

Meeting of the

# OVERVIEW & SCRUTINY COMMITTEE

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Tuesday, 7 March 2006 at 7.30 p.m.

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## SECTION TWO A G E N D A

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### VENUE

Committee Room C1, 1st Floor, Town Hall, Mulberry Place, 5 Clove  
Crescent, London, E14 2BG

Members:	Deputies (if any):
Chair: Councillor Alan Amos Vice-Chair: Councillor A A Sardar	
Councillor Louise Alexander Councillor Simon Rouse Councillor Julian Sharpe Councillor Salim Ullah Councillor Marian Williams Councillor Khaled R Khan	Councillor John Griffiths, (Designated Deputy for Councillor Marian Williams) Councillor Janet Ludlow, (Designated Deputy for Councillor Louise Alexander)
[Note: The quorum for this body is 4 voting Members].	

Co-opted Members:	
Reverend Prebendary R Swan	– Church of England Representative
Mr D McLaughlin	– Roman Catholic Diocese of Westminster Representative
Mr C Iyobhebhe	– Parent Governor Representative
Mr H Mueenuddin	– Muslim Community Representative
Ms F Simmons	– Parent Governor Representative

If you require any further information relating to this meeting, would like to request a large print, Braille or audio version of this document, or would like to discuss access arrangements or any other special requirements, please contact: Tim Hogan, Democratic Services,  
Tel: 020 7364 4850, E-mail: [tim.hogan@towerhamlets.gov.uk](mailto:tim.hogan@towerhamlets.gov.uk)

# LONDON BOROUGH OF TOWER HAMLETS

## OVERVIEW & SCRUTINY COMMITTEE

Tuesday, 7 March 2006

7.30 p.m.

### SECTION ONE

#### 1. APOLOGIES FOR ABSENCE

To receive any apologies for absence.

#### 2. DECLARATIONS OF INTEREST

To note any declarations of interest made by Members, including those restricting Members from voting on the questions detailed in Section 106 of the Local Government Finance Act, 1992.

#### Note from the Chief Executive

In accordance with the Council's Code of Conduct, Members must declare any **personal interests** they have in any item on the agenda or as they arise during the course of the meeting. Members must orally indicate to which item their interest relates. If a Member has a personal interest he/she must also consider whether or not that interest is a **prejudicial personal interest** and take the necessary action. When considering whether or not they have a declarable interest, Members should consult pages 181 to 184 of the Council's Constitution. Please note that all Members present at a Committee meeting (in whatever capacity) are required to declare any personal or prejudicial interests.

A **personal interest** is, generally, one that would affect a Member (either directly or through a connection with a relevant person or organisation) more than other people in London, in respect of the item of business under consideration at the meeting. If a member of the public, knowing all the relevant facts, would view a Member's personal interest in the item under consideration as so substantial that it would appear likely to prejudice the Member's judgement of the public interest, then the Member has a **prejudicial personal interest**.

#### Consequences:

- If a Member has a **personal interest**: he/she must declare the interest but can stay, speak and vote.
- If the Member has **prejudicial personal interest**: he/she must declare the interest, cannot speak or vote on the item and must leave the room.

When declaring an interest, Members are requested to specify the nature of the interest, the particular agenda item to which the interest relates and to also specify whether the interest is of a personal or personal and prejudicial nature. This procedure is designed to assist the public's understanding of the meeting and is also designed to enable a full entry to be made in the Statutory Register of Interests which is kept by the Head of Democratic Renewal and Engagement on behalf of the Monitoring Officer.

	<b>PAGE NUMBER</b>	<b>WARDS</b>
<b>3. UNRESTRICTED MINUTES</b>	<b>1 - 6</b>	
To confirm as a correct record of the proceedings the unrestricted minutes of the meeting of the Overview and Scrutiny Committee held on 7 <sup>th</sup> February 2006.		
<b>4. REQUESTS TO SUBMIT PETITIONS</b>		
To be notified at the meeting.		
<b>5. REQUESTS TO SUBMIT DEPUTATIONS</b>		
To be notified at the meeting.		
<b>6. SECTION ONE REPORTS 'CALLED IN'</b>		
There were no Section One reports 'called in' from the meeting of Cabinet held on 8 February 2006.		
<b>7. REPORTS FOR CONSIDERATION</b>		
<b>7.1 Scrutiny Challenge Session - Barker Review</b>	<b>7 - 10</b>	<b>All Wards</b>
(Time allocated – 10 Minutes)		
<b>7.2 Overview and Scrutiny Committee Work Programme 2005 / 2006 - UPDATE</b>	<b>11 - 16</b>	<b>All Wards</b>
(Time allocated – 10 minutes)		
<b>7.3 Overview and Scrutiny Committee Recommendation and Tracking Report - UPDATE</b>	<b>17 - 56</b>	<b>All Wards</b>
(Time allocated – 20 minutes)		
<b>8. PRE-DECISION SCRUTINY OF SECTION ONE (UNRESTRICTED) CABINET PAPERS</b>		
(Time allocated – 5 minutes)		
<b>9. ANY OTHER SECTION ONE (UNRESTRICTED) BUSINESS WHICH THE CHAIR CONSIDERS TO BE URGENT</b>		

## 10. EXCLUSION OF THE PRESS AND PUBLIC

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

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

### EXEMPT/CONFIDENTIAL SECTION (Pink Papers)

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

- |   | <b>PAGE<br/>NUMBER</b> | <b>WARDS</b>     |
|---|------------------------|------------------|
| <b>11. RESTRICTED MINUTES 7TH FEBRUARY 2006</b>   | <b>57 - 58</b>         |                  |
| To confirm as a correct record of the proceedings the restricted minutes of the meeting of the Overview and Scrutiny Committee held on 7 <sup>th</sup> February 2006. |                        |                  |
| <b>12. SECTION TWO REPORTS 'CALLED IN'</b>  |                        |                  |
| There were no Section Two reports 'called in' from the meeting of Cabinet held on 8 February 2006.  |                        |                  |
| <b>13. PRE-DECISION SCRUTINY OF SECTION TWO (RESTRICTED) CABINET PAPERS</b>   |                        | <b>All Wards</b> |
| ( Time allocated – 5 minutes )  |                        |                  |

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**LONDON BOROUGH OF TOWER HAMLETS**

**MINUTES OF THE OVERVIEW & SCRUTINY COMMITTEE**

**HELD AT 7.30 P.M. ON TUESDAY, 7 FEBRUARY 2006**

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

**Members Present:**

Councillor Alan Amos (Chair)  
Councillor A A Sardar (Vice-Chair)  
Councillor Marian Williams  
Councillor Louise Alexander  
Councillor Julian Sharpe  
(none)

**Other Councillors Present:**

Councillor David Edgar  
Councillor M Shahab Uddin  
Councillor Shafiqul Haque

**Co-opted Members Present:**

Mr C Iyobhebhe	–	Parent Governor Representative
Mr H Mueenuddin	–	Muslim Community Representative
Reverend Prebendary R Swan	–	Church of England Representative
Mr D McLaughlin	–	Roman Catholic Diocese of Westminster Representative

**Guests Present:**

–

**Officers Present:**

Chris Holme	–	(Service Head, Resources, Development & Renewal)
Michael Keating	–	(Service Head, Research & Scrutiny)
David McNulty	–	
Peter Nathan	–	Interim Head of Corporate Equalities
Emma Peters	–	(Corporate Director, Development & Renewal)
Martin Smith	–	(Director of Resources)
Alan Steward	–	(Policy Scrutiny Manager)
Graham White	–	(Interim Chief Legal Officer)
Sara Williams	–	(Assistant Chief Executive)

Kairen Zonena

– (Democratic Services Manager)

**1. APOLOGIES FOR ABSENCE**

Apologies for absence were submitted on behalf of Councillor Salim Ullah and Councillor Khaled Khan. Councillor Williams gave apologies for lateness as she was in another meeting.

**NOTED**

**2. DECLARATIONS OF INTEREST**

Councillor Shafiqul Haque declared a personal interest in Item 14.1 in the restricted part of the agenda, the Rich Mix Cultural Centre, as a Council representative on the Board of the Foundation.

Councillor Louise Alexander declared a personal interest in Item 14.1 in the restricted part of the agenda, the Rich Mix Cultural Centre, as she had previously submitted an objection to the planning application for the Rich Mix Centre, which was located in her ward.

**3. UNRESTRICTED MINUTES**

**RESOLVED**

That the Section One minutes of the meeting of the Overview and Scrutiny Committee held on Tuesday 10<sup>th</sup> January 2006 be confirmed as a correct record and the Chair be authorised to sign them accordingly.

**4. REQUESTS TO SUBMIT PETITIONS**

There were no requests to submit petitions.

**5. REQUESTS FOR DEPUTATIONS**

There were no requests for deputations.



## **6. SECTION ONE REPORTS 'CALLED IN'**

There were no Section One reports called in from the meeting of Cabinet on 11<sup>th</sup> January 2006.

## **7. SCRUTINY SPOTLIGHT - HOUSING MANAGEMENT**

The Lead Member for Housing, Councillor David Edgar, and the Director of Housing Management, Ms Maureen McEleney, were welcomed by the Committee and made a brief presentation on the key service performance issues in housing in Tower Hamlets. They then responded to a number of questions put by Members of the Committee. At the conclusion of the session, the Chair thanked them for their attendance and their contribution.

### **NOTED**

## **8. REPORTS FOR CONSIDERATION**

### **8.1 GENERAL FUND REVENUE BUDGET 2006/2007 - BUDGET REQUIREMENT AND COUNCIL TAX**

A supplementary report and a further Appendix (L) to the report detailing information which had not been available at the time of despatch, were tabled.

The Committee welcomed the improved final settlement figures for the Borough reported by the Director of Resources. They also noted the significant charge on local people by the Mayor of London to pay for the Olympic Games.

The Committee were concerned that the Committed Growth bid for the Transportation, Treatment and Disposal of Waste (page 214 of the Cabinet agenda papers) was, wherever possible, used to increase recycling services for local people rather than the payment of Landfill Tax. It was agreed that the Director of Resources and the Corporate Director, Environment and Culture, be asked to provide more detail of this item, including the estimated costs respectively of landfill tax payments and of recycling, to Cabinet the following evening.

### **RESOLVED:**

1. That the final Government settlement figure be noted and welcomed, and the Committee's concern be noted in respect of the proposed precept for the Mayor of London of approximately 13%; and

2. That a question be put to Cabinet the following evening seeking more detail of those elements of the growth bid for Transportation, Street Services and Waste which relate to recycling and the landfill tax.

## **8.2 EQUALITIES ACTION PLAN - SIX MONTHLY MONITORING REPORT**

The Lead Member for Equalities and Social Inclusion, Councillor Shahab Uddin, and the Interim Head of Equalities, Mr Peter Nathan, were present. Following a brief introduction, Councillor Uddin, Mr Nathan and the Assistant Chief Executive, Ms Sara Williams, responded to questions.

The achievement of various national standards, in particular the achievement of Level 5 of the national Equality Standard in 2004/05, was noted and welcomed.

