

General Purposes Committee



Monday, 10 January 2022 at 6.00 p.m.

Committee Room One - Town Hall, Mulberry Place, 5 Clove Crescent, London, E14 2BG

Agenda

Chair: Councillor Helal Uddin

Members

Vice-Chair: Councillor Danny Hassell

Councillor Asma Islam, Councillor Peter Golds, Councillor Amina Ali, Councillor Denise Jones, Councillor Motin Uz-Zaman, Councillor Tarik Khan and Councillor Zenith Rahman

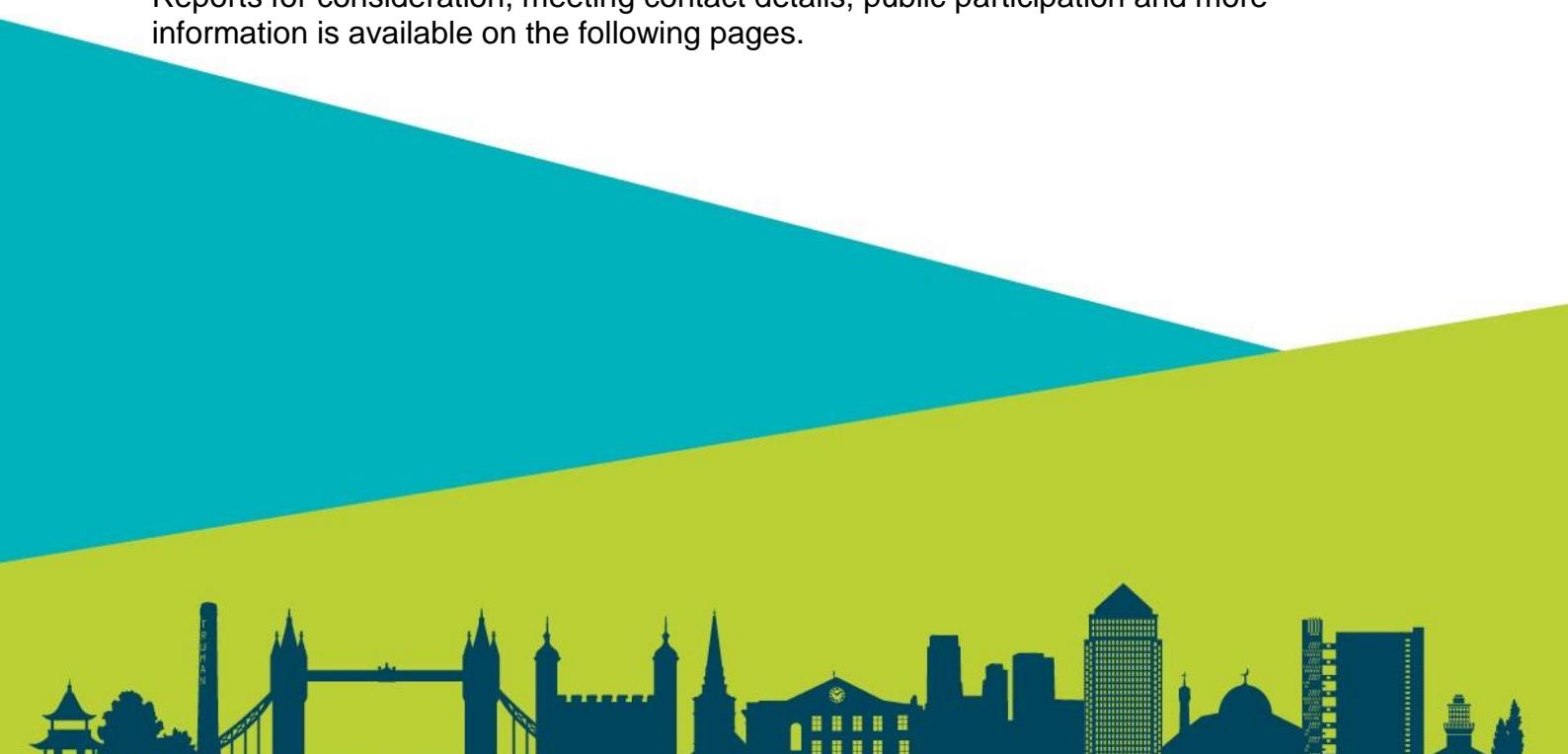
Substitutes:

Councillor Andrew Wood, Councillor Faroque Ahmed, Councillor Rajib Ahmed and Councillor Val Whitehead

[The quorum for the General Purposes Committee is 3 Members]

Further Information

Reports for consideration, meeting contact details, public participation and more information is available on the following pages.



Public Information

Viewing or Participating in Committee Meetings

The meeting will be broadcast live on the Council's website. A link to the website is detailed below. The press and public are encouraged to watch this meeting on line.

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Contact for further enquiries:

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London Borough of Tower Hamlets

General Purposes Committee

Monday, 10 January 2022

6.00 p.m.

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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.	
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 and to update their register of interest form as required by the Code.	
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	
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Next Meeting of the Committee:

Tuesday, 22 March 2022 at 6.00 p.m. to be held in the Committee Room One - Town Hall, Mulberry Place, 5 Clove Crescent, London, E14 2BG

Agenda Item 1

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: Janet Fasan, 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.

Agenda Item 2

GENERAL PURPOSES COMMITTEE,
05/10/2021

SECTION ONE (UNRESTRICTED)

LONDON BOROUGH OF TOWER HAMLETS

MINUTES OF THE GENERAL PURPOSES COMMITTEE

HELD AT 6.00 P.M. ON TUESDAY, 5 OCTOBER 2021

**COMMITTEE ROOM ONE - TOWN HALL, MULBERRY PLACE, 5 CLOVE
CRESCENT, LONDON, E14 2BG**

Members Present:

Councillor Helal Uddin (Chair)
Councillor Danny Hassell (Vice-Chair)
Councillor Asma Islam
Councillor Zenith Rahman

Members Present Virtually:

Councillor Amina Ali
Councillor Denise Jones
Councillor Tarik Khan

Other Councillors Present:

Councillor Marc Francis

Apologies:

Councillor Peter Golds
Councillor Motin Uz-Zaman

Officers Present:

- | | |
|-------------------|---|
| Runa Basit | - (Head of School Governance & Information) |
| Raj Chand | - (Director, Customer Services) |
| Pat Chen | - (Head of HR, HAC and Children & Culture) |
| Robert Curtis | - (Head of Electoral Services) |
| Matthew Mannion | - (Head of Democratic Services, Governance) |
| Simmi Yesmin | - (Democratic Services Officer, Committees, Governance) |
| Janet Fasan | - (Director of Legal & Monitoring Officer) |
| Amanda Harcus | - (Director of HR, Workforce Development & Business Support Services) |
| Alison Littlewood | - (Interim Director of Workforce, OD |

and Business Support Services)

1. DECLARATIONS OF INTERESTS

None were declared.

2. MINUTES

The unrestricted minutes of the General Purposes Committee meeting held on 24th June 2021 were agreed as a correct record.

3. WORK PLAN

The General Purposes Committee Work Plan was noted.

4. REPORTS FOR CONSIDERATION

The order of business was varied at the meeting, the minutes are set out in the agenda format for ease of reference.

4.1 LA Governor Report

Runa Basit, Head of School Governance and Information, introduced the regular report on Local Authority School Governor appointments. The report contained two re-appointments and one new proposed appointment. Members noted the information set out in the exempt appendices.

Members considered the report and agreed the nominations.

It was noted that Ms Basit was leaving the Council and so the Committee extended their thanks to Ms Basit for all her hard work and contributions over the years and wished her the very best for the future.

RESOLVED

1. To agree the nominated applicants to the positions set out for local authority governors at maintained schools in Tower Hamlets.

4.2 Members Enquiries Policy and Process

Raj Chand, Director of Customer Services, introduced the report which provided information on how it was intended to improve the process for Members Enquiries (ME's) and in dealing with the service moving forward.

Ms Chand explained that following several consultation meetings with Members and officers, the new ME policy and process simplifies existing protocols by reducing the number of steps interested parties need to take in managing ME's and also addresses historic issues around the delivery of the service. It was noted that there were still some areas that would need to be

improved as part of this process and therefore this process would be kept under continuous review so that it can be continuously improved for residents and Councillors.

The Committee was referred to the proposed policy and process appended to the report and further explained that it incorporated the changes taken on board from feedback from Members in order to make the process robust and more efficient.

The Chair invited Councillor Marc Francis to address The Committee;

In his submission, Cllr Marc Francis highlighting the following points,

- It was noted that this Authority had been subject to cuts in its funding from central government and aware that the service received by Councillors cannot be excluded from making contribution towards those savings.
- That there were no criticisms of staff from the Information Governance who currently work on ME's and specifically mentioned Ms Konica Das for her continuous hard work on the ME's.
- He questioned the decision to move the administration of ME's from Members Support to Information Governance.
- It was noted that previously enquires were assigned to the relevant department within two days and in the nine months since its responsibility has moved from Member Support Office to Information Governance, there had been a number of ME's with more than two-week delays.
- Further examples of delayed ME's and the increase in the backlog of ME's being processed were noted.
- That the decision to change the service, placed a large part the duties and responsibilities of four members of staff in Members Support Teams on the shoulders of one member of staff in the Information Governance Team and questioned how feasible this was?
- The excellent level of service provided for ME's by the Members Support Team over the past years was noted.
- Having enquired about the claims made that the cuts to the service provided by Member Support Team were approved by Councillors themselves in the budget were inaccurate. The budget for 2017/18 made no reference to a saving required in Members Support Team and therefore it not being a key decision, backbench members had no knowledge or oversight of this.
- Concerns were raised of a possible two-tier approach that was felt amongst backbench members with the level of service provided in relation to ME's. As it was apparent that ME's raised by the Mayor's office and Cabinet Members were assigned swiftly to the relevant department and responses sent back to residents equally quickly. However, enquiries from the 30 backbench councillors and opposition councillors were not being prioritised or receiving the same level of urgency.

Cllr Francis concluded that constituents needed a much quicker and more reliable service and suggested that this policy is not just noted and adopted but officers provide actual performance measures to go with the policy proposed.

Members thanked Cllr Francis for his contributions.

A detailed discussion ensued during which the following points were noted;

- The Committee Members agreed with the points made by Cllr Francis and shared similar examples of the delayed processing of ME's.
- That performance reports to track time scales can be reported to the Committee almost immediately upon request.
- Having checked the system prior to the meeting it was noted that backbench member ME's had been responded to within the time scales at a rate of 69.2% and the Mayor's enquiries were responded to within the timescale at a rate of 71.2% (these figures were up to August 21).
- Ms Chand sought clarification on the types of performance monitoring members wanted reporting on, in order to provide further information.
- Serious concerns were raised in terms of response times and quality of responses received from RSLs.
- It was noted that the Council had no jurisdiction over Registered Social Landlords (RSL's) and would be unable to hold them to account or ask them to provide performance reports, however officers could continue to chase them for updates.
- Officers currently working to establish a Joint Forum with representatives from the local housing associations, officers and Councillors to have joint discussions about ME's as well as other matters.
- The Committee's general view was that it was not physically possible to provide this demanding service with just one member of staff.
- That the Information Governance Team support the officer in post to deal with ME's and noted that they were currently advertising for a new post for 6 months to help alleviate some of the pressures faced with processing ME's, as well as looking at technology to help and streamline processes.
- It was noted that the whole service would be going through a review, to understand the needs of the service, the statutory duties and the resources required. It was a detailed piece of work which would require 3-4 months for completion.

The Committee **Agreed** that the adoption of the policy be delayed and officers report back at the January GPC Meeting with a detailed report taking into consideration the feedback from the meeting, to provide robust performance monitoring figures, and to report back on the review of the service and exploring service budgets to see how sufficiently resourced this area of work required.

It was also **Agreed** an informal offline meeting to be arranged to update the Committee on the progress made with the review and get assurance that performance monitoring reports were being collated before a new proposal is brought to the Committee.

Accordingly, the General Purposes Committee;

Resolved

1. Officers to reflect on the comments made and report back to the next Committee meeting with more detailed proposals for the Members Enquiry Policy and Process.

4.3 Post Election Polling Places Review 2021

Robert Curtis, Head of Elections, introduced the report which set out the review of polling places following the elections in May 2021. He explained that an informal/formal review took place after every election in the borough and if deemed necessary, amendments to polling places are brought to the General Purposes Committee for consideration and then to full Council for approval.

Mr Curtis highlighted that this was not a statutory review, as that occurred every 5 years and last took place in 2019 and a decision was then made in January 2020 to approve amendments to existing polling places. It was noted that this was essentially a voluntary post-election review undertaken at the behest of the Returning Officer to review the current situation following a number of changes that had occurred over the last 18 months to two years. Mr Curtis referred Members to the appendices in the report detailing the changes that have been implemented and those that were not implemented from the previous review.

It was noted that the review would take place over a period of six weeks and had commenced on 20th September and would continue until 29th October 2021. The review would enable any changes to be agreed and in place prior to the local elections scheduled for May 2022. As part of the review consultation, 53 disabled organisations in the borough, the existing polling places and Councillors had been written to for their comments on the existing polling places that used during elections. It was noted that all responses would be collated at the end of the review process and recommendations from the Returning Officer would then be reported back to the next GP Committee meeting with a view of taking the report to Full Council in January 2022 for a decision in time for any changes to be implemented before the elections in May 2022.

In response to a question Mr Curtis explained the consultation process used during the review, the timetable set for the review and the accessibility requirements that are taken into account when assessing polling places.

Accordingly, the General Purposes Committee;

RESOLVED

1. The report be noted.

4.4 Dismissal Appeals - Process and Guidance

Amanda Harcus, Divisional Director of HR, introduced the report which referred to a new dismissal appeals procedure. It was noted that a report was brought to the Committee in February 2021 and was followed by an in depth discussion with Members, Officers and Trade Unions resulting in the Committee asking management to reconsider options and report back to the committee with a different proposal. This took place in June 2021 and the General Purposes Committee supported the changes to the dismissal appeals panel to move to a model for a dismissal appeals panel to be supported by Members but with the decision maker being a Corporate Director.

The proposed process for conducting the dismissal appeal panels were detailed in the report as well as a proposed policy with best practises. Ms Harcus referred to submissions made by the Trade Unions which was circulated to Members at the meeting. She highlighted that the Trade Unions wanted it noted that their previous objections that were raised at General Purposes Committee in February remained with the view that the dismissal appeals should continue to be heard by a Member only panel. The trade unions also believed that it was important that this arrangement continues as it mitigates against organisational and institutional bias intending to always uphold management decisions and therefore ask the Committee to review the decision made in June to give sole responsibility to a Corporate Director. It was also noted that the Trade Unions had also given some really constructive feedback on the proposed policy which would be considered by Officers.

Ms Harcus then set out the approach for the process and put forward the proposal to implement the new policy from November 2021, she suggested implementing the new policy for a trial period of six months or over a set number of dismissal appeals and then review the policy again if Members were minded to do this.

In response to questions the following points were noted;

- Further clarification sought on the makeup of the proposed panel.
- That the proposed model of dismissal appeals would be moving in line with other boroughs across London.
- There would be a fair representation from all members of the panel however the final decision would be taken by the Chair of the panel (Corporate Director).
- The elected member on the panel would be selected from each political party on a rotational basis for each appeal.

Following a short discussion on the prospect of trialling this policy for a period of time, it was agreed that the policy be adopted, and it be reviewed after an 18 month period and for GPC to receive an update report on an annual basis.

Accordingly, the General Purposes Committee;

Resolved

1. The revisions to the constitution to reflect the revised arrangements for appeals against dismissal, as set out in the report to GPC on 24th June 2021 be agreed.
2. The amendments to the relevant polices and procedures to reflect the changes to the appeals process for dismissals be agreed.
3. The new policy for dismissal appeals panel be adopted and the new arrangements to be implemented with effect from 1st November 2021
4. The policy to be reviewed after 18 months
5. The General Purposes Committee to receive an update report on an annual basis.

4.5 Update on Senior Recruitment, October 2021

Amanda Harcus, Divisional Director, of HR and Organisational Development, briefly updated the Committee on the recent senior recruitment activity.

The Committee noted:

- That an offer had been made for the post for Director Adult Social Care.
- Director of Workforce, OD & Business Support, - recruitment process ongoing with final interviews to be held on 21st October 2021.
- Director of Supporting Families (Children & Culture) - recruitment process ongoing with final interviews to be held on 11th October 2021.
- Recruitment to the post for the Corporate Director Resources and Governance - currently finalising the approach and timetable for each recruitment process and this was likely to commence in early new year.

Accordingly, the General Purposes Committee;

RESOLVED

1. Note the current position on the recruitment to senior management vacancies in the Council structure.

4.6 Calculation of Appointments Sub-Committee Proportionality

Matthew Mannion, Head of Democratic Services, introduced the report and explained that Council at its meeting on 30 September 2021 considered a report reviewing the proportionally calculation for the Council Committees. Following that review, the General Purposes Committee are asked to consider

the proportionally implications for its sub-committees and agree their arrangements. It was noted that opposition group representation would alternate between recruitment rounds as and when they were required and both groups were in agreement with this arrangement.

The Committee noted and agreed the changes set out.

Accordingly, the Chair Moved and it was:-

RESOLVED

1. The amendment to the arrangements for nominating Councillors to serve on an Appointment Sub-Committee as set out in Paragraph 3.6 be agreed.
2. That it be noted that no change is required to the Employee Appeals Sub-Committee as its membership is drawn from Members of the General Purposes Committee which therefore determines the opposition Member who can be selected.

4.7 Constitution Review

Matthew Mannion, Head of Democratic Services, introduced the regular constitution review report and highlighted the changes detailed in the report;

At the request of the Chair, Mr Mannion referred Members to each of the decisions that required consideration and the following was noted;

Part B

- General Purposes Committee Terms of Reference – change to allow general reports on employee appeals and related matters.

AGREED

Part B

- Standards Advisory Committee Terms of Reference – (change agreed by SAC) to highlight their powers to report to Council as required,

AGREED

Part B

- Functions of the Chief Executive, Monitoring Officer, Chief Finance Officer and Corporate Directors – to include reference to make it clear that the Monitoring Officer has direct reporting line to Chief Executive.

It was noted that following suggestions made by the General Purposes Committee during the Senior Management Review, the structure now includes the Monitoring Officer's direct reporting line to the Chief Executive.

The delegated powers for the Deputy Chief Executive were also set out.

AGREED

Part B - Council Procedure Rules

- Full Executive Procedure Rules should be presented at the AGM

AGREED

Part B - Council Procedure Rules

- Option to include a noting report to the Council agenda setting out any Call-Ins received by the Executive since the last Council meeting.

Mr Mannion explained that Full Council had no formal role in Call-Ins so they could not overturn a decision. However, in line with transparency it was proposed that a regular noting report be put to Council setting out any Call-Ins received, it was highlighted that the report would be for noting as opposed to being for decision. Mr Mannion highlighted the fact that this may take up time at Council meetings, however Officers remained neutral on this matter and sought views from the Committee.

The Committee's general view was that the current system where Call-Ins are reported to Overview & Scrutiny allowed sufficient time to discuss and consider the Call-In, before referring back to Cabinet for reconsideration, was fit for purpose. It was noted that the Constitution sets out distinctive responsibilities and functions for Cabinet, Council and each Committees which work well and therefore there was no need for noting at Council meetings.

Members were also concerned about the time this would take at Full Council meetings when no decision making was required and therefore questioned whether this would be a good use of time at Council meetings.

It was clear that there was no strong view either way from Officers regarding this option and was mainly about transparency. The overall committee opinion on this proposal was to **reject** this proposal as there were procedures already in place for reporting Call-Ins.

REJECT

Part B - Council Procedure Rules

- Clarification of Member questions rules and making it clearer where the Mayor is expected to respond.

Mr Mannion explained that further clarifications were required to be introduced to the Executive Scheme of Delegation on Member question rules which had been out of date and did not reflect what the current practice was. Therefore, the proposal is to amend them to clarify what questions the Mayor should be answering and those that Cabinet Members should be responding to.

AGREED

Part B - Council Procedure Rules

- To include a new section on webcasts, virtual attendance and hybrid meetings.

AGREED

Part C

- Financial and Contract Procedures – to bring the thresholds into line with the Key Decision thresholds (raising them from the current £250k). Anything between £250k and £1M should be published on website as an officer decision.

Mr Mannion explained that the Council's Key Decision thresholds were updated in 2019 to include a new financial threshold of £1 Million for most decisions. At the time not all the financial and procurement thresholds were adjusted to bring them into line. The appendices in the report set out a number of proposed revisions to bring these thresholds into line with the standard Key Decision thresholds. This would mean that contracts under £1 million would be considered officer decisions and would be published as Officer Decisions and anything over £1 million would be key decisions. However, anything that was politically sensitive would be taken to Cabinet for decision regardless of the value.

Mr Mannion also highlighted the request for the Monitoring Officer to be given delegated authority in case further related amendments were identified in relation to the above decision.

In response to a question, it was noted that a full benchmarking exercise was done on the financial thresholds in 2019 when the Council brought in the key decision thresholds and at that time London Borough of Tower Hamlets was towards the top end of the thresholds, a quarter of the authorities in London didn't have a threshold and used the word 'significant' as a key decision and there were a couple who had similar thresholds and the rest were below this figure.

AGREED

Part C - Employment Procedure Rules

- Change to allow the Chief Executive to make interim appointments for 6 months rather than 3 months
- A new requirement that permanent appointments to Monitoring Officer or Chief Finance Officer roles must be approved by Council.

AGREED

The Committee noted and agreed the changes set out.

Accordingly, the Chair Moved and it was:-

RESOLVED

1. Consider the changes in Paragraphs 3.3 to 3.14 of the report and set out in detail in Appendices 1 – 4 to the report.
2. Agree the changes in Paragraphs 3.3 to 3.13 and as set out in Appendices 1 – 4 to the report.
3. To note that the new Employee Appeals process agreed by the Committee on 24 June 2021 will come into effect from 1 November 2021.
4. Note the changes in Paragraphs 3.14 and as set out in Appendices 1 – 4 to the report.
5. Note that the proposed new Member Code of Conduct set out at Appendix 5 may be submitted to Council on 17 November 2021 for consideration, subject to any final comments of the Standards Advisory Committee.
6. To delegate to the Monitoring Officer any consequential changes resulting from the above and to reflect any decisions made at the meeting.

5. ANY OTHER BUSINESS WHICH THE CHAIR CONSIDERS URGENT

The Committee extended their thanks to Ms Amanda Harcus for all her hard work and contributions through the years and acknowledged her integral role in helping transform the borough.

6. EXCLUSION OF THE PRESS AND PUBLIC

RESOLVED

1. That in accordance with 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 on the grounds that the remaining agenda item contained information defined as exempt or confidential in Part 1 of Schedule 12A to the Local Government Act 1972.

7. RESTRICTED REPORTS FOR CONSIDERATION

7.1 Local Authority Governor Appointments - Restricted Appendices

The exempt appendices setting out the details of the applicants for the school Governor appointments were noted.

7.2 Forthcoming Restructures - Staffing Implications

Amanda Harcus, Divisional Director, Human Resources and Organisational Development, introduced the regular report listing any potential redundancies from forthcoming restructures where the overall severance package was likely to exceed £99.999.

Three roles was listed in the report.

The Committee reviewed the report and agreed the requests as set out.

RESOLVED

1. That the three dismissals set out in the report be agreed.
2. To note and approve the severance packages that apply to the dismissals arise as a result of the individual's contractual terms and conditions of employment.

The meeting ended at 8.00 p.m.

Chair, Councillor Helal Uddin
General Purposes Committee



GENERAL PURPOSES COMMITTEE WORK PLAN and ACTION LIST 2021/22

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Agenda Item 3

Contact Officer: Email: Telephone: Website:	Simmi Yesmin Democratic Services simmi.yesmin@towerhamlets.gov.uk 020 7364 4120 www.towerhamlets.gov.uk/committee
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GENERAL PURPOSES COMMITTEE WORK PLAN 2021/22

ACTIONS LIST

Action number	Title	Action Owner	Originating Meeting/Item	Due Date / Comment
1.	Feedback and clarity on the processes for raising Members Enquires and efficient ways to get in touch with Tower Hamlets Homes contact centres,	Ruth Dowden , Head of Information Governance	GPC 06/10/20 Item 5.6	Report expected – 24 June 21 meeting GPC – 04 May 2021 – Deferred GPC – 05 October 2021 – Considered GPC – 10 January 2022 – To be reconsidered
2.	The Constitution to includes an explicit statement that under the new structure the Monitoring Officer and Chief Finance Officer will have direct access to the CE.	Matthew Mannion , Head of Democratic Services	GPC 21/12/20	Matthew to include this in the Constitution report at the GPC meeting in June 2021. GPC – 05 October 2021 – Completed.

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N.B. once concluded - actions should remain on the list marked 'complete' for the remainder of the municipal year.

