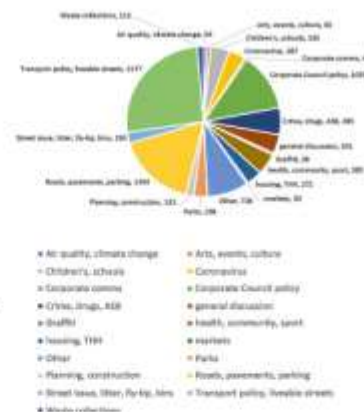
Overall



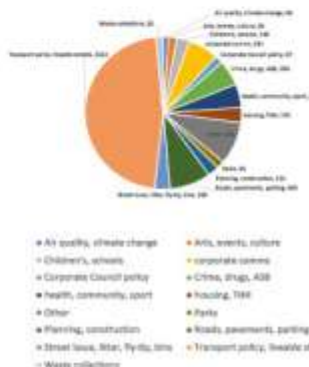
Customer service



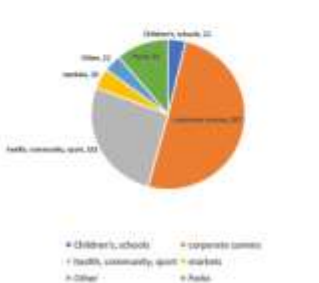
Corporate communications



General discussion



Coronavirus



	Q1	Q2	% Change
Total incoming messages	24,147	17,429	- 27.8
Total tagged messages	15,550	15,731	+ 1.0
Corporate communications	7,968	8,722	+ 9.4
Customer service	966	1,522	+ 57.5
General discussion	2,630	5,470	+ 107.9
Covid-19	5,543	623	- 88.7



Audience - Website

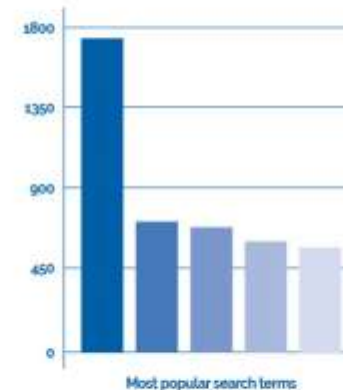
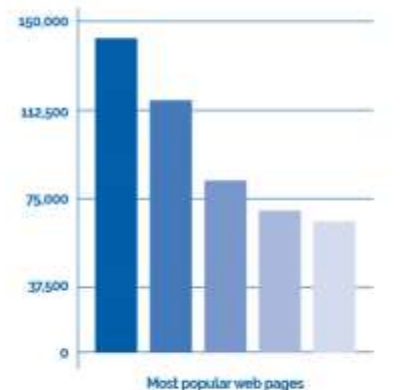
- 56,784 registered Firmstep form users

(Note: Firmstep bought by Granicus last year)

	July	August	September	Q2 total
Visits 2020	298,616	282,688	296,054	877,358
Visits 2019	244,555	240,413	269,414	754,382
Percentage change	18.4%	20.4%	7.5%	16.3%

Page readability	Pages	% of total	
Very easy (10-11 years old)	10	0.3%	21.0%
Easy to read (11-12 years old)	20	0.6%	
Fairly easy to read (12-13 years old)	94	2.7%	
Plain English (13-15 years old)	602	17.4%	73.9%
Fairly difficult (15-18 years old)	797	23.0%	
Difficult to read (18-19 years old)	1491	43.1%	
Very difficult to read (19 years old)	270	7.8%	
No readability score	163	4.7%	4.7%

Top five

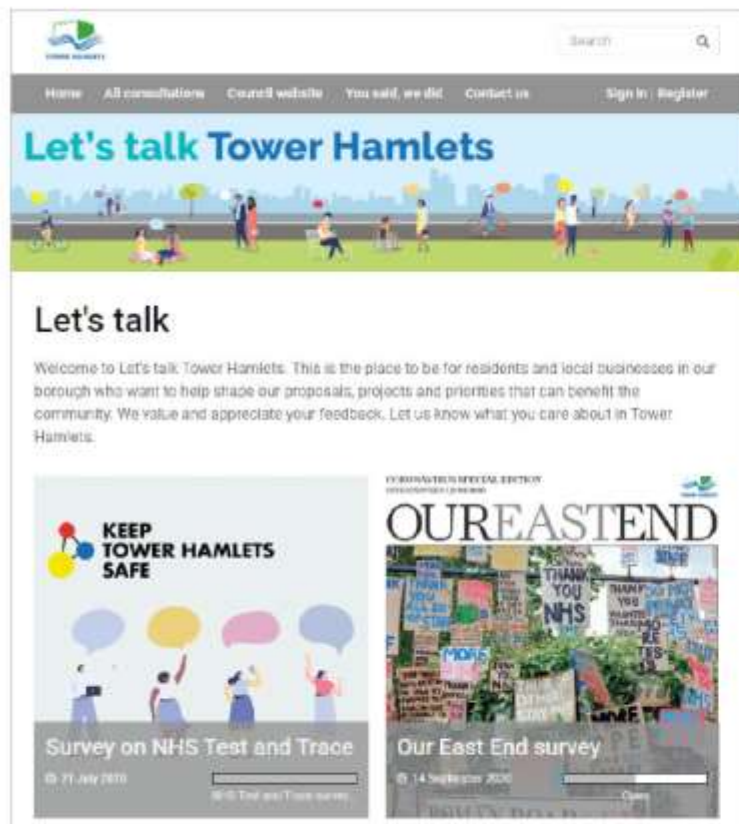


- Parking permits
- Resident parking permits
- Visitor parking vouchers
- Your council tax
- Manage your Council Tax

- Council tax
- Jobs
- Parking
- Planning
- Bulky waste



Audience – Consultation Hub



New projects in Q2, listed by date published:

- Liveable Streets Bow, 1 July
- Survey on NHS Test and Trace, 21 July
- Arnold Road, 11 August
- Liveable Streets Barkantine, 17 August
- East of the Borough and Lower Lea Valley Area Action Plan, 20 August
- Ask the Mayor event registration, 20 August
- South Dock Bridge - developed design stage, 24 August
- Violence, Vulnerability and Exploitation strategy, 24 August
- Central Area Good Growth - Supplementary Planning Document, 26 August
- Gill Street - new council homes, 26 August
- Edward Mann Close - new council homes, 27 August
- Selective Licensing Scheme consultation, 28 August
- Queen Mary University Mile End Campus - Supplementary Planning Document, 3 September
- Ask the Mayor event feedback, 3 September
- South Poplar Masterplan - Supplementary Planning Document, 8 September
- Walter Terrace - new council homes, 11 September
- Our East End survey, 14 September
- Smithy Street - new council homes, 23 September
- Tower Hamlets Black, Asian and Minority Ethnic Inequalities Commission, 25 September
- Changes to the B1 and B2 parking zones, 30 September

Participation to date:

- 3,442 new site registrations
- 32,960 overall visits to the site, including:
 - 3,509 from engaged participants
 - 12,013 from informed participants
 - 22,486 from aware visitors

Top five most engaged with projects during Q2*:

