

Meeting of the

# OVERVIEW & SCRUTINY COMMITTEE

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Tuesday, 12 January 2010 at 7.00 p.m.

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## AGENDA – SECTION ONE

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### 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:

Angus Taylor, Democratic Services,

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**LONDON BOROUGH OF TOWER HAMLETS**  
**OVERVIEW & SCRUTINY COMMITTEE**

**Tuesday, 12 January 2010**

**7.00 p.m.**

**1. APOLOGIES FOR ABSENCE**

To receive any apologies for absence.

**2. DECLARATIONS OF INTEREST**

**1 - 2**

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 - 18**

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

**7. SCRUTINY SPOTLIGHTS**

**7.1 Health and Wellbeing**

The Lead Member Health and Wellbeing, Councillor Anwara Ali, will attend to report on her portfolio.

(Time allocated – 45 minutes)

## **7.2 Children Schools and Families**

The Lead Member Children's Services, Councillor Abdul Asad, will attend to report on his portfolio and also respond to concerns raised at the last meeting in relation to second quarter performance against strategic indicators.

(Time allocated – 45 minutes)

## **8. PERFORMANCE MONITORING**

### **8.1 Performance Monitoring Update - Housing**

The Lead Member Housing and Development, Councillor Marc Francis, will attend to respond to concerns raised at the last meeting in relation to second quarter performance against strategic indicators.

(Time allocated – 15 minutes)

### **8.2 Diversity and Equality Action Plan 2009/2010 - Six Monthly Monitoring Report** **19 - 120**

To consider and comment upon the contents of the report.

(Time allocated – 20 minutes)

## **9. SCRUTINY MANAGEMENT**

### **9.1 Scrutiny Challenge Session - English for Speakers of Other Languages (ESOL)** **121 - 130**

To consider and comment on the outcomes of the Scrutiny Challenge Session.

(Time allocated 10 minutes)

## **10. PRE-DECISION SCRUTINY OF UNRESTRICTED CABINET AGENDA**

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

(Time allocated – 5 minutes)

## **11. ANY OTHER UNRESTRICTED BUSINESS CONSIDERED 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**

Nil items.

## **14. EXEMPT/ CONFIDENTIAL REPORTS 'CALLED IN'**

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

## **15. PRE-DECISION SCRUTINY OF EXEMPT/ CONFIDENTIAL CABINET AGENDA**

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

(Time allocated – 5 minutes)

## **16. ANY OTHER EXEMPT/ CONFIDENTIAL BUSINESS CONSIDERED TO BE 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 7.07 P.M. ON TUESDAY, 1 DECEMBER 2009**

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

**Members Present:**

Councillor Tim Archer  
Councillor Stephanie Eaton  
Councillor Alexander Heslop  
Councillor Ann Jackson  
Councillor Denise Jones  
Councillor A A Sardar  
Councillor Bill Turner (Vice-Chair)

**Other Councillors Present:**

Councillor Oliur Rahman (Lead Member, Employment and Skills)  
Councillor Abdal Ullah (Lead Member, Cleaner, Safer, Greener)

**Co-opted Members Present:**

Mr H Mueenuddin – Muslim Community Representative

**Guests Present:**

Rob Edwards – (Transport for London Road Network Planning Unit)  
Tom Frith – (Senior Network Development Planner - Transport for London)

**Officers Present:**

Mohammed Ahad – (Scrutiny Policy Officer)  
Lutfur Ali – (Assistant Chief Executive)  
Andy Bamber – (Service Head, Community Safety)  
Lara Cerroni – (Communications Officer)  
Philippa Chipping – (Policy and Victims Manager, Community Safety)  
Margaret Cooper – (Head of Transportation & Highways)  
Stephanie Ford – (Interim Performance Manager, Strategy & Performance)  
David Galpin – (Head of Legal Services (Community))

Afazul Hoque	– (Scrutiny Policy Manager, Scrutiny & Equalities)
David Sommerfield	– (Scrutiny and Equalities Support Officer)
Claire Symonds	– (Service Head, Customer Access)
Matthew Vaughan	– (Political Advisor to the Conservative Group)
Angus Taylor	– (Scrutiny and Regulatory Team Leader, Democratic Services)

### COUNCILLOR B. TURNER (VICE - CHAIR) IN THE CHAIR

#### 1. APOLOGIES FOR ABSENCE

Apologies for absence were received on behalf of:

- Councillor S. Islam, Chair Overview and Scrutiny Committee.
- Mr A. Miah, Co opted Parent Governor Representative.
- Councillor O. Ahmed, Lead Member Resources and Performance.
- Councillor J. Peck, Deputy Leader of the Council.
- Mr J. Biggs, Greater London Authority Member and Metropolitan Police Authority – Link Member.
- Mr M. Keating, Service Head Scrutiny and Equalities, for whom Mr A. Hoque, Scrutiny Policy Manager, was deputising.
- Apologies for lateness were received on behalf of Councillors A. Heslop and D. Jones and also Mr H. Mueenuddin, Co opted Muslim Community Representative.

**Noted**

#### 2. DECLARATIONS OF INTEREST

**Councillor A. Heslop** declared a personal interest in Agenda item 9.1 “Performance and Corporate Revenue Budget Monitoring – Performance to 30<sup>th</sup> September 2009” on the basis that the report contained recommendations regarding the monitoring of the Authority’s performance in relation to housing services, including that of Tower Hamlets Homes and Councillor Heslop was a representative of the Authority on the governing body of Tower Hamlets Homes and a Tower Hamlets Leaseholder.

**Noted.**

### 3. UNRESTRICTED MINUTES

The Chair **Moved** and it was: -

#### **Resolved**

That the unrestricted minutes of the ordinary meeting of the Overview and Scrutiny Committee held on 3<sup>rd</sup> November 2009 be approved and signed by the Chair, as a correct record of the proceedings.

Mr Mueenuddin, Co-opted Muslim Community Representative, who was not present at the juncture the Committee deliberated whether the minutes of the Overview and Scrutiny Committee, held on 3<sup>rd</sup> November 2009, were a correct record of the proceedings, raised a matter of accuracy with the clerk at the conclusion of the proceedings. Mr Mueenuddin indicated that neither he nor Mr Ahbab Miah, Co-opted Parent Governor Representative, who had been present at the meeting were recorded as present in the minutes. The clerk agreed that the minutes were incorrect in this regard and the copy held on the statutory minute file would be amended accordingly.

### 4. REQUESTS TO SUBMIT PETITIONS

Nil items.

### 5. REQUESTS FOR DEPUTATIONS

Nil items.

### 6. UNRESTRICTED REPORTS 'CALLED IN'

Nil items.

### 7. SPECIAL ITEMS REQUESTED BY OVERVIEW AND SCRUTINY COMMITTEE

#### 7.1 Transport for London Red Route Network Investment Plan

Mr Rob Edwards, Transport for London Road Network Planning Unit, and Mr Tom Frith, Senior Network Development Planner Transport for London, gave a presentation which focused on the following points:

- Nature of TfL road network across London and in Tower Hamlets.
- Complex and competing demands on the network and TfL methodology for identifying priorities/ allocating resources for these.
- Works undertaken and programmed in Tower Hamlets.

- Sites and issues of concern in Tower Hamlets/ mitigating action.
- Challenges ahead: Extreme funding constraint and short term disruption of TfL restructure.

The Chair requested that Mr Edwards and Mr Frith relay matters of concern raised by Member (to be minuted in detail by the clerk), that went beyond their defined remit of representing TfL in relation to the Red Route Network with appropriate officials in TfL, and that a response be provided for the next meeting of the Committee.

A detailed question and answer session followed which was centred on the following points:

- Mile End crossings:
  - Mr John Biggs, GLA Member had **Tabled** a paper of concerns, a copy of which would be interleaved with the minutes.
  - Timescale for implementation of design work/ options to address identified safety issues. Full scheme including improvement of western approach to be implemented by end of 2011, but looking to bring elements forward.
- Perceived neglect of the east of the Borough for upgrade work to transport network in favour of schemes around the City Fringe. Proportion of TfL budget/ spend allocated to Tower Hamlets in recent times requested in this context.
- Perception of poor level of cooperation and engagement with the Council, despite Tower Hamlets doing its part:
  - Delays/ urgent need for acceleration of schemes to improve road safety Eg Whitechapel Crossing, Mile End crossings, Vallance Road, Glamis Road.
  - Need to improve gateways to the Borough – perception of the Borough was one of traffic congestion.
  - Hindering welcome signage defining Tower Hamlets as a place; a matter of Borough pride.
  - Support in promoting cycle routes in the borough.
- Need for a point of contact/ engagement with TfL to ensure an adequate level/ speed of response to enquiries/ concerns. Contact person to be invited to a future meeting of the Committee.
- Severe driver behaviour problem in relation to crossing pedestrians and urgent need for greater focus/ priority from TfL to prevent more fatalities.
- Correlation between reduced speed limits and numbers of fatal road accidents but also recognition that some fatalities were not related to speed, for example left turning HGV's.
- Scope for proactive joint working between agencies such as TfL, Police, Council to prevent accidents involving pedestrian and cyclists at high risk sites, in the context of the perception that before improvements were made a fatality and associated site visit was required. TfL Road Safety Unit methodology outlined.

- Need for improved coordination/ regulation of roadwork activities to mitigate/obviate large numbers of small incomplete roadworks with associated detritus.
- The lack of good river crossings in Tower Hamlets and resident expectations for improvement.
- Proposals to extend the Red Route Network in Tower Hamlets.
- Progress between TfL and other parties on placing Aspen Way underground.
- Plans to make the Highway safer in proximity to Bluegate Fields School.

The Chair thanked Mr Edwards and Mr Frith for attending and making their presentation.

## **7.2 Domestic Violence Service - Sustainable Funding**

Ms Philippa Chipping, Policy and Victims Manager, gave a presentation, which responded to the matters raised by Councillor Jones, Scrutiny Lead – Safe and Supportive, at the previous meeting of the Committee, regarding concerns around sustainable funding for specialist domestic violence services. The presentation focused on the following points:

### **Specialist Domestic Violence element of Drugs and Alcohol Service**

- Previously identified need for this service, how it had been fed into the refresh of the Homelessness Strategy and resulted in identification of funding for a pilot post:
- Volume and nature of the current caseload of the Domestic Violence and Substance Misuse Worker.
- Sustainable funding issues: Tower Hamlets Primary Care Trust had no funding available in the longer term for the post, however £9,000 had been identified to maintain service provision to end of March 2010.
- Future options: Closure, reduced funding for other services, raising income from other domestic violence services such as sanctuaries, but more probably inclusion within the Council's Alcohol Services Contract currently being negotiated with a new provider.

### **Independent Domestic Violence Advocacy Service**

- Local need for the service identified by the independent ranking of the Multi Agency Risk Assessment Conference review, and the waiting list for the service.
- Nature of current service provision: 3 permanent posts (Council core funding), 2 temporary posts funded by the Crime & Disorder Reduction Partnership and Safe and Supportive Community Plan Delivery Group.
- Sustainable funding issues: Area Based Grant (ABG) and the Borough Commander's Budget funded a range of valuable posts, including DV Advocacy, but the allocation of 2009/10 ABG funding although unknown was likely to be greatly reduced and additional DV advocacy capacity lost as a result.

