

Meeting of the

OVERVIEW & SCRUTINY COMMITTEE

Tuesday, 6 February 2007 at 7.00 p.m.

A G E N D A

VENUE

M71, 7th Floor, Town Hall, Mulberry Place, 5 Clove Crescent, London,
E14 2BG

Members:	Deputies (if any):
Chair: Councillor Motin Uz-Zaman Vice-Chair: Councillor A A Sardar	
Councillor Simon Rouse Councillor Shahed Ali Councillor Clair Hawkins Councillor Shiria Khatun Councillor Mohammed Abdus Salique Councillor Stephanie Eaton Councillor Oliur Rahman	Councillor Louise Alexander, (Designated Deputy representing Councillor Stephanie Eaton) Councillor Shamim A. Chowdhury, (Designated Deputy representing Councillors Shahid Ali and Oliur Rahman) Councillor Peter Golds, (Designated Deputy representing Councillor Simon Rouse) Councillor Ahmed Hussain, (Designated Deputy representing Councillors Shahid Ali and Oliur Rahman) Councillor Abjol Miah, (Designated Deputy representing Councillors Shahid Ali and Oliur Rahman) Councillor Fozol Miah, (Designated Deputy representing Councillors Shahid Ali and Oliur Rahman) Councillor M. Shahid Ali, (Designated Deputy representing Councillors Motin Uz-Zaman, A A Sardar, Clair Hawkins, Shiria Khatun and Mohammed Abdus Salique)

Councillor Alexander Heslop, (Designated Deputy representing Councillors Motin Uz-Zaman, A A Sardar, Clair Hawkins, Shiria Khatun and Mohammed Abdus Salique)
Councillor Ahmed Adam Omer, (Designated Deputy representing Councillors Motin Uz-Zaman, A A Sardar, Clair Hawkins, Shiria Khatun and Mohammed Abdus Salique)

[Note: The quorum for this body is 4 voting Members].

Co-opted Members:

Mr H Mueenuddin	– Muslim Community Representative
Mr D McLaughlin	– Roman Catholic Diocese of Westminster 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: Angus Dixon, Democratic Services, Tel: 020 7364 4850, E-mail: angus.dixon@towerhamlets.gov.uk

LONDON BOROUGH OF TOWER HAMLETS

OVERVIEW & SCRUTINY COMMITTEE

Tuesday, 6 February 2007

7.00 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.

3. UNRESTRICTED MINUTES **1 - 8**

To confirm as a correct record of the proceedings the unrestricted minutes of the meeting of the Overview and Scrutiny Committee held on 9th January, 2007.

4. REQUESTS TO SUBMIT PETITIONS

To be notified at the meeting.

5. REQUESTS FOR DEPUTATIONS

To be notified at the meeting.

6. SECTION ONE REPORTS 'CALLED IN'

The following Section One reports have been 'called in' from the meeting of Cabinet held on 10th January, 2007.

6 .1 REPORT CALLED IN - East End Life Development Options **9 - 32**

(Time allocated 30 minutes)

6 .2 REPORT CALLED IN - Review of Parking Services' Fees and Charges **33 - 58**

(Time allocated 30 minutes)

7. BUDGET & POLICY FRAMEWORK

7 .1 General Fund Revenue Budget, Council Tax and Capital Programme 2007/8

a) General Fund Revenue Budget 2007/8 and Council Tax

This report is due to be considered by Cabinet on 7th February, 2007. The report and attachments are being sent out under separate cover to all Members and will appear as Item 10.1 within these papers.

b) Capital Programme 2007/8

This report is due to be considered by Cabinet on 7th February, 2007. The report and attachments are being sent out under separate cover to all Members and will appear as Item 10.2 within these papers.

(Time allocated 45 minutes)

7 .2 Youth Justice Plan 2007/8 59 - 94

(Time allocated 15 minutes)

8. PERFORMANCE MONITORING

8 .1 Annual Review of Social Services Complaints Procedure 2005/06 95 - 110

(Time allocated 15 minutes)

9. SCRUTINY MANAGEMENT

9 .1 Verbal Updates from Scrutiny Leads

(Time allocated 15 minutes)

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

(Time allocated 15 minutes)

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

12. 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.

13. ANY OTHER SECTION TWO (RESTRICTED) BUSINESS THAT THE CHAIR CONSIDERS URGENT

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LONDON BOROUGH OF TOWER HAMLETS

MINUTES OF THE OVERVIEW & SCRUTINY COMMITTEE

HELD AT 7.30 P.M. ON TUESDAY, 9 JANUARY 2007

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

Members Present:

Councillor Simon Rouse
Councillor Shahed Ali
Councillor Clair Hawkins
Councillor Shiria Khatun
Councillor Stephanie Eaton
Councillor M. Shahid Ali
Councillor Alexander Heslop

Other Councillors Present:

Councillor Abjol Miah
Councillor Abdal Ullah

Co-opted Members Present:

Mr H Mueenuddin – Muslim Community Representative

Officers Present:

Suki Binjal – (Interim Head of Non-Contentious Team, Legal Services)
Alex Cosgrave – (Corporate Director, Environment & Culture)
Michael Keating – (Service Head, Research & Scrutiny)
Maureen McEleney – (Director of Housing Management)
Emma Peters – (Corporate Director, Development & Renewal)
Alan Steward – (Policy Scrutiny Manager)
Sara Williams – (Assistant Chief Executive)

Angus Dixon – (Democratic Services)

ELECTION OF CHAIR FOR THIS MEETING

Mr Dixon informed Members that the Chair and Vice Chair had given their apologies for the meeting and therefore sought nominations for Chair for this meeting of the Overview and Scrutiny Committee.

Councillor Shiria Khatun **Moved**, Councillor Shahid Ali **Seconded**, and there being no other nominations it was

RESOLVED

That in the absence of the Chair and Vice-Chair that Councillor Clair Hawkins Chair the remainder of the 9th January 2007 meeting of the Overview and Scrutiny Committee.

COUNCILLOR CLAIR HAWKINS IN THE CHAIR

1. APOLOGIES FOR ABSENCE

Apologies for absence were submitted on behalf of Councillor Motin Uz-Zaman, Councillor A A Sardar, Councillor Mohammed Abdus Salique and Councillor Oliur Rahman.

2. DECLARATIONS OF INTEREST

There were no declarations of interest made.

3. UNRESTRICTED MINUTES

The Chair **Moved** and it was

RESOLVED

That the Section 1 Minutes of the meeting of the Overview and Scrutiny Committee held on Tuesday, 7th November, 2006 be confirmed as a correct record and the Chair be authorised to sign them accordingly.

Subject to:

Item 9.1

Replace:

'Queries were raised on the following items:

- SP101 – actions did not appear to be linked to the problems.
- SP204 – there was no tracking of overcrowding measures.
- SP515(b) and (c) – targeting of Somali communities was required.
- Sp405(a) – query relating to the robustness of procedures.'

With:
'Queries were raised on a number of items.'

Item 9.2

Replace:
'Members put questions on:
Page 112 – responsibility for managing the furniture reuse scheme.
Page 113 – further explanation of the Housing Choice programme figures.
Page 113 – rather than using spend as a measure of progress, a better indicator would be works achieved.
Page 118 – concerns over delays to bullying policies due to restructuring.'

With:
'Members put forward a number of questions.'

4. REQUESTS TO SUBMIT PETITIONS

No requests to submit petitions had been received.

5. REQUESTS FOR DEPUTATIONS

No requests for deputations had been received.

6. SECTION ONE REPORTS 'CALLED IN'

6.1 Award Of Vehicle Removals Contract For Public Highway And Estate Parking Enforcement

Councillor Abjol Miah for the Call-In Members outlined the main problems residents will face under the proposed new parking enforcement contract including inability for residents and their visitors to find parking, difficulties in adhering to religious observance, as well as equality and anti-poverty implications.

Committee Members put detailed questions to the Lead Member for Cleaner, Safer, Greener, Councillor Abdal Ullah, Ms Cosgrave, Corporate Director Environment and Culture, and Ms McEleney, Director of Housing Management, on a number of related issues including the wider issue of insufficient parking in the Borough, the revenue raising potential of the proposed new enforcement activities and consultation with residents.

Councillor Ullah, Ms Cosgrave, and Ms McEleney responded on behalf of the Cabinet in detail on the points raised, and stated that the proposed new contract did not change the legal parking hours in the Borough, it only related to changing the hours in which enforcement activities could occur.

The Committee held concerns about the report and decisions by Cabinet. In particular, Members felt that in bringing the contract forward, there needed to be:

- Better understanding of the impacts on residents of the proposed changes, including those in areas surrounding the enforcement zones.
- Further thought given to the issues surrounding religious observance.
- Greater understanding of the costs, and the value delivered to Council, associated with the proposed contract.

The Committee were of the opinion that the Cabinet decisions should be referred back for further consideration. Accordingly, the Chair **Moved** and it was:

RESOLVED

That Cabinet be requested to agree that the awarding of the vehicle removals contract for public highway and estate parking enforcement be delayed in order to give further consideration to their concerns and alternative options.

The Councillors recommend that the Cabinet:

1. Request an impact assessment on the proposed new parking enforcement contract with regard to the potential increases in parking demand that may arise in areas adjacent to the enforcement zones;
2. Consider further the value for money of the proposed parking enforcement contract taking into consideration the decline in Council managed estates and consequent reduced areas from which revenues to mitigate the costs of parking control can be raised; and
3. Request a review of parking in the vicinity of places of worship in the Borough during important periods of worship for the major faith groups, with a view to facilitating religious observance without reducing community safety or increasing congestion.

In view of the fact that the Lead Member for Employment, Equalities and Skills, Councillor Anwara Ali, required to leave the meeting early, the Chair **Moved** and it was:

RESOLVED

That the order of business on the agenda be varied to allow consideration of item 8.1 at this point.

7. SCRUTINY SPOTLIGHT - CREATING AND SHARING PROSPERITY

Corporate Director Development and Renewal, Ms Peters, introduced her presentation 'Creating and Sharing Prosperity'. Ms Peters' initially discussed the profile of Tower Hamlets highlighting the diverse and polarised aspects of the Borough.

Ms Peters provided an overview of: the performance of the Council on a number of indices; the Council's key policy framework themes; its targets with regard to health, employment and enterprise; and some of the limitations the Council faces in trying to achieve these targets.

Committee Members put detailed questions to Ms Peters and the Lead Member for Regeneration, Localisation, and Community Partnerships, Councillor Ohid Ahmed, on a number of related issues including planning performance and costs, and the key future challenges for Council in this area.

Ms Peters and Councillor Ahmed responded in detail on the points raised. Ms Peters discussed that understanding the underlying factors impacting on employability would be critical in resolving the inherent employment issues in the Borough. Ms Peters informed the Committee that increasing the availability of affordable family homes is another important issue. This however is proving difficult due to increasing land values and a poorly calibrated 'viability test' that is calculating low affordable family housing requirements for new developments.

The Lead Member and Director were thanked for their presentation.

8. PERFORMANCE MONITORING

8.1 Equalities Action Plan - 2006/07 Six Monthly Monitoring Report

The Lead Member for Employment, Equalities & Skills, Councillor Anwara Ali, introduced the report stating that Tower Hamlets has a strong record on equalities issues however cannot afford to become complacent on this important issue. Councillor Ali described the 'traffic light' system of evaluation and provided an overview of Tower Hamlets performance to the end of September 2006.

Committee Members put detailed questions to Councillor Ali on a number of issues related to the Equalities Action Plan (EAP). Members held concerns over the EAP and Monitoring Report. The report was deemed to be insufficiently critical, whilst it was felt that too little information was contained within the EAP to enable adequate discussion and scrutiny by the Committee.

Additionally Members felt that the report should have been updated prior to the meeting as the information was 3 months old. More current information would have given the Members a more valid indication of the performance of the program.

Councillor Ali and the Head of Research and Scrutiny, Mr Michael Keating, responded on the points raised, and recognised that there were improvements that could be made to the reports in terms of their depth and style.

The Committee felt that given their concerns with the report, they needed an opportunity to view and discuss a revised version before agreeing to any recommendations contained within. Accordingly, the Chair **Moved** and it was:

RESOLVED

That the Committee note the 'Equalities Action Plan – 2006/07 Six Monthly Monitoring Report', however request that an updated report be submitted to the next meeting of the Committee.

9. SCRUTINY MANAGEMENT

9.1 Scrutiny Challenge Session - Masterplanning Consultation - Interim Report from Scrutiny Working Group

The Lead Scrutiny for Creating and Sharing Prosperity, Councillor Shiria Khatun, introduced the Masterplanning Report and provided the Committee with an overview of the first phase of the Masterplanning Consultation Scrutiny working group review.

Councillor Khatun informed the Committee of a number of actions identified to take the review forward. These included working group Members helping to publicise consultation events to their constituents, Members being involved with feedback delivered to those involved in the earlier non-statutory consultation, and a meeting to be held to allow Members input into the final evaluation process.

The Chair **Moved** and it was

RESOLVED

That the Committee note the report 'Masterplanning Consultation – Interim Report from Scrutiny Working Group' and agree the recommendations set out.

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

There were no pre-decision questions submitted on the Cabinet reports.

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

There was no urgent business.

CLOSE OF MEETING

The Chair thanked everyone for their attendance and closed the meeting at 9:35 p.m.

Councillor Motin Uz-Zaman
Chair, Overview & Scrutiny
Committee

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Agenda Item 6.1

Committee OVERVIEW AND SCRUTINY	Date 6th February, 2007	Classification Unrestricted	Report No.	Agenda Item No. 6.1
Report of: ASSISTANT CHIEF EXECUTIVE		Title: REPORT "CALLED IN" – East End Life Development Options (CAB 120/067)		
Originating Officer(s): Angus Dixon		Ward(s) affected: All		

1. SUMMARY

- 1.1 The attached report of the Assistant Chief Executive, Sara Williams, and Head of Strategic Communications Lead, Lorraine Langham, was considered by the Cabinet on 10th January, 2007 but has been "Called In" for further consideration by Councillors Tim Archer, Phil Briscoe, Emma Jones, Peter Golds and Rupert Eckhardt in accordance with the provisions of Part 4 of the Council's Constitution.

2. RECOMMENDATION

- 2.1 That the Committee consider the contents of the attached report, review the Cabinet's provisional decisions arising and decide whether to accept them or refer the matter back to Cabinet with proposals, together with reasons.

LOCAL GOVERNMENT ACT, 2000 (SECTION 97)

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

Brief description of "background paper"

**Cabinet report (CAB 120/067)
dated 10th January, 2007**

Name and telephone number of holder
and address where open to inspection

**Angus Dixon
020 7364 4850**

3. BACKGROUND

3.1 The attached report of the Assistant Chief Executive, Sara Williams, and Head of Strategic Communications Lead, Lorraine Langham, was considered by the Cabinet on 10th January, 2007. It however has been “Called In” for further consideration by Councillors Tim Archer, Phil Briscoe, Emma Jones, Peter Golds and Rupert Eckhardt, in accordance with the provisions of Part 4 of the Council’s Constitution.

3.2 The Cabinet after considering the attached report provisionally agreed:-

1. That the developments set out in the report (CAB 120/067) be noted and the improvements set out in Option one within Section 8 be implemented immediately; and
2. That the revised editorial and advertising policies attached at Appendix 1 and 2 to the report (CAB 120/067), be noted.

4. THE “CALL IN” REQUISITION

4.1 The reasons advanced in the “Call In” requisition are set out below:-

The Council has been publishing East End Life since 1993 as a free local newspaper providing stories to the people of Tower Hamlets. The size of the publication has increased over the years from 16 pages to the current 44 pages and its published 48 weeks a year.

The report that was placed before the Cabinet was incomplete, misleading and did not give an accurate picture of the performance of East End Life or the effect it is having on the local media sector.

We would highlight the following issues both in relation to the incomplete and misleading nature of the report and also broader issues related to East End Life:

- a) The last cost/benefit analysis carried out was in 2004/5. The figures used in this analysis were used to justify the recommendations in the report. If this was a full and complete review of East End Life in 2006/7, a fresh review of the cost/benefit should have been conducted reflecting the dramatically changing commercial environment and pressures on the Council.
- b) The report makes no reference to the fact that Council Officers are paid up to £50 per week of taxpayers money to conduct restaurant reviews, often taking a “friend” with them. This is an inappropriate use of council taxpayers money and has no bearing on the fulfilment of the Council’s aims and objectives.
- c) The circulation figures provided are at worst highly misleading and at best completely irrelevant. In section 4.2 the report seeks to highlight EEL performance in the context of audited circulation against the Wharf, East London Advertiser, Tower Hamlets Recorder and the Docklands. Of these papers, East End Life (with the exception of Docklands which has limited delivery) is the only one that is delivered free to resident homes – at Council taxpayer expense. To use circulation figures in this way is grossly misleading.
- d) Constantly through the report it refers to residents “choosing” East End Life as their favourite paper. This is blatantly untrue – they do not get a choice as to

whether they receive it. If East End Life wasn't delivered to them, they would "choose" another paper.

- e) Section 6.6 of the report is deeply inappropriate to be included in a Cabinet paper and betrays an underlying motivation in the production of East End Life. It refers to East End Life preventing Archant Group from having a monopoly in the area. It is not for a public authority such as the Council to see its role, nor in fact celebrate its role, in preventing commercial enterprises from achieving greater share. Those are entirely issues for the Competition Commission.
- f) The options summary provided in the report is vague and incomplete. It states:
 - a. "Other options such as changing the format and frequency have been considered and rejected by officers as they would not achieve communications objectives and do not provide value for money"The call-in members consider it impossible for Cabinet to have come to a sound judgement on the future of East End Life without full options being placed before them, including ceasing publication, changing frequency and format.
- g) Recent press reports have highlighted that Majority Group members have received representations from Bangladeshi media on lack of advertising spend by the Council. It is highly inappropriate to see a vague and ill-justified attempt to satisfy this in 7.6 and 7.7. The report states that there are no auditable figures to support further investment but that the Bangladeshi media "appears to punch above its weight". All expenditure by the Council should be based on robust data and represent "value for money" for Council taxpayers. This section leaves, wrongly or rightly, the impression with the reader of political direction in expenditure on advertising.
- h) The Council relies almost entirely on East End Life for advertising key community events and consultation. In a number of regards this is clearly failing to ensure the Council's key events and messages reaching key audiences. Call-in Members will not be alone amongst members in experiencing poor turnout at community events where the sole route of advertising the event has been East End Life. Despite protestations in the report, it is not read by the vast majority of people. Call-in Members have received significant amounts of feedback from residents that they see it as thinly disguised party political propaganda.

The Call In members therefore suggests the following alternative course of action for consideration:-

5. ALTERNATIVE COURSE OF ACTION

- 5.1 In accordance with the Committee's procedures, the "Call In" Members have provided an alternative course of action for consideration:-

"Councillors make the following recommendations:

A fresh report should be tabled for full Cabinet consideration. This report should detail over and above the current report:

- o A full option set for East End Life including supporting financial impact. These options should include, but not be limited to:
 - Ceasing publication
 - Amending the format from a commercial format to simply a production of statutory and information notices, with no editorial content
 - Frequency options that should include monthly production, quarterly production in both commercial and non-commercial formats

- An exit strategy outlining how the Council could exit East End Life with supporting timescales and financial impact.
- The range of commercial rates that would be available to the Council should it choose to place its advertising with commercial papers. This should include rate card costs but also the likely bulk advertising negotiations that the Council believes it could obtain.
- A more detailed consideration under section 5 of the Editorial Approach outlining how East End Life can be produced independent of Majority Group direction and ensuring balanced input from across all political groups. This should include how opposition councillors views and opinions on Council services can be incorporated in reports.
- The detailed budget and costs report for East End Life outlining current expenditure by accounts line. This should incorporate expenditure on temporary staff, consultants and contractors and all staff expenses, including entertainment costs.

6. CONSIDERATION OF THE “CALL IN”

6.1 The following procedure is to be followed for consideration of the “Call In”.

- (a) Presentation of the “Call In” by one of the “Call In” Members followed by questions.
- (b) Response from the Lead Member/officers followed by questions.
- (c) General debate followed by decision.

N.B. – In accordance with the Overview and Scrutiny Committee Protocols and Guidance adopted by the Committee at its meeting on 6 June, 2006, the “Call In” Members are not allowed to participate in the general debate.

6.2 It is open to the Committee to either resolve to take no action which would have the effect of endorsing the original Cabinet decisions, or the Committee could refer the matter back to the Cabinet for further consideration setting out the nature of its concerns and possibly recommending an alternative course of action.

7. RECOMMENDATION

7.1 That the Committee consider the contents of the attached report, review the Cabinet’s provisional decisions arising and decide whether to accept them or refer the matter back to Cabinet with proposals, together with reasons.

COMMITTEE Cabinet	DATE 10 January 2007	CLASSIFICATION Unrestricted	REPORT NO.	AGENDA ITEM NO.
REPORT OF THE ASSISTANT CHIEF EXECUTIVE Sara Williams ORIGINATING OFFICERS: Lorraine Langham, Communications Strategic Lead		TITLE: East End Life – Development Options Ward(s) affected: ALL		

1. SUMMARY

1.1 This report covers a range of matters relating to the council’s free weekly newspaper East End Life (EEL) and makes recommendations for improvements.

2. RECOMMENDATIONS

Cabinet is recommended to: -

2.1 Consider the developments set out in this report and decide whether improvements in paragraph 8 should be implemented immediately, or whether the Council should further progress discussions regarding a future publishing partnership or alternative trading arrangement;

2.2 Note the revised editorial and advertising policies in the attached at Appendix 1 and 2.

Local Government Act, 2000 (Section 97)
List of “Background Papers” used in the preparation of this report

Brief description of “back ground papers”

None

Name and telephone number of holder
and address where open to inspection.

