

Meeting of the

OVERVIEW & SCRUTINY COMMITTEE

Tuesday, 6 October 2009 at 7.00 p.m.

AGENDA – SECTON ONE

VENUE

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

Members:	Deputies (if any):
Chair: Councillor Sirajul Islam Vice-Chair: Councillor Bill Turner	
Councillor Tim Archer Councillor Stephanie Eaton Councillor Alexander Heslop Councillor Ann Jackson Councillor Denise Jones Councillor Abjol Miah Councillor A A Sardar	Councillor Shahed Ali, (Designated Deputy representing Councillors Sirajul Islam, Alex Heslop, Ann Jackson, Denise Jones, A. A. Sardar and Bill Turner) Councillor Peter Golds, (Designated Deputy representing Councillor Tim Archer) Councillor Shiria Khatun, (Designated Deputy representing Councillors Sirajul Islam, Alex Heslop, Ann Jackson, Denise Jones, A. A. Sardar and Bill Turner) Councillor Fozol Miah, (Designated Deputy representing Councillor Abjol Miah) Councillor Harun Miah, (Designated Deputy representing Councillor Abjol Miah) Councillor M. Mamun Rashid, (Designated Deputy representing Councillor Abjol Miah) Councillor David Snowdon, (Designated Deputy representing Councillor Tim Archer)

Councillor Salim Ullah, (Designated Deputy representing Councillors Sirajul Islam, Alex Heslop, Ann Jackson, Denise Jones, A. A. Sardar and Bill Turner)

[Note: The quorum for this body is 3 voting Members].

Co-opted Members:

Mr Ahbab Miah	– Parent Governor Representative
Mr Abdur Rouf	– Parent Governor Representative
Vacancy	– Church of England Diocese Representative
Vacancy	– Roman Catholic Diocese of Westminster Representative
Mr H Mueenuddin	– Muslim Community 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:

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LONDON BOROUGH OF TOWER HAMLETS

OVERVIEW & SCRUTINY COMMITTEE

Tuesday, 6 October 2009

7.00 p.m.

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

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To confirm as a correct record of the proceedings the unrestricted minutes of the meeting of the Overview and Scrutiny Committee held on 01 September 2009.

4. REQUESTS TO SUBMIT PETITIONS

To receive any petitions (to be notified at the meeting).

5. REQUESTS FOR DEPUTATIONS

To receive any deputations (to be notified at the meeting).

6. UNRESTRICTED REPORTS 'CALLED IN'

There were no unrestricted reports 'called in' from the meeting of Cabinet held on 02 September 2009.

7. SCRUTINY SPOTLIGHT

The Lead Member for Cleaner, Safer, Greener Councillor Abdal Ullah, will attend to report on his portfolio.

(Time allocated – 45 minutes)

8. PERFORMANCE MONITORING

8.1 Tower Hamlets Index - June to July 2009

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To consider and comment upon the contents of the report.

(Time allocated – 15 minutes)

9. VERBAL UPDATES FROM SCRUTINY LEADS

Scrutiny Lead Members will report on their portfolio areas.

(Time allocated – 10 minutes)

10. PRE-DECISION SCRUTINY OF UNRESTRICTED CABINET PAPERS

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

(Time allocated – 10 minutes)

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

To consider any other unrestricted business that 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. EXEMPT/ CONFIDENTIAL MINUTES - TO FOLLOW

To confirm as a correct record of the proceedings the exempt/ confidential minutes of the meeting of the Overview and Scrutiny Committee held on 28 July 2009.

14. EXEMPT/ CONFIDENTIAL REPORTS 'CALLED IN'

There were no exempt/ confidential reports 'called in' from the meeting of Cabinet held on 02 September 2009.

15. PRE-DECISION SCRUTINY OF EXEMPT/ CONFIDENTIAL CABINET PAPERS

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

(Time allocated – 5 minutes)

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

To consider any other exempt/ confidential business that the Chair considers to be 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 5.30 P.M. ON TUESDAY, 1 SEPTEMBER 2009

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

Members Present:

Councillor Sirajul Islam (Chair)
Councillor Stephanie Eaton
Councillor Ann Jackson
Councillor Bill Turner (Vice-Chair)
Councillor Shahed Ali - deputising for Councillor Alex Heslop
Councillor Shiria Khatun - deputising for Councillor Abdul Aziz Sardar
Councillor David Snowdon - deputising for Councillor Tim Archer
Councillor Salim Ullah – deputising for Councillor Denise Jones

Other Councillors Present:

Councillor Ohid Ahmed
Councillor Rofique U Ahmed
Councillor Tim Archer
Councillor Marc Francis
Councillor Peter Golds
Councillor Rania Khan
Councillor Abdal Ullah

Co-opted Members Present:

Mr H Mueenuddin – Muslim Community Representative

Officers Present:

Michael Keating – (Service Head, Scrutiny & Equalities)
Afazul Hoque – (Acting Scrutiny Policy Manager, Scrutiny & Equalities, Chief Executive's)
David Galpin – (Head of Legal Services (Community))
Kevan Collins – (Interim Chief Executive)
Alan Finch – (Service Head, Corporate Finance, Resources)
Stephen Halsey – (Corporate Director, Communities, Localities & Culture)
Owen Whalley – (Service Head, Major Project Development, Development & Renewal)
Stephanie Ford – (Interim Performance Manager, Strategy & Performance, Chief Executive's)

Susan Ritchie	– (Acting Head of Participation and Engagement)
Jennifer Richardson	– (Interim Strategic Planning Manager, Development & Renewal)
Robin Beattie	– (Acting Head, Strategy & Resources Communities, Localities and Culture)
Mike Windley	– (Team Leader Building Control)
John Chilton	– (Head of Parking Services)
Andy Algar	– (Service Head Asset Strategy, Capital Delivery, Property Services, Development & Renewal)
Jackie Odunoye	– (Service Head Strategy Regeneration and Sustainability, Development & Renewal)
Alan Ingram	– (Democratic Services)

1. APOLOGIES FOR ABSENCE

Apologies were received from Councillors Alex Heslop, Abdul Aziz Sardar, Denise Jones, Abjol Miah and Mr Lutfur Ali, Assistant Chief Executive. Apologies for lateness were received from Councillor Bill Turner.

Councillors Shiria Khatun, Shahed Ali and Salim Ullah deputised for Councillors Heslop, Sardar and Jones. Councillor David Snowdon deputised for Councillor Tim Archer, who was presenting Call-In reports.

2. DECLARATIONS OF INTEREST

There were no declarations of interest.

3. UNRESTRICTED MINUTES

The unrestricted minutes of the meeting held on 28 July 2009 were agreed as a correct record subject to the amendments noted in section 15 of these minutes.

4. REQUESTS TO SUBMIT PETITIONS

There were no requests made to submit petitions at the meeting.

5. REQUESTS FOR DEPUTATIONS

The Chair announced that a request had been received for a deputation in relation to the call-in on Ideas Store Strategy. He then invited the representative, Mrs Maggie Phillips, to address the Committee.

Mrs Phillips indicated that she was Chair of the St. John's Tenants' and Residents' Association, whose members wished to ensure the continued use of Cubitt Town Library, in a refurbished form with additional space, rather than have it discontinued for an Idea Store at ASDA. She pointed out that there were many overcrowded households in that area and, consequently, children tended to use the library as a venue for homework and study. Idea Stores that she had visited were noisy and loud, not studious in nature.

She added that Cubitt Town Library was a beautiful building, used by many residents, and she could not see how an Idea Store in its place would give value for money. Local residents comprised a mixed population, who backed the retention of the library all the way, to maintain a facility for children to study.

The Chair invited Members to put questions to Mrs Phillips, who replied that:

- The new Idea Store had not been widely discussed at LAP8 meetings and the St. John's TRA, established 26 years ago, had held discussions with local people.
- The possible site of an Idea Store at Wood Wharf was not a convenient location for people who lived at Cubitt Town.
- She confirmed that she had visited other Idea Stores and commented that the Chrisp Street building was frequented by drinkers and unsuitable as a study facility. All sectors of the community wanted retention of the existing library as the best possible facility.
- The current layout of the library meant that only part of the available space was used and there could be additional development to the rear of the building.