- Future options: a scoping exercise had been undertaken and the merger of roles was being examined.

A detailed question and answer session followed which was centred on the following points:

- How could the potential loss of these services be highlighted to appropriate Members to intervene before the Budget was finalised.
- In the context of Cabinet consideration of funding bids for service improvement had the directorate submitted a bid for the £45,000 required to maintain the DV and Substance Misuse Worker; if not could one still be submitted.
- The extent to which Children, Schools and Families Directorate funding had been utilised to support DV service provision, given the impact of DV on children and families.
- Whether examination of budget underspends had been undertaken with a view to identifying funding to maintain DV services.
- Whether consideration been given to Third Sector grant funding from sources such as News International or the St Katharines and Shadwell Trust; or from partners such as the East London NHS Foundation Trust.
- The probability of re-provision of the DV and Substance Misuse service within the Council's Alcohol Services Contract, PCT funding for this and necessary contractual arrangements.
- Clarification sought and given as to whether the £9000 funding to maintain DV and substance misuse service to end of March 2010 was in place, or yet to be identified.
- Need for consideration of this issue by the highest level of the TH Partnership given the number of stakeholders and the need for a holistic approach/ solution. In this context a written briefing note on the issues was requested for Members of the Committee.
- How Tower Hamlets compared to other boroughs with regard to levels of DV and related service provision.
- The extent to which it was possible to examine serious violence by gender and particularly the overall picture in relation to women, strands within this such as forced marriage, "honour based crime", prostitution, for use as leverage with the Metropolitan Police and within the Partnership generally.
- The Committee requested further information, collated from multi agency sources, which gave a more comprehensive picture of domestic violence in Tower Hamlets.
- Whether there was a sustainable programme targeted at perpetrators of DV given that helping them could reduce levels of DV over the longer term.

The Chair thanked Ms Chipping, Mr Bamber and Councillor Ullah for attending and making their presentation. He also requested that Members/ Officers continue to liaise with Ms Chipping with a view to maintaining domestic violence service provision.

## 8. SCRUTINY SPOTLIGHT

Councillor Oliur Rahman, Lead Member Employment and Skills, gave a presentation on the key issues, achievements and challenges arising from his portfolio which focused on the points set out below.

The Chair informed members of the Overview and Scrutiny Committee that a paper containing the main points of the Lead Member presentation and a booklet containing the annual review of the Skillsmatch initiative (April 2008 - March 2009) had been **Tabled**, copies of which would be interleaved with the minutes.

### **Successes**

- Skillsmatch: successful job and training outcomes to date with analysis by ethnicity of the job brokerage programme funded and run by the Council.
- Future Jobs Fund: level of investment in employment initiative for 18-24 year olds running to March 2011, successful job outcomes of initial phase with analysis by employer and ethnicity.

### **Challenges**

- Sustainable funding: given public sector funding pressures and potentially a change of Government, the Working Neighbourhood Fund was unlikely to continue with a huge impact on the scope for local employment and training initiatives.
- National Programmes: such as Flexible New Deal needed to be tailored to local need and therefore the Council must continue to influence commissioning. The Worklessness Multi Area Agreement was important to this.

### **Other Key Issues**

- Olympics and Crossrail: successful job and training outcomes to date and action being taken to optimise opportunities.
- Job Centre Plus (JCP) & Canary Wharf: close working to secure jobs for local residents by targeting key employers should bear fruit. Canary Wharf Job Fayre had successfully contributed to this.
- Recruitment sessions and training for JCP staff being undertaken to support local residents in applying for employment with the Council. Replicated with NHS and Fire Brigade. Policy to reduce agency staff numbers to underpin this.
- Reducing Worklessness Amongst Young Adults 18 – 24 Scrutiny Review: Lead Member undertook to work closely with Councillor Sardar, Scrutiny Lead - A Prosperous Community, to implement recommendations from the review.

Members of Overview and Scrutiny Committee then posed a series of detailed questions to which Councillor Rahman responded. The question and answer session was centred on the following points:

- Percentage of unemployment in the Borough and how this compared nationally and locally. Lead Member to provide written answer.
- Tower Hamlets having a small proportion of residents employed in jobs associated with the Olympics, in comparison to other Olympic Host Boroughs, and how this could be addressed.
- Incentivisation of residents into employment: action to date/ scope to look at this further.
- Need for more comprehensive analysis of job and training outcomes for all equality strands and within equality strands. Also whether Equality Impact Assessments had been undertaken.
- Importance of a creative approach to mitigating unemployment: funding training for specific vocational licences and not gender stereotyping industries.
- Need for greater focus/ prioritisation of opportunities/ support for job seekers over 60, given intergenerational problems resulting from unemployment in this group.
- Need for transparent information about the funding/ budget of Skillsmatch to facilitate assessment of value for money. Lead Member to provide written answer.
- Need for greater focus/ effort on working with universities, circumventing academic resistance, to ensure graduates gained the necessary skills to gain employment.
- The requirement for a careful approach by the Council in taking positive action for local residents to gain local employment without being discriminatory.
- The lack of partnership working with the Third Sector in relation to employment initiatives, highlighted during the scrutiny review of Reducing Worklessness Amongst Young Adults 18 – 24, and the strategy/ initiatives being undertaken by the Lead Member to address this.
- Requested that Committee members be provided with quantitative evidence to supplement the anecdotal evidence that more local residents were applying for employment with the Council.

The Chair thanked Councillor Oliur Rahman for his detailed and helpful presentation and in particular highlighting the issues relating to Crossrail.

## **9. PERFORMANCE MONITORING**

### **9.1 Performance and Corporate Revenue Budget Monitoring - Performance to 30th September 2009 (To Follow)**

**Councillor A. Heslop** declared a personal interest in Agenda item 9.1 "Performance and Corporate Revenue Budget Monitoring – Performance to 30<sup>th</sup> September 2009" on the basis that the report contained recommendations regarding the monitoring of the Authority's performance in relation to housing services, including that of Tower Hamlets Homes and



Councillor Heslop was a representative of the Authority on the governing body of Tower Hamlets Homes and a Tower Hamlets Leaseholder.

### **Reasons for Urgency and Special Circumstances**

The Chair informed members of the Overview and Scrutiny Committee that the special circumstances and reasons for urgency associated with the report were detailed on the front page, and he considered that the reasons for urgency, as detailed and as set out below, were valid:

The report contained performance and finance information for the period between 1<sup>st</sup> April 2009 and 30<sup>th</sup> September 2009. The report could not be included for dispatch with other agenda items, due to the time necessary to collect and review the data. The review included liaison with partner agencies and other external bodies for confirmation of performance and finance data. The information should be reviewed by Cabinet while it remains reasonably current. The Chief Finance Officer was of the view that the financial information was of pressing importance and should be considered by Cabinet at the earliest opportunity. In the circumstances, the Overview and Scrutiny Committee should also consider the performance information on an urgent basis.

Mr Lutfur Ali, Assistant Chief Executive, and Ms Stephanie Ford, Interim Performance Manager, introduced the report which drew together progress reports in relation to Strategic Plan Indicators, General Fund Revenue Budget and Housing Revenue Budget to the end of September 2009 (Quarter 2), summarising the salient points contained therein and highlighting in particular:

- Overall performance for activities in the Strategic Plan was good. 44 of 83 Strategic Indicators could be reported and the majority of these had maintained or improved performance. However end of year targets for the Local Area Agreement would not be achieved.
- Housing provision indicators – performance identified as off target but indicators being renegotiated with Government with likely significant impact on future performance.
- Educational attainment indicators – some indicators where despite good direction of travel performance was off target and others where performance was off target and direction of travel was deteriorating (paragraph 3.4). Emphasised that data was provisional at this stage. However performance on NEETs improved and now on target.
- Indicators identified as at risk of not achieving year-end target:
  - Strategic 103 - The percentage of the top 5% of LA staff who are from an ethnic minority
  - Strategic 104 - Percentage of the top paid 5% of staff who have a disability
  - Strategic 313/ National 153 - Working age people claiming out of work benefits in the worst neighbourhoods

A discussion followed which focussed on the following points:

- Concern was expressed that all 7 strategic indicators relating to housing were indicated as on red. Clarification was sought and given on mitigating action, but Assistant Chief Executive to provide a detailed response to Committee members.
- Concern was expressed that 7 of 8 strategic indicators relating to education were indicated as on red, with performance against target for failing schools was 700% adrift. Concern was also expressed that despite the overspend being reported in Children, Schools and Families, the direction of travel was deteriorating and this situation could not be recalled previously.
- Concern was also expressed that an overspend of £7/8 million was projected for the General Fund and Housing Revenue Account combined.
- In the context of the above concerns expressed by the Committee it was proposed and by consensus agreed that the Lead Member Housing and Development, Corporate Director Development and Renewal and Chief Executive Tower Hamlets Homes together with Lead Member Children's Services and Acting Corporate Director Children, Schools and Families be requested to attend the next meeting of the Committee to respond.
- With reference to Strategic 202 – Number of physical visits to library premises per 1000 population, clarification was sought and given in relation to the linkage of under-performance and under-reporting detailed. Also whether, if under-reporting had been present in 2008/9, targets for 2009/10 would need to be revisited to ensure the same level of stretch. Response to be included in next report.
- Noted with reference to Strategic 225 – Average time to re-let property in days that the target detailed should be 28 days not 31.
- Clarification was sought and given regarding the reasons for late circulation of the report. Concern was expressed that this prevented Members from undertaking proper scrutiny. Assurance given that Officers would strive to obviate the need for late circulation of such performance information in the future.

The Chair **Moved** the recommendations, as contained in the report, (taking account of the additional resolution proposed and agreed above); and it was:-

### **Resolved**

1. That performance information set out in the report be noted:
  - The progress against Strategic Plan activities.
  - Performance against targets for the Strategic Indicators.
2. That it be noted that Officers were taking management action as set out in Section 5 of the report to contain spending within budget.
3. That it be noted that a report would be submitted to January Cabinet on the position of the Housing Revenue Account and any actions needed to address it.
4. That the Lead Member Housing and Development. Corporate Director Development and Renewal and Chief Executive Tower Hamlets

Homes, together with Lead Member Children's Services and Acting Corporate Director Children, Schools and Families, be requested to attend the next meeting of the Committee to respond to concerns expressed by the Overview and Scrutiny Committee regarding directorate performance.

## **9.2 Corporate Complaints - Half Year Report 2009/ 2010**

Ms Claire Symonds, Service Head Customer Access, introduced the report providing a summary of complaints completed by the Council in the period 1 April 2009 to 31 September 2009, through the Corporate Complaints Procedure, Social Services Complaints and those received and determined by the Local Government Ombudsman, summarising the salient points contained therein.