Lorraine Langham ext. 4381 Mulberry Place

3. THE HISTORY OF EAST END LIFE

- 3.1 East End Life started publication in 1993 as a fortnightly 12 page paper aiming to build and strengthen community cohesion, and to publicise council services and successes. After a few years the paper increased frequency to 48 weeks a year.
- 3.2 EEL replaced Tower Hamlets News (THN), the previous council publication. Its remit was wider than THN, aiming to include community and local news stories, as well as council news and information, to make it more readable and to build a sense of place.
- 3.3 East End Life played a significant role in helping the council receive a number of Beacon Awards, commencing with 'Community Cohesion' in 2003. This recognised the council's efforts to encourage greater co-operation, understanding and acceptance between people from different racial, cultural and religious backgrounds.
- 3.4 The Home Office Beacon Award Report 2003 stated: 'Importantly, the newspaper includes sections originated and presented in community languages. The council uses this newspaper as an important tool in facilitating community cohesion, including celebrating the distinct cultural traditions of local communities.'
- 3.5 East End Life is available on tape and is uploaded on to the council's website each week.
- 3.6 In 1998 EEL became accredited with the Audit Bureau of Circulation (ABC) and has since had its distribution independently audited every six months as part of the Verified Free Distribution audit. This audit paved the way for the commercial development of the paper and, to date, it is both the only weekly council paper; and the only one independently audited by the ABC.
- 3.7 In 1999 the then Head of Communications established the post of Commercial Development Manager to fund the future development of EEL through increasing advertising revenues to cover the cost of expanding the paper at no further net cost to the council.
- 3.8 Since 1999 East End Life has increased its average pagination from 16 to 44 pages, incorporating additional editorial as well as advertising, and doubling the 'mother tongue' Harmony pages. The advertising to editorial split has increased from 75% editorial / 25% advertising to 50% / 50%. Advertising income has increased from £273K to over £1 million per annum. As a result, the paper has significantly increased in size and print run. However, this commercial success has inevitably had an impact on other local papers. This issue is addressed later in this report.
- 3.9 East End Life has won or been a close runner up in a number of awards:

- IPR Local Government Group Excellence in Communications Awards 2004 Best Civic Magazine/newspaper - Winner
- Commission for Racial Equality, Race in the Media Awards – runner up; 2000, 2001 & 2003
- The Mayor for London’s Refugee Media Awards 2005 - Winner

3.10 The objectives of EEL have been carefully formulated and are set out in Appendix 1.

3.11 East End Life also provides really good value for money. Whilst the accounts show a budgeted net cost to the council of around £445K in 2006/07 this brings a significant financial benefit (see cost benefit analysis in section 9 of this report) and would reduce if advertising sales income exceeds the budget target as in previous years. If the council did not produce East End Life, and therefore had to place its statutory notices and recruitment advertising in other papers, based on the current marketplace, to achieve the same readership, the increased cost to the council would be in the order of about £2 million. In addition, this does not include the cost of communicating with residents by other means, such as leaflets through doors or monthly / quarterly magazines produced by other councils which would be a significant added cost.

4. CURRENT PERFORMANCE

4.1 Currently EEL runs to an average 44 pages, plus occasional 4 page advertising ‘wraps’ and 4-16 page supplements, with an advertising target of just over £1 million.

4.2 East End Life’s current audited circulation (Jan-June 2006) is 78,921 compared to East London Advertiser (ELA) 10,194, The Wharf 33,442 and Tower Hamlets Recorder 971. EEL is ranked 44th highest circulation out of 597 free papers in the UK.

4.3 In 1996, the first independent market research of the effectiveness of the EEL, its readership and that of other local papers among residents and how readers want to receive information about the council was undertaken by MORI. Since then subsequent residents’ readership surveys have been undertaken by NOP (2001), and ICM (2003 & 2005).

4.3 East End Life is the first choice among adult residents (48%) when asked how they would like to receive information about the council.

4.4 East End Life is also the number one choice among adult residents, with a weekly readership of 67%; among Bangladeshi adults this rises to 70%. According to ICM research in 2005, over half of Tower Hamlets’ residents chose EEL as their favourite local paper (53%).

4.5 The BVPI General Survey Report (MORI 2004) noted: Two thirds of residents receive a copy of EEL to their home each week, and for 58% of residents this was how they obtained most of their information about

services they receive from the council. By 2005 some 83% of residents received EEL each week (ICM April 2005).

- 4.6 Importantly those residents 'who read the council newspaper every week are more likely to feel satisfied with and informed by their council' (MORI 2004). This was backed up by further research on residents being kept informed by, and their satisfaction with, the council (ICM April 2005).
- 4.7. To achieve this, the council's messages are presented in an easy to read, digestible, tabloid format supported by the strong use of photography. The council's five key themes and associated messages are weaved into editorial, with a balance of council and community news covered to make the paper readable. This balance is challenging to achieve and it is essential that the paper is not seen as 'propaganda'.

5. THE EDITORIAL APPROACH

- 5.1 Editorial content is produced by an in-house team of professional reporters, sub-editors and a photographer, supported by freelancers and the council's Communications Team.
- 5.2 Editorially the paper's content is sourced from: the Communications Team, other council officers, local partners (Tower Hamlets Partnership), external public bodies and private companies, local and national community organisations, residents, stakeholders and through journalism.
- 5.3 Editorial content is used in line with the EEL editorial policy and house style. Difficult editorial judgements are routinely made by the Editor. Contentious and/or sensitive stories are passed by either one or more of the Head of Communications, the Assistant Chief Executive, Assistant Chief Executive (Legal Services) or the Director of Resources as appropriate. This ensures the council both meets its obligations under the relevant legislation, as well as adhering to the council's policies and statements. During the period of a 'Notice of Election' further tighter clearance procedures are put in place to comply with the additional legislation concerning elections.
- 5.4 The existing clearance processes of professional checks and balances, appropriate political oversight, legislative frameworks and professional editorial judgement has resulted in EEL achieving a reasonable balance. Professional editorial judgement allows EEL to meet the weekly production deadline and fulfil the requirements of the council's priorities and communications targets. Of course it needs to be recognised that producing a weekly newspaper is not a science and is reliant upon judgements about what to include/exclude and what 'angle' to take on every story. Whilst individuals may take different views on a given approach from time to time, generally there are few complaints and few instances where the general consensus is that the team 'got it wrong'.

- 5.5 A slightly revised editorial policy is attached in the appendix. A number of minor changes have been made to reflect current practices. For example the personal opinion columns have been dropped for some time and the letters page was held over prior to the election and has not been re-instated. The option of taking letters in response to campaigns and the occasional viewpoint column remains open within the revised policy. Proposals to refresh East End Life's editorial content include expanded arts and listings section, with video games reviews, expanded council information section including meetings and A-Z listings, a healthy living page, personality interview page (with residents and council staff) and occasional columns from Leading Members.
- 5.6 The contents of council publications are limited by law, most notably the Local Government Act 1988, which prohibits the use of material designed in whole or in part to affect support for a political party. EEL is also published against a backdrop of other legislation and guidelines, including the Code of Recommended Conduct on Local Government Publicity 2001, the Defamation Act 1996, the NUJ and Society of Editors Code of Conduct, and the Code of Advertising Practice and Sales Promotion 1995. Throughout its history there has not been a single legal challenge regarding content.
- 5.7 EEL is printed by Trinity Mirror plc, which won a competitive tender in 2005. The current print run is 99,000 of which nearly 80,000 are distributed door to door under a separate contract. Distribution is constantly under review to see where improvements can be made. Bulk distribution takes place to 'gated place communities' and over 450 bulk drop venues including council offices, to Idea Stores and libraries, community and voluntary organisations, hospitals and police stations. Increases in print run are planned to match the development of new build homes over the coming years and the cost of this will need to be met by increased advertising.

6. EAST END LIFE IN CONTEXT

- 6.1 The strategic plan commits the council to review EEL and consider its future role and development.
- 6.2 The continued development of EEL has to be considered, both in terms of improving it as a communications channel and the impact it has on the wider local media marketplace. The current local media marketplace can be segmented into local print and broadcast media.
- 6.3 The local print media can be further segmented into: generic local print media (the ELA, The Wharf, Tower Hamlets Recorder and The Docklands); national Bangladeshi print media published locally (Surma, Janamot, Notun Din, Potrika, Bangla Mirror, Euro Bangla); and other print media including Somali Eye.

- 6.4 The broadcast media can be split into radio and television. TV specific to local south Asian communities includes Channel S, Bangla TV, Vectone, Zee TV and others. Radio media has a more limited local angle with a 'Bangla' programme on the BME community station Sunrise Radio, Somali Voice, Bangla Radio, and the annual Radio Ramadan. There are, of course, a plethora of other TV channels and regional radio stations which local people may watch or listen to.
- 6.5 The generic local print media are divided into two media owners. Trinity Mirror plc publishes The Wharf and The Archant Group publishes the following newspapers as part of the East London series of titles:
- The East London Advertiser
 - Tower Hamlets Recorder
 - The Docklands
 - Hackney Gazette
 - Newham Recorder
 - Stratford and Newham Express.
- 6.6 Without EEL, the Archant Group would have a virtual monopoly position among generic local newspapers. When Archant sought to increase its ownership locally, EEL was seen by the Monopolies and Mergers Commission (now the Competition Commission) as being one of a few newspapers imposing a degree of competitive constraint on the dominant Archant titles.

7. RELATIONSHIPS WITH LOCAL NEWSPAPERS

- 7.1 EEL is seen as a commercial competitor by other local newspapers which would like to receive a greater proportion of the council's advertising, which at present mainly goes into East End Life. At least one local publisher would like to see EEL cease publication in its current semi-commercial format.
- 7.4 Through discussion, the council's right to publish a commercially successful weekly paper has been challenged and there have been threats of action against the council should the position remain unchanged. The main issue relates to fair trading and they argue that the council should not 'subsidise' a paper in competition with their own. However, the council refutes the subsidy argument as the benefits of producing EEL far outweigh the current net cost.
- 7.5 Any decisions to renew, regenerate and review EEL must be taken with full consideration of the impact this could have on all local press and their wider relationship with the council. The council's desire is that all should co-exist in a vibrant market place where different views and perspectives are available.
- 7.6 The national Bangladeshi print media, which are published locally, have a significant influence among the local Bangladeshi community and whilst their readership penetration is limited in terms of numbers, their influence

and impact appears to be greater than their actual readership. The Bangladeshi press ‘punches above its weight’ locally, although there is limited available research or evidence to evaluate publications individually.

- 7.7 The Bangladeshi broadcast media provides the council with further communications opportunities and challenges. Generically south Asian communities are more likely than other communities to access additional terrestrial broadcast channels – cable and satellite – and the local Bangladeshi community accesses Bangla TV and Channel S in particular. Again whilst viewing figures are not readily available it appears that these channels carry significant influence with the community.
- 7.8 The council has established communications channels with local media, including targeting staff time and holding regular media briefings. The council also targets appropriate and proportionate advertising highlighting key messages and campaigns.
- 7.10 It is proposed that, notwithstanding decisions made regarding East End Life, the council reviews the placement of its recruitment, statutory and run-of-the-paper advertising in all other media, to ensure that it is getting good value for money and is effective in targeting all segments of the local community.

8. OPTIONS SUMMARY

- 8.1 The council has two options in terms of the future of EEL:
- Continue as at present with planned improvements in editorial and advertising and reductions in cost to the council
 - Further explore the possibility of a joint venture or look at other options such as an arm’s length trading company.

Other options such as changing format and frequency have been considered and rejected by officers as they would not to achieve communications objectives and do not provide value for money.

- 8.2 Options have been considered against four criteria:
- Service considerations
 - Financial considerations
 - Wider impact
 - Longer term planning

8.2 Option One: Planned Improvements

- 8.3 This option proposes a redesign to update the look and feel of EEL to ensure it remains an informative, entertaining and enjoyable read which is attractive to residents. It would maintain its tabloid format and add best practice from free print media.

- 8.4 Option one would seek to make the product more readable and attractive to advertisers and residents by expanding EEL and increasing the scope of its content. This option would seek to address concerns about fairness and proposes creating a more equal playing field by working towards reducing the net cost of EEL to the council. This option offers financial and service benefits and would help to provide greater interest and balance to the publication's content, carrying more local community news in relation to council news. This would also help to ensure greater balance and trust.
- 8.5 Following a three year business plan, EEL would look to incrementally increase advertising revenue, reduce the net cost and allow income to cover increased print, distribution, sales and production staffing costs required to facilitate this. EEL would look to enhance existing advertising platforms (recruitment, property, retail and leisure), and develop new ones, such as motors and additional advertorial spreads and supplements. This would be in line with the existing policy.
- 8.6 This option would require an invest to save plan whereby increased costs for print, distribution and sales and production staffing are factored against increasing revenue returns, which may not come in year one but would balance out over a number of trading years – like any commercial business plan.
- 8.7 This option would reduce the net cost, with the council's commercial team incrementally stepping up their operations. However, this approach could have a negative impact on relations with sections of the local press. It is proposed that all proposed expansions of the commercial operation (above and beyond those listed at 8.5 above) are specifically considered in light of the advertising policy review at 7.17 to minimise any unacceptable adverse impacts.
- 8.8 Option Two: Publishing Joint Venture with a private sector partner**
- 8.9 The council could enter into a publishing joint venture with a private sector partner and there have been early indications that this would be of interest. It is also possible that the council could seek to sell EEL, but this has not been looked into.
- 8.10 Informal discussions suggest that the council could possibly enter into a local publishing partnership to, for example, replace EEL with a weekly magazine supplement delivered door to door with another newspaper. However, there is a risk that such an approach would be less successful – and certainly other council publications struggle to attain the same level of readership as EEL. There could also be message conflict as two publications would arrive together giving out different views about the council and its services. However, these matters are not insurmountable and would need to be subject of detailed further discussions and negotiations if the council was minded to progress with the partnership option.

- 8.11 The financial implications could vary significantly dependent upon the results of any detailed negotiations. It is possible, of course, that there could be a potential saving to the council.
- 8.12 At this stage Members are being asked to indicate whether they would like officers to work with a local publisher to bring such proposals to fruition, or not.
-
- 8.13 Alternatively, the council could set up a local authority trading company in partnership with another partner/s. Again, this option would require detailed evaluation and cost benefit analysis. It is also doubtful whether sufficient expertise exists to pursue the trading company option as there is limited experience across the country upon which to draw and this option would have to be viewed as a high risk. For these reasons it is not recommended.

9. COST BENEFIT ANALYSIS

- 9.1 The most recent cost benefit analysis, financial years 2004/05, demonstrated a continuing significant real saving to the council from its publishing of EEL on a weekly basis. At that time, if the council did not publish EEL on a weekly basis it would have cost around £2.5m to place the same amount of advertising in both the ELA and Surma (which at that time was the best performing Bengali weekly paper). In comparison the full gross cost of publishing EEL at that time was about £1.3m. Once the EEL advertising and other income was taken into account, the net cost to the council was only £214,000. (The net cost has reduced further since then due to a renegotiated print contract). Therefore in 2004/5 the overall cost benefit analysis shows a net saving to the council of over £2m if you deduct the actual cost of £214K from the assumed cost of doing the same thing by other means £2.5m.
- 9.2. Looking at this cost benefit analysis is important as it demonstrates the savings to the council of producing a paper rather than buying space in someone else's. It ignores the far greater savings that accrue through using EEL to communicate with local people instead of leaflets, advertisements, posters, letters and so forth. Whilst a publishing partnership could potentially provide some short term benefits, if the advertising market remained static, it could leave the council exposed to significant future risks at the end of the contracted term or if circumstances changed.
- 9.3 There is a strong strategic and financial value to retaining the publication of EEL in-house. This strategic communications resource, which is recognised by the IDeA as an example of best practice in communications, enables the council to effectively counter any negative media publicity, which affects the council, the borough, our residents or partners, community cohesion and reputation. There are, however, disadvantages too as set out in this report.

10. COMMENTS OF THE CHIEF FINANCIAL OFFICER

- 10.1 The two options each have differing financial implications for the council, both direct and indirect, which need to be considered as part of the way forward for EEL.
- 10.2 The direct implications of Option one to continue with EEL include the effect on the net budgeted cost of EEL, based on its current format and frequency, of £445k. This covers the costs of the editorial staff, sales staff and printing and distribution, net of EEL advertising income only. This budgeted net cost can move up or down as it is subject to any increase or decrease in advertising sales income. Option one does involve a strategy to reduce this net cost over the medium term.
- 10.3 The indirect implications involve the effect on the cost of council services seeking ways of effective communication and publicity. It is important that these indirect costs are also considered as part of any option appraisal.
- 10.4 The precise details of option two have yet to be determined and consequently it is difficult to predict the likely financial effects. However any appraisal of the eventual details will need to consider the financial impact of issues related to the staff currently employed to produce EEL and any impact on the cost of other communication that the councils needs or wishes to undertake.

11 CONCURRENT REPORT OF THE ASSISTANT CHIEF EXECUTIVE (LEGAL SERVICES)

- 11.1 The legal framework governing the publication of EEL is referred to in the report. There are no other immediate legal implications though further consideration will be necessary once a direction of travel has been determined.
- 11.2 Earlier this year (March 2006) a publisher challenged the Council's position regarding the publication of a semi-commercial weekly free newspaper, even considering a formal complaint to the Office of Fair Trading. The Council sought external legal advice on this matter regarding the two areas of the complaints; anti-competitive behaviour, and that the Council cannot lawfully publish court reports and statutory notices.
- 11.3 With regards to anti-competitive behaviour the legal advice received was that this could only occur if one of the following situations were occurring: EEL is dominant in the market and is pursuing an abusive predatory pricing strategy contrary to the Competition Act 1980, seeking to drive competitors out of the market with a view to increasing prices thereafter, or EEL is receiving a subsidy from the Council which enables it

to undercut the publisher's advertising rates, amounting to illegal state aid contrary to the Treaty establishing the European Communities.

- 11.4 On both counts legal advice was that the Council is not acting anti-competitively, as EEL is not dominant in the local newspaper market place – as established by a 2004 report of the Competition Commission. In fact this report stated that it was the existence of EEL imposing a degree of competition that put a restraint upon the publisher being anti-competitive. Secondly the claim of illegal state aid would only be a possibility if the subsidy had a potential effect on trade between European Commission member states, which it does not.
- 11.5 With regards to the publisher's claim that the Council can not lawfully publish court reports and statutory notices; under section 6 of the Crime & Disorder Act 1988, the Council has a statutory duty to formulate and implement a strategy for the reduction of crime and disorder and section 111 of the Local Government Act 1972 gives the Council the power to do anything calculated to facilitate the discharge of its functions. The publication of court reports is part of the Council's strategy to both reduce fear of crime and disorder in the community and to show that crime and disorder do not pay and that justice is shown to be done. The Council also has a 'duty of wellbeing' with powers under section 2 of the Local Government Act 2000 to promote or improve the economic, social or environmental well-being of its area. With regard to the publication of statutory notices, the Council has the power under section 142 (2) of the Local Government Act 1972 to arrange for the publication of information regarding the functions of the Council.
- 11.6 Therefore contrary to the publisher's view the Council is both acting legally and within its powers in publishing EEL, is not acting in an anti-competitive manner, nor illegally receives a state aid subsidy and can lawfully publish court reports and statutory notices.

12. EQUAL OPPORTUNITIES IMPLICATIONS

- 12.1 Communication and the local media play an important role in either promoting, or undermining, local harmony and cohesion. East End Life plays a primary role in communicating both the council's policies and operational objectives to the borough's diverse communities. Most if not all the council's partners in the Local Strategic Partnership, and other statutory, non-statutory and third sector organisations also use EEL in this way.
- 12.2 East End Life is acknowledged to have played a key role in the council achieving three Beacon Status Awards; Community Cohesion in '03/'04 and the Getting Closer to Communities and Promoting Racial Equality Beacons Awards in '05/'06.

12.3 East End Life also plays a significant role in both the council, and other partner organisations aims to achieve a workforce to reflect the community. It is acknowledged as a primary recruitment vehicle enabling both the council and other organisations through their recruitment advertising to reach both Bangladeshi and other target markets that read EEL in greater numbers and more often than any other media in Tower Hamlets. Furthermore, through its editorial and campaigning approach EEL plays a significant role in raising understanding and reducing discrimination amongst the equalities groups across the borough.

13. ANTI-POVERTY IMPLICATIONS

13.1 EEL can play a significant role in terms of access to services, employment and information for local people. By advertising all the council's jobs in EEL, the council is ensuring that local people have the opportunity to apply. In addition specific editorial and advertising campaigns are run to combat poverty, for example through promoting education, training or benefits take up.

14. SUSTAINABLE ACTION FOR A GREENER ENVIRONMENT

14.1 EEL has also played a major role in environmental campaigning, including most recently encouraging recycling through a number of editorial features and advertising wraps around the paper. Almost all editions of EEL are printed on 100% recycled paper, when this paper stock is rarely not available a 50% recycled stock is used. The council is working with Trinity Mirror to ensure that EEL is printed on 100% recycled paper for every issue.

15. RISK MANAGEMENT IMPLICATIONS

15.1 As an element of risk an overarching financial 'health warning' must be placed upon all income projections, whichever option is chosen by the council, including the no change option. The advertising market can go down as well as up as advertising revenues fluctuate dependent upon the health of the economy and the consumer outlook both locally and nationally; plus the competition offered by the full range of media options both locally and nationally, including new and emerging media, which has hit print advertising revenues in both the local and national market place. It should be noted that whilst EEL has consistently outperformed the regional (local) newspaper sector in terms of year on year growth in advertising revenues on EEL this is not guaranteed. Overall it must be noted that there are significant downward pressures on advertising revenues on regional (local) print media.

15.2 A publishing partnership or arms length trading operation could expose the Council to a range of risks as well as commercial opportunities, which would need to be carefully considered and brought back before Cabinet for determination.

16. EFFICIENCY STATEMENT

16.1 East End Life provides the council with a highly effective and cost efficient medium of communicating directly with residents as shown by numerous surveys which demonstrate EEL's popularity with, and high readership by, local residents especially among hard to reach groups. Also the cost benefit analysis demonstrates an efficiency saving of over £2 million to the council by publishing EEL as a weekly free newspaper.

APPENDICES

Appendix 1 - East End Life Editorial Policy

Appendix 2 - East End Life Advertising Policy

APPENDIX 1

East End Life Editorial Policy

The editorial policy below clarifies the objectives of the paper and sets out the process by which editorial content is decided upon.

Objectives of the council's weekly newspaper:

- ❑ To communicate the council's policies, initiatives and successes
- ❑ To enhance residents' ability to access local services by providing information about services, meetings, advice, in the language or format which they need
- ❑ To celebrate the diversity of the borough and promote racial harmony and community cohesion
- ❑ To encourage engagement in democratic processes and community initiatives
- ❑ To encourage democratic engagement with young people and to give a platform for their achievements and successes
- ❑ To develop a sense of identity for the borough and therefore with the council
- ❑ To encourage debate on issues involving the council and the community eg crime and crime reduction initiatives, drugs, community cohesion
- ❑ To promote positive lifestyle choices to support healthy well being and prosperity
- ❑ To create an understanding of the responsibilities and work of the council and of councillors
- ❑ To promote the activities and role of the Tower Hamlets Partnership
- ❑ To promote a positive image of the community and the borough
- ❑ To improve equality of opportunity by promoting the services available from the council and from the local voluntary and community sector
- ❑ To engage residents in the cultural activities of the borough.

