

Meeting of the

OVERVIEW & SCRUTINY COMMITTEE

Tuesday, 10 February 2009 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 Abdul Asad Vice-Chair: Councillor Bill Turner	
Councillor Stephanie Eaton Councillor Ahmed Hussain Councillor Waiseul Islam Councillor Ann Jackson Councillor Shiria Khatun Councillor Abjol Miah Councillor Oliur Rahman Councillor A A Sardar Councillor David Snowdon	Councillor M. Shahid Ali, (Designated Deputy representing Councillors Abdul Asad, Waiseul Islam, Ann Jackson, Shiria Khatun, A. A. Sardar and Bill Turner) Councillor Tim Archer, (Designated Deputy representing Councillors Ahmed Hussain and David Snowdon) Councillor Lutfu Begum, (Designated Deputy representing Councillor Oliur Rahman) Councillor Peter Golds, (Designated Deputy representing Councillors Ahmed Hussain and David Snowdon) Councillor Carli Harper-Penman, (Designated Deputy representing Councillors Abdul Asad, Waiseul Islam, Ann Jackson, Shiria Khatun, A. A. Sardar and Bill Turner) Councillor Azizur Rahman Khan, (Designated Deputy representing Councillor Stephanie Eaton) Councillor Rania Khan, (Designated

Deputy representing Councillor Oliur Rahman)
Councillor Abdul Matin, (Designated Deputy representing Councillor Stephanie Eaton)
Councillor Fozol Miah, (Designated Deputy representing Councillor Abjol Miah)
Councillor Harun Miah, (Designated Deputy representing Councillor Abjol Miah)
Councillor Tim O'Flaherty, (Designated Deputy representing Councillor Stephanie Eaton)
Councillor M. Mamun Rashid, (Designated Deputy representing Councillor Abjol Miah)
Councillor Salim Ullah, (Designated Deputy representing Councillors Abdul Asad, Waiseul Islam, Ann Jackson, Shiria Khatun, A. A. Sardar and Bill Turner)

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

Co-opted Members:

2 Vacancies

Mr D McLaughlin

Mr H Mueenuddin

Vacancy

- Parent Governor Representative
- Roman Catholic Diocese of Westminster Representative
- Muslim Community Representative
- Church of England Diocese 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: Amanda Thompson, Democratic Services, Tel: 020 7364 4651, E-mail: amanda.thompson@towerhamlets.gov.uk

LONDON BOROUGH OF TOWER HAMLETS

OVERVIEW & SCRUTINY COMMITTEE

Tuesday, 10 February 2009

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. See attached note from the Chief Executive.

3. UNRESTRICTED MINUTES

3 - 8

To confirm as a correct record of the proceedings the unrestricted minutes of the meeting of the Overview and Scrutiny Committee held on 13 January 2009.

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'

There were no Section One reports 'called in' from the meeting of Cabinet held on 14 January 2009.

7. BUDGET AND POLICY FRAMEWORK ITEMS

7.1 General Fund Budget Requirement & Council Tax 2009/10 & Medium Term Financial Plan 2009/10 to 2011/12

7.2 Capital Programme 2009/10 & Indicative Programme 2010/11 to 2011/12

(Total time allocated for items 7.1 and 7.2 – 60 minutes)

Note:

The report and appendices comprising the General Fund Budget Requirement and Council Tax 2009/2010 and Medium Term Financial Plan 2009/10 to 2011/12 and the Capital Programme 2009/10 and Indicative Programme 2010/11 to 2011/12 are being circulated as a supplementary agenda pack in conjunction with the agenda for the Cabinet meeting of the 11th of February 2009.

*Please bring the supplementary pack to the Overview and Scrutiny meeting.

8. PERFORMANCE MANAGEMENT

8.1 Tower Hamlets Index - Monitoring Report October-November 2009 **9 - 22**

(Time allocated – 15 minutes)

9. SCRUTINY SPOTLIGHT - LEAD MEMBER

The Lead Member for Culture, Councillor Rofique U. Ahmed, will attend to report on his portfolio.

(Time allocated – 30 minutes)

10. VERBAL UPDATES FROM SCRUTINY LEADS

(Time allocated – 5 minutes each)

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

(Time allocated – 10 minutes).

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

13. 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.

14. SECTION TWO REPORTS 'CALLED IN'

There were no Section Two reports 'called in' from the meeting of Cabinet held on 14 January 2009.

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

(Time allocated 10 minutes).

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

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Agenda Item 2

DECLARATIONS OF INTERESTS - NOTE FROM THE CHIEF EXECUTIVE FOR MEMBERS OF THE OVERVIEW & SCRUTINY COMMITTEE

This note is guidance only. Members should consult the Council's Code of Conduct for further details. Note: Only Members can decide if they have an interest therefore they must make their own decision. If in doubt as to the nature of an interest it is advisable to seek advice **prior** to attending at a meeting.