- 1 Liveable Streets Bow – 2,614 engaged participants (17.7%)
- 2 Idea Store Learning - online courses – 202 engaged participants (29.6%)
- 3 Liveable Streets Bethnal Green – 168 engaged participants (10.3%)
- 4 Selective Licensing Scheme consultation – 165 engaged participants (14.6%)
- 5 Virtual Ask the Mayor – 160 engaged participants (27.4%)



Audiences - Internal

- Around 50% of our staff live in the borough

Internal communications highlights:

	April	August
Staff that feel well informed	80%	71%
Staff using the intranet as main channel to stay informed	80%	81%
Staff using th now as main channel to stay informed	79%	80%

Internal all staff newsletter

Key indicator	3 July	9 July	16 July	23 July	30 July	6 Aug	13 Aug	20 Aug	27 Aug	4 Sept	10 Sept	17 Sept	24 Sept
Open rate	43%	40%	39%	40%	39%	47%	47%	40%	44%	43%	44%	41%	43%
Top three most popular items	1 CE Message	CE Message	CE Message	CE Message	CE Message	CE Message	Neville Murton, on behalf of the CE	Denise Radley, on behalf of the CE	Ann Sutcliffe, on behalf of the CE	Our financial position	CE Message	CE Message	CE Message
	2 TOWER Rewards	Click and collect	TOWER Rewards	Phased reopening	Car parking changes	Industrial action	Face coverings	Employee spotlight	Team spotlight	CE Message	Covid-19 cases increase in TH	Team spotlight	Employee spotlight
	3 Return to work	TOWER Rewards	My annual review	IT Update	Focus on your wellbeing	Test and trace	Financial advice available for staff	Our new intranet: The Bridge	Individual risk assessments	Employee spotlight	Flujab	Corporate Mandatory Learning Programme	New national restrictions to stop Covid-19



Covid Communications - Digital

- **Newsletters:** Daily for many weeks, Bengali newsletter introduced, Members and MP Bulletins
- **Films:** Different languages with Covid advice, also #TowerHamletsTogether film with partners had 71,235 views
- **Whatsapp and social media messages:** For members and residents to share – translated into Bengali and Somali
- **Webpages**
 - Dedicated Covid section set up on our website for businesses, residents and partners
 - Hundreds of webpages changed to reflect service changes including setting up new pages and forms for residents and businesses to apply for support



Covid Communications - Traditional

- **Advertising:** Negotiated free advertising on digital screens, as well as using our own channels
- **Leaflet drops** – Two for all residents, targeted ones for residents and businesses in different languages, leaflets in food deliveries
- **Phone line:** To support vulnerable residents
- **OEE** – June Covid special; ongoing focus in Sep and due in Dec
- **Banners and posters** – In different languages targeted to certain areas. For example, Victoria Park and high streets
- **Communications Pandemic Group** – Housing providers, QMU, Barts, CCG, GP Group, CWG, Interfaith Forum, ELBA, colleges, Spotlight, THVCS – share messages to their audiences.



Progress in implementing new consultation hub and guidance



Consultation Hub

Progress

- Introduced in March 2020
- 39 Consultations or surveys
- 3,442 registrations
- 32,960 overall site visits
- 28 Superusers trained
- Interfaced with Granicus in October

Next:

- Continue to build audience and train officers on standards and hub use
- Create a Let's Talk Consultation Panel



Policy and Engagement

- Roll out of Engagement and Consultation Handbook - 3 staff training and 2 Members' briefing sessions
- Stakeholder mapping embedded in Guidance e.g. Community engagement forums
- Working with partners
- Test and Trace/Covid-19 engagement programme



Areas of improvement and digitally excluded



Areas of Improvement / Digitally Excluded

- Reality: Our budgets are reducing
- Improvements: Continue to build our audiences. Focus on good content and measurement, connect existing platforms to new CRM system
- Improvements: Look for new ways to engage a new audience such as Next Door
- Digitally excluded
 - Networks – families, places of worship, schools, day centres, Idea Stores, communities, members
 - Partners – share content with partners who have better networks
 - Services – Targeted leaflets, door drops and face to face engagement by services including translated material
 - Other ideas – improve digital literacy



This page is intentionally left blank

Tower Hamlets communications strategy 2019/20 to 2021/22

Page 101



Contents

Executive summary	3
Context and aims	4
Where we are now – as a council	5
Where we are now – as a place	6
How we improve	7
Our place narrative	10
Our corporate narrative	12
Goals for the whole council	14
How will we achieve our goals	16
Campaigns	18
Our channels	19
Our campaigns	20

Executive summary

This is a corporate strategy for the whole council. Every officer and member should read it and apply it to their work.

Communications is a centralised service and a key strategic function to advise, guide and amplify the work of services and the corporate work of the mayor and the council's cabinet.

On a basic level, by working in partnership with services, we can help to tell our story and improve the reputation of the council.

If involved at an early stage, communications can help services to achieve better outcomes, raise awareness and affect behaviour change for targeted audiences.

We can also help to identify, prevent and mitigate risks before they become a crisis.

There are three key ingredients to good communications – the right audience, excellent content and channels to put them on. If one of these is missing, communications will not be effective.



We also need to prioritise our work based on the best impact for the biggest target audience.

How we continue to improve these ingredients is outlined in this plan.

Evolution of communications

Last year, the theme of the communications strategy was telling our story. We have made a great start but there is much more to do as a council and as a place.

While that remains a key activity, we are also introducing a new theme this year – to move from broadcast communications to conversations and two-way engagement with residents and businesses.

They are likely to feel more engaged and have more trust in the council if they have the opportunity to talk to us, give their views and be listened to.

This is not a quick process. That is why this communications strategy looks over three years rather than one. It will still be refreshed every year.

These two themes become the objectives of this strategy:

- 1. To expand from broadcast communications to conversations and two-way engagement.**
- 2. To tell our story as a council and as a place – helping to improve our reputation.**

Everything we do will follow the Smarter Together principles of better **partnership** working and the use of **digital** technology to achieve better **outcomes** for the council.

We will use research and evidence to plan and evaluate our work.

Context and aims

This strategy supports Tower Hamlets' strategic plan 2018-21, along with the mayor's priorities.

The strategic plan is based on three priorities:

1. People are aspirational, independent and have equal access to opportunities.
2. A borough that our residents are proud of and love to live in.
3. A dynamic outcomes-based council using digital innovation and partnership working to respond to the changing needs of our borough.

Within the strategic priorities, the mayor has a particular focus on:

- Cleaning up our streets and cleaning up our air.
- Tackling the housing crisis.
- Putting young people and families at the heart of what we do.
- Reducing poverty, inequality and improving health.
- Making Tower Hamlets safer.

Resident priorities:

We also know the top ten areas of personal concern:

1. Crime
2. Lack of affordable housing
3. Litter
4. Not enough for young people to do
5. Rising prices/interest rates
6. Levels of air pollution
7. Traffic congestion
8. Number of homeless people
9. Quality of health service
10. Level of Council Tax

Source: 2018 Annual Residents' Survey

Continuous improvement:

Below are some recommendations from external reviews that communications can help deliver:

Investors in People

- Improve change management – offer staff two-way engagement and build closer relationships between CLT, service heads and staff.
- Continue to work on the narrative of transformation ensuring that the language used is accessible for staff.
- Improve line management – supported by good engagement and communication with staff award and recognition of good work.