A discussion followed which focussed on the following points:

- Clarification sought and given:
  - Measures in place to improve resolution of complaints at Stage 1, given 34% of Stage 2 complaints and 33% of Stage 3 complaints upheld/ partially upheld and the associated customer frustration and organisational costs of this.
  - Where overall ownership/ oversight of the complaints process lay in the context of the aim to improve service delivery through corporate learning from complaints. Also what mechanisms were in place to capture valuable learning from complaints/Member enquiries/disciplinary processes.
  - Council communications strategy for residents on complaints about issues which fell outside its control (primarily RSL related).
- Consideration that provision of further qualitative information and analysis of complaints by ethnicity and other demographic factors was important in forming a picture of the experience of Tower Hamlets services, on the part of different communities in the Borough.
- Consideration that in relation to Stage 3 complaints a vignette summarising what had gone wrong and how this might be put right in future, would be useful for the Committee. Requested in future reports.
- Consideration that a future meeting of the Committee should receive a presentation from the Local Government Ombudsman regarding current problem issues for the Council and how to improve its performance.
- Analysis of complaints by staff behaviour at directorate level to be picked up in future reports.
- Noting that a number of services had now moved back in house from Tower Hamlets Homes (the ALMO), consideration that a strategic review of ALMO arrangements might be appropriate. Lead Member Housing and Development requested to respond when he attended the next meeting.

The Chair **Moved** the recommendations, as contained in the report, and it was:-

**Resolved**

That the contents of the report be noted.

**10. VERBAL UPDATES FROM SCRUTINY LEADS**

Scrutiny Lead Members updated those present regarding progress to date on current scrutiny reviews associated with their portfolios:

**Scrutiny review – Strengthening Local Community Leadership**

- Topics examined to date: Current Council/ Partnership support for Community leaders and encouragement of resident engagement with the democratic process; also proposals for Councillor Call for Action.
- Next review group session: discussion with local residents about engagement with Councillors and improving this process to achieve better outcomes for them.

**Scrutiny review – The Private Rented Sector**

- Topics examined to date: Issues facing landlords. Concerns over the payment options for Housing Benefit. High levels of sub letting and related concerns: ASB and service charge arrears. Issues facing the homeless and new migrant communities.

**Scrutiny review – Youth Offending – Supporting Our Most Vulnerable Young People**

- Topics examined to date: Trends in youth offending and national/ local drivers for reducing this.
- Evidence taken: Foyer Federation new approach to young offenders in east London. Focus groups/ interviews with young people/ parents. Visit to a young offenders institution.
- Next review group session: Intervention Projects operated by the Authority.

**Scrutiny review – Reducing Worklessness Amongst Young Adults 18 - 24**

- Evidence taking concluded:
  - External agencies, Third sector organisations, In-house services and Connexions.
  - Review group session: Equalities aspects of worklessness particularly women and worklessness.
  - Focus groups with economically inactive young men and women to identify the barriers faced.
- Report being drafted for the New Year.

**Scrutiny review – Preventing Childhood Obesity**

- Evidence taking planned:
  - 4 Focus groups with residents facilitated by the Partnership with input from the review group and public health strategists from NHS Tower Hamlets to identify challenges to providing healthy options for children.
  - Focus group with parents and children in partnership with the Strengthening Families Strengthening Communities programme to identify the drivers for child obesity.
- Next review group session: how schools can contribute to healthy eating through the food they provide.

#### **Health4NEL**

- The Joint Overview and Scrutiny Committee to review Health4North East London Acute Services had agreed terms of reference for the review which were outlined.
- Next review group session: Presentation from Local NHS Community Health Services: What the review proposals mean for local residents.

The Chair requested that in future all members of the Overview and Scrutiny Committee be informed of forthcoming scrutiny review group sessions.

#### **Noted**

### **11. PRE-DECISION SCRUTINY OF UNRESTRICTED CABINET AGENDA**

The Chair informed members of the Overview and Scrutiny Committee that no pre-decision questions/ comments in respect of the unrestricted business contained in the agenda for consideration by the Cabinet, at their meeting to be held on 2<sup>nd</sup> December 2009, had been submitted for consideration and agreement.

Councillor Jones, in referring to Agenda item 7.1 "Corporate Match Funding" on the agenda for consideration by the Cabinet at their meeting the following evening, expressed concern that there appeared to be an absence of checks and balances in the allocation process for Community Chest grants and it therefore lacked transparency; in particular the Assistant Chief Executive appeared to have sole authority to determine criteria, recipients, and allocations. Councillor Jones accordingly proposed, for the consideration of members of the Overview and Scrutiny Committee, that a pre-decision scrutiny question in relation to Cabinet Agenda Item 7.1 be submitted to Cabinet as follows:

"Can you explain what checks and balance there will be to ensure the decision making process for the allocation of the new Community Chest grant will be transparent? "

The Chair **Moved** (taking account of the motion from Councillor Jones) and it was **Resolved**:-

That the following pre-decision question be submitted to Cabinet for consideration:

**Agenda Item 7.1 Corporate Match Funding (CAB 087/090)**

Can you explain what checks and balance there will be to ensure the decision making process for the allocation of the new Community Chest grant will be transparent?

**12. ANY OTHER UNRESTRICTED BUSINESS CONSIDERED TO BE URGENT**

Nil items.

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

The Chair **Moved** and it was: -

**Resolved:**

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

**14. EXEMPT/ CONFIDENTIAL MINUTES**

Minutes of Overview and Scrutiny Committee held on 3<sup>rd</sup> November 2009 agreed subject to amendment in the same regard detailed at agenda item 3 above.

**15. EXEMPT/ CONFIDENTIAL REPORTS 'CALLED IN'**

Nil items.

**16. PRE-DECISION SCRUTINY OF EXEMPT/ CONFIDENTIAL CABINET AGENDA**

Nil items.

**17. ANY OTHER EXEMPT/ CONFIDENTIAL BUSINESS CONSIDERED TO BE URGENT**

Nil items.

The meeting ended at 9.37 p.m.

Chair, Councillor Sirajul Islam  
Overview & Scrutiny Committee

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# Agenda Item 8.2

<b>Committee</b>	<b>Date</b>	<b>Classification</b>	<b>Report No</b>	<b>Agenda Item No</b>
Overview and Scrutiny	12 January 2010	Unrestricted		
<b>Report of:</b> Assistant Chief Executive	<b>Title:</b> <b>Diversity and Equality Action Plan 2008/2009 – Six monthly monitoring report</b>			
<b>Originating Officer(s)</b> Michael Keating Service Head, Scrutiny and Equalities	<b>Wards Affected</b> All			

## 1. SUMMARY

- 1.1 This six month monitoring report informs the Overview and Scrutiny Committee of the Council's progress in implementing its Diversity and Equality Action Plan (DEAP) for 2009/10. A full progress report is attached at Appendix 1.
- 1.2 The report also includes an annual summary of progress against the Council's Disability Equality Scheme. A full monitoring report of the Disability Equality Scheme is attached at Appendix Two.

## 2. RECOMMENDATION

- 2.1 That the Overview and Scrutiny Committee notes and comments on the progress in implementing the Council's Diversity and Equality Action Plan 2009/10, as set out in Appendix 1 and the annual Disability Equality Scheme monitoring report, as set out in Appendix 2.

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### **LOCAL GOVERNMENT ACT, 1972 SECTION 100D (AS AMENDED)**

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

**Brief description of background papers:**      **Name and telephone number of holder and address where open to inspection**

Diversity and Equality Action Plan 2009/10  
agreed by Cabinet on 1 July 2009.

Frances Jones, Diversity & Equality  
Coordinator, Scrutiny and Equalities  
020 7364 4521

### 3. BACKGROUND

- 3.1 Tower Hamlets Council has placed diversity and equality at the core of its functions and is committed to maintaining the very highest level of equalities practice both in relation to employment and service provision. In 2006 the Council was externally validated as being at the highest level (Level 5) of the Equality Standard for Local Government (ESLG). In January 2009 a further assessment confirmed that we had maintained Level 5 against the revised Standard. The Standard has now been replaced by the Equality Framework for Local Government (EFLG) and in January 2010 we will be the second authority nationally to be assessed against its 'Excellent' Level. The Diversity and Equality Action Plan (DEAP) remains an essential vehicle for maintaining this performance across all six equalities strands.
- 3.2 The DEAP pulls together the strategic level equalities activities across the Council. It reflects the work required to maintain the highest level of practice and the implementation of the Council's Race, Disability, Gender, Sexual Orientation, Religion and Belief and Age Equality Schemes, and actions to ensure that the Council's commitment to community cohesion is mainstreamed within all services.
- 3.3 The 2009/10 Diversity and Equality Action Plan focuses on five overarching strategic objectives, identified through an analysis of evidence collected during the refresh of the Community Plan to 2020 and an assessment of service performance in priority equalities areas. These objectives are:
- Tackle worklessness and economic inactivity among target groups
  - Improve educational achievement for target groups
  - Improve housing provision for target groups
  - Strengthen cohesion between communities and individuals
  - Improve health and wellbeing and tackle inequalities in health
- 3.4 In April we agreed a refreshed Race Equality Scheme and three new Schemes for Age, Religion/Belief and Sexual Orientation. These are designed to make explicit our work across the individual strands. The combined outcomes of the individual Schemes are designed to present a stronger overarching DEAP which will be further supplemented in 2010/11 by our local Single Equality Scheme.

### 4. MONITORING

- 4.1 Analysis of progress shows consistency of implementation across all Directorates and, at six months, 76% per cent of all milestones within the Plan had been met or were on target to be met within target timescales. This represents significant progress in each of the Schemes. The monitoring of the DEAP is undertaken by the Directorate Equality Liaison Officers (DELOs) and reported to the Corporate Equalities Steering Group. A full progress report of the Action Plan is attached at Appendix One.

Table 1: Progress milestones 2009/10 by status

<b>Progress Status (RAG)</b>	<b>Number</b>	<b>Percentage</b>
RED	6	8%
AMBER	11	15%
GREEN	56	76%
<b>TOTAL</b>	<b>73</b>	<b>100%</b>

Table 2: Progress milestones broken down by Directorate

<b>Directorate</b>	<b>RED</b>	<b>%</b>	<b>AMBER</b>	<b>%</b>	<b>GREEN</b>	<b>%</b>	<b>Total Milestones</b>
Chief Executive's	2	13%	3	20%	10	66%	15
Resources	1	3%	5	17%	22	78%	28
Development & Renewal	0	0%	2	15%	11	84%	13
Children's Services	2	33%	0	0%	4	66%	6
Adults Health and Wellbeing	1	100%	0	0%	0	0%	1
Communities, Localities and Culture	0	0%	1	10%	9	90%	10
<b>TOTAL</b>	<b>6</b>		<b>11</b>		<b>56</b>		<b>73</b>

*Please note some of the directorates share milestones within an action*

Overall 6 out of the 93 milestones have exceeded target timescales and have been assessed as 'red'. These six actions sit within four separate Directorates: Chief Executive's, Resources, Adults Health and Wellbeing, and Communities, Localities and Culture. The balance of activities contained within the Plan across the other Directorates varies; Chief Executive's have twenty six milestones while Communities, Localities and Culture have sixteen, Development and Renewal twenty, Resources twenty one and Adults Health and Wellbeing one.