Declaration of interests for Members

Where Members have a personal interest in any business of the authority as described in paragraph 4 of the Council's Code of Conduct (contained in part 5 of the Council's Constitution) then s/he must disclose this personal interest as in accordance with paragraph 5 of the Code. Members must disclose the existence and nature of the interest at the start of the meeting and certainly no later than the commencement of the item or where the interest becomes apparent.

You have a **personal interest** in any business of your authority where it relates to or is likely to affect:

- (a) An interest that you must **register**
- (b) An interest that is not on the register, but where the well-being or financial position of you, members of your family, or people with whom you have a close association, is likely to be affected by the business of your authority more than it would affect the majority of inhabitants of the ward affected by the decision.

Where a personal interest is declared a Member may stay and take part in the debate and decision on that item.

What constitutes a prejudicial interest? - Please refer to paragraph 6 of the adopted Code of Conduct.

Your personal interest will also be a prejudicial interest in a matter if (a), (b) and either (c) or (d) below apply:-

- (a) A member of the public, who knows the relevant facts, would reasonably think that your personal interests are so significant that it is likely to prejudice your judgment of the public interests; AND
- (b) The matter does not fall within one of the exempt categories of decision listed in paragraph 6.2 of the Code; AND EITHER
- (c) The matter affects your financial position or the financial interest of a body with which you are associated; or
- (d) The matter relates to the determination of a licensing or regulatory application

The key points to remember if you have a prejudicial interest in a matter being discussed at a meeting:-

- i. You must declare that you have a prejudicial interest, and the nature of that interest, as soon as that interest becomes apparent to you; and
- ii. You must leave the room for the duration of consideration and decision on the item and not seek to influence the debate or decision unless (iv) below applies; and

- iii. You must not seek to improperly influence a decision in which you have a prejudicial interest.
- iv. If Members of the public are allowed to speak or make representations at the meeting, give evidence or answer questions about the matter, by statutory right or otherwise (e.g. planning or licensing committees), you can declare your prejudicial interest but make representations. However, you must immediately leave the room once you have finished your representations and answered questions (if any). You cannot remain in the meeting or in the public gallery during the debate or decision on the matter.

There are particular rules relating to a prejudicial interest arising in relation to Overview and Scrutiny Committees

- You will have a prejudicial interest in any business before an Overview & Scrutiny Committee or sub committee meeting where both of the following requirements are met:-
 - (i) That business relates to a decision made (whether implemented or not) or action taken by the Council's Executive (Cabinet) or another of the Council's committees, sub committees, joint committees or joint sub committees
 - (ii) You were a Member of that decision making body at the time and you were present at the time the decision was made or action taken.
- If the Overview & Scrutiny Committee is conducting a review of the decision which you were involved in making or if there is a 'call-in' you may be invited by the Committee to attend that meeting to answer questions on the matter in which case you must attend the meeting to answer questions and then leave the room before the debate or decision.
- If you are not called to attend you should not attend the meeting in relation to the matter in which you participated in the decision unless the authority's constitution allows members of the public to attend the Overview & Scrutiny for the same purpose. If you do attend then you must declare a prejudicial interest even if you are not called to speak on the matter and you must leave the debate before the decision.

LONDON BOROUGH OF TOWER HAMLETS

MINUTES OF THE OVERVIEW & SCRUTINY COMMITTEE

HELD AT 7.00 P.M. ON TUESDAY, 13 JANUARY 2009

**ROOM M71, 7TH FLOOR, TOWN HALL, MULBERRY PLACE, 5 CLOVE
CRESCENT, LONDON, E14 2BG**

Members Present:

Councillor Abdul Asad (Chair)
Councillor Stephanie Eaton
Councillor Abjol Miah
Councillor A A Sardar
Councillor David Snowdon
Councillor Bill Turner (Vice-Chair)
Councillor Lutfa Begum (In place of Councillor Shiria Khatun)
Councillor Peter Golds (In place of Councillor Ahmed Hussain)

Other Councillors Present:

Councillor Clair Hawkins – Lead Member Children’s Services

Officers Present:

Lutfur Ali	– (Assistant Chief Executive)
Suki Binjal	– (Interim Head of Legal Services - Community, Chief Executive's)
Kevan Collins	– (Corporate Director, Children's Services)
Afazul Hoque	– (Acting Scrutiny Policy Manager, Scrutiny and Equalities, Chief Executive's)
Michael Keating	– (Service Head Scrutiny & Equalities, Chief Executive's)
Amanda Thompson	– (Team Leader - Democratic Services)

1. SUKI BINJAL - LEGAL ADVISOR TO THE OVERVIEW AND SCRUTINY COMMITTEE

The Chair, Councillor Abdul Asad, informed the Committee that this was the last meeting that would be supported by Suki as she would shortly be leaving the Council.

On behalf of the Committee, he thanked Suki for all her hard work and support and wished her well for the future.

2. COMMITTEE MEMBERSHIP

The Chair reported that Councillors David Snowden and Ahmed Hussain had recently been appointed to the Committee, and he welcomed Councillor Snowden who was present to his first meeting.

3. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Ahmed Hussain, Waiseul Islam, Ann Jackson and Shiria Khatun.

Councillors Peter Golds and Lutfa Begum were present as substitutes for Councillors Hussain and Khatun.

Councillor Sirajul Islam, Deputy Leader of the Council, also presented his apologies as he had been expected to attend the meeting and present agenda item 8.1 – Diversity and Equality Action Plan 2008/2009.

4. DECLARATIONS OF INTEREST

None.

5. UNRESTRICTED MINUTES

RESOLVED

That the unrestricted minutes of the meeting held on 2 December 2008 be agreed as a correct record.

6. REQUESTS TO SUBMIT PETITIONS

None.

7. REQUESTS FOR DEPUTATIONS

Suki Binjal, Interim Legal Services Manager, informed Members that a representative from the Disability Coalition was present at the meeting and wished to make a deputation in relation to agenda item 8.1 – Diversity and Equality Action Plan 2008/2009. The representative had advised her that she had only very recently been sent a copy of the meeting agenda and therefore had not submitted her request before the deadline.

Ms Binjal stated that in accordance with the Council Procedure Rules at Part 4.1 of the Council's Constitution (Rule 20.1), the deadline for receipt of

deputation requests had passed, however it was open to the Committee to consider whether to suspend the rule to enable the deputation to address the Committee.

The Committee agreed that Council Procedure Rule 20.1 be suspended in order to allow the Committee to consider whether or not to hear the deputation. This motion was put to the meeting and was agreed.

Following discussion the committee voted on whether to hear the deputation and agreed that it would do so. It was further agreed that this should be done immediately prior to consideration of the relevant agenda item.

8. SECTION ONE REPORTS 'CALLED IN'

There were no Section One reports 'called in' from the meeting of Cabinet held on 3 December 2008.

9. SCRUTINY SPOTLIGHT - LEAD MEMBER

Councillor Clair Hawkins, Lead Member for Children's Services, gave a presentation on the key issues, opportunities and challenges arising from her portfolio.

She informed the Committee that 41% of secondary school students were achieving 5 A* - C GCSEs, including English and Maths, which was closing the gap towards the national average of 47%. The Borough's 11 year olds were currently outperforming the national average in Maths, and the lowest ever levels of NEETS (not in education, employment or training) had been recorded. She further informed the Committee about the outstanding 'JAR' and APA judgements which had given top marks in all the service areas assessed, as well as the Council attaining Beacon status for reducing reoffending.

Councillor Hawkins went on to highlight the key priorities of Children's Services. These included tackling child poverty, ensuring a stronger engagement with parents and support for families - with a focus on early intervention; the building of community participation, engagement and cohesion through access to youth services, cultural activities and leisure opportunities.

Councillor Hawkins ended her presentation by highlighting the key targets for the coming year, which included reducing the proportion of children in child poverty by 43.5%, and reducing obesity among primary school age children in Year 6 by 23.6%.

In response to questions Councillor Hawkins advised that an additional one million pounds had been allocated to Youth Service over the next two years in order to fund increased working hours to make the service more accessible to

young people. This would also help enable early intervention for those at risk of offending.

Currently the targets for reducing child obesity were not particularly stretching as it was necessary to actually curb the rise of obesity before attempting to reduce it.

Agency staff were vital to the functioning of Children's Services as it was so difficult to recruit permanent staff, and also the number of children requiring help was continuing to rise. However, she assured Members that work was on-going to recruit staff on a permanent basis.

The 'Building Schools for the Future' programme was making good progress and had already made a huge impact on children and families.

A number of the LAA targets had been deferred as the Government had not yet set a benchmark for these.

School attendance had improved although work was still needed to focus on extended holidays taken during term time and children who were persistently absent. A few schools had also started closing for Eid and others were being encouraged to do the same in order to reduce the number of 'absentees' on this day.

The Chair thanked Councillor Hawkins for her attendance and for her responses to the questions raised by members of the Committee.

10. PERFORMANCE MONITORING

10.1 Diversity and Equality Action Plan 2008/2009 - Six Monthly Monitoring Report

The Chair welcomed the deputation and asked its representative to address the meeting.

Angela Stanworth addressed the meeting on behalf of the Disability Coalition, and advised that she wished her comments to be regarded by the Committee as those of a 'critical friend'. She stated that around 20% of the residents of Tower Hamlets were disabled in very different ways, and the Council needed to ensure that it was not excluding any particular group or disability.

The role of the Disability Coalition was to ensure that disabled people were able to function as full citizens, as unfortunately this was not always the case. There was a need for the Council to engage with organisations like these, and ensure that the outcomes of its reviews were implemented. An ongoing issue had been the lack of disabled parking at the Council's Ideas stores.

Members of the Committee asked a number of questions in relation to the type of problems faced by Tower Hamlets' disabled residents particularly, preferred methods of engagement, and working in partnership.