GENERAL PURPOSES COMMITTEE WORK PLAN 2021/22

10 JANUARY 2022

REPORT TITLE	BRIEF SUMMARY	LEAD OFFICER	OTHER CTTEE MEETINGS
1. Local authority school governor appointments	To endorse or reject nominations for appointments to local authority school governor positions.	Farhad Ahmed, Governor Services	
2. Update on Senior Recruitment	An update on recent senior management recruitment.	Ali Littlewood, Divisional Director, HR & Transformation	
3. Constitution Review Update.	To review any updates or changes to the Constitution	Matthew Mannion, Head of Democratic Services	
4. Member Induction Plan for 2022.	To review the Member Induction Plan for 2022.	Matthew Mannion, Head of Democratic Services	
5. Pensions Agreement - LPFA re GLC/Ilea for execution	To receive a report on Pensions Agreement.	Nisar Visram, Director of Finance, Procurement and Audit	
6. Employee Relations Casework Policy Quarterly Update Report Q1	To receive a quarterly update on the Employee Relations Casework Policy.	Ali Littlewood, Divisional Director, HR & Transformation	
7. London Councils report on bye-laws	A report about applying to London Councils for them to approve use of fixed penalty notices for breaches of bye-laws	Denise Radley, Corporate Director, Health, Adults & Community Services	
8. Polling Places Review	To note the commencement of the review of polling places in Tower Hamlets.	Robert Curtis, Head of Elections	Full Council – January 2022
9. Members Enquiry Process	To review the Members Enquiry Process.	Raj Chand, Director of Customer Service	
10. Elections Update 2022	To receive an update on the preparations for Elections 2022.	Robert Curtis, Head of Elections	

GENERAL PURPOSES COMMITTEE WORK PLAN 2021/22

22 MARCH 2022

REPORT TITLE	BRIEF SUMMARY	LEAD OFFICER	OTHER CTTEE MEETINGS
1. Local authority school governor appointments	To endorse or reject nominations for appointments to local authority school governor positions.	Runa Basit, Head of School Governance & Information	
2. Update on Senior Recruitment	An update on recent senior management recruitment.	Amanda Harcus, Divisional Director, HR & Transformation	
3. Constitution Review Update	To review any updates or changes to the Constitution	Matthew Mannion, Head of Democratic Services	
4. Forthcoming Restructures – Staffing Implications	An update on forthcoming restructures.	Amanda Harcus, Divisional Director, HR & Transformation	
5. Update on Local authority school governor appointments - demographic breakdown	The Committee to receive an update report on the demographic breakdown of the local authority school governor appointments.	Runa Basit, Head of School Governance & Information	

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Agenda Item 4.1

<p>Non-Executive Report of the: General Purposes Committee 10TH January 2022</p>	 TOWER HAMLETS
Report of James Thomas, Corporate Director (Children's Services)	Classification: [Unrestricted or Exempt]
Local Authority Governor Application	

Originating Officer(s)	Farhad Ahmed
Wards affected	All wards

Executive Summary

This report sets out for Members details of applicants who have applied to be nominated as the local authority governor at Tower Hamlets maintained schools.

Recommendations:

The General Purposes Committee is recommended to:

1. Consider the applications and agree to nominate the applicants to the positions that are available for local authority governors at maintained schools in Tower Hamlets.

1. REASONS FOR THE DECISIONS

- 1.1 The School Governance (Constitution) (England) Regulations 2012 set out the process for the appointment of local authority governors to maintained schools. The Regulations allow for the local authority to nominate a person to fill the position of local authority governor. It is for the governing body to appoint that person if the governing body considers the person meets any eligibility criteria that it has set.
- 1.2 The governor nominations in this report are to fill the current LA governor vacancies

2. ALTERNATIVE OPTIONS

- 2.1 To improve the efficiency for appointing local authority governors to school vacancies, the General Purposes Committee at a meeting held on Wednesday 15 February 2006 made the decision to delegate authority to the Corporate Director (Children, Schools & Families) to appoint and revoke the appointment of local authority governors, except where there was a dispute about an appointment or there was more than one applicant for a post in

which case the Committee would decide the appointment.

- 2.2 At a meeting on 29 November 2011, the Council resolved to amend the constitution and the terms of reference of the General Purposes Committee were amended. The committee is now responsible for the appointment and revocation of local authority school governors.
- 2.3 As this is a function of the local authority there is no alternative option.

3. DETAILS OF THE REPORT

- 3.1 Applications to be nominated as the Local Authority governor to 3 schools are attached as Appendices to this report in the restricted area of the agenda.

3.2 APPLICATIONS

Re-appointments

- a) The Headteacher and Chair of Olga Primary School are in support of the appointment of Louis Coiffait-Gunn. Louis Coiffait-Gunn's application is enclosed at **Appendix 1**.
- b) The Headteacher and Chair of Olga Swanlea Secondary School are in support of the appointment of Sophie Fanning-Tichborne. Sophie Fanning-Tichborne's application is enclosed at **Appendix 2**.

New Appointments

- c) The Chair and Headteacher of Lawdale Primary School are in support of the appointment of Anne-Marie Maciver. Anne-Marie Maciver's application is enclosed at **Appendix 3**.
- d) The Chair and Headteacher of St Luke's Primary School are in support of the appointment of Felicity Legg. Felicity Legg's application is enclosed at **Appendix 4**.
- e) The Chair and Headteacher of Thomas Buxton Primary School are in support of the appointment of Pervez Qureshi. Pervez Qureshi's application is enclosed at **Appendix 5**.

4. EQUALITIES IMPLICATIONS

- 4.1 Local Authority Governors are drawn from all sectors of the community. There is a mechanism in place to ensure, as far as possible, that the composition of governing bodies reflects the makeup of the school and wider community.

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.

- 5.2 There are no further specific statutory implications arising from the report.

6. COMMENTS OF THE CHIEF FINANCE OFFICER

- 6.1 There are no financial implications arising from the recommendations in this report.

7. COMMENTS OF LEGAL SERVICES

7.1 *Section 19 of the Education Act 2002 requires each maintained school to have a governing body, which is a body corporate constituted in accordance with the Regulations. Each maintained school is required to have an instrument of government, which specifies the membership of the governing body. Regulations require a governing body to include person appointed as a local authority governor and for a number of associated matters.*

7.2 *The 2012 Regulations detail the composition of the governing body and the appointment of governors, including local authority governors. The 2012 Regulations provide that there can be only one local authority nominated governor. A local authority governor is a person who is nominated by the local authority and is appointed by the governing body after being satisfied that the person meets any eligibility criteria set by the governing body. It is for the governing body to decide whether the Local Authority nominee has the skills to contribute to the effective governance and success of the school and meets any eligibility criteria they have set. If the governing body has set eligibility criteria, then these should be notified at the meeting, so the Committee can consider them before making a nomination.*

7.3 *Schedule 4 to the 2012 Regulations set out the circumstances in which a person is qualified or disqualified from holding or continuing in office as a governor, details of which are as follows –*

- *A person who is a registered pupil at a school is disqualified from holding office as a governor of the school.*
- *A person must be aged 18 or over at the date of appointment to be qualified to be a governor.*
- *A person cannot hold more than one governor post at the same school at the same time.*

- A governor who fails to attend meetings for six months without the consent of the governing body becomes disqualified from continuing to hold office.
 - A person is disqualified from holding or continuing in office if: (1) his or her estate is sequestered (under bankruptcy) or the person is subject to a bankruptcy restrictions order or an interim order; (2) he or she is, broadly speaking, disqualified from being a company director; (3) he or she has been removed from office as trustee of a charity; (4) he or she has a criminal conviction of a specified kind within a specified time period; (5) he or she is subject to a specified prohibition or restriction on employment, such as being barred from 'regulated activity' relating to children under the Safeguarding of Vulnerable Groups Act 2006; or (6) he or she refuses to apply for a criminal records certificate when requested to do so by the clerk to the governing body.
 - A person is disqualified from appointment as a local authority governor if he or she is eligible to be a staff governor.
- 7.4 Once appointed, a governor will hold office for a fixed period of four years from the date of appointment, except in a limited number of circumstances. This does not prevent a governor from being elected for a further term. A governor may resign, be removed or be disqualified from holding office in the circumstances specified in the relevant Regulations.
- 7.5 In determining whether to appoint an authority governor, the Council must have due regard to the need to eliminate unlawful conduct under the Equality Act 2010, the need to advance equality of opportunity and the need to foster good relations between persons who share a protected characteristic and those who don't. The Committee will wish to be satisfied that the process of selection is fair, open and consistent with furtherance of these equality objectives.
- 7.6 The Council's Constitution gives the General Purposes Committee responsibility for appointment of local authority school governors.

Linked Reports, Appendices and Background Documents

Linked Report

- NONE

Appendices

- Appendices 1 – 4 [EXEMPT] LA Governor Application Forms

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

List of "Background Papers" used in the preparation of this report

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

- NONE

Officer contact details for documents:

Farhad Ahmed

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Agenda Item 4.2

<p>Non-Executive Report of the: General Purposes Committee 10 January 2022</p>	
<p>Report of: Director Health, Adults and Community Corporate Director, Health, Adults and Community</p> <p>Use of Fixed Penalty Notices for Breaches of Byelaws and Setting of Penalties. Sections 15 – 18 London Local Authorities Act (LLA) 2004 – Facilitated Through London Councils' Transport and Environment Committee (TEC)</p>	<p>Classification:</p>

Originating Officer(s)	Ann Corbett
Wards affected	All Wards

Executive Summary

Antisocial Behaviour (ASB) in the London Borough of Tower Hamlets has been and remains an extremely high priority and concern for our residents. It also remains a cross cutting Council and Mayoral priority and is linked to Outcome 7 in the Council's Strategic Plan – ASB is tackled and fear of crime reduced.

In 2017 the Council published an ambitious ASB Blueprint for action. In this Blueprint the Council committed to utilising all of its powers to tackle the issues that impact upon the quality of life for residents. The recently published Community Safety Partnership Plan prioritises tackling Neighbourhood Crime and ASB. Governance and oversight of the issues is provided through the statutory Community Safety Partnership Board.

The Council has a large number of byelaws. They cover a broad sweep of prohibited activity in places such as parks but also in other open spaces. Public use of open and safe spaces is also closely linked to health and wellbeing outcomes and is referenced in the new (draft) Health and Wellbeing Strategy.

The only means to deal with breaches of byelaws currently is by way of prosecution. This is not a cost effective or a timely solution. It incurs considerable costs in legal fees and is underused as our records show. In Tower Hamlets in the years 2017/18 and 2018/19 combined there were only 14 prosecutions commenced with 6 withdrawn, 2 not issued and 6 convictions for breach of byelaws. There is also inconsistency in relation to how Tower Hamlets Enforcement Officers (THEOs), can currently dispose of some offences by means of Fixed Penalty Notices (FPNs), but not other relevant offences that are covered by byelaws. This means that the Council's THEOs, who are often dealing with difficult and complex issues of antisocial behaviour, are unable to effectively use the full range of powers available to them via the byelaws.

We aim to maximise the impact of our enforcement activity, seek behaviour change and reduce the incidence of ASB and disorder recurring. On this basis we recommend that our enforcement approach would be more effective if this method of dealing with ASB offences was available to use alongside our existing powers.

Research shows that to actively seek to bring about behaviour change, ideally there should be as little delay as possible between the offence and the consequences of committing that offence. FPNs for the breach of byelaws will provide improved impact for our THEO service. This enhancement to our powers is more likely to bring respite to communities often blighted for several years by ASB. Residents have consistently told us they want visible and proactive enforcement, and this proposal supports that.

The means to progress this proposal has been agreed with the Council's Democratic Services Team. We are advised that it is a matter which would need to be considered by the General Purposes Committee, followed by a formal referral to the London Council's Transport and Environment Committee (TEC). This body has the authority on behalf of all London Boroughs, to make recommendations on issues such as this to the Minister of State for the Department for Levelling up, Housing and Communities.

Recommendations:

The General Purposes Committee is recommended to:

1. Comment on the proposal.
2. Agree to the submission of this proposal for consideration by the London Council's Transport and Environmental Committee (TEC). Request for that Committee to recommend it for approval to the Secretary of State at the Department of Levelling up, Housing and Communities.

1. REASONS FOR THE DECISIONS

- 1.1 Required, to agree the proposed approach to manage breaches of byelaws in a timelier, cost effective and visible manner.
- 1.2 Submission through the London Council's TEC is the only means for London Local Authorities to progress proposals regarding the uses for Fixed Penalty Notices.

2. ALTERNATIVE OPTIONS

- 2.1 The only alternative option is to do nothing. At present, the only means to deal with breaches of byelaws is by way of prosecution in the magistrates' court. If this remains the case, although more prosecutions could be

undertaken to make use of a greater range of powers available to Tower Hamlets Enforcement Officers (THEOs) provided in byelaws, it may mean that the visible and timely response that our residents expect of the Council would not be provided. More costs would be incurred and enforcement officer time would be diverted from front line patrolling and response to ASB problems that impact on neighbourhoods.

3. DETAILS OF THE REPORT

3.1. The Council has a large number of byelaws. They cover a broad range of prohibited activity in places such as parks but also in other open spaces. Public use of open and safe spaces is also closely linked to health and wellbeing outcomes and is referenced in the new (draft) Health and Wellbeing Strategy.

3.2. The only means to deal with breaches of byelaws at this Council is by way of prosecution. This is not a cost effective or a timely solution. It incurs considerable costs in legal fees. We estimate this to be on average £300 per case and based on our research is often not always recovered in full. In total for the years 2017/18 and 2018/19 there were only 6 convictions for breach of byelaws In Tower Hamlets. There is also inconsistency in relation to how THEOs can deal with some offences by means of Fixed Penalty Notices (FPNs), but not other relevant offences that are covered by byelaws. This means that the Council's THEOs, who are often dealing with difficult and complex issues of antisocial behaviour, are unable to use the full range of powers available to them via the byelaws.

3.3. We aim to maximise the impact of our enforcement activity, seek behaviour change and reduce the incidence of ASB and disorder recurring. On this basis we recommend that our enforcement approach would be more effective if this method of dealing with byelaw offences was available to use alongside our existing powers for which FPNs can be issued under, such as for litter under the Environmental Protection Act 1990 and Community Protection Notices under the Anti-Social Behaviour, Crime and Policing Act 2014. To actively seek to bring about behaviour change, ideally there should be as little delay as possible between the offence and the consequences of committing that offence. FPNs for the breach of byelaws will provide improved impact for our THEO service. This enhancement to our powers is more likely to bring respite to communities often blighted for several years by ASB. Residents have consistently told us they want visible and proactive enforcement.

3.4. The means to secure the authorisation for use of FPNs for byelaws is a two stage process. It has been confirmed through Democratic Services that the matter can be submitted for decision to the LBTH General Purposes Committee. That committee can authorise a formal approach to London Councils whose Transport and Environment Committee (TEC) is the body in London that has the authority of the Secretary of State (Department for

Levelling Up, Housing, Communities) to authorise use of FPNs for byelaws for an authority and set the penalty.

3.5. Discussions were initiated with the LB Wandsworth, that followed this process in 2019, and also collaborative links are in place with officers at London Councils. The proposed byelaws shown below have already been given an informal assessment by the legal department at London Councils. They do appear to be a group of byelaws that if submitted to the TEC would be an acceptable initial proposal. Of course, this is not the final decision of the TEC but an indicative guide based on officer discussions. If the approach to London Councils is agreed via the General Purposes Committee, it will be another valuable means to enhance the Council's ability to tackle some types of ASB and improve the confidence of residents in the Council to act on their issues.

3.6. Several years ago, the council refreshed its Byelaws and along with a large number of other local authorities and adopted the Model Byelaws Set 2, produced by the then Department for Communities and Local Government. The comprehensive set of byelaws covers a very broad spectrum of behaviour. However it is important to take a proportionate approach to enforcement. This proposal recommends that only the byelaws below, which address the key areas of ASB that the THEOs currently encounter, will be subject to this means of dealing with breaches.

3.7. The proposed list of the byelaws shown below include the full description of each in order to illustrate the types of behaviour for which each can be applied. There are some specific examples and case studies of where THEOs would be able to apply these and illustrates their relevance to the ASB and some of the behaviours that impact upon quality of life in this borough.

N.B. The following are the only byelaws where the means to deal with breaches by FPNs is proposed, relevant to the roles of our THEOs. The complete list of Model Byelaws Set 2, is an appendix to this report.

Climbing – No person shall without reasonable excuse climb on any wall or fence in or enclosing the ground, or any tree, or any barrier, railing, post or other structure.

Gates – 1) No person shall leave open any gate to which this byelaw applies and which he has opened or cause to be opened. 2) This applies to any gate

to which is attached, or near to which is displayed, a conspicuous notice stating that leaving the gate open is prohibited.

Camping – No person shall without the consent of the Council, erect a tent or use a vehicle, caravan or any other structure for the purpose of camping (except in a designated area for camping).

Fires – No person shall light a fire or place, throw or drop a lighted match or any other thing likely to cause a fire. (Exceptions around properly constructed camp stove in an authorised camp ground)

Interference with lifesaving equipment – No person shall, except in case of emergency, remove from or displace with the ground or otherwise tamper with any lifesaving appliance provided by the Council.

Cycling – No person shall without reasonable excuse ride a cycle in the ground except in any part of the ground where there is a right of way for cycles or on a designated route for cycling, nor in such a way which may endanger the public.

Skateboarding – No person shall skate, slide or ride on rollers, skateboards or other self-propelled vehicles in such a manner as to cause danger or give reasonable grounds for annoyance to other persons.

Bathing – No person shall without reasonable excuse bathe or swim in any waterway.

Boats – No person shall sail or operate any boat, dinghy, canoe, sailboard or inflatable on any waterway without the consent of the Council.

Fishing – No person shall in any waterway cast a net or line for the purpose of catching fish or other animals except in a designated area for fishing and with the prior consent of the Council and in accordance with the rules governing such consent.

Model Aircraft – No person shall cause any power-driven model aircraft to, take off or otherwise be released for flight or control the flight of such an aircraft in the ground or land in the ground without reasonable excuse.

Excessive Noise – No person shall, after being requested to desist by any other person in the ground, make or permit to be made any noise which is so loud or so continuous or repeated as to give reasonable cause for annoyance to other persons in the ground by shouting or singing, playing on a musical instrument or by operating or permitting to be operated by any radio, amplifier, tape recorder or similar device (does not apply to persons holding or taking part in any entertainment held with the consent of the Council).

Obstruction – No person shall obstruct any officer of the Council in the proper execution of his duty, any person carrying out an act with is necessary to the proper execution of any contract with the Council or any other proper use of the ground.

3.8. The following **case study examples** set out the relevance of using FPNs to deal with the different types of behaviours included in some of the byelaws above:

3.8.1. **Shadwell Basin** – an open space with a long history of a range of ASB relating predominately to seasonal issues i.e., activities each summer around use of the water for “wild swimming” within the Basin and associated ASB in the immediate open areas surrounding it. There have been many complaints to the council over the years to address the ASB and health and safety issues in this area. Parks Service have a critical and lead role in relation to management of the open space, signage and safety equipment and work closely with community safety and partners in managing and mitigating the levels of ASB there. There is a Community Safety Plan for the area overseen by the Community Safety Partnership. The range of behaviours include unlawful and dangerous swimming (two tragic deaths in the past couple of years including a prevention of death report), people climbing and jumping from disused cranes and gantries into the water, noise from portable music devices, alcohol, unlawful barbecues, nuisance flying of drones. The scope of the byelaws in this proposal, allows for their application at this venue to practically improve management of such issues. Having the ability to deal with Bathing, Climbing, Fires, Interference with Safety Equipment, Noise and Model Aircraft before things escalate to more serious ASB that may require other powers or higher level interventions, will be an additional step in reducing the nuisance caused in areas with recurring ASB.

3.8.2. One of the byelaws proposed to be dealt with for breach by issuing of FPNs relates to Camping. This does not relate to vulnerable people who may be rough sleeping. The THEOs work extremely closely with housing service and rough sleeping support services dealing with the rough sleeping cohort and have a well-established means of engaging with this group of vulnerable people with support/help as a main intervention not enforcement. This byelaw has applications regarding activities that are prevalent now post the pandemic and subsequent lockdowns. THEOs have become more engaged recently through the pan London protocol with ASB and noise associated with Unlicensed Music Events (UMEs). UMEs take many forms but can and do include the erection of gazebos or similar temporary structures in parks and other places and it is for this purpose that this byelaw is proposed and again designed to be used to nip issues in the bud before they escalate. Currently UMEs have been dealt with in a number of areas but most recently around and within the Queen Elizabeth Olympic Park near the boundary with Newham and have been on land and also include “party boats” on the waterways there.

3.8.3. Noise is a key byelaw for which the issuing of an FPN would be most useful because the wording is clearly designed to allow an early intervention where the effect does not need to reach the threshold of a statutory nuisance (as per Environmental Protection Act), which would require the intervention and investigation by the Council's specialist environmental health noise team within the Place Directorate. It requires a much lower threshold of “annoyance”. This has applications in parks with groups setting up amplifiers and holding impromptu parties, but by doing so causing annoyance to others using that park for example and of course UMEs would fall under this byelaw again as a lawful and proportionate means to deal early with issues.

3.9. As part of the preparation for this proposal, consultation was undertaken with other enforcement teams as regards their views on use of byelaws and fixed penalty notices. Those consulted included the Director Public Realm, the Head of Environmental Health and Trading Standards, Director of Commissioning and Culture, Business Manager Operational Services (Environmental Services) Legal and Democratic Services. This was undertaken to establish the extent to how byelaws are used and if a similar approach to that proposed here would be applicable in any other departments.

3.10. Environmental Health managers confirmed that their staff do use FPNs for a number of enforcement matters including the recent COVID-19 restrictions but that the only byelaw that they might wish to prosecute would be touting (outside restaurants), not included in the proposed byelaws subject

to this paper. However, they do not use the byelaw but deal with that issue by reverting to enforcing a premises licence and would not need the facility to issue an FPN for any breaches of a byelaw. The EH response also raised issues regarding difficulties associated with current Fixed Penalty Notice management, particularly following up on non-payment. In cases within their experience, where non-payment of an FPN is the issue, it is normally written off due to low income versus high cost of recovery. However the more effective management of FPNs and in particular more efficient means to ensure greater levels of payment, will be significantly enhanced for the THEO service by removing its reliance upon a lengthy back-office support team process. It is being replaced with the “Cradle to Grave” automated process provided by a recently procured hand-held enabled system with in-built back office functions called Liberator. It manages FPNs from issue to payment and if necessary as a last resort, prosecution, and it has a target date for go live of January 2022.

3.11. We have aimed to make the THEO service a “trusted brand”. The THEO service has been reorganised. This provides a 7 day a week service now across the Borough. All the Standard Operating Policies and Procedures have been updated. There is a new Performance Management Framework. Along with a detailed training and development needs assessment for officers. The Service has professional leadership and management. Along with PDRs there are supervision processes such as daily briefings, de-briefings, and officers have responsibility to meet neighbourhood taskings that are intelligence led and must be reported back upon. The Service also has the capacity to respond where issues arise spontaneously, but again with effective leadership support and daily supervision for officers. The adoption of the means to deal with breach of byelaws by issuing FPNs (retaining of course the option still to prosecute where that is more appropriate – e.g. repeat offenders) will provide a more effective response to some types of ASB in this borough.

4. EQUALITIES IMPLICATIONS

- 4.1 A full Equalities Impact Assessment has been completed. It concludes that the supervision, performance monitoring and reporting regime in place to assure proportionality relating to enforcement generally by the THEOs, will apply to this proposal. It will enable identification of any emerging needs to mitigate impacts should they arise. The numbers of people from White backgrounds do currently appear to feature disproportionately in the category of those engaged by the service in regards to antisocial behaviour. However these tend to be those individuals with drugs and other substance misuse issues. There has been a longstanding approach involving work with support agencies with this cohort and this will remain with enforcement as a last resort. Further detail is contained in the full EIA.

5. OTHER STATUTORY IMPLICATIONS

- 5.1 **Crime Reduction** - The council has the statutory obligation, Section 5 of Crime and Disorder Act 1998, to work with other statutory partners and to bring key local agencies together to deliver multi-agency solutions to local problems by pooling resources and setting the strategies. The strategies are for the reduction of crime and disorder, combatting the misuse of drugs, alcohol and other substances and for the reduction of re-offending.

6. COMMENTS OF THE CHIEF FINANCE OFFICER

- 6.1 This report seeks to initiate the use of Fixed Penalty Notices for Breaches of Byelaws and Setting of Penalties subject to approval by the LBTH General Purposes Committee and London Councils TEC. The TEC body will further facilitate discussion with the responsible Central government department to explore the possibility of recommending adoption of the use of the FPNs to deal with breaches of byelaws.
- 6.2 There are no adverse financial implications arising from the recommendation made within this report. At this stage it is difficult to establish how many FPNs will be issued, and therefore how much income would be generated, should the proposal be agreed.
- 6.3 Should further cost be incurred as a result of expanding the use of the FPNs, the service will need to get necessary approval as part of the budget setting process.

7. COMMENTS OF LEGAL SERVICES

- 7.1 FPNs can only be issued where the relevant legislation permits it. Offences against byelaws can be prosecuted in the magistrates' courts. Section 237A(1) of the Local Government Act 1972 (as amended) allows the Secretary of State to make regulations so as to permit an FPN to be issued as an alternative to prosecution in respect of certain classes of byelaws. To date, however, no such regulations have been made under s.237A(1).
- 7.2 However, Part 4 of the London Local Authorities Act 2004 ("the 2004 Act") allows London boroughs to introduce an FPN regime to deal with offences against byelaws made under any enactment, which includes the Local Government Act 1972.
- 7.3 Section 17(1) of the 2004 Act requires the Council to set the level of fixed penalty. This may take into account the reasonable costs and expected costs incurred or to be incurred in connection with the administration of the legislation under which the fixed penalty offence is created. The level of fixed penalties set is to be published in any such way as the Secretary of State determines (s.17(5)). These functions are to be carried out by "the joint

committee.” The joint committee is a committee established under s.101(5) of the Local Government Act 1972, which in this case is the London Council’s Transport and Environment Committee. If the Council wishes to implement an FPN regime for breaches of byelaws, that can only be achieved by the joint committee taking this forward.