### **RESOLVED:**

That the positive progress made on the implementation of the Council's Equalities Action Plan 2005/06 be noted.

## **8.3 TOWER HAMLETS INDEX AND STRATEGIC PLAN - MONITORING REPORT**

The Assistant Chief Executive, Ms Sara Williams, introduced the report and answered a number of questions in relation to specific indicators.

### **RESOLVED:**

That the performance outlined in the report be noted.

## **8.4 "A PARTNERSHIP SUCCESS"; SCRUTINY REVIEW OF THE ROLE OF WARD COUNCILLORS IN THE TOWER HAMLETS PARTNERSHIP**

The Chair thanked Councillor Marian Williams, the Scrutiny Lead for this review, and Mr David McNulty, the Scrutiny Policy Officer, for having produced a valuable piece of work. Councillor Williams echoed the thanks to Mr McNulty.

During consideration of the review a Member suggested that some of the recommendations could be re-worded, and Councillor Williams invited Members to send any specific additional comments or recommendations to either herself or Mr McNulty.

The recommendation was slightly amended so that “in consultation” became “after consultation” to accord with the provisions of the Constitution relating to delegation.

**RESOLVED:**

1. That the draft report of the ‘Partnership for Success’ Working Group attached at Appendix A of the report be welcomed and endorsed; and
2. Authority be delegated to the Service Head, Research and Scrutiny, after consultation with the Scrutiny Lead for Excellent Public Services, to agree the final report before its submission to the Partnership Management Group and Cabinet.

**9. VERBAL UPDATES FROM SCRUTINY LEADS**

The Scrutiny Leads present gave a brief update on their respective areas.

**NOTED**

**10. PRE-DECISION SCRUTINY OF SECTION ONE (UNRESTRICTED) CABINET PAPERS**

None had been submitted.

**11. ANY OTHER SECTION ONE (UNRESTRICTED) BUSINESS WHICH THE CHAIR CONSIDERS TO BE URGENT**

There was none.

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

**RESOLVED**

That, under the provisions of Section 100 (A) of the Local Government Act, 1972 as amended by the Local Government (Access to Information) Act, 1985 the press and public be excluded from the remainder of the meeting for the consideration of the Section Two business as listed in the order of business

on the grounds that they contained information considered to be Exempt as detailed in Part I of Schedule 12A to the Local Government Act 1972.

### **SUMMARY OF SECTION TWO PROCEEDINGS**

#### **13. EXEMPT MINUTES**

These were **AGREED.**

#### **14. SECTION TWO REPORTS 'CALLED IN'**

##### **14.1 RICH MIX CULTURAL CENTRE**

Following consideration of the call-in and discussion, it was agreed that the item be referred back to Cabinet on 8<sup>th</sup> February 2006.

#### **15. PRE-DECISION SCRUTINY OF SECTION TWO (RESTRICTED) CABINET PAPERS**

In relation to notice arrangements for proposed land disposals, it was agreed to ask whether in future ward councillors could be notified of any such disposals in their ward, and invited to lodge objections within the same statutory notice period as applied to advertisements in East End Life.

#### **16. ANY OTHER RESTRICTED BUSINESS**

There was none.

The meeting closed at 9.40pm.

**COUNCILLOR ALAN AMOS**  
**CHAIR, OVERVIEW AND SCRUTINY COMMITTEE**

# Agenda Item 7.1

<b>Committee</b>	<b>Date</b>	<b>Classification</b>	<b>Report No.</b>	<b>Agenda Item No.</b>
<b>Overview and Scrutiny</b>	<b>7 March 2006</b>	<b>Unrestricted</b>		
<b>Report of:</b>  <b>Sara Williams</b> <b>Assistant Chief Executive</b>  <b>Originating Officer(s):</b>  <b>David McNulty</b> <b>Scrutiny Policy Officer</b>		<b>Title:</b>  <b>Scrutiny Challenge Session - Barker Review</b>  <b>Ward(s) affected: All</b>		

## **1. Summary**

- 1.1 This report updates the Overview and Scrutiny Committee on the outcome of the Scrutiny Challenge Session on the Government's consultation following the Barker Review of housing held on 13 February 2006.

## **2. Recommendation**

- 2.1 The Overview and Scrutiny Committee is asked to note the outcome of the Scrutiny Challenge Session on Planning Obligations.
- 2.2 Endorse the Council's proposed response as outlined in Section 7.

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### **LOCAL GOVERNMENT ACT, 2000 (SECTION 97)**

#### **LIST OF "BACKGROUND PAPERS" USED IN THE PREPARATION OF THIS REPORT**

**Background paper**

Name and telephone number of and address where open to inspection

**Planning Obligation Feedback**  
**– Overview and Scrutiny Committee 8 November**  
**2006**

**Tim Hogan**  
**020 7364 4850**

### **3 Introduction**

- 3.1 This report provides a summary of the scrutiny challenge session held to examine the Government's consultation on Planning Gain Supplement. The challenge session follows the previous session held in September 2005 to examine the Council's approach to section 106 planning obligations.
- 3.2 Challenge sessions are designed as a quick way for a group of members to get to grips with key policy issues and ensure a robust check on the Council's policies.

### **4 Purpose**

- 4.1 Given the high level of planning obligations that are agreed between the Council and developers in the borough there is a considerable level of interest amongst local people and councillors in the Council's policy toward planning obligations.
- 4.2 At the first challenge session on planning obligations the working group asked to be kept informed of changes to the legislative framework following the conclusion of the Barker review into housing. In December 2005 the Government published a consultation document following the Barker Review.
- 4.3 At this further session therefore the Group received a presentation from the Director of Development and Renewal, Emma Peters, who outlined:
- The current legislative framework
  - New national and local policy framework for S.106 planning obligations
  - The Barker Review of Housing Supply
  - The Planning Gain Supplement (PGS) Proposal
  - How would PGS affect Tower Hamlets?
  - Our proposed response to the consultation
  - Others' response to the consultation

### **5 Planning Gain Supplement (PGS)**

- 5.1 The significant changes proposed by the Barker Review are:
- contributions to local authorities should be significantly scaled back to cover direct impacts and affordable housing only
  - a PGS be introduced - effectively a national tax on development to be paid to central Government
- 5.2 The principles outlined in the consultation document are that a PGS would finance additional investment in the local and strategic infrastructure necessary to support housing growth. The PGS would help communities share in the benefits of growth and manage its impact. It would create a fairer, more transparent and flexible value capture system that responds to market conditions and does not distort decisions between different types of development.

5.3 Some features of the proposed PGS are that:

- it would capture a modest portion of the value uplift arising on land for which full planning permission has been granted
- payment would not be required until the commencement of development
- it would apply to non residential as well as to residential development land
- there would be differential rates for greenfield and brownfield sites with the latter attracting a lower rate of PGS
- planning obligations would be scaled back to cover matters relevant to the direct environment of the development site, plus affordable housing
- revenues would be dedicated to local communities and the provision of infrastructure.

## **6 S.106 Planning Obligations**

6.1 The consultation proposes that S.106 Planning Obligations should be “scaled back” to the aim of direct impact mitigation. They should retain the current affordable and/or social housing requirements. Local authorities should receive a direct share of the development gain generated by the PGS in their area, to compensate for a reduced S.106. Local authorities would be free to spend this money as they see fit. This share would “broadly equal” estimates of the amount they currently extract from S.106.

6.2 The consultation document identifies the benefits of scaling back S.106 planning obligations as making negotiations simpler and easier to conclude. It would place clear limits on the size of contributions that can be sought from developers by limiting them to the site. This will contribute to greater transparency and certainty of financial impact. It will also reduce disparities between local planning authorities.

## **7 Council’s Response**

7.1 The Council supports the principle of seeking to capture a proportion of land value gain that is achieved through the planning process. The Council has concerns however, about the proposed PGS and the scaled back approach to S.106 planning obligations. It does not believe that the proposed system will offer a better approach to S.106 planning obligations that are flexible and working well. The scaling back of planning obligations contains a fundamental weakness since impacts are always wider than an immediate site and can be indirect. Examples would include traffic management and open space.

7.2 There is uncertainty about the amount of PGS to be recycled back to the local level. The PGS system does not allow for phases of development to “trigger” payments to be re-invested. Without certainty about the amount or timing of revenue however, the Council cannot undertake its statutory environmental impact assessment function. If the Council cannot adequately assess and manage impact, the risks associated with development will be higher.

7.3 The proposals for a lower level of PGS for brownfield sites will severely disadvantage the borough. Despite their complexity and development costs, brownfield sites are not necessarily worth less than greenfield sites. Many different factors affect land value. PGS will rely heavily on self-assessed valuations. It will be in developers’ interests to assess values as low as possible. There will need to be very clear regulations and expert guidance/arbitration on assessing land values.

- 7.4 The lack of information on how PGS revenues would be distributed strategically and locally makes it hard to assess how fair/responsive to local preferences the process would be. Councils within a region are likely to have different priorities for strategic investment. Strategic investment costs are very high (for example £6 bn for Crossrail and £1.2 bn for the Royal London Hospital) and diverting PGS into these will leave very little for more local (but not on site) impacts. Moreover, strategic projects are long term which means that local communities will have to wait a long time to capture the benefits from development that impact on them.
- 7.5 There are potentially significant resource implications for the Council in implementing PGS. It is not clear if “Development Start Notices” are to be processed through planning authorities. It is not clear how start notices (and payment of PGS) are to be monitored and enforced. PGS costs will be on top of S.106 costs that will still be incurred, even if the value of S.106 is scaled back. It is not clear how or whether the Council can challenge land value self-assessments and, even if it can, it is likely that it will be costly.

## **8 Discussion**

- 8.1 The working group shared the concerns outlined in the Council’s response to the consultation document. Members felt that the transparency of the system would be reduced under the system outlined in the consultation document with it being less clear how the effects of development would be mitigated for communities.
- 8.2 Members of the working group expressed their wider concern at the quality of affordable housing being built in the borough and felt that this was something that should be considered for a scrutiny review.
- 8.3 Members recommended that the Council’s response to the consultation document should be endorsed by Overview and Scrutiny

## **9 Concurrent Report of the Assistant Chief Executive (Legal)**

- 9.1 There are no direct legal implications of this report.

## **10 Comments of the Chief Financial Officer**

- 10.1 There are no direct financial implications of this report.

## **11 Equal Opportunity Implications**

- 11.1 There are no direct equal opportunities implications arising from this report.

## **12 Anti-Poverty Implications**

- 12.1 Planning obligations are one of the measures available to the Council to share prosperity across the borough.

## **13 Sustainable Action for a Greener Environment**

- 13.1 There are no direct actions for a greener environment arising from the report.

## **14 Risk Management**

- 14.1 There are no direct risk management implications arising from this report.