Table 3: Reasons for red milestones

<b>Reason</b>	<b>Number of all red</b>
Action has been superseded by new guidance or requirements from other organisations	1
Staffing constraints / restructure has limited capacity to deliver on time	2
Action still being progressed but timescale slipped	3

It is important that the reasons for red milestones are fully understood so that barriers to performance can be addressed. Table 3 summarises the reasons for failing to achieve the milestones by the due date.

## **4.2 SUMMARY OF PROGRESS OF THE IMPLEMENTATION OF THE AGE EQUALITY SCHEME**

- 4.2.1 This year we acquired Beacon status for our positive engagement of older people and tackling and preventing child poverty. Our exemplary work in tackling child poverty across all areas of the organisation was recently recognised in the first ever London Child Poverty Awards, where we won the Corporate Commitment category. The Council's first Age Equality Scheme (AES) was agreed in April 2009. Building in the extensive work already in place its main focus has been on young and older people who are more likely to experience significant discrimination due to their age.

Attitudes and beliefs about young and older people can lead to them being socially and economically disadvantaged, excluded and marginalised. We believe that young and older people have the right to equality and opportunity and make a significant and valuable contribution to the community at large.

- 4.2.2 The involvement of young people in the Partnership decision making structures has been enhanced. Preliminary voting is underway in the Young Mayor elections. So far 4,800 young people have voted. Schools will vote on 20 January 2010 and the count will be on the following day.
- 4.2.3 As part of the Healthy Towns initiative a swimming programme for women and girls has been developed. Commencing in April the sessions have been over-subscribed and emphasises the need for more women lifeguards. Funding for training additional lifeguards has been secured through the Participatory Budgeting initiative. Linked to this more women are being encouraged to take-up employment in frontline leisure activities. The Limehouse Project (lead agent for the Muslim Women's Collective, who are delivering the project) has been successful in recruiting and engaging over 30 women to enter a training programme and the NPLQ course.
- 4.2.4 Improving the extent to which older people can remain in their own home throughout their lifetime is seen as a central part of the personalisation service. The hospital discharge service has been started at the Royal London Hospital. An initial evaluation of the service has also been completed and the in-take service is due to start April 2010. To enhance older people's feelings of safety in open spaces the Parks and Play Service in the Communities, Localities and Culture Directorate are monitoring the identification of security priorities. These are just a sample of some of the work contained within the AES and the majority of actions are on schedule to be delivered by the end of the year.

### **4.3 SUMMARY OF PROGRESS OF THE IMPLEMENTATION OF THE DISABILITY EQUALITY SCHEME**

- 4.3.1 The complete third year progress report of our first Disability Equality Scheme (DES) is detailed in Appendix Two. This has been fundamental in us fulfilling our commitment to change the culture and attitude towards disability to improve services to disabled residents and disabled staff. Using the experience of the last three years work is currently underway to produce the second Scheme which will be published in April 2010. We have made really good progress in implementing the action plan, and have achieved 82% of our original actions. Although not all have been completed, the majority have been met within the timescales set. These outstanding actions and others that are ongoing will be incorporated into the revised DES. It is envisaged that the overarching objectives of the revised Scheme will remain largely unchanged from the first scheme. A key driver for taking forward our work will be the recently developed Pan Disability Panel (PDP) which should provide us with a unique way of having ongoing dialogue with disabled people and disability related organisations.
- 4.3.2 Throughout this year a process of internal and external consultation was undertaken to develop the Panel. It has been designed to improve engagement with our disabled population by increasing the actual numbers we talk to and the methods by which we do it. At the same time the Panel will offer us an opportunity to build better working relationships between third sector disability organisations, service providers and the Council. The Council has been the main driver behind

the development of the PDP with some support from NHS Tower Hamlets. Ideally other partners such as Tower Hamlets Homes, the Police and other statutory bodies will become more involved as the PDP develops.

- 4.3.3 An information and enrolment day took place at the Brady Arts Centre on 12<sup>th</sup> November and approximately 100 people attended (70 community members and 30 support staff). There was general agreement that it was a good event and participants particularly enjoyed the Chinwag Theatre role play scenarios, delivered against four pre-briefed scenarios. These focused on the practicalities of the PDP and encouraged interaction from the audience in finding the right answers; for example, which is the right level of involvement, how to make a good impression in putting yourself forward as a group member, drawing out what a fair election process should look like and how to conduct oneself at a partnership meeting. Networking at the themed and speakeasy table discussions proved the most useful and people became a lot more informed as a result of these activities. Emerging issues and comments have been forwarded to the Directorate Equality Liaison Officers for consideration when service planning.
- 4.3.4 An initial enrolment of over 40 participants on the day was very encouraging as we are now starting to develop the sub-groups. The Accessible Consultative Transport Forum will move into the PDP structure and be known as the Transport sub-Group. The first meeting to discuss terms of reference, election processes and a workplan has now taken place. We will use this as a 'pilot' and take any lessons learnt forward for developing the other sub-groups. The next sub-group to form will be A Great Place To Live.
- 4.3.5 There is a lot more to be achieved with this ambitious project; however there are a number of positives to be taken forward which have come out from the pre-event preparations and delivery of the actual event. We have managed to engage with some of our target audience and highlighted benefits which the Panel will bring across the Council and NHS Tower Hamlets. We will continue to refresh relationships with the third sector and partner organisations. Most importantly we will be openly accountable for fulfilling our disability equality duty through our refreshed Disability Equality Scheme 2010-2013. In September we were ranked joint 5<sup>th</sup> (out of 106 national organisations) in the Employers' Forum on Disability Standard. This should give us the confidence to continue to strengthen and build on our work to date.

#### **4.4 SUMMARY OF PROGRESS OF THE IMPLEMENTATION OF THE GENDER EQUALITY SCHEME**

- 4.4.1 The Council's first Gender Equality Scheme (GES) was published in April 2007. The Scheme was produced following consultation with local residents and service providers and addresses the issues facing both men and women in ensuring they get the support they need to meet their potential and fully contribute to family and community life. Strategic level actions from Scheme have been incorporated within the DEAP and progress against these milestones has been strong.
- 4.4.2 In response to an identified shortfall in information about gender inequality and the need to ensure that issues are not tackled in isolation but are joined-up between Directorates and partners where appropriate, a Gender Equality Scheme Monitoring Group was established in 2008. The remit of the group, which is made up of senior officers from all the Council's Directorates as well as from partner organisations, is to monitor the Gender Equality Scheme, drive work on gender

equality across the organisation and develop a corporate approach. Although some of the work has been delayed due to staff sickness we are committed to revising the Scheme for 2010/11. This will involve refining our work in line with changing national legislation as well as the implications of our own draft Single Equality Duty. One of area of work which remains relatively undeveloped is how we respond to local transgender needs. On the other hand the Scrutiny review on worklessness did have a specific session considering gender issues which highlighted the importance of Members' roles in moving this work forward.

#### **4.5 SUMMARY OF PROGRESS OF THE IMPLEMENTATION OF THE RACE EQUALITY SCHEME**

4.5.1 The overarching objectives of the latest Race Equality Scheme (RES) remain largely unchanged from the first two Schemes. What has changed is the profile of our communities and some of the ways and areas in which inequality is manifested. Taking into account these changes, underpinning the new Scheme is a challenge to adopt a sharper approach to understanding the diverse needs of communities in Tower Hamlets and responding to race equality priorities. In response this year we have started to review our work with smaller minority communities focussing on new migrants and the Somali community.

4.5.2 To ensure that new migrant communities are able to participate fully in, and contribute to, the social, political and economic life of the borough we have commissioned Praxis, a third sector organisation working with migrants, to deliver a project which will:

- Strengthen the capacity of decision makers and service providers to understand, involve and respond to the needs of new communities in the borough at a strategic and operational level
- Strengthen the capacity of new communities to inform and influence local decision making and play an active part in the community.

As part of this project 70 stakeholders from statutory and third sector organisations across the borough were brought together to explore access to health issues facing new migrants in Tower Hamlets. A roundtable event was also organised to look at how those with no recourse to public funds are managed and supported in the borough.

4.5.3 The election of our first Somali Mayor has created opportunities to improve engagement with the wider community. Working with the Mayor a Somali Leadership Programme based on the pilot rolled out in LAP 7 will also be introduced in the New Year to give the Somali community voice and representation through the development of positive role model sand greater representation in service and policy development. A significant part of our Prevent work is also focused on developing resilience in the Somali community and this also links to the East London Alliance project (which brings us to together with five of our neighbouring boroughs) to build leadership across the region.

#### **4.6 SUMMARY OF PROGRESS OF THE IMPLEMENTATION OF THE RELIGION/BELIEF EQUALITY SCHEME**

4.6.1 Consultation in preparation for the launch of the Religion/Belief Equality Scheme (RBES) highlighted both how active religious practice is a key feature of local life and the disparate views about how this should be recognised. Achieving the right balance between the private and public practice of faith is still a relatively new area of work for local authorities. Creating the space to try and debate this is therefore

extremely important. We have managed to do this for instance in much of the work linked to Prevent and at events such as the second debate about faith and sexuality held to mark International Day Against Homophobia. Much of our community work is focussed on the Interfaith Forum which remains active. This year the Forum has concentrated on local activities such as during Interfaith Week when institutions concentrated on individual events rather than one major boroughwide activity. Some of the work on this Scheme has been delayed due to staff sickness. Nevertheless it remains largely on track to deliver by the end of this financial year.

#### **4.7 SUMMARY OF PROGRESS OF THE IMPLEMENTATION OF THE SEXUAL ORIENTATION EQUALITY SCHEME**

- 4.7.1 Inherent in the production of this inaugural Sexual Orientation Scheme (SOES) was an acknowledgement that we need to understand more about the lives, experiences and needs of our diverse LGB communities. The research and consultation undertaken to inform the Scheme represents a significant foundation for future work with our partners. We know, however, that the Scheme and its actions represent some of the key headlines about issues for LGB communities, rather than the full story. Our aim in implementing the Scheme is that it provides a basis for deepening our engagement with these communities so that they can continually shape the priorities for our work on sexual orientation equality. The past few months have seen significant changes to the LGBT Community Forum. The Forum is currently re-forming in a way that is intended to increase the opportunities for LGB people to be involved and to hold us and our partners to account on our commitments around sexual orientation equality.
- 4.7.2 One key example of this ongoing work needed to improve our understanding and capacity to tackle homophobic hate crime. The actions set for this area of work are being met but, at the same time, our dialogue with LGB communities tells us that there is more work to be done. The process that we are currently engaged in with partners is one of taking and creating opportunities to engage in conversation with LGB people about their experiences of hate crime. Via mechanisms such as the LGBT Community Forum, recent public meetings and press and media reports, it is apparent that there is a gap between the narrative and the quantitative evidence around incidence of homophobic hate. Our task in this area is therefore to continue meeting our current targets *and* to develop deeper and deeper understanding of LGB people's experiences to inform further, perhaps more specific, perhaps different, targets. This need to continue shaping and honing our current actions with the engagement of LGB people and our partners cuts across all areas of action within the scheme.
- 4.7.3 It is this overarching priority to involve LGB communities and partners in our work on sexual orientation that has driven some of the key actions taken over the past six months including development of the LGBT Community Forum and delivery of a national conference, in partnership with Stonewall and the IDeA in December, to support other boroughs and, crucially, our local partners, to get to grips with the evolving sexual orientation equality agenda and shape how it is taken forward in our communities.