Editorial Policy

- 1 Editorial is defined as news, features, information, anything that is not a paid-for advertisement. Where an advert is guaranteed a place in a specific issue of the newspaper, copy submitted as news is not.
- 2 Discretion over topics covered, style, content and presentation rests with the editor, and in her absence, the deputy editor, with the approval of the head of communications and/or the assistant to the chief executive. Judgements are made within the restraints of the Local Government Act 1988 and council policies and priorities. The council has agreed that East End Life should function with professional independence, within the objectives set out above and with the oversight of the deputy leader, who holds the communications portfolio. Vetting of stories or features before they are published is impractical on a weekly publication, although standard fact-checking is carried out and a reasonable oversight given when appropriate.
- 3 East End Life is designed within the style of the corporate identity and has an agreed editorial 'house' style for copy.
- 4 There is also a recognised photographic content and style in line with editorial policy. Use of pictures is designed to reflect the multi-cultural diversity of the community.
- 5 Stories are selected on their news value and the information they give residents about issues, eg community safety, anti-racism initiatives, healthy eating schemes. Priority is given to council news and information.
- 6 News and information is published on the Harmony pages in Bengali and Somali each week with priority given to council stories.
- 7 There is no guarantee that an article or feature will appear in a specific issue although content is planned within the framework of a forward plan of features based around the council priorities, agreed with the directorates.
- 8 East End Life operates within the Code of Recommended Conduct on Local Authority Publicity (as amended in 2001). It cannot be used as a platform for individual councillors. The leader, deputy leader, lead members and scrutiny chairs are quoted where appropriate.
- 9 No political material is accepted and no information promoting a particular councillor or party can be covered, in compliance with the Code of Recommended Conduct on Local Authority Publicity (April 2001).
- 10 Regular columns are published giving advice and information on council and other services deemed appropriate to the council's own priorities. Other "guest" writers may also contribute topical columns on specific events where suitable.

- 11 Letters are invited in response to specific council campaigns to encourage debate and discussion with the community, in line with the emphasis on more open government and the aims of the Community Plan. Publication is at the editor's discretion.
- 12 Court stories are used where appropriate with details of defendants published in accordance with the law. Reports of anti-social behaviour orders are also published in accordance with the law which allows for juveniles to be named. The council has a policy to name perpetrators.

APPENDIX 2

East End Life Advertising Policy

Purpose

Commercial Operations, the professional in-house sales team for East End Life, accepts internal and external advertising on a commercial basis from customers directly and through their recognised agents.

The aim of this service is to generate revenues, which will provide a high quality, cost effective medium to reach the majority of the borough's residents, as well as providing legitimate competition in the media market. Therefore enabling the council to communicate directly with its residents - achieving its communications aims.

East End Life has a policy of ethical selling, its sales people are honest, decent, ethical, truthful and professional in all transactions with customers. The paper's ethical policy extends to the categories of business to which it sells advertising space. Unlike other local papers, East End Life does not accept advertisements from any business engaged in the sexual services industry.

Income generated from sales of advertising space in East End Life covers the costs of printing and distribution of the paper, and as much of the staffing costs as possible on an incremental basis. It has not been an objective that advertising should fully fund the entire costs of East End Life, due to the higher salary costs of local government employees compared to local newspapers in the commercial sector. Accommodation and other overheads such as the cost of training provided are also significantly higher than in local papers.

However Commercial Operations does work on a cost reduction basis (see below), whereby increases in income either deliver a larger better quality paper and no extra cost to the council or this income further drives down costs where the paper's quality and size remain the same. Where further commercial efficiencies can be gained through improved cost effectiveness on print, distribution and other third party budgets a virtuous 'magic circle' of increased income, lower costs, improved quality, larger paper and higher circulation can be achieved.

Organic growth on a cost reduction basis

East End Life operates commercially on a cost reduction basis. It reduces costs through organic growth of advertising, which generates increases in income over and above the costs of additional pages required. This gives the paper both increases in editorial pages, and income to either invest in editorial or offset against existing costs. Where and when revenues do not grow or meet targets the size and scope of the paper is reduced so as to not expose

the paper (council) to unnecessary costs, and to maintain cost efficiencies. Unit costs for pagination and print run increases are monitored and advertising rates, targets and 'tipping points' to enable such increases, or further cost reductions are regularly monitored, reviewed, and implemented.

Advertising Rates

Advertising Rates are set by the Commercial Development Manager in consultation with the Advertising Manager and with regard to current market conditions locally and nationally. The advertising rates are adjusted when and where applicable so as to maximise income for the council without reducing revenue streams through becoming priced out of the local market place. These are then published with the 'Rate Card', which is made freely available to all advertisers and their agents, and applied transparently.

Discounts and Agency Commission

The Commercial Development Manager in consultation with the Advertising Manager sets any customer discount rates and 'agency commission'. Both of these are then published with the 'Rate Card', which is made freely available to all advertisers and their agents, and applied transparently.

Terms & Conditions of Acceptance of Advertising

East End Life has Terms and Conditions of Acceptance of Advertising, cleared by the Council's Legal Service. A copy of this is available to advertisers. These Terms and Conditions of Acceptance of Advertising are regularly reviewed in light of operational and legislative changes.

All advertising is accepted in compliance with the Advertising Standards Authority published Code of Advertising Practice and Sales Promotion. Registered charities may seek an exemption from VAT by completing the relevant VAT exemption form as supplied by the Inland Revenue.

Advertising Confirmation and Cancellation

All advertisements and inserts booked into East End Life must have an auditable 'written' confirmation. This can be done by; customer purchase order, letter, fax, memorandum or e-mail, or on a confirmation form supplied by East End Life.

Advertising agencies may supply verbal confirmation, as this method is industry standard using a named agency person, sometime followed by a verbal or written purchase order number, which all legitimate 'bonded' agencies will honour.

Cancellations of advertising bookings are only accepted in writing giving, verbal cancellations are not accepted. Long term contracts are subject to a

notice period, which is notified to the sales customer during negotiations and is clearly displayed on East End Life's booking forms.

Advertising Booking & Copy Deadlines

Advertising booking and copy deadlines are set by the Commercial Development Manager, in consultation with the editor and production manager of the paper, and are published for sales customers and their agents.

Advertising Rate Card

An advertising rate card is published, and regularly updated containing the full advertising rates, discounts, mechanical data and other necessary information required by both advertisers and their agents. The advertising rate card is made freely available to both advertisers and their agents. In both paper and electronic format.

Advertising Revenues Pagination Schedules

The Commercial Development Manager, and or the Advertising Manager decide the pagination of the paper each week, in consultation with the Editor, based upon the advertising revenue booked into the paper against the costs for print & reprographics and distribution.

Training & Personal Development

A schedule of both in-house and external sales and team development training is in place reflecting requirements identified in the PDR process and subsequent one to one with staff. A positive attitude to staff development and training is encouraged within Commercial Operations with team members actively encouraged to enhance and develop their skills and knowledge.

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Agenda Item 6.2

Committee OVERVIEW AND SCRUTINY	Date 6th February, 2007	Classification Unrestricted	Report No.	Agenda Item No. 6.2
Report of: ASSISTANT CHIEF EXECUTIVE		Title: REPORT "CALLED IN" – REVIEW OF PARKING SERVICES' FEES & CHARGES (CAB 105/067).		
Originating Officer(s): Angus Dixon		Ward(s) affected: All		

1. SUMMARY

- 1.1 The attached report of the Corporate Director Environment and Culture, Alex Cosgrave, and Head of Parking Services, John Chilton, was considered by the Cabinet on 10th January, 2007 but has been "Called In" for further consideration by Councillors Mamun Rashid, Dulal Uddin, MA Munim, Waiseul Islam and Fozol Miah in accordance with the provisions of Part 4 of the Council's Constitution.

2. RECOMMENDATION

- 2.1 That the Committee consider the contents of the attached report, review the Cabinet's provisional decisions arising and decide whether to accept them or refer the matter back to Cabinet with proposals, together with reasons.

LOCAL GOVERNMENT ACT, 2000 (SECTION 97)

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

Brief description of "background paper"

**Cabinet report (CAB 105/067)
dated 10th January, 2007**

Name and telephone number of holder
and address where open to inspection

**Angus Dixon
020 7364 4850**

3. BACKGROUND

3.1 The attached report of the Corporate Director Environment and Culture, Alex Cosgrave, and Head of Parking Services, John Chilton, was initially considered by Cabinet on 10th January, 2007. It however has been “Called In” for further consideration by Councillors Mamun Rashid, Dulal Uddin, MA Munim, Waiseul Islam and Fozol Miah in accordance with the provisions of Part 4 of the Council’s Constitution.

3.2 The Cabinet after considering the attached report provisionally agreed:-

1. That, subject to (a) and (b) below, the levels of fees and charges for parking and parking related services, as set out in Appendix 1 to the report (CAB 105/067), to be effective from 1st April 2007, be approved by way of publishing a Notice of Variation of Charges: -
 - (a) That the charge from 01/04/07 for a 2nd resident’s parking permit per household, for a conventionally fuelled vehicle, be £100 and the charge for a 3rd resident’s parking permit per household, for a conventionally fuelled vehicle, be £250.
 - (b) Corporate Director Environment and Culture requested to ensure clarity in any information disseminated in relation to weekend use of Resident Visitor Scratchcards.
2. That subject to (a) and (b) below the Corporate Director Environment and Culture undertake further consultation, by way of Statutory Public Notice, before making the necessary Traffic Management Orders to introduce an emissions based charging structure for parking permits, as set out in Appendix 3 to the report (CAB 105/067): -
 - (a) That the proposed permit charge for a vehicle in Tax Group D [vehicle excise duty grouping linked to vehicle emissions] be £70 and the charges for the remaining tax groups be adjusted, as appropriate, by the Corporate Director Environment and Culture.
 - (b) Corporate Director Environment and Culture requested to ensure that the charging structure in Appendix 3 is consistent with the body of the report.
3. That it be noted that any objections arising from the consultation referred to in resolution 2. above will be reported back to Cabinet for consideration in conjunction with the proposals.

4. THE “CALL IN” REQUISITION

4.1 The reasons advanced in the “Call In” requisition are set out below:-

The proposals made rest on the assertion that increasing the price of parking is an effective means of controlling demand (3.3). There is no evidence to support this claim. The lack of effective strategies or commitment to reducing environmental damage (as evidenced in proposed cutting of LBTH’s only dedicated sustainability

officer) reinforce the suspicion that the primary purpose of these changes is to increase income for the parking and associated services. There are no proposals to recycle increased parking revenue into better public transport, school, shopping and community transport or other environmental initiatives.

Our borough already has among the lowest car ownership per head of any in Britain, and issues more parking permits than we have on-street parking spaces.

Many residents would support genuine measures to improve the environment but will be dismayed and angered at manipulation of such concerns to push up charges and plug budget gaps.

Clarification of causes for the £1.7m projected deficit on the Parking Account is required before endorsing increases in charges which are regressive and ignore the huge disparity in incomes in Tower Hamlets, with average household incomes below £15,000.

Removing pensioners' entitlement to free scratchcards (for parking) is unacceptable, in light of the fixed incomes and 9%+ real rate of inflation pensioners face, compounded by recent excessive service charge increases and proposed removal of, and means tested charging for home care.

No data or information has been provided on the number of pensioners who will be affected, rather than the number of scratchcard books issued. The report assumes that many pensioners are in receipt of an income equal to other groups, but no research evidence on affected pensioners' income levels is provided. The report does not provide a clear and comprehensive definition of 'carers' who will continue to receive free scratchcards. We are endangering the social level of contact isolated vulnerable elders have with direct or extended family and friends due to charges for parking. This risks isolation and depression amongst our elderly citizens to whom we all owe a duty of care.

Evidence of consultation and consideration of impact is required before increasing charges for doctors' permits by 250% (£150 to £525) and for market traders and market car parks. Both provide key services which we should support and encourage.

There is no evidence of research into the impact of increased charges for residents' second permits (+75%, from £60 to £100) and of increased permit charges by vehicle size and emissions. We need clarification of how these will impact on low-income households and affect access to employment and training. Tower Hamlets is the fourth deprived of all London Boroughs therefore, LB of Richmond is not an appropriate comparison socially or economically.

5. ALTERNATIVE COURSE OF ACTION

5.1 In accordance with the Committee's procedures, the "Call In" Members have provided an alternative course of action for consideration:-

"Councillors make the following recommendations:

Further consultation and a further report:

1. giving consideration to impact on traders, doctors, and low income households
2. setting out how parking revenue might be used to improve alternative transport and access arrangements and genuine measures to reduce pollution
3. clarifying causes of projected parking deficit and more equitable means of addressing this
4. Clarification to the number of persons over the age of 60 years who are in receipt of welfare benefits who will not be able to afford charges for scratchcard books so that pensioners on welfare benefits continue to receive scratchcard books free of charge.
5. Withdraw item 6.0 of the report as the proposed charges will make Tower Hamlets the most expensive Borough for parking permits of all Boroughs indicated in Appendix 2. Our neighbouring borough of Newham, a more realistic comparison than Richmond, only charges £15 for a parking permit, this should be the comparison.

6. CONSIDERATION OF THE “CALL IN”

6.1 The following procedure is to be followed for consideration of the “Call In”.

- (a) Presentation of the “Call In” by one of the “Call In” Members followed by questions.
- (b) Response from the Lead Member/officers followed by questions.
- (c) General debate followed by decision.

N.B. – In accordance with the Overview and Scrutiny Committee Protocols and Guidance adopted by the Committee at its meeting on 6 June, 2006, the “Call In” Members are not allowed to participate in the general debate.

6.2 It is open to the Committee to either resolve to take no action which would have the effect of endorsing the original Cabinet decisions, or the Committee could refer the matter back to the Cabinet for further consideration setting out the nature of its concerns and possibly recommending an alternative course of action.

7. RECOMMENDATION

7.1 That the Committee consider the contents of the attached report, review the Cabinet’s provisional decisions arising and decide whether to accept them or refer the matter back to Cabinet with proposals, together with reasons.

Committee: Cabinet	Date: 10 th January 2007	Classification: Unrestricted	Report No:	Agend a Item:
Report of: Corporate Director, Environment & Culture		Title: Review of Parking Services' Fees and Charges		
Originating officer(s) John Chilton Head of Parking Services		Wards Affected: All		

1. **SUMMARY**

- 1.1 Parking fees and charges were last reviewed in May 2005. Following a review, which has taken account of the Council's evolving strategy to reduce the impact of motor transport on the local and global environment, revised charges are recommended for implementation in early 2007/08, together with a proposal to introduce an emissions based charging structure for parking permits issued by the Council.

2. **RECOMMENDATIONS**

Cabinet is recommended to:-

- 2.1 Approve the levels of fees and charges for parking and parking related services as set out in Appendix 1 effective from 1st April 2007 by way of publishing a Notice of Variation of Charges.
- 2.2 Agree that the Corporate Director Environment & Culture undertake further consultation, by way of Statutory Public Notice, before making the necessary Traffic Management Orders to introduce an emissions based charging structure for parking permits as set out in Appendix 3.
- 2.3 Note that any objections arising from the consultation referred to in recommendation 2.2 above will be reported back to Cabinet for consideration in conjunction with the proposals.

Local Government Act, 2000 (Section 97)
List of "Background Papers" used in the preparation of this report

Brief description of "back ground papers" holder

Name and telephone number of and address where open to inspection.

None

John Chilton ext. 6999

3.0 BACKGROUND

- 3.1 This report sets out proposals for revised charges for certain services provided by Parking Services. The charges were last increased in May 2005.
- 3.2 Most enforcement and other operating costs have increased by at least inflation of 5% over the last 2 years.
- 3.3 Car ownership and usage continues to increase to an extent that the Borough's roads will not be sustainable in the long term and the price of parking must continue to be used as a way of controlling demand.
- 3.4 The proposal outlined in this report to revise the on-street car parking permit charges to better reflect the varying levels of environmental damage caused by different types of vehicle is part of Tower Hamlets Council's evolving strategy to reduce the impact of motor transport (and continue to promote sustainable travel in partnership with TfL) on the globe.
- 3.5 There is a growing urgency for government at local, regional, national and EU levels to take action through civic leadership, new policies and visible change on the ground, to tackle climate change's impact on the planet.
- 3.6 Carbon dioxide (CO₂) emissions need to be reduced by up to 90% by 2050 on 1990 levels in order to meet the objectives of the Kyoto climate change reduction agreement.
- 3.7 The road transport sector contributes over 25% of all CO₂ emissions. Road traffic also releases particulates into the atmosphere that are known to accentuate respiratory problems and contribute to soiling and damage to buildings. The Council's Air Quality Action Plan has identified that two key pollutants both caused by exhaust emissions, namely nitrogen dioxide and fine particulate matter, exceed the objectives set by central government. Deterring unnecessary car usage by managing demand via pricing can encourage people to focus on the sustainable travel options and is one clear way that local authorities can help improve the environment in their area and more globally.
- 3.8 A number of Councils across the EU have begun the process of reducing the impact of motor traffic on the environment. For example, Bologna and Florence in north/central Italy and La Rochelle in France are encouraging facilities for electric cars, Berlin and Bremen are promoting the development of city car clubs and Paris has a network of public recharging points for electric vehicles.

- 3.9 All the above EU cities also continue to invest in sustainable transport measures, including high quality public transport system, including trams, trolley-buses and electric/gas-powered buses, as well as walking and cycling facilities.
- 3.10 Officers are required by Financial Regulations to review charges periodically to take account of all relevant factors such as those listed above. Subject to Cabinet's agreement, and after publicity of the changes, the increases, as set out in Appendix 1, will take effect from the 1st April 2007 (or as soon afterwards as is practically possible).

Supply and Demand

- 3.11 Increasing car usage by existing residents and their families, visitors and employees has led to significant pressure on the existing road system and parking provisions. Officers have already required the establishment of "car-free" new residential (and business) developments by applying planning conditions to encourage the development of less car dependent, more healthy and climate-friendly lifestyles. The Council already issue more parking permits than we have on-street spaces.

The following table shows the number of Parking Permits issued by Tower Hamlets as at 7 November 2006.

Business	Market Trader	Public Service	Resident	TOTAL
982	67	3002	22,668	26,719

The following table shows the number of different types of on-street bay available. This is subject to constant review as areas in the Borough change with new development or new traffic schemes.

Pay & Display	1101	Permit/Pay & Display	3859
Resident	11943	Disabled	371
Business	554	Market Traders	34
Permit (Resident/Business)	4719	Coaches	29
Doctors	29	Police	24
Loading Only	109	Places of Worship (Free)	163
Total = 22,935			

- 3.12 A report to the Policy & Implementation Committee (hereinafter referred to as PIC) in May 2001 [PIC 336/001] authorised officers to begin the process of implementing a number of recommendations. This included agreement by PIC to review charges for parking provision in the Borough.

The Council's adopted Parking Plan continues the process of managing on-street parking space to make the best use of scarce road space by pricing and/or other controls to help protect the environment and people's health.

- 3.13 The Council has also taken action to reduce the number of public sector permits issued, and the on-street (Pay and Display) tariff increases introduced in May 2005 (68% in the west of the Borough and 33% in the east) had a significant effect on reducing demand for short-term parking.

The Main Changes

- 3.14 At £60.00 per annum, a Resident's Permit represents good value for money – there are currently 22,668 of these permits on issue. However to continue to bring the price of these permits in line with other comparable London Local Authorities (see Appendix 2) and to ensure that the value of these permits is not eroded by inflation, an increase to £70 per annum is proposed. This still represents good value for money and compares favourably with most other London Boroughs who do not offer 'Cross Zone' parking concessions that residents of Tower Hamlets continue to enjoy. The standard fee of a Resident Permit currently applies to the first 2 permits per household with the third or subsequent permits attracting a higher charge of £250.00. Pressure for parking spaces often means that residents can find it hard to find a parking space in their area. To help address this escalating problem it is proposed that the cost of a second permit per household be increased to £140.00 per annum and for a third or subsequent permit to £280.00 per annum.

Vehicles powered by battery/electric or Liquid Petroleum Gas (hereinafter referred to as Alternatively Fuelled Vehicles) currently enjoy a 33% discount in line with the Council's Air Quality Action Plan. [The discount does not apply to dual fuel vehicles which can run on LPG or conventional fuel].

In order to continue to promote and encourage the use of Alternatively Fuelled vehicles, it is proposed that the current 33% discount be increased to 75%. At this level, the discount offers a substantial advantage to motorists while recognising that the vehicle (however environmentally friendly) still contributes to traffic and parking congestion. For consistency, it is proposed that the same level of discount (rounded up or down) is offered on all permits issued by the Council for single (specified) vehicles.

- 3.15 Residents who own motorcycles currently can obtain an annual permit at a cost of £15.00. There are currently 137 such permits on issue. No increase is proposed.

- 3.16 Resident Visitor Scratchcards are currently 80p per scratchcard for 5 hours parking which is exceptionally cheap parking when compared to Pay & Display charges.

From January 2007 elected members agreed that to increase convenience for residents, the maximum stay of 5 hours per card no longer applies on Saturdays and Sundays.

Most Inner London Boroughs offer no such permit with resident's visitors expected to use Pay & Display/Meters with no concessions. An increase to £1.00 for 5 hours parking is considered reasonable. Resident Visitor Scratchcards are currently issued free to Pensioners, defined as persons over the age of 60 years, and to Residents who need a carer on a daily basis. On a yearly basis, approximately 42,000 books of scratchcards are issued free to Pensioners and 159 books of scratchcards are issued free to "carers" in comparison with approximately 31,400 books that are charged for. It is now considered appropriate to review the free concession to Old Age Pensioners and to treat all age groups equally as income of some Residents within this age group may not be any different from those of other groups. Officers therefore, propose that whilst "carers" will continue to receive free scratchcards, that the exemption will no longer apply to Old Age Pensioners.

- 3.17 The Traffic Management Order charge to developers for making permanent traffic orders to facilitate their developments is being increased in line with inflation and to cover the increased costs of advertising to £2,400.00.
- 3.18 The daily charge for parking bay suspensions and dispensations is currently £12 and was last increased in May 2005.

However, to bring these charges in line with other comparable London Local Authorities and to deter unnecessary suspensions, and where a suspension is inevitable, to bring the space back to use for parking vehicles as soon as possible, an increase to £15 per day per bay/car length is proposed.

- 3.19 On-street Pay & Display charges were increased in 2005 to the current hourly rate of £3.50 or £2.00 depending on area. As the charges are now broadly comparable with other London Boroughs and the increases introduced in 2005 had the desired effect of reducing demand, no further increase is proposed. However, a minor change to coin acceptance is proposed. All Pay and Display equipment currently accepts £2, £1, 50p, 20p, 10p and 5p coins. In the high tariff area, 5 pence buys 51 seconds of parking and in the low tariff area 1 minute and 30 seconds.