The Chair invited the Lead Member, Leisure and Culture to address the meeting and Councillor Rofique U Ahmed stated that he did not know where Mrs Phillips had obtained information that the Cubitt Town Library was to close. He pointed out that the Ideas Store Strategy report explicitly stated that the Strategy did not propose the closure of any existing libraries.

The Chair thanked Mrs Phillips for her attendance and indicated that the discussion would be taken into account when the call-in item was debated.

6. SECTION ONE REPORTS 'CALLED IN'

6.1 Report Called-In - Ideas Stores Strategy

The Chair outlined the call-in procedure to the Committee.

Councillor Tim Archer, for the Call-In Members, outlined the reasons in their requisition. He reiterated Mrs Maggie Phillips' point on the strength of local feelings for the retention of Cubitt Town Library. The library was well-loved

and local residents had expressed great concern over its possible closure. It was also the best performing library in the Borough and had the highest customer satisfaction rating. Retaining the facility would be more cost-effective than a new Idea Store, as a small amount of money could bring the upper floor into use, install a lift and extend the premises to the rear to provide enhanced services.

He felt that the only debate appeared to be whether an Idea Store would be provided at ASDA or Wood Wharf and invited the Lead Member, Culture and Leisure, to visit the building so that he might be apprised as to possible additional uses.

Councillor Archer referred to the proposed alternative course of action in the Call-In and asked that Cabinet should hold off any decision on the matter so that alternatives to closure of the premises could be proposed.

Committee Members then put detailed questions to Councillor Archer, who replied that:

- The section of the Strategy document relating to possible future sites by definition showed that Cubitt Town Library was not included. However, he looked forward to receiving affirmation that it would be retained.
- He agreed that signage to the library could be improved and there was a useful cut from the library site to ASDA which should be made more user friendly.

Councillor Rofique U Ahmed, Lead Member Culture and Leisure stated that his office had invited Councillor Archer for a visit but this had not been taken up and he had visited all libraries in his capacity as Lead Member. He added that, despite Councillor Archer's interpretation, the Strategy report showed that no libraries were proposed for closure and he encouraged the use of libraries for all appropriate activities.

Mr Stephen Halsey, Corporate Director Communities, Leisure and Culture, referred to the reasons for the Call-In and stated that, rather than making extravagant claims, the Strategy used data on a like for like comparative basis. Only the MLA common definition of a library visit had been used. As report author, he confirmed that the Strategy report did not propose the closure of any libraries and provided a framework for the future.

In response to further questions from Members, Mr Halsey stressed that the Strategy set out a 10-year programme for the service, without making decisions for individual premises. He made the point that the references to possible Crossharbour and Wood Wharf sites arose from the fact that the lease of Idea Store Canary Wharf would terminate in 2019 and any future element of development would have to be the subject of a full report to Members. The report demonstrated how the key characteristics of a future Idea Store service would differ from the original concept but there were no

recommendations either for library closures or additional Idea Stores. In particular, there were no proposals for the closure of Cubitt Town Library.

The Cabinet members then left the room and after a short discussion it was

RESOLVED:

That the alternative course of action proposed in the Call-In be not pursued and the decision of the Cabinet be confirmed.

6.2 Report Called-In - Adoption of Street and Building Naming and Numbering Policy

Councillor Peter Golds, for the Call-In Members, outlined the reasons for the Call-In and stated that it was necessary to understand that Tower Hamlets was one of the most significant Boroughs historically. The proposals agreed by the Cabinet were very bland in nature and went against long-established naming and numbering procedures. He cited instances where historic addresses apparently would be disallowed under the new policy, which was overly restrictive.

In response to questions from Members, Councillor Golds replied that:

- Other Boroughs, such as Westminster and Kensington and Chelsea, were far less prescriptive in street naming.
- Confusion could arise from developers' actions but there was a need to preserve the Borough's special nature and the Planning service should prevent street naming in advance of the Council.

Councillor Marc Francis, Lead Member Housing and Development, outlined the statutory obligations on the Borough for street naming and numbering. He pointed out that the policy guidelines encouraged the use of historic place references. However, there needed to be simple and logical conventions as agreed by the Royal Mail and emergency services. The guidelines must be made available in the public domain and commonsense had been applied in this case. He circulated copies of the guidance notes, together with advice from the London Fire Brigade.

Members then put questions to Councillor Francis, who replied that:

- To avoid misdirected mail, it was necessary for addresses' secondary information, such as flat number/street name to be included. It was not intended to look retrospectively at addresses within the Borough, but the policy could be used to set guidelines and amendments could be made if requested by residents.
- The previous flexible approach to street names would be maintained and the use of historic names in the Borough would be relished.

The Cabinet Members then left the chamber and after a short discussion it was

RESOLVED:

That the alternative course of action proposed in the Call-In be not pursued and the decision of the Cabinet be confirmed.

6.3 Report Called-In - Proposed Acquisition of Leasehold Interest at 585-593 Commercial Road, E1 and Temporary Relocation of Leven Road Car Pound

Councillor Tim Archer, for the Call-In Members, referred to the reasons in their requisition and added that the location of the proposed car pound was less than 100 yards from Limehouse DLR and less than a mile from buildings in the City. Due to its location, the site was very expensive real estate. It could enable the provision of about 1,000 new homes in an area that had some 22,000 people on the housing waiting list.

He expressed the view that motor vehicles should be routinely ticketed, rather than towed away, when they were not causing an obstruction and this would result in a smaller car pound being needed.

Councillor Archer responded to questions put by Members, stating that

- The existing Leven Road car pound was an unattractive site and the same would apply to the proposed site on Commercial Road, which was on a major arterial road. This did not make a positive statement in the lead-up to the Olympic Games.
- Although the car pound was to be a temporary use, there was no indication of when this would terminate. He also felt it was a poor argument to say that the site was easily accessible for cars to be reclaimed.

Councillor Abdal Ullah, Lead Member Cleaner, Safer and Greener, pointed out that people were accustomed to the usage of the site as a large car storage area and its accessibility for reclamation of towed vehicles was logical. He indicated that the site would be used for housing at a future time and the car pound was to be temporary as the current Leven Road car pound had to be vacated. Mr J. Chilton, Head of Parking Services, commented that the car pound use was not anticipated to exceed five years and that was the period on the planning application.

Replying to further queries from Members, Councillor Ullah stated that

- Irresponsibly parked vehicles created problems for emergency services access and were a risk when vandalised, so it was necessary to remove them from the streets.

- The site would provide value for money and showed best use by a responsible Council. Mr Chilton added that the site of the parking contractors used by the Council was not easily accessible to residents. Payment of the towing fine was the actual punishment, rather than further inconveniencing people.
- The route to the Olympics site extended along Mile End Road, rather than Commercial Road.

The Cabinet Members then left the chamber and further discussion ensued on the points raised.

The Chair requested that future call-in reports should include exempt papers where appropriate. He added that regard must be had to routes to be used by towing vehicles, in view of residents' parking in the streets surrounding the car pound site.

The Committee then voted on whether or not to refer the item back to the Cabinet for further consideration and it was

RESOLVED:

- (1) That the alternative course of action proposed in the Call-In be not pursued and the decision of the Cabinet be confirmed.
- (2) That a further condition be applied to the planning application for the car pound site requiring a traffic management risk assessment of the streets surrounding the site and, in particular, that towing vehicles should not access the site through Bromley Street because of the location there of Sir John Cass School and high levels of residents' parking.

NOTE: Councillor Bill Turner indicated that, due to lateness, he had been unable to comment on the minutes of the previous meeting and asked that he might do so. The Chair indicated that Councillor Turner's comments would be heard at the end of the meeting.