#### **5. COMMUNITY COHESION (COCO)**

- 5.1 Since the development of the first Community Plan we have argued that cohesion is embedded in all our work and is evidenced in the ongoing arts and events

programme and hate crime work as well as newer initiatives such as Preventing Violent Extremism. Arising from the analysis of the Annual Residents' and Place Surveys earlier it is clear that remain many challenges to strengthening relationships between different sections of the community. Overall the work within the DEAP is designed to do this. For example the development of the PDP, outlined above, should help us to address the negative views about cohesion among disabled residents.

- 5.2 Consideration of One Tower Hamlets and its three elements – tackling poverty and inequality, strengthening cohesion and building community leadership and personal responsibility – highlights how relationships between communities are at its heart. During the summer each of the CPDGs was asked to consider how their work embraced One Tower Hamlets and to coordinate a challenge session to develop their thinking. Progress on this was patchy partly due to the staff sickness mentioned above. A number of things are in place to address this anew. The challenge sessions are to be rescheduled early in the New Year. We have some additional resource from Capital Ambition and Solace to think about how the Partnership addresses equality which will allow us to strengthen the links with existing 'equality' forums such as Interfaith and LGBT. The Partnership Executive has already agreed that the CPDGs consider how to utilise the community leadership of members more effectively and build a more robust external scrutiny role. Bringing these together in a meaningful way will need some management but done properly they should enable us both to reflect more on the overall Partnership commitment as well as working out more practical steps to address what is also a philosophical issue.
- 5.3 In addition to these activities, community cohesion is an area for development as part of the Partnership's 'Total Place' related work. The 'designing in community cohesion' project is underway and is considering how best to enhance community cohesion when re-designing services. We are working with Capital Ambition to develop the existing proto-type Community Cohesion impact assessment toolkit, into something which can be used to 'design in' community cohesion when services are being re-shaped.

## **6. NEXT STEPS**

- 6.1 Assessment of our progress in 2009/10 thus far does highlight significant progress but our current work sits within in a much wider context and therefore will always throw up challenges. The EFLG assessment visit will help us shape our further thinking but listed below are just some of the issues which will need to consider further:
- Delivering improvements in the priority areas identified in the Equality Schemes and using these to develop a Single Equality Duty which helps us to understand the multiple and complex causes of inequality in the borough. Although anti-poverty does sit at the heart of our work we need to refine our thinking and practice about how the socio-economic duty sits with our other equality duties. To date we have included Transgender both as part of our wider LGBT work and in our Gender Scheme. We will need to develop and focus our work more.
  - Strengthening and building on our Partnership work by continuing to develop the local Diversity and Equality Network (DEN) and ensure that the new governance structures around localisation and personalisation use diversity and equality constructively rather than undermine it. The challenge here is that we have made equalities part of the Council's core business as they are in the



Community Plan. There is still more to do to put this in practice by strengthening the partnership arrangements and working. The DEN can be a key driver to make this happen but it still needs to build greater profile and credibility across all local organisations.

- We will need to use the localisation agenda to think more precisely about what equality might mean in a locality both in terms of what this means for residents and the kind of services that are needed. This builds on our Better Tower Hamlets Teams based in neighbourhoods as well as developments around external scrutiny.
- There is a lot of external focus, frequently hostile, on our Councillors, often because of their ethnicity and/or faith. Supporting and developing Members' community leadership in a shifting political environment means they will face new pressures. To date we have not been able to use the members' Diversity and Equality Working Group as much as was planned initially. However its model of problem-solving on key issues has been used in the scrutiny reviews on worklessness and community leadership and will be used to do some initial thinking about the a local Single Equality Duty.
- We have a vibrant third sector in the borough. Supporting this appropriately will be vital particularly how it helps us to meet the needs of harder to reach groups.
- Having Canary Wharf situated in the borough is an opportunity still relatively untapped as well as one that often appears to emphasise local inequality.
- The Olympics do provide great opportunities for working with our neighbouring boroughs as well as providing an inspiration to our local communities.
- In a changing financial environment for local government, how do we understand equality in the context of a greater push for efficiency? This will be a fundamental element of our transformation agenda.
- Delivering the Workforce to Reflect the Community remains a key priority and is receiving greater focus at a senior level.
- Making One Tower Hamlets a reality by always ensuring our staff and our communities see it is a way of constructing a borough which can take its place confidently on the regional, national and global stage and enable its people to maximise their full potential.

## **7. CONCURRENT REPORT OF THE ASSISTANT CHIEF EXECUTIVE (LEGAL)**

- 7.1 The Council is required by section 21 of the Local Government Act 2000 to have an Overview and Scrutiny Committee and to have executive arrangements that ensure the committee has specified powers. Consistent with this obligation, Article 6 of the Council's Constitution provides that the Overview and Scrutiny Committee may consider any matter affecting Tower Hamlets or its inhabitants and may make reports and recommendations to the Full Council or the Executive in connection with the discharge of any functions.
- 7.2 The Council is subject to general equality duties in relation to race, gender and disability, details of which are as follows. The Council is required in carrying out its functions to have due regard to the need to eliminate unlawful discrimination on grounds of gender, race and disability. The Council must also have regard to the need to eliminate harassment on grounds of gender and disability. The Council must in addition have regard to the need to: promote equality of opportunity in these areas, promote good relations between persons of different racial groups; take steps to take account of disabled persons' disabilities, even where that involves treating disabled persons more favourably than other persons; promote positive attitudes towards disabled persons; and encourage participation by

disabled persons in public life. Insofar as the Diversity and Equality Action Plan is targeted at race, gender and disability, it may be regarded as giving effect to the Council's legal obligations. The Disability Equality Scheme must relate to the functions outlined in respect of disability.

- 7.3 The Council is not presently subject to general equality duties in respect of age, sexuality and religion or belief, although the Government has announced an intention to introduce a single equality duty and the Equality Bill 2009 containing such a duty has been introduced in Parliament. In the absence of general equality duties, the Council is still subject to obligations not to discriminate on grounds of age, sexuality and religion or belief. The Diversity and Equality Action Plan may in part be supported by the Council's need to comply with the statutes and regulations listed in the first section of the Plan.
- 7.4 To the extent that the Diversity and Equality Action Plan contains broader goals of promoting diversity and equality, then it may be viewed as a matter of good administration, consistent with both the Equality Standard and Equality Framework for Local Government, and in pursuance of the Council's goal of One Tower Hamlets set out in the Community Plan. The Council is empowered under section 2 of the Local Government Act 2000 to do anything which it considers likely to promote the social, economic or environmental well being of Tower Hamlets, provided the action is not otherwise prohibited by statute. The power may be exercised in relation to, or for the benefit of: (a) the whole or any part of Tower Hamlets; or (b) all or any persons resident in Tower Hamlets. In exercising the power, regard must be had to the Community Plan. The report and the Diversity and Equality Action Plan set out details of the One Tower Hamlets goal and how working towards that goal will benefit people living in Tower Hamlets.

## **8. COMMENTS OF THE CHIEF FINANCIAL OFFICER**

- 8.1 This report provides the six month monitoring report to Overview and Scrutiny Committee of the Council's progress in implementing its Diversity and Equality Action Plan (DEAP) for 2009/10. There are no specific financial implications emanating from this report, and any additional costs that arise from implementing the Plan, must be contained within directorate revenue budgets. Also, if the Council agrees further action in response to this report's recommendations then officers will be obliged to seek the appropriate financial approval before further financial commitments are made.

## **9. ONE TOWER HAMLETS**

- 9.1 The Diversity and Equality Action Plan 2009-10 represents an important step in progressing the Council's commitment to building One Tower Hamlets as a place in which people live together and where they are treated with respect and fairness regardless of their differences. The Plan demonstrates that a commitment to tackling inequality and promoting cohesion is at the heart of the Council's agenda and sets out the work due to take place to integrate diversity and equality fully into all aspects of service delivery and employment practice. The 2009-10 Plan also explores the inter relationship between work on equalities and community cohesion. The aim of the Action Plan is to create an environment in which everyone who lives and works in our borough is treated with dignity and respect and where everyone can improve their life chances and access the increasing opportunities on offer.

- 9.2 The Diversity and Equality Action Plan aims to tackle the barriers currently preventing some of the most disadvantaged people in our community from accessing the life opportunities on offer and aims to enable them to actively participate in creating and sharing prosperity in the borough. It also sets out the role of elected members and other community leaders in bringing about the change required to drive forward real improvement in relation to equality and cohesion.

## **10. SUSTAINABLE ACTION FOR A GREENER ENVIRONMENT**

- 10.1 Efforts will be made to ensure that in delivering the commitments of the Diversity and Equality Action Plan the impact on the environment is kept to an absolute minimum. This includes the use of recycled paper in any documentation, and careful consideration of the methods used to engage with local communities, partners and staff. The development of Green Champions is a way of building the ability of the wide organizations to tackle this issue.

## **11. RISK MANAGEMENT IMPLICATIONS**

- 11.1 The Council is seeking to implement an ambitious diversity and equality agenda in the context of changes in national legislation and standards. Progress to date has been very positive, but there is still much to be done if all the Council's targets are to be achieved and all the new legislative requirements are fully complied with. Any slippage could potentially undermine this.
- 11.2 The Diversity and Equality Action Plan provides a focus for all the Council's equalities work, and a means by which Members can ensure that each of the progress milestones are achieved. The arrangements in place to review progress during the year through the Corporate Equalities Steering Group, Corporate Management Team and finally by the Overview and Scrutiny Committee are considered to be effective ways of keeping this work on track.
- 11.3 Diversity and equality performance indicators will help keep the focus firmly on delivery and outcomes. The emphasis on consultation will mean that the Council's performance in this area will be judged by the experiences of service users on the ground.
- 11.4 The Council will continue to work closely with the Improvement and Development Agency (IDeA) to ensure that local practice in implementing the Equality Framework and are addressing equalities issues are informed by best practice taking place in other parts of the country.