The Chair thanked Ms Stanworth for her attendance and presentation to the meeting.

Michael Keating, Head of Scrutiny and Equalities, after outlining how the Council has worked with the Disability Coalition and other third sector groups, advised that the Council was currently establishing a Pan Disability Panel. This will consist of 2/300 residents and will be used to consult people with disabilities. As well as consultation on broad questions there will also be specific focus groups established when required to deal with particular issues. Mr Keating also described the successful events for Bengali Disability Awareness Day and the International Day of the Disabled, both supported by the Council, which had taken place in recent months.

Mr Keating then introduced the six monthly monitoring report of the Council's Diversity and Equality Action Plan for 2008/9 which demonstrated that at six months, 76% of all milestones within the Plan had been met or were on target to be met within fixed timescales. This represented significant progress in a number of areas

RESOLVED

That the report be noted.

11. SCRUTINY MANAGEMENT

11.1 Acute Stroke and Major Trauma - Establishment of Pan London Joint Overview and Scrutiny Committees

Michael Keating, Head of Scrutiny and Equalities, introduced the report stating that the Committee had been asked to agree that Tower Hamlets participate and nominate a representative and a deputy to the Acute Stroke and Major Trauma Pan London Joint Overview and Scrutiny Committee.

RESOLVED

That Tower Hamlets participate and that Councillor Stephanie Eaton be appointed to the Acute Stroke and Major Trauma Pan London Joint Overview and Scrutiny Committee and Councillor Lutfa Begum be her Deputy.

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

No Section One pre-decision questions for Cabinet were submitted.

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

No Section One urgent business was submitted.

14. EXCLUSION OF THE PRESS AND PUBLIC

No Section Two business was submitted.

15. SECTION TWO REPORTS 'CALLED IN'

There were no Section Two reports 'called-in' from the meeting of Cabinet held on 3 December 2008.

16. PRE-DECISION SCRUTINY OF SECTION TWO (RESTRICTED) CABINET PAPERS

No Section Two pre-decision questions for Cabinet were submitted.

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

No Section Two urgent business was submitted.

The meeting finished at 8.45p.m

Councillor Abdul Asad, Chair

Agenda Item 8.1

Committee Overview and Scrutiny	Date 10 February 2009	Classification Unrestricted	Report No.	Agenda Item No. 8.1
Report of: Assistant Chief Executive Originating Officer(s): Jon Underwood, Service Head, Strategy and Performance		Title: Tower Hamlets Index - Monitoring Report October-November 2008 Ward(s) affected: All		

Summary

- 1.1 This report introduces the fourth monitoring report for the new Tower Hamlets Index. The set of indicators that constitutes the new Tower Hamlets Index reflects the Strategic Plan 2008/09 and the new Local Area Agreement. This report covers the period October-November 2008.

The performance information is contained in the report:

- Appendix 1 provides an overview of performance and comments on each Tower Hamlets Index (THI) indicator.
- Members should note the new design layout of Appendix 1 as outlined in 3.1

2. Recommendations

- 2.1 This report is for discussion and comment

Local Government Act, 1972 Section 100D (As amended)
List of “Background Papers” used in the preparation of this report

**Brief description of “back ground papers”
Tower Hamlets Index Monitoring Reports**

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

**Lutfur Ali, 020 7364 4771
Mulberry Place, 6th Floor**

3. Background

- 3.1 The last time the Tower Hamlets Index was considered, CMT asked for the tables of data to be combined with the graphs, previously reported separately as Appendix 2. CMT also requested that a visual indication of previous performance against target and direction of performance be included in the tables.

The new-style Appendix 1 contains:

- Reference number and description for each indicator.
- Name of responsible officer.
- Indication of polarity (Good performance is Low/High).
- Targets and actuals for the current period.
- Actual data for the previous two periods (*new*).
- Traffic Lights (Red/Amber/Green) for the current period.
- Traffic Lights (Red/Amber/Green) for the previous two periods (*new*).
- Arrows to compare current performance to the previous comparable period (*new*).
- Year-end target.
- Comment where performance is off target.
- Graph illustrating in-year actual data and targets, previous annual actual and year-end target (*new*).

Performance Indicators

- 3.2 This is the fourth monitoring report for the new Tower Hamlets Index, covering the period October-November 2008. The set of indicators that constitutes the new Tower Hamlets Index reflects the Strategic Plan 2008/09 and the new Local Area Agreement. The Tower Hamlets Index is made up of 71 Strategic Indicators, as agreed by CMT and members. These consist of:
All the LAA indicators
Some measures of corporate health (usually ex-BVPIs)
Some measures of customer satisfaction (usually Annual Residents Survey)

4. How We Are Doing

- 4.1 Performance against the fourth regular monitoring of these indicators for the period October-November 2008/09 is set out in Appendix 1
- 4.2 There are four months to the end of the year and comments will reflect steps taken to ensure targets are met.
- 4.3 Targets have not been set for one indicator, although data is available. This data will be used as a baseline to set future targets:

Young people's participation in positive activities.