7. SCRUTINY SPOTLIGHT

Councillor Rania Khan, Lead Member Regeneration, Localisation and Community Partnerships, gave a detailed presentation on the issues, opportunities and challenges arising from her portfolio.

The Lead Member referred to the progress of work on schemes relating to the Ocean Estate, Blackwall Reach/Robin Hood Gardens and New Deal for Communities. In addition, she set out successes and challenges in the delivery of the Tower Hamlets Partnership and proposals to ensure a thriving Third Sector.

The Committee asked a number of questions relating to LAP leadership, focus and direction; addressing child poverty; the involvement of Health

Services with YOTS; Third Sector development. Councillor Khan responded that:

- LAP leadership was expected to be by residents and there was a development programme for people who wanted to participate. A separate LAP event in connection with youth requirements would be held this year.
- The query from Councillor Snowdon relating to percentage/percentile points in Tower Hamlets Partnership would be referred to Officers for a response.
- Blackwall Reach would be receiving a community centre facility of twice the current provision and there had been no complaints in this regard. The Overview and Scrutiny Call-In had not delayed the Robin Hood Gardens process but had reduced the consultation period available.
- Child poverty had been discussed at the Partnership Board and was being addressed through a partnership strategy and the Families Trust.
- The Third Sector Strategy was designed to ensure that services in specific areas were improved. When COF had gone into liquidation not all of the relevant information was transferred to the Borough. Mr M. Keating, Service Head Scrutiny and Equalities, added that the Borough had a large number of Third Sector organisations and the task of co-ordinating them was ongoing, whilst very challenging.

Questions were asked on the matter of how answers from Officers to queries put by Members and recorded in the minutes could be followed up. The Chair indicated that he would consider whether a further agenda item heading would be needed in this respect. Mr Keating commented that the matter had been discussed at the last meeting and could possibly be addressed under Minutes or Matters Arising.

The Chair thanked the Lead Member Regeneration, Localisation and Community Partnerships for her contribution.

8. BUDGET AND POLICY FRAMEWORK ISSUES

8.1 Local Development Framework (LDF) Core Strategy

Councillor Marc Francis, Lead Member Housing and Development, introduced the report setting out details of proposals for adoption of the strategy that formed part of the Budget and Policy Framework (BPF), namely, the Local Development Framework Core Strategy (LDF). The report was to be submitted to Cabinet subject to the comments of the Overview and Scrutiny Committee, in accordance with the BPF Procedure Rules.

Councillor Francis outlined the four-year process for the development of the LDF, which was the cornerstone of the planning framework. The previous

version had been returned to the Council by the Government Office for London and the current document represented a more organic approach. The concept of reinventing the hamlets was at the heart of the Core Strategy and would afford respect to the heritage of the Borough. In addition, there was an absolute commitment to the provision of affordable social housing, whilst recognising that this would impact on infrastructure requirements.

Ms J. Richardson, Interim Strategic Planning Manager, added that the document comprised the third and final stage of consultation and there had been extensive consultation with local residents, stakeholders and Government agencies. The first part of the document related to the four themes of: Setting the Scene; The Big Spatial Vision; Refocusing on Town Centres; Strengthening Neighbourhood Well-being. The latter sections looked at individual places to show how the Core Strategy would be delivered and implemented across the Borough.

NOTE: At 7.45 p.m. the Chair adjourned the meeting for Iftar. The meeting reconvened at 8.20 p.m.

Councillor Francis and Ms Richardson responded to questions put by Members. The following comments emerged:

- The density of certain types of business premises could saturate certain areas and create problems for residents. This could be addressed through the licensing and planning regulations and developers should be encouraged to take account of such matters.
- Consideration should be given to mechanisms for bringing intermediate housing within the reach of Borough residents, in accordance with the aim of providing affordable social housing.
- A case could be made for providing student accommodation in specifically designated areas.
- Development of the Borough fringe areas, particularly the Bethnal Green/Hackney border, needed more attention to improve quality of the environment.
- The document would translate into more specific elements to allow planning decisions to be made and a resource was needed to resist inappropriate applications, for instance an insistence on observing maxima and minima provisions for access to daylight.
- There were also concerns at tensions between the London Plan provisions and Borough requirements, such as the formula for child play space areas.
- Outdated overcrowding standards were now inappropriate and required updating.

RESOLVED:

- (1) That the recommendations to Cabinet included in the report be endorsed.

- (2) That Cabinet be notified of the Committee's comments as set out above.

9. PERFORMANCE MONITORING

9.1 Performance and Corporate Revenue Budget Monitoring - Performance to 30th June 2009

The Committee considered the report of the Assistant Chief Executive/ Director of Resources, drawing together the performance monitoring reports on the Strategic Indicators, General Fund Revenue Budget and the Housing Revenue Account.

Councillor Ohid Ahmed, Lead Member Resources and Performance, introduced the document and commented that it provided an update on performance indicators. He pointed out that indicators shown as being at risk of failing were:

- Strategic 101 – Percentage of Undisputed Invoices Paid on Time
- Strategic 103 – Percentage of the top 5% of Local Authority Staff who are from an Ethnic Minority
- Strategic 104 – Percentage of the top paid 5% of Staff who have a Disability
- Strategic 202 – Number of Physical Visits to Libraries Premises per 1000 Population

Members raised a number of questions expressing concern in connection with the following issues, to which Officers made the responses shown:

- the overspend in communications – this was not a result of publishing East End Life;
- the need for a year on year comparison of crime and arson figures taking account of seasonal variations – details would be included in future reports;
- Strategic 226, service charge debt outstanding – this was a statistical anomaly as the 2009/10 service charge estimate of £8m had been raised very near the financial cut-off point for the period and a recovery strategy was now fully operational to reach target by year end;
- implications if the capital treasury management shortfall increases – it was hoped that interest rates would not fall further and the position was being managed as best possible without risk to the Council's finances – in any event, sufficient reserves/contingencies were available;
- continued low performance on anti-social behaviour – a reply would be forwarded to Councillor Jackson;
- payment of undisputed invoices was consistently off target – this continued to be problematic due to the large number of individual documents flowing into the organisation but a project had started this week to develop a new system to improve control on paperwork and reduce the number of items submitted;

- 16-18 year olds not in education, employment or training (NEETS) – an increase could be expected in the summer months with school leavers and the figures were expected to reduce around October;
- Children’s Social Care overspend – this was an area where risks could not be taken to ensure proper safeguarding of children and more agency Social Work staff had been employed.

The Chair expressed the view that the percentage of residents satisfied with repairs should be added to the list of indicators shown as being at risk of failing as outlined above by Councillor Ohid Ahmed.

RESOLVED:

- (1) That the performance information contained in Appendix 1 of the report be noted.
- (2) That the projected outturn for Directorate service budgets and for the total General Fund net expenditure budget for 2009/10 in section 4 and Appendices 2A-G and Appendices 3A-C of the report be noted.
- (3) That the budget target adjustments and virements as detailed in section 6 and Appendices 4A-E of the report be agreed.
- (4) That the 2009/10 Savings Targets as detailed in Appendix 5 of the report be noted.
- (5) That the projected outturn in respect of the 2009/10 Housing Revenue Account as detailed in Appendix 6 of the report be noted.
- (6) That an agenda item be submitted to the next meeting of the Committee to consider the position regarding young persons not in education, employment or training (NEETS).

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

RESOLVED:

That the following Section 1 pre-decision questions be submitted to Cabinet for consideration:

Agenda Item 6.1 – Local Development Framework Core Strategy: Towards a sound Core Strategy (CAB 036/090)

- (1) Cabinet may recall that the Bow Common Lane Gas Field site was to be considered for a multi-faith cemetery and this was to be consulted as part of the LDF Core Strategy. Could Cabinet confirm this consultation has taken place and its outcome?

Agenda item 10.5 – Appointments to Five Boroughs Olympic Joint Committee (CAB 043/090)

- (1) Could Cabinet consider appointing the Borough's Olympic Ambassador as a nominated deputy as opposed to all being drawn from the Cabinet?