# Agenda Item 7.2

<b>Committee</b>	<b>Date</b>	<b>Classification</b>	<b>Report No.</b>	<b>Agenda Item No.</b>
Overview and Scrutiny	7 March 2006	Unrestricted		
<b>Report of:</b> Assistant Chief Executive <b>Originating Officer(s):</b> Alan Steward, Scrutiny Policy Manager		<b>Title:</b> Overview and Scrutiny Committee Work Programme 2005/06: Update  <b>Ward(s) affected: All</b>		

## 1. Summary

- 1.1 This report updates Committee on the further development of the work programme for the Overview and Scrutiny Committee (OSC) and the Health Scrutiny Panel for the municipal year 2005/06.

## 2. Recommendation

- 2.1 Overview and Scrutiny Committee is asked to consider its work programme for 2005/06.

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### LOCAL GOVERNMENT ACT, 2000 (SECTION 97)

#### LIST OF "BACKGROUND PAPERS" USED IN THE PREPARATION OF THIS REPORT

Background paper

Name and telephone number of and address where open to inspection

Reports to Overview and Scrutiny Committee July, September, November 2005 and January 2006

Tim Hogan  
020 7364 4850

### **3 Report**

- 3.1 At its meeting on 5 July, Overview and Scrutiny Committee (OSC) agreed its work programme for the municipal year 2005/06.
- 3.2 The work programme is organised under six headings as follows:
- Call-ins
  - Work Programme and Recommendation Tracking reports
  - Budget and Policy Framework items
  - Performance and Monitoring reports
  - Investigations, Reviews and Challenge Sessions
  - Pre-decision scrutiny
- 3.3 A revised outline of the proposed work programme is attached at Appendix 1. The rest of the report provides a brief update on progress since Committee last considered the work programme at its 10 January 06 meeting. This is the final work programme report for the year.

### **4 Update**

#### **4.1 Overview and Scrutiny Committee**

The Early Years Development Plan was scheduled to come to the Committee in March 06 under the budget and policy framework. This plan is no longer produced separately but included as part of the Children and Young People's Plan. This was agreed at Cabinet in February 06. The Local Transport Implementation Plan will be considered in June 06, as there will be no meeting in May.

The Scrutiny Showcase session was held on 6 February 2006. Councillor John Piesecki - a minority Group councillor from Bracknell Forest District Council - spoke about their scrutiny review of abandoned and untaxed cars. He highlighted how a ward issue had started a review leading to significant improvements across the borough. He stressed the need for member-led scrutiny and opportunities for backbench members to help shape and influence council policy. The presentation prompted an interesting discussion and reflection on how to improve further scrutiny.

#### **4.2 Creating and Sharing Prosperity**

The further session on the Barker Review took place on 13 February and a report back is considered elsewhere on this agenda.

#### **4.3 Excellent Public Services**

The final report of this working group was considered and agreed at the February meeting of OSC. Corporate Management Team, Cabinet and Partnership Management Group will now consider this in due course. Feedback will be provided to OSC and the members of Working Group although this is likely to be in the next Municipal Year.

It was proposed to consider the impact of the Safer Neighbourhood Teams as part of the Work Programme this year. There is not enough time left however to arrange this before the local election period starts.

The Government's new Respect Action Plan proposes a new power of appeal by residents to ward councillors to make sure that local service providers are tackling anti-social behaviour and other quality of life crimes. It includes a higher appeal to the local Overview and Scrutiny Committee should issues not be resolved satisfactorily. We are

arranging a discussion between the Scrutiny Leads for Excellent Public Services and Living Safely and the Service Head for Crime Reduction Services to consider the proposals and implications of this for Scrutiny.

#### 4.4 Health Scrutiny Panel

The Health Scrutiny Panel's main review this year is exploring local partnership working around child obesity and this is on track. A challenge session is being arranged for early March to look at how partnership working helped develop the Healthy Lifestyles programme for overweight young people. This will involve members of the Health Scrutiny Panel working with the representatives from the Public Patient Involvement Forums. The full review will be submitted to the Health Scrutiny Panel on 21 March 06 and then to Overview and Scrutiny Committee on 6 April 06.

The March meeting of Health Scrutiny Panel will also consider the final declarations made by local NHS trusts under the Department of Health's Annual Healthcheck process.

#### 4.5 Learning, Achievement and Leisure

The Scrutiny Challenge session on the Standing Advisory Committee on Religious Education (SACRE) was reported to the January meeting of OSC and is included in the recommendation tracking report considered elsewhere on the agenda.

The mini-review of school exclusions has commenced and held a very useful first meeting on 31 January that considered the latest statistics and trends on exclusions. A further session is arranged for 2 March to look at some case studies and receive a presentation from a local headteacher. It is anticipated that the review report will be submitted to OSC in April 06.

#### 4.6 Living Safely

The mini-review on Domestic Violence is currently underway. The first meeting was held on 16 February and received a presentation on existing policy and support. This prompted considerable discussion and questions from members. A second meeting with service users is arranged for 1 March, followed by one with service providers on 2 March 06. Again it is anticipated that the Working Group's report and recommendations will be submitted to OSC in April 06.

#### 4.7 Living Well

The Challenge session on the Older People's Commissioning Strategy was reported to the January 06 meeting. Arrangements are being made to hold the Supporting People Strategy session in March. The Scrutiny Lead is also contributing to Best Value Review of Sheltered Housing.

It was also proposed to hold a challenge session on Children Looked After. The Corporate Parenting Group however, has just held a session with Children Looked After that included an assessment of their educational achievement. We are arranging a briefing for the Scrutiny Leads for Living Well and Learning Achievement and Leisure and will ensure that the Scrutiny Leads are invited to this meeting in future.

### 5 Concurrent Report of the Assistant Chief Executive (Legal)

- 5.1 The Council, under its Constitution, has a legal duty to deliver an effective and robust Overview and Scrutiny function. The work programme is one of the elements to ensure the proper and effective management of the function.

## **6 Comments of the Chief Financial Officer**

- 6.1 The costs of delivering the Overview and Scrutiny work programme must be met from the existing scrutiny budget with in-kind resources (such as staff time) from within directorate resources.

## **7 Equal Opportunity Implications**

- 7.1 Equal opportunities are central to the work of the Overview and Scrutiny Committee. The service has committed to undertake at least two reviews with specific equalities dimensions within 2005/06. The proposed programme identifies work around domestic violence and children that would meet this commitment.

## **8 Anti-Poverty Implications**

- 8.1 There are no direct anti-poverty implications arising from this report.

## **9 Sustainable Action for a Greener Environment**

- 9.1 There are no direct sustainable action for a greener environment implications arising from this report.

## **10 Risk Management Implications**

- 10.1 There are no risk management implications arising from this report.

## **Appendix**

- 1 Overview and Scrutiny Work Programme chart

**Overview and Scrutiny Work Programme 2005/06**

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Notes
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<b>Call-in</b>		1		1	2	1		2	1				No. of decisions called-in
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<b>Pre-decision</b>	3	3	2	6	2	2	3	1					No. of Cabinet reports questioned
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**Overview & Scrutiny Committee**

Youth Justice Plan			BPF										
Budget Preparation & Development			BPF	BPF				BPF	BPF				
Lifelong Learning 3 Yr Plan				BPF									
Food Enforcement Plan								BPF					
Early Years Development Plan										BPF			
Transport Local Implementation Plan												BPF	
Tower Hamlets Index	PM		PM		PM		PM		PM		PM		
Equalities Action Plan	PM								PM				
Complaints: Annual Report and Update			PM			PM							
Strategic Plan - 05/06		PM					PM					BPF	
Best Value Review: Progress Report							PM						
Scrutiny Spotlight		PM		PM		PM		PM	PM				
Members Enquiry System								PM					
Work Programme / Scrutiny Lead Updates	OS	OS		OS		OS		OS			OS		OS
Recommendation Tracking Report					OS						OS		
Overview & Scrutiny Annual Report												OS	

**BPF**  
Budget and Policy Framework

**SL**  
Scrutiny Lead / Challenge Session

**OS**  
O&S

**PM**  
Performance Monitoring

**R**  
Review

**TBC**  
To Be Confirmed

**Investigations, Reviews and Challenge Sessions**

**Creating and Sharing Prosperity - Cllr Sharpe**

Planning Contributions and S106 Agreements				SL				SL	SL				
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**Excellent Public Services - Cllr Williams**

Tower Hamlets Partnership				SL	SL	SL	SL						
Respect Action Plan										SL			

**Health - Cllr Khan**

Choosing health - child obesity	R	R	R	R	R	R	R	R	R				
Diabetes Update				PM									
Health economy development session				PM									Not run - include in next year's plan
Sexual Health Response				PM						PM			Update to Cabinet in Feb 06
Primary Care Strategy				PM									
NHS Annual Health Check				PM	PM				PM	PM			
Service Variations / Consultation				1				2		TBC			1 Patient-Led NHS 2 Independent Treatment and Assessment Centres

**Learning, Achievement & Leisure - Cllr Alexander**

Support to Governors				SL	SL								
OFSTED report on SACREs						SL							
Monitoring School Performance								SL					
School Exclusions								SL	SL	SL			

**Living Safely - Cllr Sardar**

Domestic Violence								R	R	R			
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**Living Well - Cllr Ullah**

Older People Commissioning Strategy						SL							
Supporting People: Floating Support / Homelessness				SL						SL			
Looked After Children				SL						SL			

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# Agenda Item 7.3

<b>Committee</b>	<b>Date</b>	<b>Classification</b>	<b>Report No.</b>	<b>Agenda Item No.</b>
Overview and Scrutiny	7 March 2006	Unrestricted		
<b>Report of:</b> Assistant Chief Executive <b>Originating Officer(s):</b> Alan Steward, Scrutiny Policy Manager		<b>Title:</b> Overview and Scrutiny Recommendation Tracking Report: Update  <b>Ward(s) affected: All</b>		

## 1. Summary

- 1.1 This report provides a progress report on Overview and Scrutiny Committee's Recommendations.

## 2. Recommendations

- 2.1 Overview and Scrutiny Committee is asked to note the progress in implementing its recommendations.

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### LOCAL GOVERNMENT ACT, 2000 (SECTION 97)

#### LIST OF "BACKGROUND PAPERS" USED IN THE PREPARATION OF THIS REPORT

Background paper

Name and telephone number of and address where open to inspection

Recommendation Tracking Report – 4 October 2005

Tim Hogan  
020 7364 4850

### **3 Report**

- 3.1 As part of its new arrangements, Overview and Scrutiny Committee introduced a regular recommendation tracking system to monitor progress in implementing its recommendations. This covers all its recommendations since 2003/04 including those from the Committee and Working Group reviews.
- 3.2 Overall, services are implementing many of the recommendations made by Overview and Scrutiny. This takes a number of forms from being mainstreamed into ongoing service development through to specific initiatives.
- 3.3 Appendix 1 provides an update of the tracking system. It is organised by the broad themes from the Strategic Plan with the additional area of health added to reflect the Health Scrutiny Panel. Where there are changes since the last update – 4 October – they are highlighted like **this**. For a small number of the recommendations information is still being collected and an update will be provided at committee.
- 3.4 As noted in the report to 4 October meeting, many of the updates will not change significantly from one tracking report to the next given the nature of the recommendations. For each recommendation there is an indication of whether monitoring should continue and if so, when a detailed update will be sought.
- 3.5 Appendix 1 shows those recommendations that are either outstanding or ongoing. Recommendations that have been achieved and reported back are not shown. Appendices 2-8 show the progress on the Committee's reviews. This shows the recommendations made, response by Cabinet and an update. Reviews completed before June 04 only provide an update as these were produced under the previous scrutiny arrangements.
- 3.6 As with other corporate monitoring reports, a traffic light system is used to indicate progress. Red highlights an area where there has been no progress or there is significant delay in implementing the recommendations. Yellow indicates that the recommendation is in the planning stage or that although there is some progress this is less than satisfactory. Green shows that the recommendation has been achieved or progress in its implementation is satisfactory.
- 3.7 The report shows that in terms of the 15 issues considered, 12 are at green, 2 at yellow with 1 at red.