- This coin, therefore, offers little utility to motorists but contributes to cash boxes filling quickly, weight of cash boxes, and ultimately to increased cash processing costs. It is proposed that the acceptance of 5 pence is phased out from all the Council's Pay and Display equipment.
- 3.20 The hourly charge at St. Stephens Car Park (just off Roman Road) is £1.80 compared with the hourly 'on-street' charge of £2.00 in that area. A slight price variation will encourage motorists to park 'off-street', accepting the slight inconvenience of perhaps having to walk further to their destination. No change is, therefore, recommended.
- 3.21 Watney Market Car Park has recently returned to operation as a car park following refurbishment works to the building. The hourly charge is £1.75. A small increase in charge is proposed at this time to reduce the differential between the cost of parking on-street (£3.50 at this location) and using the car park, but without discouraging the returning usage of this car park. A charge of £2 per hour is proposed.
- 3.22 At £500 per annum, a Business Permit represents good value for money in comparison to on and off-street parking charges in Tower Hamlets and other London Boroughs where such permits are available. The charge was last increased in May 2005 by £50 and an increase in line with inflation to £525 is proposed. To this point, volume discounts have been offered to businesses requiring the flexibility of Business Permits that do not show a vehicle registration number (and can, therefore, be used to park any vehicle). There is no justification for making such a distinction and it is recommended that all Business Permits be charged at £525 (pa). Alternatively fuelled vehicles would qualify for a 75% discount (if the recommendation on Alternatively Fuelled Vehicles set out in paragraph 3.14 of this report is adopted).
- 3.23 At £250 per annum, a Public Service Permit still represents very cheap parking. The charge was last increased in May 2005 by £70. Such permits are not available in most other London Boroughs and their continued use in Tower Hamlets brings benefits and disadvantages. The majority of permit holders have to date been Council staff, health service employees etc. Although the qualification criteria has been tightened up to reduce the number issued, an increase in excess of inflation to £300 in respect of vehicle specific permits issued to an individual and to £500 for "pool vehicle permits" issued to Council Directorates, is proposed to control demand. Alternatively fuelled vehicles would qualify for a 75% discount (if the recommendation on Alternatively Fuelled Vehicles set out in paragraph 3.14 of this report is adopted).

- 3.24 Contractor Permits were introduced in January 2007 at a cost of £500 per annum and the charges were set so as to be in line with Business Permits. It is therefore proposed to increase the charge to £525 per annum.

Alternatively Fuelled Vehicles would qualify for a 75% discount (if the recommendation on Alternatively Fuelled Vehicles set out in paragraph 3.14 of this report is adopted).

- 3.25 At £400 per annum, a Market Trader Permit (a form of Business Permit) represents good value for money in comparison to on and off-street parking charges in Tower Hamlets and other London Boroughs where such permits are available.

The charge was last increased in May 2005 by £50 and an increase in line with inflation to £420 is proposed. However, no increase is proposed to the Market Trader Permit Scratchcard, which was introduced in January 2007 at a charge of £5 per day.

Alternatively Fuelled Vehicles would qualify for a 75% discount (if the recommendation on Alternatively Fuelled Vehicles set out in paragraph 3.14 of this report is adopted).

- 3.26 In May 2003, the Council introduced the Tower Hamlets Disabled Persons Permit for residents who are holders of the European Union Disabled Persons Blue Badge. The permit, which is vehicle specific, offers the same parking concessions as the European Blue Badge but is valid only in Tower Hamlets (and not on red routes within the Borough). The permit, which was aimed at reducing the theft of Blue Badges, damage to vehicles and subsequent fraudulent use has proved to be popular and there are some 2,200 currently on issue.

Currently there is an initial registration fee of £5.00 with renewals (the expiry date of the permit coincides with that of the applicant's Blue Badge) issued free of charge. It is proposed that the £5.00 charge be withdrawn and that such permits be issued free of charge. [The Council also waives the standard £3 for the issue of the European Disabled Person's Blue Badge].

An inherent risk in the Tower Hamlets Disabled Persons Permit is that whilst the Tower Hamlets Badge is being correctly used by the holder, the Blue Badge could be lent to a relative or friend. To reduce this risk, it is a requirement that the Disabled Person's parking clock is always displayed alongside the Tower Hamlets badge, thereby reducing the opportunities for inappropriate use of the Blue Badge. To close a further loophole that emerged with this arrangement, a charge of £50 is made for the issue of a replacement Disabled Person's clock.

The introduction of this charge reduced the volume of requests for replacement badges. No change is proposed to this charge.

- 3.27 A similar situation arose with disabled person's Freedom Passes that were reported as lost/stolen.

Where a permit/pass is reported lost or stolen, it is a contradiction to ask for the return of the permit/pass prior to the issue of its replacement. Lost/stolen disabled person's Freedom Passes were in the past running at an unacceptable level.

A replacement charge of £10 was introduced and this has resulted in a reduction in the incidents of lost/stolen permits to an acceptable level. The £10 charge continues to be effective in this regard and no change is recommended. Officers will continue to monitor this.

- 3.28 The current charges for skips located on the public highway are variable depending on the period of occupation and type of parking bay/yellow line affected. The charges on Permit Bays are £4.10 per day for the first 10 days and £15.35 per day thereafter and on Pay & Display Bays £15.35 per day. If a skip is authorised on a Yellow Line, the daily charge is £5.10.

As the length of highway occupied by a skip is equivalent to a parking space of 6m, it is proposed to bring skip charges into line with "Suspension" charges. A daily flat fee of £15.00 is proposed regardless of what parking bay type or yellow line the skip is authorised to be sited on. It does not make sense to incentivise builders/residents to locate skips on yellow line (which should be kept free) nor to incentivise them to locate the skip anywhere but as close as possible to the works, for reasons of Health & Safety.

- 3.29 Applicants who purchase their permits by means other than by visiting the Parking Shop (i.e. postal, Internet or by telephoning the Customer Contact Centre) currently receive a £5 discount. However, this is no longer justifiable as some residents are disadvantaged and it is proposed that the £5 discount be discontinued.

- 3.30 Permit holders who surrender a permit are entitled to a pro-rata refund per complete unused month. However, an administration fee of £25 is incurred. It is now considered that this charge is unreasonable and it is, therefore, proposed that the administrative charge be withdrawn and that Permit holders would be entitled to a pro-rata refund per complete unused month provided the value exceeds £10. If the value is £10 or less, no refund would be made.

3.31 When a high value vehicle that has been removed to the car pound is not within a reasonable time collected by the keeper, there is an immediate suspicion that the vehicle is stolen. In effect the keeper prefers to surrender the vehicle than identify himself to the authorities. In these circumstances the police are invited to inspect the vehicle, take details and check national records to see whether the vehicle has been reported stolen. These checks may result in no match and the police will indicate that they do not have an interest in the vehicle. At this point officers will continue to investigate the vehicle in the belief that it may have been stolen and given the identity of another identical vehicle (a process known as “ringing”). Where these further investigations result in the restoration of the vehicle to the owner (which at this point is most likely the insurance company that has paid out on a claim for theft of the vehicle) a tracing/restoring fee of £100 is charged to cover the additional officer time in trying to properly identify the vehicle and track the owner. It is proposed that fee should be increased to £125 to better reflect the costs borne by the Council and in future should be pegged to the overnight storage fee (overnight storage fee x 5).

3.32 Temporary Tear-Off Permits have been used for many years as a temporary solution to permit holders where they have not been able to produce the supporting documentation for a permit application. For example, where the resident has just moved into the borough and cannot produce proof of residency or they are using a courtesy car. Whilst some Temporary Permits are issued free, there are approximately 2,320 such permits charged for annually.

The daily charge of £3 per day was last increased in May 2005 and, in order to cover increased operating costs, an increase to £5 per day is proposed.

3.33 A Doctor’s Parking Permit affords exclusive use of a dedicated Doctor Parking Bay which is provided as close as possible to the Doctor’s surgery. Such Permits cost £150 per annum and were last increased in 2005. To bring this charge in line with charges for Business Permits, which unlike Doctor Parking Permits do not provide exclusive parking, it is proposed to increase the charge to £525 per annum. Alternatively Fuelled Vehicles would qualify for a 75% discount (if the recommendation on Alternatively Fuelled Vehicles set out in paragraph 3.14 of this Report is adopted).

4.0 SUMMARY OF MAIN INCREASES

4.1 Appendix 1 sets out a detailed explanation of the proposed increases. For ease of information, the main charges, with certain increases, are:-

	Now	Proposed
Business Permits (Annual)	£500.00	£525.00
Market Trader Permit (Annual)	£400.00	£420.00
Public Service Permit (Annual)	£250.00	£300.00 - £500.00
Resident Permit (Annual)	£ 60.00	£ 70.00
Resident Permit (2 nd Permit)	£ 60.00	£140.00
Resident Visitor Scratchcards (each)	80p	£ 1.00
Contractor Permit (Annual)	£500.00	£525.00
Doctor Permit (Annual)	£150.00	£525.00
Parking Bay Suspensions/Dispensations per day	£ 12.00	£ 15.00

5.0 FINANCIAL IMPLICATIONS

5.1 If Cabinet accepts the recommendation and assuming that people continue to use the services at the current rate, this will increase estimated gross income by £1,126,023.

5.2. Implementation of the increase in charges/revised conditions will involve the following expenditure:-

- Reprint of Permit Application Forms £12,000
- Public Notice of Variation of Charges in East End Life £ 1,000

6.0 PROPOSAL TO LINK PERMIT CHARGES TO VEHICLE EMISSIONS

6.1 Members will be aware of the recent press coverage of Richmond upon Thames' initiative to introduce increased permit charges by size of vehicle (4X4 and "gas guzzlers").

6.2 Whereas the press coverage suggested that this was a proposal that Richmond was about to implement, in fact, it is something on which that the Council is just starting a wide ranging consultation.

6.3 Richmond are proposing to link its charges for resident's permits to the tax bands for vehicle excise duty (i.e. the charge that motorists pay for their annual tax disc). These tax bands relate to the vehicle's carbon dioxide (CO2) emissions per kilometre driven.

6.4 CO2 is of course the most important of the greenhouse gases that contribute to climate change. However because vehicle CO2 emissions data is not available for all vehicles (only for those registered after 1 March 2001), it is necessary to find another way of including older vehicles in a scheme that links permit charges to CO2 emissions. Engine size is the most obvious way of doing this albeit this lacks the precision of actually using CO2 emissions data.

6.5 Appendix 3 explains the tax bands, how these relate to CO2 emission levels and gives examples of the type of vehicles falling into each category. It also explains how Richmond propose to deal with older vehicles by engine size.

6.6 The following table gives an example of how a similar scheme might operate in Tower Hamlets in respect of residents' permits. In this proposal the 75% discount for alternatively fuelled vehicles is retained as is the proposed price of £70 for the first permit (taking effect at Band C). Permit prices are then increased at the same rate as vehicle excise duty.

Tax group	Emissions CO2 g/Km	Tax rate (petrol cars)	% of group in Tower Hamlets	Number of Residents Permits	Possible Permit Charge
A	100 or less	£ -	0%		£ -
B	101-120	£ 40	2%	452	£ 18
C	121-150	£ 100	20%	4538	£ 70
D	151-165	£ 125	19%	4210	£ 95
E	166-185	£ 150	17%	3915	£ 120
F	186-224	£ 190	23%	5326	£ 160
G	over 225	£ 210	19%	4227	£ 180
Totals			100%	22668	

6.7 In drawing up this example it has been necessary to extrapolate from vehicle registration data held at DVLA for vehicles registered after 1 March 2001 and assume that this pattern would generally be applicable to older vehicles as well. If these assumptions are correct a scheme based on the charges indicated would result in additional income of £1,213,500 in a full year.

6.8 Any significant change to the Council's permit schemes would require amendments to the relevant orders which (given that there would likely be a significant volume of objections) would delay the implementation of revised schemes/new charges.

6.9 It is therefore proposed that the current firm proposals for permit charges be agreed for implementation on (or around) 1 April 2007, and that officers be requested to draw up proposals for linking permit charges (including business permits) to CO2 emissions/engine size for full consultation with all sections of the local community.

7.0 CONCLUSION

- 7.1 Changes are recommended to a number of parking charges to take account of inflation, the need to rationalise charges and to ensure that the charges operated by the Parking Service continue to support the Council's environmental, social and economic wellbeing, climate change reduction, health, transport and parking policies.
- 7.2 It is proposed that in future, some permit charges could be set on a sliding scale relative to vehicle emissions. A consultation exercise on such a scheme is proposed.

8.0 COMMENTS OF THE CHIEF FINANCIAL OFFICER

- 8.1 This report proposes increases to parking and associated charges with effect from the 1st April 2007. Parking Services charges were last increased on the 1st May 2005. In determining parking charges, the Council has an obligation to ensure that they are set a level that will deter unnecessary car usage and assist the Local Authority in improving the environment within its area.

However, Members should also be mindful that in accordance with the Road Traffic Act 1991 they do not see revenue raising as a primary objective of its on-street parking services and that any revenue raised is spent appropriately.

- 8.2 If Cabinet agree to the increased tariff charges set out in paragraphs 3.14 – 3.32, increased income arising from the proposals is estimated at £1.126m in a full year. Further proposals as outlined in paragraph 6 to link permit charges to vehicle emissions if agreed, could result in a further £1.2m fee income being achieved.
- 8.3 If Cabinet agrees to the proposed increases, additional income will accrue to the Parking Services Account in 2007/2008.

9.0 CONCURRENT REPORT OF THE ASSISTANT CHIEF EXECUTIVE (LEGAL SERVICES)

- 9.1 The Road Traffic Regulation Act 1984 (as amended) allows the Council by order to designate parking places on highways in their area for vehicles or vehicles of any class specified in the order; and the Authority may make charges for vehicles left in a parking place so designated. Further, the Act allows the Council to provide and charge for off-street parking.

- 9.2 Where the Council is considering making or amending a Traffic Management Order then before doing so, the Council must undertake the statutory consultation and then consider the representations made.

10.0 EQUAL OPPORTUNITIES IMPLICATIONS

- 10.1 The operation of any type of controlled parking is based on the principle of an equitable and accessible service for all.

The current and proposed service and charges are based on factors such as safety, reasonable circulation space, good vehicular flow and emergency access and are intended to provide a balanced and equitable service.

11.0 ANTI-POVERTY IMPLICATIONS

- 11.1 The aims and objectives of Parking are to rationalise parking in the Borough, reducing or preventing commuter parking and ensuring the parking supply will be available to local people and businesses and their visitors. This should increase the access to job opportunities, and will complement regeneration initiatives to create employment.

12.0 SUSTAINABLE ACTION FOR A GREENER ENVIRONMENT

- 12.1 Restraint of parking is one of the most effective controls that local authorities have in directly affecting the impact of traffic levels on local environment and public safety.

Anticipated benefits are improved safety, reduced impact of excessive numbers of parked vehicles and a reduction in environmental damage caused by vehicle exhaust pollutants and noise.

13.0 RISK MANAGEMENT IMPLICATIONS

- 13.1 The business of parking is largely about striking the right balance between competing demands for parking: between residents, businesses, visitors and meeting the special needs of people with disabilities.

The pricing mechanism can assist in reducing the demand for parking and in achieving corporate goals for reductions in car usage with the concurrent benefits of reduced air pollution and noise.

Setting charges at the wrong level can result in over or under achievement of the Council's Transport and Parking objectives.

By reviewing parking charges in the round, by comparing the proposed charges to those operating in neighbouring boroughs, and by seeking to rationalise charges, these risks are kept to a minimum.

14.0 EFFICIENCY STATEMENT

14.1 There are no clear efficiencies arising from this report. Some charges are rationalised and some charges (e.g. for joining the Tower Hamlets Disabled Persons Permit Scheme) are abolished where the cost of collecting the charge is greater than the charge itself.

Appendices

- Appendix 1 - Existing and recommended fees and charges for parking and parking related services.
- Appendix 2 - Comparative costs (other London Boroughs).
- Appendix 3 - Proposal to link permit charges to CO2 emissions.

DIRECTORATE OF ENVIRONMENT AND CULTURE

APPENDIX 1

EXISTING AND RECOMMENDED FEES AND CHARGES FOR PARKING & PARKING RELATED SERVICES

SERVICE	1/5/2005 VALUE £	PROPOSED CHARGE FROM 01/04/07 £	
		Conventional	Alternatively Fuelled
Business Permits			
- 3 month	200	220	55
- 6 month	300	325	80
- 1 year	500	525	130
Multiple Business Permit			
-1st permit (p.a.)	500	525	130
-2 to 5 permits (each permit) (p.a.)	200	525	130
- more than 5 permits (each permit) (p.a.)	350	525	130
Market Trader Permit			
- 3 month	150	157	40
- 6 month	250	260	65
- 1 year	400	420	105
- Daily permit/scratchcard (per book of five) [*Introduced January 2007]	*25	25	-
Public Service Permit (on-street)			
- 6 month	150	200	50
- 12 month	250	Vehicle Specific 300 For Pool Vehicles 500	75 125

SERVICE	1/5/2005 VALUE £	PROPOSED CHARGE FROM 01/04/07 £	
		Conventional	Alternatively Fuelled
Contractor Parking Permit			
- 3 month	*200	220	55
- 6 month	*300	325	80
- 12 month	*500	525	130
- 1 week [*Introduced January 2007]	*25	25	-
Doctor's Permit	150	525	130
Waiting and Loading Restriction Dispensation (per certificate)	12	15	N/A
Free on first day whilst moving into or out of the Borough	FREE	FREE	N/A
Bay Suspensions all suspension payments to be made in advance except film industry			
- 1st Bay on 1st day	65	65	N/A
- daily charge per bay after 1st day	12	15	N/A
- free on first day whilst moving into or out of the Borough	FREE	FREE	N/A
Visitor's Scratch Card Permits			
- per book of ten (carers)	FREE	FREE	N/A
- per book of ten (OAP)	FREE	10	N/A
- per book of ten (residents)	8	10	N/A
- per book of ten (public service)	30	35	N/A
Resident's Permits			
- resident's permit (1st permit)	60	70	18

SERVICE	1/5/2005 VALUE £	PROPOSED CHARGE FROM 01/04/07 £	
- resident's permit (2 nd permit)	60	140	35
- resident's permit (3 rd and subsequent)	250	280	70
- resident's motorcycle (annual only)	15	15	
Short Stay Parking (per hour)*			
- west side of Borough	3.50	3.50	
- east side of Borough	2.00	2.00	
- Roman Rd (off street P&D)	1.80	1.80	
- Watney Market Car Park	1.75	2.00	
Cease acceptance of 5p coin	N/A	N/A	
Abandoned vehicles			
- surrender admin. fee	FREE	FREE	
Motorcycle Permit (annual)			
- resident	15	15	
Skips			
- in any permit bay per day	£4/day for first 10 days then £15/day for 11 th day onwards.	£15/day regardless of period or type of bay	
- pay bays per day	£15/day regardless of period	£15/day regardless of period or type of bay	
Traffic Management Orders (costs of making/amending orders including preparation, advertising and implementing)	2300	2400	
- permanent for car free developments	120	125	
All categories of permits			
- amendment or replacement charges	5	5	

SERVICE	1/5/2005 VALUE £	PROPOSED CHARGE FROM 01/04/07 £
- surrender and refund admin. charges	25	0 (subject to a minimum refund of £10)
- discount for purchase of annual permit by post, Internet or by telephone through the Customer Contact Centre.	-5	0
-Temporary Tear Off Permits	3/day	5/day
Replacement Disabled Person's Clock	50	50
Replacement Disabled Freedom Pass	10	10
Fee for find and restoring stolen vehicles	100	125

COMPARATIVE COSTS**APPENDIX 2**

This table shows comparative costs for headline parking in other London Boroughs.

Authority	Resident Permit	Business Permit	Pay&Display Charge Per Hour	Suspension Charge Per Bay/Day
Tower Hamlets	£60 per annum	£500 per annum	£2.00 - £3.50*	£12.00
Camden	£90 per annum	£190 - £750 per annum	£0.80 - £4.80*	£10.00 - £30.00 *
Corporation of London	£740 (no on-street facilities)	N/A	£4.00	£20.00
Greenwich	£15 - £50 per annum *	£15 - £130 per annum*	£0.60 - £2.20*	£15.00
Hackney	£80 per annum	£320 - £800 per annum *	£1.20 - £4.00*	£12.00 - £23.00 *
Hammersmith & Fulham	£95 per annum	£660 for 1 st permit, £1,050 addt. permits	£1.60	£25.00
Haringey	£25 per annum	£300 -£400 per annum	£1.20 - £2.00	£12.00
Islington	£95.00 per annum	£600 per annum	£2.00 - £3.60*	£15.00
Kensington & Chelsea	£111 per annum	No on-street facilities	£0.50 - £3.00*	£20.00
Lambeth	£50 - £60 per annum *	£495 per annum	£2.00	£40.00
Lewisham	£30 per annum	£300 per annum	£0.60 - £0.80	£10.00
Newham	£15 per annum	£200 per annum	£0.60	£ 5.25
Southwark	£84 per annum	£280 per annum	£1.20 - £3.60	£12.00
Waltham Forest	£30 per annum	£315 per annum	£0.40 - £0.60	£ 5.00
Wandsworth	£66 per annum	£480 per annum	£0.60 - £1.20	£15.00
Westminster	£110 per annum	No on-street facilities	£1.50 - £4.00*	£10.00 - £40.00 *

* Depending on area.