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

None.

12. EXCLUSION OF THE PRESS AND PUBLIC

No Section 2 business was submitted.

13. SECTION TWO REPORTS 'CALLED IN'

None.

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

None.

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

None.

CHAIR'S REMARKS

The Chair indicated that, as agreed earlier in the proceedings, Councillor Bill Turner would be permitted to comment on the minutes of the meeting of the Committee held on 28 July 2009.

Councillor Turner stated that it was necessary to amend the wording of his declaration of interest as follows:

"Councillor Bill Turner declared a personal interest in item 9.1 which related to Social Care Complaints as he had helped initiate a service user's complaint in that service area, which could be viewed as his having had a personal interest."

It was agreed that the declaration be amended accordingly.

The meeting terminated at 9.05 p.m.

Councillor Sirajul Islam
Chair, Overview and Scrutiny Committee

Agenda Item 8.1

Committee(s)	Date:	Classification:	Report No:	Agenda Item No:
O&S	6th October 2009	Unrestricted		
Report of: Assistant Chief Executive Originating Officer(s) Stephanie Ford, Interim Performance Manager	Title: Tower Hamlets Index – June-July 2009 Wards affected: All			

- 1.1 This report introduces the second monitoring report for the Tower Hamlets Index for 2009/10. The set of indicators that constitutes the Tower Hamlets Index reflects the Strategic Plan 2009/10 and our Local Area Agreement. This report covers the period June-July 2009.

2 FOR OVERVIEW AND SCRUTINY COMMITTEE TO CONSIDER

- 2.1 Overview and Scrutiny Committee is asked to note and comment on:
- The performance against targets for June-July (Appendix 1)

3. BACKGROUND

- 3.1 The Tower Hamlets Index is made up of 85 Strategic Indicators, as agreed by Cabinet. These consist of:
- All LAA indicators
 - Key measures of corporate health (usually ex-BVPIs) and the council's strategic priorities
 - Some measures of customer satisfaction (usually Annual Residents Survey)

4. AVAILABILITY OF DATA

Of the 85 indicators in the Strategic set, 43 (51.19%) can only be reported annually as they relate to annual surveys or exam results. 4 (5.4%) are reported bi-annually as they relate to the Place Survey. The remaining 38 are available at different frequencies, mostly either monthly or quarterly. 29 indicators will be reported in this monitoring period.

5. IN YEAR-TARGETS

Where data is available during the year, it is important that services set in-year milestone targets to ensure we can monitor progress towards our year-end target. In-year targets have been set for the majority of Strategic indicators.

6. STRATEGIC INDICATORS 2009-10

- 6.1 At Cabinet on 10th June, it was agreed that we include an additional Strategic target to achieve a 50% reduction in the use of agency staff. This indicator is now in the strategic set, however HR are working with Directorates to agree targets for this new indicator. These should be ready for the 6 monthly monitoring period, in the meantime, the outturn is reported in appendix 1.
- 6.2 Directorate performance leads met to consider the need for any additional Strategic indicators and identify criteria and a process for selecting these. A gap analysis was undertaken which identified a lack of children's social care, and enterprise and Olympics indicators and the following indicators have now been approved into the Strategic set.
- NI 65 - Percentage of children becoming the subject of Child Protection Plan for a second or subsequent time.
 - New PI – Monetary value of contracts won by Tower Hamlets organisations

7. HOW WE ARE DOING?

- 7.1 Performance against target and last year's performance for the period June-July 2009 is set out in Appendix 1.
- 7.2 Of the 29 indicators where July outturn data is available, 4 have no in year targets (either due to being baseline years or time lag on availability of data). These indicators are:
- Strategic112 - Number of agency staff
 - Strategic309 - Adults with learning disabilities in employment
 - Strategic404 - Rate of proven re-offending by adults under probation services
- For one further indicator, Strategic146 - Adults with learning disabilities in employment, we are reporting 2008/09 outturn data, which has only recently become available.
- 7.3 Of the 25 applicable indicators, 11 (44%) have achieved their July target (Green).
- 7.4 A total of 13 (52%) have not met July targets. 8 (32%) have not met their June/July target, but are expected to achieve year end target (Amber). A further 5 indicators (20%) have not achieved June/July target and may not achieve year end target (Red). Explanations for performance are included within Appendix A.
- 7.5 The next monitoring report is the Quarter 2 Strategic Plan and Corporate Revenue Budget Monitoring report 2009-10.

8. Response to Overview and Scrutiny Committee

At Overview and Scrutiny meeting on the 1st September 2009, the committee raised a number of performance queries regarding the Quarter 1 Performance and Corporate Revenue Budget Monitoring report 2009-10.

- **Inclusion of Indicators within the Strategic Set**

Overview and Scrutiny Committee is provided with regular performance updates of the Strategic set of indicators. Some queries were raised regarding the inclusion of indicators to that set.

The Tower Hamlets Index report covers the 85 Strategic Indicators agreed by Cabinet to measure progress towards our Community and Strategic Plan objectives. The indicators consist of:

- All LAA indicators
- Key measures of corporate health and the council's strategic priorities
- Some measures of customer satisfaction

Specifically, members asked whether resident satisfaction with repairs could be included within monitoring. This indicator is not part of the Strategic Indicator set but is monitored on a monthly basis by Tower Hamlets Homes and Development and Renewal Directorate.

- **Strategic 224 Percentage residents satisfied with outcome to ASB**
Development and Renewal directorate with Tower Hamlets Homes are developing a detailed response to the committee's query regarding continued low performance against this indicator. This will be circulated to members.

- **Year on year comparison of data**
As in previous monitoring periods, the appendix detailing individual performance improvement includes a direction of travel arrow, comparing the current month's performance with the same month of the last year. We have also included, within the charts, monthly data from 2008/09.

IMPLICATIONS

9 COMMENTS OF THE CHIEF FINANCIAL OFFICER

- 9.1 This report reviews the performance of the Tower Hamlets index set of indicators that reflects the 2009-10 Strategic Plan and the Council's Local Area Agreement for the period June-July 2009-10.
- 9.2 The Strategic Plan's work programme reflects the agreed Council budget and also for each directorate. However, if individual projects and schemes within the plan are expected to exceed current budget provision, then officers are obliged to obtain financial approval before making further financial commitments. This report has no other financial implications.
- 9.3 The first quarter's corporate budget monitoring report for April-June 2009 was reported to Cabinet on 2nd September 2009 showing the general fund and housing revenue account (HRA) budget performance.

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

- 10.1 The Local Government Act 1999, requires the Council as a best value authority to "make arrangements to secure continuous improvement in the way in which its functions are exercised, having regard to a combination of

economy, efficiency and effectiveness”. Performance monitoring of corporate plans is an important way in which this best value duty can be fulfilled and regular monitoring reports to members on performance and actions arising from those reports will help to demonstrate that the Council has undertaken activity to satisfy the statutory duty.

11. ONE TOWER HAMLETS CONSIDERATIONS

11.1 The Council’s Strategic Plan is focused upon meeting the needs of the diverse communities living in Tower Hamlets. The Key Themes reflect diversity issues and there are key equality milestones in relation to delivering One Tower Hamlets.