Peer review

- Increasing the pace of change.
- Continue to promote and embed behavioural and culture change.
- Promote pride in place and address issues of place branding.
- Promote the council's aspirations for the borough.

Where we are now – as a council

We know that satisfaction levels for our residents and staff are linked to factors including how well informed they feel, being listened to and levels of customer service.

The latest annual residents' survey shows that residents feel more informed – an increase of 5 per cent over the past year to 76 per cent.

When it comes to measurement of internal communications, 51 per cent of staff feel informed about the council and 67 per cent feel informed within their teams.

External communications

28,294 subscribers to council newsletters through our Granicus system



12,350 subscribers to our corporate newsletter (up **115%** in 18/19)



31,236 social media followers – **28%** increase from 17/18



18,700 registered residents on the Firmstep online self-service platform



3,168,952 annual visits to our website (15.38% up from last year)



44% of residents say they read Our East End – out of **135,000** delivered each quarter



Corporate reputation

73% of residents feel informed about what the council is doing



62% feel involved in making decisions



59% feel the council listens to concerns of residents



74% say they trust the council



63% are satisfied with the way the council runs things



Internal communications

62% is the average open rate for the now internal newsletter



60% is the average open rate for the Managers' Briefing newsletter



1,416 staff signed up to Yammer (online staff platform)



Where we are now – as a place

Research into our place campaign has shown that there are misconceptions among Londoners about what is in Tower Hamlets. There are also negative perceptions about the borough. These are issues we can address by telling our Tower Hamlets story with partners and stakeholders.

The Tower Hamlets Partnership will have an important role to play in both telling our story and encouraging their partners and stakeholders to do the same.

We will also start building relationships with the hundreds of organisations in Tower Hamlets, including key visitor destinations such as the Tower of London and Museum of Childhood, that are powerful advocates for promoting our borough. This new stakeholder list will be kept on our Granicus system (see page 7).

17% of Londoners feel Tower Hamlets has a good reputation



23% of Tower Hamlets Partnership staff feel the borough's reputation is positive



29% of significant shared stories on social media about Tower Hamlets are from alt-right websites



75% of Tower Hamlets Partnership staff think the borough's reputation has improved in recent years.



46% of Londoners think the borough's reputation has improved in recent years.



79% of Tower Hamlets Partnership staff feel great things are happening that people don't know about.



We have ready-made advocates

54% of Tower Hamlets Partnership staff would speak to family and friends about the borough



44% of Tower Hamlets Partnership staff would sign up to regular updates on a place campaign



How we improve

1. Expanding from broadcast communications to conversations and two-way engagement

Last year 73 per cent of residents said they felt informed by the council (up 5 per cent).

62 per cent felt they were involved when the council made decisions, 74 per cent said they trusted the council and 63 per cent said they were satisfied with the council.

While we will continue to improve broadcast communications, we can make a much bigger impact if we focus more on talking and listening to our residents. The benefits can include higher rates in satisfaction and trust.

This year we will change our approach around three key pillars of engagement – consultation, online stakeholder engagement and face-to-face engagement. With residents' permission, these pillars can cross-promote each other and create the foundation for an online community that we can engage with again and again.

The more mass engagement we can do to reconnect with our residents and businesses, the bigger audiences we can build.

Consultation hub

We will introduce a consultation hub for the council to use. The hub will ensure a consistent standard

of consultation, house all consultations in one accessible place and provide greater insight with data and intelligence gained from consultations available for the whole organisation to use.

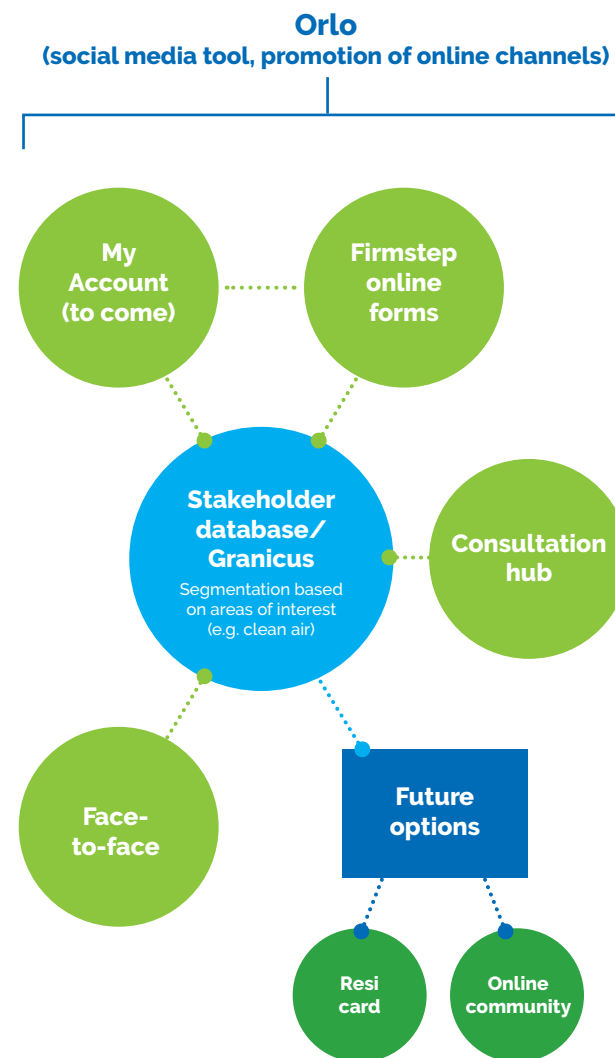
The hub will also complement our existing Granicus (email and text) system by offering people who take part in a consultation the chance to sign up for information about particular issues, or council communications as a whole.

Online stakeholder engagement

Currently, stakeholder lists are owned by services which means, in most cases, communications cannot use them.

This year, the communications team and strategy, policy and performance team will begin to create a GDPR-compliant stakeholder database for the whole council.

We already have a foundation to build on. Currently, 28,294 are subscribed to council newsletters through our Granicus system. The system keeps a database of stakeholders and can segment them projects based on their area of interest or geographic location. It allows services to produce their own newsletters or other electronic communications on a particular subject to a dedicated and engaged audience, which then can be contacted for consultations or campaigns in that area. This will help co-create and solve problems together.



Granicus has just acquired Firmstep, the software used by the council for our online forms, so there is a possibility of greater synergy there.

Face-to-face engagement

Some of our most successful engagement last year was on our streets or at summits. Both the budget and waste strategy consultations included physical stalls, as did events such as the Mela. They provided residents with an opportunity to learn about issues and give their views. They also showed the council in the community and provided a great opportunity to sign residents up to ongoing communications.

We should increase this work. While some of it can be supported by the communications team, it will involve services providing the resource of council officers operating the stalls and talking to residents about their projects.

Orlo (social media management)

Orlo is our new social media management tool which measures performance of both corporate posts and interactions along with customer service responses. Orlo will also help to promote our online channels including soon-to-launch My (customer) Account, Granicus, consultation hub and corporate communications activity including events.

Future opportunities

Sign-ups to both the consultation hub and Granicus will be promoted through our campaigns and social media channels. We are working with IT and customer service to ensure the data can be used for future systems. There are great opportunities for synergies as the council goes digital with services.