## **12. APPENDICES**

Appendix 1 - Diversity and Equality Action Plan 2009/10

Appendix 2 - Disability Equality Scheme 2006/09 – third year progress report

# Appendix 1

## Diversity and Equality Action Plan 2009/10

Link to other plans	Equality strand	Objective	Key activity	Progress milestone	Six Monthly Monitoring	Status (Red, Amber, Green)
<b>One Tower Hamlets: Strengthen cohesion between communities and individuals</b>						
RES RBES RES RES GOES AES COCO	All strands	<p>Create the space and opportunity for residents from different backgrounds to come together</p> <p>Contact Officer: Michael Keating, Service Head, Scrutiny and Equalities, Chief Executive's</p> <p>Lead Member: Cllr. Joshua Peck</p>	<p>Review community cohesion principles to embed One Tower Hamlets in service delivery and development</p>	<p>Learning from existing community cohesion initiatives assessed to inform proposals for ensuring that cohesion is evidenced and embedded into service planning and delivery by March 2010</p>	<p>As part of the LAA Challenge Sessions, consideration is being given to this. It will also form part of the debate with CPDGs from January 2010.</p> <p>Work on community cohesion has been highlighted by the new LGBT Community Steering Group as one of the five priority issues for their work plan.</p>	Green
AES RES COCO	Age, Race	<p>Explore barriers preventing diverse communities mixing in youth clubs and day centres</p> <p>Contact Officer: Mary Durkin, Service Head Youth and Community Learning, Children, Schools and Families</p> <p>Lead Member: Cllr. Abdul Asad</p>	<p>Implement the Youth Crime Action Plan, identifying disaffected young people on the edges of crime, and working with them their families, and schools to re-engage them with the community</p> <p>Extend youth service provision across the borough, with clear</p>	<p>Plan to be implemented by March 2012 – monitoring progress at March 2010</p>	<p>Project plan in place to deliver the seven themed programmes – plan approved by the DCSF Youth Task Force.</p> <p>The number of first time entrants to the criminal justice system shows a significant reduction on the same period last year. We will continue to monitor the impact of individual elements of the plan.</p>	Green

			targets for providers on engaging young people from all of our communities						
RES RBES GES DES SOES AES COCO	All strands	Promote an inclusive sense of belonging paying particular attention to people who are vulnerable to exclusion such as smaller minority groups, so that all residents feel valued and a part of the community.  Contact Officer: Heather Bonfield, Service Head, Culture, Communities, Localities and Culture  Lead Member: Cllr. Rofique Uddin Ahmed	Use the Olympic and Paralympic Games to engage communities in cultural, sporting and celebratory events	Paradise Gardens Major Community Event June 2009.  Field Day / Underage Event August 2009  Personal Best Programme and recruiting - April 09  Delivery arrangements and SLAs agreed with partner delivery agencies- April 09	Completed  All on target plus new 5 - borough youth film project funded by LDA (and delivered by Tower Hamlets) was launched in September. New monies identified to support outdoor work being channeled through five borough unit.			Green	
		Promote understanding and awareness of different ways of life in the borough and challenge prejudice and discrimination  Contact Officer: Michael Keating, Service Head, Scrutiny and Equalities, Chief Executive's  Lead Member: Cllr. Joshua Peck	Continue to promote understanding and awareness of different ways of life in the borough and challenge prejudice and discrimination through East End Life	Review of East End Life coverage promoting equality and cohesion undertaken in March 2010	The Council delivered one of its largest programme of events for Black History Month. The launch, designed and delivered by local people, was particularly successful. An outreach worker was employed to better involve communities. An evaluation report of the programme has been produced. A number of staff events were also organized within the Council			Green	
RES RBES GES DES SOES AES	All strands	Contact Officer: Heather Bonfield, Service Head, Culture, Communities,  Lead Member: Cllr. Rofique Uddin Ahmed	Continue to deliver a	Arrangements for	Arrangements for LGBT				

	<p>Localities and Culture</p> <p>Lead Member: Cllr. Rofique Uddin Ahmed</p>	<p>programme of arts and events that celebrates the diversity of Tower Hamlets</p>	<p>Black History Month started by May 2009</p> <p>Arrangements for LGBT History Month to commence by October 2009</p>	<p>History Month 2010 are underway. Events planned to include:</p> <p>A History Month Party organised in conjunction with Arts and Events Team and LGBT young people via Youth Participation Team</p> <p>An event in partnership with LB Hackney around tackling homophobia, biphobia and transphobia .</p> <p>An LGBT Community Forum event - to involve LGBT people in the Forum's activities and raise awareness within wider community about the Forum's message and objectives.</p>
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RES	Race	<p>Strengthen the capacity of local Councillors to lead all sections of the local community and get them actively involved in their neighbourhoods and local decision making</p> <p>Contact Officer: John Williams, Service Head, Democratic Services, Chief Executive's</p> <p>Contact Officer: Michael Keating, Service Head, Scrutiny and Equalities, Chief Executive's</p> <p>Lead Member: Cllr. Joshua Peck</p>	<p>Implement Councillor Call for Action</p> <p>Implement programme of Council/Cabinet/Committee meetings in Community Venues and pilot webcasting project</p> <p>Develop local response to the 'Communities in Control' White Paper</p>	<p>Proposals drafted for April 2009 and action plan delivered throughout 09/10</p>	<p>Proposal for local CCfA model has been developed and agreed by Overview and Scrutiny Committee. This is currently being tested through the Scrutiny Review of Community Leadership.</p> <p>Proposals for developing external scrutiny will be discussed by the CPDGs and proposals to be presented to the Executive by April 2010.</p> <p>Consultation held on the new decision making model undertaken with completion by October 2009.</p>	Amber
RES	Race	<p>Further enhance consultation and involvement mechanisms to engage BME communities, paying particular attention to smaller minority communities and the diversity within larger BME communities</p> <p>Contact Officer: Shanara Matin, Head of Participation and Engagement, Communities, Localities and Culture</p> <p>Contact Officer:</p>	<p>Adapt participation performance targets to ensure that they identify specific underrepresented ethnic groups rather than 'BME' categories</p> <p>Undertake mapping of engagement and</p>	<p>Changes to be adopted by March 2010</p> <p>Mapping complete by July 09</p>	<p>Praxis was commissioned in September to deliver a project which will: strengthen the capacity of decision makers and service providers to understand, involve and respond to the needs of new communities in the borough at a strategic and operational level.</p> <p>Strengthen the capacity of new communities to inform and influence local</p>	Green

<p>Page 34</p>		<p>Michael Keating, Service Head, Scrutiny and Equalities, Chief Executive's  Lead Member: Cllr. Joshua Peck</p>	<p>consultation with the Somali community across THP  Work with Praxis to establish a model of engagement for smaller minority communities</p>	<p>Recommendations implemented by March 2010  Project proposal established by June 2009 and commissioned from September 2009</p>	<p>decision making and play an active part in the community.  As part of this programme 70 local stakeholders were brought together in December to explore access to health issues for new migrants in Tower Hamlets.  A roundtable event also took place in December to discuss how the borough works with those who have no recourse to public funds.</p>	
<p>RES</p>	<p>Race</p>	<p>Improve the under-represented BME communities (particularly women) in the democratic process and other local decision making structures.  Contact Officer: John Williams, Service Head, Democratic Services, Chief Executive's  Contact Officer: Michael Keating, Service Head, Scrutiny and Equalities, Chief Executive's  Lead Member: Cllr. Joshua Peck</p>	<p>Deliver Future Women Councillors training programme  Explore potential to apply the lessons learnt from this programme to BME groups under- represented in the democratic process</p>	<p>Training delivered by March 2010  Initial options explored by September 2009</p>	<p>Future Women Councillors training was delivered in February.  A Somali Leadership Programme based on the pilot rolled out in LAP 7 has been established and will commence in the new year. The objectives are to :  1. understand and make links with the Somali community and their networks 2. give the Somali</p>	<p>Green</p>



<p>community voice and representation</p> <ol style="list-style-type: none"> <li>3. proactively develop positive role models within the Somali community</li> <li>4. Integrate Somali community into mainstream service provision</li> <li>5. Engage Somali representatives into strategic service shaping opportunities in education, health, community safety and employment</li> <li>6. Where necessary streamline &amp; merge current provisions into mainstream services</li> </ol>						<p>A Faith Calendar has been designed for the last 5 years.</p> <p>We are currently designing the 2010 Calendar and consulting with Faith communities to make sure it is accurate.</p>	<p>Green</p>
<p>RBES</p>	<p>Religion/Belief</p>	<p>Recognise major religious festivals of the boroughs faith communities and ensure publicity enhances interfaith understanding</p> <p>Contact Officer: Michael Keating, Service Head, Scrutiny and Equalities, Chief Executive's</p> <p>Lead Member: Cllr. Joshua Peck</p>	<p>Produce a corporate calendar of major religious festivals and ensure that these are recognised both in the Council's internal communication channels and in East End Life</p>	<p>September 2009</p>			

RBES	Religion/Belief	<p>Tackle negative portrayal of faith communities and interfaith relations in the media to reduce the potential for such coverage to increase community tension</p> <p>Contact Officer: Michael Keating, Service Head, Scrutiny and Equalities, Chief Executive's</p> <p>Lead Member: Cllr. Joshua Peck</p>	<p>Include communications on Community Cohesion Contingency Planning and Tension Monitoring Group meeting agendas and ensure actions are included to respond to all negative coverage</p>	Ongoing from April 2009	<p>Communications have assigned a relevant officer to attend these meetings and keep abreast of negative coverage. The designated officer is also informed of any negative coverage about the Borough.</p>	Green
<p>Page 36</p> <p>RBES SOES RES DES GES AES</p>	All	<p>Ensure victims of all reported hate crime are supported and increase awareness of reporting mechanisms</p> <p>Contact Officer: Philippa Chipping, Crime Policy &amp; Victims Manager, Community Safety Service, Communities, Localities and Culture</p> <p>Lead Member: Cllr. Abdal Ullah</p>	<p>Maintain and develop the Third Party Reporting Project to increase reporting of hate incidents and foster effective joint working amongst partner agencies involved with 100% of Third Party Reports monitored and actioned (baseline of 18).</p> <p>Implement recommendations from Hate Crime Victims Needs Research Report for increased satisfaction with services by victims of hate crime measured through satisfaction</p>	<p>March 2010 and annual update</p> <p>Implementation plan agreed by June 2009</p>	<p>TPR training continues to be delivered to new staff in TPR centres. There have been 4 training sessions for new One Stop Shop advisors across the borough.</p> <p>6 new TPR reports this quarter, with 40 reports overall monitored and actioned. Good attendance at forum.</p> <p>HCVNR Implementation Plan drafted and consulted upon. Several significant recommendations have been actioned or communicated to key partners e.g., R31 relating to work with young people.</p> <p>HIP Information Pack designed and completed,</p>	Green