12 CONCLUSIONS

12.1 Overview and Scrutiny is asked to:

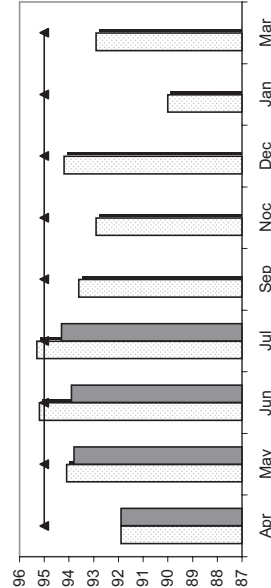
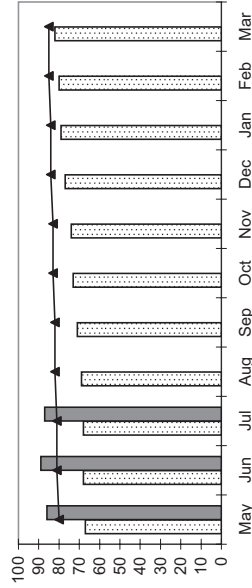
- Consider the performance against targets for June-July (Appendix 1)

PI Ref No	PI Description	Responsible Officer	Outturn	Outturn	Outturn	Target	Outturn	Target	Variance	Direction of Travel (comparing to July last year)	
			2008/09	May	June	July	July	2009/10	(comparing actual to target)		
Theme 1: One Tower Hamlets											
RES038_ Strategic101	Percentage of Undisputed Invoices Paid on Time Measured in: % Preferred outcome: Higher	Claire Symonds Resources Cllr J Peck	88.38	85.81	83.73	98	91.64	98	AMBER -6.5%	↑	
<p>Monthly Performance: We can now report the undisputed figure only throughout the year, rather than remove the disputed invoices at year end. The undisputed invoices performance achieved for July 2009 is 91.64%. This compares favourably with the average for the benchmarked London Boroughs last year which was 90%. The current year target of 98% is very high, with only one London Borough achieving this last year. Plans for the R2P project are moving forward very quickly and the roll out of the new system to individual directorates will start in November 2009. This system will improve compliance with the purchase order system across all directorates and with electronic invoicing, will ensure that any orders made on this system are paid within the 30 day limit. Further information on the progress of the R2P project will be provided to the directorate champions by the Procurement team in September 2009.</p>											
CE045a, RES045a, Strategic102	Percentage of top 5% of earners of Local Authority staff that are women. Measured in: % Preferred outcome: Higher	Deb Clarke Resources Cllr O Ahmed	50.47	48.76	48.56	50	48.21	50	AMBER -3.6%	↑	
<p>Monthly Performance: It should be noted that performance against the top 5% of earners that are female can be subject to significant movements over short periods of time. This is because of the relatively small number of staff included in the calculation compared to the workforce as a whole. One employee in this group is currently equal to 0.4%. There have been a number of women appointed to senior posts recently. Once they take up their posts, performance is expected to be back on target.</p>											

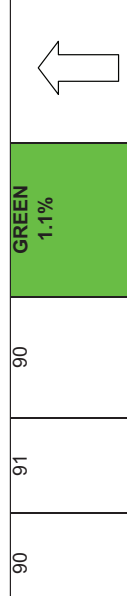
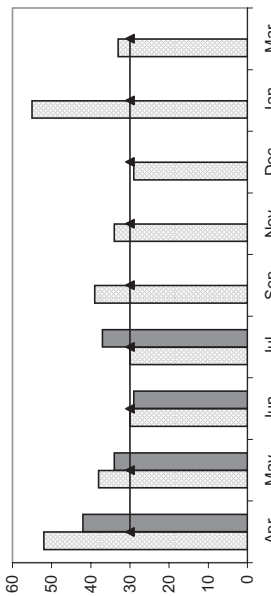
PI Ref No	PI Description	Responsible Officer	Outturn 2008/09	Outturn May	Outturn June	Outturn July	Target July	Outturn July	Target 2009/10	Variance (comparing actual to target) (comparing to July last year)	Direction of Travel
RES044a. Strategic103	The percentage of the top 5% of Local Authority staff who are from an ethnic minority. Measured in: % Preferred outcome: Higher	Deb Clarke Resources Cllr O Ahmed	17.1	16.45	16.38	16.23	19.73	16.23	25	RED -17.7%	↑
	Monthly Performance: It should be noted that performance against the top 5% of earners that are from BME groups can be subject to significant movements over short periods of time. This is because of the relatively small number of staff included in the calculation compared to the workforce as a whole. One employee in this group is currently equal to 0.4%. Achieving the end of year target of 25% will require the appointment of 20 senior BME managers. The current rate of turnover (year ending June 2009) at senior manager level is 6% per annum. This generates approximately 14 vacancies a year so it is unlikely, when recruitment to current vacancies and with current rates of turnover, that the end of year target will be achieved. In the longer term, achieving the 2011/12 target of 30% would require an additional 36 BME senior managers to be recruited. Provisions in the Government's Equality Bill may assist the Council in achieving future targets. Work is underway that will impact over both the short and long term. The most immediate impact will be through recruitment activity. To support this work is underway to re-tender the contract for executive search and selection consultants. This contract will place greater emphasis on supporting the Council's aims to achieve a workforce that reflects its community. To improve long term performance, significant investment is being made to improve the support available for management development activities and provide greater career progression opportunities for the Council's current workforce.										
RES002. Strategic104	Percentage of the top paid 5% of staff who have a disability (excluding those in maintained schools.) Measured in: % Preferred outcome: Higher	Deb Clarke Resources Cllr O Ahmed	2.1	1.42	1.42	1.42	2.97	1.42	4.7	RED -52.2%	↑
	Monthly Performance: It should be noted that performance against the top 5% of earners that are disabled can be subject to significant movements over short periods of time. This is because of the relatively small number of staff included in the calculation compared to the workforce as a whole. One employee in this group is currently equal to 0.7%. Achieving the end of year target of 4.7% will require an increase of 8 senior managers in this group. This can be achieved through a combination of new appointments and existing managers declaring that they are disabled. Performance against this target is adversely effected because 27% of the Council's workforce have not confirmed whether or not they are disabled (as defined by the Disability Discrimination Act). This information is requested on job applications and when new employees start work for the Council. To address this, a staff equality audit will be undertaken during 2009/10. This indicator will also benefit from work that is underway to re-tender the contract for executive search and selection consultants. This contract will place greater emphasis on supporting the Council's aims to achieve a workforce that reflects its community. Disabled staff are able to access the support the Council provides for management development and career progression opportunities. This issues have already been discussed with the Disabled Staff Forum whose views were taken into account when producing this year's action plan to support the Workforce to Reflect the Community Strategy.										

PI Ref No	PI Description	Responsible Officer	Outturn 2008/09	Outturn May	Outturn June	Outturn July	Target July	Outturn July	Target 2009/10	Variance (comparing actual to target)	Direction of Travel
CE046a. RES046a. Strategic105	Number of working days/shifts lost to sickness absence per employee. Measured in: days Preferred outcome: Lower	Deb Clarke Resources Clr O Ahmed	8.95	8.77	8.83	8.94	8.3	7	8.3	RED -7.7%	→ Estimate
	Monthly Performance: Sickness has increased by 0.11 days per employee since the end of June. This is likely to be the result of swine flu. During July, swine flu was recorded as the reason for 128 individual periods of sickness absence. However, because of the end of the School year falling during this monitoring period, only one third of Schools have completed their return for July. The remainder will complete theirs in September. Therefore the real figure for the year ending July 2009 will be slightly higher than 8.94 days.										
CE001a. Strategic106	Response time to members enquiries - % completed within 10 working days - Corporate Measured in: % Preferred outcome: Higher	Beverley McKenzie Chief Executive's Clr J Peck	76.31	84	87	83.41	85	85	85	AMBER -1.9%	←
	Monthly Performance: Performance has fallen slightly below the target due in part to the increased volume of Mess (up by an additional 13.48%, 101 Mess, following on from the 25% - or 153 Mess - increase in June) and decrease in performance by the RSLs. Council Directories have achieved 89.89% completed in 10 working days, with only CAC failing to meet the target in this month. RSLs continue to impact heavily on the overall achievement and only responded to 61.82% within the 10 working days. Steps are being taken to address this with the RSLs to bring performance on target.										