### **4 Concurrent Report of the Chief Legal Officer**

- 4.1 The Council, under its Constitution, has a legal duty to deliver an effective and robust Overview and Scrutiny function. Monitoring the progress and impact of recommendations made by Overview and Scrutiny is one of the elements to ensure the proper and effective management of the function.

### **5 Comments of the Chief Financial Officer**

- 5.1 There are no financial implications arising from this report.

### **6 Equal Opportunity Implications**

- 6.1 Equal opportunities are central to the work of the Overview and Scrutiny Committee. A number of reports and reviews have specific equalities themes including access to



sexual health services for young people and access to council services for disabled people.

## **7 Anti Poverty Implications**

- 7.1 Anti-poverty is central to some aspects of the work of the Overview and Scrutiny Committee particularly work within Creating and Sharing Prosperity such as that on Planning Obligations.

## **8 Sustainable Action for a Greener Environment**

- 8.1 There are no direct sustainable action for a greener environment implications arising from this report.

## **9 Risk Management**

- 9.1 There are no direct risk management implications arising from this report. Monitoring of the implementation of the Committee's recommendations is important to make sure that the Council responds to the suggestions and findings of Overview and Scrutiny's work.

Appendix 1 Overview and Scrutiny Tracking System Report

Appendix 2 Progress on Street De-clutter Recommendations

Appendix 3 Progress on Fair Shares Recommendations

Appendix 4 Progress on Youth Services Plan Recommendations

Appendix 5 Progress on SACRE Challenge Session Recommendations

Appendix 6 Progress on Access to Services Recommendations

Appendix 7 Progress on Budget Consultation Recommendations

Appendix 8 Progress on Access to Services for Disabled People Recommendations

## Overview and Scrutiny Tracking System Report

## Living Well

<b>Issue</b> Housing Needs Survey	<b>Rec Date</b> 9 Nov 04	red
<b>Monitoring Status</b> – Maintain monitoring		
<b>Recommendation</b> That a seminar for all members is organised on the results of the Housing Needs Survey.	<b>Response / Progress</b> The seminar is yet to be programmed and is now likely to be held in the new municipal year.	

<b>Issue</b> Educational attainment of children looked after	<b>Rec Date</b> 5 Apr 05	green
<b>Monitoring Status</b> – Maintain annual monitoring		
<b>Recommendation</b> That Overview and Scrutiny maintain annual monitoring of this service.	<b>Response / Progress</b> As part of the Committee's work programme, a briefing is being arranged for the relevant Scrutiny Lead in March 06.	

## Living Safely

<b>Issue</b> Cleaner Safer Places	<b>Rec Date</b> 1 Apr 04	green
<b>Monitoring Status</b> – Maintain annual monitoring		
<b>Recommendation</b> To keep Overview and Scrutiny advised of progress in relation to the Cleaner, Safer Places Review	<b>Response / Progress</b> The Committee discussed in detail progress of the Council's Cleaner Safer Places Best Value review at its December meeting and were happy that good progress was being made.	

<b>Issue</b> Urban Junk or Urban Funk – Street De-clutter	<b>Rec Date</b> 7 Jun 05	yellow
<b>Monitoring Status</b> – Maintain monitoring and consider further action from Oct 06		
<b>Recommendation</b> This review considered the issue of street de-clutter in the borough and how it could be reduced. The Working Group made 16 recommendations to Cabinet.	<b>Response / Progress</b> The report was submitted to Cabinet on 7 Sep 05. 14 of the 16 recommendations were accepted.  A progress report for each recommendation is attached as Appendix 2. For some of the recommendations, an update will be provided at committee.	

### Creating and Sharing Prosperity

<b>Issue</b> Fair Shares Review	<b>Rec Date</b> 10 May 05	green
<b>Monitoring Status</b> – Maintain annual monitoring		
<b>Recommendation</b> This review considered how local communities benefited from the borough's high levels of economic development and regeneration. The Working Group made 10 recommendations to Cabinet.	<b>Response / Progress</b> The report was submitted to Cabinet on 7 Sep 05. All of the recommendations were accepted.  A progress report for each recommendation is attached as Appendix 3.	

<b>Issue</b> Section 106 Agreements	<b>Rec Date</b>	green
<b>Monitoring Status</b> – No Further Monitoring		
<b>Recommendation</b> The Challenge session recommended that: 1. a member training and development session was organised on the changes to the policy framework concerning planning obligations 2. members were kept informed of the Barker Review into housing relating to planning obligations	<b>Response / Progress</b> 1. This was held on 29 Nov 05. 2. A further challenge session was held on the proposals and recommendations from the Barker Review on 13 Feb 06.	

## Learning Achievement and Leisure

<b>Issue</b> Youth Services Plan Review	<b>Rec Date</b> 10 May 05	green
<b>Monitoring Status</b> – Maintain monitoring and consider further action from Oct 06		
<b>Recommendation</b> This review considered the Council's Youth Services Plan with focus on accommodation and partnership working. The Working Group made 17 recommendations to Cabinet.	<b>Response / Progress</b> The report was submitted to Cabinet on 8 June and further considered in Aug 05 as part of the Youth Services Plan 2005/06. All the recommendations were accepted.  A progress report for each recommendation is attached as Appendix 4.	

<b>Issue</b> Standing Advisory Council for Religious Education (SACRE)	<b>Rec Date</b> 10 Jan 06	green
<b>Monitoring Status</b> – Maintain monitoring and consider further action from Oct 06		
<b>Recommendation</b> This challenge session made 7 recommendations for the directorate to consider.	<b>Response / Progress</b> All the recommendations were accepted.  A progress report for each of the recommendations is attached as Appendix 5.	

<b>Issue</b> Governors	<b>Rec Date</b> 8 Nov 05	green
<b>Monitoring Status</b> – No further monitoring		
<b>Recommendation</b> Following discussions between the Scrutiny Lead, co-optees and Education service, a package of measures were agreed including: <ul style="list-style-type: none"> <li>• involvement in the Director of Education's termly meeting with the Chairs of Governors</li> <li>• additional information from Governors Services</li> <li>• participating in the Member Development Programme</li> <li>• exploring short briefing sessions every 2-3 months with Education services before the meetings of Overview and Scrutiny Committee.</li> </ul>	<b>Response / Progress</b> All of these improvements have been implemented, although the first briefing session will take place in the new Municipal Year once new co-optees are appointed.	

## Excellent Public Services

<b>Issue</b> Review - Access to Services	<b>Rec Date</b> 1 Apr 04	green
<b>Monitoring Status</b> – Maintain annual monitoring		
<b>Recommendation</b> This major review conducted by the Excellent Public Services Scrutiny Panel in 2003/04 resulted in a report with 13 recommendations for action.	<b>Response / Progress</b> A progress report against each recommendation is attached as Appendix 6.	

<b>Issue</b> Members' Enquiry system	<b>Rec Date</b> 5 Oct 04	green
<b>Monitoring Status</b> – No further monitoring		
<b>Recommendation</b> Performance of the Members Inquiries system is referred to the Member, Learning and Development Working Party for consideration with report submitted to a future meeting of the Committee.	<b>Response / Progress</b> The committee received a detail performance report at its January 2006 meeting. It was agreed that a performance report would be considered every 6 months.	

<b>Issue</b> Consultation on the Council's Budget	<b>Rec Date</b> 8 Feb 05	green
<b>Monitoring Status</b> – Maintain annual monitoring		
<b>Recommendation</b> This review considered the Council's consultation on its budget. The Working Group made 7 recommendations to Cabinet.	<b>Response / Progress</b> The report was submitted to Cabinet on 11 May 05 and all recommendations accepted.  Consultation was included as part of the Financial Outlook Review 2006/2007 to 2008/2009 presented to Overview and Scrutiny Committee on 2 August.  A progress report for each recommendation is attached as Appendix 7.	

<b>Issue</b> Access to services for Disabled People	<b>Rec Date</b> 7 Jun 05	yellow
<b>Monitoring Status</b> – Maintain annual monitoring		
<b>Recommendation</b> This review considered access for disabled people to council services. The review considered Council policy and practice and the accessibility of Council buildings, documents and the website. The Working Group made 11 main recommendations to Cabinet.	<b>Response / Progress</b> The report was submitted to Cabinet on 7 Sep 05 and all the recommendations accepted.  A progress report for each recommendation is attached as Appendix 8. For some of the recommendations, an update will be provided at committee.	

## Health

<b>Issue</b> North East London Good Practice Framework	<b>Rec Date</b> 15 Feb 05	green
<b>Monitoring Status</b> – No further monitoring		
<b>Recommendation</b> That the good practice framework is adopted and consideration given to developing local protocols to implement it.	<b>Response / Progress</b> All local NHS trusts consulted with the Health Scrutiny Panel on their draft declarations to the Healthcare Commission under the new performance framework for local NHS organisations. The final declarations will be considered in March. This has enhanced further the links and accountability of local NHS organisations.	

<b>Issue</b> Access to Sexual Health Services for Young People	<b>Rec Date</b> 5 Apr 05	green
<b>Monitoring Status</b> – Maintain monitoring with update in Mar 07		
<b>Recommendation</b> This review considered local sexual health services for young people. It made 24 recommendations to the Council, Tower Hamlets PCT and Barts and the London Acute Trust.	<b>Response / Progress</b> The review recommendations have been considered and accepted by all organisations. It is hoped to submit a progress report on implementation to the Health Scrutiny Panel in March 06.	