- 7.4 Once the level of fixed penalty has been set the Secretary of State must be notified. The penalty will not come into force until one month after notification has been given, or such shorter period that the Secretary of State may allow. If the Secretary of State considers that some or all of the fixed penalty amounts are excessive he or she may object to the joint committee or make regulations prescribing the amounts to be set.
-

Linked Reports, Appendices and Background Documents

Linked Report

- None

Appendices

- Model Byelaws Set 2
- Equalities Impact Assessment

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

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

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

- NONE

Officer contact details for documents:

N/A

MODEL BYELAWS – SET 2

THE LONDON BOROUGH OF TOWER HAMLETS COUNCIL

**BYELAWS FOR PLEASURE GROUNDS, PUBLIC WALKS
AND OPEN SPACES**

ARRANGEMENT OF BYELAWS

PART [1]

GENERAL

1. General interpretation
2. Application
3. Opening times

PART [2]

PROTECTION OF THE GROUND, ITS WILDLIFE AND THE PUBLIC

4. Protection of structures and plants
5. Unauthorised erection of structures
6. Climbing
7. Grazing
8. Protection of wildlife
9. Gates
10. Camping
11. Fires
12. Missiles
13. Interference with life-saving equipment

PART [3]

HORSES, CYCLES AND VEHICLES

14. Interpretation of Part [3]

15. Horses

16. Cycling

17. Motor vehicles

18. Overnight parking

PART [4]

PLAY AREAS, GAMES AND SPORTS

19. Interpretation of Part [4]

20. Children's play areas

21. Children's play apparatus

22. Skateboarding, etc

23. Ball games

24. Ball games

25. Cricket

26. Archery

27. Field sports

28. Golf - Prohibited

PART [5]

WATERWAYS

29. Interpretation of Part [5]

30. Bathing

31. Ice skating

32. Model boats

33. Boats

34. Fishing

35. Blocking of watercourses

PART [6]

MODEL AIRCRAFT

- 36. Interpretation of Part [6]
- 37. Model aircraft - General prohibition

PART [7]

OTHER REGULATED ACTIVITIES

- 38. Provision of services
- 39. Excessive noise
- 40. Public shows, performances, political rallies and religious meetings
- 41. Aircraft, hang-gliders and hot air balloons
- 42. Kites
- 43. Metal detectors
- 44. Fundraising, and soliciting or gathering money

PART [8]

MISCELLANEOUS

- 45. Obstruction
- 46. Savings
- 47. Removal of offenders
- 48. Penalty
- 49. Revocation - General

SCHEDULE 1 - Grounds to which byelaws apply generally

SCHEDULE 2 - Grounds referred to in certain byelaws

SCHEDULE 3 - Rules for playing ball games in designated areas

Byelaws made under section 15 of the Open Spaces Act 1906 and sections 12 and 15 of the Open Spaces Act 1906 by the London Borough of Tower Hamlets with respect to pleasure grounds, public walks and open spaces.

PART 1

GENERAL

General Interpretation

1. In these byelaws:

“the Council” means the London Borough of Tower Hamlets;

“the ground” means any of the grounds listed in the Schedule /Schedule [1];

“designated area” means an area in the ground which is set aside for a specified purpose, that area and its purpose to be indicated by notices placed in a conspicuous position;

“invalid carriage” means a vehicle, whether mechanically propelled or not,

- (a) the unladen weight of which does not exceed 150 kilograms,
- (b) the width of which does not exceed 0.85 metres, and
- (c) which has been constructed or adapted for use for the carriage of a person suffering from a disability, and used solely by such a person.

Application

2. These byelaws apply to all of the grounds listed in Schedule 1 unless otherwise stated.

Opening times

3. (1) No person shall enter or remain in the ground except during opening hours.
- (2) “Opening hours” means the days and times during which the ground is open to the public and which are indicated by a notice placed in a conspicuous position at the entrance to the ground.
- (3) Byelaw 3(1) applies only to the grounds listed in Schedule 2.

PART 2

PROTECTION OF THE GROUND, ITS WILDLIFE AND THE PUBLIC

Protection of structures and plants

4. (1) No person shall without reasonable excuse remove from or displace within the ground:
 - (a) any barrier, post, seat or implement, or any part of a structure or ornament provided for use in the laying out or maintenance of the ground; or
 - (b) any stone, soil or turf or the whole or any part of any plant, shrub or tree.
- (2) No person shall walk on or ride, drive or station a horse or any vehicle over:
 - (a) any flower bed, shrub or plant;
 - (b) any ground in the course of preparation as a flower bed or for the growth of any tree, shrub or plant; or
 - (c) any part of the ground set aside by the Council for the renovation of turf or for other landscaping purposes and indicated by a notice conspicuously displayed.

Unauthorised erection of structures

5. No person shall without the consent of the Council erect any barrier, post, ride or swing, building or any other structure.

Climbing

6. No person shall without reasonable excuse climb any wall or fence in or enclosing the ground, or any tree, or any barrier, railing, post or other structure.

Grazing

7. No person shall without the consent of the Council turn out or permit any animal for which he is responsible to graze in the ground.

Protection of wildlife

8. No person shall kill, injure, take or disturb any animal, or engage in hunting or shooting or the setting of traps or the laying of snares.
- (a) Feeding of wild life (e.g. pigeons, squirrels, rats) is prohibited unless with the expressed permission of the local authority, at which permission is given for feeding of ducks.

Gates

9. (1) No person shall leave open any gate to which this byelaw applies and which he has opened or caused to be opened.
- (2) Byelaw 10(1) applies to any gate to which is attached, or near to which is displayed, a conspicuous notice stating that leaving the gate open is prohibited.

Camping

10. No person shall without the consent of the Council erect a tent or use a vehicle, caravan or any other structure for the purpose of camping [except in a designated area for camping].

Fires

11. (1) No person shall light a fire or place, throw or drop a lighted match or any other thing likely to cause a fire.
- (2) Byelaw 11(1) shall not apply to:
 - (a) the lighting of a fire at any event for which the Council has given permission that fires may be lit.
 - (b) The lighting or use, in such a manner as to safeguard against damage, danger to any person, of a properly constructed camping stove, in a designated area for camping, or of a properly constructed barbecue, in a designated area for barbecues

Missiles

12. No person shall throw or use any device to propel or discharge in the ground any object which is liable to cause injury to any other person.

Interference with life-saving equipment

13. No person shall except in case of emergency remove from or displace within the ground or otherwise tamper with any life-saving appliance provided by the Council.

PART 3

HORSES, CYCLES AND VEHICLES

Interpretation of Part 3

14. In this Part:

“designated route” means a route in or through the ground which is set aside for a specified purpose, its route and that purpose to be indicated by notices placed in a conspicuous position;

“motor cycle” means a mechanically-propelled vehicle, not being an invalid carriage, with less than four wheels and the weight of which does not exceed 410 kilograms;

“motor vehicle” means any mechanically-propelled vehicle other than a motor cycle or an invalid carriage;

“trailer” means a vehicle drawn by a motor vehicle and includes a caravan.

Horses

15. (1) No person shall ride on or in a carriage drawn by a horse except in the exercise of a lawful right or privilege.
- (2) Where horse-riding is permitted by virtue of a lawful right or privilege, no person shall ride a horse in such a manner as to cause danger to any other person.

Cycling

16. No person shall without reasonable excuse ride a cycle in the ground except in any part of the ground where there is a right of way for cycles or on a designated route for cycling, nor in such a way which may endanger the public.

Motor vehicles

17. (1) No person shall without reasonable excuse bring into or drive in the ground a motor cycle, motor vehicle or trailer except in any part of the ground where there is a right of way or a designated route for that class of vehicle.
- (2) Where there is a designated route for motor cycles, motor vehicles or trailers, it shall not be an offence under this byelaw to bring into or drive in the ground a vehicle of that class for the sole purpose of transporting it to the route.

Overnight parking

18. No person shall without the consent of the Council leave or cause or permit to be left any motor vehicle in the ground between the hours of 10 p.m. and 6 a.m..

PART 4

PLAY AREAS, GAMES AND SPORTS

Interpretation of Part [4]

19. In this Part:

“ball games” means any game involving throwing, catching, kicking, batting or running with any ball or other object designed for throwing and catching, but does not include cricket;

“golf course” means any area within the ground set aside for the purposes of playing golf and includes any golf driving range, golf practice area or putting course;

“self-propelled vehicle” means a vehicle other than a cycle, invalid carriage or pram which is propelled by the weight or force of one or more persons skating, sliding or riding on the vehicle or by one or more persons pulling or pushing the vehicle.

Children’s play areas

20. No person aged 14 years or over shall enter or remain in a designated area which is a children’s play area unless in charge of a child under the age of 14 years.

Children’s play apparatus

21. No person aged 14 years or over shall use any apparatus stated to be for the exclusive use of persons under the age of 14 years by a notice conspicuously displayed on or near the apparatus.

Skateboarding, etc

22. No person shall skate, slide or ride on rollers, skateboards or other self-propelled vehicles in such a manner as to cause danger or give reasonable grounds for annoyance to other persons.

Ball games

23. No person shall play ball games outside a designated area for playing ball games in such a manner:

- (a) as to exclude persons not playing ball games from use of that part;
- (b) as to cause danger or give reasonable grounds for annoyance to any other person in the ground; or
- (c) which is likely to cause damage to any tree, shrub or plant in the ground.

24. It is an offence for any person using a designated area for playing ball games to break any of the rules set out in Schedule 3 and conspicuously displayed on a sign in the designated area when asked by any person to desist from breaking those rules.

Cricket

25. No person shall throw or strike a cricket ball with a bat except in a designated area for playing cricket.

Archery

26. No person shall engage in the sport of archery except in connection with an event organised by or held with the consent of the Council.

Field sports

27. No person shall throw or put any javelin, hammer, discus or shot except in connection with an event organised by or held with the consent of the Council or on land set aside by the Council for that purpose.

Golf

28. No person shall drive, chip or pitch a hard golf ball.

PART 5

WATERWAYS

Interpretation of Part [5]

29. In this Part:

“boat” means any yacht, motor boat or similar craft but not a model or toy boat;

“power-driven” means driven by the combustion of petrol vapour or other combustible substances;

“waterway” means any river, lake, pool or other body of water and includes any fountain.

Bathing

30. No person shall without reasonable excuse bathe or swim in any waterway.

Ice skating

31. No person shall step onto or otherwise place their weight upon any frozen waterway.

Model boats

32. No person shall operate a power-driven model boat on any waterway except in a designated area for model boats.

Boats

33. No person shall sail or operate any boat, dinghy, canoe, sailboard or inflatable on any waterway without the consent of the Council

Fishing

34. No person shall in any waterway cast a net or line for the purpose of catching fish or other animals except in a designated area for fishing and with prior consent of the Council and in accordance with the rules governing such consent.

Blocking of watercourses

35. No person shall cause or permit the flow of any drain or watercourse in the ground to be obstructed, diverted, open or shut or otherwise move or operate any sluice or similar apparatus.

PART 6

MODEL AIRCRAFT

Interpretation of Part 6

36. In this Part:

“model aircraft” means an aircraft which weighs not more than 7 kilograms without its fuel;

“power-driven” means driven by:

- (a) the combustion of petrol vapour or other combustible substances;
- (b) jet propulsion or by means of a rocket, other than by means of a small reaction motor powered by a solid fuel pellet not exceeding 2.54 centimetres in length; or
- (c) one or more electric motors or by compressed gas.

“radio control” means control by a radio signal from a wireless transmitter or similar device.

General prohibition

37. No person shall cause any power-driven model aircraft to:
- (a) take off or otherwise be released for flight or control the flight of such an aircraft in the ground; or
 - (b) land in the ground without reasonable excuse.

PART 7

OTHER REGULATED ACTIVITIES

Provision of services

38. No person shall without the consent of the Council provide or offer to provide any service for which a charge is made.
- (1) Filming, video-recording, taking of photographs
No professionals (including students) are allowed to undertake filming, video-recording, taking of photographs without the consent of the Council.

Excessive noise

39. (1) No person shall, after being requested to desist by any other person in the ground, make or permit to be made any noise which is so loud or so continuous or repeated as to give reasonable cause for annoyance to other persons in the ground by:
- (a) shouting or singing;
 - (b) playing on a musical instrument; or
 - (c) by operating or permitting to be operated any radio, amplifier, tape recorder or similar device.
- (2) Byelaw 39 does not apply to any person holding or taking part in any entertainment held with the consent of the Council.

Public shows, performances, political rallies and religious meetings

40. No person shall without the consent of the Council hold or take part in any public show, performance, political rallies or religious meetings.

Aircraft, hang gliders and hot air balloons

41. No person shall except in case of emergency or with the consent of the Council take off from or land in the ground in an aircraft, helicopter, hang glider or hot air balloon.

Kites

42. No person shall fly any kite in such a manner as to cause danger or give reasonable grounds for annoyance to any other person.

Metal detectors

43. (1) No person shall without the consent of the Council use any device designed or adapted for detecting or locating any metal or mineral in the ground.

Fundraising, and soliciting or gathering money

44. No person shall without the consent of the Council solicit or gather money for any cause whether or not such cause is charitable.

PART [8]

MISCELLANEOUS

Obstruction

45. No person shall obstruct:

- (a) any officer of the Council in the proper execution of his duties;
- (b) any person carrying out an act which is necessary to the proper execution of any contract with the Council; or
- (c) any other person in the proper use of the ground.

Savings

46. (1) It shall not be an offence under these byelaws for an officer of the Council or any person acting in accordance with a contract with the Council to do anything necessary to the proper execution of his duty.

(2) Nothing in or done under these byelaws shall in any respect prejudice or injuriously affect any public right of way through the ground, or the rights of any person acting lawfully by virtue of some estate, right or interest in, over or affecting the ground or any part of the ground.

Removal of offenders

47. Any person offending against any of these byelaws may be removed from the ground by an officer of the Council or a constable.

Penalty

48. Any person offending against any of these byelaws shall be liable on summary conviction to a fine not exceeding level 2 on the standard scale.

Revocation

49. The byelaws made by the London Borough of Tower Hamlets on *insert date* and confirmed by the Secretary of State for the Home Office *insert date of confirmation* relating to the ground are hereby revoked.

SCHEDULES

This list is currently being verified against the Council's property records

SCHEDULE 1

GROUNDS TO WHICH BYELAWS APPLY

The grounds referred to in byelaw 2 are:

Abbott Road Gardens	Glamis Adventure Playground
Ackroyd Drive Open Space	Globe Road Open Space
Albert Gardens	Gosling Gardens
All Saints Church Yard	Great Eastern Slipway
Allen Gardens	Grove Hall Park
Allen Gardens Play Area	Hellings Street
Altab Ali Park	Ion Square Gardens
Alton Street Open Space	Island Gardens
Approach Road/Old Ford Road O. S.	Jesus Green
Arbour Square Gardens	Johnson's Drawdock
Archibald Open Space	Jolly's Green
Bartlett Park	King Edward Memorial Park
Baxendale Street Gardens	Kings Wharf
Beaumont Square Gardens	Langdon Park
Belgrave Open Space	Lenanton Steps
Bethnal Green Gardens	Leven Road Open Space
Bonner Hall Gate	Mallon Gardens
Boundary Gardens	Marsh Wall/East Ferry Road
Bow Churchyard	Mast House Terrace Playarea
Braithwaite	Meath Gardens
Bromley Recreation Ground	Mellish Street
Burdett Road Bus Terminus	Mercers Burial Ground
Canrobert Street Open Space	Middleton Green
Cantrell Road Open Space	Mile End Park
Carlton Square	Millwall Park
Carlton Square Gardens	Mudchute Farm
Cavell Street Gardens	Museum Gardens
Christchurch Gardens	Paradise Gardens
Cotton Street/Bazely Street	Pennyfields Open Space
Devons Road Ambulance Station - Grass Verge	Pollard Square
Dockers Tanner Road	Poplar High Street/Preston's Road
Fern Street Open Space	Poplar Parkway
Ford Square	Poplar Recreation Ground

Furze Green Open Space	Prospect Park
Raines Mansions	Stonebridge Wharf
Ravenscroft Park	Stoneyard Lane Open Space
Rectory Gardens	Swedenborg Gardens
Rope Walk Gardens	The Oval
Ropemakers Fields	Three Colt Street/Mitre Site
Rounton Road Open Space	Tower Hamlets Cemetery
Royal Mint Square	Trafalgar Gardens
Schoolhouse Kickabout Area	Tredegar Square
Selwyn Green	Trinity Gardens
Shacklewell Street 10'Clock Club	Trinity Square Gardens
Shacklewell Street Ball Games Area	Twelve Trees Crescent
Shandy Park	Vallance Road Gardens
Sidney Square Gardens	Vaughan Way Open Space
Sir John McDougal Gardens	Victoria Park
Spitalfields Farm	Virginia Gardens
St Annes Churchyard	Wapping Gardens
St Bartholomews Gardens	Wapping Green
St Dunstan's Churchyard	Wapping Rose Gardens
St George's in the East	Wapping Woods
St James Gardens	Warner Green Open Space
St Johns Churchyard	Waterside Gardens
St Johns Park	Weavers Fields
St Matthews Church Garden	West India Dock Road
St Matthias Church	White Horse Lane Open Space
Stepney Clock Tower	Whitehorse Road Park
Stepney Green Gardens	Wyviss Street Open Space
Stepney Green Park	York Square Gardens

SCHEDULE 2

GROUND REFERRED TO IN CERTAIN BYELAWS

OPENING TIMES (BYELAW 3(1))

The grounds referred to in byelaw 3(1) are:

Albert Gardens
Arbour Square Gardens
Bethnal Green Gardens
Carlton Square

Grove Hall Park
King Edward Memorial Park
Museum Gardens
Paradise Gardens
Poplar Recreation Ground
Tower Hamlets Cemetery
Tredegar Square
Trinity Square Gardens
Victoria Park
Wapping Gardens
Wapping Rose Gardens
York Square Gardens

Opening times are dawn until dusk.

SCHEDULE 3

RULES FOR PLAYING BALL GAMES IN DESIGNATED AREAS (BYELAW 24)

Any person using a designated area for playing ball games is required by byelaw 24 to comply with the following rules:

- (1) No person shall play any game other than those ball games for which the designated area has been set aside.
- (2) No person shall obstruct any other person who is playing in accordance with these rules.
- (3) Where exclusive use of the designated area has been granted to a person or group of persons by the Council for a specified period, no other person shall play in that area during that period.
- (4) Subject to paragraph (5), where the designated area is already in use by any person, any other person wishing to play in that area must seek their permission to do so.
- (5) Except where they have been granted exclusive use of the designated area for more than two hours by the Council, any person using that area shall vacate it if they have played continuously for two hours or more and any other person wishes to use that area.
- (6) No person shall play in the designated area when a notice has been placed in a conspicuous position by the Council prohibiting play in that area.

Equality Impact Analysis (EIA) – impact on residents, service users and wider community

Section 1: Introduction

Name of proposal
For the purpose of this document, 'proposal' refers to a policy, function, strategy or project
The adoption of issuing Fixed Penalty Notices in relation to breaches of the Council's byelaws.
Service area and Directorate responsible
Safer Neighbourhoods Operations – Community Safety – Health Adults and Community
Name of completing officer
Barry Scales
Approved by (Corporate Director / Divisional Director/ Head of Service)
Ann Corbett
Date of approval
05/11/2021

Where a proposal is being taken to a committee, please append the completed EIA(s) to the cover report.

Conclusion – To be completed at the end of the Equality Impact Analysis process

This summary will provide an update on the findings of the EIA and what the outcome is. *For example, based on the findings of the EIA, the proposal was rejected as the negative impact on a particular group was disproportionate and the appropriate actions cannot be*

undertaken to mitigate risk. Or, based on the EIA, the proposal was amended, and alternative steps taken.

The focus of this is to analyse the impacts of the proposal on residents, service users and the wider community that are likely to be affected by the proposal. If the proposed change also has an impact on staff, the committee covering report should provide an overview of the likely equality impact for staff, residents and service users and the range of mitigating measures proposed.

Conclusion	Current decision rating (see Appendix A)
<p>The supervision, performance monitoring and reporting regime to assure proportionality already in place in the service regarding the issuing of Fixed Penalty Notices by THEOs, will enable identification of any emerging needs to mitigate impacts should they arise.</p> <p>The overall needs in this borough to tackle the high levels of ASB must be a priority for the council and its partners because it negatively impacts upon the members of all communities. There is a definition of ASB which defines it as behaviour or conduct which is, or is likely to cause harassment, alarm or distress to any person or nuisance or annoyance in relation to a person's occupancy of their home. That means all communities and individuals with and without protected characteristics can be impacted and also a range of members of all communities can be responsible for ASB and it is the role of the enforcement services to support all communities. The available data supports this and the variations that are apparent with the numbers of those from the White categories for example, although still fitting the overall distribution, is accounted for because of the types of behaviour encountered and detailed later in the assessment.</p> <p>The THEO service adopts a general approach to enforcement which is entirely in line with this and also with the Council's Enforcement Policy covering all the service's activities. This is to act proportionately and only take enforcement action where this is necessary and only after an initial engagement and support if necessary. This proposal to create the option for THEOs to issue Fixed Penalty Notices (FPNs) for breaches of byelaws whilst retaining the option to prosecute, will be treated within this same approach.</p>	

The Equality Act 2010 places a ‘General Duty’ on all public bodies to have ‘due regard’ to the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act
- Advance equality of opportunity between those with ‘protected characteristics’ and those without them
- Foster good relations between those with ‘protected characteristics’ and those without them

This Equality Impact Analysis provides evidence for meeting the Council’s commitment to equality and the responsibilities outlined above. For more information about the Council’s commitment to equality, please visit the Council’s [website](#).

Section 2: General information about the proposal

Describe the proposal including the relevance of proposal to the general equality duties and protected characteristics under the Equality Act 2010

Antisocial Behaviour (ASB) in the London Borough of Tower Hamlets has been and remains an extremely high priority and concern for all of our residents. It also remains a Corporate and Mayoral priority. In 2017 the Council published an ambitious ASB Blueprint for action and committed utilising all of its powers to tackle the issues that impact on the quality of life for all residents and ensuring that victims are at the heart of our actions. The recently published Community Safety Partnership Plan prioritises tackling Neighbourhood Crime and ASB.

Currently, the only means to deal with breaches of byelaws in Tower Hamlets is by way of prosecution. This restricts both the timeliness and effectiveness of our overall response to incidents of ASB. Tower Hamlets Enforcement Officers (THEOs) already have existing powers and a number of these, if offences are taking place, can be dealt with by issuing a fixed penalty notice (FPN). There is however a further range of activities and behaviours often causing ASB, covered in the Council’s byelaws. They cover a broad sweep of prohibited activity in places such as parks but also in other open spaces, all places which the whole community should be able to enjoy and not be blighted by ASB.

The types of behaviours that are covered by the byelaws within this proposal extracted from the full set of over 45, are only those that are relevant to the role of THEOs in tackling ASB in this borough. They are:

Climbing – No person shall without reasonable excuse climb on any wall or fence in or enclosing the ground, or any tree, or any barrier, railing, post or other structure.

Gates – 1) No person shall leave open any gate to which this byelaw applies and which he has opened or cause to be opened. 2) This applies to any gate to which is attached, or near to which is displayed, a conspicuous notice stating that leaving the gate open is prohibited.

Camping – No person shall without the consent of the Council, erect a tent or use a vehicle, caravan or any other structure for the purpose of camping (except in a designated area for camping).

Fires – No person shall light a fire or place, throw or drop a lighted match or any other thing likely to cause a fire. (Exceptions around properly constructed camp stove in an authorised camp ground)

Interference with lifesaving equipment – No person shall, except in case of emergency, remove from or displace with the ground or otherwise tamper with any lifesaving appliance provided by the Council.

Cycling – No person shall without reasonable excuse ride a cycle in the ground except in any part of the ground where there is a right of way for cycles or on a designated route for cycling, nor in such a way which may endanger the public.

Skateboarding – No person shall skate, slide or ride on rollers, skateboards or other self-propelled vehicles in such a manner as to cause danger or give reasonable grounds for annoyance to other persons.

Bathing – No person shall without reasonable excuse bathe or swim in any waterway.

Boats – No person shall sail or operate any boat, dinghy, canoe, sailboard or inflatable on any waterway without the consent of the Council.

Fishing – No person shall in any waterway cast a net or line for the purpose of catching fish or other animals except in a designated area for fishing and with the prior consent of the Council and in accordance with the rules governing such consent.

Model Aircraft – No person shall cause any power-driven model aircraft to, take off or otherwise be released for flight or control the flight of such an aircraft in the ground or land in the ground without reasonable excuse.

Excessive Noise – No person shall, after being requested to desist by any other person in the ground, make or permit to be made any noise which is so loud or so continuous or repeated as to give reasonable cause for annoyance to other persons in the ground by shouting or singing, playing on a musical instrument or by operating or permitting to be operated by any radio, amplifier, tape recorder or similar device (does not apply to persons holding or taking part in any entertainment held with the consent of the Council).

Obstruction – No person shall obstruct any officer of the Council in the proper execution of his duty, any person carrying out an act which is necessary to the proper execution of any contract with the Council or any other proper use of the ground.