PI Ref No	PI Description	Responsible Officer	Outturn 2008/09	Outturn May	Outturn June	Target July	Outturn July	Target 2009/10	Variance (comparing actual to target)	Direction of Travel
CE053a. RES053a. Strategic107	Percentage of complaints completed in time - Council as a whole - Stage 1 Measured in: % Preferred outcome: Higher	Ruth Dowden Resources Cllr J Peck	82	86	89	81	87	85	GREEN 7.4%	↑
	Monthly Performance: Target achieved.									
RES057. Strategic109	Percent of calls to Hot Lines answered Measured in: % Preferred outcome: Higher	Keith Paulin Resources Cllr J Peck	92.9	93.8	93.9	95	94.3	95	AMBER -0.7%	↓
	Monthly Performance: Continuing improvement in performance and now only 0.7% below target. This is despite a number of factors contributing to a dip in staff resources including generic working training, vacancies (recruitment now in process) and some sickness including cases of swine flu. Revenues & Benefits services also continue to experience technical problems which will be resolved with the introduction of the new telephony service in November.									



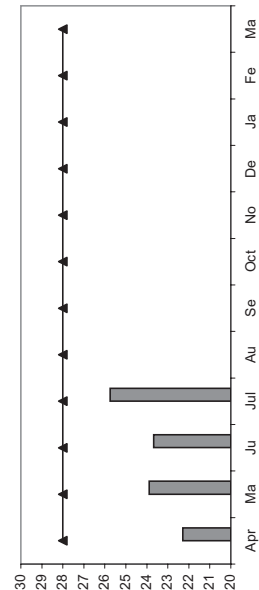
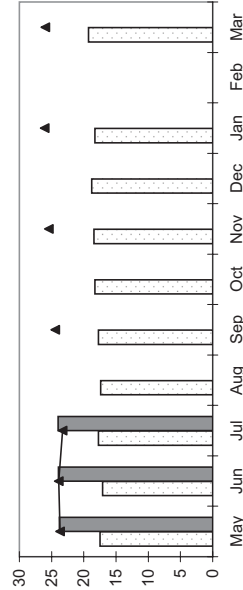
PI Ref No	PI Description	Responsible Officer	Outturn 2008/09	Outturn May	Outturn June	Outturn July	Target July	Outturn July	Target 2009/10	Variance (comparing actual to target)	Direction of Travel
RES058. Strategic110	Average waiting time for calls to Hot Lines to be answered Measured in: Number Preferred outcome: Lower	Keith Paulin Resources Cllr J Peck	33	34	29	30	30	37	30	AMBER -23.3%	→ Estimate
	Monthly Performance: Dip in performance with a number of factors contributing to a dip in staff resources including generic working training, vacancies (recruitment now in process) and some sickness including cases of swine flu. Revenues & Benefits services also continue to experience technical problems which will be resolved with the introduction of the new telephony service in November.										
RES059. Strategic111	First contact resolution of calls to Hot Lines Measured in: % Preferred outcome: Higher	Keith Paulin Resources Cllr J Peck	90	92	91	90	90	91	90	GREEN 1.1%	← Estimate
	Monthly Performance: Performance continues to exceed target.										



PI Ref No	PI Description	Responsible Officer	Outturn 2008/09	Outturn May	Outturn June	Outturn July	Target July	Outturn July	Target 2009/10	Variance (comparing actual to target)	Direction of Travel																								
Strategic112	Number of agency staff assignments Measured in: Number Preferred outcome: Lower	Mark Keeble Resources Cllr O Ahmed	796	680	670	N/A	569	N/A			← Estimate																								
<p>Monthly Performance: New indicator. The trend in assignment numbers is on course to achieve the end of year target in March 2010. It should be noted that the large decrease between the end of June 2009 and the end of July 2009 is a result of the end of the School year. This is because some Services, particularly those delivering services directly to Schools, cease or scale down operations at this time.</p>																																			
<table border="1"> <caption>Monthly Performance Data</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Apr</td><td>700</td></tr> <tr><td>May</td><td>650</td></tr> <tr><td>Jun</td><td>600</td></tr> <tr><td>Jul</td><td>550</td></tr> <tr><td>Sep</td><td>500</td></tr> <tr><td>Oct</td><td>450</td></tr> <tr><td>Nov</td><td>400</td></tr> <tr><td>Dec</td><td>350</td></tr> <tr><td>Jan</td><td>300</td></tr> <tr><td>Feb</td><td>250</td></tr> <tr><td>Mar</td><td>200</td></tr> </tbody> </table>												Month	Value	Apr	700	May	650	Jun	600	Jul	550	Sep	500	Oct	450	Nov	400	Dec	350	Jan	300	Feb	250	Mar	200
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PI Ref No	PI Description	Responsible Officer	Outturn 2008/09	Outturn May	Outturn June	Target July	Outturn July	Target 2009/10	Variance (comparing actual to target)	Direction of Travel
Theme 2: A Great Place to Live										
LAALocal213. Strategic201	The number of households who considered themselves as homeless, who approached the local authority's housing advice service(s), and for whom housing advice casework intervention resolved their situation. Measured in: Number Preferred outcome: Higher	John Roog Adults, Health & Wellbeing Cllr A Ali	8.87		2.4	2	2.4	8	GREEN 20%	→
Monthly Performance: Data relates to June 09 which has not previously been reported. Indicator is on target and expected to achieve.										
CPAC02c. Strategic202	Number of physical visits to public library premises per 1000 population Measured in: Number Preferred outcome: Higher	Heather Bonfield Communities, Localities & Culture Cllr R Ahmed	9,284.76	1,476.61	2,153.20	3,067.45	2,909.23	9,361.80	RED -5.2%	→
Monthly Performance: Work to identify and assess the full impact of under counting by the automatic counter systems has been on going and we now have clear, auditable evidence of over 20% undercounting in Idea Store Chrisp Street (ISCS). If the ISCS visitor figures are recalculated accordingly, performance for this indicator would instead be 3,033.19 - only marginally off target. If similar projections are made for the remaining three Idea Stores, performance for this indicator would then become 3,426.72, which is well above target. New counter systems are in the process of being installed in the remaining Idea Stores, so that we can have a robust methodology - to be agreed with Internal Audit - for recalculating backdated visitor figures from April 2009. Additionally, the targets were set on the assumption of all four Idea Stores being operational. Construction above Idea Store Canary Wharf (ISCW) has had a detrimental impact on visitor numbers. This work is due to finish in August and visitor numbers are already beginning to recover. Had performance at ISCW continued as prior to construction the estimated July outturn would have been 3,203, which would be above target. A re-launch of ISCW is planned.										

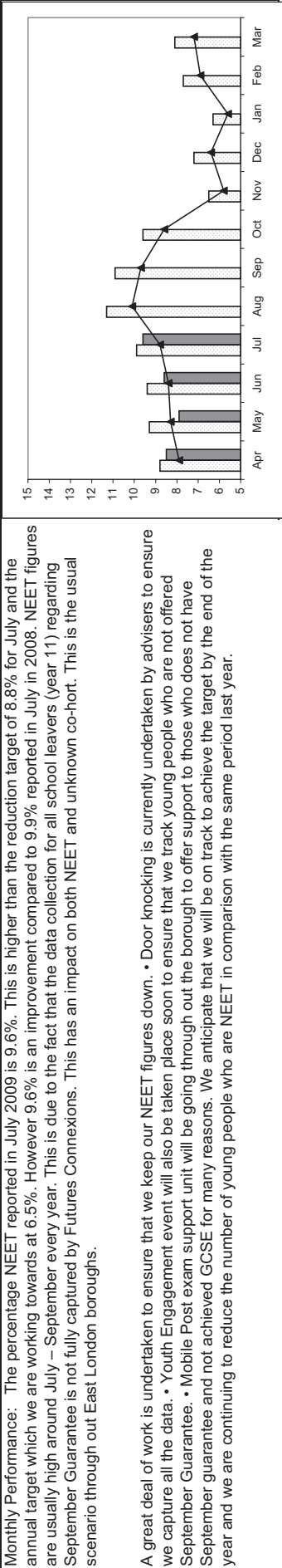
PI Ref No	PI Description	Responsible Officer	Outturn 2008/09	Outturn May	Outturn June	Outturn July	Target July	Outturn July	Target 2009/10	Variance (comparing actual to target)	Direction of Travel
LAANI192, National192, Strategic211	Percentage of household waste sent for reuse, recycling and composting Measured in: % Preferred outcome: Higher	Jamie Blake Communities, Localities & Culture Cllr A Ullah	19.26	23.8	23.96	23.29	23.97	26	26	GREEN 2.9%	↑
	Monthly Performance: This is a provisional figure as we are still awaiting actual tonnage report from Powerday (regarding Residual MRF). It should be noted that there will be a regular general delay in receiving NI 192 data from the following four contractors: 1) Powerday 2) Scope 3) Foodwaste and 4) Shanks The outturn against this indicator is measured 1 month retrospectively (because it depends upon receiving actual tonnage reports from the above contractors as well as allowing the Waste Management Team to scrutinise the data thoroughly before releasing it to for monitoring purposes). Please note that in-year data quality checks and a Mechanical Biological Treatment may require adjustment to reported in year outturns.										
Strategic225	Average time to re-let property (days) (ex BV212) Measured in: % Preferred outcome: Lower	Lesley Owen Tower Hamlets Homes Cllr M Francis	34	23.89	23.68	28	25.75	31	31	GREEN 8%	
	Monthly Performance: Target achieved.										