## Response to Overview and Scrutiny Committee Working Group on Street De-clutter

Recommendation	Response	Date	Update
R1 That the Council's Street Design Guide be adopted as Supplementary Planning Guidance	Development and Renewal and Environment and Culture officers advised against this recommendation, as it is not appropriate. However the Section 38 Design Guide for Adoptable Roads does need to be formally incorporated into the Street Design guide and can then be adopted as a whole by Cabinet.	Dec 05	A review of the entire Street Design Guide is included in Transportation & Highways Work Programme for 2006/7.
R2 The Environment and Culture directorate prepare a regular assessment of the Street Design Guide's effectiveness	Review new schemes in the light of a sample of effectiveness after completion. The first report to be incorporated into Cabinet report on review of Street Design Guide.	Dec 05	Included as above
R3 Inter disciplinary training opportunities be taken up by all professionals managing, co-ordinating and designing streets in the borough	Agreed as opportunities available such as links with Urban Design London for Officer development.	Ongoing	Street design training organised for March for all Transportation & Highways officers.
R4 Street design and decluttering be part of the Council's strategic priorities and be incorporated into the Strategic Plan	Street design and decluttering be considered as part of the debate when formulating the Council's strategic priorities. This could be included in the 2006/07 Strategic Plan.	Dec 05	
R5 The Environment and Culture directorate work towards developing an informal compact between the Council and utility	All of the recommendations relating to utility companies are interlinked. Tower Hamlets staff work informally with utilities at every opportunity. There are a number of regular Forums for liaison to develop.	Ongoing	

Recommendation	Response	Date	Update
companies			
R6 The Council should lobby through pan London organisations against some of the changes which may be introduced under the Traffic Management Act	Officers and Members to lobby on every opportunity if recommendations are detrimental to the interests of the residents of Tower Hamlets.	Ongoing	None noted at present.
R7 The Council should publish and regularly update the Register of Street Works via the Council's website	There is a major GIS project to link the current software with the Council's website and pan-London information banks. With resources allocated from the growth programme it should be possible to deliver by end of March 06. This is part of the Council's IEG statement for delivery this financial year.	Mar 06	
R8 Through local news media the Council should encourage members of the public to access the Register of Street works to improve monitoring of utility companies	As above in R7.		
R9 A Street Clutter Audit be carried out and targets be set annually for the reduction of clutter as a whole in the borough	Street Clutter Audits for selected defined areas be carried out. It is proposed that this is tied into the Asset Management Plan for Highways and Footways being developed. Year on year audits to develop into a five year programme.	Mar 06	Such audits to be considered in all new schemes and maintenance works from 2006/7.
R10 When planning major projects on specific roads consideration should be given to measures outside of the scheme that will	Considering street clutter in the vicinity when planning major projects is recognised good practice and can be adopted where funding and ownership permissions can be secured. Please note that some clutter is not within	Ongoing	



Recommendation	Response	Date	Update
reduce stark contrasts with surrounding areas	the control of the Council.		
R11 The first option in putting in new signage should be to fix signs to existing posts and walls. To assist this a legal pro-forma should be developed to be used for attaching signs to walls	This is adopted as general good practice but often ownership cannot be established to secure permission and thereby remove Council liability. There are also restrictions on the types of signs which can share posts.	Ongoing	
R12 Consideration should be given to the balance between capital and revenue funding for projects in order to maintain the appearance of new works	Significant new resources have been allocated to highways repairs and street cleaning as part of a Cleaner Safer Tower Hamlets.	Not agreed	
R13 Consider measures to reduce the number of duplicate posts for signage	Agreed. This will be incorporated as good practice in all schemes.	Ongoing	
R14 As part of the Budget for 2006/07, the Council allocate significant extra resources (capital and revenue) for street works	The allocation of capital and revenue resources will need to be considered as part of the Council's overall service and financial planning process for 2006/07. As reported to Cabinet in August 2005, the early indications from the Government are that there is unlikely to be substantial growth in the resources available to the Council in 2006/07 and this is likely to limit the scope to allocate additional resources to street works without corresponding reductions elsewhere.	May 05	For final allocations – see E&C Capital Programme 2006/7 March Cabinet
R15 An audit of Third Party insurance claims against	Agreed. We are already working with the Insurance Section to understand site	Ongoing	Ongoing.

Recommendation	Response	Date	Update
the Council be compiled, to be taken into account when considering future projects	histories.		
R16 Target organisations responsible for significant amounts of flyposting with Anti Social Behaviour Orders	Agreed. Joint work between the Safer Neighbourhood Teams and the Local Enforcement Teams will target particular problems with a clean, enforce and educate approach. Events will be programmed to harmonise with LAP steering group objectives. This work will be much assisted by new powers in the Anti-Social Behaviour Act 2003 and enhanced by the Clean Neighbourhoods & Environment Act 2005.	Jan 06 and ongoing	The Anti-graffiti and flyposting action plan has been launched in Dec 2005 with support from the Council's Anti-social Behaviour Action Group and the Cleaner Safer Tower Hamlets Campaign's "Use It Report It" programme.

**Progress on Fair Shares Recommendations**

Recommendation	Response	Date	Update
<p>R1. The Regeneration Strategy should be explicit in how it intends to target specific groups of people who require support to enable them to gain access to employment.</p>	<p>The Regeneration Strategy is necessarily written at a broad level. It does contain however, a commitment to increase access to employment for target groups: young people, ethnic minority communities, women, disabled people and people aged over 50.</p> <p>The Regeneration Strategy submitted to Cabinet in June 2005 included an action plan for each of the priorities. This detailed the activity to achieve this including setting up community hubs to draw people into employment in a structured way and a joint team between Skillsmatch, Tower Hamlets College and the Council to target long term unemployed people. It also proposes to evaluate existing and new projects so that practice is improved continually.</p>	<p>Achieved</p>	<p>n/a</p>
<p>R2. Any future amendments to the strategy should also be consulted upon widely through the Creating and Sharing Prosperity CPAG.</p>	<p>It is intended that the Regeneration Strategy is updated every three years with the Creating and Sharing Prosperity CPAG. In addition, the CPAG will take a lead role in the maintenance and implementation of the Strategy on an annual basis. This is an essential part of the process to maintain the relevance and coherence of the Strategy. This is particularly important given that London is now hosting the 2012 Olympics.</p>	<p>Mar 06</p>	<p>n/a</p>

Recommendation	Response	Date	Update
R3. Further consideration is given to the title of the strategy.	<p>The Strategy is called “Creating and Sharing Prosperity in Tower Hamlets.” This reflects the two important aspects of economic development to both create and then share opportunities and prosperity. It also connects directly the Regeneration Strategy to the Vision for the borough agreed in the Community Plan and particularly, the Community Plan theme Creating and Sharing prosperity.</p> <p>It is also important to stress that in promoting the Strategy - locally, regionally, nationally and internationally – the Council will use key messages that directly connect to target audiences. Further information on this is outlined in the Action Plan under Priority Four: Develop Marketing.</p>	Achieved	n/a
R4. Overview and Scrutiny Committee should closely monitor BVPI 8 – undisputed invoices paid within 30 days - as part of its work programme for 2005/2006.	<p>Overview and Scrutiny Committee considers the Tower Hamlets Index every two months. This includes BVPI 8. The Committee is aware of the recommendation made by the Fair Shares Scrutiny Working Group.</p> <p>In addition the Director of Resources, Martin Smith will be informed of the concerns of the scrutiny working group in the performance of the Council in making payments promptly.</p>	Every two months	<p>Overview and Scrutiny has considered this indicator as part of the Tower Hamlets Index every two months.</p> <p>BVPI 8 has shown significant improvement over the last 12 months and is on target to meet the 83% target set for this year.</p>
R5. Further consideration is required on the linkages with some of the other key strategic policies of the Council.	The Community Plan is the overarching Strategy that guides the activity of all agencies in the borough. For the Council’s contribution to the regeneration and economic renewal of the borough – brought together under the Creating and Sharing	Ongoing	n/a

Recommendation	Response	Date	Update
	<p>Prosperity theme – the Regeneration Strategy is the guiding strategy.</p> <p>It is recognised that the Regeneration Strategy will have implications for other key strategies such as the Third Sector Strategy, Asset-Base Management and the Employment Consortium. This will be considered as part of the implementation of the Action Plan and the further updates of the Strategy.</p> <p>As highlighted earlier it is also proposed that the CPAG consider regularly the progress on implementing the Regeneration Strategy. This will provide a further opportunity to explore the key links between the Council’s – and other partner’s – strategic policies.</p>		
R6. Consideration is given to develop an approved list of local artists with the Cultural Industries Development Agency that could be used for Planning Contributions.	The potential of providing a directory of local artists will be explored as part of the rollout of the “Develop the Economy” priority in the Regeneration Strategy Action Plan. Agencies - such as the Cultural Industries Development Agency – will be consulted as part of this.	Mar 06	This is being progressed in partnership with CIDA.
R7. Further efforts are made to develop networks of voluntary sector groups where both formal and informal sharing of ideas can be made.	Stronger and more productive networks for the Third Sector are being developed through the recently established Community Empowerment Network.	Ongoing	The CEN is continuing to strengthen further links between Third Sector organisations.

Recommendation	Response	Date	Update
R8. Further research be carried out to examine in detail the low employment in the borough among Bangladeshi women and economically active residents holding little or no qualifications.	<p>The Regeneration Strategy Action Plan promotes a range of initiatives designed to maximise input and achieve a structural shift in the pattern of employment.</p> <p>As a result, the Action Plan focuses on these groups in Years 4-6. This will include research to identify the barriers and other access issues facing these groups before specific initiatives or projects are developed.</p> <p>The Strategy and Action Plan also identifies that evaluation and review are critical to producing a Strategy that is evidence-based. As the Strategy and Action Plan progresses, this will ensure that the lessons and information from previous activity inform new initiatives and projects.</p>	Mar 06	Further research on low employment/high levels of economic inactivity will be undertaken to coincide with the next scheduled review of the regeneration strategy. Over the last year significant development work related to Years 1 - 3 of the strategy has been undertaken. This is reflected in the Economic Development Block of the Tower Hamlets Local Area Agreement and Round 1 Local Enterprise Growth Initiative bid.
R9. The Scrutiny Lead for Creating and Sharing Prosperity should examine the employment sector strategies in conjunction the Development and Renewal directorate when formulating the Overview and Scrutiny work programme for 2005/2006.	The information and issues were used to inform the work programme for 2005/06. This includes work to assess the impact of the Skillsmatch project on employment opportunities for local people.	Achieved	The Scrutiny work focused on S.106 agreements and Planning Obligations in 2005/06. This will be considered as part of the work programme for 2006/07.
R10. Overview and Scrutiny and councillors broadly should be kept regularly informed of progress being made in realising the Regeneration Strategy.	As part of the implementation of the Regeneration Strategy, a progress report produced via the Creating and Sharing Prosperity CPAG will be made available each year. This may be undertaken as part of the annual updating of the overall	Ongoing	<p>The Scrutiny work focused on S.106 agreements and the Planning Obligations in 2005/06. This will be considered as part of the work programme for 2006/07.</p> <p>The Scrutiny Spotlight for Development and</p>

Recommendation	Response	Date	Update
	<p>Community Plan.</p> <p>An Overview and Scrutiny Challenge Session to monitor the impact of the Regeneration Strategy is planned for later in the Municipal Year.</p> <p>During 2005/06, the Lead Member and Director will attend Overview and Scrutiny Committee. This provides an opportunity for members to request an update on progress.</p> <p>These different opportunities will ensure that Overview and Scrutiny and councillors more widely are advised of progress in implementing the Regeneration Strategy.</p>		<p>Renewal was held at the November Overview and Scrutiny Committee. The Strategy was one aspect covered in the discussion.</p>