<p>RBES SOES RES DES GES AES</p>	<p>All</p>	<p>Work with the wider community to raise awareness and challenge prejudice</p> <p>Contact Officer: Philippa Chipping, Crime Policy</p>	<p>questionnaires. Awareness campaign promoting clear messages that Tower Hamlets is No Place for Hate including Homophobic Hate – 100% increase in sign up to NPFH Pledge (baseline of 50), 24 outreach activities and Evaluation Report.</p> <p>Work with partners to ensure 100% of identified perpetrators of hate incidents reported to the Council are actioned.</p> <p>Hate Incidents Panel - Coordination of multi-agency panel which ensures a coordinated response to all faith hate incidents reported to Council.</p> <p>Continue to deliver awareness campaign promoting clear messages that Tower Hamlets is No Place for Hate including Homophobic Hate –</p>	<p>Quarterly monitoring reports produced</p> <p>HIP Information Pack for referral agencies and victims published by September 2009.</p> <p>Annual review report presented to RHIAF by December 2009</p> <p>Link national and international campaigns on all forms of hate and DV to LBTH Campaign, by June 2009</p>	<p>to be uploaded to council website.</p> <p>To date 482 individuals and 56 Organisations have joined the pledge. A hate crime awareness training for pledge-signing organisation has been conducted.</p> <p>Development of Hate Crime Perpetrators Research, with recommendations for improvement in this area. Draft presented and consulted upon by partners at event on 10<sup>th</sup> December 2009.</p> <p>HIP continues to ensure coordination of multi-agency response, with increased partner representation at the Panel.</p> <p>To date, 27 outreach activities have been conducted by the Policy &amp; Victims section which, alongside corporate and team events and presentations, has led to</p>	<p>Green</p>
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		<p>&amp; Victims Manager, Community Safety Service, Communities, Localities and Culture</p> <p>Lead Member: Cllr. Abdal Ullah</p>	<p>100% increase in sign up to NPFH Pledge (baseline of 50), 24 outreach activities (including LGBT and faith communities and events) and Evaluation Report.</p> <p>If funding confirmed maintain and develop the No Place for Hate Champions Project where 3 targeted hate crime training, workshops and outreach activities delivered per Champion.</p>	<p>Distribute campaign materials by March 2010</p> <p>Secure funding for continuation of project by June 2009</p> <p>Training programme developed for existing and/or new champions by September 2009</p> <p>3 activities per Champion to be delivered by March 2010</p>	<p>wide distribution of campaign materials and messages.</p> <p>No Place for Hate Pledge postcard has been produced and is distributed along with other campaign materials at all events, training and presentations.</p> <p>All mail user email of Pledge and various articles encouraging sign up to Pledge.</p> <p>10 new Champions trained. 11 Champions received accreditation as Hate Crime Leaders from Institute of Leadership &amp; Management. Champions have conducted numerous outreach and training over 1000 people.</p>	
SOES	Sexual Orientation	<p>Work with employers to tackle hate crime</p> <p>Contact Officer: Michael Keating, Service Head, Scrutiny and Equalities, Chief Executive's</p> <p>Lead Member: Cllr. Joshua Peck</p>	<p>Promote good LGB employment practice amongst local partners and encourage them to join the Stonewall WEI</p>	<p>Deliver a LGBT Equality Workplace Conference for local organisations by April 2010</p>	<p>Conference to promote good practice across London local authorities and local partners scheduled for 10th December 2009 to be delivered in partnership with Stonewall and Idea. Follow up event in January with partners will look at how we can work in</p>	Green

	<p>Sexual Orientation</p>	<p>Develop steps to prevent and respond to homophobic bullying in schools including explicit homophobic bullying policies</p> <p>Contact Officer: Sasta Miah, Head of Equalities &amp; Parental Engagement, Children, Schools and Families</p> <p>Lead Member: Cllr. Abdul Asad</p>	<p>Ensure 100% action and monitoring of all reported cases of homophobic bullying.</p> <p>10% increase in reporting of discriminatory incidents in schools including homophobic bullying.</p> <p>30 Schools to participate in one day workshops on bullying and discrimination and impact of pupils' behaviour on others.</p> <p>Increased awareness of reporting homophobia via new website</p> <p>Provide support to school coordinators</p>	<p>Monitor progress at March 2010</p> <p>Monitor progress at March 2010</p> <p>Publicity circulated and bookings taken (April, September, and January) for 2 year groups in each school (i.e. 6 workshops in a three-form entry school)</p> <p>Website launched in April 2009</p> <p>Support to be</p>	<p>partnership to improve borough wide practice on sexual orientation equality in the workplace.</p> <p>All schools will be issued with Stonewall's "Challenging Homophobic Language" booklet; a poster on dealing with homophobic incidents and emphasising need for reporting in schools will be produced by end March 2010</p> <p>Compared to last year an 18.3% increase in discriminatory incidents. 6.7% of all incidents were homophobic</p> <p>Workshops delivered at LBTH Anti-Bullying Week event by Stonewall (12 November 09) Further event scheduled for 2010. Antbullying helpline details on Tower Hamlets AMP website</p> <p>Termly meetings with school co-ordinators explaining the use of the new forms</p>	<p>Green</p>

			<p>to use the new incidents reporting form as it includes homophobic bullying</p> <p>Develop a new information leaflet for young people to inform them of homophobic bullying policies and the availability of the bullying help line</p>	<p>provided by March 2010.</p> <p>Leaflet to be produced by March 2010</p>	<p>Based on Stonewall information publicity about the bullying helpline distributed to all schools and high profile coverage in East End Life.</p>	
<p>Page 40 DOES</p>	<p>Sexual Orientation</p>	<p>Provide staff with training to help them respond to, and prevent, homophobic bullying and support LGB pupils</p> <p>Contact Officer: Sasta Miah, Head of Equalities &amp; Parental Engagement, Children, Schools and Families</p> <p>Lead Member: Cllr. Abdul Asad</p>	<p>Evaluation and possible roll out to further 8 Schools of pilot No Outsiders Project with aim of staff feeling confident in dealing with homophobic bullying</p>	<p>New schools recruited and staggered programme agreed for 2009/10</p>	<p>6 schools recruited for the project</p>	<p>Green</p>

**Prosperous Community: Tackle worklessness and economic inactivity among target groups**

RES	Race	<p>Improve the economic inactivity rates amongst the Bangladeshi and Somali community paying attention to the particular barriers that women from these communities face</p> <p>Contact Officer: Nick Smales, Service Head 2012 Olympic and Paralympic Games</p> <p>Lead Member: Cllr. Oliur Rahman</p>	<p>Measure and monitor the impact of the Working Neighbourhood Fund by diversity groups at both registration and outcome stages</p>	<p>Monitoring to be undertaken on a quarterly basis.</p>	<p>Systems in place and monitoring reported to Skillsmatch Management Board. Attempting to embed systems within partner organisations to ensure consistency. WNF implementing online tracking database to provide more comprehensive information and the 'journey' of individuals from registration to work</p>	Green
<p>Page 41</p> <p>RES</p>	Race Gender	<p>Make employment services available in community settings, targeting workless families, ensuring that specific communities currently facing exclusion are targeted</p> <p>Contact Officer: Nick Smales, Service Head 2012 Olympic and Paralympic Games</p> <p>Lead Member: Cllr. Oliur Rahman</p>	<p>Continue the City Strategy initiative to develop a family focused approach to tackling worklessness by integrating employment related activity into family and parental engagement</p>	<p>600 residents into employment by March 2010</p>	<p>Confirmation of City Strategy Pilot Team of outreach workers (Single Point of Access Advisers) now in place to ensure harder to help groups are reached. Parental Engagement Programme based in schools to target people potentially at risk of becoming workless</p>	Amber
RES	Race Gender	<p>Develop an up-to-date and detailed understanding of the profile and causation of worklessness among BME communities in the borough.</p>	<p>Publish "worklessness assessment" as part of the preparation of the Economic Assessment evidence</p>	<p>Assessment produced by March 2010</p>	<p>Monthly monitoring return being produced as apart of combined analysis. The Government has delayed the publishing of draft</p>	Amber

Page 42	RES		<p>Contact Officer: Nick Smales, Service Head 2012 Olympic and Paralympic Games</p> <p>Lead Member: Cllr. Oliur Rahman</p>	base.		<p>guidance. However the Local Economic Assessment will include a 'Worklessness Assessment' as well as an Economic Development Strategy for the Borough. We have already adopted Employment Strategy and the Development Plan has been agreed by the Prosperous Communities CPDG</p>	
RES	Race	<p>Improve the under- representation of BME communities in key employment sectors by promoting the best practice in relation workforce to reflect the community and encouraging and working with major organisations in the borough to adopt similar initiatives.</p> <p>Contact Officer: Nick Smales, Service Head 2012 Olympic and Paralympic Games</p> <p>Lead Member: Cllr. Oliur Rahman</p> <p>Contact Officer: Steve James, Interim Head of Human Resources and Organisational Development,</p>	<p>Promote activities and develop programmes through the Docklands HR Initiative and the Dockland Business Forum</p> <p>Hold career fairs (with partner organisations) across the LAPs.</p>	March 2010	<p>Road show career fairs (One per paired LAP area) from October 2009</p>	Green	



RES	Race	<p>Lead Member: Cllr. Joshua Peck</p> <p>Maximise employment, placement, apprenticeship and training opportunities amongst workless people in the public sector, building on existing good practice within the Council and Health services</p> <p>Contact Officer: Nick Smales, Service Head 2012 Olympic and Paralympic Games</p> <p>Lead Member: Cllr. Oliur Rahman</p> <p>Contact Officer: Steve James, Interim Head of Human Resources and Organisational Development,</p> <p>Lead Member: Cllr. Joshua Peck</p>	<p>Hold joint event with Job Centre Plus to increase employment in the Public Sector.</p>	<p>Expand apprentice scheme to 200 local young people by 2011 (HR) – Monitor progress at March 2010</p> <p>Increase the number of public sector apprenticeships by 50 by March 2010</p>	<p>'Your Hired' public sector jobs fair took place on 13<sup>th</sup> October 2009 at East Winter Gardens, Canary Wharf. The event was for local people to meet local employers and talk to them about future job opportunities.</p>	Green
RES	Race	<p>Support qualified BME residents to better access professional jobs</p> <p>Contact Officer: Nick Smales, Service Head 2012 Olympic and Paralympic Games</p> <p>Lead Member: Cllr. Oliur Rahman</p>	<p>Deliver the Employment Strategy to ensure that residents access new and existing jobs and thereby reduce the numbers of people on out of work benefits</p>	<p>Monitor the implementation of Employment Strategy Action Plan.</p>	<p>Delivery Plan agreed. Monitoring Framework being discussed with appropriate managers.</p>	Green