PROPOSAL TO LINK PERMIT CHARGES TO CO2 EMISSIONS

APPENDIX 3

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Band	CO2 g/Km	Proposed Charge for Resident Permit (Tower H)	Examples of Typical Cars (Petrol)	Examples of Typical Cars (Diesel)
A	Up to 100	No Charge	1.Honda Insight petrol electric hybrid	1.Smart diesel
B	101-120	No Charge	1.Toyota Prius 1.5 litre petrol-electric hybrid 2.Smart car 0.7 litre petrol 3.Peugeot 107 1.0 (65 bhp) Hatchback 4.Citroen C1 1.0i Hatchback petrol 5.Honda Civic 4 door IMA Executive Saloon petrol/electric	1.Citroen C2 1.4 litre diesel 2. Ford Fiesta 1.4 diesel 3.Vauxhall Corsa 1.3CDTi 16v SXI 5 door hatchback diesel 4.Renault Megane dCi 106 5 Speed hatchback diesel 5.Fiat New Panda 1.3 16v Multijet Hatchback diesel 6.Renault Clio van SL15dCI 70 Euro IV
C	121-150 (+Pre-2001 cars less than 1549cc)	£70	1.Fiat Panda 1.2 petrol 2.Ford KA 1.3 petrol 3.Toyota Yaris 1.0 VVT-I Hatchback 4.Mitsubishi Colt 1.5 Manual hatchback petrol 5. Hyundai Getz 1.1 Hatchback petrol	1.VW Golf 1.9 TDI diesel 2.Ford Focus 1.8 TDCI diesel hatchback 3.Jaguar X-type 2.0 diesel saloon 4.Mazda Mazda3 1.6 TD 4/5 Door Saloon/Hatchback diesel 5.Skoda New Octavia 1.9 TDI PD 6.Renault Kangoo Van SL19dci 85
D	151-165	£95	1.MINI One hatchback 1.6 petrol, manual 2.Ford Fiesta 1.6i petrol 3.Peugeot 307 1.4 petrol 4.Nissan Micra 1.4 3/5 door Hatchback	1.VW Passat estate 1.9 TDI diesel 2.Audi A4 Avant S 1.9 TDI (115 PS) Estate diesel 3.BMW 3 Series E90/E91 320d Saloon diesel 4.Honda Accord Tourer 2.2 I-CTDi Executive

			petrol 5.Skoda Fabia 1.4 16v Sport Hatchback petrol 6. Renault Kangoo Van SL16 P75Estate diesel	5.SAAB 9-3 4 Door 1.9 TDI 8V 120hp Saloon diesel
E	166-185 (+Pre-2001 cars 1549cc- 3000cc)	£120	1.Ford Mondeo saloon 1.8i petrol 2.Vauxhall Vectra 1.8 petrol saloon 3.Rover 75 1.8 petrol saloon 4.Toyota Avensis 1.8 petrol saloon/hatchback 5.Honda civic 5 Door Type S 2.0 VSA Hatchback petrol	1.Mazda5 2.0 TD (110ps &143ps) MPV diesel 2.Skoda New Octavia 2.0 TDI PD Sport DSG Estate diesel 3.BMW 3 Series E90/E91 330d Touring Saloon diesel 4.Jaguar S-Type 2.7l Diesel saloon 5.Mercedes-Benz C Class (f/Lift) C200 CDISaloon diesel
F	186-224	£160	1.Toyota RAV4 2.0 litre petrol 2.Audi A4 1.6 petrol 3.Mazda MX5 2.0 petrol 4.Corvette C6 Z06 7.0 – V8 Coupe petrol 5.Nissan X-Trail 2.5 4x4 petrol 6.Mercedes-Benz Viano 3.5 High Roof MPV 7.Volkswagen C.V Caravelle (SE,Executive) 235	1.Land Rover Freelander 2.0 diesel 2.BMW 5 series estate 3.0 diesel 3.Volvo V70 D5 AWD Estate diesel 4.Audi A4 S 3.0 VS TDI Tiptronic Quattro 204 Saloon diesel 5.Fiat Croma 2.4 20v Multijet 200 Estate diesel
G	Over 225 (+Pre-2001 cars greater than 3000cc)	£180	1.Jaguar X type 2.0 petrol saloon auto 2.Porsche 911 Carrera Coupe 3.6 litre petrol 3.Renault Espace 2 litre petrol 4.BMW X5 4.8 litre petrol 5.Range Rover 4.4 V* petrol auto	

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Agenda Item 7.2

Committee: CABINET	Date: 7 th February 2007	Classification: Unrestricted	Report No:	Agenda Item:
Report of: Corporate Director: Kevan Collins, Corporate Director Children's Services Originating officer(s): Mary Durkin, Service Head Youth and Community Learning, Children's Services		Title: Youth Justice Plan 2007 –2008: Key Proposals Wards Affected: All		

1. SUMMARY

- 1.1 This report provides an outline and initial draft of the Cabinet report for the 2007/08 Youth Justice Plan (YJ Plan). This is required under the Council's Budget and Policy Framework before consideration by Overview and Scrutiny Committee, final consideration by Cabinet (7th February 2007) and the Full Council (28th February 2007) The Council is required by statute to produce an annual YJ Plan, setting out how youth justice services are to be provided and funded. The Plan is written to a template provided by the national Youth Justice Board (YJB).
- 1.2 The plan is based around the 16 performance areas and 21 KPIs against which the Youth Offending Team (YOT) is assessed. In developing the plan we sought last year (2006-7) to focus on:
- Local priorities for tackling youth offending
 - Areas for improvement as identified through the YOT inspection 2005 (Appendix A) and benchmarking against performance.

Local Government Act, 2000 (Section 97) List of "Background Papers" used in the preparation of this report

Brief description of "background papers"	Name and telephone number of holder and address where open to inspection.
Strategic Plan and Community Plan Year 6 – 2006-07	Alastair King x4981
Children's and Young People's Plan	Kevan Collins x4953
Crime and Drugs Reduction Strategy	Clare Demuth x6061
Youth Justice Plan 2007/08	Stuart Johnson, x1144

2. RECOMMENDATIONS

Cabinet is recommended to:

- 2.1 Note the 2005 Youth Offending Team Inspection Plan summary attached at Appendix B of this report
- 2.2 Endorse the 2007/2008 Youth Justice Plan Delivery Plan, attached at Appendix A, as the basis for improved performance in relation to reducing youth offending in Tower Hamlets and recommend that Council approve the Plan.

3. BACKGROUND

- 3.1 The YOT is a statutory multi-agency body set up by the Crime and Disorder Act 1998. Its primary aim is to prevent offending by young people, and it has responsibility for the delivery of all sentences imposed by the youth court, as well as preventative and rehabilitative work with young people between the ages of 10 and 17. The YOT has jurisdiction over Tower Hamlets and the City of London and works with between 390 and 630 young people each year, out of a total 10 – 17 year old population of 21,761 (2001 Census). The YOT is newly part of Children's Services and comprises 36 staff, including secondees from Children's Services, Police, Health, Probation, Connexions, Drug Action Team and "Lifeline". Among the 36 staff are grant funded project workers. In addition, the Youth Offending service deploys 50 sessional workers and volunteers.
- 3.2 The work of the YOT is overseen by a cross-agency YOT Management Board. Last year, the YOT Management Board formally became a fully accountable sub-group of the Living Safely CPAG. It has expanded its statutory remit beyond overseeing the direct work of the YOT to looking at the wider agenda of tackling youth offending, involving all areas of the Tower Hamlets Partnership. This widening of scope was reflected in the 2005-6 YJ Plan which sought to align the planned work of the YOT with wider partnership work (including through the Children and Young People's Plan - CYPP) and the Local Area Agreement (LAA) on local priorities. The Management Board also sought to ensure that the YOT's priorities were reflected in wider service development, for example the re-tendering of the youth service contracts, and Children's Service's work on parents and families.
- 3.3 The YOT's priorities for action last year were set following consideration of:
 - Areas for improvement identified by the 2005 joint inspection of the YOT. This included strengthened performance management, victim and restorative justice work, and equality issues.
 - Areas for improvement identified by assessment of performance. This highlighted as strategic issues parenting interventions, victim work, education, employment and training and over-use of custody (in addition to the operational issues identified below).

- Strategic Partnership priorities, in particular the LAA objectives and CYPP priority outcomes; and
- Partnership priorities in tackling youth offending, as identified by Members in the discussion of the previous year's YJ Plan, and through consultation on the YJ plan with CPAG, the YOT Management Board and more widely with partners, including the third sector, through YOT development sessions.

3.4 Accordingly, the YOT Management Board identified key priorities for the delivery plan as:

- Early intervention
- Strengthening families with a focus on parenting
- Working with victims
- Supporting partnership action on ASB and the government's Respect agenda
- Tackling disproportionate representation of some ethnic groups in the Youth Justice System – a new objective set in 2005 by the YJB.
- In addition, we have continued to develop the structures for planning, management, delivery and evaluation of work on this agenda to ensure the activity of the YOT is effectively coordinated with other partnership work, particularly around the CYPP. This includes responding to the "localisation agenda": ensuring that services respond to local needs.

3.5 The YJ Plan, in addition to the 16 YJB performance areas, contributes to the delivery of the following strategic objectives:

- The CYPP priority outcomes, in particular: Staying Safe, Making a Positive Contribution and Achieving Economic Wellbeing
- LAA priority outcomes, especially those of the Safer Stronger Communities block, in particular Reducing Youth Violence, Tackling ASB and the associated LPSA targets.
- The Community and Strategic Plans
- The Crime and Drugs Reduction Strategy

A similar process for considering the YOT's priorities in the 2007-8 YJ Plan is underway, and will underpin the 07/08 Delivery Plan. The Delivery Plan will be finalised when the outcomes for the current year are clear, and will focus on any areas that need further development, as well as on local and national priorities. In particular officers will focus on red and amber indicators in the current action plan.

4. OVERVIEW OF PERFORMANCE

4.1 In 2005, the YOT was inspected and received a rating of 'satisfactory' with a 'good basis for future development'. A summary of inspection recommendations and action taken is attached below at Appendix B. All work still outstanding on the resulting Action Plan is to be completed by April 2007.

4.2 The performance of the YOT is measured annually against 21 key performance indicators (KPIs) set by the YJB. The table below gives a summary of:

- YOT performance against KPI targets in 2005/06; and

- The most up-to-date 2006/07 YOT performance data available which relates to the first nine months of 2006 (1st April to 31st December). This gives performance against KPI targets. A comparison with YOT family borough areas will be available in the third week of February 2007.
- The 'traffic lights' in this table are allocated by the YJB on a points basis.

4.3 The final year performance figures for 2005-6 highlighted a number of strengths in our performance:

- The Key Performance Indicator table below shows a reduction of 32% in first time entrants, using the national baseline provided by the YJB. However, the YOT decided to recalculate the baseline to provide a more realistic comparison between 2004/05 and 2005/06, since the national baseline did not compare like with like and delivered unfeasibly large reductions in re-offending levels. The new baseline showed a reduction of first time entrants to the Youth Justice system of 2% in real terms, meeting the national target of 2%, and this data is presented in Appendix A, Delivery Plan. We continue to show the figures using the YJB baseline in the Key Performance Indicator table. The actual number of first time entrants and the actual target numbers are shown in brackets.
- The number of red indicators decreased from 2004/05 to 2005/06 as we ended the full year with no red indicators.
- The borough's performance was better than the YOT family average.
- We significantly improved performance against the parenting indicator and increased victim interventions, both priorities in last year's plan.
- The YOT performance level was raised from 3 to 4 (of 5), above the family, London and National averages.

4.4 The LBTH YOT April – December 2006 column of the table is performance feedback for the three quarterly statistical returns on which the 2007/08 Youth Justice Plan will be based. The table illustrates some areas where performance worsened in the first nine months compared to the previous year. Specific areas of note are as follows:

- First Time Entrants: the number of first time entrants to the youth justice system in the first three quarters of 2006/07 showed an increase of 25.9% on the adjusted target for the three quarter year period. Compared to the same period in 2005/06, this was an increase of 16.6%. The actual number of first time entrants and the actual target numbers are shown in brackets.
- Use of remand: despite a sharp rise in custodial remands in the second quarter of 2006/07, (63% increase on the first quarter of 2006/07), the YOT has managed to maintain custodial remands at the same level in the first three quarters of 2006/07 as in the previous year, 2005/06. This is despite a national rise in custodial rates, which in recent months has introduced the real prospect of young offenders commencing their custodial remands or sentences in local police station custody suites.
- Custodial sentences: remained as a yellow indicator but the percentage and number of custodial sentences increased compared to the same period in the previous year.
- Parenting: a lack of referrals in the second half of 2005/06 manifested in poor performance in the 1st three quarters of 2006/07.

- PSRs: Although this indicator remains yellow, performance is approaching the green 90% target.
- Detention and Training Order (DTO) Planning: In the first three quarters of 2006/07 there were 33 DTO sentences, more than in the whole of 2005/06 (30 in 2005/06). The large number of DTOs in the third quarter (12) put further strain on the ability of a hugely stretched custodial regime to organise and accommodate planning meetings. (See above comment on the national issue of the rise in custodial outcomes for young offenders) Despite this the YOT maintained performance in the third quarter at the same level as in the second quarter of the current year at 66.7%. (1st quarter 88.9% on 9 DTOs). However, this level of performance was not high enough to prevent this indicator turning red.
- ETE: New YJB requirements for the more detailed recording of ETE data has required practitioners to learn new recording methods and subsequently led to a dip in performance. It is hoped that familiarity with the new processes will move this indicator into the yellow band (75% threshold) in the remaining quarter of 2006/07.
- **SUMMARY**
14 of the 21 KPI percentage scores have either improved, or maintained a green indicator. There was 1 not applicable score, and 6 scores worsened compared to 2005/06 (of those worsening scores, 2 remained amber and 3 became red indicators, and 1 is not assessed using the traffic light system)

Key Performance Indicator	Preferred Outcome	2005 - 2006		Apr - Dec 2006		
		LBTH YOT	Target	LBTH YOT	Target	YOT Family
Reduction in First Timers	Higher	32% (272)	2% (400)	-25.87% (253)	2% (267)	not known
Final Warnings	Higher	78.3%	80%	96.6%	95%	not known
Use of remand	Lower	44.6%	<30%	44.9%	<30%	not known
Custodial sentences	Lower	6.4%	<5%	8.8%	<5%	not known
Restorative processes	Higher	69.5%	75%	97.7%	75%	not known
Victim satisfaction	Higher	87.5%	75%	100.0%	75%	not known
Parenting	Higher	15.7%	10%	0.8%	10%	not known
Parental satisfaction	Higher	100.0%	75%	N/A	75%	not known
Community Asset - Start	Higher	92.5%	100%	97.6%	95%	not known
Community Asset - End	Higher	94.9%	100%	96.2%	95%	not known
Custodial Asset - Start	Higher	96.9%	100%	100.0%	95%	not known
Custodial Asset - Transfer	Higher	100.0%	100%	100.0%	95%	not known
Custodial Asset - End	Higher	100.0%	100%	100.0%	95%	not known
PSR	Higher	76.7%	90%	83.5%	90%	not known
DTO planning	Higher	77.4%	100%	72.7%	95%	not known
ETE	Higher	90.1%	90%	65.7%	90%	not known
Accommodation	Higher	93.2%	100%	95.2%	95%	not known
CAMHS - Acute	Higher	100.0%	100%	100.0%	95%	not known
CAMHS - Non Acute	Higher	100.0%	100%	100.0%	95%	not known
SMU - Assessment	Higher	88.1%	85%	100.0%	90%	not known
SMU - Intervention	Higher	100.0%	85%	98.4%	90%	not known

KPI Performance	Higher	85.0%		not known		not known
National Standards Compliance	Higher	61.9%		not known		not known
EPQA Performance	Higher	82.9%		not known		not known
Re-offending Performance	Higher	52.6%		not known		not known
Overall Performance	Higher	70.4%		not known		not known
Overall Level	Higher	Level 4		not known		n/a

- 4.5 The YJB sets performance targets for YOTs on an annual basis. The targets set for next year will be reviewed to ensure they reflect our local objectives and where necessary, more ambitious targets will be set locally to reflect the priorities assigned to work with children and young people in Tower Hamlets.
- 4.6 We continue to demonstrate improvement in the quality and effectiveness of our practice in the ratings achieved in the first four areas to be assessed through the Effective Practice Quality Assurance (EPQA) process. The implementation of our improvement plans has resulted in an improved rating of '3' for Early Intervention, Assessment/ planning interventions/supervision and Education/Training/Employment; Parenting has maintained its higher rating of '3'. In relation to Resettlement which received its initial assessment during 2005/06, we are predicting an improved rating through the implementation of the improvement plan which has been incorporated into the Resettlement strand in this Youth Justice Plan.
- 4.7 Of the EPQA areas inspected in 2006, Substance Misuse and Remand management, we achieved a rating of 3 and 2 respectively. In relation to the Substance Misuse area, the

London Regional Monitor commented as follows “The service provided by the YOT to young people with SM needs is of a very good level.” In respect of the Remand management area, the London regional monitor said, “The validation visit confirmed both the positive work already delivered by the YOT for young people on bail/remand as well as areas for development already identified by the team. The plan proposed by the YOT is quite detailed and consistent with the identified areas for further development.”

5. DELIVERY PLAN PROPOSALS FOR COMMENT

- 5.1 The most important section of the Youth Justice Plan is the Delivery Plan. This is required to provide an overview of:
- Performance in the previous year; and
 - How we will meet the KPI targets set by the YJB for 2007/08 (Revisions to the targets are awaited).

Underpinning the Delivery Plan is a detailed action plan setting out the activities the partnership will undertake under each of the 16 YJB themes.

- 5.2 The draft Delivery Plan and action plan, (**last year’s Delivery Plan is attached at Appendix A as an example, with initial comments on the first nine months performance report in bold italics**) is to be developed by the YOT Management Board in consultation with internal and external partners and stakeholders. Officers will develop the plan in the light of comments before submission to Full Council in February 2007. In addition, we continue working on the Race Audit Action Plan, which will set out activities to meet the new YJB objective to reduce disproportionate representation of certain ethnic groups in the youth justice system. We have established a multi-agency Race Audit Action Group which is currently analysing reports arising from the audit and advancing the action plan which we are required to submit with the Youth Justice Plan.
- 5.3 Under each theme, Cabinet is requested to consider whether the proposed activities reflect the partnership’s priorities for tackling youth offending.

6. OVERVIEW OF RESOURCING

- 6.1 It is currently anticipated that all the delivery plan proposals listed above will be catered for within the 2007/08 budget, which is anticipated to grow slightly with inflation from the 2006/7 budget. However, actions may be proposed that require funding from Partnership contributions, Stronger Communities Fund (SSCF), Borough Command Unit Fund (BCU), Neighbourhood Renewal Fund, or other grant streams.

6.2 The 2006/07 budget for the YOT consisted of the following:

▪ Police	£100,378
▪ Probation	£40,080
▪ Social Services	£298,771
▪ Education	£93,,705
▪ Health	£59,125
▪ Local Authority - Chief Executive's Directorate	£493,000
▪ City of London	£9,000
▪ Youth Justice Board	£480,289
▪ Resettlement and Aftercare Programme	£172,928
▪ SSCF	£100,000
▪ NRF LAP YIP	£200,000
▪ TOTAL:	£2,047,276.

7. TIMETABLE FOR SUBMISSION OF THE YOUTH JUSTICE PLAN

7.1 The YJB last year brought forward the timescale for the submission of this statutory plan to align it with the Children's and Young People's Plan and the Annual Performance Assessment. The revised timetable means that only three-quarters of performance information will be available to inform planning.

7.2 The submission timetable aims to secure full Council agreement of the draft plan in time to incorporate any agreed additions or amendments before the YJB deadline for submission at the end of April 2007.

8. COMMENTS OF THE CHIEF FINANCIAL OFFICER

8.1 The Youth Justice Plan detailed in this report is to be funded from a number of sources such as central government grants and funding from partners. In 2006/7 the Council's contribution came from a number of Directorate's including Chief Executive's; Social Services and Education From 2007/2008 the entire Council contribution will be contained within the Children's services Directorate, following the integration of the Education and Children's Social Care budgets and the inclusion of the Youth Offending Team budget, previously managed by the Chief Executives Directorate.

8.2 All funding sources are cash limited. The Service must ensure that all funding streams are fully and correctly utilised in achieving the Plan.

9. CONCURRENT REPORT OF THE ASSISTANT CHIEF EXECUTIVE (Legal)

9.1 Pursuant to Section 40 of the Crime and Disorder Act 1998 the Council is required to submit the Youth Justice Plan to The Youth Justice Board for England and Wales on an annual basis. The plan is prepared in accordance with a template provided by the

- 9.2 Youth Justice Board and is prepared in partnership with the Police, Probation and Health Service. This report is asking Cabinet to consider, comment and endorse the draft Youth Justice Plan for 2007/2008 and also asks for Cabinet to recommend the plan to Full Council.
- 9.3 Under Article 4 of the Council's Constitution the plan is a Policy Framework document and subject to the procedure set out in the Budget and Policy Framework Procedure Rules. It is for the Cabinet to take account of the responses to consultation, including any response from the Overview and Scrutiny Committee and to submit recommendations to Council.

10. ANTI-POVERTY

- 10.1 Evidence shows that young people from impoverished backgrounds are more likely to be both victims and perpetrators of youth justice. By ensuring effective partnership working between agencies to provide a holistic response to young people at risk, the Youth Justice Plan seeks to address that discrepancy.

11. EQUAL OPPORTUNITY IMPLICATIONS

- 11.1 The Youth Justice Board recognises that nationally, black and minority ethnic (BME) children and young people continue to be disproportionately represented throughout the youth justice system. The YOT has undertaken a full Race Audit to identify differences between the YOT cohort and the youth demographic of the Borough. This has identified over-representation by certain groups. A Race Audit Action Group has been set up to respond to this and this work has been incorporated into the attached draft 2006/07 Delivery Plan. An amended in-depth report on key issues arising from the audit, commissioned from Social Information Systems Ltd, who amalgamated all Race Audits into a national paper on behalf of the YJB, will be appended to the Youth Justice Plan 2007-8.
- 11.2 An Equalities Impact Assessment of the Crime and Drugs Reduction Partnership Strategy was undertaken in 2006 which identified a number of activities to be undertaken by the YOT including:
- Production of a standard protocol to ensure appropriate race equality policies are in place when working in partnership with external organisations
 - Provision of gender appropriate support packages to truly reflect the offending rate of each gender group. With regard to this requirement, the YOT provides group work and one-to-one programmes using support packages such as "Pathways" (Cognitive behavioural programme), "Teen-Talk" and the Violent Offender Programme, which cater to the requirements of both genders and which can be adapted for gender specific group or one-to-one sessions. A male only group of young offenders has completed a 12 week "Pathways" programme. Gender specific work is also delivered on a one-to-one basis, especially with female young offenders who often require work which is personalised to their individual requirements. Prevention work delivered by the YISP Team via

- programmes such as the ongoing Health Defence programme, “Green Visions”, which comprises both a taster programme and a full 4 session programme, and PAYP school holiday activities cater for both sexes, with gender specific activities for the young people where appropriate. A 5 session “Staying Cool” violent offender programme for girls will run in a local school in January 2007.

12. SUSTAINABLE ACTION FOR A GREENER ENVIRONMENT

- 12.1 The Youth Justice Plan is not anticipated to have major implications in this area. However, community reparation schemes contribute to partnership work on the environment, including the “Re-Cycle” scheme which receives unclaimed stolen bicycles from the Tower Hamlets Police Service and old or unwanted bicycles from the community, repairing and rebuilding them for shipping to Health and Charity workers in Africa, and to children’s projects in the Borough. Several schemes involve offenders in work on community farms and in cleaning, clearing and replanting neglected or disused parts of the Borough.

13. RISK MANAGEMENT IMPLICATIONS

- 13.1 A number of risks to the delivery of the 2007/08 Youth Justice Plan have been identified, including loss of funding and failure to meet targets. As such, a risk analysis is to be undertaken on each action contained within the action plan.

14 EFFICIENCY STATEMENT

- 14.1 The process of developing the YJ Plan has included reviewing the current allocation of resources across the Crime Reduction Partnership and Children’s Services to tackle youth crime. This has identified scope for streamlining and coordination which will result in more effective and efficient services. Example of how this has been included in the Delivery Plan include the proposal for a single parenting charter for the partnership and the alignment of assessment and referral processes, both of which avoid duplication and have the potential to deliver economies of scale.

The following documents are attached:

- **Appendix A Draft YJ Plan 2007/08: Delivery Plan**
- **Appendix B: Inspection recommendations**

DELIVERY PLAN

PREVENT OFFENDING

Overview

The number of First Time Entrants in the first nine months of 2006/07 saw a sharp rise of 16.59% compared to the first nine months of 2005 – 2006. The number of first time entrants in the period was 253, which was 25.87% more than the 2006/07 three-quarter year adjusted target of 201.