Youth Services Plan Review

Page 34

Recommendation	Response	Date	Update
R1. That a hub-centre be identified in Local Area Partnership 1.	The Service aims to identify a suitable hub-centre for LAP1.	Mar 06	We will work with the new youth work contractors to develop the concept of the hub-centre. We anticipate the Wessex Centre will initially act as the hub-centre in LAP 1 and then later a new facility that we are proposing at Bethnal Green Library.
R2. That investment is maximised by a more rigorous approach to maintenance and asset management.	The issue will be addressed in 2005/05 Service Plan and in the retendering of the youth service contracts.	Mar 06	We have undertaken an audit of the buildings that we currently use for youth work so that we have a good knowledge of their condition. As a result we are developing a more robust accommodation strategy and building programme, to ensure that our future investment in maintenance and development is maximised.
R3. That future capital investment be allocated on the basis of identified need taking into account the location of existing youth centres.	Accommodation improvements funded through NRF have reflected areas of greatest need identified at Key Stage 3. The LEA and its partner organisation are working towards improving youth accommodation e.g. Parnell Road in Bow. The re-commissioning of the youth service contracts will be used to ensure that future allocation is based on need.	Mar 06 and ongoing	Accommodation improvements funded through NRF have been completed at Whitechapel, Weavers and Atlee Centre. Other developments funded by NRF and other funding sources at Kingsley, Limehouse, Meath Gardens, Poplar Boys and Girls, St. Andrew's, Parnell Road, St. Hilda's and Davenant are on schedule for completion later in 2006.
R4. That where appropriate, property leases be promptly transferred to contracted providers.	Where appropriate, leases will be transferred. Property Services will determine the leases in light of the new providers following recommissioning.	Mar 06	We are working closely with Property Services and, where appropriate, leases will be transferred at the beginning of the new contracts in January 2007.
R5. That signage and lighting outside existing centres be improved.	Signage and lighting are being dealt with alongside accommodation issues. The service is working with building technical services to identify buildings where lighting	Mar 06	Signage and lighting has been addressed as a key part of all of our building developments in 2005/06. Further developments will be supported in 2006/07



Recommendation	Response	Date	Update
	and signage can be put in place as soon as possible.		through the establishment of the Capital Fund, a new DfES funded initiative where young people themselves will apply for grants to improve their buildings.
R6. Review the size, responsibility and powers of the Council's central team in relation to the contracted providers.	This work will be undertaken during 2005/06 and will inform the tendering process.	Mar 06	We have clarified the responsibilities of the central team and increasing our capacity to provide leadership and strategy, quality assurance and monitoring and developmental support to contractors.
R7. Extend and make better use of data and mapping information in determining the distribution of resources.	Grants criteria will be amended for future years to ensure that future funding more clearly meets identifiable need and takes into account existing provision.	Mar 06	The Council is currently reviewing the eligibility criteria across all mainstream grant funding streams and Cabinet will consider proposals in Summer 2006. We have reviewed our Positive Activities for Young People (PAYP) funding and as a result have developed a group of preferred providers who have a demonstrable ability to deliver high quality activities. Our summer grants for 2006 will have tighter assessment process to ensure that provision is not duplicated.
R8. Strengthen further contract monitoring arrangements including performance and value for money.	All organisations to receive a monthly monitoring visit assessing quality and performance. There will be a new programme of peer inspections	Mar 06	All youth work contractors undertake regular monitoring visits to their youth projects to assess their quality and performance. In addition we launched a new programme of peer inspections, involving officers from the central team and youth work managers from other areas of the borough, and every youth project will have been visited at least once by March 2006.
R9. Reduce the per-person disparity of funding between LAP areas.	New specifications for the Youth Service contracts will reduce the per-person disparity of funding between LAP areas.	Mar 06	The ceiling values for the new Youth Service Contracts were developed using a funding formula based on the number of young people in each LAP and the principle

Recommendation	Response	Date	Update
			that existing provision should remain open. Although levels of funding will depend on the tenders submitted by potential contractors, we anticipate a reduction in the disparity of funding.
<p>R10. The distribution of third sector mainstream grants be reviewed to ensure that:</p> <ul style="list-style-type: none"> <li>• They are based on identifiable need and take into account existing provision</li> <li>• They provide good value for money.</li> <li>• The Council's administrative requirements are proportionate.</li> </ul>	<p>The grants criteria will be amended for future years to ensure this. Clearer service level agreements will be developed, where appropriate.</p>	Mar 06	<p>The Council is currently reviewing the eligibility criteria across all mainstream grant funding streams and Cabinet will consider proposals in Summer 2006. For funding in 2005/06 we have identified 15 organisations for three-year service level agreements, which mean their administrative burden is reduced.</p>
<p>R11. Youth provision funded by other Council Departments is co-ordinated to ensure that it supports the strategic approach outlined in the Council's Youth Service Plan.</p>	<p>All Council provision will be reflected in LAP plans. There will be greater inter-department service planning and there will be common management information collected across all funding streams.</p>	Mar 06	<p>We are currently drafting LAP Youth Plans in partnership with other departments, Area Directors and LAP steering groups. We have widened the scope of our management information systems to ensure that similar data is collected across our contracts, mainstream grants, summer grants, Crime Prevention Initiatives, PAYP and NRF funding streams.</p>
<p>R12. The Council works with its third sector partners to develop a borough-wide register of youth providers and projects and considers an accreditation badge scheme for those meeting quality standards.</p>	<p>An Annual Register of Providers will be established.</p>	Mar 06	<p>The Council is currently reviewing the eligibility criteria across all mainstream grant funding streams and Cabinet will consider proposals in Summer 2006. Proposals for the development of a register of youth providers will be considered at the same time.</p>

Recommendation	Response	Date	Update
<p>R13. The Council develops further its links with the Community Organisations Forum to promote good practice throughout the borough</p>	<p>Links will be further developed through seminars/workshops with Community Organisation Forum. In addition, the service will participate in Voluntary Sector Children and Young People's Forum meetings.</p>	<p>Mar 06</p>	<p>We have held three seminars in partnership with COF, on the themes of the Youth Service Plan, the recommissioning of the Youth Service contracts and youth participation. The Service has also regularly participated in Voluntary Sector Children and Young People's Forum meetings. We funded COF to undertake an audit of the development needs of youth organisations in 2005 and we will be supporting a capacity building programme to address their recommendations in 2006/07.</p>
<p>R14. That further consideration be given to the following issues within the Youth Service Plan:</p> <ul style="list-style-type: none"> <li>• Reviewing the Youth Service Directory to ensure that it is accessible and easy to use</li> <li>• Widening participation and reaching out to all young people in the borough.</li> </ul>	<p>A revised Directory will be produced and disseminated.</p> <p>A number of measures will address this with a focus on underrepresented groups including young women, gay men and lesbian young</p> <p>The Special Education Needs and Inclusion action plan will be updated in order increase the number of young people with disabilities reached by services.</p> <p>The Service will also fund a project to build the capacity of the Somali community in Tower Hamlets to deliver high quality and effective youth work and to promote equality</p>	<p>Mar 06</p>	<p>Revised directories for professionals and other service providers are being incorporated into each of our LAP Youth Plans, which will be published in April 2006. We also plan to produce a borough-wide directory for young people, which will be launched at our AMP young people's event in April 2006.</p> <p>New sessions for young women have been developed in Poplar, Mile End and Bethnal Green and additional activities your young women are being undertaken at a further 7 projects. New training in working with</p>

Recommendation	Response	Date	Update
	of access for Somali young people to Youth and Community Services provision.		<p>young women has been built into our training programme and we have established a 'Work with Young Women Forum' to share good practice.</p> <p>An action plan for work with lesbian, gay, bisexual and transgender (LGBT) young people is being developed in partnership with Step Forward (in Bethnal Green), The Metro Centre (in Greenwich, but used by young people from Tower Hamlets) and Options, the young people's sexual health service. Oxford House has invested in additional in work with LGBT young people over the last year.</p> <p>We are establishing new arrangements for Special Educational Needs provision within the new Youth Service contracts, where all providers will have responsibility for increasing the number of young people with disabilities reached by their services.</p> <p>Initiated in July 2005, to date the Somali Youth Work Development Project has: undertaken an audit of the youth work opportunities available to and taken-up by Somali young people; reinitiated the Somali Youth Strategy Group, to oversee the development of the project and promote networking amongst Somali youth organisations; delivered the Somali Young People's 50:50 Dinner, a special event during Local Democracy Week designed to bring together Somali young people and local decision makers; produced and disseminated Somali Youth Bulletin, a monthly newsletter distributed to all</p>

Recommendation	Response	Date	Update
			organisations working with Somali young people; and provided information, advice and developmental support to Somali youth organisations.
R15. That each LAP receives an annual report which provides details of the progress of the youth service locally and an opportunity for feedback.	Annual report to each LAP providing details of the progress of the youth service locally and an opportunity to feedback.	Mar 06	We are currently drafting LAP Youth Plans in partnership with other departments, Area Directors and LAP steering groups. These will include a report on progress achieved locally in 2005/06 and will be published in April 2006.

## Response to SACRE Challenge Session Recommendations

Recommendation	Response	Timescale
R1. That the good work of SACRE be acknowledged.		
R2. That SACRE and the LEA consider actions to raise awareness of SACRE and its work. This might include a wider circulation of SACRE's Annual Report, an article in East End Life and further efforts to emphasise the importance of SACRE amongst teachers.	This will be an agenda item at the next SACRE meeting when we discuss the next SACRE report	Discussion at SACRE meeting – 5/06 Next report due – Autumn '06
R3. That SACRE and the LEA consider the potential of an Annual SACRE Development Plan, which is linked to the Council's Education Development Plan.	This will be discussed at the next SACRE meeting and a small group set up to draft a plan.	Discussion at SACRE meeting – 5/06 Plan is likely to be available – Autumn '06
R4. That the LEA consider SACRE's request for funding schemes of work to support the agreed RE syllabus.	A budget has already been allocated for this work to take place.	Schemes of work will be available to schools – Spring '06
R5. That the LEA consider options for providing a specialist RE advisor. This might include purchasing support on behalf of interested schools or participating in a regional arrangement.	This was raised at a Schools Advisory Group meeting last term but headteachers felt there was no demand for such a post.	
R6: That SACRE and the LEA further consider how best to monitor schools' RE performance given the revised inspection arrangements.	The monitoring of schools' RE performance is a regular item on the agenda of SACRE meetings.	Discussion at SACRE meeting – 5/06 Plans to be in place – Autumn '06
R7. That SACRE and the LEA explore the potential for joint work with neighbouring boroughs.	The Chair of SACRE will be attending a meeting of Chairs of SACREs in London with the aim of creating effective links for successful joint working.	Spring 2006