The types of behaviour or conduct where the above byelaws can be applied and

where THEOs could consider dealing with by way of FPN, are encountered in parks and other open spaces where a range of people can be present. These can represent both those committing the offences and those who are adversely affected by them and neither are confined to groups possessing any particular protected characteristics.

This proposal is intended to address a means to improve service delivery to a priority issue that our residents consistently tell us is of greatest concern to them. They require the council and other services to tackle ASB in their neighbourhoods more effectively and provide visibility. Having the option to issue an FPN at the time to a person committing offences, often with residents witnessing the action, gives our service more opportunity to achieve this. We still retain the option to prosecute a person, for example in an extreme case or a repeat offender, but we see the benefits of issuing notices there and then in most cases to be of greatest benefit. The issue of how we ensure we do this proportionately and do not negatively impact some groups rather than others by doing this is explored below.

Section 3: Evidence (consideration of data and information)

What evidence do we have which may help us think about the impacts or likely impacts on residents, service users and wider community?

ASB does not just affect some members of our community but it impacts residents and visitors from all communities and if not tackled, has a detrimental impact on the quality of all their lives. As an enforcement service, we clearly have a duty to improve the lives of all our residents but ensuring this is done in a proportionate way. The information from our reporting systems at the council only record demographic information if users reporting ASB choose to provide it and the take up is low and of course ASB is reported to a number of other agencies, not least of which is the police. Again demographic data is not available to us on the breakdown of who reports ASB to the police. Information is more available in regard to those who commit ASB in our borough and is explored later in this assessment.

It is acknowledged by the Safer Neighbourhood Operations Service that enforcement alone is not the solution to long term reductions to the very high numbers of incidents, but it is nevertheless a key tool for providing respite for our communities. We work with a number of key partners to deliver our services which includes joint working with a range of support services such as drugs and alcohol services, young people's services and housing support. The role of effective

partnerships across council/police/social housing providers is also clearly a factor in ensuring that enforcement is applied proportionately and this is a priority for the Community Safety Partnership at LBTH. This statutory partnership body has recently established a specific board reporting to it, focussing solely on the delivery of services to tackle neighbourhood ASB and crime and that focus includes the balance of engagement, support and diversion before enforcement.

Reports of ASB

The evidence is that regarding the impact of ASB, LBTH still has a very high level of reported ASB in London. Reports made to the Police regarding ASB incidents within Tower Hamlets have also increased year on year for the past 2 years. The table below shows that there was an increase of 4.4% in FY 2018-2019 and another increase of 14.5% in FY 2019-2020 with additional pressure from the COVID-19 situation. At the time of this report, for 2021 to date, calls to the 101 number for support from the police have fallen although the reason for this is not yet clear and overall, reports to the council and police are still higher than most other boroughs, LBTH is regularly highest or second highest in London.

	17-18	18-19	19-20
April	1379	1369	1327
May	1227	1310	1487
June	1159	1345	1688
July	1493	1477	2005
August	1492	1354	1891
September	1153	1168	1483
October	1286	1245	1407
November	1179	1280	1253
December	903	1029	1052
January	1195	1160	1106
February	967	1105	1095
March	1029	1254	1492
Total	14462	15096	17286

VS previous FY	Down 21%	Up 4.4%	Up 14.5%	
<u>Population</u>				
The borough has a very diverse population.				
Age – 0 to 19 years accounts for 25% around the average for London				
20 to 39 years accounts for 46% which is higher than the London average				
65 and over only 6% compared to 12% in London				
Gender – Male 52% which is a higher ratio to females than the London average				
Sexual Orientation – Data from the 2011 census is limited but is being updated by the 2021 census. Experimental estimates published in 2015 for LBTH are that around 4.3% of the population is from the LGBT+ community				
Ethnicity – Bangladeshi 32%, White British accounts for 31.2%, White Other 12.4%, Black/Black British is 7.3%.				
<u>Means to assure proportionate use of FPNs in relation to breaches of the proposed selected byelaws:</u>				
The range of ASB that our THEO enforcement service encounters involves perpetrators from across all of our communities and with some variations for types of behaviour, this distribution reflects the basic demographics set out in the previous paragraph but numbers within the groups vary due to the circumstances and behaviours encountered and details are included in the statistics section below. For example, a large number of those engaged in ASB behaviours related to their drugs or other substance misuse are from the street population with a variety of complex needs and vulnerabilities. They are mainly older, from the white British or white other categories and male with only 20% female. There remains our longstanding approach, shared with our support service partners, of engagement, support and with enforcement as a last resort. This is the tailored approach to this group and incidents of ASB that occurs. If enforcement does have to be the result, routes to it are taken that ensure that conditions such as positive requirements to engage in support activities which are provided by powers such as civil injunctions are most appropriate and not the issuing of a fixed penalty notice to this cohort.				
Another example is the enforcement of the recently introduced Public Spaces Protection Order (PSPO) for the misuse of Nitrous Oxide (NOx). There is a				

declared commitment to engagement, particularly with young people but also with adults, regardless of ethnic background, signposting to support services suitable for each before considering enforcement. Again this is a monitored intervention, to ensure that the proportionate approach is effective but also of course properly balanced against our overall obligation to deal with the ASB that results from these activities for the benefit of the whole community. The support offered before enforcement takes into account age and ethnicity with commitment from support agencies to work with us. Fixed penalty notices are not issued by THEOs to persons under 18 years of age for any offence and those individuals are managed by more diversion and support interventions unless behaviour is such that it requires the intervention of police using other powers. However with adults, the use of FPNs to deal with breaches of the PSPO will be used, taking into account the general stance set out above.

With all this in mind, supervised, monitored and proportionate means of dealing with particular groups according to the circumstances of each incident and the behaviour encountered has been and remains our adopted approach. Additionally the activities of our enforcement service is informed and tasked through intelligence and identification of hot spots and not simply random patrolling and therefore interventions have evidenced proportionality.

Statistics regarding those committing ASB at LBTH – ASB is dealt with by a large number of agencies and the data available across the piece relating to the ethnicity of those committing ASB is far from definitive or complete. However, this proposal is about the activities of our THEO service specifically and some useful data is available showing the ethnicity and ages of those they encounter and/or to whom they issue fixed penalty notices using their existing powers.

Data derived from the issuing of ASB Incident Reports by THEOs regarding the ethnicity and age of those they encountered and who were engaged in ASB shows the following and informs our proportionate enforcement approach.

In the years 2019/2020 and 2020/21 combined, there were 2985 ASB Incident Reports recorded.

Of the 860 reports for females, 102 were without details of ethnicity for reasons of preference or it was not recorded. Of the 758 remaining records, 640 (84.43%), were White British or White Other. The remainder shows that 33 (4.35%) were Mixed/Dual Heritage – White and Black Caribbean, 25 (3.3%) were Black/Black British – Somali and 19 (2.51%) were Asian – Bangladeshi. There were very low numbers for the remaining recorded ethnicities.

Of the 2125 reports for males, 386 were without details of ethnicity for reasons of

preference of was not recorded. Of the 1739 remaining records, 1152 (66.24%) were White British or White Other. The remainder shows that 233 (13.4%) were Asian – Bangladeshi, 87 (7.53%), 62 (5.38%) were Black/Black British African and 30 (2.6%) were Black/Black British Caribbean.

The ages of those encountered for females was mainly within the range 26 to 45 years and for males, 21 to 50. Young people aged 13 to 20 represented just 2.8% for females and 10.24% for males. Traditionally there remains a perception that ASB is associated predominately with the activities of young people. Consistently the perceptions of residents are not confirmed by either the experience of enforcement officers of national statistics. Young people of course are involved in ASB, sometimes serious ASB, but in general as the above figures show, it is older aged people that commit the most. We have included some byelaws that might be viewed as putting young people's behaviour disproportionately in focus. For example the climbing byelaw is included in this proposal but it is included not to be aimed at young people who may be climbing trees in parks, this would likely be dealt with by intervening, engaging and possibly a warning. It is included to deal with the more dangerous activities that older people engage in, such as climbing and jumping from old cranes and gantries in places like Shadwell Basin in the summer months and additionally the swimming, fishing, interference with safety equipment and noise byelaws will also be used most where the behaviour is committed by older people.

The UK/London trend relating to those from a Black ethnicity background is that they are generally overrepresented in some enforcement activity such as stop and search and arrests. The data above does not indicate that this is the case for the interactions THEOs have in their enforcement activities.

Conclusion - It is contended through consideration of the content of this assessment, that the introduction of the option using FPNs to deal more effectively with breaches of byelaws to tackle ASB will not disproportionately affect any particular group of people within those possessing protected characteristics. However, means to assure this will be our regular monitoring. It is already part of the overall performance monitoring, reported through the established performance management regime of the THEO service, through the service's senior management to the regular corporate performance boards including the Equalities Board.



Section 4: Assessing the impacts on different groups and service delivery

Groups	Positive	Negative	Neutral	Considering the above information and evidence, describe the impact this proposal will have on the following groups?
Protected				
Age (All age groups)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<p>The approach adopted of engagement, support then enforcement will apply to the enforcement of byelaws as with all the activities of our services. Support is tailored to age with options for all age groups to be supported before enforcement by FPN is considered for breach of byelaws.</p> <p>The positive impact is that overall and in line with our duty to deal with ASB that impacts all communities, is that those in this group will be given more respite from the effects of ASB.</p>
Disability (Physical, learning difficulties, mental health and medical conditions)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Monitoring information on protected characteristics other sex, age and ethnic background were not available.

Sex	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<p>Males are over-represented in local data and therefore most likely to be impacted by this proposal, however the impact is not assessed as being disproportionate.</p> <p>The positive impact is that overall and in line with our duty to deal with ASB that impacts all communities, the introduction of this proposal will enhance our ability to deal with ASB and give those within this group as with all other residents, more respite from what is of major concern.</p>
Gender reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Monitoring information on protected characteristics other sex, age and ethnic background were not available.
Marriage and civil partnership	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Monitoring information on protected characteristics other sex, age and ethnic background were not available.
Religion or philosophical belief	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Monitoring information on protected characteristics other sex, age and ethnic



background were not available.

Race	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Those of white ethnic backgrounds are over-represented in local data and therefore most likely to be impacted by this proposal, however the impact is not assessed as being disproportionate. The positive impact is that overall and in line with our duty to deal with ASB that impacts all communities, the introduction of this proposal will enhance our ability to deal with ASB and give those within this group as with all other residents, more respite from what is of major concern.
Sexual orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Monitoring information on protected characteristics other sex, age and ethnic background were not available.
Pregnancy and maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Monitoring information on protected characteristics other sex, age and ethnic background were not available.
Other				Monitoring information on protected



Socio-economic	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<p>characteristics other sex, age and ethnic background were not available.</p> <p>The imposition of an £80 Fixed Penalty Notice could have a negative impact upon those from those with socio-economic challenges and have less impact upon the wealthier. However the proposal to permit the issuing of FPNs for breaches of byelaws does not replace the option to prosecute an offender and permit the conduct to be evaluated by a court and a penalty imposed following this process. If a person does not pay an FPN they will most usually be prosecuted for non-payment and in both cases this can lead to a criminal conviction. Payment of an FPN discharges the person's liability completely.</p>
Parents/Carers	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Monitoring information on protected characteristics other sex, age and ethnic background were not available.
People with different Gender Identities e.g. Gender fluid, Non-Binary etc	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Monitoring information on protected characteristics other sex, age and ethnic background were not available.



TOWER HAMLETS

Monitoring information on protected characteristics other sex, age and ethnic background were not available.

Any other groups	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
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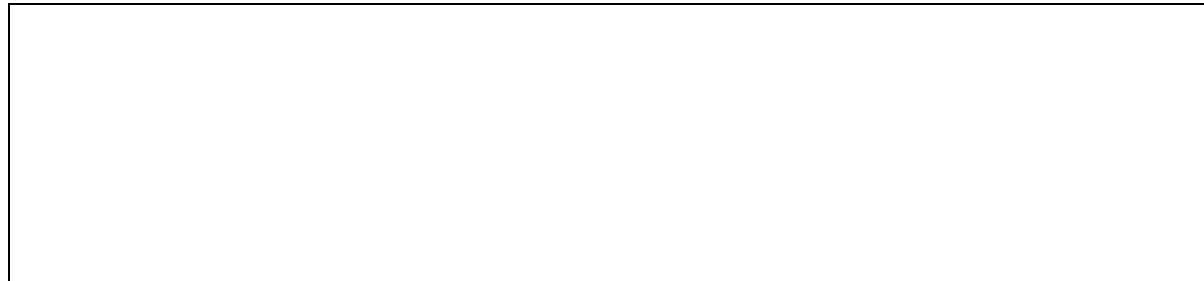
Section 5: Impact analysis and action plan

Recommendation	Key activity	Progress milestones including target dates for either completion or progress	Officer responsible	Update on progress
Ensure current monitoring of all the enforcement activities of the THEO service includes the use of FPNs for breaches of selected byelaws	Include in performance monitoring dashboard	Dashboard updated for reporting in the first quarter after the proposal becomes live	Keith Stanger Head of Safer Neighbourhood Operations	

Section 6: Monitoring

What monitoring processes have been put in place to check the delivery of the above action plan and impact on equality groups?

The activities of the THEO service in relation to the use of FPNs for breach of byelaws will be monitored as part of current performance management processes.. Regular oversight will be maintained of the use of FPNs for byelaws in relation assuring proportionate use involving groups with protective characteristics.



Appendix A

EIA decision rating

Decision	Action	Risk
As a result of performing the EIA, it is evident that a disproportionately negative impact (direct, indirect, unintentional or otherwise) exists to one or more of the nine groups of people who share a Protected Characteristic under the Equality Act and appropriate mitigations cannot be put in place to mitigate against negative impact. It is recommended that this proposal be suspended until further work is undertaken.	Suspend – Further Work Required	Red 
As a result of performing the EIA, it is evident that there is a risk that a disproportionately negative impact (direct, indirect, unintentional or otherwise) exists to one or more of the nine groups of people who share a protected characteristic under the Equality Act 2010. However, there is a genuine determining reason that could legitimise or justify the use of this policy.	Further (specialist) advice should be taken	Red Amber 
As a result of performing the EIA, it is evident that there is a risk that a disproportionately negatively impact (as described above) exists to one or more of the nine groups of people who share a protected characteristic under the Equality Act 2010. However, this risk may be removed or reduced by implementing the actions detailed within the <i>Impact analysis and action plan</i> section of this document.	Proceed pending agreement of mitigating action	Amber 

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Cover Report to: GENERAL PURPOSES COMMITTEE 10 January 2022	 TOWER HAMLETS
Report of: Cover Report: Ali Littlewood, Director of HR, OD and Business Support Services Main Report: Ali Littlewood	Classification: Unrestricted
Report on Employee Relations casework and policies	

Originating Officer(s)	Pat Chen, Head of HR
Wards affected	None

1. EXECUTIVE SUMMARY

- 1.1. The attached report is to update GPC on the management of Employee Relations casework and policies within the Council, including progress made to-date, and targets and considerations for the future development of case management.
- 1.2. This quarterly report is for the period July 2021 – September 2021. It also includes data trends for the 12-month period from October 2020 – September 2021 and recommendations arising from this data.

2. RECOMMENDATIONS:

- 2.1. The General Purposes Committee is recommended to:
 1. Note the report.

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Employee Relations Quarterly Report on Casework and Policies

Q2 2021/22 (July – September 2021)

01/10/2021

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CLT Report on Casework

1. Introduction

The purpose of this report is to update CLT on casework and policy work and other related activities undertaken by the Employee Relations and Engagement team in HR&OD.

This report provides casework data for the period July – September 2021, looking at case type, case location and equalities data, and looks to establish trends and make recommendations. The Policy section reports on progress of the programme of policy reviews for all of the Council's staff policies.

The report now also includes trend data for the previous 12-month period (October 2020 – September 2021) to highlight changes over a longer period.

2. Executive Summary

The following key points summarise progress made to-date in tackling casework and policy:

- **Number of cases:** Since the last report, which covered data from April to June 2021, open cases have slightly increased from 33 open cases to 37 open cases.
- **Time to Resolve:** Taking into account all cases that were closed during the period July – September 2021 (including those that opened prior to this period), the average time taken to resolve cases is 281 days. This figure has increased slightly as it includes 5 long standing legacy cases that were closed during this period. For cases that were both opened and closed during this period, the average time to resolve is 40 days.
 - Finding managers to investigate grievances or disciplinaries is particularly challenging. During this period 70 staff have been trained to conduct investigations, which has significantly increased the pool of investigators and it is expected that this will mean that formal investigators will be appointed more quickly, which will have a positive impact on the duration of a case.
 - Excluding health and wellbeing cases, during this quarter the type of casework which takes the longest to resolve is Grievance and CHADs followed by Disciplinaries.
- **Case Type and Outcomes:** The greatest number of cases are grievance, followed by CHAD and disciplinary. With regard to the former, we have 2 trained mediators in HR who have successfully resolved some recent workplace issues. We are currently training a pool of 12 in-house mediators, offering greater potential to quickly and informally address cases related to work relationships, to avoid the formal, lengthy and more adversarial grievance route.
- **Cases by Directorate:** Place and Health, Adults & Community have the highest levels of casework, the majority of which are grievances (including CHADs). Additional support is being dedicated to Place to manage a high number of complex and long-standing cases.
- **Equalities:** Grievance cases are disproportionately higher amongst Bangladeshi staff. This data is likely to be skewed by the higher number of grievances in one particular service area, involving a group of Bangladeshi staff. The content of the reports we generate, and the intervals are under review to enable us to provide more meaningful data against the protected characteristics. We are now collating the

- equalities data of line managers, investigating officers and deciding managers, to highlight if there is any potential bias or discrimination in the way staff are dealt with.
- **Investigators and Mediators:** We have now trained 70 managers from across the Council to be investigators and 12 mediators are being trained who will be ready to mediate in February 2022.
 - **ER Inbox:** The team manage a dedicated Employee Relations Casework Inbox, which has a 24-hour response target, which is met. In addition to the formal casework requests and enquiries coming through this channel, the team have handled over 170 general enquiries in this period, which are not linked to formal cases.
 - **Policies:** Engagement and partnership working with the trade unions, staff networks and managers has been greatly enhanced in the field of policy work. We have set up quarterly Policy Forums at which ER and the trade unions review the priorities and timescales for our policy review programme, and we hold regular policy consultation meetings for draft revised or new policies. We have revised and implemented some key policies, such as Attendance Management, Organisational Change, Grievance and Discipline and produced management guidance and templates. We are currently consulting on 14 others, some which have had a light touch review and rebranded and others involving greater change.
 - **Policies and e-learning:** ER have sourced a widely used e-training provider, at low cost, to enable us to deliver bite-size e-learning courses that cover the essentials skills and knowledge that managers need. These can be adapted by the ER team to reflect our internal policies and they will have Tower Hamlets branding. These short courses for busy managers ensure we are at least compliant in management training on core procedures (longer interactive workshops can still be offered that go into the 'how'). We will send out comms and encourage managers to undertake this training when this is rolled out in the New Year.
 - **Employment Tribunals:** The ER team now work closely with the legal team on the management of ET claims. There are currently 22 open ET claims, 5 of which are from agency workers. Future reports will include data on the trends of type of claim and overall number of claims.

3. Background

HR realigned to establish a dedicated team to handle casework and policy development and created an Employee Relations and Engagement Framework to support this work. This has enabled us to more effectively manage and monitor the previously high caseload within the Council. The Framework looked to achieve this in the following ways:

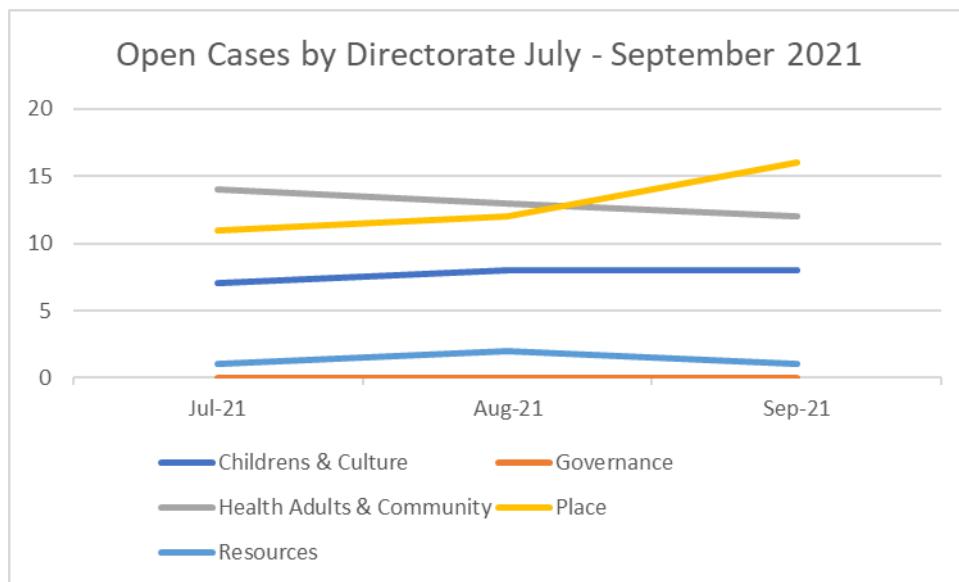
- Consistency in how we manage casework – practice following policy
- Improving resilience and competency of managers and HR professionals
- Timely resolution of issues
- Staff confidence to raise issues
- Improving the reputation and delivery of the HR & OD service
- Reducing employment costs

The actions and how these have been met is detailed below, including an analysis of the casework data, and considerations underway for the next steps in developing the service.

4. Casework Data and Recommendations

The following sections look at casework supported by the Employee Relations and Engagement team. The data shows us:

During the period 1 July 2021 to 30 September 2021, the overall number of open/live cases has increased slightly from 33 to 37.



As identified above, the overall number of cases in Place has increased during this quarter.

Three of the open cases involve suspensions, which are regularly reviewed to ensure this remains an appropriate course of action.

4.1 Cases by Location

Assessment and Recommendations:

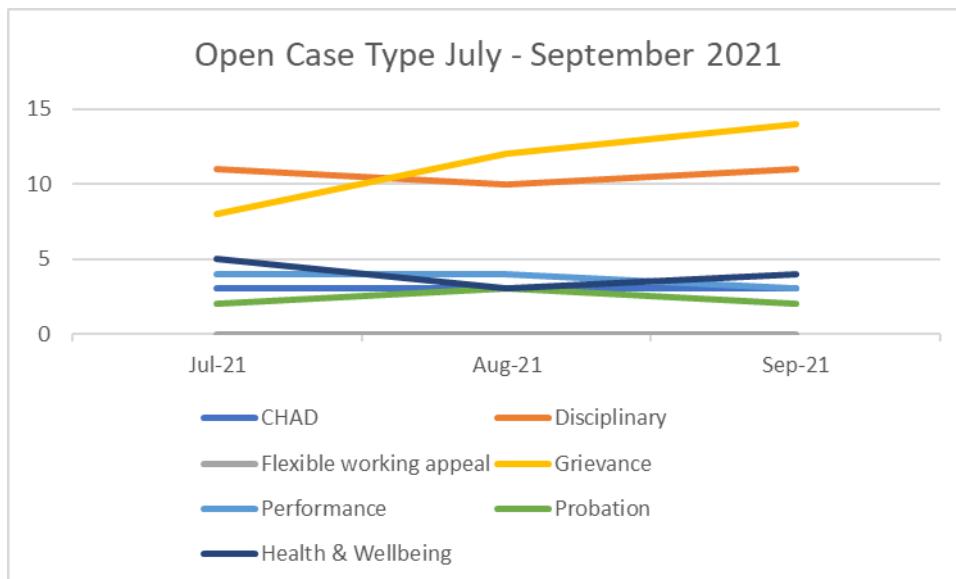
As at 30 September 2021, the table below shows the distribution of cases by Directorate.

Directorate	Number of cases
Children & Culture	8
Health, Adults & Community	12
Place	16
Resources	1
Grand Total	37

Open cases in Place account for over 40% of the total current open cases and illustrate where we need to target management support and development.

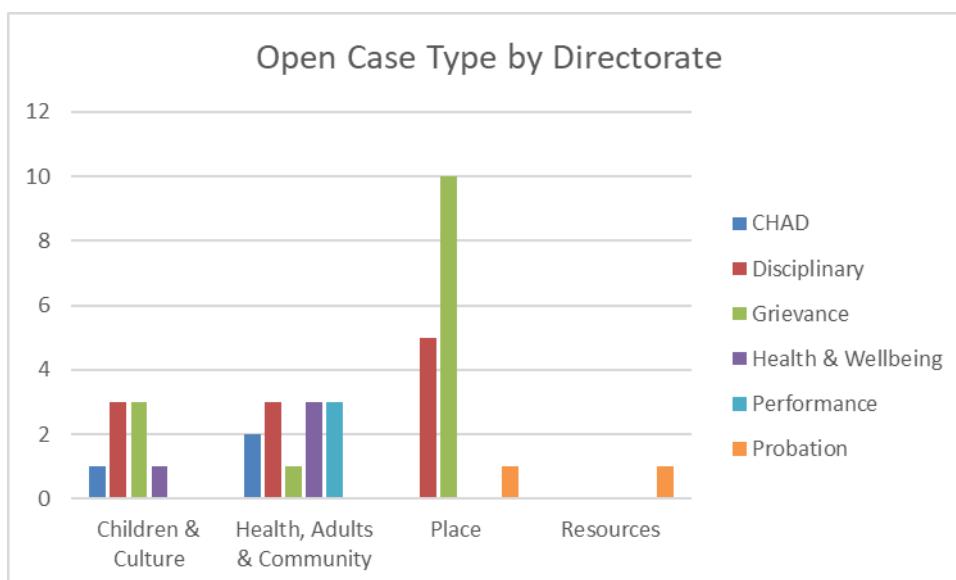
4.2 Cases by Type

The overall number of cases has increased slightly with a rise in the number of grievances.