My Account, which is due to go live this year, will be a place where residents can access their services and latest information online. The consultation hub, our newsletters and My Account should all connect to each other to allow for the creation of a network of residents who are segmented by themes such as location and interests.

For example, someone that has a green garden waste service on My Account may be interested in environmental consultations and communications. This will help us to achieve better outcomes by nudging behaviour change, contacting residents for research and to create campaigns together.

Planning is also looking for better ways to engage with residents. We are keen to work with them to connect planning engagement to this centralised system.

2. To tell our story as a council and as a place – helping to improve our reputation

Tower Hamlets is also an amazing place, with a spectacular set of assets that should be the envy of any place in the world.

Yet we often find ourselves often being referred to in a negative light and, over time, the Tower Hamlets brand can become damaged.

Councils need to build their brand to improve performance. A brand builds recognition, trust, respect and professionalism.

(Local Government Association)

Our brand as a council is linked to Tower Hamlets as a place, so having a well-respected brand can not only help to improve our performance but it can also create opportunities and civic pride for our residents and businesses.

Improving our brand

A brand can't just be a promise, it must be a promise delivered. That's why everyone in the council is responsible for our brand. We will improve it through:

Better customer experience

In the digital age, one customer can reach hundreds of thousands of people. Our reputation is based on customer experience.

Communications must be at the heart of our customer service to ensure:

- Our website facilitates digital transactions and engagement, is informative and is easy to navigate.
- Our brand and messages are present throughout our physical and virtual world.
- Key reputational issues are picked up and dealt with quickly.

Brand recognition – use of our new guidelines by all services

Our brand should run through everything we do. It is our identity. It shows people everything the council does and the connections between services and our borough.

Our brand guidelines were last updated in 2007. This summer we will publish new brand guidelines along with a new writing style guide. These guidelines will create a look and feel that can be applied to everything from uniforms, street signage, vehicles and publications.

We have a number of opportunities coming up within services to apply our new guidelines – giving the council a fresh and co-ordinated look and feel.

Managers must ensure that all council officers apply the brand guidelines and house style in their work with the help of the communications team.

Everyone uses our narratives

If we are not telling our story someone else will. Tower Hamlets has become an easy target.

To help tell our story, we have both a corporate and place narrative for officers and members to use and build on.

They should:

- Ensure the corporate and place narratives are embedded in all strategies and plans.
- Use social media, events and everyday conversations to spread good news.
- Let communications know about milestones and new outcomes to tell our story.
- Be thought leaders by writing in trade publications and talking at events.

Our place narrative

Tower Hamlets – the place

Tower Hamlets offers the best of London in one borough. The new East End that epitomises both the capital's past and its future.

London has been moving east, and Tower Hamlets is now at its heart.

While Tower Hamlets represents a young, vibrant modern city, our history comes from being the hamlets of the Tower of London.

This mix of old and new, combined with award-winning parks, international cultural destinations, world class learning institutions and one of the largest economies in the UK, makes Tower Hamlets one of the most popular places to live, work, study and play.

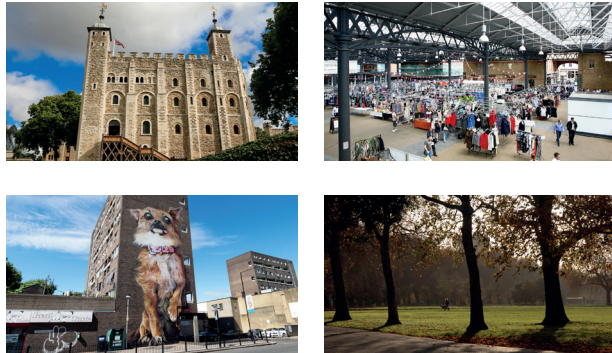


We are one of the fastest growing and most densely populated places in the UK

- Our population has grown by almost 20 per cent since 2011 to 308,000 – it is expected to reach 365,200 by 2027 (19 per cent increase).
- We have fantastic transport links – 26 London Underground and DLR stations serving seven lines including Crossrail – the second highest of any London borough.
- More homes built here than almost anywhere else
- We are a young borough – the average age is just 31 and 46 per cent of our population are aged between 20 and 39.

We are home to international business districts which generate the third highest economic output in the UK

- Canary Wharf has 120,000 people working in 37 office buildings, 300 shops, cafés and restaurants and more than 200 cultural events every year.
- City Fringe includes Whitechapel, Aldgate and Spitalfields. It is being developed to support London's financial sector, the growing digital-creative businesses in Tech City and has plans for a world-class life science centre.



We host some of London’s best destinations

- Historic attractions including the Tower of London, the V&A Museum of Childhood and the Museum of London, Docklands and Tower Bridge.
- Over 120 parks including Victoria Park, voted London’s most loved park, and part of Queen Elizabeth Olympic Park.
- World famous markets including Spitalfields, Columbia Road and Petticoat Lane. Brick Lane is a melting pot of food and culture, everything from renowned curry houses and Jewish beigel shops to the Old Truman Brewery with its own market.
- Major music festivals and events such as All Points East, the Mela and the London Marathon.
- World class culture with 22 art galleries including the Whitechapel Gallery, amazing street art and venues such as Wilton’s Music Hall and Rich Mix.

We are a centre for world class learning and innovation

- Queen Mary University of London is one of the top universities in the country and helping to create a life science centre in Whitechapel.
- Barts NHS Trust hospitals train more than 4,000 people at any one time for medical careers.
- Two million visits a year to the borough’s eight Idea Stores and libraries.
- The Government Digital Service is driving cutting-edge innovation from its headquarters in Whitechapel.
- The Sir John Cass School of Art, Architecture and Design in Whitechapel (London Metropolitan University).

We are a world borough with a proud history of diversity and equality

- Over 137 languages are spoken – 43 per cent of residents were born in over 200 different countries.
- 86 per cent of residents say they get on well with one another.
- Our residents fought fascism in the Battle of Cable Street and the roots of the Suffragette movement are in Roman Road.
- The London Docks were the drop-off point for immigrants to the UK as well as being the centre of world trade.

Note: We will launch a Tower Hamlets place campaign this year with our partners and, as a result, this narrative may evolve.

Our corporate narrative

Council story

Tower Hamlets Council supports the UK's most dynamic place.

We are working to make our borough a safer, cleaner and fairer place to live.

We have one of the fastest growing populations in the UK with more homes being built here than almost anywhere else. Our average age is just 31.

Our economy has the third largest output in the UK with 291,000 employees working for 16,925 businesses.

Our strengths are also our greatest challenges

We are a borough of contrasts.

As with any inner city area, Tower Hamlets has issues including crime, pollution and ensuring new developments support our existing communities as well as new ones.

Tower Hamlets is the second most densely populated local authority in the country.

Almost 19,000 people are on our council house waiting list – the second highest in London – and 35,110 additional homes are needed over the next decade.

There are great disparities of wealth. One in four residents live below the poverty line.

The average household income of our most wealthy ward is more than double that of our poorest.

Our borough has also significant health problems. Tower Hamlets has the lowest life expectancy rates in London (disability-free) and 43 per cent of Year 6 children are overweight or obese.

Tower Hamlets experiences the third highest emissions of air pollution which contribute to the average lung capacity of our children being 10 per cent smaller than other parts of the UK.