- 4.4 Of the 25 applicable indicators, 11 of the performance indicators (44%) are on track to achieve their end of year target (GREEN). Areas where performance is well above the estimated level for the end of November target are as follows:
- First contact resolution of calls to Hot Lines (16% more calls resolved than targeted)
 - Number of serious acquisitive crimes per 1,000 population (13% fewer crimes than targeted – 18.55 crimes per 1,000 population compared to a target of 21.4 crimes)
- 4.5 A total of 14 indicators (56%) are not meeting their October-November target, of which managers indicate that 4 (28.57%) are predicted to return to target by year end (AMBER), while 10 (71.43%) may not (RED). Indicators that missed target by 10% or worse are:
- Number of schools where fewer than 55% of pupils achieve level 4 or above in both English and Maths at KS2 (target was no more than 1 school but actual was 4)
 - Number of schools where fewer than 30% of pupils achieve 5 or more A*-C grades at GCSE and equivalent including GCSEs in English and Maths (target was no more than 1 school but based on provisional results there are three schools not achieving this threshold. When results are finalised this is expected to fall to two, as one is likely to exceed the threshold.)
 - Improved street cleanliness – graffiti (target was no more than 8% of streets with graffiti, actual was 16%)
 - Improved street cleanliness – fly posting (target was no more than 3% of streets with graffiti, actual was 5%)
 - Looked after children achieving 5 A*-C GCSEs (or equivalent) – including English and mathematics (target was six out of 30 children (17%), actual was four children (6.67%))
 - Average waiting time for calls to Hot Lines to be answered (target was 30 seconds, actual was 34 seconds)
 - Percentage of Undisputed Invoices Paid on Time (target was 97% paid on time, actual was 84.69%)
 - Number of working days/shifts lost to sickness absence per employee (target was 7.7 days off sick, actual was 8.56 days per employee)
- 4.6 Compared to the last round of monitoring (Quarter 2 2008), the proportion of RED indicators has decreased slightly from 58.82% (20) to 52.17% (12). This can be partly attributed to the number and distribution of indicators available to report (11 fewer indicators can be reported at this time). One indicator that was GREEN in Q2 has turned AMBER (with a very slight variance) for this period:
- Number of physical visits to public library premises per 1000 pop. (38 visits off target)
- 4.7 The next monitoring report is the Quarter 3 joint performance and budget monitoring report (end of December 2008) when we will report on both Strategic and Priority indicators.

5. Financial Performance Report

- 5.1 As reported to LAB on 3 December 2008, financial performance is within existing resources and therefore broadly sustainable. There continues to be a projected General Fund net underspend of £1.9m for the year against Directorate budgets as reported for the first six months of 2008-09.
- 5.2 The biggest single factor contributing to the underspend relates to Council borrowing and investments. It is anticipated that the Council's investment income will continue to benefit from favourable interest rates earlier in the year due to investment deals already entered into, and that reductions in bank base rates in recent months will not impact significantly until 2009/10.
- 5.3. Notwithstanding the overall underspend, 4 out of 6 Directorates are reporting projected over spends and it will be important for these Directorates to continue to monitor their expenditure closely and to take steps to contain spending within their allocated budgets.
- 5.4 Also, several directorates have identified risk areas primarily where volatility to costs or uncertainty concerning the projected outturn figure. These are primarily within facilities management and fluctuations in planning income.

6. COMMENTS OF THE CHIEF FINANCIAL OFFICER

- 6.1 There are no direct financial implications arising from the recommendations of this report. Any specific financial implications relating to the performance indicators have been incorporated in the officer comments attached to this report. The financial implications of performance improvement are set out in relevant reports by officers throughout the year as part of the ongoing planning processes of the authority.

7. ONE TOWER HAMLETS CONSIDERATIONS

- 7.1 The Council's ambitious targets for service delivery are focused on meeting the needs of the diverse communities living in Tower Hamlets. The Tower Hamlets Index reflects the priority the Council gives to equality and diversity issues, and includes specific equality indicators.

8. CONCURRENT REPORT OF THE ASSISTANT CHIEF EXECUTIVE (LEGAL)

- 8.1 The Local Government Act 1999 places a duty on the Council to secure continuous improvement in the way its functions are exercised having regard to a combination of economy, efficiency and effectiveness. Performance monitoring using the Index combined with implementation of the Strategic Plan will assist in discharging that obligation.

9. SUSTAINABLE ACTION FOR A GREENER ENVIRONMENT

- 9.1 A number of the Indicators contribute directly towards a greener environment, including addressing abandoned cars, and improving the cleanliness of streets. The Council will ensure that in monitoring and reporting on the Tower Hamlets Index, the environmental impact locally will be kept to a minimum.