The multi-agency Youth Inclusion and Support Panel, oversees this work with young people aged between 8 and 16 years who are identified as being at risk of offending, but who have not yet entered the formal youth justice system, and who are engaged voluntarily. So far this year the YISP has identified and offered help to 261 young people, compared to 117 in the full reporting year 2005-6, they were referred to the Panel from a range of sources including Children's Services, Police, the ASB Control team, Schools, The Social Inclusion Panel, third sector agencies and self-referrals by parents. Of those referred, 99 declined to engage in the service, and to date only 2 have offended while receiving YISP support. The YISP has developed its capacity to work with young people at risk, especially those involved in ASB and those young people receiving reprimands (the YOT is not required to take any action in respect of those reprimanded, we do so of our own volition). The YISP will continue to work closely alongside the youth service, education, and third sector providers, on the wider preventative agenda.

A key development for next year is to be the introduction of a further Youth Inclusion Panel, which will work with at least the 50 most at risk young people in its paired LAP area. We established two YIPs as planned last year and they received funds of £62,692 from the YJB Prevention grant, and match funding from their paired LAP areas. We have delivered the YIPs through the youth service as part of local multi-agency teams, ensuring coordination with the wider preventative and community safety agenda. Through our Local Area Agreement we are progressing wider partnership work to strengthen preventative work in schools and through mainstream youth service provision. Another key part of the preventative agenda is building the capacity of the partnership to support parenting and families, under the Governments "Respect" agenda and we set out how we will use the YJB prevention grant to support that work under the parenting theme.

Currently the YOT youth work resource is made up of one Senior Youth Worker, who sits within the Diversion Team. The main focus of youth work has, with the advent of the YISP, become solely targeted at early intervention and prevention, for children and young people at risk of offending and who are **not involved** in the YJS.

In 2007-8 we propose to reinforce YOT Youth work, enabling the team to undertake 1:1 Youth Work programmes incorporating and promoting "Every Child Matters" outcomes for young people already involved in the Youth Justice System. We hope to have the capacity to assess, develop and attach individual Youth Work Action Plans (YWAPs) at the Pre-Sentence Report stage, to strengthen community penalty proposals to the courts, thus helping to reduce custodial sentences.

Increased youth work resource will allow us to attach YWAPs to existing statutory orders, in order to reduce offending, and serve as a transition support plan for those being released from custody and ending statutory interventions.

A profile of first time offenders and offences is to be produced for analysis by the YOT Management Board

The Head of Youth Offending Services will work with partners to develop a strategy for linking and cross-referencing case work across services, including youth service programmes, parenting, schools, housing, police, and health for the Staying Safe sub group of the CYPP

Performance against KPI

	06/07 Target	06/07 ¾ Year Adjusted Target	06/07 ¾ Year Actual	06/07 ¾ Year Variation from Target
Number of first time entrants into the youth justice system	2% reduction on 05/06 performance = 267	201	253	25.87%

INTERVENE EARLY

Overview

The KPI has been revised to measure only Final Warnings for young people whose Asset score is 12 or more. The target has been raised from 80% to 95% of final warnings for the specified group to be supported by an intervention programme. The target was exceeded in the first nine months of 2006/07. The 96.5% performance represents a major improvement in performance compared to 2005/6, when it stood at 77% for the same period.

YISP and YIP workloads and case numbers are not subject to a KPI. However we have produced a table below which shows the numbers of young people supported by the YISP and YIP teams in the first nine months of 2006/07. (In the case of the YIP team, engagement began in July 2006).

This year has been a growth period for the YISP. The upper age limit was extended to 16 with the aim of supporting children and young people on Acceptable Behaviour Contracts including Police Reprimands. The staff team was increased, with two additional Inclusion Support Officers with a specific remit to work with young people on ABCs aged 14 and above. The growth was supported by Safer Stronger Communities Fund. The YISP was also funded by Children’s Fund, Positive Activities for Young People and Jack Petchey Foundation.

Interventions and support offered to children and young people had a particular focus on the Every Child Matters Outcomes. In addition, a number of targeted activities were developed to support the LAA targets, which included reducing violent crime and criminal damage, as well as anti-social-social behaviour. Programmes such “Health Defence” and “Staying Cool” violence prevention programmes, “Green Vision” Environment Project, the Good Citizen’s Programme, and “Understanding Antisocial Behaviour” workshops enabled us to offer young people a range of constructive opportunities.

A total of 161 children and young people were supported between April 2006 – Dec 2006.

Issues for 2007-8 The Children's Fund funding stream is due to end in March 2008. The funding stream enabled the YISP to provide support to children and young people aged eight to 13. Therefore, strategies to sustain availability of such support will need to be put in place for the YISP.

As part of the localisation agenda, we will strengthen links with Registered Social Landlords and Safer Neighbourhood Teams, so that children and young people can be identified for support at the earliest opportunity when concerns are raised within the community and we aim to increase the take up of services by young people receiving Police Reprimands, despite there being no statutory requirement for us to do so.

The YOT's performance in delivering interventions with final warnings has significantly improved and the highest EPQA rating for this area of work demonstrates that we have good arrangements in place. All warnings are delivered at the YOT premises by officers fully trained to deliver restorative warnings. The YOT police review of the final warning process has clearly been key to raised performance.

The Crime and Disorder Reduction partnership has significantly increased its use of ABCs and ASBOs as preventative tools. We have set and exceeded a local target to ensure that at least 50% of youth ABCs and ASBOs are supported by an intervention, provided through the YISP. A partnership protocol is in place that requires the YOT to be consulted in all cases where the partnership is considering applying for an ASB intervention on a young person, and for any young person subject to an ABC, ASBO or ASB injunction to be referred to the YOT and assessed for voluntary or statutory (in the case of Individual Support Orders) intervention. The availability of parenting support is now highlighted during the assessment process. The YOT will continue to support the partnership's provision of an intervention to every young person subject to an ABC or ASBO. We will increase use of the Individual Support Orders and parenting interventions. The ASBCU and police are to adopt the good practice in South Wales of issuing a warning letter to parents of young people whose behaviour is of concern in the first instance, before considering an ABC, the letter will include a leaflet on the parenting support programmes available. YIP outcomes are to be reported to the Living Safely CPAG.

Performance against KPI:

	06/07 ¾ Year Actual	06/07 ¾ Year %	06/07 Target	EPQA 2003 rating	EPQA 2005 result
Final Warnings supported by an intervention	28	96.55%	95%	2	3

YISP Team April – Dec 2006	No. young people
Young people identified and targeted for support April 2006- Dec 2006	260
Young People who declined to access the service April 2006- Dec 2006	99
Young people supported between April 2006- Dec 2006	161
Source of Referral of young people who were supported	
Young people supported who were on Acceptable behaviour Contracts	34
Young people who were issued with Police Reprimands	60
Young people identified by Education’s Social Inclusion Panel and other partner agencies and self referrals	67
Young people who went on to offend whilst being supported 2006- Dec 2006	2

YIP Team Apr - Dec 2006	3/4 year 06/07
Number of young people supported by the YIP team	120

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PROVIDE INTENSIVE COMMUNITY SUPERVISION

Overview

A sample of the Prevent and Deter tactical group taken on 31st December 2006 is shown below. All but one of the groups had an initial Asset score of 17 or more. The data indicates that the White, Black and Mixed ethnic groups are disproportionately represented in the group. The White ethnic group comprises 34.4% of the PPO group, compared to 26.1 % of the 10 – 17 year old population. The Black ethnic group comprises 20.6% of the group, compared to 7.6% of the 10 – 17 year old population. The Mixed ethnic group comprises 10.3% of the group, compared to 3.6% of the 10 -17 year old population. In contrast, the Asian ethnic group makes up only 34.4% of the group, compared to its 60.5% proportion of the 10 – 17 year old population.

The ISSP data demonstrates the increase by the YOT in the use of this service in the first nine months of 2006/07. The number of ISSPs ending in breaches in the period demonstrates the YOT's robust practice in the area of community penalty enforcement.

The ISSP recidivism data is for the latest period for which full 2 year re-offending rates are currently available. Use of ISSP in the period was substantially less than at present, and this is reflected in the low numbers of ISSP penalties given to offenders in the 2002 and 2003 cohorts. Since the numbers are low, it is difficult to generalise about the re-offending behaviour of the offenders in the cohorts. The data shows that of the 2002 cohort of 3 young people, only 1 re-offended within two years, and that of the 2003 cohort of 5 young people, 3 re-offended within two years. The table also shows whether the re-offending was at the same level of seriousness or more serious, and whether the re-offending was at the same frequency as prior to the ISSP sentence, or more frequent.

The Prevent and Deter (P&D) tactical group works with an average of 30 offenders at any time. The multi-agency group meets monthly and comprises the YOT, Police, Connexions, Children's Services, YAP UK (Intensive Supervision and Surveillance- ISSP provider) Anti-Social Behaviour Control Unit and the Youth Service. It is chaired jointly by the YOT Manager and Detective Chief Inspector (Intelligence and Operations)

We aim to develop a multi-agency action plan for every young offender on the Prevent and Deter list and ensure added value through the P&D tactical group to existing YOT interventions for that client group

We will build capacity and partnership engagement in targeting prolific offenders through this initiative.

Tower Hamlets is a part of Thames Intensive Supervision and Surveillance Programme consortium, with Camden as lead authority, and Hackney and Islington as partners. Actions in relation to monitoring ISSP outputs and linkages to YOT have been completed; the format of group supervision of YAP advocates by the YOT operational manager has been reviewed, and the written presentation of bail ISSP proposals to the Courts has been agreed and is in place.

The consortium has reviewed its arrangements with YAP UK as ISSP provider against guidance, which has been issued by the Youth Justice Board, in preparation for the service from April 2007. ISSP is expected to become a formal sentence of the Courts in 2007, following the successful pilot period and arrangements will be made to cope with the increased demand for places on the scheme that this will produce.

The YOT will also ensure that the ISSP provider is fully engaged in the Prevent and Deter Tactical Group.

Our initiative to ensure that information on all young people made subject to ISSP is passed to the Police Prolific and Priority Offender office, for dissemination to Police Safer Neighbourhood Teams is to be fully realised this year, bringing increased surveillance to this group of offenders. Subsequent Police contacts with the young people are to be reported to the YOT.

Prolific and Priority Offender Data

% of 10 – 17 year old population figures are from the 2001 Census

Number of cases	Ethnicity %				Age %						Gender %	
	White	Asian or Asian British	Black or Black British	Mixed	14	15	16	17	18	19	Male	Female
29	34.4	34.4	20.6	10.3	6.8	0	24.1	48.2	17.2	3.4	100	0

Number of PPO cases	Age %						Gender %	
	14	15	16	17	18	19	Male	Female
29	6.80%	0%	24.10%	48.20%	17.20%	3.40%	100%	0

Intensive Supervision and Surveillance Data

Starting, Ending, Breached

ISSPs 3/4 Year 2006/07	Number Starting	Number Ending	Number Ending in Breach
	22	12	6

ISSP Recidivism

ISSP Re-offending after 24 months	No. in cohort	No. re-offending	No. re-offending with less seriousness	No. re-offending with same or greater seriousness	No. re-offending less frequently	No. re-offending as frequently or more frequently

Oct - Dec 2002 Cohort	3	1	0	1	1	0
Oct - Dec 2003 Cohort	5	3	1	2	2	1

REDUCE RE-OFFENDING

Overview Updated figures not available until full year figures are completed

We achieved reduced re-offending in three of the four recidivism categories in 2005/6 compared to 2004/05 (see Appendix B), and achieved the target of a 5% reduction in respect of Community Penalties. The Pre-Court re-offending rate was only two percentage points above the target and the First Tier penalty rate was even closer to the target. With regard to the Custodial cohort, whose re-offending was 100%, it is important to note that this was only in respect of four individuals. We are hopeful that our early intervention plans and post-custodial support including RAP will reduce these re-offending rates further next year.

We have delivered on last years (2006-7) actions in respect of increasing the quality and quantity of restorative justice interventions to bring home to young people the impact of their actions; increasing Police resources for the Prevent and Deter group (2 researchers have joined the unit, one PC has been assigned to the scheme and a dedicated advocate is in place); establishing a protocol for improved Police response to YOT notification of arrestable matters and arranging for SNTs to provide surveillance to offenders on ISSP.

A multi-faceted approach was adopted in 2006/07 to reduce re-offending - improvement in restorative justice interventions, an extended and varied group work programme was made available throughout the year. and the use of evidence based practice work with individual offenders. All of these actions are to continue in 2007/8 and are to be rigorously monitored.

We will continue to develop the use of evidence-based practice work with individual offenders including “Pathways” and “Teentalk” (cognitive / behavioural programme) supervisory programmes.

Staff are trained in the Violent Offender Programme for use individually or in groups, three group-work programmes are to be run in the coming year.

SNT’s are to report their contacts with offenders on ISSP to the YOT

These actions should also improve our National Standard performance in relation to the timeliness of contacts with the young people. The action to achieve a faster response to breaches, and work in relation to ABCs and ASBOs, the ISSP young offenders and the Prevent and Deter group (see Delivery plans above) will all contribute to improved performance against this KPI.

A promotional campaign aimed at informing young people about the penalties for commission of robbery is to be created by the Reparation Co-ordinator and young people, we will explore the possibility of a peer awareness raising programme, this

could include communication campaigns with the mosques and other faith groups, LAP areas, schools, and Better Tower Hamlets Teams

We propose to increase youth work within the YOT. This would address the gap in provision for those already in the Youth Justice System and ensure that every offender has access to effective youth work intervention from point of contact, and support in accessing mainstream youth service provision post YOT intervention.

The aims would be:

1. To engage young people in to mainstream youth work activities to reduce the risk of offending or re-offending by providing opportunities that will encourage positive lifestyles and the constructive use of leisure time.
2. Undertake 1:1 youth work programmes incorporating and promoting “Every Child Matters” outcomes for young people already involved in the youth justice system.
3. Assess, develop and attach individual Youth Work Action Plans (YWAP) at PSR stage, to strengthen Community penalty and supervisory proposals to the Courts, thus helping to reduce custodial sentences
4. Assess, develop and attach individual YWAPs to existing statutory orders to reduce re- offending and serve as a transition support plan for those being released from custody and ending statutory intervention
5. Deliver accredited youth work programmes to provide a range of foundation and level 1 opportunities for structured learning within an informal setting, aimed at facilitating transfer into mainstream community based learning.
6. Provide targeted work in the community with offenders and their peers where it is assessed that the underlying risk factor for offending behaviour is strongly connected to peer group and neighbourhood factors
7. In conjunction with Safer Neighbourhood teams, develop and deliver short-term projects in neighbourhoods with a high concentration of young offenders residing in an area/estate or those designated Youth Crime hot spots.

At the YOT Away- day in January 2007, proposals were made for work in respect of Teenage antisocial behaviour, young women’s work and in particular respect to the offence of Robbery. Working groups will take the proposals through to delivery in 2007.

Performance against KPI:

Re-offending rates for the 2003 cohort after 24 months compared to the 2002 cohort after 24 months

	05/06 Actual %	05/06 Target %	06/07 Target %
Pre-Court	32.73	30.23	31.08

First Tier Penalties	61.40	59.89	58.33
Community Penalties	69.70	76.73	66.21
Custody	100	95	95

REDUCE THE USE OF CUSTODY

Overview:

The three-quarter year actual percentage for Secure Remands shows an improvement on the figure of 51.28% in the same period in the previous year. The three-quarter year actual percentage for Custodial Sentences compares to 7.33% in the same period last year, an increase which reflects national trends in custodial sentencing.

Actions completed from last year's YJ Plan include the review and refinement of the bail support scheme and targeting it at the most vulnerable groups; a spot purchasing arrangement for remand fostering was made as a temporary measure to reduce remands in custody and provide appropriate accommodation; a system is in place to undertake a management review of all cases where a custodial sentence is imposed; magistrates were consulted in relation to specific aspects e.g. ISSP assessment.

Actions to reduce the use of custody in 2007/8 will include;

Funding being made available from the YOT budget for a one year post to further review practice and implement change in respect of bail support in a more systemic way

We will establish remand fostering provision in partnership with Children's Services Social Care division.

A draft review of the remand management scheme is to be presented to magistrates by June 200707

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The National Standards for bail supervision have been met, and the percentage of custodial remands has decreased from the 2005/06 level of 51.2% which means we achieve an amber rating. A more moderate increase in the percentage of custodial sentences (8.8% from 7.3%) means that we have not met the target, but also score amber. We delivered on the actions against this target in last years plan, specifically the court good practice group is established, communication and training with magistrates has been enhanced and sessions on custodial remands and sentences have been held. Caseworkers have continued to use "Pathways" and "Teentalk", and progress has been made in embedding "Pathways" group-work into practice. In 2006/07 we aimed to provide more effective alternatives to remand for sentencers, specifically by reviewing and refining the Bail Support scheme in order to target the service at the most vulnerable young people; establishing remand fostering provision in the borough; and agreeing a protocol between the YOT and Children's Services on young people remanded to Local Authority accommodation. YOT managers will also review all cases where a custodial sentence is imposed to improve the YOT's recommendations of non- custodial options. All this work is ongoing for 2007/8. We plan to a more proactive approach to communicating with sentencers to ensure that they are aware of all alternatives to custody and their effectiveness, and that we are addressing their concerns about using those alternatives.

Data: Proportion of Secure Remands against all Remands (excl. conditional and unconditional remands)

	06/07 ¾ Year Actual	06/07 ¾ Year Actual %	06/07 Target %	07/08 Target %
Secure Remands	40	44.94%	30%	30%

Data: Proportion of Custodial Sentences against all sentences

	06/07 ¾ Year Actual	06/07 ¾ Year Actual %	06/07 Target %	07/08 Target %
Custodial Sentences	38	8.76%	5%	5%

ENSURE THE SWIFT ADMINISTRATION OF JUSTICE

Overview

Performance in respect of Pre-Sentence reports for the PYO group improved significantly to 71.88% of reports delivered within National Standards timescales, compared to 59.38% in the same period in the previous year. Reports for the general population showed a small decrease from 84.09% to 81.36% when comparing the two periods.

Although the performance in delivering timely pre-sentence reports does not yet achieve the target, improvement noted in last years Plan has continued, with overall performance rising from 76% to 83%. The underperformance on PYO reports was reported as a real concern in last years plan, and as the young people in the Persistent Offender category are notoriously more difficult to engage than those in the general population of offenders this improvement is worthy of note.

The Court Team Manager is actively engaged in the multi agency (Police, Court, CPS, YOT) “Tracker meeting” which focuses on improved performance towards achieving the target, and the Head of Youth Offending Services attends the Borough Criminal Justice Group.

Actions in last year’s Plan including training in report writing and involvement in magistrates’ training have been implemented, a new gate-keeping form for monitoring the standards and consistency of reports was introduced and benchmarking with high performing YOT’s in respect of this measure including Croydon, Islington, and Kensington & Chelsea YOTs. Lessons have been absorbed into practice

A new Breach Procedure was agreed with Thames Youth Court. for a maximum 10 day wait for listing from application and 24 hrs for PYO’s arrested on breach. The YOT introduced a new admin procedure to ensure delivery and monitor efficacy.

In 2006/07 the YOT will continue to ensure its regular representation at the Borough Criminal Justice group in order to better engage the Criminal Justice System agencies in meeting youth crime objectives, including the swift administration of justice.

The YOT management group will focus on Persistent Young Offenders, checking the Pre-Sentence Report (PSR) performance.

Data: 90% of Pre-Sentence reports for PYOs are submitted within 10 days, and 90% of Pre-Sentence reports for general population are submitted within 15 days.

KPI: 06/07 actual and % against target	06/07 ¾ Year Actual	06/07 ¾ Year Actual %	06/07 Target %	07/08 Target %
Pre-Sentence Reports for PYOs within target	26	71.88%	90%	90%
Pre-Sentence Reports for general population within target	50	81.36%	90%	90%
All Pre-Sentence Reports within target	76	83.52%	90%	90%

ENFORCEMENT AND ENABLING COMPLIANCE

Overview: An audit of compliance and enforcement will be held in January 2007.

This was to be a new theme and KPI for 2006/07. However, guidance from the YJB on the requirements for YOTs was received late in 2006. Operational YOT managers are currently working on the implementation on the guidance, and a review will be undertaken before April 2007.

Data for 2005/6 revealed a high number of young people among our caseload who unacceptably failed to comply with the requirements of their order, with the National Standards Audit indicating a breach level of 88%. Upon analysis of the data, it was clear that caseworkers were not always seeking the approval of Operational Team Managers to deviate from National Standards in deciding not to breach orders, which is a requirement of National Standards. Action has been taken to ensure that correct procedure is followed.

We aim to improve our performance relating to compliance, including the timeliness of breach action. However, breach rates for ISSP (above) at 23% indicate that a robust approach towards enforcement is already built into practice for the group of offenders most vulnerable to custodial sentences. In 2006 a letter was received by the Head of Youth Offending Services from a District Judge sitting at Thames Youth Court commending the team's integrity in providing information to the Courts, and indicating that he felt confident in accepting our proposals to the court for community penalties as a result.

We have reviewed arrangements with the Courts for breach matters to be listed as a priority in the light of the National Enforcement Delivery Board's measures and implemented recommendations arising from the analysis of breaches undertaken as part of the race audit, in order to address potential discriminatory practice in respect of race.

Through the Prevent and Deter initiative, we have engaged the resources of Safer Neighbourhood Police teams to provide additional enforcement and surveillance for persistent offenders, and all young people on ISSPs and ASBOs are referred to the local teams in order to support enforcement.

Feedback from the SNT's to YOT case-managers, and monitoring of performance in that respect, is to be established in 2007 and will be reported to the YOT Management Board.

ENSURE EFFECTIVE AND RIGOROUS ASSESSMENT

Overview

All areas are on target for green indicators apart from "Initial Training plans" which however, maintained performance in the third quarter of the reporting period compared to that achieved in the second quarter of this year, despite a significant increase in the number of DTO sentences.

Asset completion rates show that all targets have been met.

We have demonstrated continuous improvement in our performance against this KPI since 2004, resulting this year in green indicators for all five KPIs, and 100% performance in three. The quality of ASSET Reviews and Initial Supervisory Plans has improved and is monitored regularly; the Risk Management process, including the maintenance of a Risk Register, has also been implemented. In addition any Asset- triggered "Risk of Serious Harm" assessment is flagged up with the Team Manager for consideration of a risk management meeting.

While we have not achieved the 100% target in relation to Initial Training Plans (the DTO KPI in the performance table above), there has been a significant improvement from the 61.9% performance in 2004/05 and although the 72.7 % figure represents slippage from last years 77.4% achievement; this must be set against the enormous strain on the custodial regime, well documented elsewhere in this plan, and the resultant inability to facilitate our performance in holding initial planning meetings in secure establishments. We are nonetheless able to demonstrate a constant improvement in this area since 2002.