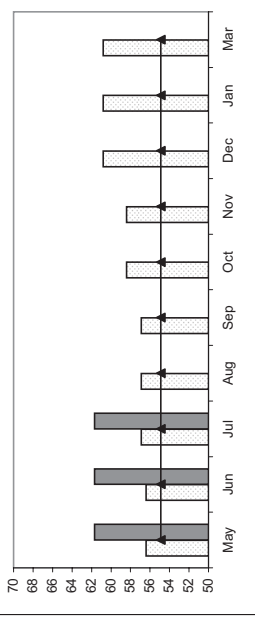
PI Ref No	PI Description	Responsible Officer	Outturn 2008/09	Outturn May	Outturn June	Outturn July	Target July	Outturn July	Target 2009/10	Variance (comparing actual to target)	Direction of Travel
Strategic226	Total service charge debt outstanding at year end Measured in: £ Preferred outcome: Lower	Lesley Owen Tower Hamlets Homes Cllr M Francis	15.3	13.9	22.9	20.7	15	15	15	RED -38%	← Estimate
	Monthly Performance: The increased levels of debt in June was as a result of 2009/10 service charge bills being sent out to leaseholders. The service charge debt has been reduced by £2.2m in July and if the current level of collection is maintained the end year target will be met. The recovery strategy is now fully operational. The increased level reduction in July was due to write off and transfer debt from the transferring of the Coventry cross estate										
Strategic227	Rent collected as percentage of rent due Measured in: % Preferred outcome: Higher	Lesley Owen Tower Hamlets Homes Cllr M Francis	99.66	99.4	101.42	99.82	101	101	101	AMBER -1.2%	← Estimate
	Monthly Performance: The reasons for the missed target have been due to recovery activity being lower in July as a result of staff sickness combined with annual leave. There was also a light reduction in the number of Direct Debit payers. The section responsible for this PI is now fully staffed and recovery activity will increase accordingly. An article publicising the importance of paying rent during the summer holiday period has been prepared. THH hope to improve performance through the promotion of Direct Debit to be stepped up including the preparation of an article for inclusion in future issues of Open Door. An analysis is to be performed on the arrears to look at possible reasons. Article publicising the importance of paying rent during the summer holiday period has been passed to the Communications team for inclusion in next issue of Open Door. THH's goal is to achieve this target for year end.										

PI Ref No	PI Description	Responsible Officer	Outturn 2008/09	Outturn May	Outturn June	Target July	Outturn July	Target 2009/10	Variance (comparing actual to target)	Direction of Travel

Theme 3:										
LAANI17, National117, Strategic308	16 to 18 year olds who are not in education, employment or training (NEET) Measured in: % Preferred outcome: Lower	Mary Durkin Children's Services Cllr O Rahman	6.7	7.9	8.6	8.8	9.6	6.25	AMBER -9.1%	↑



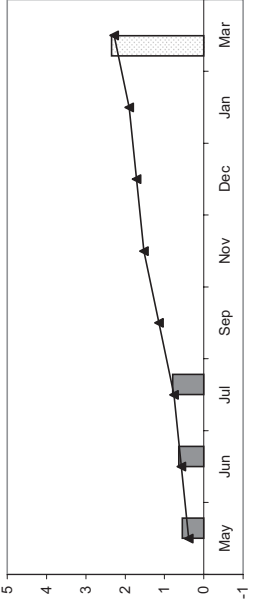
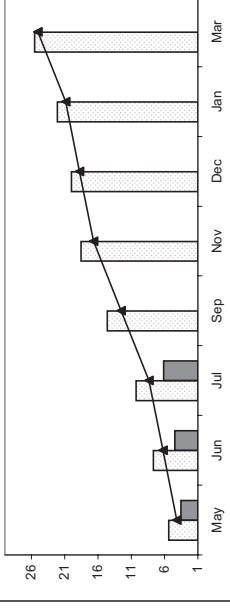
PI Ref No	PI Description	Responsible Officer	Outturn 2008/09	Outturn May	Outturn June	Outturn July	Target July	Outturn July	Target 2009/10	Variance (comparing actual to target)	Direction of Travel
LAANI146. National146. Strategic309	Adults with learning disabilities in employment Measured in: % Preferred outcome: Higher	Deborah Cohen Adults, Health & Wellbeing Cllr A Ali	2.7					1.1	1bc		
Monthly Performance: Data relates to June 09 which has not previously been reported. No targets have been set as this is the baseline year.											
LAANI151. National151. Strategic311	Overall Employment rate (working-age) Measured in: % Preferred outcome: Higher	Nick Smales Development & Renewal Cllr O Rahman	60.8	61.7	61.7	54.9	54.9	61.7	54.9	GREEN 12.4%	↑
Monthly Performance: NI 151 remains above target. However, an 8 month time lag in data may suggest the impact of the economic climate is not fully evident in current figures. The current JSA claimant count is at 9.8% with an increase of 1% since the previous month.											



PI Ref No	PI Description	Responsible Officer	Outturn 2008/09	Outturn May	Outturn June	Outturn July	Target July	Outturn July	Target 2009/10	Variance (comparing actual to target)	Direction of Travel
National076. Strategic316	Reduction in number of schools where fewer than 55% of pupils achieve level 4 or above in both English and Maths at KS2 Measured in: Number Preferred outcome: Lower	Helen Jenner Children's Services Cllr A Asad	3				1	8 (provisional)	1		← Estimate
	Monthly Performance: Provisional results indicate 8, but the Directorate indicates that the final outturn will be 6. As at July 2009 we have some provisional results, which are likely to change. In the past, Tower Hamlets results have tended to improve between provisional and final results. The provisional results show 8 schools below the floor target; we expect this to reduce to 6 when the results are finalised. This is well below our exceedingly ambitious target of having only one school below the floor target, and is disappointing especially in a year where so many of our other primary schools have done well. It is worth noting that this year, for the first time, we have no schools in the category DCSF describe as "hard to shift". What happened? We will be carrying out more analysis when the results are finalised, but our initial analysis shows that there are a range of different reasons why schools have fallen below the floor target. For one school, even though the result is below the floor target, it represents their best result for three years. In another case, the cohort was very small, with a large number of children joining the school late. In a number of other schools there have been leadership and management issues, and in some we had identified teaching and learning issues in Year 6 - in at least one case, we gave strong advice to the school which they did not follow. What are we doing to improve things? For every school below the floor target, we will be delivering a focused package of intervention and support to improve their results; and when schools are below the floor it is much harder for them to refuse or fail to follow our advice. In addition, several of these schools have had a recent change of leadership, which we expect to lead to improvement.										
National073. Strategic327	Achievement at level 4 or above in both English and Maths at Key Stage 2 Measured in: % Preferred outcome: Higher	Helen Jenner Children's Services Cllr A Asad	74				79	73 (provisional)	79		
	Monthly Performance: Provisional results indicate 73, but the Directorate expects the final outturn to be better. As at August 2009 we have some provisional results, which are likely to change. In the past, Tower Hamlets results have tended to improve between provisional and final results. The provisional results show 73 % of pupils in our schools achieving Level 4 in both English and Maths, and we expect that the final result will be better. Even at this provisional level, although we are unlikely to meet our ambitious target of 79%, we remain a strong performer nationally. The national provisional result is 72% - leaving us extremely likely to be above the national average based on final results. We will be doing further analysis of the results once they are finalised.										