10. RISK MANAGEMENT IMPLICATIONS

- 10.1 In line with the Council's risk management strategy, the implementation of the Tower Hamlets Index will assist the Cabinet, Corporate Directors and relevant service managers in delivering the ambitious targets set out in the Strategic Plan. Where any difficulties or slippage arise, the process will create an opportunity for Members and Corporate Directors to discuss remedial action and keep progress under regular review.

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Theme 1: One Tower Hamlets

Strategic101	Percentage of Undisputed Invoices Paid on Time Good performance HIGH	%	87.87	85.55	85.35	84.69	97	97	Paul McDermott		
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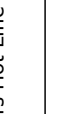
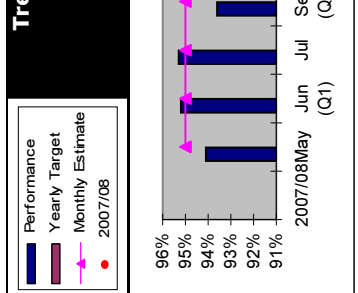


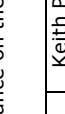
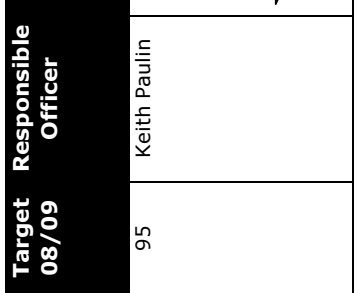


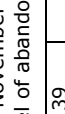
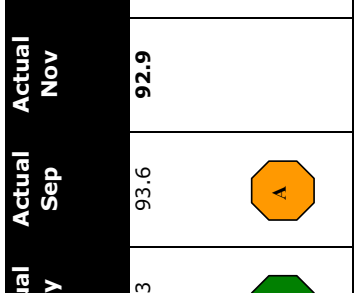
Monthly Performance: Monitoring of payments made outside the defined timescale continues and the processes have been the focus of a peer review. The review has made a number of proposals currently being considered by colleagues in internal audit that will utilise electronic invoice distribution and circulation. The declared performance is expected to deteriorate further as software restrictions require the backdating of invoices in order to pre-1st December to ensure the correct level of VAT is paid and declared.

Strategic105	Number of working days/shifts lost to sickness absence per employee. Good performance LOW	days	8.69	8.88	8.93	8.56	7.7	7.5	Deb Clarke		
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Strategic106	Response time to members enquiries - % completed within 10 working days - Corporate Good performance HIGH	%	70.06	74.37	78.9	86.09	85	85	Beverley McKenzie		
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Strategic107	Percentage of complaints completed in time - Council as a whole - Stage 1 Good performance HIGH	%	74	68	71	74	80	80	Ruth Dowden		
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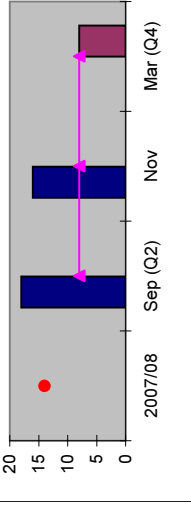


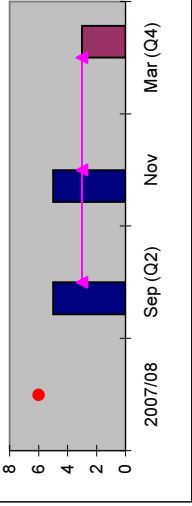
Monthly Performance: Improvements have been seen across all directorate and in THH. All achieved over 80% in November and this level of performance is maintained, the corporate target will be achieved for the rolling year by the end of 2008/09.


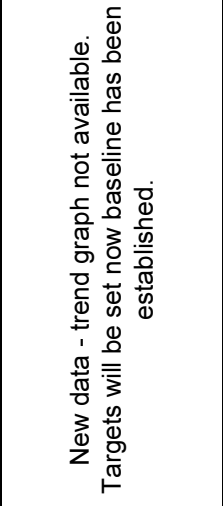
PI Ref No	PI Description	Meas. In	Actual 07/08	Actual July	Actual Sep	Actual Nov	Target Nov	Target 08/09	Responsible Officer	Traffic Light	Trend
Strategic109	Percent of calls to Hot Lines answered Good performance HIGH	%	N/A	95.3 	93.6 	92.9	95	95	Keith Paulin		
<p>Monthly Performance: Performance remains marginally below target and dipped in November driven by a drop in performance on the high-volume housing repairs Hot Line due to workload peaks. Current improvements in average waiting times (Strategic 110) should reduce the level of abandoned calls in future months.</p>											
Strategic110	Average waiting time for calls to Hot Lines to be answered Good performance LOW	Number	N/A	30 	39 	34	30	30	Keith Paulin		
<p>Monthly Performance: Although still outside of target, there was major improvement on this indicator in November driven by a considerable reduction in average wait time for Council Tax calls.</p>											
Strategic111	First contact resolution of calls to Hot Lines Good performance HIGH	%	N/A	84 	84 	93	80	80	Keith Paulin		