The revised grievance policy that was implemented in August 2021 combined the previous Grievance and Combatting Harassment & Discrimination (CHAD) policies into a single policy. Current open cases raised using the previous CHAD procedure are shown separately.

The bar graph below shows the type of open cases across all directorates, with the majority of cases being grievances. 70% of all current grievances are in Place with these accounting for 30% of all open cases.



4.3 Cases by Time to Resolve

Assessment and Recommendations:

During this period, 12 cases were closed. The average time taken to resolve these cases was 281 days. Note that in respect of Health and Wellbeing cases, the ER Team support and record cases at Stage 3 Consideration for Dismissal under the current Attendance Management Policy. However, under the previous Sickness Management Procedure, HR attendance was required at earlier formal stages. Therefore, health and wellbeing cases have not been included in the average time taken to resolve cases as this will distort the data and disproportionately skew the figures.

With the exception of the health and wellbeing case that was closed, 9 of the remaining 11 cases were long term cases i.e., they had been open for over 3 months.

The table below outlines the outcomes of the cases closed in this quarter.

Case Type and Outcome	Number of cases
CHAD	1
CHAD - Not upheld	1
Disciplinary	5
Disciplinary - Upheld - Dismissal	1
Disciplinary - Upheld - First Written Warning	3
Disciplinary - Upheld – Final Written Warning	1
Grievance	3
Grievance - Not upheld	1
Grievance - Upheld in part	1
Informal Resolution	1
Health & Wellbeing	1
Health & Wellbeing - Dismissal	1
Performance	1
Resigned	1
Probation	1
Probation - Dismissal	1
Grand Total	12

Long Term Cases

As at 30 September 2021, we currently have 23 long term cases, which are those that have been open for 90 days or more. 10 of these were opened before 2021, as shown in the table below.

Year Case Opened	Number of cases
2018	2
2019	1
2020	7
2021	27
Grand Total	37

There were 3 long standing legacy cases remaining from 2018/2019 at the time the data was run for this report. All 3 cases have now been resolved and this will be reflected in the Q3 report.

The breakdown of types of cases and the year in which they were opened is shown in the table below.

Year Case Opened	Number of cases
2018	2
CHAD	1
Grievance	1
2019	1
Performance	1
2020	7
CHAD	2
Disciplinary	1
Grievance	1
Health & Wellbeing	2
Performance	1
2021	27
Disciplinary	10
Grievance	12
Health & Wellbeing	2
Performance	1
Probation	2
Grand Total	37

4.4 Cases and Equalities data

Assessment and Recommendations:

The following charts show the equality breakdown of the current open cases against the equality breakdown of all council staff.

	Significantly higher than workforce
	Proportionate to workforce
	Significantly lower than workforce

***Significant is more or less than 5% difference from workforce as a whole**

Race	Open Cases		Council Wide
	Count	%	%
Asian	2	5.41%	6.49%
Bangladeshi	16	43.24%	25.83%
Black	11	29.73%	21.05%
Missing	1	2.70%	3.97%
Mixed	2	5.41%	2.92%
Other	0	0.00%	1.21%
White	5	13.51%	38.53%
Grand Total	37	100.00%	100.00%

Religion	Open Cases		Council Wide
	Count	%	%
Buddhist	0	0.00%	0.54%
Christian	7	18.92%	31.69%
Decline to State / No information	8	21.62%	15.50%
Hindu	0	0.00%	1.19%
Jewish	1	2.70%	0.63%
Muslim	16	43.24%	29.50%
No religion	4	10.81%	17.15%
Other	1	2.70%	3.22%
Sikh	0	0.00%	0.58%
Grand Total	37	100.00%	100.00%

Sexual Orientation	Open Cases		Council Wide
	Count	%	%
Bisexual	1	2.70%	0.98%
Decline to State / No information	8	21.62%	19.93%
Gay	0	0.00%	1.66%
Heterosexual	28	75.68%	76.45%
Lesbian	0	0.00%	0.93%
Prefer to self-describe	0	0.00%	0.05%
Grand Total	37	100.00%	100.00%

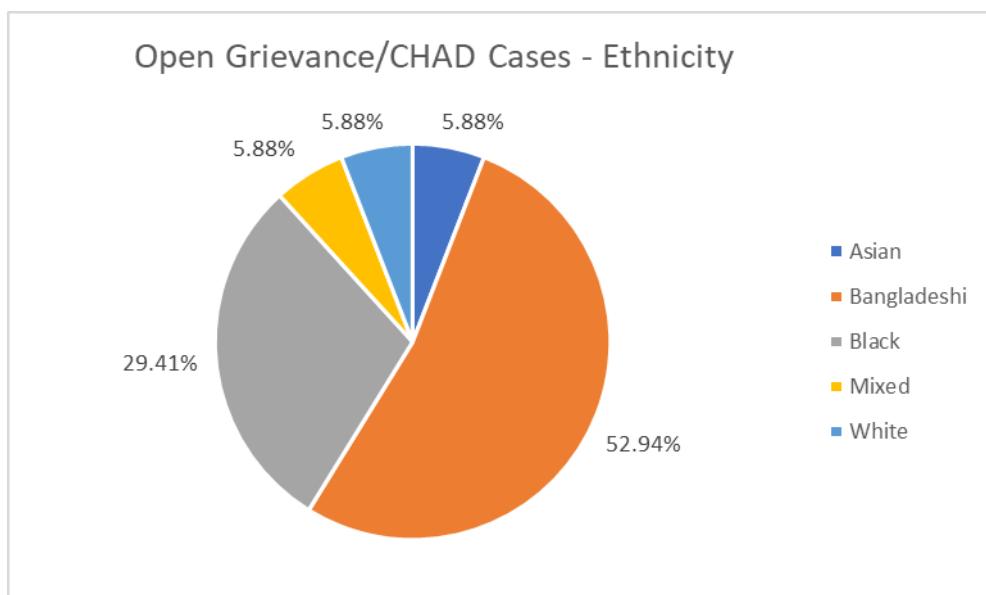
Sex	Open Cases		Council Wide
	Count	%	%
Female	16	43.24%	57.85%
Male	21	56.76%	42.15%
Grand Total		37	100.00%

Disability	Open Cases		Council Wide
	Count	%	%
Decline to State / No information	4	10.26%	10.81%
No	25	71.79%	67.57%
Unaware	1	2.56%	2.70%
Yes	7	15.38%	18.92%
Grand Total	37	100.00%	100.00%

Age	Open Cases		Council Wide
	Count	%	%
16 - 24	4	10.81%	3.13%
25 - 34	7	18.92%	17.88%
35 - 44	11	29.73%	25.53%
45 - 54	11	29.73%	25.23%
55 - 64	4	10.81%	24.67%
65 - 74	0	0.00%	3.43%
75 - 84	0	0.00%	0.12%
85+	0	0.00%	0.02%
Grand Total	37	100.00%	100.00%

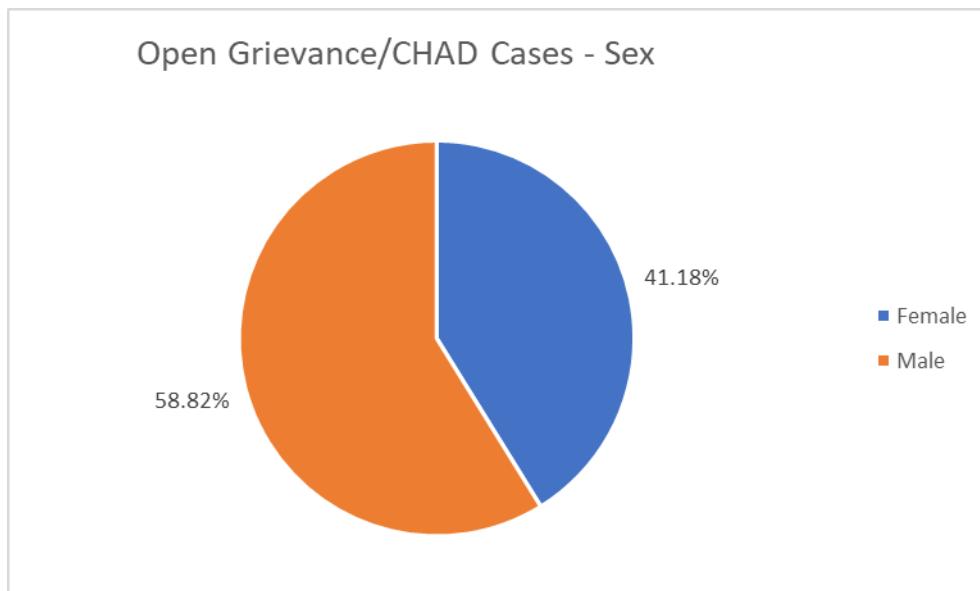
Equality by Case Type – Grievance and CHAD

Grievance and CHAD cases account for the majority of open cases and the number of this case type is increasing. The chart below shows that nearly 80% of formal complaints are by BAME staff and over 50% of formal grievance and CHAD complaints are from Bangladeshi staff.



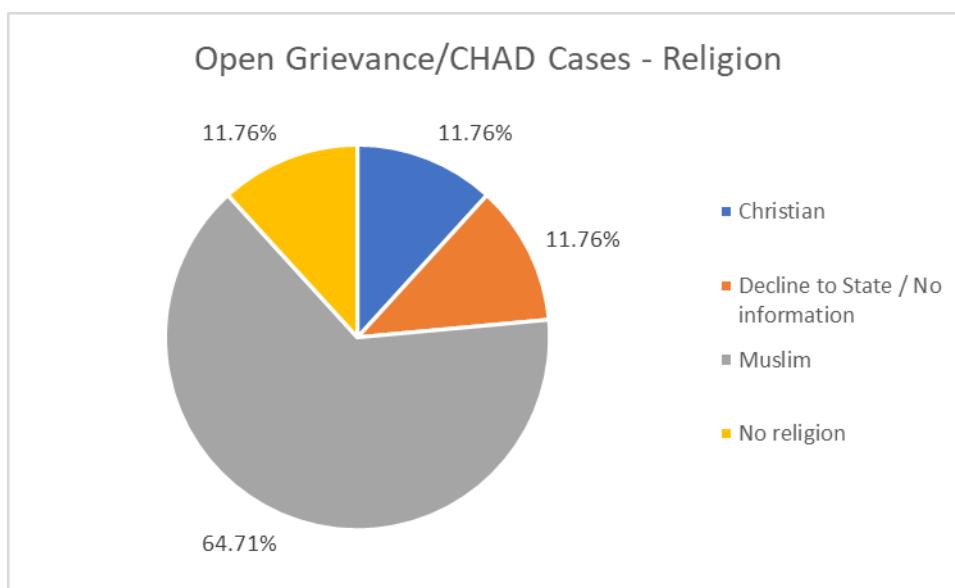
Sex

The following chart show the breakdown of open grievance and CHAD cases by sex.



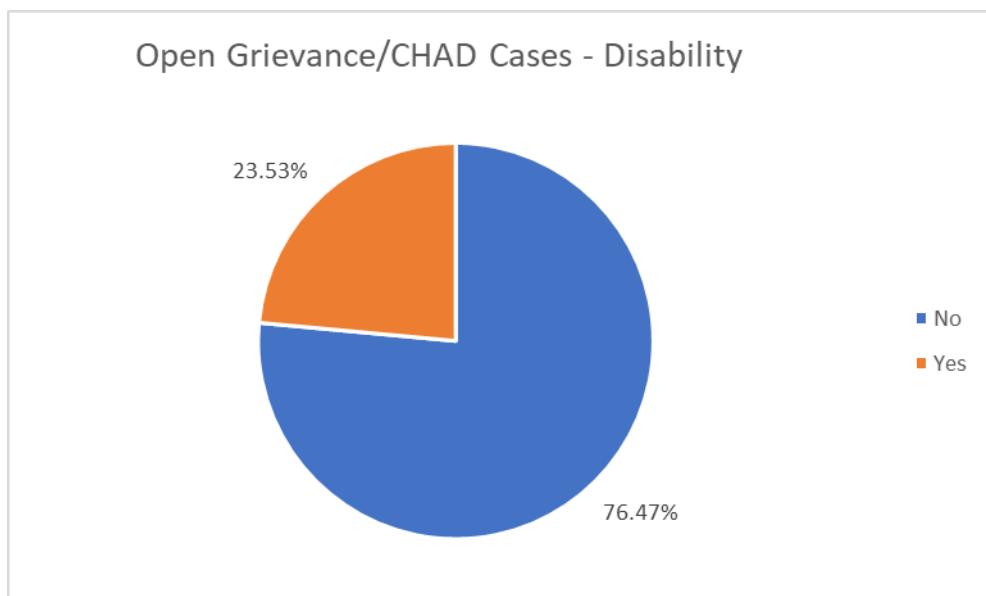
Religion

The following chart show the breakdown of open grievance and CHAD cases by religion.



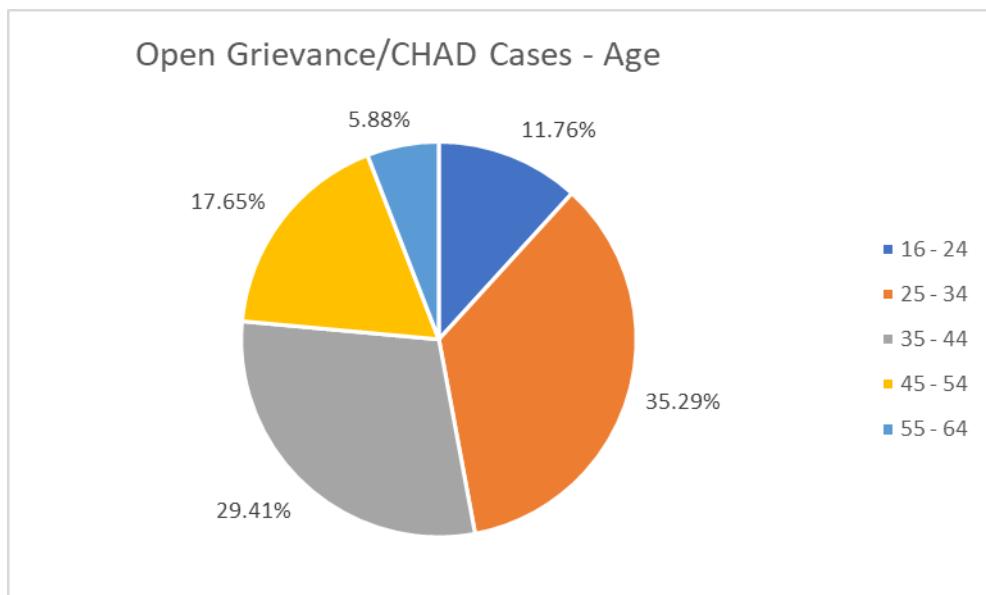
Disability

The following chart shows the breakdown of open grievance and CHAD cases by disability.



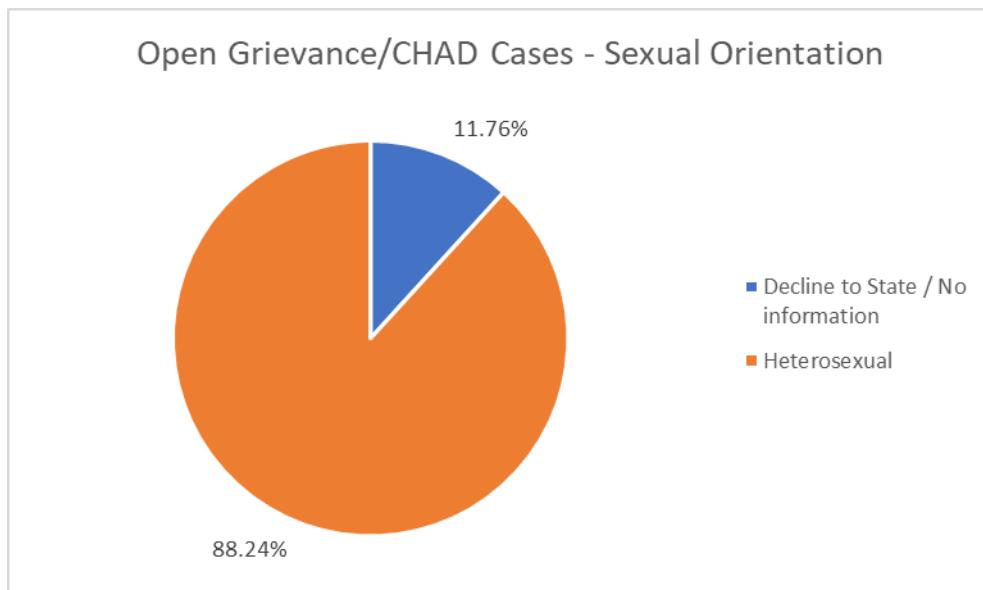
Age

The following chart shows the breakdown of open grievance and CHAD cases by age.



Sexual Orientation

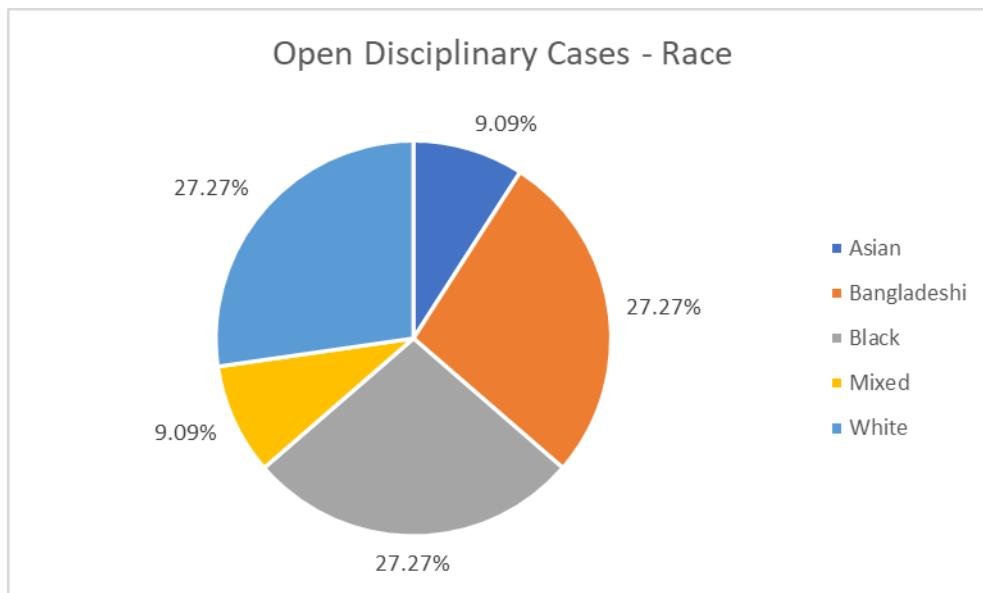
The following chart shows the breakdown of open grievance and CHAD cases by sexual orientation.



Equality by Case Type – Disciplinary

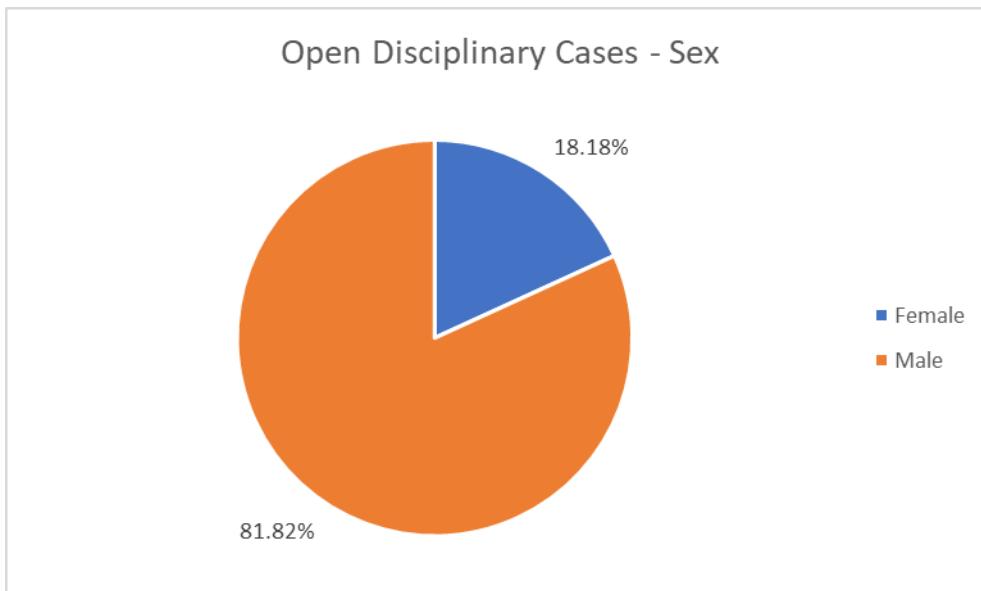
Race

The following chart show the breakdown of open disciplinary cases by race.



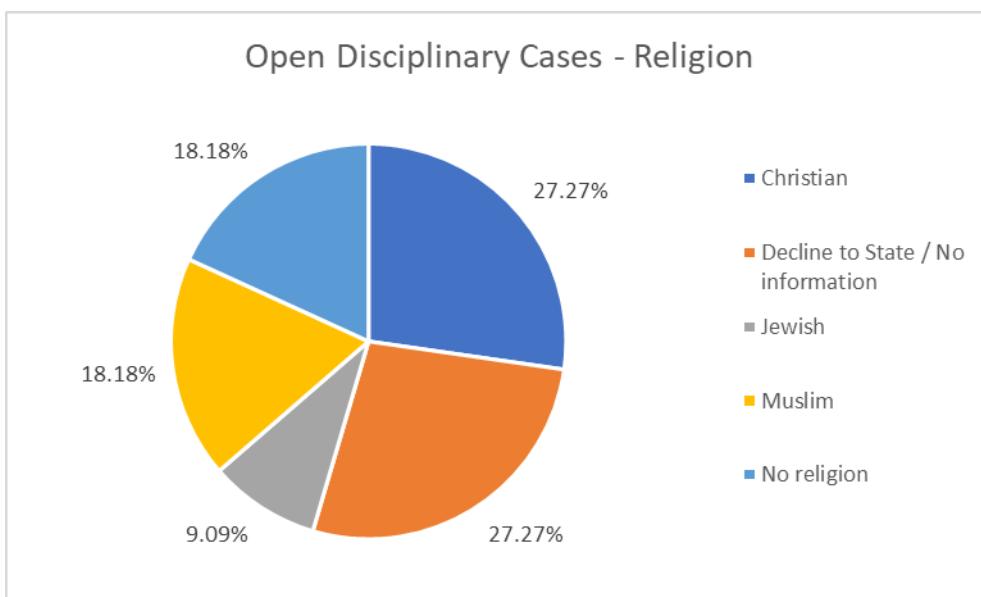
Sex

The following chart show the breakdown of open disciplinary cases by sex.



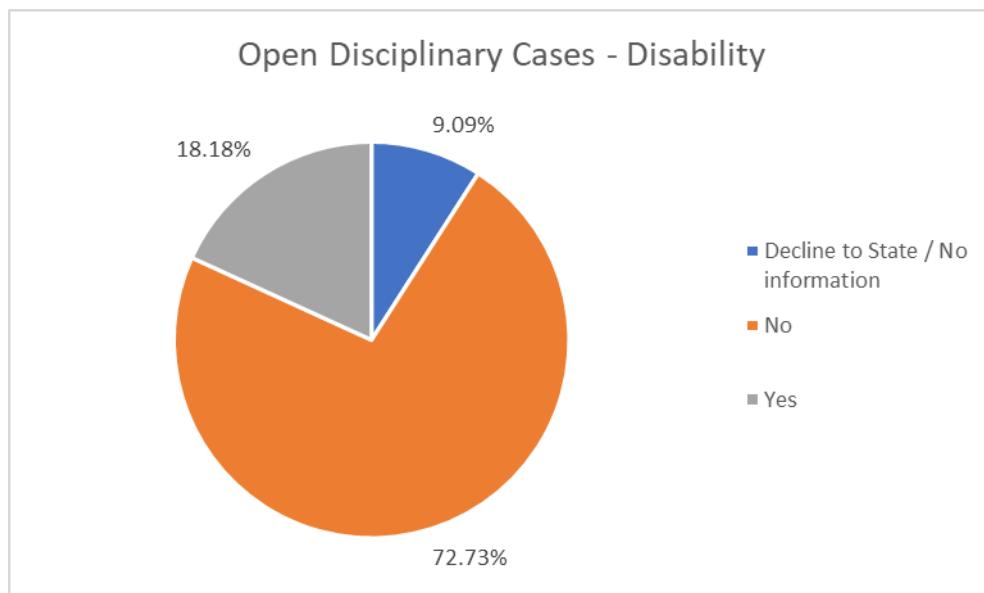
Religion

The following chart show the breakdown of open disciplinary cases by religion.