Financial pressures

64 per cent of our core government funding has been cut since 2010.

We have saved £176 million since 2010 and continued cuts and rising pressures on services mean we have to save a further £44m by 2022.

There is also great uncertainty for future budgets with the fair funding and spending reviews, along with the business rate reset.

Our council has to change to meet these challenges.

Smarter Together

We are becoming smarter, more agile and strategic in our approach.

We need to be brave, take more risks and deliver change at a faster pace. We push ourselves to improve by measuring our outcomes and using external reviews.

At the heart of our change will be digital innovation and partnership working to achieve the best outcomes we can for our residents and businesses. That means commissioning services when other organisations are in a better position to provide them.

We are overhauling our IT infrastructure and the way customers transact with us so council services will feel similar to other online experiences.

New town hall

The changes we make now will be built into our new town hall when it opens in Whitechapel in 2022.

We are rescuing the borough's most historic building, the Grade II-listed Royal London Hospital, which has been vacant since 2012.

We will save money in just eight years compared to our current set-up by bringing most of our services into one building along with key partners such as Tower Hamlets Homes and the Clinical Commissioning Group, making it easier for people to get things done in one go.

Big ambitions

We have come a long way over the past few years. We are already winning awards but our ambition is much greater than being good.

We want to become a recognised leader in excellent public service and help improve more lives at a faster rate than ever before.

We will achieve that by bringing together our residents, partners and other stakeholders to solve problems and create more opportunities.

We will lead by example by living our TOWER values of being being together, open, willing, excellent and respectful.



Our challenges

Highest child and pensioner poverty rates in England



15% of households have no adult in employment



18,726 on the housing waiting list



35,110 new homes needed by 2029



756 racist and religious hate crimes – second highest in London



3 in 10 households rely on housing benefit to pay their rent



39% increase in older people expected by 2028



Poor air quality – **3rd highest** CO2 emitter in London



Only **27%** of household waste is recycled



Goals for the whole council

To tell our story as a council and as a place – helping to improve our reputation

- 1. We all tell our story:** If we are to achieve our ambition and change our reputation, every officer and member should tell our story. Elements of the corporate council and place narratives should be used by officers and members at every opportunity. People can add to them with their own experiences.
- 2. Everyone uses the new brand and style guidelines:** This summer we will revise our brand guidelines for the first time in over a decade. This is a rare opportunity for the council to align all of its collateral including signage, fleet, uniforms, publications and other materials. By doing this, we can be more than the sum of our parts and improve our brand together.

This summer we will publish a house writing style, critical to maintaining consistent and accessible communications. Our aim is for staff to follow plain English guidance.

- 3. Communications with the biggest impact:** The improvement of the council has led to higher demand for communications support. Communications is a finite resource covering the whole council. Every communication must have a good audience, channel and content. If one of these is missing it should not go ahead. The opportunity cost of not doing other work is simply too great.
- 4. Advertising and commercial opportunities:** This year we are reprocurring our street advertising units, looking for new opportunities for billboard advertising and looking for new channels. Any new advertising channel, whether managed by communications or not, should offer free advertising for council campaigns as well as generating revenue. Our digital team can also help services have the online tools to generate revenue through bookings.

Expand from broadcast communications to conversations and two-way engagement

- 5. All consultations through the new consultation hub:** Our new consultations hub will channel consultations through one place. It will ensure higher and consistent standards of consultation, better promotion and easy access for residents, and data that can be shared across the organisation. We can also entice residents into more regular engagement on the specific themes they have shown an interest in.
- 6. Creation of a corporate, segmented, stakeholder database:** If we are to break out of broadcast and converse with our residents we have to have to build an audience. At the moment stakeholder lists are service-based and many are out of date. The council lacks the central intelligence it needs to reconnect with residents in a more strategic way. We have a foundation to build on with just under 30,000 residents signed up to Granicus.

7. Improving our website and moving services online:

The council is investing in improving its website. We will change the devolved publishing system to take more central control of the webpages, cleaning up our website, making it easier to find information and more accessible to use and transact with.

We are also bringing external microsites for council services into the corporate website or content management system to improve recognition of the council's brand and allow for greater cross promotion. For example, we will be able to align some online services to our new Love Your Neighbourhood app.

Customer service and digital colleagues in the communications team are working together to move services online by developing the digital platform on our website. The council receives 400,000 calls a year with 54 per cent of residents saying it is difficult to make contact. The average call or face-to-face contact costs between £6 and £10, while a digital transaction costs pennies.

8. Social media treated as a customer service tool as well as corporate communications:

The progression of our social media means we have the chance to raise our game further. Currently communications sends more than 200 responses to social media queries every week and, of these, a high proportion are direct customer service queries or issues.

Nowhere else is our customer service laid so bare. Providing speedy and accurate responses not only affects the reputation with the individual concerned but also for the thousands of followers of that channel who may be watching.

9. Internal communications – a strategic driver in transformation and culture change:

Internal communications lies at the heart of cultural change. Whether it is the Smarter Together narrative, PODs, new town hall story or our customer service standard, internal communications colleagues, as part of the communications team, will continue to strategically advise on, and deliver, good communications.

With so much change happening, internal communications is the best guide to when information or a campaign should be run, and on what channels, to ensure realistic workloads and that staff are not smothered with noise.

How will we achieve our goals

1. We all tell our story:

- Officer and members must embed the council and place narratives in their work.
- Encourage staff to identify project milestones for the communications planning grid.
- Senior staff to use LinkedIn and other professional networks to promote the good work in the borough.
- Encourage staff to identify project milestones for the communications planning grid.
- Greater promotion of Tower Hamlets at major events and through campaigns.

2. Everyone uses the new brand and style guidelines:

- All officers responsible for new or refreshed collateral (such as uniforms, signs, vehicles and other assets) must work with communications to follow our new guidelines.
- Officers and members to find opportunities to promote our brand – for example, ensure that the use of our 'supported by' strapline and logo is in the contract for all S106 or CIL developments to use.

- We will publish a new writing house style to maintain consistent and accessible communications.

3. Communications with the biggest impact:

- Gold and silver campaigns to be given priority.
- Senior communications officers to work with senior leadership in directorates to create directorate communications plans.
- Senior officers and members to question as much as the communications team whether proposed activity meets the threshold of a good audience, good content and good channel.

4. Advertising and commercial opportunities:

- Procure free-standing units in our streets, increasing them from 43 to 60.
- Deliver new billboard advertising including renegotiation of existing sites.
- Explore new opportunities in areas of high footfall such as Brick Lane.

- Continue to try new things such as railing banners on our parks and advertising on the Underground with our partners to promote the borough.
- Support services to develop an online booking function to generate revenue (linked to point 7).

5. All consultations through the new consultation hub:

- Procure the consultations hub (online portal).
- Publish guidance on effective consultations and engagement.
- Consultation participants encouraged to sign up to Granicus and be segmented by area of interest.
- Council officers should attend events such as consultations, days of action, campaigns and festivals in high-visibility council-branded uniforms.

6. Creation of a corporate, segmented, stakeholder database:

- Stakeholder audit and centralisation of council lists ensuring GDPR compliance.
- Capitalise on unique opportunities of face-to-face engagement with projects such as Liveable Streets and the place campaign to continue to build a segmented online audience of residents, businesses and other partners.
- Use Granicus as the database, building on the 30,000 people harnessed into the system in recent years.