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual July	Actual Sep	Actual Nov	Target Nov	Target 08/09	Responsible Officer	Traffic Light	Trend
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Theme 2: A Great Place to Live

Strategic202	Number of physical visits to public library premises per 1000 population Cumulative measure Good performance HIGH	number	9710.7	3139	4725	6255	6293	9438.9	Heather Bonfield		
<p>Monthly Performance: Bi-monthly actual is 99.4% of target - Programmes and events planned on all sites. Publicity is in production now and will be released next week. February and March should pick up library visits. End of year target will be met.</p>											
Strategic211	Percentage of household waste sent for reuse, recycling and composting Good performance HIGH	%	12.89	15.08	15.28	18.13	17.4	19	Jamie Blake		
<p>Monthly Performance: The figures shown are October figures only as November figures need to be confirmed by our Recycling Disposal contractor Viridor. This is due to actual contamination figures not being finalised. A review of the split between household waste and commercial waste was undertaken in October which identified that the Council was under reporting commercial waste collected. As a result, total residual household waste collected has decreased and the recycling proportion has seen great improvement</p>											
Strategic212	Improved street and environmental cleanliness - litter Good performance LOW	%	13.00	N/A	12.00	12.00	12.00	12.00	Jamie Blake		
Strategic213	Improved street and environmental cleanliness - detritus Good performance LOW	%	15.00	N/A	16.00	13.50	13.00	13.00	Jamie Blake		
<p>Monthly Performance: Tranche2 result was 11% so average with T1 is 13.5%. A score similar to T2 in tranche 3 will ensure target is reached.</p>											

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual July	Actual Sep	Actual Nov	Target Nov	Target 08/09	Responsible Officer	Traffic Light	Trend
Strategic214	Improved street and environmental cleanliness - graffiti Good performance LOW	%	14.00	N/A	18:00 	16.00	8:00	8:00	Jamie Blake		
<p>Monthly Performance: Tranche 2 result was 14% thus average of T1 and T2 is 16%. Target of 8% will not be met. A score of zero in Tranche 3 will mean an overall annual score of 11-12%. The doubling of the graffiti removal resources in August appears to have led to a better score in tranche 2, however, more needs to be done. A graffiti strategy is being developed to include education and communication about the real graffiti impacts, rapid removal and use of anti-graffiti coatings and more effective enforcement with a recommendation for a dedicated anti-graffiti (and Fly-posting) team within the LETs. The issue of statutory graffiti removal notices will be implemented very early in 2009. Impacts of the statutory will not be felt until 2009/10.</p>											
Strategic215	Improved street and environmental cleanliness - fly-posting Good performance LOW	%	6.00	N/A	5:00 	5.00	3:00	3:00	Jamie Blake		
<p>Monthly Performance: Tranche 2 result was 5% so average of T1 and T2 is 5%. Large % difference due to small numbers. Unlikely to meet target of 3%. Score of zero in Tranche 3 required to meet end of year target. Discussions with Planning Enforcement will lead to some joint action using Town and Country Planning Act 1990 powers regarding illegal advertising. A recommended anti-graffiti team would also tackle fly-posting. Improvements are expected through 2009/10.</p>											

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual July	Actual Sep	Actual Nov	Target Nov	Target 08/09	Responsible Officer	Traffic Light	Trend
<p>Theme 3: A Prosperous Community</p>											
Strategic306	Young people's participation in positive activities Good performance HIGH	%	N/R	N/R	N/R	54	N/R	N/A	Mary Durkin		
<p>Monthly Performance: In the 2008 Tellus 3 Survey 54% (compared to National 62%) of children surveyed participated in any group activity led by an adult outside school lessons (such as sports, arts, or a youth group). There are no comparison results as this question was not asked in Tellus2 2007. This is baseline results.</p>											

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual July	Actual Sep	Actual Nov	Target Nov	Target 08/09	Responsible Officer	Traffic Light	Trend
Strategic308	16 to 18 year olds who are not in education, employment or training (NEET) Cumulative measure Good performance LOW	%	8.2	9.9	10.9	6.7	7.14	7	Mary Durkin		
Strategic311	Overall Employment rate (working-age) Good performance HIGH	%	58.4	56.9	56.9	58.4	54	54	Sue Hinds		
Strategic312	Working age people on out of work benefits Good performance LOW	%	17.4	N/A	19.7	17.2	18.3	18.3	Sue Hinds		
Strategic313	Working age people claiming out of work benefits in the worst performing neighbourhoods Good performance LOW	%	27.1	N/A	N/A	26.8	29	29	Sue Hinds		
Strategic315	Achievement of at least 78 points across the Early Years Foundation Stage with at least 6 in each of the scales in Personal Social and Emotional Development and Communication, Language and Literacy	%	38.9	N/A	40.4	40.4	43.5	43.5	Helen Jenner		

Monthly Performance: 40.4% of children achieved 78 points overall and 6 or more in Personal Social Emotional development (PSED) and Communication, Language and Literacy (CLL) in the foundation Stage profile for Academic year 07/08 (financial year 2008/09). This result is an improvement of 1.6% from the previous year and is provisional. This result is subject to change following updates between schools and DCSF. This indicator is collected annually.