Our agreement of protocols with the secure estate for drawing up initial training plans within National Standards will hopefully further improve our performance in 2007/08, but there is clearly a risk to this prediction, which is beyond our control.

Plans to extend group work programmes and the use of evidence based practice work with young people (see Delivery Plan above for reducing re-offending) will improve the effectiveness of interventions. The YOT will continue to monitor and report on a quarterly basis the ASSET completion rate to the YOT Management Board. We are also working to align the YOT ASSET process with the 'Common Assessment Framework' and to adopt the 'Lead Professional' approach, which will improve the overall quality and holistic characteristics of assessments across different agencies.

The EPQA Substance Misuse improvement plan is ongoing even though our rating was the highest possible, at 3. The Asset completion rate is monitored by Operational Managers via regular supervision with case- workers.

Data: Ensure that 100% of assessments for community disposals are completed at both assessment and closure stages.

Community Disposals	06/07 ¾ Year Actual	06/07 ¾ Year Actual %	06/07 Target %	07/08 Target %	EPQA: 03 rating	EPQA: 05 result
Start Asset Completed	237	93.68%	95%	95%	2	3 (to be confirmed)
Closing Asset Completed	221	93.25%	95%	95%		

Data: Ensure that 100% of assessments for custodial sentences are completed at both transfer and closure stages.

Custodial Sentences	06/07 ¾ Year Actual	06/07 ¾ Year Actual %	06/07 Target %	07/08 Target %	EPQA: 03 rating	EPQA: 05 result
Start Asset Completed	38	100%	95%	95%		
Transfer Asset Completed	24	96%	95%	95%		
Closing Asset Completed	21	95.45%	95%	95%		

Data: Ensure that all initial training plans are drawn up within 10 working days of sentences being passed.

	06/07 ¾ Year Actual	06/07 ¾ Year Actual %	06/07 Target %	07/08 Target %	EPQA: 03 rating	EPQA: 05 result

Initial Training Plans Completed within target	24	72.73%	95%	95%		
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SUPPORT YOUNG PEOPLE ENGAGING IN EDUCATION TRAINING AND EMPLOYMENT

Overview

This is a revised KPI with a more precise measurement of the amount of ETE accessed by a young person. The measure applies weighting to the number of school age children, so the figure quoted in the table can vary from the actual numbers of young people accessing ETE. The figures quoted are for the first nine months of 2006/7. The number of interventions ending in the period was 266, of which 33 young people were attending the PRU at conclusion.

Performance against the KPI target (to increase the proportion of young offenders who are in education, training or employment at the end of their order) has shown a dip, however it is expected that the inclusion of the YOT into integrated Children’s Services will guarantee improvement in this position. Full time education for offenders at the PRU has already been agreed, and provision is in place

Progress has been made against all the actions contained in last year’s Youth Justice Plan. The protocol between the YOT and schools is place, however both PSR authors and Referral Order Panellists report difficulties in obtaining information from Schools regarding attendance and performance on individuals in the short timescales allowed for Court or Panel sittings, and this is to be improved.

A new programme for offenders in custody longer than a week along the lines of New Start is to be planned and costed, involving assertive outreach to custodial establishments, for ETE, mentoring, and housing support services.

The EPQA Improvement plan is in place and subject to ongoing monitoring, negotiations are in place to provide YOT specific Positive Activities for Young People (PAYP) and summer University courses. The second roll out of the NRF funded TH College “Step up” course is underway, providing potential additional pre- E2E support for 16+ young people.

Work is ongoing with LEAP Confronting Conflict, LEA, the Children’s Fund and Schools to develop Tower Hamlets Restorative Justice in Schools programme. Also ongoing in respect of Key Skills 4 is work with schools to extend their provision to YOT, and to access facilities through NEET Working Group meetings, i.e. new Princes Trust and 3rd Dimension Music programme.

In 2006/07 it was proposed to focus on the over 16s’ training and employment through improved partnerships with Connexions, the Learning and Skills Council and New Start, an additional part time Connexions worker has been provided. We also aim to provide a Connexions PA for every young person on the Prevent and Deter list. The provision and funding of dyslexia support services to the YOT has been reviewed and clarified by the Education Authority, young people are increasingly referred to “New Start” to access the “Dyspel” service. A literacy support programme is also available via the GAP

project, and Shannon Trust peer support materials are available to the advocates from ISSP and mentors from the RAP scheme.

Appraisals of YOT seconded staff, including education secondees, are now undertaken jointly between the YOT and parent agency. Training in relation to ETE and YJB Inset motivational interviews has been provided for staff to support them to deal with disaffected young people. We shall also ensure that there is a range of good training providers.

The YOT Connexions worker has strong links with New Start, and they meet on a monthly basis to discuss referrals, there are also strong links with LSC training providers. The YOT Education Worker attends various meetings that focus on skills development training.

A further Connexions worker is now seconded part time to YOT, though not all young people on the Prevent and Deter list receive the service, and this position must be improved.

Performance against KPI

	06/07 ¾ Year Actual (Adjusted for weighting)	06/07 ¾ Year Actual %	06/07 Target %	07/08 Target %	EPQA: 03 rating	EPQA: 05 result
Offenders	161.5	65.65%	90%	90%	1	3

SUPPORT ACCESS TO APPROPRIATE ACCOMMODATION

Overview:

The number of young people in suitable accommodation at the conclusion of their order is at its highest in both numerical and percentage terms for the first nine months of 2006/07, compared to any other previous nine monthly period since January 2003.

Performance against the KPI has improved in relation to numbers of young people in appropriate accommodation, from 88% in 2004/05 to 92% in 2005-6, and our performance now meets the new 95%% target.

Access to two places in a hostel commissioned via the housing department's "Supporting People" strategy was established in the past year, and provides an invaluable local resource. The support needs of those placed has been reviewed, and negotiations are underway to increase the YOT allocation of two beds

Plans are in place for the provision of remand fostering and interim spot purchase arrangements are in place. The YOT has access to the YJB pilot London wide Intensive fostering service. A protocol is to be finalised between the YOT and Children's Services on young people remanded into Local Authority accommodation. The role of the YOT accommodation officer will be developed to increase the range of accommodation resources available to the team and the YOT will work closely with key accommodation providers to offer consistent support to young people offered placements.

A meeting with HPU and YOT accommodation Officer was held to discuss the pledge to abolish Bed and Breakfast placements for young offenders. Further discussion is scheduled. The YOT is to explore the possibility of commissioning 'Broad Options' by Access to Resources Team/HPU as brokers of supported lodgings remand placements.

Performance against KPI

A named accommodation officer is in place	06/07 ³ / ₄ Year Actual	06/07 ³ / ₄ Year Actual %	06/07 Target %	07/08 Target %
Young people in suitable accommodation	238	95.2%	95%	95%

SUPPORT ACCESS TO MENTAL HEALTH SERVICES

Overview

There was one acute case in the first nine months of 2006/07; typically there might be only one or two such cases in a whole year. The number of Non-Acute cases (32) compares to 30 in same period in 2005/06, and 39 in total for the whole of 2005/06.

Performance against the KPI is consistently strong with referrals for both acute and non acute cases achieving a 100% performance against a target of 95% of cases referred within timescales. In 2007/08 we shall continue to work with CAMHS to maintain this excellent performance in relation to timescales for assessment.

Training in mental health awareness has been delivered by the YOT Forensic Adolescent Community Psychiatric nurse and the senior nurse in CAMHS. A rolling programme will commence in 2007. The CAMHS Foundation course is also available.

The YOT nurse maintains links with specialist forensic services to ensure a breadth of mental health resources are available to YOT service users, and will deliver training within the CAMHS service to ensure continued ease of take-up of CAMHS services for YOT clients.

CAMHS are to develop a system of recording YOT mental health practitioners work.

The YOT nurse provides specialist risk assessments to the Court to ensure clients' needs are understood and supported at the point of sentencing.

A service level agreement with the Mental Health Trust is in place, including cover in the absence of the YOT mental health nurse and arrangements for YISP referrals to CAMHS.

The EPQA process highlighted areas for qualitative improvement and the improvement plan had been implemented ahead of schedule Health are currently reviewing procedures in order that appraisals of the YOT seconded health workers will be undertaken jointly between the YOT and health in 2007/08.

The Primary Care Trust has identified resources to scope and deliver primary health screening to YOT service users, with the aim of improving access to and take-up of primary health care by that group.

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Performance against KPI

Refer to CAHMS for assessment: within 5 working days for acute cases; within 15 working days for non-acute cases

	06/07 ³ / ₄ Year Actual	06/07 ³ / ₄ Year Actual %	06/07 Target %	07/08 Target %
Acute cases	1	100%	95%	95%
Non-acute cases	32	100%	95%	95%

SUPPORT ACCESS TO SUBSTANCE MISUSE SERVICES

Overview: including review of the past year, performance against KPIs and highlights of plans for the coming year:

The number of young people screened for substance misuse was 254 compared to 220 in the same period in 2005/06 and is the highest number of young people ever screened by the YOT in a nine monthly period. The 62 young people who, as a result of screening by the YOT, were identified as requiring Tier 2, 3, or 4 treatment is also historically the highest number of such young people in a nine monthly period since April 2005.

Targets in relation to this performance measure continue to be broadly met, and this area of work has benefited from the resources for direct work with young people with substance misuse problems under the Resettlement and Aftercare Programme (RAP). The Borough wide young people's substance misuse service (delivered by "Lifeline") went operational at the end of 2005 and a link worker is based in the YOT two days per week. In 2007/078 we shall continue to develop and maintain strong links between the YOT and this service and embed practice arising from working with this new provider.

RAP volunteer mentor training, is established, with mentors available and deployed.

Family group conferences have not taken place as expected and this aspect of RAP provision has been reviewed although the provision of the service in future has not yet been decided.

Although there have only been a small number of cases where named accommodation has not been available to young people on release from custody we aim to eradicate this problem altogether.

Engaging support programmes are being developed in partnership with Connexions and Lifeline. Good arrangements are in place for referral to Tier 3 and 4 services via Lifeline and CAMHS. Training for YOT staff to implement the new Borough Tier 2 Initial Assessment tool is complete, and actions for improving ASSET completions (see Assessment Delivery Plan above) have helped achieve 100% screening for substance misuse in 2006/07.

We shall ensure that all young people with tier 3 or 4 substance misuse needs are referred to RAP.

Establish and maintain strong links between the YOT and the newly established Life Line young person's substance misuse service

A wizard is regularly run on the YOT database to ensure that all eligible and suitable young people have been referred.

Performance against KPI

	06/07 ¾ Year Actual	06/07 ¾ Year Actual %	06/07 Target %	07/08 Target %
Screening (number of start Assets completed)	254	96.58%	95% (not KPI)	95%
Specialist Assessment within 5 days	62	100%	90%	90%
Early Access to Intervention within 10 days	63	98.44%	90%	90%

SUPPORT RESETTLEMENT INTO THE COMMUNITY

Overview

Ensuring effective assessment through the custodial sentence, in order that needs can be met in a dynamic way, is key to delivering on this objective. Performance against the completion rates for assessment (via Asset) of those in custody was strong, with 100% completion achieved for all stages. Although performance against Detention and Training Order (DTO) Planning KPI improved from 61% in 2004-5 to 74% in 2005/6, slippage to 72.7% in the current period remains short of the 100% target

The EPQA improvement plan is largely focussed on creating more formal arrangements with custodial establishments in order to ensure effective sentence planning. YOT workers have, on the whole, maintained regular contact with the young people on DTO, while in the YOI and in the community within the National Standard time frames.

RAP volunteer mentors, supporting young offenders returning to the community, are now in place and others are currently undergoing training.

Actions for the coming year aim to strengthen this area of work by improving the application of the RAP screening arrangements, developing RAP activities and implementing multi-agency exit strategies for those young people on the Prevent and Deter list.

The YOT self assessment for this Effective Practice Quality Assurance was level 3, the highest grade, this is expected to receive YJB approval following their visit in October 2006

We have implemented YJB National Guidance for RAP schemes

We screen all young people in custody for suitability for RAP services

The RAP coordinator regularly runs a wizard on the database to identify any eligible young people for RAP both in or out of custody.

We continually develop RAP activities to maintain engagement of young people on the scheme.

The activities programme was rolled out this year including cooking, music, photography and, first aid.

We are developing an exit strategy for every young person on the Prevent and Deter list, a protocol has been submitted for group approval

RAP is to be re-structured this year, and it is likely that all mentoring/advocate work will be brought in house, thus bringing to an end our temporary contract with YAP UK and BLYDA for this work

Performance against KPI

EPQA: 05 rating	2	EPQA: 07 target	<u>3</u>
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PROVIDE EFFECTIVE RESTORATIVE JUSTICE SERVICES

Overview

The 127 victims who were offered the opportunity to engage in restorative justice processes represent the highest number of victims contacted by the YOT in one nine month period since April 2004, and this increased number reflects a steady growth in performance against this measure spanning several years. Although in percentage terms the target was achieved, the number of victims satisfied with the restorative justice services received is, in the first nine months of the year, numerically low, which reflects the difficulty of engaging victims in restorative justice work, and corresponds closely with previous performance for this measure over recent years.

Work to engage victims has been developed with the appointment of a Restorative Justice co-ordinator, and performance against the KPI has improved to 97%, surpassing the 75% target. The proportion of victims who did engage and who were satisfied was 100% against the target of 75%.

The RJ forum has met regularly throughout the year, YOT police officers are delivering restorative Final Warnings and a strategy for the use of RJ in anti-social behaviour work has been implemented. New community reparation schemes are created each year, and we aim to link the work that young offenders undertake to local community safety priorities through the Safer Neighbourhood Teams.

Although monitoring systems are in place for contacting victims and assessing their needs, further work is to be done in providing them information in respect of offenders' progress through the youth justice system. Additional resources for victim support to vulnerable victims and witnesses are to be provided.

We have implemented and monitored the restorative justice improvement plan.

Linking reparation activities to community priorities through closer work with the safer neighbourhood's teams is ongoing

We ensure community reparation schemes are engaging and appropriate for young people The RJ Coordinator continues to identify new reparation schemes, the latest being with Marnier Primary School garden.

The RJ Coordinator needs to undertake more face- to- face victim-offender mediation, although this is improving and depends largely upon our ability to motivate and engage victims. Work continues with Tower Hamlets Victim Support and case- workers to further build on this area.

We are endeavouring to link community reparation to the offender's local area but this remains a longer- term target.

Increased publicity of schemes is intended. The Re-Cycle project is to feature in the local newspaper.

Of the current 13 Safer Schools Police Officers. 10 are trained in using RJ techniques. The remaining three await training as and when central courses become available. 37 Safer Neighbourhood Team officers and ASBCU staff were trained in RJ,

including one officer from each SNT. Many RJ conferences have taken place, including one involving 4 year ten boys from St Paul's Way school for robbery.

Police COP Leadership programme -3 courses have been completed, 3 are yet to run in January, February and March 2007. They include young people on ASBOs and ABCs

Data: Ensure that 75% of victims of youth crime are offered the opportunity to participate in a restorative process; and that 75% of victims who participate are satisfied with the restorative process.

	06/07 ¼ Year Actual	06/07 ¼ Year Actual %	06/07 Target %	07/08 Target %	EPQA: 04 rating	EPQA: 05 result
Victims offered opportunity	127	97.69%	75%	75%		
Victims satisfied	9	100%	75%	75%		

SUPPORT PARENTING INTERVENTIONS

Overview

The first indicator measures parenting programmes that are linked to YOT interventions that ended in the first nine months of 2006/07. A lack of referrals in the second half of 2005/06 resulted in poor performance against the indicator. The second indicator measures the satisfaction of parents with parenting programmes that were completed in the first six months of 2006/07. The lack of completions in the period indicates the difficulties of delivering this service to the intended client group.

In 2005/6 the EPQA improvement plan was implemented and the highest rating achieved, along with the KPI target of 10%. As a consequence a new local target has been set of 15% for this year, to reflect the priority given to this work by the Tower Hamlets Partnership. The capacity on parenting was flagged through the Inspection as a risk factor in relation to introducing a more systematic referral system for parenting support. Accordingly, we used the YJB Prevention grant to build capacity in this area, specifically providing 25 additional parenting interventions by funding an additional Family Support worker to join the Coram Family Team at the Mary Hughes Centre, costing £42,835 (25.4% of total grant). This will help meet growing demand for parent support from the work of the YISP in dealing with young people subject to ABCs, reprimand cases referred by YOT Police to the YISP, and YOT assessments of ASB cases. Parenting assessments will also be triggered by the Prevent and Deter Tactical Group.

The increased provision will be prioritised for those young people in the stages of early intervention by anti social behaviour, preventative and youth justice services, though more Parenting Orders are expected to be generated via YOT proposals to the

Court, and referrals are being closely monitored, with weekly reports to the Director of Children's Services and Head of Youth and Community Learning

Practitioner training in respect of parental assessments has taken place.

A borough wide parenting strategy is to be established in conjunction with children's services in the coming year which will ensure a seamless service from universal support to crisis intervention.

YOT workers are required to assess all parents at ASSET stage and offer voluntary interventions or recommend parenting orders if necessary

A seconded parenting worker from Coram Family is now based in the YOT 3 days a week from January 2007

Children's services and YISP are exploring interventions with the siblings of offenders

We have investigated why family group conferences were not being completed and future provision for this work is to be agreed.

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Performance against KPI

	06/07 ¼ Year Actual	06/07 ¼ Year Actual %	06/07 Target %	07/08 Target %	EPQA: 04 rating	EPQA: 05 result
Number of Interventions	2	0.77%	10%	10%	3	3
Satisfaction of participants	0	0%	75%	75%		

ENSURE EQUAL TREATMENT REGARDLESS OF RACE

Overview:

A detailed analysis of the issues raised by the Audit was commissioned by the YOT, and delivered in 2006. The sub group will devise an action plan to address the issues by the submission of this document.

As a result of the race audit conducted as part of the 2005/6 Youth Justice Plan, a multi agency race audit strategy group was established to explore in more detail the issues where there is disproportionate representation of some ethnic groups within the Youth Justice System, and to propose actions to reduce the imbalance. The group includes the Police, Sentencers, the Crown Prosecution Service, the Clerk to Thames Youth Court and YOT staff.

The race audit was run for 1st October 2003 to 30th Sept 2004, we have re run the data for the previous and subsequent years to explore whether issues that were raised for different ethnic groups were consistent over the period; this has resulted in us removing inconsistent issues from our priority list.

The group has prioritised the remaining issues arising from the audit, and created actions to address them for the YOT only to undertake.

The group will continue to meet to consider other agency actions to assist the YOT in meeting the target.

We will implement and monitor the action plan arising from the completed race audit through the established multi-agency race audit strategy group

A detailed report has been commissioned and completed on issues arising from the audit. Consideration of the report by the YOT MB sub group has been delayed, but will take place in 2007, and be reported back to the Management Board.

The YOT will devise a strategy for BME engagement in its work to engage improved community consultation and engagement
A CEN representative is now part of the YOT MB

APPENDIX B

Inspection recommendation	Action to date
1. Strengthened performance management	<ul style="list-style-type: none"> ▪ Quarterly performance reporting to YOT Management Board ▪ YOT Management Board made formally accountable to LS CPAG ▪ Strategic vision for the YOT agreed by Management Board
2. Staff appraisal system put in place, appraisals of seconded staff done jointly	<ul style="list-style-type: none"> ▪ Completed with the exception of ▪ Health (reviewing procedures)
3. Quality of Asset, Reviews and Initial Supervisory Plans Improved	<ul style="list-style-type: none"> ▪ Completed and ongoing monitoring
4. Risk of harm assessments conducted on relevant cases and reviewed	<ul style="list-style-type: none"> ▪ Completed and ongoing for new cases

Inspection recommendation	Action to date
5. Risk register put in place for risk concern and risk aware cases	<ul style="list-style-type: none"> ▪ Risk register in place
6. Actions from Race Equality Impact Assessment regularly reviewed	<ul style="list-style-type: none"> ▪ Race audit action group established with partners
7. Individual and group interventions continue to be developed	<ul style="list-style-type: none"> ▪ Group-work programme established
8. Victim and restorative justice work developed	<ul style="list-style-type: none"> ▪ Restorative Justice Improvement Plan in place. Quarterly meetings to monitor
9. Community Punishment and Rehabilitation Orders protocol developed	<ul style="list-style-type: none"> ▪ No longer necessary as community reparation schemes have sufficient capacity.
10. Contact maintained between seconded probation staff and their substantive service	<ul style="list-style-type: none"> ▪ Not applicable as Probation no longer seconds a member of staff to the YOT.
11. Police pass information on final warnings and children and young people committing crime promptly to the YOT	<ul style="list-style-type: none"> ▪ Arrangements in place ▪ Police Officers seconded to YOT administer final warnings;
12. Increased support for the dyslexia worker is given by Education	<ul style="list-style-type: none"> ▪ The provision and funding of dyslexia support services to the YOT has been reviewed and clarified by the Education Authority.

Agenda Item 8.1

Committee: Overview and Scrutiny	Date: February 2007	Classification: Unrestricted	Report No.	Agenda Item No
Report of: Chief Executive Social Services Originating officer(s) Lynne Myers, Senior Complaints Officer.		Title : Annual Review of Social Services Complaints Procedure 2005/2006 Wards Affected: All		

1 **Summary**

- 1.1. This attached report provides an overview of the Social Services Complaints procedure and its operation in 2005/6.
- 1.2. This report fulfils the statutory requirements under the Children Act 1989 to produce an annual report.
- 1.3 In September 2006, the Social Care Complaints team moved to Customer Access under Corporate Complaints. It is recommended that in future Overview and Scrutiny considers Social Care and Corporate Complaints under one report.

2. **Recommendations**

- 2.1 The Overview and Scrutiny Committee is recommended to note the contents of the report in accordance with the requirement of the Children Act 1989.

3. **Comments of the Chief Financial Officer**

- 3.1 This report recommends that the Overview and Scrutiny Committee notes the contents of the annual review of the complaints procedure report, a statutory requirement under the Children Act 1989.
- 3.2 There are no significant financial implications arising from the recommendations in this report that impact on the children's and Adult Services Revenue or Capital Budgets, or other directorate budgets, in current and future years.

4. **Concurrent report of the Assistant Chief Executive (Legal Services)**

- 4.1 Local authorities are required by an Order made under Section 7B Local Authority Social Services Act 1970 to establish a complaints procedure relating to their Social Services functions.

4.2 Complaints which relate to the exercise of a local authority's exercise of its child care functions are required to be considered under a procedure established by Section 26(3) Children Act 1989. An annual report on the operation of that procedure is required under the Representations Procedure (Children) Regulations 1991.