7. Improving our website and moving services online:

- Replace devolved publishing and replace with the communications team working with services to update pages.
- Enhancement in accessibility by ensuring that design and content meet WCAG 2.0 AA standards (best practice internet guidelines) and the Equality Act 2010. We will work towards the Government Digital Service's standards for digital publishing.

- Continue to bring microsites for council services, such as those for events and Idea Stores, into the corporate website or CMS.
- Continue delivery with customer service and the transformation Programme Management Office (PMO) to move transactions online. Services should ensure their back office systems are fit for purpose.

8. Social media treated as a customer service tool as well as communications:

- Customer service queries on social media to be better measured and the process reviewed to ensure faster responses from services to public queries and issues.
- Increase the use of film for social media posts. This includes gifs as well as in-house films by the communications team and services.
- More detailed tracking of social media through the new Orlo system
- Looking for opportunities, where deemed appropriate, for services to manage social media through Orlo.

9. Internal communications – a strategic driver in transformation and culture change:

- Continue to support key transformation campaigns including Smarter Together, our new town hall, customer service standards and becoming a more sustainable workplace.
- Provide key input through the organisational and culture board and working with HR on senior leadership and management forum meetings, the managers' conference, staff conference and chief executive roadshows.
- New intranet launched.
- Increase the number of Yammer users so officers can have the power to engage with each other themselves on issues.
- Start to look into better communication and engagement with frontline workers – a crucial part of our public face.

Campaigns

We are using the government's OASIS campaign model in order to achieve better outcomes and better value.

OASIS stands for **objectives, audience/insight, strategy/ideas, implementation and scoring/evaluation.**

Our internal and external campaigns are based on delivering our corporate priorities. Our communications work should only support our campaigns. We will consider work outside the campaigns on a case-by-case basis, if there is capacity to do it.

Three months is needed to plan an effective campaign. However, it is important to agree our campaigns at the start of the financial year so that we can stagger our workloads.



We have split our campaigns and activity for 2018/19 into three levels:

Gold – Major campaign and multiple channels and milestones throughout the year. Budget needed for expenditure such as design, print and the purchasing of advertising space.

Silver – Medium campaign for a specific purpose such as an event. These campaigns are important but not priority, and budget is likely to be needed.

Bronze – Small campaign, generally co-ordinated media and social media work, although also reflected in the council's other free channels.

Campaigns from 2018-19 to be carried over:



Our channels

External channels:



Railing banners



LYN app



CIP 6-sheets



Our East End



Phone boxes



Refuse/recycling vehicles



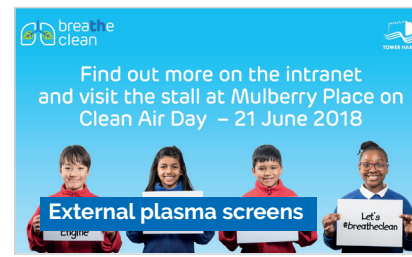
Big Belly bins



Website and social media



e-newsletter



External plasma screens

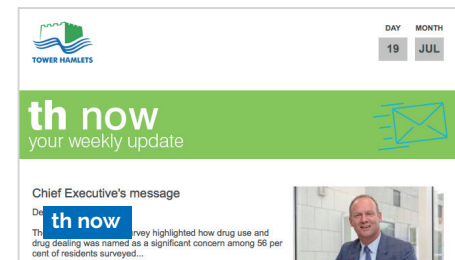
Internal channels:



Intranet



Internal plasmas



Chief Executive's message

th now

Our campaigns

Page 120

External campaigns	People are aspirational, independent and have access to equal opportunities	A borough that our residents are proud of and love to live in	A dynamic outcomes-based council using digital innovation and partnership working	Cleaning up our streets, cleaning up our air	Tackling the housing crisis	Putting young people and families at the heart of all we do	Reducing poverty, inequality and improving health	Making Tower Hamlets safer
Place (G)	✓	✓						
Safer Together (G)		✓						✓
Love Your Neighbourhood (G)*		✓		✓			✓	✓
Breathe Clean (G)		✓		✓			✓	
Tackling poverty (G)						✓	✓	
Go online (G)	✓		✓					
Transport strategy (S)		✓		✓			✓	
Housing and regeneration (G)	✓				✓		✓	
Town hall (S)		✓	✓					
Direct payments (S)			✓				✓	
Major events (S)**	✓	✓				✓		
Brexit (S)	✓	✓					✓	
Tower Hamlets venues (S)		✓	✓					
Apprenticeships (S)	✓						✓	
Borough of culture bid (S)	✓	✓				✓		
Budget	✓	✓	✓	✓	✓	✓	✓	✓

Note: Children and young people will be a key focus gold and silver campaigns

*Love Your Neighbourhood includes waste strategy (internal and external), Liveable Streets and Big Clean Up

**Major events includes Summer events, Mela, Fireworks and All Points East/In the Neighbourhood

Internal campaigns	A borough that staff are proud to work in and for	A dynamic outcomes-based council using digital innovation and partnership working
Smarter Together		✓
Recruitment		✓
Customer service promise		✓
Staff wellbeing offer	✓	
Volunteering – 48 hours	✓	
Chief executive roadshow, staff conference and awards	✓	✓
Sustainable Workplace	✓	✓


The best way to plan communications is to email,
communications@towerhamlets.gov.uk

We want to know milestones for your project. They could be outputs or outcomes like construction milestones, new data, events and special national days.

The more notice you can give us, the bigger noise we can make.



Agenda Item 7.4

General Purpose Committee 8 December 2020	 TOWER HAMLETS
Report of: Will Tuckley, Chief Executive	Classification: Unrestricted
Procedure Update: Councillor Call for Action	

Lead Member	Mayor John Biggs
Originating Officer(s)	Sharon Godman, Divisional Director Strategy, Policy and Performance
Wards affected	All wards
Key Decision?	No
Forward Plan Notice Published	[Insert date notice was published]
Reason for Key Decision	[Financial Threshold / Impact on Wards]
Strategic Plan Priority / Outcome	Priority 3 A dynamic outcomes-based Council using digital innovation and partnership working to respond to the changing needs of our borough Outcome 9 People say we are open and transparent putting residents at the heart of everything we do

Special circumstances justifying urgent consideration

This report was not available for publication by the statutory publication deadline because additional information was required. It is presented for consideration at this meeting as it is not possible to defer until the next meeting. It should also be noted that the report title was made available as part of the original meeting agenda.

Executive Summary

The Council's constitution Part B makes a vague reference to 'Councillor Call for Action' in the Overview and Scrutiny Procedure Rules (Page197) Paragraph 6 section (i):

'To consider any local government matter referred to the Committee by a Councillor in accordance with section 119 of the Local Government and Public Involvement in Health Act 2007'.

This report proposes approval for the Councillor Call for Action procedure to be added to the main Overview and Scrutiny Procedure Rules in Part B of the Constitution by amending paragraph 6 section (i) to include:

'To consider any local matter referred to the Committee by a Councillor in accordance with section 119 of the Local Government and Public Involvement in Health Act 2007 and S.9 FC of the Local Government Act 2000 as amended (set out in the Councillor Call for Action guide).'