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual July	Actual Sep	Actual Nov	Target Nov	Target 08/09	Responsible Officer	Traffic Light	Trend
Strategic316	Reduction in number of schools where fewer than 55% of pupils achieve level 4 or above in both English and Maths at KS2 Good performance LOW	Number	N/A	N/A	5	4	1	1	Helen Jenner		
<p>Monthly Performance: 4 schools are below 55% in level 4+ in English & Maths. This result is based on provisional results which are subject to change as results may change following updates between schools, LAs and DCSF. This result is collected annually.</p>											
Strategic317	Reduction in number of schools where fewer than 50% of pupils achieve level 5 or above in both English and Maths at KS3 Good performance LOW	Number	N/A	N/A	3	3	0	0	Carmel Littleton		
<p>Monthly Performance: 3 schools are below the 50%, for level 5 or above in both English and Maths at KS3 as of Dec 2008</p>											
Strategic318	Reduction in number of schools where fewer than 30% of pupils achieve 5 or more A*- C grades at GCSE and equivalent including GCSEs in English and Maths Good performance LOW	Number	N/A	N/A	3	3	1	1	Carmel Littleton		
<p>Monthly Performance: 3 schools had fewer than 30% of pupils that achieved 5 or more A*- C grades at GCSE and equivalent including GCSEs in English and Maths as of Dec 2008.</p>											

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual July	Actual Sep	Actual Nov	Target Nov	Target 08/09	Responsible Officer	Traffic Light	Trend
Strategic320	Looked after children achieving 5 A*-C GCSEs (or equivalent) at Key Stage 4 (including English and mathematics) Good performance LOW	%	N/A	N/A	N/A	6.67	17	17	Kamini Rambellas	RED	

Monthly Performance: The cohort for this group is very small (30 this year) so performance of one pupil has a disproportionate effect on performance. We predicted 6 young people achieving 5 GCSEs (20%) so were predicting slightly missing the target. Out of those 4 achieved as predicted but 1 of them left care after exams but before September 30th (OC2 counting period) so did not count for OC2 purposes. The two others achieved 4 GCSEs A-C and then at least Ds in the others, therefore only slightly missing the target. We are taking action to encourage these two to re-sit but that won't help performance this year.
Given the nature of this target we will not be able to improve on this target this year but hope to improve performance next year. Measures being put in place are: review of each pupil at risk of non-achievement, with the dedication of additional resources where required (including extra tuition); new tracking system being established to more accurately track progress across key stages so that problems can be picked up at an earlier stage.
We did also significantly improve our performance on pupils sitting at least 1 GCSE from 63% to 70% and more young people are remaining engaged in education, this means we are doing better with the most disadvantaged young people.

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual July	Actual Sep	Actual Nov	Target Nov	Target 08/09	Responsible Officer	Traffic Light	Trend
Scheme 4: A Safe and Supportive Community											
Strategic403	Number of serious acquisitive crimes per 1,000 population Cumulative measure Good performance LOW	Number	33.44	10.28	14.61	18.55	21.4	32.04	Andy Bamber	GREEN	
Strategic407	Arson incidents - Number of deliberate primary fires per 10,000 population. Cumulative measure Good performance LOW	Number	N/A	3.81	5.55	6.56	8.15	12.22	Andy Bamber	GREEN	

Monthly Performance: November data is not available yet. This is October data. Unfortunately all data from November onwards is 'on hold' whilst various processes surrounding the new IMS (Incident Management System) are completed. The Fire Service expects to have things back on track in Dec.

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual July	Actual Sep	Actual Nov	Target Nov	Target 08/09	Responsible Officer	Traffic Light	Trend
Strategic408	Number of deliberate secondary fires per 10,000 population. (Arson) Cumulative measure Good performance LOW	Number	38	8.84	13.53	17.46	24.59	36.89	Andy Bamber	GREEN	

Monthly Performance: November data is not available yet. This is October data. Unfortunately all data from November onwards is 'on hold' whilst various processes surrounding the new IMS (Incident Management System) are completed. The Fire Service expects to have things back on track in Dec.

Key to symbols

- Arrow up Performance has improved since the last comparable period (for cumulative indicators e.g. library visits we compare to the same period last year).
- Arrow across Performance maintained since the last comparable period (for cumulative indicators we compare to the same period last year).
- Arrow down Performance has deteriorated since the last comparable period (for cumulative indicators we compare to the same period last year).
- No arrow No previous data to compare to (for cumulative indicators we can only compare to the same period the previous year)
- Colour Colour represents whether performance is On Target (Green), Off Target (Red), or whether performance is off target, but will return to target (Amber).
- Octagon Octagon shape represents Traffic Light for previous period. The two most recent reporting periods are shown.