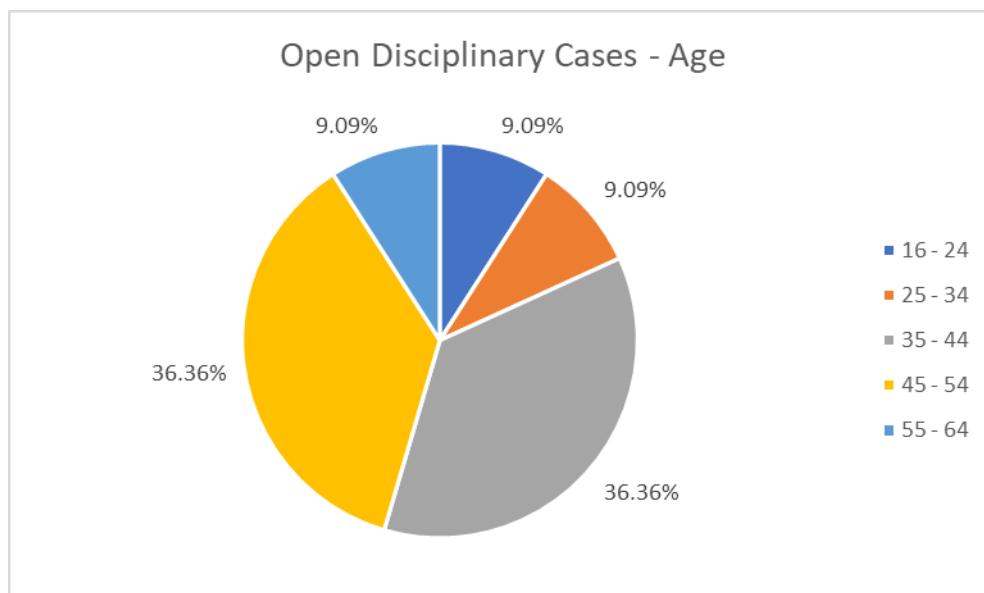
Disability

The following chart shows the breakdown of open disciplinary cases by disability.



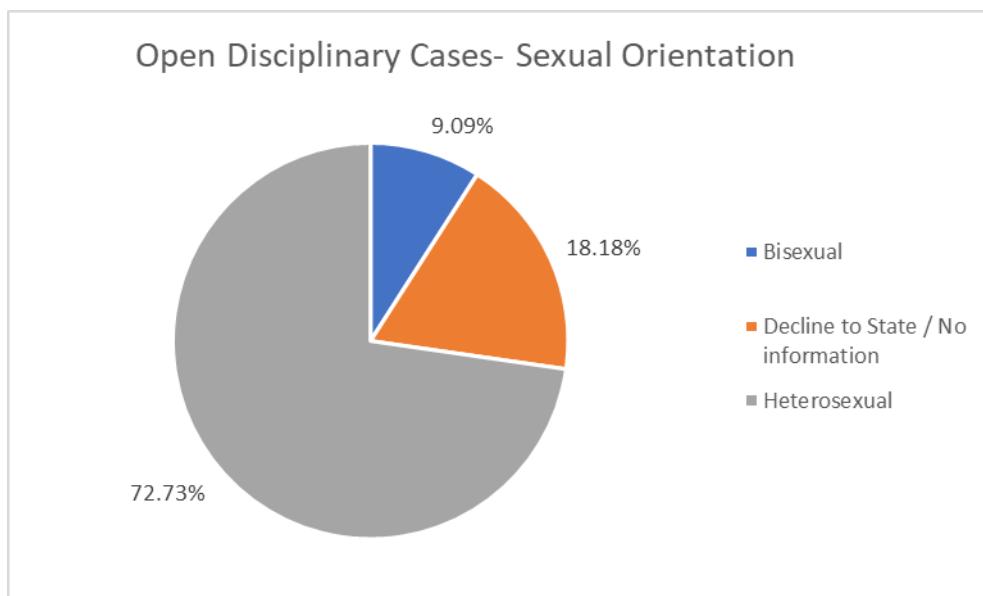
Age

The following chart shows the breakdown of open disciplinary cases by age.



Sexual Orientation

The following chart shows the breakdown of open disciplinary cases by sexual orientation.



4.5 Cases by Responses and Standards

Assessment and Recommendations:

Target: Establishing response times, as follows:

- Initial response to new case: Within 1 working day
- Substantive response to case: Within 2 working days
- Response to emails: Within 2 working days
- Response to calls: within 2 working days
- Review of letters: Within 2 working days
- Review of outcome letters: Within 2 working days
- Review of reports: Within 2 working days

In addition, standardised letter templates to be developed, indicative timelines to be attributed to cases, and each case allocated an investigating officer, where applicable, and a Deciding Manager to hear a formal case.

Outcome: All of these requirements have been addressed. The standard to respond to all employee relations casework emails within 24 hours is a high bar, higher than that set for other HR related Inbox queries, and is being met, helped by allocating a dedicated team member to cover the Inbox each day. Each case then has a dedicated, experienced HR Business Partner responsible for supporting the manager to ensure it is handled in a timely and informed way.

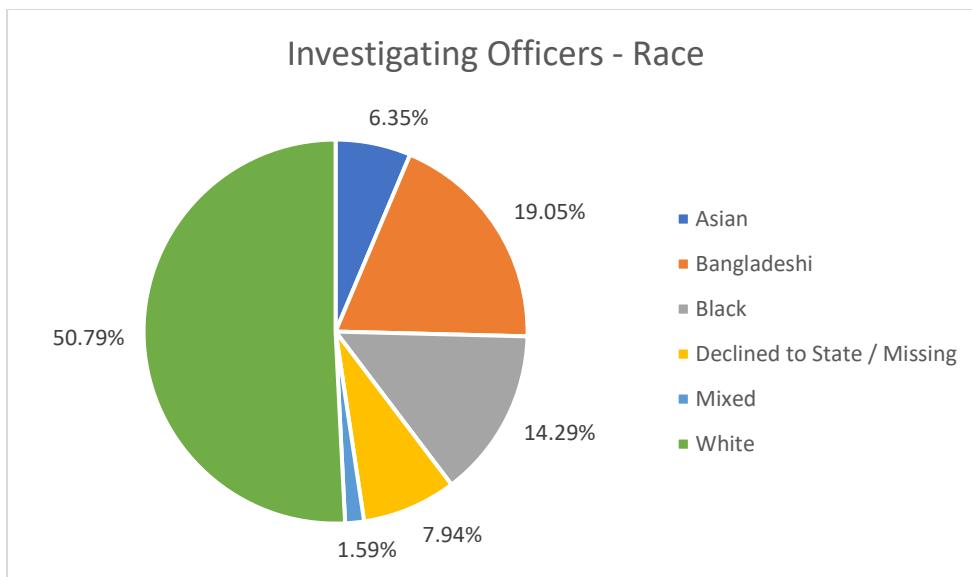
4.6 Investigators and Mediators

ER have now trained 70 managers from across the Council to be investigators. This training programme has been a great success. It not only provided training which has not been delivered since 2016 and refreshed the pool of investigators, additionally ER have found this

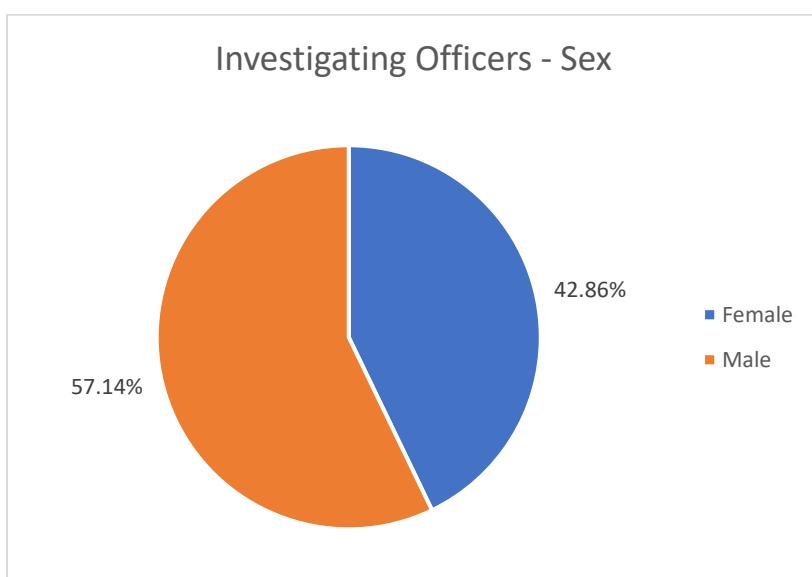
new cohort of managers to be willing volunteers. Prior to this our depleted pool of investigators left us struggling to find people to commit to investigations, which created a delay in getting cases off the ground and meeting the timescales set out in our policies.

When investigations take place, it is important to consider the protected characteristics of the people involved in a case. The equality breakdown for the investigating officers that have been trained is below and we are pleased that we have representation from all groups.

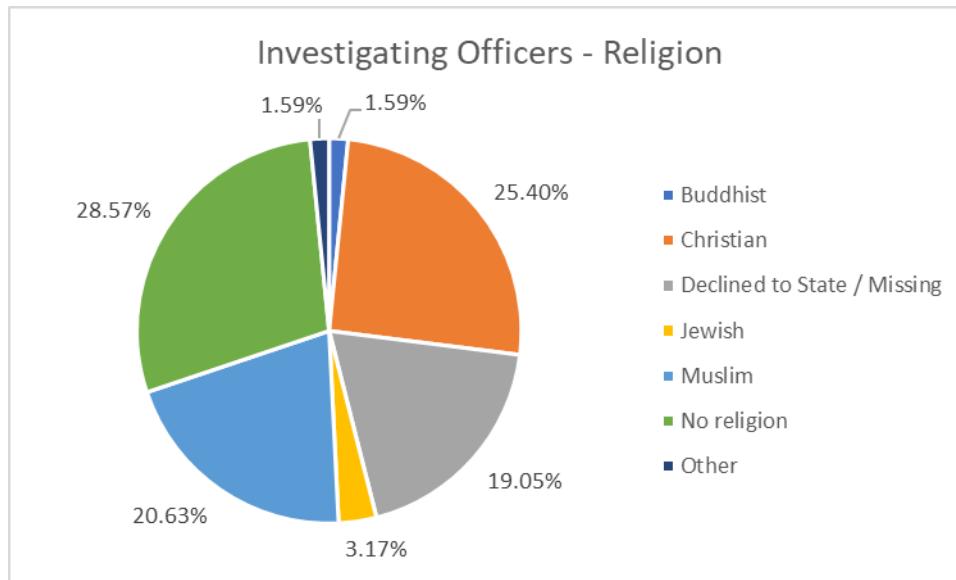
Investigating Officers – Race



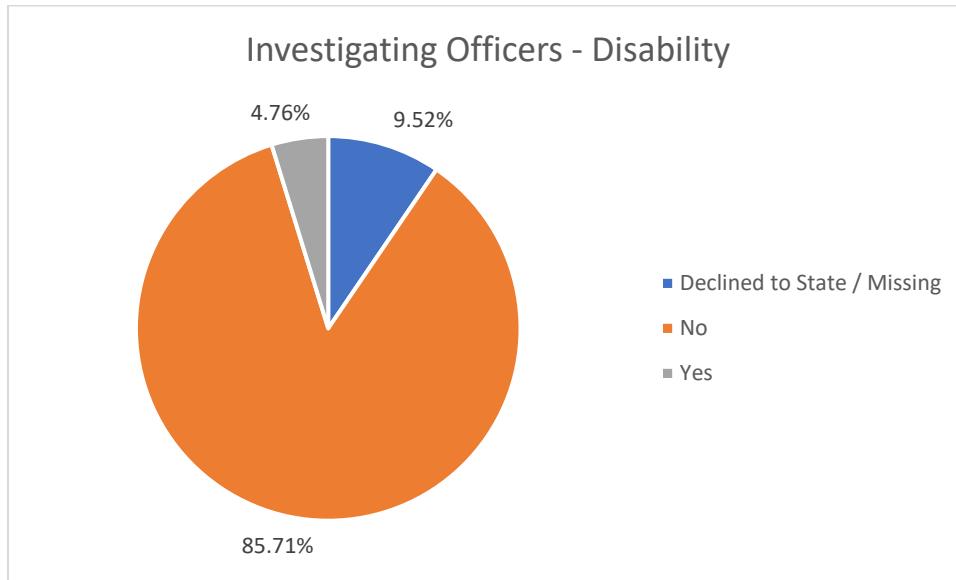
Investigating Officers – Sex



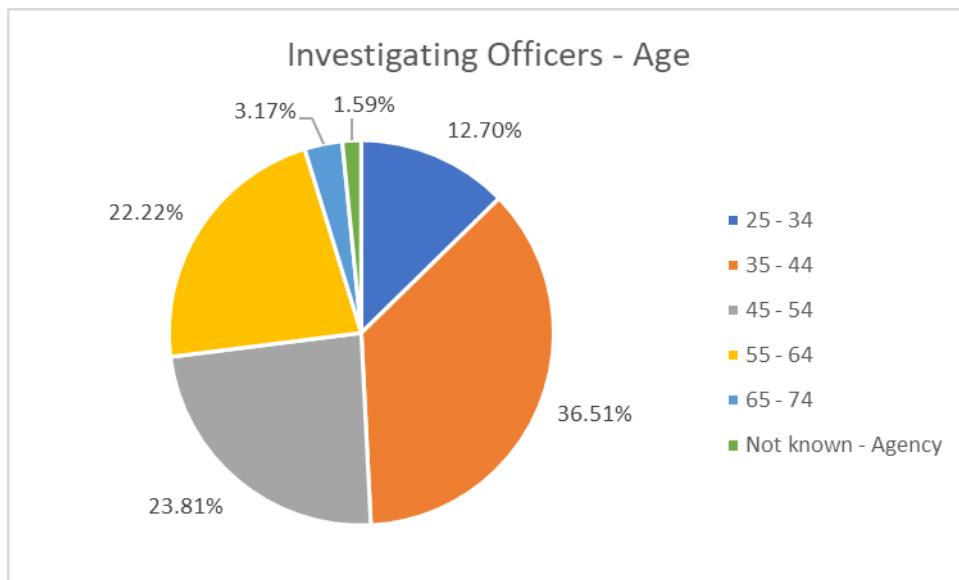
Investigating Officers - Religion



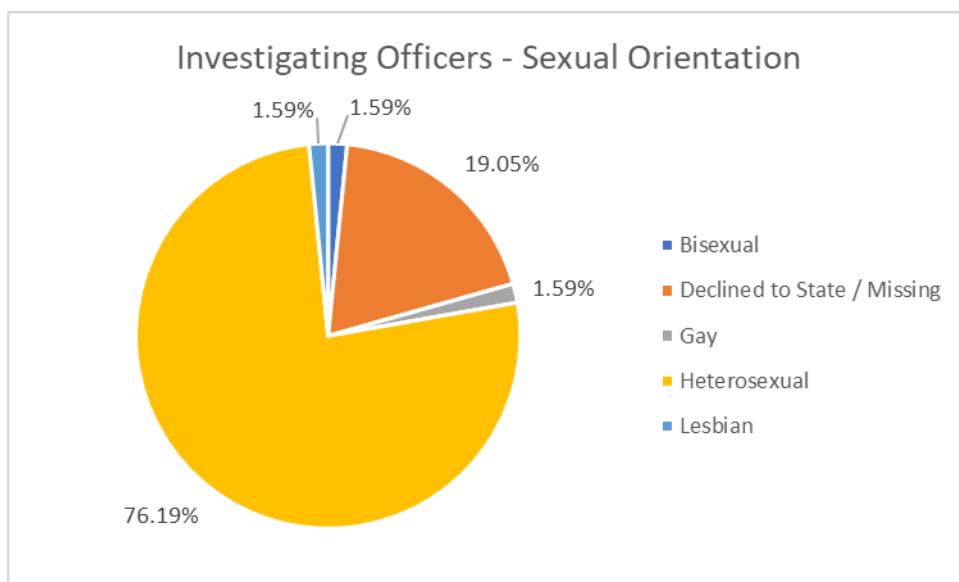
Investigating Officers – Disability



Investigating Officers – Age



Investigating Officers – Sexual Orientation



The newly established pool of mediators is still in the implementation stage. 12 members of staff were selected to be trained from across the Council. Classroom training was completed on 3 November. Thereafter the participants have coursework to complete and submit by early January, when they will be assessed for level 4 accreditation. The new service will go live February 2022, and will provide a quick and highly effective means to address disputes between staff as an alternative to formal grievances.

5. Policies

Engagement and partnership working with the trade union representatives has been greatly enhanced in the field of policy work. This year has seen the creation of Policy Forums at which ER and the trade unions review our policy review programme and each party inputs to the suggesting forthcoming policies for review. In addition to this quarterly meeting ER conducts regular and extensive policy consultation meetings with the trade unions, staff networks and managers for each draft revised or new policy. For example, 5 hour-long meetings over the course of a month were held to consult with the trade unions on the recently implemented Grievance and Discipline Policies and the associated manager guides and guide for investigators.

ER have now agreed and implemented revised key policies, those being Organisational Change, Attendance Management, Grievance and Discipline and their associated guides. ER set out an ambitious programme of review and consultation, which has unfortunately incurred delays in final sign off due to other urgent organisational priorities. We have been actively reviewing and updating the following policies and guides and these will be published by the end of the year:

- Redeployment Policy
- Secondment Policy
- Probation Policy
- Policies to support family life to include –
 - Support for Parents with Premature or Sick Babies
 - Adoption Policy
 - Maternity Policy
 - Parental Bereavement Leave Policy and Procedure (new)
- Equalities policies to include –
 - Age Discrimination
 - Sexual Orientation
 - Religion & Belief
 - Sexual Harassment
 - Sex Discrimination
 - Race Discrimination
 - Disability Discrimination
- Domestic Abuse Policy
- Carers Policy.
- Guide to the Menopause (new)
- Ill health retirement procedure (new)

6. Policies and e-learning

Key to compliance and risk management is training managers on policies and raising awareness of the importance of these when dealing with staff issues. There is limited compulsory training in place (only Equalities and sickness management are included in the Corporate Mandatory Training Programme) and other ad hoc training is too infrequent to address this important need. This poses some risk at an Employment Tribunal, as managers will be asked whether they have been trained in the relevant policies. To address this, we have sourced a widely used e-training provider, at low cost, to enable us to deliver bite-size e-learning courses that complement those already on the Learning Hub. These will cover the essentials managers need to know, and can be adapted by the ER team to reflect our policies and include Tower Hamlets branding.

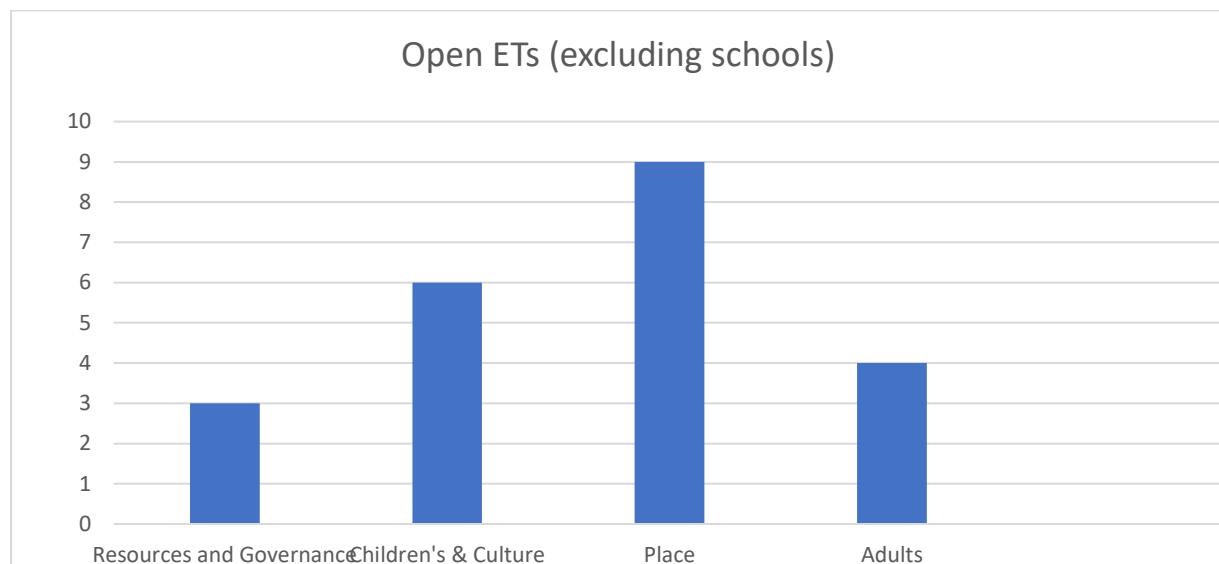
These short courses for busy managers ensure we are at least compliant in management training on core procedures (longer interactive workshops can still be offered that go into greater detail and application of policies). This initiative will enable us to quickly train large numbers of managers and be compliant. Additionally, we can establish which managers have undertaken the learning. The intention is to provide training for managers in recruitment and selection, attendance management, grievance and discipline.

These courses can also drive our commitment to roll out better practices and awareness of equality related matters. For example, with regard to recruitment, currently only the Chair of a recruitment panel needs to be trained. With this e-learning facility anyone on a panel can be advised to undertake the short 20-minute training before they attend a panel, and we can check those panel members have undertaken this training. The short recruitment course covers equalities, unconscious bias and can reflect our standards on panel composition, as well as our fair processes.

The first batch of courses will be implemented in the next 3 to 6 months (in a phased approach as each policy is addressed). We intend to only have a handful of courses on the essential policies and we will consider whether at a future date to make these modules compulsory for managers so they have a 'licence to practice'. As the modules are implemented we will include the numbers of managers who have completed the training in these update reports.

7. Employment Tribunals

At the time of writing, we have 22 open Employment Tribunals claims. In addition, we have a number of cases being discussed with ACAS (which occurs before we receive an ET1 claim form). The breakdown of ETs and their Division is as follows:



5 of these cases involve agency workers (4 from Place and 1 from Resources and Governance) and we are working with managers to ensure they are aware of their responsibilities when dealing with agency workers.

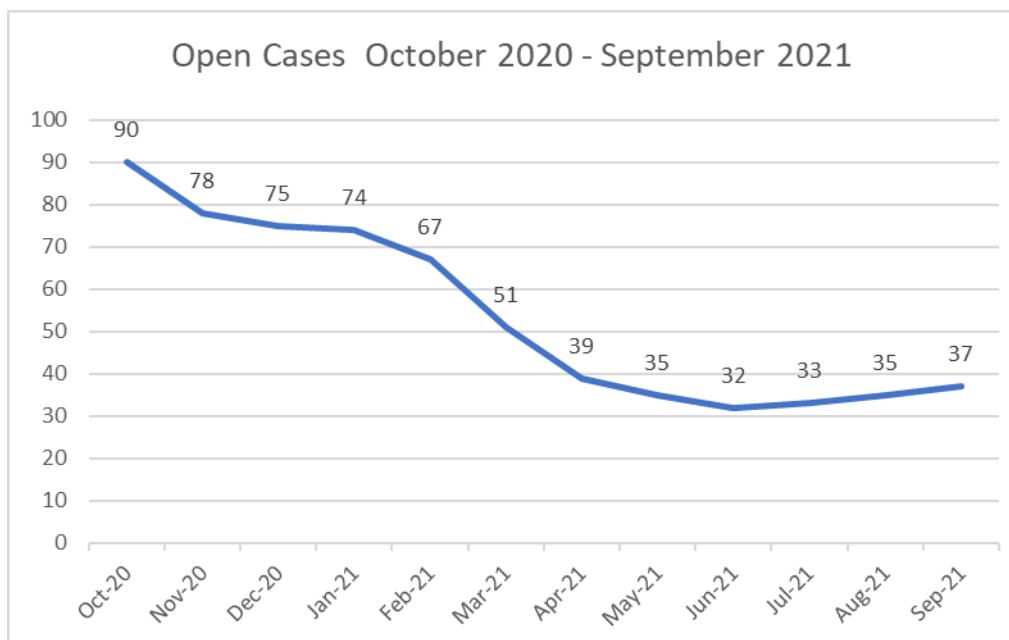
8. 12 months Employee Relations and Engagement Casework Data and Recommendations

The ER and Engagement Team have been reporting on a monthly basis for 12 months and the information below looks at the trends during the period 1 October 2020 – 30 September 2021.