Reference to it will also be included in the introduction to Overview and Scrutiny in Part A of the Constitution.

Recommendations:

The General Purposes Committee is recommended to:

1. Approve the Councillor Call for Action (CCfA) guide to be added to the main Overview and Scrutiny Procedure rules in Part B of the Council's Constitution and the attached Councillor Call for Action Guide.

1 REASONS FOR THE DECISIONS

- 1.1 The CCfA guide provides clarity how councillors can raise a Councillor Call for Action.

2 ALTERNATIVE OPTIONS

- 2.1 The Council can opt to do nothing and remain with status quo position; however, this option is not advisable as the constitution does not reflect the changes brought about from Localism Act 2011 i.e. Councillor can refer matter which are not restricted to local government. Issues raised by the Councillors cannot be satisfactorily resolved using the Council's current resolution channels.

3 DETAILS OF THE REPORT

- 3.1 The 'Councillor Call for Action' powers were introduced by the Local Government and Public Involvement in Health Act 2007 and came into force 1 April 2009 (30 April for crime and disorder matters). The relevant provisions are contained in:
- Section 119 of the Local Government and Public Involvement in Health Act 2007 which inserts a new Section 21A into the Local Government Act 2000. This section introduces a Call for Action in respect of local government matters in general.
 - Section 19 of the Police and Justice Act 2006 as amended by Section 126 of the Local Government and Public Involvement in Health Act 2007. This section introduces a Call for Action in respect of Crime and Disorder matters.
 - Section 9FC (c) of the Local Government Act 2000 which enables any member of the authority to refer to overview and scrutiny committee any matter which is relevant to the functions of the committee and is not an excluded matter.(an excluded matter is one that can be referred under section 19 of the Police and Justice Act (see above), This introduces a Call for Action in respect of any matters not caught by the above that are relevant to the functions of the committee.
- 3.2 The CCfA guide has been developed as part of the strengthening local democracy framework. It's allows Councillors to raise issues or matters of local concern and affecting their ward for consideration by OSC. The Localism Act 2011 broadens this so that Councillor can refer matters which are not restricted to local government.
- 3.3 The CCfA is a 'last resort' means and Councillors must demonstrate that other methods of resolution have been exhausted first. The CCfA guide includes limitations and exclusions from its remit (Appendix 1).
- 3.4 The Council's constitution Part B makes reference to the CCfA under the Overview and Scrutiny Procedure rules (Page 197) paragraph 6 section (i)
- 'To consider any local government matter referred to the Committee by a Councillor in accordance with section 119 of the Local Government and Public Involvement in Health Act 2007'.*
- 3.5 This report proposes this section of the constitution be updated with following:
- 'To consider any local matter referred to the Committee by a Councillor in accordance with section 119 of the Local Government and Public Involvement in Health Act 2007 and as amended by Localism Act 2011 and set out in the CCfA procedure'*

Benchmarking with Other Local Authorities on CCfA

- 3.6 We undertook benchmarking activities with other London Local Authorities for developing the 'CCfA' guide. Haringey Council confirmed they have not received any CCfA referrals from Councillors despite having the policy for a number of years.

Promotion of CCfA procedure

- 3.7 The council will promote the CCfA guide to Members via the Members bulletin and incorporate the CCfA guide within the existing scrutiny toolkit.

4 EQUALITIES IMPLICATIONS

- 4.1 The CCfA guide will support ward councillors to address local issues of concerns which can include inequalities faced by local residents. The procedure also ensure all councillors have access to this process in an equal and fair way.

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.

6 COMMENTS OF THE CHIEF FINANCE OFFICER

- 6.1 There are no direct financial implications arising from this report.

7 COMMENTS OF LEGAL SERVICES

- 7.1 The Localism Act 2011 added a new Section 9FC (c) to the Local Government Act 2000. This provision enables any member of the authority, to refer to Overview and Scrutiny committee any matter which is relevant to the functions of the committee, and is not an excluded matter (an excluded matter is one that can be referred under section 19 of the Police and Justice Act). The right to request a 'Call for Action' under this provision is not currently reflected in the constitution and the report seeks approval for amendments to be made.

- 7.2 Under part B of the Council's constitution, General Purposes Committee has delegated power to consider and make non-material changes to the Council's Constitution upon the recommendation of the Monitoring Officer. The decision required in this report can therefore be made by the committee
- 7.3 The body of the report sets out other powers under which members may make 'Calls to Action'. These reflect the legislative provisions.
- 7.4 The development of a protocol/procedure to guide members in respect of the exercise of 'Calls to Action' is matter that the council has power to do.

Linked Reports, Appendices and Background Documents

Linked Report

- NONE.

Appendices

- Appendix 1: Councillor Call for Action Guide

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

- NONE

Officer contact details for documents:

Filuck Miah – Filuck.maih@towerhamlets.gov.uk

Afazul Hoque - Ext 4636 afazul.hoque@towerhamlets.gov.uk

This page is intentionally left blank

Tower Hamlets Councillor Call for Action (CCfA) Guide

November 2020



Introduction

Councillor Call for Action (CCfA) powers were first introduced in the Local Government and Public Involvement in Health Act (2007) to provide a formal mechanism that allows councillors (in England) to refer an issue of local concern e.g. related to local government matter and affecting their ward for consideration by the Overview and Scrutiny Committee (OSC). The Localism Act (2011) further clarifies that councillors can refer matters which are not restricted to local government that are relevant to the functions of the committee. The Police and Criminal Justice Act (2006) also provides a 'Call for Action' in relation to crime and disorder issues.

A CCfA can be used to tackle problems on a neighbourhood or ward specific level which has been unable to resolve through normal channels e.g. corporate complaints, petitions, Member's Enquiries, Freedom of Information (FOI) requests and mediation. It is at the discretion of each councillor as to what issues they wish to raise for a potential review through the CCfA. However, councillors must demonstrate that other methods of resolution have been exhausted first. A CCfA request should not be considered as merely 'scrutiny process' it should be viewed as a whole council approach, that can assist councillors to resolve issues on behalf of their constituents.

Principles

The CCfA process works on the basis of some broad principles:

- Transparency in the decision-making process, and the involvement of scrutiny in the decision-making process;
- Willingness to identify mistakes and shortcomings, and a recognition of the need to resolve problems through discussions;
- A good level of understanding (amongst Mayor, Cabinet and senior officers) of the role that scrutiny can play to help the Council to improve its services; and
- An understanding and a wish to strengthen and support the role of councillors as champions and leaders of their communities.

Prior to undertaking a CCfA

Have existing complaints procedures and other solution options been exhausted?

Councillors should consider the following to resolve local issues:

- Member's Enquiries and FOI
- Mediation
- Advising a resident to make an individual complaint.
- Supporting residents to submit a petition.
- Seeking an apology from the council/local service involved
- Collecting evidence from their ward to support the issue.
- Request to discuss the issue with relevant agencies.
- Signpost to relevant council committee, if appropriate.

When a referral should be made

Under the CCfA, councillors are able to refer issues to OSC where it can demonstrate the following:

- the issue is of genuine and persistent local concern;
- the issue is not subject to ongoing legal processes; and

- other courses of action have failed to resolve the matter.