## Excellent Public Services Scrutiny Panel: Access to Services

Recommendation	Progress / Response
R1. The Excellent Public Services Scrutiny Panel should continue to monitor progress on delivering the e-government strategy with particular emphasis on increasing access to services. (Note: Work of EPS now subsumed into Overview and Scrutiny Committee with EPS Scrutiny Lead holding monitoring role).	No response required
R2. IT solutions to promote the reduction of double keying of information should be prioritised.	This is being improved through the Customer Access programme including the workflow tools and CRM system.
R3. The development of the Council's Language and Translation Policy and Third Sector Strategy should include consideration of how they might help improve access generally (as well as specifically to a Customer Access Policy).	The Third Sector Strategy (TSS) is currently being updated to ensure Tower Hamlets remain at the forefront in this area of work. One of the strategy's 5 key aims has been developed as follows: 'Promote equity, equality, diversity and fair access for Black and Minority Ethnic organisations, those representing disabled people, women and other socially excluded groups; and for the people they represent.'
R4. A Telephone number policy should be developed to improve access to services and information for residents.	In November 2005, the Council Hotlines were launched with the aim of simplifying contact for residents. Just twelve numbers replaced the 120 previously advertised facilitating access to the most highly used services.
R5. Both the One Stop Shops and Call Centres service should have the same single corporate and political lead.	The creation of the new Customer Access department in October 2005 brought the One Stop Shops, CCC, Housing Repairs Contact Centre and Social Care Team together with a number of other customer facing teams.
R6. Options for home visits and surgeries could be more fully explored, although the resource implications for such developments would have to be tested for value for money.	There are significant resource implications regarding the use of home visits as a way of providing information though benefit may be obtained by briefing staff who do visit as part of their day to day role on broad council issues.
R7. Any future One Stop Shops should be cognisant of the shop environment and market research might be conducted to inform location, typology, décor, etc., on a similar basis as that carried out with the Idea Stores.	The development of a multi agency approach to one stop shops is progressing. Any physical design brief would incorporate the lessons learnt from the Idea Store project.

Recommendation	Progress / Response
R8. The Council strengthens the use of policy development, research and best practice from outside Tower Hamlets in developing Customer Access services locally.	There are many examples of good practice in customer care across the country. The new Head of Customer Access will actively research best practice from elsewhere as part of the development of the Customer Access Strategy
R9. The Council prioritises customer needs in developing improved access to services by ensuring effective staff training and well co-ordinated links between all Council services. This would include a range of practical steps (including the implementation of a corporate script, enabling staff to obtain the Institute of Customer Services training, dissemination of relevant contact numbers within the organisation) and more strategic issues (including improved long-term links between services).	Customer Access courses are included in the Corporate Learning and Development brochure.
R10. The Council ensures that targets set for improved access to services are both realistic and challenging. These should balance the need for the Council to meet both national and local targets as well as delivering improved access, which is clearly apparent to the wider community.	The development and promotion of the Customer Promise has set clear standards for performance which are now being regularly monitored.
<p>R11. The Panel welcomes proposals for a Customer Access Policy. The following must however be considered within its formulation to ensure effectiveness:</p> <ul style="list-style-type: none"> <li>• The recognition of the growing shift in the Council's role from 'service deliverer' to 'enabler' and the potential for innovation practice that this creates</li> <li>• The growth of the 24/7 economy and the extent to which Council services could or should follow suit</li> <li>• The needs of the whole community, i.e. multilingual services, disability needs etc.</li> <li>• Balancing the existing high demand for Housing information with information and access to other services</li> <li>• Determining where the responsibility for One-Stop Shops should be located, especially if they become multi-agency</li> </ul>	The development of a Customer Access Strategy is underway which will consider each of these items.



Recommendation	Progress / Response
<p>access points</p> <ul style="list-style-type: none"> <li>• Ensuring improvements in customer satisfaction ratings</li> <li>• Monitoring staff skills and training needs and developing appropriately</li> </ul>	
<p>R12.The Council should lead discussion via the Local Strategic Partnership and the Excellent Public Services CPAG to ensure the development of improved customer access is multi-agency and maximises service improvement to the whole community</p>	<p>The Council has been leading discussions with Excellent Public Services CPAG regarding face to face access and the future location of One Stop Shops is very much being progressed in partnership with other agencies.</p>
<p>R13.The Scrutiny Lead for Excellent Public Services should be used as a key link with all Members to ensure effective monitoring of the development of the Customer Access Policy.</p>	<p>This will be considered further as part of the Scrutiny Work Programme for 2006/07.</p>

## Progress on Budget Consultation Recommendations

Recommendation	Comments	Date	Update
<p>R1. The Council develops a strategy for consultation on the budget alongside its Medium Term Financial Strategy</p>	<p>The Council is committed to consulting and involving local communities about its services and activities. The budget is a key aspect of this.</p> <p>There are a number of developments that will affect the way the Council develops its consultation on the budget including:</p> <ul style="list-style-type: none"> <li>• the Government's recent proposals to move toward 3 year budgets for the Council</li> <li>• the further development of the Council's medium term financial strategy</li> <li>• the support of the recently appointed Consultation and Involvement Team.</li> </ul> <p>These different strands will have an impact on future consultation on the budget. To take account of these, future arrangements for consultation will be considered as part of the design of each year's budget process.</p>	<p>July 2005 (and ongoing)</p>	<p>Consultation on the 2006/07 budget took place in January 2006 and represented a further step forward. In addition to the telephone poll used in 2005/06, consultation took place in the local English language and Bengali press. Residents were able to respond in a wide variety of ways.</p>
<p>R2. General consultation about the budget should take place during the summer so that it can affect the proposals and options being developed by directorates. The information should be incorporated into the Financial Outlook report presented to the Council in</p>	<p>Officers will bring forward the consultation strategy during the summer.</p> <p>Specific proposals for each year will be formulated in accordance with recommendation one and included in the budget timetable for that year. A budget consultation strategy will therefore be considered by Cabinet as part of the</p>	<p>August 2005 (and ongoing)</p>	<p>Consultation needs to take place in a timely manner so that it can be framed in the context of the known shape of the budget. The level of uncertainty and change in the budget for 2006/07 was such that it was felt that an early commitment to a consultation strategy was not appropriate this year. This recommendation will be taken into account again in the next budget round.</p>

the autumn.	<p>Council's overall budget planning.</p> <p>All consultation should be registered on the Consultation Calendar.</p>		
R3. The Council should use the Residents' Panel as the principal means of consulting on the budget. It should consider other techniques as part of its budget consultation strategy.	<p>The Residents' Panel will form the foundation of the Council's Consultation Strategy. Therefore future budget consultation will use the Panel as a key group for exploring the main issues. Additional consultation techniques will also be considered including qualitative and participative approaches where these are considered to add value and are cost effective.</p>	August 2005 (and ongoing)	<p>The panel was used this year supported by a feature in East End Life that had a dedicated telephone line for the public to register their views. In addition, residents were able to text their responses to the questionnaire or email them.</p>
R4. The Council should make sure that its budget consultation is accessible to different communities and that the views of more hidden communities are specifically targeted.	<p>The Council makes efforts to ensure that consultation meets the needs of all local communities. The Council is committed to making sure that its consultation methods are appropriate for the different communities that make up Tower Hamlets. Budget consultation will comply with agreed corporate consultation strategies and standards.</p>	Ongoing	<p>Consultation on the 2006/07 budget took place in January 2006 and represented a further step forward. In addition to the telephone poll used in 2005/06, consultation took place in the local English language and Bengali press. Residents were able to respond in a wide variety of ways.</p>
R5 The Council should ensure that the results of the consultation on the budget are made available and publicised to local people, particularly through East End Life.	<p>The Council's budget is reported through East End Life. In future this will highlight the results of the consultation undertaken to inform the budget.</p> <p>The Council circulates information about its budget and services with the Council tax demands and includes financial information with the summary of its Best Value Performance Plan. Consideration will be</p>	March 2005 (and ongoing)	<p>The outcome of the consultation for 2006/07 has been reported in East End Life.</p>

		given to including the results of the budget consultation in these documents.		
R6	The Council should provide summary information about the budget to inform consultation exercises.	Information is provided generally about the Council's budget to all residents. We will ensure that further consultation exercises about the budget include relevant financial and service information that is appropriate to the consultation technique(s) utilised.	July 2005 (and ongoing)	The nature of the consultation exercise in 2006/07 did not facilitate the provision of detailed financial information, although this will be given further consideration in future years.
R7	To help improve future consultation on budget issues the Council should evaluate (i) the consultation taking place on the 2005/06 budget (ii) how Local Area Partnerships (LAPs) are involved in allocation of Neighbourhood Renewal Fund (NRF) money in their areas  The findings will be incorporated into the budget consultation strategy	The consultation on the 2005/06 budget was very useful and indicated resident's concerns. These were taken account of in setting the budget. An evaluation of the 2005/06 arrangements will be used to inform the budget consultation strategy for future years.  The Excellent Public Services Community Plan Action Group (CPAG) should be asked to comment on proposal recommendation 7 (ii).	July 2005 (and ongoing)	The findings will be incorporated into the budget consultation strategy.

## Progress on Access to Services for Disabled People Recommendations

Recommendation	Comments	Date	Update
<p><b>1. Guidance</b> That the Council promotes the use of its guidelines for ensuring disabled people have access in service provision by:</p> <p>1.1 Cross referencing the existing guidance documents</p> <p>1.2 Posting them on the Intranet in an intuitive and easy to find place</p> <p>1.3 Undertaking an internal awareness publicity campaign to promote inclusive access for disabled people</p>	<p>Agreed.</p> <p>Agreed. This will include articles in Pulling Together and the Managers' Briefing highlighting some of the common access barriers identified during the review and good practice advice.</p>	<p>Jan 06</p> <p>Jan 06</p> <p>Jan 06</p>	<p>Achieved although the intranet still needs a more significant overhaul which is in train.</p> <p>The February edition of Pulling Together includes the first in a series of Equalities-centred articles agreed with the team and which will feature throughout the year. The front page in Feb is the equalities audit.</p>
<p><b>2 Consultation</b> That the Council strengthens its consultation with disabled people by:</p> <p>2.1 Considering the representation of disabled people on existing consultation forums.</p> <p>2.2 Ensuring that diversity monitoring of consultation is more deeply embedded in all services</p>	<p>Agreed. The Consultation and Involvement Toolkit is currently being considered by Equalities and Inclusion to ensure that it reflects good practice. The revised toolkit will emphasise the importance of consultation forums reflecting local diversity and being fully accessible. It will also feature advice on diversity monitoring.</p>	<p>Nov 05</p>	

<b>Recommendation</b>	<b>Comments</b>	<b>Date</b>	<b>Update</b>
2.3 Considering impairment modelling on a pilot basis	Agreed in principle. The Disability Rights Commission is currently considering this issue. If the DRC agree a provisional impairment monitoring guide, this will be implemented by the Council on a pilot basis.	Dep. on DRC	
2.4 Proactively seeking the views of disabled people in hard to reach groups	Agreed. The Council already makes efforts to seek the views of disabled people in hard to reach groups. The importance of this will be explicitly stated in the Consultation and Involvement Toolkit to encourage this across all services.	Nov 05	
2.5 Encouraging services to use the Tower Hamlets Access Group	Agreed. This forum will be promoted in the internal awareness campaign (see 1.3) and in advice from the Council's Corporate Consultation and Involvement Team.	Jan 06	
<b>3 Promoting Accessibility</b> That the Council promotes accessibility by:			
3.1 Maintaining its support and funding for DisabledGo	Agreed.	Oct 05	The Council supported and funded the implementation of the DisabledGo project, which was launched in October 2005.
3.2 Ensuring that the Council's major access points are assessed and featured on the DisabledGo website	Agreed. The DisabledGo website for Tower Hamlets will be launched in October 2005 and will provide access information about 1,000 venues in the borough. The service points featured will include the Council's major buildings used by the public.	Oct 05	The DisabledGo website for Tower Hamlets was launched in October 2005 providing access information about 1,000 venues in the borough. Access information about the Council's major buildings is included on the website.