The following sections look at casework supported by the Employee Relations and Engagement team. The data shows us:

Overall case numbers:

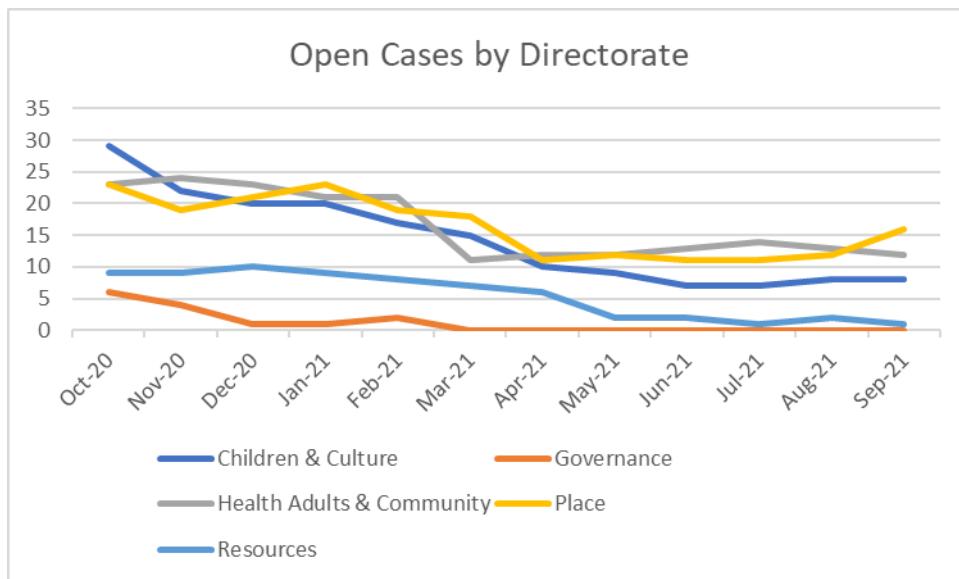
During the period 1 October 2020 to 30 September 2021 the overall number of open/live cases has dropped by nearly 60% from 90 to 37, as illustrated in the chart below which shows progress month by month over this period:



8.1 Cases by Location

Assessment and Recommendations:

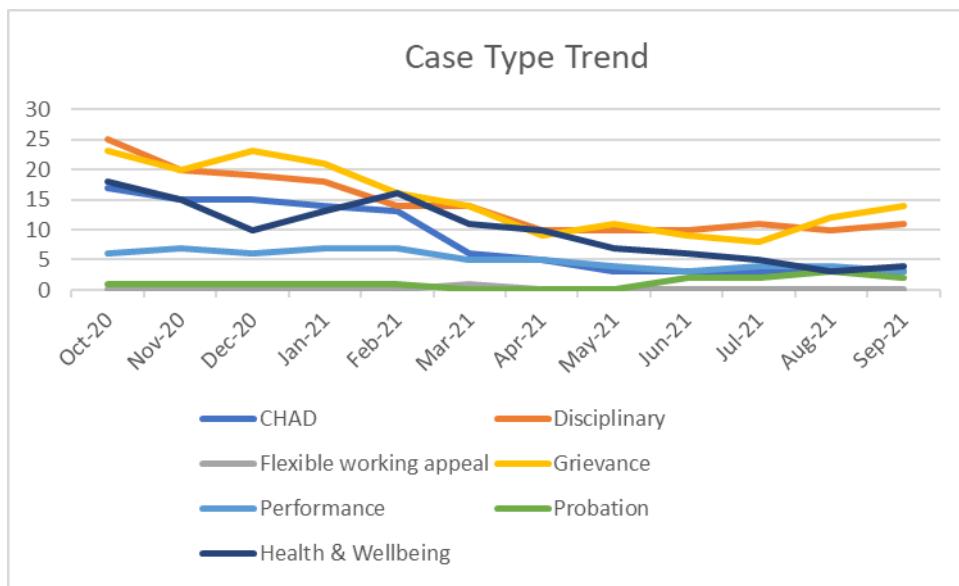
The number of cases by Directorate during the period 1 October 2020 to 30 September 2021 and the overall drop in cases month by month and by Directorate is summarised in the information below. Note that while the Governance and Resources Directorates have now merged during this period, for the purposes of the information below, the data for these directorates is separated.



Consistently over this period, the greatest number of cases continue to be in the three largest Directorates: Health, Adults & Community; Place and Children & Culture. It is evident, however that the overall number of cases in Place is increasing, particularly over the latest quarter as detailed in section 4 of this report.

8.2 Cases by Type

In respect of the types of cases, over this period, there had been a steady decline in all cases, however, in the 3 months to the end of September, the number of grievances is now rising.



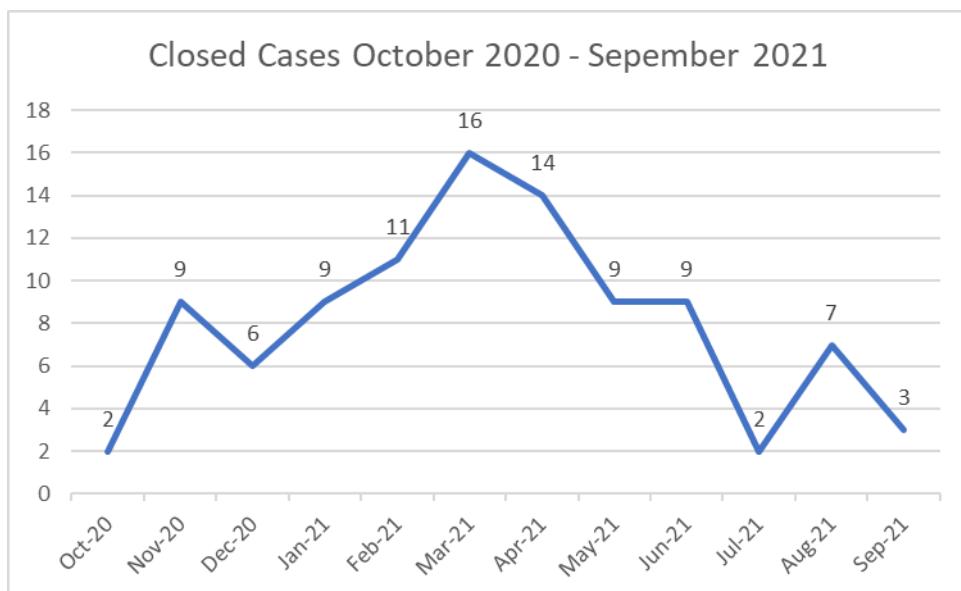
Note that the new grievance policy implemented in August combined the previous Grievance and Combatting Harassment & Discrimination (CHAD) policies into a single policy, however, the three remaining open CHAD cases were lodged as CHADs prior to the new policy coming into effect. Therefore, for the purposes of this report, CHADs are being reported separately rather than combining them with grievance cases.

Assessment and Recommendations: All cases are now logged on a tracker, which come to the team via the established ER casework email inbox. All queries are logged, be it formal casework requirements or general enquiries so that we can assess the overall level of employee relations issues. The team are now reviewing this tracking system to refine the categories and improve data reporting via automated dashboards to provide current data on demand.

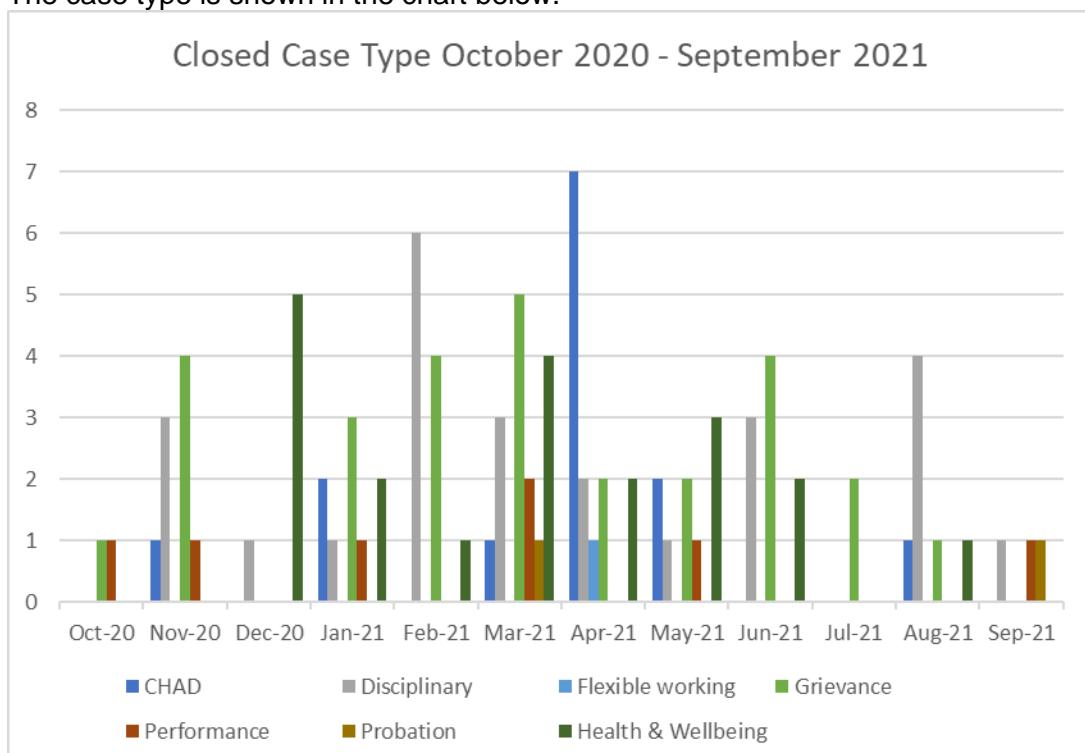
8.3 Cases by Time to Resolve

Assessment and Recommendations:

During the period 1 October 2020 to 30 September 2021, 97 cases were closed. This equates to an average of 8 cases closed per month.



The case type is shown in the chart below.



In respect of Health and Wellbeing cases, the ER Team are only required to attend at Stage 3 Consideration for Dismissal under the current Attendance Management Policy, however under the previous Sickness Management Procedure, HR attendance was required at earlier formal stages. Cases were opened once HR were required to provide active support at earlier formal stages. The nature of health and wellbeing cases is that progress through formal stages could and does change depending on the type, frequency and level of Therefore, in calculating the average time taken to resolve cases, Health & Wellbeing cases have not been included in the calculation as the start date would disproportionately skew the figures.

The average length of time to close cases was 282 days. It should be noted that during this period a significant number of long-term legacy cases were resolved and closed with 39 of them having been opened for over one year. There remain 9 cases which have been open for over 1 year.

The breakdown of outcomes is below.

Outcome	Count
CHAD - Not upheld	3
CHAD - Upheld	7
CHAD - Upheld in part	2
Disciplinary - Not upheld - No case to answer	1
Disciplinary - Upheld – 6-month Warning	1
Disciplinary - Upheld - Dismissal	1
Disciplinary - Upheld - Final Written Warning	6
Disciplinary - Upheld - First Written Warning	6
Disciplinary Appeal - Upheld	1
Dismissal - SOSR	1
Flexible Working - Appeal upheld in part	1
Grievance - not upheld	12
Grievance - Upheld	3
Grievance - Upheld in part	7
Health & Wellbeing - Dismissal	1
Health & Wellbeing -IHR	3
Health & Wellbeing - Monitoring Period	18
Informal Resolution	6
Performance - Final Written Warning	1
Performance - required improvement/no further action	1
Probation - Dismissal	1
Probation - required improvement/no further action	1
Resigned	3
Resolved	10
Grand Total	97

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Agenda Item 4.6

<p>Non-Executive Report of the: General Purposes Committee 10th January 2022</p>	 TOWER HAMLETS
Report of: Corporate Director Place – Ann Sutcliffe	Classification: Open (Unrestricted)
Member Enquiries Policy and Process	

Originating Officer(s)	Raj Chand
Wards affected	All

Executive Summary

The purpose of the report is to share the improved process for dealing with Members Enquiries. The report was previously submitted to the General Purposes Committee at the meeting of 5 October 2021 and deferred to January 2022 meeting, pending the completion of a number of actions:

- 1) A meeting to be held with Registered Social Landlords to discuss Members Enquiries and improvements from both the Council's and Registered Social Landlords' side.
- 2) Performance reports to be produced and shared with RSLs
- 3) Performance Monitoring to be put in place to monitor progress of Members Enquiries
- 4) To review resource requirements for dealing with Members Enquiries

Recommendations:

The General Purposes Committee is recommended to:

1. Note the report for information and
2. The new Policy and corresponding process be adopted

1. REASONS FOR THE DECISIONS

- 1.1 The Members Enquiry process is lengthy and onerous resulting in delays for residents receiving responses. The new process streamlines the procedure to make it more efficient.

2. ALTERNATIVE OPTIONS

- 2.1 Remaining with the current process, resulting in delays and dissatisfaction for residents and Members and added work pressures for staff.

3. DETAILS OF THE REPORT

There is consensus among Members and staff that the current Member Enquiries (ME) Process requires a review to ensure it is fit for purpose and streamlined to reduce processing times and improve efficiency and outcomes for residents.

In January 2021, following a restructure and savings being made, the ME Function transferred from Democratic Services (DS) to the Information Governance (IG) Service and this provided an opportunity to assess the function and analyse the process.

It is worth noting for contextual purposes that the volume of MEs is high with 6580 recorded in 2016/17, 8099 reported in 2017/18, the numbers reduced to 4809 in 2020/21 but are now running at an average of 470 per month (January 2021 to November 2021). It is also worth noting; a number of MEs being submitted are in fact service requests which can be dealt with by the Corporate Contact Centre Team directly as opposed to going through a lengthy ME process.

As part of the review the IG Service consulted with relevant stakeholders in order to gather intelligence, comments and feedback on ways to streamline the ME Process and to ensure it is robust. During these discussions, a new ME Policy and Process was drafted, which reduces the internal procedural footprint that Members and staff carry out in discharging their duties in relation to MEs. **Appendix 1**.

The new ME Policy and Process simplifies existing protocols by reducing the number of steps interested parties need to take in managing MEs and also addresses historic issues around the delivery of the service.

On 15 June 2021, the new ME Policy and Process was agreed by CLT and this triggered the circulation of the new process, alongside general ME principles, to Members for comments and feedback.

To facilitate this, there were a series of meetings organised by the Director of Customer Services, other senior staff and leaders of the political parties, together with senior staff attendance at the General Purposes Committee on 24 June 2021 to present the proposals. There were also numerous ME Sessions at the end of August 2021. Feedback and comments made by Members during this process enabled the new ME Policy and Process to be revised accordingly. The main elements, although not exhaustive, are briefly listed in **Appendix 2** under separate headings for ease of reference.

Need to Know Principle

The Council operates the Need to Know Principle for MEs, on which enquiries are rejected, on the basis that the Member has no legitimate reason to request the specific information sought, such as information relating to a Ward they do not represent. This has created unease among Members.

The Need to Know Principle will be abolished in terms of the ME Process ‘only’. But will still be in place for other information requests that fall into categories such as Subject Access Requests, Environmental Information Requests and Freedom of Information Requests.

The Need to Know Principle will remain as a concept which is enshrined in the Council’s Constitution for other areas of the council’s work, and will still be used in situations such as requests for private Committee reports, draft policy papers and personal information about people.

Information Law

The current practice is that an ME is rejected where staff deem the enquiry as an information request under Information Law, for example where an FOI exemption could apply. This has created unease among Members.

This practice will be abolished.

MEs will now be dealt with as such and responding services will be at liberty to liaise directly with Members to narrow, shorten and condense enquiries if and where relevant and appropriate. Where personal data is being requested the ME should state permission has been granted for data to be shared.

Sending the ME Response

There is at present a complex process where there are numerous steps taken by staff in the IG Service, the responding service and the relevant Member before a response is sent. This process causes delays and has created unease among Members.

This process will be abolished.

ME responses will now be sent by the responding service directly to the resident, with a copy to the IG Service and the Member, with a caveat informing the resident that the response has not been authorised by the Member to ensure a speedy response but that a copy has been sent to the respective member.

Response Quality and Timescales

Staff and Members agree that the general quality of responses provided by responding services can be improved and furthermore, there needs to be an adherence to ME timeframes.

ME responses will now be approved by a Senior Manager or a staff member with sufficient and appropriate knowledge and experience of responding to MEs under delegated authority, which would increase the quality of responses.

Regarding timescales, as the new ME Policy and Process has been streamlined, the expectation is that the delays will generally not occur.

Furthermore, the IG Service has now secured an additional resource in the form of a full-time member of staff for up to six months in order to solely screen, log and process MEs. The extra staff member in the IG Service will prevent continuous delays, ensure speedier processing of MEs and sufficient cover during periods of annual leave.

Registered Social Landlords (RSLs)

Currently once an RSL has completed a response, it is sent to the IG Service, which subsequently forwards the response to the Member and/or the resident, causing delays as the IG Service is acting as a mailbox.

ME responses will now be sent by the RSL directly to the resident with a copy to the Member and the IG Service, saving time and staff resources.

4. Actions from the previous General Purposes Committee meeting 5th October 2021

- 1) A meeting to be held with Registered Social Landlords to discuss Members Enquiries and improvements from both the Council's and Registered Social Landlords' side.

A meeting took place on the 30 November 2021 with Tower Hamlets Housing Forum (THHF), Councillor Danny Hassell, Councillor Helal Uddin, Councillor Tariq Khan and Councillor Peter Golds. Feedback was provided and a number of actions agreed to improve the process of dealing with Members Enquiries.

- 2) Performance reports to be produced and shared with RSLs.

Reports were provided to RSLs and further work will be undertaken over December and January 2022 to cleanse data in systems, to bring it up to date and ensure accuracy. Furthermore, a regular report will be provided to RSLs on a quarterly basis to include outstanding cases and performance of responses

- 3) Performance Monitoring to be put in place to monitor progress of Members Enquiries.

The Information Governance System (iCasework) has not been upgraded for some time and progress is now being made to update the system. Having had conversations with other Councils using the latest version; feedback has been positive with regards to the improved user friendliness of the system and better reporting functionality. Reports will be developed for Members once the upgrade has been applied. In the interim an individual report will be sent to Members providing information on the position of cases.

*Since December 2020 – December 2021
5222 ME's have been received – of which 3133 (60%) have been responded to within timescales. With the additional resource now in place since early December this will be improved.*

- 4) To review resource requirements for dealing with Members Enquiries

Resources to deal with Member Enquiries across the Information Governance team are being reviewed as part of the wider Information Governance Review which is taking place. Early indications are, (caveated with the approval of the new process) if the process is streamlined and based on the numbers - a full time position which is in place and an additional support post is sufficient to undertake the work needed to a good standard. The Information Governance Review will also inform the future structure of the team and its work, including how the wider team will support the day-to-day work. Members Enquiries have been prioritised in the review with progress reports being provided to the Support Services Board chaired by Corporate Director Denise Radley. At the current time 2 full time members of staff (1 permanent and 1 temporary until May 2022) is sufficient resource to deal with the numbers of Member Enquiries being received. The wider Information Governance Team is also assisting where necessary. Longer term plans are being developed for the overall structure and work of the Information Governance Team moving forward.

5. General

The new ME Policy and Process is an open document, which will allow ongoing scrutiny, maintenance and updating of the document. It is anticipated that the Council will initiate use of the new ME Policy and Process from March 2022 with a review 6-9 months therefrom.

6. EQUALITIES IMPLICATIONS

There are no implications

5. OTHER STATUTORY IMPLICATIONS

The report provides detail on how enquiries will be dealt with should they fall into the category of sharing personal data.

6. COMMENTS OF THE CHIEF FINANCE OFFICER

There are no direct financial implications arising from this report. The short term extra officer in the IG service for six months is being funded through an existing Corporate budget.

7. COMMENTS OF LEGAL SERVICES

- 7.1 The Council has the legal power to make the alterations to the procedure suggested in this report.

- 7.2 The new procedure refers to times when council officers may refuse the release of information to members and the example of confidentiality is given. However, under the Local Government Act 1972 there are times when (in respect of committees and committee information) the public should be and must be excluded from such meetings or for such information to be otherwise withheld from the public domain. Broadly speaking, these times will be adhered to when Council officers are considering the release of information following a members' enquiry so as to provide consistency of approach by which Council information enters the public domain.
-

Linked Reports, Appendices and Background Documents

Linked Report

- NONE

Appendices

- Appendix A – Policy and Process
- Appendix B – Feedback from Member consultations sessions

Officer contact details for documents:

NA

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London Borough of Tower Hamlets

**Member Enquiries
(ME)
Policy and Process**

v.1

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1.0 Context

- 1.1 Members are an instrumental part of the Council and a prominent element of the local community. The views of Members have an impact on how the Council operates and the way services are delivered.
- 1.2 The roles and responsibilities of Members are contained in the Council's Constitution and the ME Process has been developed in conjunction with these.
- 1.3 The ME Process enables Members to request relevant information from Council officers in connection with Council duties although there are certain exceptions.
- 1.4 All levels of staff, including Senior Management, must be actively involved in good quality and timely responses to Members, ensuring any action points are followed through.
- 1.5 All MEs are registered and tracked on iCasework and all correspondence must be made through the system.
- 1.6 Each iCasework user is only given access to the team module they require in order to manage their cases. An audit trail is registered on the system and any breach of file access will result in disciplinary action.
- 1.7 There are a library of ME reports within iCasework for staff from all services to run reports relating to their service. All services must utilise the reporting mechanism to monitor their own cases. The IG Service can create specific template reports at the request of staff.
- 1.8 The IG Service will not act as a Members Support Service as it will focus on screening, filtering, logging and processing MEs.
- 1.9 The Council may choose to publish a redacted ME response for the public record if appropriate.
- 1.10 Each Corporate Director is ultimately responsible for MEs relating to their particular Directorate and they must ensure appropriate protocols are in place within their services to ensure the efficient running of the ME Process, including delegating to appropriate signatories if appropriate.
- 1.11 This is a working document and regular updates will be made if and when the need arises.

2.0 Definition of an ME

- 2.1 An ME is defined as a routine enquiry made by a Member, normally on behalf of a resident or customer in their Ward.
- 2.2 The enquiry may relate to issues concerning specific impact of an event on a Member's Ward or relate to a resident or a group of residents in a Member's Ward.

2.3 An ME will only be registered if it is raised by a Member and not anyone else.

3.0 What Is Excluded under the ME Process

3.1 A Member must not raise an enquiry where the following apply:

- There is a standard Service Request for a resident such as an adult social care assessment or collection of a bin as these should be made through the normal channel directly with the relevant service
- The Council has existing protocols to deal with the matter such as the Corporate Complaints Process, Parking Appeals Process, Safeguarding investigation, Housing Priority List, School Admission Appeals or first time requests for Landlord property repairs
- The matter has already been processed under any of the routes in the above bullet point
- Where the enquiry relates to any external body such as the police, a utility company or a government department and where the external body has not been commissioned by the Council
- They are requesting committee information as they have direct access to Directors for Portfolio issues.
- See 8.0 Below (Urgent MEs).

3.2 Although not an exhaustive list, it demonstrates areas where the ME Process should not be used.

4.0 Need to Know Principle

4.1 The Need to Know Principle will no longer be operated in terms of the ME Process although it will remain as a concept as it is still part of the Constitution. There are other areas where the Need to Know will still be actively used such as requests for Committee reports, draft policy papers or personal information relating to people. Council officers, in these instances, will still refuse on various grounds such as confidentiality.

5.0 Information Law

5.1 The Council will no longer run the practice of refusing MEs and directing Members to Information Law such as the Freedom of Information Act, Environmental Information Regulations or the Data Protection Act.

5.2 Instead, these will be dealt with as MEs in their own right. However, where the Member has requested in-depth information for example, the responding service will contact the Member direct and seek to narrow the information sought.

6.0 What Information Must a Member Submit

6.1 When a Member submits an ME, the Member must provide:

- their own email address for correspondence
- the resident's or customer's name, address, telephone number and email address
- consent of the resident or customer for the Member to deal with the enquiry
- precise nature of the enquiry including any supporting documentation and desired outcome
- any history relating to the enquiry
- council reference numbers if any
- the responsible service, team or staff member
- the name of the Registered Social Landlord where applicable

6.2 This will enable the ME to be dealt with in an efficient manner and prevents delays.

7.0 Confidentiality

7.1 Where a Member raises an enquiry on behalf of a resident, the Member should include in the initial contact the consent of the resident or their legal representative to allow the Council to provide information to the Member.

7.2 However, the Council recognises that, generally, Members have implied consent for the Council to release information to the Member. However, implied consent only applies to the release of basic, non-sensitive information.

7.3 It must be noted that Members are not automatically entitled to sensitive information such as social care support plans and personal health data.

7.4 If an ME relates to sensitive information, the Member must provide specific, written consent, recently dated, from the relevant person such as the resident or their legal representative.

7.5 If the Member requests information that is beyond the enquiry made by the resident, the Council will reject the ME.

7.6 The nature and details regarding an ME are confidential to that Member and can only be shared with other Members with the consent of the relevant persons, which may be the resident and/or the Member who originally raised the enquiry.

8.0 Urgent MEs

8.1 Where a matter is urgent, for example a resident is threatened with eviction and bailiffs are present, a Member must contact a Senior Manager in the relevant service by telephone to raise the issue.

8.2 In this scenario, the Senior Manager will immediately work with all interested parties and address the issue.

8.3 If the enquiry is resolved, the case will not be registered on iCasework. If, however, the case is unresolved, the ME will be logged by the Directorate ME Officer from within the relevant service.

9.0 Multiple Requests

9.1 MEs initiated and raised by a single Member will directly receive a response.

9.2 However, where the resident or customer has raised the same or similar enquiry with numerous Members (either directly or copied them in correspondence), the enquiry will only be registered on iCasework once and a single response will be sent to the relevant Member. Other Members may be copied in the response but only if appropriate.

9.3 Where the ME relates to different services, the ME will be assigned to the Directorate where the majority of the issues rest and that service will be responsible for collecting the information from the other Directorate(s) and sending a response. In this situation, all efforts will be made to send Members a single, joint response on behalf of all services involved.

10.0 Member of Parliament (MP) Enquiries

10.1 MP Enquiries are processed by the IG Service and are managed in the same manner as MEs with the exception that MPs send their enquiries to a designated Council Mailbox for MPs and responses are sent directly to the MP by the responding service.

11.0 Process and Timeframe

11.1 All Members must submit their enquiries through the Online Members Portal to ensure all cases are registered and monitored. Members must not contact services directly unless Section 8 above applies.