Importantly, undertaking a CCfA will be a means of 'last resort' with issues being raised at OSC **only after other methods of resolution have been exhausted**. Furthermore, undertaking a CCfA does not guarantee to resolve an issue but it offers the chance to bring a pressing matter to a wider audience with an opportunity to discuss the item.

Benefits of a CCfA

The CCfA process provides an opportunity:

- for recognition that an issue is significant enough for time, attention and resources to be allocated to the issue in an attempt to resolve it;
- for a public forum for discussion of the issues;
- to discuss the issues in a neutral environment;
- to discuss an issue with others with the sole aim of resolving it; and
- A high-profile process owned by the councillor.

Limitations of a CCfA

There are some issues that are excluded from referral as a CCfA:

- Planning and licensing decisions or pending applications;
- Any matter where a person or entity has a statutory right of review or appeal (not including the right to complain to the Ombudsman) e.g. issues relating to a welfare benefit appeal;
- Any issues that is vexatious, discriminatory or not reasonable; and
- Any matter already on the work programme for OSC or its subcommittees.
- A CCFA would not be accepted if the matter had already been considered by Overview and Scrutiny (including through the Call-in process) unless there has been a material change to the issue.
- Any matter that is not relevant to the functions of the OSC.

How will Overview and Scrutiny Committee deal with a CCfA Request?

A CCfA referral to OSC will place an issue on the OSC's agenda. It is up to the Committee to decide whether or not to take the issue further. To determine if the CCfA needs to be looked at in detail, the OSC will be able to use the following criteria:

- Is the OSC satisfied that appropriate attempts at resolving the issue have been made by the ward councillor before initiating the CCfA?
- Is this a case that is being, or should be pursued, via the council's corporate complaints system?
- Has the OSC considered any similar issue recently - if so, have the circumstances or evidence changed to warrant re-consideration?
- Has the relevant service or partner agency been informed and provided enough time to resolve the issue? What response has the councillor received?
- Is this issue already featured in the OSC's and or subcommittees work programme?

If the OSC decides to take any action, then it will inform the councillor that raised the CCfA and provide that councillor with a copy of any report or recommendations that are made in relation to the CCfA. Where relevant the councillor will also be provided with any response received from the Cabinet or a partner organisation in relation to the CCfA.

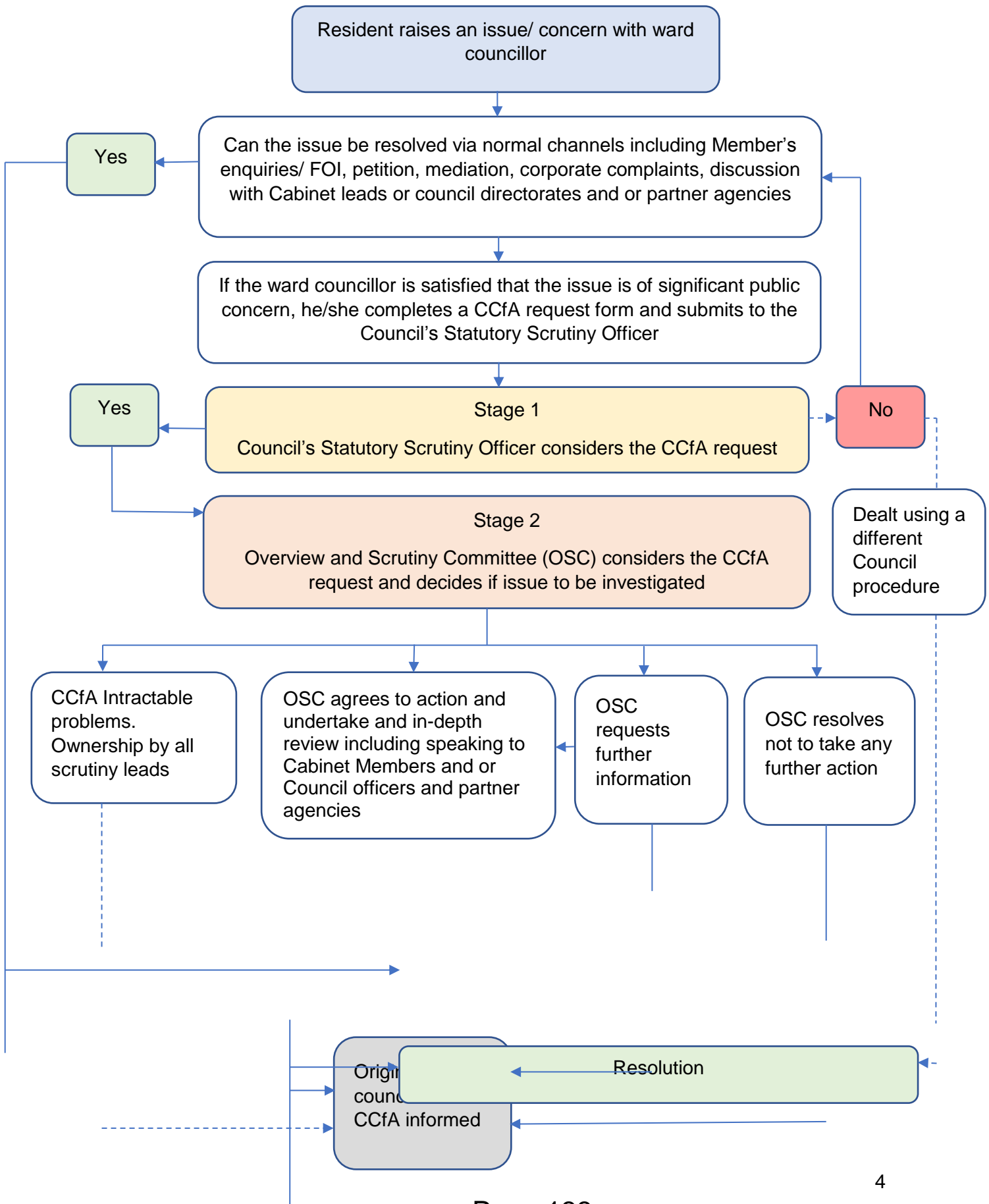
Statutory Scrutiny Officer

There are some circumstance where a CCfA will not be dealt with under this scheme as specified by the limitations of a CCfA; or any other circumstances which, in the opinion of the Statutory Scrutiny Officer would mean the CCfA would be better dealt with using a different Council procedure.

Timeframe for a CCfA Requisition

For a CCfA to be considered, it must be submitted at least 10 working days in advance of the OSC meeting. If a CCfA submission request falls within 10 working days, it will need to be scheduled for the next OSC meeting.

Councillor Call for Action (CCfA) process



London Borough of Tower Hamlets

Overview and Scrutiny Committee – 2020/21

‘Councillor Call for Action’ Requisition

Councillor (s) raising CCfA	Name	Signature
Title of “Councillor Call for Action”		
Reasons for “Councillor Call for Action”		
Approach taken to resolve the Issue		
Is the “Councillor Call for Action” subject to any legal action by any party?		
Are there any deadlines associated with “Councillor Call for Action”		
Within the Council’s Policy or Budget Framework		

**Once completed please return to Sharon Godman, Statutory Scrutiny Officer,
Divisional Director Strategy Policy and Performance Tel: 020 7364 3267**

This page is intentionally left blank