Recommendation	Comments	Date	Update
3.3 Identifying officers to inform DisabledGo of changes which affect the accessibility of buildings	Agreed. Relevant Service Managers will be made aware of the need to inform DisabledGo of changes which affect the accessibility of buildings to ensure that the information about Council venues on the site is accurate.	Oct 05	Service Managers were made aware of the need to inform DisabledGo of changes that will affect the accessibility of buildings. This will ensure that the information about Council venues on the site is accurate.
3.4 Ensuring that links are provided from the Council's website to DisabledGo and EnabledLondon	Agreed. Link is now provided from Council website to EnabledLondon. DisabledGo link will be created when the website is complete.	Oct 05	Links to DisabledGo and EnabledLondon are available on the Council's website.
<b>4 Communications Guidelines</b> That the Council improves the content and use of its accessible communications guidelines by:			
4.1 Removing the inconsistencies in the existing guidance	Agreed.	Nov 05	This has been done and new guidance was put on the intranet and published to managers in January. It was further improved following additional consultation with the Equalities Team.
4.2 Emphasising further the importance of accessibility in the Visual Identity Guidance	Agreed. This will also be promoted in Pulling Together and on the Intranet.	Nov 05	New summary guidance has been produced and issued to all managers. It was also discussed at a CEDs session.
4.3 Formally adopting Arial as the Corporate Typeface and 12 as the minimum font size	Agreed.	Nov 05	Pulling Together February contains a feature on the new guidance. All staff are being told to use Arial 12pt wherever possible and the roll out of the new ICT suite will limit staff choice to Arial only to enforce as well as encourage compliance.

Recommendation	Comments	Date	Update
4.4 Identifying appropriately trained officers to monitor and enforce the use of the guidelines, particularly for documents with a large circulation	Agreed. Monitoring all written documents may not be feasible. However, officers will draw attention to documents that fall below the Council's accessibility standards.	Ongoing	Corporate Directors have agreed that a publications calendar be produced showing all proposed publications. Publications can now only be signed off at Service head and above to ensure adherence to the corporate identity and best practice standards. Copies of all publications will be sent to Corporate Communications where they will be evaluated to ensure accessibility standards are met and value for money achieved. A corporate working group is co-ordinating this work.
4.5 Ensuring that organisations providing communications on behalf or in partnership with the Council meet minimum standards of accessibility	Agreed. Reference will be made in future procurement guidance to the need for partner organisations to meet the Council's accessibility standards.		
4.6 Acting on the specific findings from the evaluation of sample Council documents	Agreed. Officers will also use good practice to review key publications.	Mar 06	
<b>5 Easy Read</b> That the Council improves the accessibility of its communications to residents with learning difficulties by piloting the use of Easy Read versions of commonly used documents and reviewing their effectiveness.	The Council in partnership with EnabledLondon is to undertake an eight month pilot using Easy Read on the Tower Hamlets Interfaith Website	Oct 05	This is still being explored with EnabledLondon.
<b>6 East End Life</b> That the accessibility of East End Life be improved by: 6.1 Promoting the availability of the audio tape format	Agreed. The availability of the audio version will be promoted in East End Life.	Oct 05	The availability of East End life in an audio version is promoted within the newspaper.



Recommendation	Comments	Date	Update
<p>6.2 Exploring the feasibility of a CD version and an audio-stream option on the Council's website</p> <p>6.3 Ensuring that the alternative versions includes the Council's job advertisements contained in the paper format</p>	<p>Agreed. An audio-stream option will be available on the Council's website by October 2005.</p> <p>Agreed subject to demand. Following the promotion of the audio version outlined in 6.1, officers will explore the demand for a CD version and extending the transcription service so that it includes other elements such as the Council's job advertisements.</p>	<p>Oct 05</p> <p>Jan 06</p>	<p>The use of audio streaming raised technical issues that are still being resolved but the website already allows for the use of Browsaloud which is a speech enabling software for PC's</p>
<p><b>7 E-Government</b> That the Council further develop the accessibility of its website by:</p> <p>7.1 Increasing the use of the on-line form</p> <p>7.2 Rolling out the accessibility standards of the corporate section to the rest of the website</p> <p>7.3 Recruiting disabled people to test its accessibility and usability</p>	<p>Agreed. Forthcoming user testing will also assess the accessibility of on-line forms and identify areas for improvement</p> <p>Agreed. The website is currently being audited against WAI criteria of accessibility. A key task for the forthcoming year is to bring up the standard of all parts of the website to meet the level of the corporate site. It is expected that the site will achieve level AA of accessibility by March 2006</p> <p>Agreed. Work is underway to ensure that disabled people are involved in testing the website – this will include the Tower Hamlets Access Group. This will be in place by November 2005.</p>	<p>Ongoing</p> <p>Mar 06</p> <p>Nov 05</p>	<p>Since January 2005 the number of web forms have increased from 45 to 72.</p> <p>A new Website Strategy is being developed which will include detailed accessibility guidance. Once agreed these will be enforced across both the Council website and intranet.</p> <p>A new residents web user group is being created as part of this efforts will be made to incorporate the views of people with disabilities</p>

Recommendation	Comments	Date	Update
<p><b>8 Physical Access Issues from the Mystery Shopping Visits</b></p> <p>That the Council responds to the findings of the mystery shopping visits by:</p> <p>8.1 Providing a response to the specific physical access barriers identified during the visits</p> <p>8.2 Using the findings of the exercise, including the need to improve signage and doors, to inform the development of the access improvement programme</p>	<p>Agreed. A detailed response is being prepared on the issues identified. Where works are possible they would be recommended priorities in the current years' work programme for access improvements.</p> <p>Agreed. A corporate signage programme for public access points is being implemented and officers will ensure that all fittings comply with Part M requirements. A commentary on the recommendations and proposals to improve matters will be produced as part of the annual report referred to at 9.1 below.</p>	<p>Sep 05</p> <p>Ongoing</p>	<p>A corporate signage programme for public access points is being implemented and officers will ensure that all fittings comply with Part M requirements. This is in train.</p>
<p><b>9 Monitoring Progress of the Access Improvement Programme</b></p> <p>That it be made easier to monitor the progress of the Council in removing physical access barriers to its services by:</p> <p>9.1 Producing an annual report which outlines proposed access works, details of the consultation and prioritisation process, lists buildings not meeting relevant access standards and highlights any other</p>	<p>Agreed. Elements of this information are already provided within the annual BVPI return and Capital Programme Reports. A further report encompassing all of these elements will be produced to aid monitoring of progress. It is proposed that the report be in two parts; one about plans for the coming year and one about what was achieved in the</p>	<p>Mar 06</p>	<p>A report will be produced in the agreed format at the end of the financial year detailing projects undertaken in 2005/06 and those proposed for 2006/07.</p>

Recommendation	Comments	Date	Update
<p>9.2 major accessibility issues Removing references to 'DDA Compliance'</p> <p>9.3 Participating in the work instigated by the London Borough of Camden to achieve a consistent approach in the calculation of BVPI 156</p>	<p>previous year. Agreed. The phrase 'compatible with Part M of the building regulations' as the definition of the BVPI indicator will be substituted.</p> <p>Agreed. This is not a problem unique to BVPI 156. We have contacted the London Borough of Camden and are awaiting information on how successful their request for information from other London Boroughs has been.</p>	<p>Aug 05</p> <p>On-going</p>	
<p><b>Customer Care Issues</b></p> <p>10 That the Council congratulates relevant staff on the positive feedback from the mystery shopping visits</p> <p>11 That the Council considers measures to further improve the level of customer care provided to disabled residents by:</p>	<p>Agreed.</p> <p>Agreed. Work to promote the Customer Promise to staff will be linked with a drive to increase awareness of equalities issues in improving customer care and ensuring access to Council services. In addition, the internal campaign to promote accessibility (see 1.3) will emphasise this service delivery aspect.</p>	<p>Jan 06</p> <p>Jan 06</p>	<p>The Customer promise was publicly launched in January 2006. Work is being undertaken with Learning &amp; Development to develop a comprehensive training programme to support staff. This will include training on access issues.</p>

Recommendation	Comments	Date	Update
<p>11.1 Ensuring that the campaign to promote inclusive access in service provision includes an emphasis on service delivery as well as the quality of initial customer contact</p> <p>11.2 Using mystery shopping as a tool to monitor the level of service received by disabled residents using both mainstream channels and auxiliary aids such as textphone</p>	<p>Officers will consider new approaches to mystery shopping to evaluate the quality of outcomes as well the responsiveness to contact.</p> <p>Agreed. Officers will look at how existing consultation forums can use mystery shopping to inform policy and practice.</p>	<p>Mar 06</p> <p>Jan 06</p>	<p>As part of monitoring the Customer Promise a review of the use of mystery shopping will be undertaken. As part of this, the requirements of disabled residents will be added the brief for any mystery shopping exercise.</p>
<p><b>12 Implementation and Monitoring</b></p> <p>That the Scrutiny Review be used as an opportunity to improve access to Council services for disabled people.</p> <p>12.1 That the Service Head, Equalities and Inclusion be responsible for co-ordination and implementation of the review's recommendations</p> <p>12.2 That the Scrutiny Lead for Excellent Public Services monitor progress and that this role be informed by the views of local disabled people</p>	<p>Agreed. The Tower Hamlets Access Group will be periodically asked for their comments on progress to inform the Scrutiny Lead's monitoring role.</p>	<p>Ongoing</p> <p>Jan 06</p>	<p>Due to the Service Head leaving in October some recommendations have not been carried forward as yet. The Service Head for Research and Scrutiny now has responsibility for this work and will review progress.</p> <p>This will be considered as part of the Scrutiny Work Programme for 2006/07.</p>

Recommendation	Comments	Date	Update
12.3 That the findings of the review be used in the development of the Council's Customer Access Strategy	The Council has recently undertaken an equalities impact assessment of access channels and has agreed a series of actions to improve access. This work, and the findings of the Scrutiny Review, will be used to inform future choices and the Council's evolving access strategy.	Ongoing	The development of a Customer Access Strategy is underway which will consider the review findings.

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