5. **Equal opportunities Implications.**

5.1 The complaints procedure is an important mechanism to ensure that vulnerable members of the community being assisted by Social Services are able to voice their concerns.

5.2 There is a complaints leaflet available in five community languages and on tape in both English and Sylheti, which is widely distributed through out the Directorate and within the local voluntary sector agencies. There is also a leaflet for children and young people which is in community languages. This publicity ensures that all members of the community are made aware of the procedure.

5.3 The Directorate also ensures that complainants are offered the opportunity of an interpretation service to assist them in making their complaint. Young people are always offered the opportunity of an advocate in line with the Children Act 1989.

6. **Anti-poverty implications**

6.1 The Social Services complaints procedure is an important mechanism for vulnerable service users to give feedback on services.

7. **Sustainable action for a greener environment**

7.1 There are no specific implications.

8. **Risk management implications.**

8.1 The Complaints Unit looks at means of redress where complaints are upheld. This successfully reduces the risk of Ombudsman Enquiries findings of maladministration, and compensation claims.

Local Government Act 2000 (Section 97)
List of Background papers used in the preparation of this report.

LONDON BOROUGH OF TOWER HAMLETS

CHIEF EXECUTIVE'S DIRECTORATE

ADULTS' AND CHILDREN'S SERVICES

**COMPLAINTS UNIT
ANNUAL REPORT**

2005/2006

1. **Introduction**

- 1.1. This report addresses the complaints received by the Council, for Social Services, during the period 1st April, 2005 to 31st March, 2006. It also indicates the work undertaken by the Social Services Complaints Unit during this period.
- 1.2 At the period reported the Directorate had a Designated Complaints Officer, who was responsible for the central administration of complaints. In addition the staffing compliment consisted of one full-time Senior Complaints Officer and one Complaints Officer. There was also a full time administrator. The Complaints Unit formed part of the wider Quality and Performance Team within Strategic Services.
- 1.3 In September, 2006 two new procedures for adults and children's services came into force. This report deals with the complaints procedure that was previously in operation as set out in Section 2.

2. **The Social Services Complaints Procedure.**

- 2.1 The Council places a strong emphasis on the informal resolution of complaints and in assisting Social Services Teams in effectively managing and resolving complaints.
- 2.2 There is a legal requirement under the NHS and Community Care Act 1990 and Children Act 1989 for Local Authorities to have a system for receiving representations and complaints by, or on behalf of people who use social services or their carers.
- 2.3 The main purpose of the complaints procedure is to ensure the voices and experiences of young people, vulnerable adults and their representatives are heard and to highlight where things have gone wrong in the system and help to ensure that the organisation learns from feedback from complaints.
- 2.4 The complaints process has three stages.

Stage One Complaints – Informal.

Team Managers provide a written response to complainants within 15 working days. The Complaints Unit has a role in receiving complaints and ensuring that systems are in place for Team Manager's to respond to complaints on time.

Stage Two Complaints – Formal.

If complainants are not happy with the Stage One response they have a right to go to Stage 2. Complaints are generally investigated internally however in exceptional circumstances external consultants are used.

An independent person is appointed to oversee formal complaints at Stage 2 relating to children and young people. This ensures that there is an impartial element and is a legislative requirement under the Children Act 1989.

The Complaints Unit undertakes a thorough investigation of the complaint and produces a report making recommendations to the relevant Head of Service. An internal adjudication meeting is held and following this a copy of the report sent to the service user and relevant managers within the Directorate.

Stage Three Complaints – Independent Review Panel.

There was a proposal for Stage 3 complaints to fall outside the remit of the Local Authority and become the responsibility of the Commission for Social Care Inspectorate (CSCI). However, this change was not implemented.

The complainant has a right of appeal to an Independent Review Panel if they don't agree with the findings of the Stage 2 investigation. This is chaired by an independent chair and at least two other people who are independent of the service concerned.

The Panel will review the case and where appropriate make recommendations. The Director of Social Services has the opportunity to make recommendations.

4. Local Government Ombudsman.

4.1 If the complainant is not satisfied with the outcome of the Independent Review Panel they have the right to take their complaint to the Local Government Ombudsman.

4.2 The Local Government Ombudsman is an independent watchdog and generally considers complaints after the complainant has exhausted the internal complaints procedure.

5. Role of the Social Services Directorate's Complaint Unit.

The Complaints Unit's role is:-

- To receive complaints, enquiries and representations from service users and carers.

- To support front line services by advising on statutory duties, internal policies and procedures.
- Offer training and support to staff in resolving complaints
- To undertake formal complaints investigations.
- To organise and facilitate Complaints Review Panels.
- The Complaints Unit also provides reports to Team Managers and the Directorates Management Team on a regular basis regarding the trends and progress of complaints.
- To facilitate advocacy and support to complainants.
- Ensure effective access for all service users to the statutory processes.

Complaints Statistics and Analysis for 2005 to 2006.

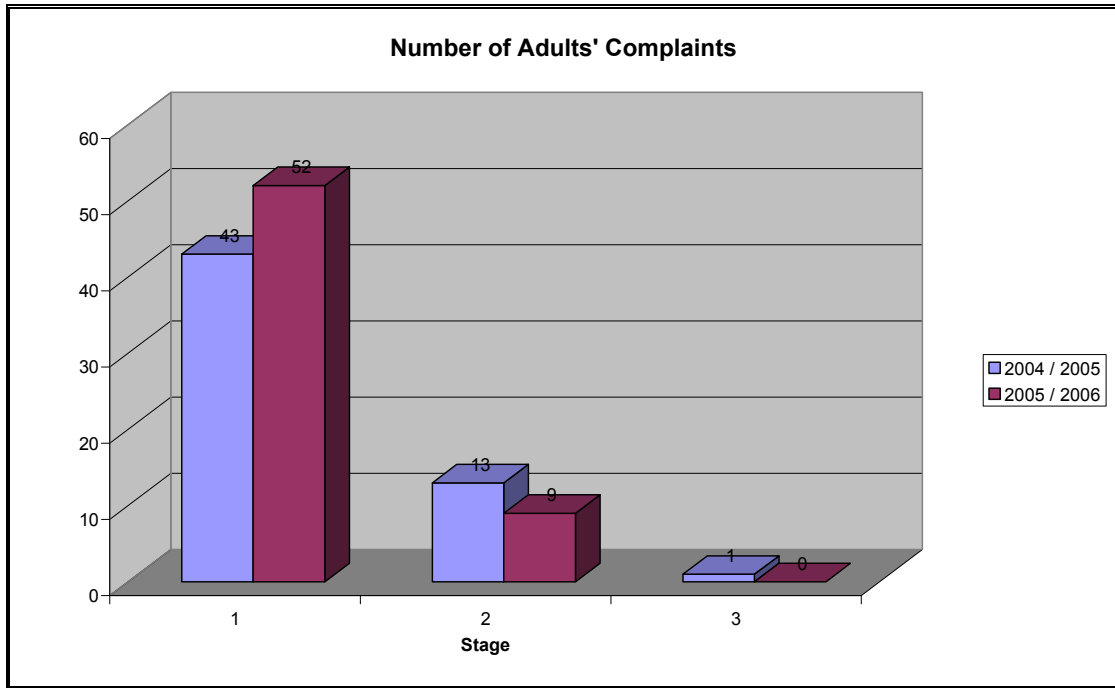
6. General Trends in Complaints.

6.1 During the period 2004/2005 a total number of 93 complaints were registered at Stage One and Stage Two of Social Services complaints procedure from both the adults and children. For the year 2005/2006 there was a total of 89 complaints were received.

6.2 It is important to note that there are a total of approximately 5,800 service users in adults services and 2,000 service users in children's services. This means that only 1% of service users make complaints. In this context the Directorate receives only a small number of complaints.

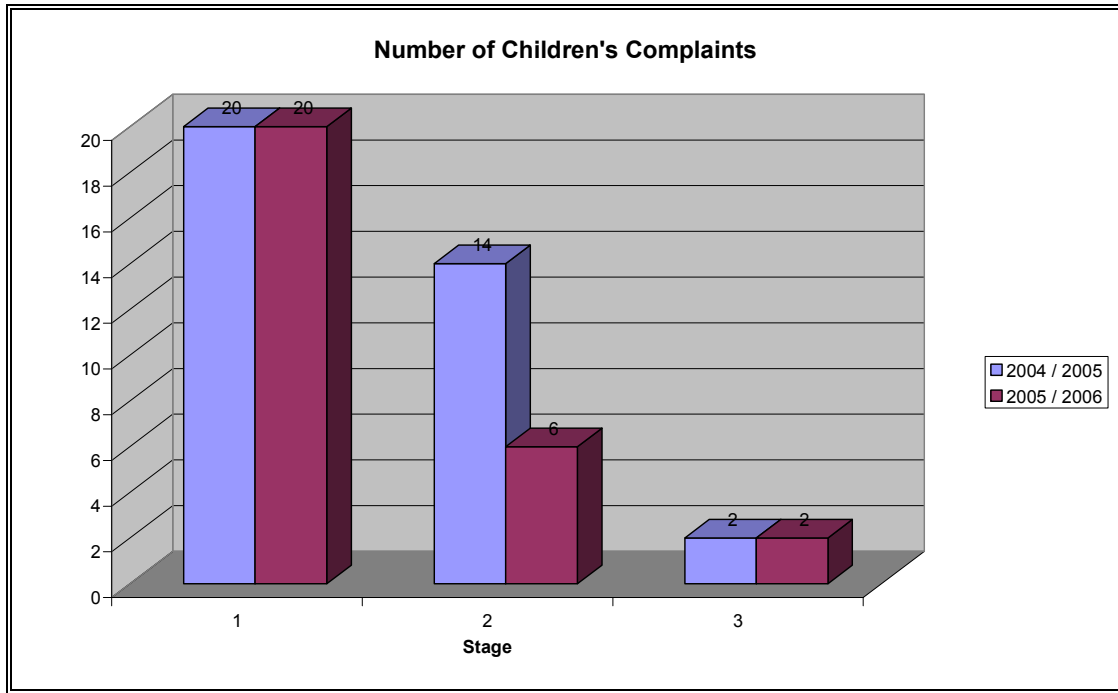
7. Complaints registered.

TOTAL ADULTS' SERVICES COMPLAINTS			
Stage	2004 / 2005	2005 / 2006	Percentage Variance
1	43	52	17.0%
2	13	9	-30.8%
3	1	0	-100.0%
Total Complaints	57	61	6.6%



- 7.1 The table shows that the number of Stage 1 complaints increased by 17% in 2005/06 and Stage 2 complaints reduced by 30.8%. However the number of complaints escalated to Stage 2 decreased by 29%.
- 7.2 The increase in the number of Stage 1 complaints can be seen as a positive indication that service users and carers are better able to access Social Services complaints procedure. This coupled with the fact that there is a significant decrease in complaints at Stage 2 indicates more effective resolution of complaints at Stage 1 of the process.
- 7.3 There has been a small reduction of complaints at Stage 3 and there were no Independent Review Panels held. This suggests better resolution at earlier stages.

TOTAL CHILDREN'S SERVICES COMPLAINTS			
Stage	2004 / 2005	2005 / 2006	Percentage Variance
1	20	20	0.0%
2	14	6	-42.9%
3	2	2	0.0%
Total Complaints	36	28	-22.2%



7.4 The table shows that the number of Stage 1 complaints for Children's Services has remained the same for 2005/06. However, the number of Stage 2 complaints has reduced by 42.9%.

7.5 There has been a significant decrease within Children's Services in the number of Stage 2 complaints and this is a positive indication that young people's concerns are being resolved more effectively at earlier stages.

7.6 The number of Independent Review Panels remains the same. There have only been 2 Review Panel's held for the last year and this year. This indicates that complaints are being resolved at earlier stages.

8. Complaint Response Times.

STAGE 1 COMPLAINTS - RESPONSE TIMES FOR ADULTS' & CHILDREN'S SERVICES COMPLAINTS			
	Answered within 15 days	Answered outside 15 days	Average response time (days)
2004/2005	41 65%	22 34.9%	Unavailable
2005/2006	39 54.2%	33 45.9%	20

8.1. The percentage of complaints answered within the 15 day timescale has fallen from 65% to 54.2%. The Complaints Unit take this seriously. The Unit has a role in monitoring complaints and are taking steps to

ensure that performance in relation to responding to Stage 1 complaints is improved.

- 8.2 Systems have been put in place by the Complaints Unit to ensure that performance is reported on a regular basis and failure to meet timescales escalated appropriately, this includes sending Team Managers early reminders for over-due complaints. A weekly list of overdue complaints is also sent to the Departmental Management Team.
- 8.3 The Siebel Customer Relations System (CRM) was implemented in October, 2005 and this brings Social Services Complaints Unit in line with the Corporate Complaints system. It will also continue to improve the monitoring and recording of complaints.
- 8.4 In addition to this the Complaints Unit supports front line staff by advising on Stage One responses. The Complaints Unit has also recently commissioned training and it is anticipated that this will also help to improve Stage One response times.

Stage 2 Complaints

STAGE 2 COMPLAINTS – RESPONSE TIMES FOR ADULTS’ SERVICES COMPLAINTS			
	Answered within 28 days	Answered outside 28 days	Average response time (days)
2004/2005	0 0%	13 100.0%	193
2005/2006	2 22.2%	7 77.8%	160

- 8.5 The above Table demonstrates that two complaints have been answered within the statutory time scales which is an improvement on last year. The average response time for Stage 2 complaints in relation to adult services has been reduced by 33 days. This is a 17% improvement in performance.
- 8.6 It is recognised nationally that there is a difficulty in meeting the statutory time scales. However, there has been an overall improvement in the average response times for Stage 2 complaints within services. It is anticipated that with the new complaints procedures being introduced in September, 2006 that performance will continue to improve next year.

STAGE 2 COMPLAINTS - RESPONSE TIMES FOR CHILDREN'S SERVICES COMPLAINTS			
	Answered within 28 days	Answered outside 28 days	Average response time (days)
2004/2005	0 0%	27 100.0%	188
2005/2006	0 0.00%	6 100.0%	160

8.7 The above Table shows that average response time for Stage 2 complaints in Children's Services has been reduced by 28 days. This is a 15% improvement in performance.

9. Breakdown of complaints by Service.

Adults' Services – Breakdown of Complaints.

COMPARISON OF ADULTS' SERVICES COMPLAINTS BY SECTION						
SECTION	Stage 1			Stage 2		
	2004 / 2005	2005 / 2006	Variance	2004 / 2005	2005 / 2006	Variance
Disabilities	6 13.6%	10 19.2%	4 5.6%	6 40.0%	0 0.0%	-6 100.0%
Elders	15 34.1%	12 23.1%	-3 -11.0%	3 20.0%	2 22.2%	-1 16.7%
Learning Disabilities	4 9.1%	5 9.6%	1 0.5%	0 0.0%	1 11.1%	1 -16.7%
Mental Health	2 4.5%	5 9.6%	3 5.1%	0 0.0%	1 11.1%	1 -16.7%
OT Services	6 13.6%	6 11.5%	0 -2.1%	3 20.0%	3 33.3%	0 0.0%
Resources	11 25.0%	14 26.9%	3 1.9%	3 20.0%	2 22.2%	-1 16.7%
Total	44	52	8	15	9	-6

(This includes 43 Stage 1's and 13 Stage 2's).

9.1 It is evident from the above Table that Elders Care Management continues to receive the highest number of complaints at Stage 1. This is consistent with the fact that they are the largest single service within

the Adults Division. However, there has also been a slight reduction in complaints from Elders Care Management Services.

10. Breakdown of complaint by reason for complaint.

COMPARISON OF ADULTS' SERVICES COMPLAINTS BY REASON FOR COMPLAINT		
REASON FOR COMPLAINT	2004 / 2005 (aspects)	2005 / 2006 (complaints)
Delays in service provision	6 8.1%	7 11.5%
Failure to provide a service	16 21.6%	9 14.8%
Challenge Assessment decision	15 20.3%	18 29.5%
Attitude of staff	11 14.9%	7 11.5%
Competence of service	16 21.6%	10 16.4%
Lack of information	2 2.7%	0 0.0%
Appropriateness of service	3 4.1%	6 9.8%
Breach of confidentiality	0 0.0%	3 4.9%
Discriminatory practice	1 1.4%	0 0.0%
Change in Service Provider	0 0.0%	0 0.0%
Other reason	4 5.4%	1 1.6%
Total	74	61

10.1 Please note that figures for 2004/05 include complaint aspects (that is elements of complaint) rather than counting whole complaints, due to a change in monitoring system. Therefore the figures for 2004/05 are higher.

10.2 The highest number of complaints for this year is in relation to challenging assessment decisions. This would reflect the fact that due to

competing demands on service provision the Department's eligibility criteria has a higher threshold.

Children's Services – Breakdown of Complaints.

COMPARISON OF CHILDREN'S SERVICES COMPLAINTS BY SECTION						
SECTION	Stage 1			Stage 2		
	2004 / 2005	2005 / 2006	Variance	2004 / 2005	2005 / 2006	Variance
Child Protection & Reviewing*	4 16.7%	1 5.0%	-3 -11.7%	1 7.1%	0 0.0%	-1 12.5%
Fieldwork Services	13 54.2%	12 60.0%	-1 5.8%	9 64.3%	4 66.7%	-5 62.5%
Health Partnership*	6 25.0%	6 30.0%	0 5.0%	4 0.0%	1 16.7%	-3 37.5%
Resources	1 4.2%	1 5.0%	0 0.8%	0 0.0%	1 16.7%	1 -12.5%
Total	24	20	-4	14	6	-8

- 10.3 The Service descriptions are different to those used in the 2004/05 report. This is because of recording changes in the move onto Siebel.
- 10.4 The 2004/05 figures have been grouped together into the most appropriate category. E.g. 'Looked After Child' service has been included under 'Child Protection & Reviewing'. 'Looked After Child' Service has been included under 'Child Protection & 'Children with Disabilities Team' is included under Health Partnerships.
- 10.5 The Fieldwork services have received the largest number of complaints at Stage 1 and Stage 2 as would have been expected because of the contentious nature of the service and the large number of service users. There are no other significant trends.

COMPARISON OF CHILDREN'S COMPLAINTS BY REASON FOR COMPLAINT		
REASON FOR COMPLAINT	2004 / 2005 (aspects)	2005 / 2006 (complaints)
Delays in service provision	13 13.1%	3 11.5%
Failure to provide a service	19 19.2%	4 15.4%
Challenge Assessment decision	20 20.2%	7 26.9%
Attitude of staff	7 7.1%	2 7.7%
Competence of service	17 17.2%	4 15.4%
Lack of information	11 11.1%	2 7.7%
Appropriateness of service	5 5.1%	3 11.5%
Breach of confidentiality	3 3.0%	0 0.0%
Discriminatory practice	2 2.0%	0 0.0%
Lost child care file	1 1.0%	0 0.0%
Other reason	1 1.0%	1 3.8%
Total	99	26

- 10.6 Please note that figures for 2004/05 include complaint aspects rather than complaints. Therefore the figures for that year are considerably higher.
- 10.7 The highest number of complaints in Children's Services relates to challenging assessment decisions. One of the reasons for this is that there has been a change in the way services are delivered in the Children with Disabilities Team. In line with good practice guidance services are being provided by a range of other agencies and include services outside of the home rather than care packages. The Service Manager has acknowledged that this can be a difficult change for service users and carers and this is reflected in the rise in complaints.

11. **Breakdown of complaints by ethnicity.**

PROPORTION OF COMPLAINTS FROM ETHNIC GROUPS RELATIVE TO NUMBER OF SERVICE USERS (ADULTS' & CHILDREN'S SERVICES)					
	No. of service users in 2005-06	No. of complaints received	Percentage of service users by ethnicity	Percentage of complaints by ethnic group	Variance
Asian	2198	28	27.3%	31.4%	4.1%
Black	953	8	11.8%	8.9%	-2.9%
White	4908	53	60.9%	59.5%	-1.4%
Totals	8059	89	100.00%	100.00%	

11.1 The current breakdown is not fully consistent with the corporate monitoring categories in relation to ethnicity. Therefore the above figures only include combined 'Asian' 'Black' and 'White' categories and do not include data for 'mixed race' and other ethnicity categories. A change request has been made to ensure that next years figures comply with these categories and provide a more detailed breakdown.

11.3 In general the number of people complaining is proportionate to the number of service users from minority ethnic groups. This indicates that there is no significant relationship between ethnicity and dissatisfaction with service provision. It also indicates that service users from minority ethnic groups are accessing the complaints procedure.

12. **How complaints were made.**

CONTACT CHANNEL OF COMPLAINANT (ADULTS' & CHILDREN'S SERVICES COMPLAINTS)		
Contact Channel	Number of Complainants	Percentage of Total Contact
Phone	51	57.3%
Post	35	39.7%
In Person	3	3.4%
Email	0	0.0%
Fax	0	0.0%
Total Complaints	89	100%

12.1 The above table demonstrates that the majority of complainants prefer to make complaints by telephone.

13. Who made the complaint

WHO MADE THE COMPLAINT? (ADULTS' & CHILDREN'S SERVICES)		
Complainant	Number of Complainants	Percentage of Complaints
Advocate - Advice Worker	2	2.3%
Advocate - Family Member	12	13.6%
Service User	60	67.4%
Service User (Living out of Borough)	3	3.4%
Service User (Child)	5	5.7%
Service User (Carer)	2	2.3%
Parent / Carer of Child	5	5.7%
Total Complaints	89	100.0%

13.1 The above table shows that the largest single source of complaints is service users themselves.

13.2 A breakdown of complaints by ward is detailed in the table below.

Breakdown of complaints by Ward			
Ward	Stage 1	Stage 2	Stage 3
Bethnal Green North	3	2	
Bethnal Green South	4	2	
Blackwall & Cubitt Town	4	2	
Bow East	4	1	
Bow West	6		
Bromley-By-Bow	1	1	
East India & Lansbury	4		
Limehouse	3	2	
Mile End & Globetown	4	1	
Mile End East	3		
Millwall	7	1	1
Shadwell	2		
Spitalfields & Banglatown	2	1	
St Dunstan's & Stepney Green	4	1	
St Katharine's & Wapping	2		1
Weavers	5		
Whitechapel	3	1	
Out of Borough	11		
Total	72	15	2

14. **Improvement Initiatives.**

14.1 **Publicity**

The Complaints Unit continues to deliver training and information sessions to teams. They also offer advice and support to staff and managers. For example by assisting managers to improve the quality of their Stage 1 responses.

14.2 **Monitoring.**

Weekly outstanding lists are circulated to the Departmental Management Team. The complaints unit now use Siebel. This has improved monitoring and recording of complaints providing more effective information themes, trends and outcomes of complaints. It will also provide an integrated system and more effective sharing of information with colleagues from Corporate Complaints.

14.3 **Lessons Learned.**

Recommendations from complaints are used to highlight deficiencies in the system and there is a commitment by Senior Management to take on board feedback from complaints.