PI Ref No	PI Description	Responsible Officer	Outturn 2008/09	Outturn May	Outturn June	Outturn July	Target July	Outturn July	Target 2009/10	Variance (comparing actual to target) (comparing to July last year)	Direction of Travel
											<div style="display: flex; justify-content: space-around;"> 2008/09 2009/10 </div> <div style="display: flex; justify-content: space-around;"> ← → </div>

Theme 4: A Safe and Supportive Community

<p>LAANI015. National015. Strategic402</p>	<p>Number of most serious violent crimes per 1,000 population Measured in: Number Preferred outcome: Lower</p>	<p>Andy Bamber Communities, Localities & Culture Cllr A Ullah</p>	<p>2.35</p>	<p>0.55</p>	<p>0.64</p>	<p>0.76</p>	<p>0.79</p>	<p>2.28</p>	<p>AUGUST -3.9%</p>		
<p>Monthly Performance: The target of crimes per 1,000 is challenging and performance to date shows progress is being made to achieve this. Current processes include a daily review of all most serious crimes by senior management at the daily management meeting. A vigorous enforcement policy around licensed premises is applied for premises that are relevant to offences. This includes a closure policy agreed with Thames Magistrates Court. One public house identified as central to alcohol & drug related violence has been permanently closed. Hot spots are identified via intelligence which informs tasking focus and the borough continues to make use of Operation Blunt resources where appropriate. Section 60 Stop and Search authorisations are considered at all times where appropriate and the positive charge policy for knife offences is maintained in partnership with the CPS. Throughout July and August there has been a dispersal zone in and around Brick Lane to address rowdy behaviour that often results in violent crime. Continuation will be given to further zones on the run up to Christmas. There has also been rigorous enforcement of the Whitechapel drinking controlled zone throughout July & August, where SNT officers & outreach workers have been working together to tackle the violence linked to street drinkers.</p> 											
<p>LAANI016. National016. Strategic403</p>	<p>Number of serious acquisitive crimes per 1,000 population Measured in: Number Preferred outcome: Lower</p>	<p>Andy Bamber Communities, Localities & Culture Cllr A Ullah</p>	<p>25.51</p>	<p>3.55</p>	<p>4.46</p>	<p>8.35</p>	<p>6.13</p>	<p>25.05</p>	<p>GREEN 26.6%</p>		
<p>Monthly Performance: Currently exceeding expected performance</p> 											

PI Ref No	PI Description	Responsible Officer	Outturn 2008/09	Outturn May	Outturn June	Target July	Outturn July	Target 2009/10	Variance (comparing actual to target)	Direction of Travel																		
LAANI018. National018. Strategic404	Rate of proven re-offending by adults under Probation supervision Measured in: % Preferred outcome: Lower	Andy Bamber Communities, Localities & Culture Cllr A Ullah	3.78	N/a	N/a	N/a	N/a	-4.98																				
<p>Monthly Performance: The latest reported 08/09 performance of 3.78% is positive improvement compared to previous rolling four quarters (9.35%). There is a significant lag to data reported for this indicator - with the outturn measured 6 months retrospectively with the data published each time being a rolling four quarters average. The outturn for July will be available in January 2010.</p>																												
LAANI033. National033. Strategic407	Arson incidents - Number of deliberate primary fires per 10,000 population. Measured in: Number Preferred outcome: Lower	Andy Bamber Communities, Localities & Culture Cllr A Ullah	9.99	1.37	1.86	3.97	2.28	11.9	GREEN 42.6%	↑																		
<p>Monthly Performance: Currently exceeding expected performance</p>																												
<table border="1"> <caption>Monthly Performance Data (Estimated from Chart)</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>May</td><td>2.5</td></tr> <tr><td>Jun</td><td>3.0</td></tr> <tr><td>Jul</td><td>3.5</td></tr> <tr><td>Sep</td><td>4.0</td></tr> <tr><td>Nov</td><td>5.0</td></tr> <tr><td>Dec</td><td>6.0</td></tr> <tr><td>Jan</td><td>7.0</td></tr> <tr><td>Mar</td><td>11.9</td></tr> </tbody> </table>											Month	Value	May	2.5	Jun	3.0	Jul	3.5	Sep	4.0	Nov	5.0	Dec	6.0	Jan	7.0	Mar	11.9
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PI Ref No	PI Description	Responsible Officer	Outturn 2008/09	Outturn May	Outturn June	Target July	Outturn July	Target 2009/10	Variance (comparing actual to target) (comparing to July last year)	Direction of Travel																																	
LAANI033ii. National033ii. Strategic408	Number of deliberate secondary fires per 10,000 population. (Arson) Measured in: Number Preferred outcome: Lower	Andy Bamber Communities, Localities & Culture Cllr A Ullah	20.99	1.19	1.64	11.93	2.28	35.8	GREEN 80.9%	↑																																	
<table border="1"> <caption>Monthly Performance: Deliberate secondary fires per 10,000 population</caption> <thead> <tr> <th>Month</th> <th>2008/09</th> <th>2009/10</th> </tr> </thead> <tbody> <tr><td>May</td><td>35</td><td>35</td></tr> <tr><td>Jun</td><td>25</td><td>25</td></tr> <tr><td>Jul</td><td>15</td><td>15</td></tr> <tr><td>Sep</td><td>10</td><td>10</td></tr> <tr><td>Oct</td><td>8</td><td>8</td></tr> <tr><td>Nov</td><td>7</td><td>7</td></tr> <tr><td>Dec</td><td>6</td><td>6</td></tr> <tr><td>Jan</td><td>5</td><td>5</td></tr> <tr><td>Feb</td><td>5</td><td>5</td></tr> <tr><td>Mar</td><td>5</td><td>5</td></tr> </tbody> </table>											Month	2008/09	2009/10	May	35	35	Jun	25	25	Jul	15	15	Sep	10	10	Oct	8	8	Nov	7	7	Dec	6	6	Jan	5	5	Feb	5	5	Mar	5	5
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LAANI135. National135. Strategic412	Carers receiving needs assessment or review and a specific carer's service, or advice and information Measured in: % Preferred outcome: Higher	Deborah Cohen Adults, Health & Wellbeing Cllr A Ali	30.1			7.5	7.8	25.9	GREEN 4%	↑																																	

PI Ref No	PI Description	Responsible Officer	Outturn 2008/09	Outturn May	Outturn June	Target July	Outturn July	Target 2009/10	Variance (comparing actual to target)	Direction of Travel
National065	Percentage of children becoming the subject of Child Protection Plan for a second or subsequent time Measured in: % Preferred outcome: Lower	Helen Lincoln Children's Services Cllr A Asad	6.8	6.38	7.14	7	7	7	GREEN	→ Estimate
	Monthly Performance: For June 09, 7.14% of children becoming the subject of Child Protection Plan for a second or subsequent time. We have slightly underperformed in comparison with results from last month (6.38% in May 09). Performance is slightly over target, which represents two children in the same family. The original registration related to issues of domestic violence but progress was made with the family for de registration to occur. Child protection issues have since arisen leading to the children being subject to a child protection plan and care proceedings commencing. This PI is sensitive to small changes in numbers due to the size of the cohort. While it is difficult to predict future trends in performance, ambitious targets have been set. As a new measure for safeguarding it is important to be aware of the potential performance implications of this measure.									