11.2 If a Member contacts a service or staff direct in a non-emergency situation to raise an ME, they will be directed to the Online Members Portal to register their enquiry. The Portal can be found using the following Link:
<https://towerhamletsportal.icasework.com/>

11.3 Once a Member registers their enquiry through the Online Members Portal, an iCasework reference number is automatically generated, which will be quoted on the automatic initial acknowledgement and used in future correspondence relating to that particular ME.

11.4 All cases will be registered in the order they are received for fairness and to prevent any bias.

11.5 The Members Enquiries, Information and Complaints Officer (**MEICO**) will then screen the ME from the 'Unassigned Cases' on iCasework, carry out an initial assessment and if the ME is accepted, the MEICO will formally acknowledge the Member within two working days from receipt.

- 11.6 The MEICO will then, within two working days, assign the ME to the relevant Directorate or service in order for that Directorate or service to reassign to the appropriate officer for a response.
- 11.7 If the ME is not accepted, the MEICO will send an email to the Member stating that the enquiry cannot be processed and state the reasons for this.
- 11.8 If the MEICO, Directorate ME Officer or any other staff member notices that the ME has been incorrectly assigned, that staff member will alert the relevant Directorate ME Officer from the responding service and the ME will be urgently reassigned. The timeframe for the ME response will not change if the ME is transferred from one Directorate or service to another.
- 11.9 Once the service receives an accepted ME from the MEICO, the service will respond in writing to the resident and copy in the Member within a **maximum of 10 working days** from the Council's receipt of the ME.
- 11.10 All responses are to be quality checked by relevant staff and also approved by a Senior Manager or an appropriate staff member delegated for this task
- 11.11 The response should state that the Member has not approved the content and advise that it has been sent directly to the resident to ensure a speedy response.
- 11.12 In exceptional circumstances where the 10 day timeframe cannot be met, the responding service must send the resident and copy the Member an interim response. This should include an explanation for the delay and the new expected date of the full response.
- 11.13 If the Member is unhappy with delays in the response, they should raise this directly with the relevant Divisional Director or Corporate Director for immediate action.
- 11.14 Once the response is sent to the resident and copied to the Member by the responding service, that service will close the case on iCasework on the same day.
- 11.15 If a resident or Member is dissatisfied with the ME response, they have the option to raise their dissatisfaction by replying to the iCasework link provided in the response, which then automatically feeds into the case and then picked up by the Directorate ME Officer to assign as appropriate for a further response.
- 11.16 When responding to an ME, if the service identifies that there may be a potential media angle related to the enquiry, the service should make contact instantly with the Council's Communications Service. In these instances, the service will still respond to the resident as appropriate but may have input from the Communications Service.

12.0 Registered Social Landlords (RSLs)

- 12.1 RSLs will send their responses directly to the resident and copy in the Member as this will ensure a speedy response. The RSL will also copy in the Council's MEICO as this will enable the case to be closed on iCasework.

12.2 Members will be given a list of named persons with email addresses and/or telephone numbers as this will enable Members to chase RSLs direct where there is a delay in a response.

13.0 Quality monitoring

13.1 All ME responses must be quality checked by a Senior Manager within the responding Directorate, or an appropriate staff member who has been delegated this task, for appropriateness before they are sent. This includes ensuring:

- the response is in plain English with correct spelling and grammar
- any acronyms are explained
- all the issues raised have been adequately addressed and are up to date
- actions to be taken are clearly stated
- style, tone and feel of the response is appropriate

13.2 Where the responses are not to the expected standard, the Senior Manager of the responding service, or a relevant staff member who has been delegated this task, will ask for the response to be revised to an appropriate and acceptable level.

14. ME Flow Line

MEICO receives ME through iCasework.



Within 2 Working Days:

MEICO Filters ME to determine whether it fits the criteria for an ME.



If it is not accepted as an ME, Member will be informed by MEICO, case status on iCasework changed (eg. rejected/withdrawn) and case closed.

If it is accepted as an ME, MEICO assigns to relevant Directorate/service in order for the responding service to reassign to the appropriate officer for a response.

MEICO completes the initial assessment on iCasework.



MEICO sends an acknowledgment to the Member.



On 8th Working Day:

If no response apparent, Directorate ME Officer from the responding service escalates to the Divisional Director and/or the Corporate Director of the responding service.



Within A Maximum of 10 Working Days:

When a response is drafted, it is also quality checked by a Senior Manager or other staff under delegated authority (IG and Complaints Service can assist where necessary)



Responding service sends a full, written response directly to the resident and copies in the Member through iCasework.



Departmental ME Officer from the responding service completes the case details on iCasework and then closes the case.

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Summary of Discussion and Comments – Member Enquiries Principles, Policy and Process

Need to Know Principle:

Council officers clarified at meetings with Members that the Need to Know Principle is being abolished in terms of the Member Enquiries Process and not as a concept as it is and would still be part of the Constitution. Council officers stated there are other areas where the Need to Know will still be actively used such as requests for Committee reports, draft policy papers or personal information about people. Council officers, in these instances, will still refuse on various grounds such as confidentiality.

A majority of Members highlighted that they were pleased to learn the abolition of the Principle and some made it clear the Principle hampered their enquires, caused a lot of unease with residents, that it stopped legitimate enquiries being addressed and was not conducive.

A small minority of Members were concerned about the extra work this would bring to Council services although another minority highlighted that there would be no extra work.

Information Law:

A majority of Members highlighted that it would be very good to see the Council abolish the practice of refusing MEs and directing Members to Information Law such as FOI/EIR. Members highlighted that the practice of directing MEs through the FOI/EIR route was obstructive and made it harder for them to raise legitimate enquiries on behalf of their residents.

Council officers reassured Members of the paramount issue of confidentiality.

Members support:

A couple of Members stated that there has been a problem with the ME Process since 2014 and it has never been fixed. A couple of Members highlighted that when the ME Function was with Democratic Services, they received 121 support from DS staff and asked if that is going to be possible for the IG Service. Council officers reclarified that the service previously provided by Democratic Services was different in nature to that provided by the IG Service. Council officers made clear that the IG Service would not be providing 121 support as staff resources have reduced over the years. It was suggested that due to resources, 121 support would not have continued with Democratic Services had the function stayed within DS.

Can Members help to reduce the number of MEs and what is an ME?:

On their own accord, some Members asked what they could do to reduce the number of MEs they submit. Members asked for a few examples to be inserted into the ME Process demonstrating what would not constitute an ME such as a Service Request. Council officers highlighted that instead of inserting these examples, the new ME Process makes it clear any elements that do not constitute an ME such as a Service Request, where there is a complaint about the same issue or a PCN Appeal or a School Appeal. In these scenarios, Council officers made it clear that using the ME Process would not be appropriate. A majority of Members were grateful for this clarification in the new ME Process.

RSL Responses:

A majority of Members thought it is a very good idea for RSLs to send their responses directly to Members, instead of through the IG Service which is acting as a mailbox and clogging the system. A majority of Members highlighted this would save a lot of time and effort for all interested parties.

A minority of Members were concerned that Council officers would not see the RLS responses before they were sent to Members as those Members were not confident with the standard of responses from the RSLs.

A large number of Members wanted lists of named individuals from the RSLs so Members could contact them direct for chasers if required.

Sending ME responses directly to residents:

A majority of Members stated that it would be difficult for them to send ME responses directly to residents as suggested in the new ME Process. Members stated that they have jobs and would not have the time to do this type of administrative work.

A majority of Members stated that they would like the Council to send ME responses directly to residents without the Member authorising it and that Members are copied in the responses. Members highlighted that this would save time.

A minority of Members wanted responses still to go to them for approval before the relevant service sends the response to the resident.

A minority of Members had concerns about the quality of Council responses if they were sent directly to residents. Council officers made it clear that these are two separate issues – one is the process of sending the responses directly to residents which would save time and the other is the quality of responses.

A minority of Members stated that if a response is sent directly to the resident, it needs to be made clear that the response was being sent to the resident so they could receive the relevant information quicker and that the response has not been seen by the Member.

Mayor receives detailed responses:

A minority of members highlighted that enquiries raised with the Mayor's Office get detailed responses compared to MEs. Council officers highlighted the new ME Process would include sign off by a Senior Manager or a staff member with sufficient and appropriate knowledge and experience of responding to MEs – this would increase the quality of responses.

Capacity in the IG Service to deal with increase in MEs

A couple of Members were concerned that the IG Service would be swamped with logging and processing MEs and this would result in further delays as there are already delays in this respect. Council officers confirmed the IG Service is currently looking at resources to deal with MEs.

Prioritisation of Enquiries:

A couple of Members wanted a priority system to ensure urgent queries could be addressed in an urgent manner. Council officers made it clear that any urgent enquiries such as 'an eviction on the day' should be raised directly with the Senior Manager in the relevant service and not through the ME Process as it has a 10-day turnaround timeframe. Council officers also made it clear that the enquiries will be dealt with on a first come first served basis as this will be fair for everyone involved. A couple of Members wanted details of the ME Line.

Delays in responses:

A few Members thought it was unreasonable that there were delays in responding services sending

ME responses. Council officers advised that the new ME Process will be streamlined and the expectation is that the delays will be significantly reduced. It was highlighted that the new ME Process will be “work in progress” and if there is a need to revise it further in the future, Council officers would endeavour to do so.

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Agenda Item 4.7

<p>Non-Executive Report of the: General Purposes Committee Monday, 10 January 2022</p>	 TOWER HAMLETS
<p>Report of: Janet Fasan: Director of Legal and Monitoring Officer</p>	Classification: Open (Unrestricted)
Member Induction Programme 2022	

Originating Officer(s)	Matthew Mannion, Head of Democratic Services
Wards affected	(All Wards);

Executive Summary

In preparation for the May 2022 local elections, the Council is preparing a Member Induction Programme for all Members (both new and returning).

The draft plan is undergoing extensive consultation with officers and Members and has been worked up in reference to plans at other London authorities.

The General Purposes Committee is asked to review the final draft plan as presented and to provide comment as necessary. The Committee is then asked to sign off the final draft plan and confirm whether it wishes to see the completed plan at its meeting in March.

Recommendations:

The General Purposes Committee is recommended to:

1. Review and comment on the report and attached final draft Induction Plan and propose any amendments as required.
2. Subject to recommendation 1, to agree the final draft Induction Plan.
3. Confirm whether the committee wishes to receive a further report at its meeting on 22 March.

1. REASONS FOR THE DECISIONS

- 1.1 The General Purposes Committee has a role in determining a number of aspects of support to the democratic process including around elections and the constitution.

- 1.2 The Committee is also a forum for discussing related matters around support for Members such as the recent reports on Member Enquiries.
- 1.3 The Member Induction programme plays a vital part in ensuring that Members are able to undertake their roles under the constitution and it is therefore important to ensure that Members have signed off on the plans.

2. ALTERNATIVE OPTIONS

- 2.1 The Committee are welcome to make any suggestions as to the content and nature of the Member Induction Programme.

3. DETAILS OF THE REPORT

- 3.1 Planning is well underway for the Member Induction Programme 2022, with a cross directorate working group set up to identify the areas that need to be covered. Councillors, officers and the Standards Advisory Committee are have also been consulted for their feedback and suggestions.

- 3.2 Key criteria for developing the plan include:

- Ensuring statutory requirements are met quickly.
- Giving directorates an opportunity to introduce themselves and their services to Members.
- Creating a timetable that provides information efficiently without overloading Members with too much information too early.
- Ensuring the exercise is valuable to Members and isn't just about the Council passing on data/information.
- Considering how new technology can help support the programme in ways that were not possible in 2018.

- 3.3 The key elements of the 2018 programme and current good practice around member induction will inform the programme for this year.

- 3.4 In general, feedback from 2018 was good and it is intended to use the 2018 plan as the basis for this year. The plan will though be updated and the following have already been highlighted as beneficial changes:

- Discussions and training with the London Member Development Network has highlighted that best practice is to not rush to include all the seminars and briefings in the first few weeks as it is very difficult for new Councillors to take in all that information so quickly. It is seen as much better to provide the absolute essentials straight away and then gradually work through the rest of the content over the next few months.
- New technology not available in 2018 means that it will now be possible to run briefings and seminars virtually through Teams rather

than always requiring attendance at the town hall. This should help to encourage attendance and better fit in with the Councillors' other commitments.

- The plan considers those sessions which would be relevant for co-opted Members.
- The introduction of sessions led by Members is being looked at, including an 'introduction to being a councillor' seminar run by experienced councillors as well as a 'meet the Mayor' opportunity for new Members to talk to the Mayor and gain a better understanding of how they engage with the Elected Mayor position.

Covid-19 Pandemic

- 3.5 Any potential impact of the Covid-19 pandemic is being monitored but for the moment the plans work on the basis that key parts of the programme will be able to take place in person at the town hall.

Preparing the plan / consultation

- 3.6 A cross-directorate working group of officers is leading the review of the Induction Plan. This group is meeting regularly and is currently working through different aspects of the plan until everything is covered.

- 3.7 In addition, feedback has been sought from Member and reports are being presented to DLTs and CLT. CLT in particular play an important role in reviewing and signing off the Induction Plan.

- 3.8 Feedback from the Member Seminars and Standards Advisory Committee: a lot of useful feedback was provided at the Member seminars which will be incorporated into the final plan. Highlights include:

- Strong support for spacing out the seminar programme.
- Important that some functional training (e.g. in how to submit Member Enquiries) is provided straight away.
- Think about the information made available in advance of the election such as a rough guide to being a councillor. Think about expectation management.
- Think about running basic 'how to' sessions early and then follow up with 'how to do it well' type sessions later. A session on Councillor safety should also be planned for early in the programme.
- Ensure Public Health and Adult Services are properly covered.
- Hybrid training may be the most useful option
- How to best keep Members in touch with how services operate, maybe include 'shopfloor' visits to help them understand how services operate as opposed to just seeing outcomes.
- Think about how to use Members to help present sessions.

- 3.9 Feedback from Directorates has been particularly useful in refreshing the series of seminars planned as the main part of the programme.

Elements of the Induction Plan

3.10 The Induction Plan has a number of elements:

- Admin and setup – IDs cards, laptops, emails, website, forms, etc
- Statutory – Register of Interests, Code of Conduct, certain committee training, Acceptance of Office etc.
- Orientation and Introductions – welcome evening, meet CLT, Mayor etc
- Training and Seminars – the largest section involves the seminar programme and training on topics such as ICT and using the Member Enquiries portal.

3.11 The Appendix to this report sets out the current draft Induction plan covering the seminar programme and the main administrative actions required.

Feedback and next steps

3.12 Having reviewed the content of this report and appendices, the Committee are asked to comment on the plans set out. The Committee could then choose to sign off the plan or ask for it to return for its March meeting.

4. EQUALITIES IMPLICATIONS

4.1 A strong Member Induction programme is important in helping to ensure that Members from all communities and backgrounds are able to undertake their role effectively.

4.2 Specific training will also be included to help Members consider equalities issues whilst undertaking their roles including when taking decisions or dealing with constituents.

5. OTHER STATUTORY IMPLICATIONS

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

- Best Value Implications,
- Consultations,
- Environmental (including air quality),
- Risk Management,
- Crime Reduction,
- Safeguarding.
- Data Protection / Privacy Impact Assessment.

5.2 There is a Best Value risk to the Council and a risk to its decision making and leadership capabilities if the Member Induction plan is not effectively.

6. COMMENTS OF THE CHIEF FINANCE OFFICER

- 6.1 Any associated costs will be minimal and accommodated within existing budgets.

7. COMMENTS OF LEGAL SERVICES

- 7.1 Section 111 of the Local Government Act 1972 permits local authorities to do anything which is calculated to facilitate the discharge of any of their functions. The matters referred to in this report comply with the above legislation.
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Linked Reports, Appendices and Background Documents

Linked Report

- None

Appendices

- Appendix 1 – Draft Seminar Programme 2022

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

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

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

- None.

Officer contact details for documents:

N/A

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Appendix 1 – Draft Induction Plan

Date	Induction Daytime	Induction Evening	Draft Committee Calendar
Thu 5/5		Election Day	
Fri 6/5		Election Counts (sign acceptances of office)	
Mon 9/5	PM – Early Access for new Members (visit the town hall for tea/coffee /orientation/basic admin etc)		
Tue 10/5		Eve – Early Access for new Members (visit the town hall for tea/coffee /orientation/basic admin etc)	
Wed 11/5	All Day - Booked Member slots (Pre- Book slots to collect kit, sign forms, get ID card, see Town Hall, get photo, iCasework etc) (New Members in person – all Members will have some tasks)	Welcome evening – introduction by CE, meet the Senior Leadership team etc. (All Members)	
Thu 12/5	All Day - Booked Member slots (Pre- Book slots to collect kit, sign forms, get ID card, see Town Hall, get photo, iCasework etc) (New Members in person – all Members will have some tasks)		
Fri 13/5	Mop up sessions as required (collection of kit, sign forms etc)		
Mon 16/5		Space for political group AGMs etc	
Tue 17/5	How local democracy works - session led by Dem Servs and	So...you've become a Councillor? (session on what being a cllr is)	

Date	Induction Daytime	Induction Evening	Draft Committee Calendar
	legal on Constitution, different roles of officers, members, how meetings work, brief bit on code/allowances etc Plus expectations of Members. (All Members)	all about partly led by some experienced clrrs) (includes Member safety) Concluding with 'Meet the Mayor' session. (New Members)	
Wed 18/5			
Thu 19/5	So...you've become a Councillor? (session on what being a cllr is all about partly led by some experienced clrrs) (includes Member safety) Concluding with a 'Meet the Mayor' session. (New Members)	How local democracy works - session led by Dem Servs and legal on Constitution, different roles of officers, members, how meetings work, brief bit on code/allowances etc Plus expectations of Members. (All Members)	
Fri 20/5			
Mon 23/5	ICT Drop-ins (additional ICT support slots – Pre-Book)	Space for political group meetings	
Tue 24/5	Ethics and Probity – full Code of Conduct training session (All Members)	MEs, Information governance and security, handling data, use of systems, confidentiality etc - social media basics (New Members)	
Wed 25/5		Annual Meeting of Council – election of Members to Special Responsibility Posts Also Speaker's Reception	

Date	Induction Daytime	Induction Evening	Draft Committee Calendar
Thu 26/5	MEs, Information governance and security, handling data, use of systems, confidentiality etc - social media basics (New Members)	Ethics and Probity – full Code of Conduct training session (All Members)	
Fri 27/5	ICT Drop-ins (additional ICT support slots – Pre-Book)		
Mon 30/5		Pensions Committee Training (All welcome – mandatory for Committee Members)	
Tue 31/5		Licensing Committee Training and Licensing Committee meeting (All welcome – mandatory for Committee Members)	
Wed 1/6		Planning Training (All welcome – mandatory for Committee Members)	
Thu 2/6	Bank Holiday		
Fri 3/6	Bank Holiday		
Mon 6/6		Monthly Open Door (opportunity for Members to pop in to Democratic Services to ask questions/ raise issues etc)	
Tue 7/6	How policy is developed / members roles in the above (what can and can't members do) (New Members)	Chair's Training (Mandatory for new Chairs but others welcome – must pre-book)	Licensing Sub-Committee
Wed 8/6			Strategic

Date	Induction Daytime	Induction Evening	Draft Committee Calendar
			Development Committee
Thu 9/6	Chair's Training (Mandatory for new Chairs but others welcome – must pre-book)	How policy is developed / members roles in the above (what can and can't members do) (New Members)	
Fri 10/6			
Mon 13/6	Pensions Board	Co-optee Session on how the Council works (Seminar specifically for co-optees) (Evening left free for political groups to have their own meetings/training)	
Tue 14/6			Development Committee
Wed 15/6		Corporate Parenting, Safeguarding and Prevent (All Members)	Safeguarding Adults (All Members)
Thu 16/6		Safeguarding Adults (All Members)	Corporate Parenting, Safeguarding and Prevent (All Members)
Fri 17/6			
Mon 20/6		(Space for political group meetings/training)	
Tue 21/6			General Purposes Committee Licensing Sub-Committee
Wed 22/6	ICT Drop-ins (additional ICT support slots – Pre-	What is scrutiny? (an introduction to the role of Scrutiny)	

Date	Induction Daytime	Induction Evening	Draft Committee Calendar
	Book)	(New Members) (Space for Cabinet training)	
Thu 23/6	What is scrutiny? (an introduction to the role of Scrutiny) (New Members)	ICT Drop-ins (additional ICT support slots – Pre-Book)	Standards Advisory Committee
Fri 24/6			
Mon 27/6			Overview and Scrutiny Committee Pensions Committee
Tue 28/6	Media, Communications and Social Media (including online safety) (New Members)	Finance 1 (basic introduction to Council finance) followed by mandatory training for Audit Committee Members	
Wed 29/6	Finance 1 (basic introduction to Council finance)	Media, Communications and Social Media (including online safety) (New Members)	Cabinet King George's Field Board
Thu 30/6			
Fri 1/7			
Mon 4/7		Monthly Open Door	
Tue 5/7	Public Health	Promoting Equalities and Diversity (All Members)	Licensing Sub-Committee
Wed 6/7			Health and Adults Scrutiny Sub-Committee Grants Sub-

Date	Induction Daytime	Induction Evening	Draft Committee Calendar
			Committee
Thu 7/7	Promoting Equalities and Diversity (All Members)	Public Health	
Fri 8/7			
Mon 11/7		(Space for political groups to offer training)	
Tue 12/7			Housing Scrutiny Sub-Committee Development Committee
Wed 13/7	What makes a good ME? - and more generally complaints, FOI etc (New Members)	Planning and Infrastructure	
Thu 14/7	Planning and Infrastructure	What makes a good ME? - and more generally complaints, FOI etc (New Members)	Children's Scrutiny Sub-Committee
Fri 15/7			
Mon 18/7	(Space for Groups to offer training)		
Tue 19/7	Schools and Education	Performance and Partnerships	Licensing Sub-Committee
Wed 20/7		(Early access to the Council chamber for reminder on Council processes etc.)	Council
Thu 21/7	Performance and Partnerships	Schools and Education	Strategic Development Committee
Fri 22/7			
Mon 25/7			Overview and Scrutiny Committee
Tue 26/7	Housing	Waste and Street Cleaning	

Date	Induction Daytime	Induction Evening	Draft Committee Calendar
Wed 27/7			Cabinet
Thu 28/7	Waste and Street Cleaning	Housing	Audit Committee
Fri 29/7			
AUGUST BREAK			
Tue 30/8			
Wed 31/8	Civil Contingencies		Licensing Sub-Committee
Thu 1/9		Civil Contingencies	
Fri 2/9			
Mon 5/9		Monthly Open Door	
Tue 6/9	Finance Part 2 (including process for agreeing the budget)	Customer Services	Development Committee
Wed 7/9		(Space for Cabinet training)	
Thu 8/9	Customer Services	Finance Part 2 (including process for agreeing the budget)	
Fri 9/9			
Mon 12/9	Tour of the New Town Hall (pre-book required)	Tour of the New Town Hall (pre-book required)	
Tue 13/9	Regeneration	Adult Social Care and Community Safety	
Wed 14/9		(Space for Cabinet training)	
Thu 15/9	Adult Social Care and Community Safety	Regeneration	
Fri 16/9			
Mon 19/9			Overview and Scrutiny Committee
Tue 20/9	Employment Support	Highways, Transport and Parking	
Wed 21/9			Cabinet Grants Sub-Committee
Thu 22/9	Highways, Transport and Parking	Employment Support	Standards Advisory Committee
Fri 23/9			
Mon 26/9			
Tue 27/9			Licensing Sub-

Date	Induction Daytime	Induction Evening	Draft Committee Calendar
			Committee
Wed 28/9			Council
Thu 29/9			
Fri 30/9			
Mon 3/10		Monthly Open Door	
Tue 4/10	Ethics and Probity follow-up (allow further Q&A etc on the Code of Conduct etc) (New Members)	Effective Scrutiny (looking at Scrutiny in more depth)	Development Committee And Licensing Committee
Wed 5/10			
Thu 6/10	Effective Scrutiny (looking at Scrutiny in more depth)	Ethics and Probity follow-up (allow further Q&A etc on the Code of Conduct etc) (New Members)	Audit Committee
Fri 7/10			
Mon 10/10			
Tue 11/10	Community Buildings and Capital Programme	Climate Emergency	Licensing Sub-Committee
Wed 12/10			Strategic Development Committee
Thu 13/10	Climate Emergency	Community Buildings and Capital Programme	Children and Education Scrutiny Sub-Committee
Fri 14/10			
Mon 17/10			
Tue 18/10	So...you've been a Councillor for nearly 6 months (follow up to early session led by experienced Councillors)	Outside Bodies	Health and Adults Scrutiny Sub-Committee
Wed 19/10			
Thu 20/10	Outside Bodies	So...you've been a Councillor for nearly 6 months (follow up to	Housing and Regeneration Scrutiny Sub-

Date	Induction Daytime	Induction Evening	Draft Committee Calendar
		early session led by experienced Councillors)	Committee
Fri 21/10			
Mon 24/10			Overview and Scrutiny Sub-Committee
Tue 25/10	Workforce	Culture and Sport	Licensing Sub-Committee
Wed 26/10			Cabinet King George's Field Charity Board
Thu 27/10	Culture and Sport	Workforce	
Fri 28/10			
Mon 31/10			
Tue 1/11			Development Committee
Wed 2/11	Q&A with Directorates (opportunity to explore issues in more depth and identify areas for greater exploration) (Pre-Book)	Q&A with Directorates (opportunity to explore issues in more depth and identify areas for greater exploration) (Pre-Book)	

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Agenda Item 7.1

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Agenda Item 7.3

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