RES AES	Race Age	<p>Raise both aspirations and skills of BME children and young people to make successful transitions from education to work through more effective learning, advice and guidance and support</p> <p>Contact Officer: Carmel Littleton, Service Head Young People and Learning, Children, Schools and Families</p> <p>Lead Member: Cllr. Abdul Asad</p>	<p>Reduce levels of youth unemployment by agreeing a 14-19 sector pathway to employment with local employers, linked to all 14 Diploma lines of learning, and provide targeted learning programmes for each significant group of 14-18 learners at risk of becoming NEET</p>	<p>Deliver targeted learning programmes by March 2010</p>	<p>A range of activities are in place through the Achieve Economic Wellbeing section of the CYPP to reduce levels of youth unemployment</p> <p>Employer engagement strategy has been agreed through the HUB board</p> <p>The Teenage Parents Project launched at the Bromley by Bow Centre</p> <p>A programme of work experience for young people leaving care launched</p>	Green
AES	Age	<p>Enhance the opportunities for young people to get quality work experience in the borough</p> <p>Contact Officer: Michael Keating, Service Head, Scrutiny and Equalities, Chief Executive's</p> <p>Lead Member: Cllr. Joshua Peck</p>	<p>Work through the Partnership Diversity and Equality Network (DEN) to extend work experience opportunities in local public sector</p>	<p>March 2010</p>	<p>In November the Council delivered an event called 'Your Career in the Public Sector aimed at 14-19 year olds in all Tower Hamlets secondary schools and their teachers. The event raised awareness and introduced students to the paths into and opportunities within the range of public services.</p> <p>The young people all received a careers pack with further information.</p>	Green

							Although some DEN partners participated more engagement is required.	
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**A Prosperous Community: Improve educational achievement for target groups**

RES	Race Gender	<p>Narrow the achievement gaps between different ethnic groups and between the national average</p> <p>Contact Officer: Carmel Littleton, Service Head Young People and Learning, Children, Schools and Families</p> <p>Lead Member: Cllr. Abdul Asad</p>	<p>Address the specific under-achievement of white and Somali pupils across all Key Stages, and the under-achievement of white, Caribbean and Bangladeshi boys particularly at Key Stage 4</p>	<p>Identify the lowest achieving 20% of pupils, target evidence based intervention and extended school support appropriately, and rigorously track them by March 2011 – Monitor progress at March 2010</p>	<p>A range of actions are in place through the Enjoy and Achieve section of the CYPP to improve GCSE results to be the best in the country :</p> <ul style="list-style-type: none"> <li>- Data on lowest 20% of pupils at the end of KS1, 2 and 3 in reading, writing and mathematics compiled and feeding into evidence-based intervention and personalised learning programmes</li> <li>-Assessing Pupils' Progress (APP) to be embedded across secondary school departments and year groups at Key Stage 3 on track for completion in March 2010</li> <li>- Audits of Assessment for Learning (AFL) practice in schools supported and action plans developed</li> </ul>	Green
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RES	Race	<p>Improve the qualification and skills levels of Bangladeshi and Somali adults in Tower Hamlets.</p> <p>Contact Officer: Fiona Paterson, Idea Store Learning Development Manager, Communities, Localities and Culture</p> <p>Lead Member: Cllr. Rofique Uddin Ahmed</p>	<p>Review the Adult Learning Strategy and work with other partners to revise and publish a unified Adult Learning and Skills Strategy</p>	<p>Review Strategy by July 2009</p>	<p>Life Long Learning (LLL) leading on activities and the Idea Stores are providing the facilities. The Adult Learning and Skills Strategy was endorsed by the Prosperous Community CPDG in September 2009</p>	Green
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**Great Place to Live: Improve housing provision for target groups**

RES	Race	<p>Improve understanding of the future housing demand and needs of BME communities in the borough and ensure that they effectively inform the planning of future housing provision.</p> <p>Contact Officer: John Coker, Strategic Housing Manager, Development and Renewal</p> <p>Lead Member: Cllr. Marc Francis</p>	<p>Review the Lettings Policy with particular reference to the current/ future needs of the BME communities</p>	<p>Review Lettings Policy by September 2009</p>	<p>Consultation launched in October 2009 and will end in December 2009, including focus groups with BME communities to gain a better understanding of current future needs</p>	Green
RES	Race	<p>Ensure there is equal access to social housing for BME communities facing language barriers or may find it more difficult to understand the system.</p> <p>Contact Officer: John Coker, Strategic Housing Manager, Development and Renewal</p> <p>Lead Member: Cllr. Marc Francis</p>	<p>Undertake Equality Impact Assessment (EQIA) of Choice Based Lettings</p>	<p>Complete EQIA by March 2010</p>	<p>EqIA to be completed for presentation with report for January 2010 Cabinet.</p>	Green

RBES	Religion/Belief	<p>Address the shortage of social housing suitable for families</p> <p>Contact Officer: John Coker, Strategic Housing Manager, Development and Renewal</p> <p>Lead Member: Cllr. Marc Francis</p>	<p>Raise issue with RSLs through the Housing Forum and review as part of Housing Strategy and Lettings Policy and Service review</p> <p>Visit 200 overcrowded households to advise them about the bidding process and housing options available to them. Monitor outcomes by equality strands.</p>	<p>March 2010</p> <p>March 2010</p>	<p>Included within redraft of Housing Strategy as Priority 2 initiative. This has already been established. Local Homes Initiative with RSLs (65 new dwellings planned) Council House Building Programme (105 new family sized dwellings planned)</p>	Green
<p>Page 49</p> <p>RBES</p>	Religion/Belief Gender	<p>Increase availability of women-only activities at local sport and leisure centres</p> <p>Contact Officer: Sports Development Team, Cultural Services, Communities, Localities and Culture</p> <p>Lead Member: Cllr. Rofique Uddin Ahmed</p>	<p>Programme as part of Healthy Towns to provide women and girls swimming programme commencing April 2009 -2011</p>	<p>March 2010</p> <p>Implemented</p>	<p>Implemented</p>	Green
RBES	Religion/Belief	<p>Ensure that services providing sports, leisure and recreational activities address the potential for people of religious beliefs to have restricted access to activities held at specific times</p>	<p>Production of Guidance on Reasonable Adjustments in relation to Religion and Belief to include information on</p>	<p>April 2009</p>	<p>Proposed guidelines have been created but evaluation of outcomes is now scheduled for March 2010</p>	Amber

			considerations relating to timing of activities					
		<p>Contact Officer: Michael Keating, Service Head, Scrutiny and Equalities, Chief Executive's</p> <p>Lead Member: Cllr. Joshua Peck Youth Service, Children, Schools and Families</p> <p>Establish a more strategic approach to diversity and equality to achieve excellence</p> <p>Contact Officer: Jamie Carswell Director of Strategy &amp; Performance, Tower Hamlets Homes</p> <p>Lead Member: Cllr Marc Francis</p>	<p>Launch Tower Hamlets Homes Diversity Working Group and Strategy</p> <p>Develop and embed tools to assist staff to deliver services to meet the needs of residents</p> <p>Develop training for staff and Tower Hamlets Homes Board</p>	<p>Strategy in place and Group established by June 2009</p> <p>Staff accessing full suite of material by December 2009</p> <p>Training completed by December 2009</p>	<p>Diversity Working Group established April (4 meetings held). Strategy agreed by THH Board July</p> <p>THH Service standards in place for Diversity and Accessible Information. Associated guidance available to all staff via the intranet</p> <p>Training in development – programme tied to customer care training running from January to March 2010</p>		Green	
<p>Page 50 THH Service Plan</p>	All		<p>Develop the capacity of residents to work in collaboration with Tower Hamlets Homes to help improve the quality of life within neighbourhoods</p> <p>Contact Officer: Barbara Brownlee Director of Housing Management &amp; Customer</p>	<p>Establish and implement principles, with residents, for implementation of a youth engagement programme and resident-led element of the Going for Green Plan</p>	<p>Principles in place and youth engagement programme established on a minimum of 12 estates by January 2010</p>	<p>Specific consultation with young people on the future of the Chicksand Ghat undertaken – scheme utilising Section 106 funding now in progress.</p> <p>The reorganisation of the THH Resident Engagement Team (recruitment in progress) together with the</p>		Green
<p>Page 50 THH Service Plan</p>	Age							



		<p>Services Strategy &amp; Performance, Tower Hamlets Homes</p>			<p>introduction of a re-focused approach to neighbourhood housing services has led to some slippage against planned activities.</p> <p>Resident Engagement Strategy being considered by Board November 2009 – emphasis on local negotiation of which young people will be part.</p>	<p>Green</p>
<p>THH Service Plan 051</p>	<p>All</p>	<p>Deliver a better experience for customers by building a new model of how customers contact Tower Hamlets Homes and a new ways of handling service requests</p> <p>Contact Officer: Barbara Brownlee Director of Housing Management &amp; Customer Services Strategy &amp; Performance, Tower Hamlets Homes</p> <p>Lead Member: Cllr. Marc Francis</p>	<p>Develop position statement and action plan for initial improvement.</p> <p>Finalise Customer Services Strategy based on improved understanding of customer need and expectation.</p>	<p>New model developed and initial improvement delivered by March 2010</p>	<p>New model for Neighbourhood Housing Services/Customer Access developed – Strategy to be considered by THH Board November 09.</p> <p>A new Customer Service Team is being put in place – induction and ongoing training commences this month. Model provides for a more tailored response to meet customer needs.</p>	
<p>THH Service Plan</p>	<p>All</p>	<p>Review gaps in engagement with THH services and undertake targeted work with hard to reach communities</p> <p>Contact Officer: Jamie Carswell Director of Strategy &amp;</p>	<p>Profile localised groups who are working with hard to reach communities.</p> <p>Profile engagement of those participating</p>	<p>Action plan to increase participation of hard to reach communities developed by November 2009</p>	<p>Profile of residents engaged through taking part in surveys and those using the THH complaints process now routinely tracked.</p> <p>Local engagement, a focus of the Resident</p>	<p>Green</p>

		Performance, Tower Hamlets Homes Lead Member: Cllr. Marc Francis	against diversity stands Develop action plan for targeted work.		Engagement Strategy will help ensure all parts of the community are 'heard'. Local Action Plans for 27 neighbourhoods in development and will be in place by the end of the year.	
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**A Healthy Community: Improve health and wellbeing and tackle inequalities in health**

<p>RES</p>	<p>Race</p>	<p>Further tailor specifically targeted culturally appropriate health campaigns to improve awareness of specific health risks and promote healthy lifestyles among specific BME groups who experience serious health risks</p> <p>Contact Officer: Shah Muhmud, Peer Work Development Worker, Children, Schools and Families</p> <p>Lead Member: Cllr. Abdul Asad</p> <p>Helen Taylor, Service Head Commissioning &amp; Strategy, Adult's Health and Wellbeing</p> <p>Lead Member: Cllr. Anwara Ali</p>	<p>Employ a Young People's Alcohol Health Improvement Officer to provide training for teachers and youth workers to be able to deliver alcohol awareness messages to young people</p> <p>Prevent young people from taking up smoking by enforcing the law on underage sales of cigarettes and extending peer led approaches to smoking prevention.</p> <p>BME health priorities to be picked working in partnership with PCT and refresh of Joint Strategic Needs Analysis, including specific focus on under-represented groups.</p>	<p>Implementation now scheduled for July 2010</p>	<p>Understanding the needs of the local population is integral to the JSNA process. As part of this, existing culturally appropriate services are examined. The AHWB Directorate is working closely with the PCT during the JSNA development.</p>	<p>Red</p>
<p>AES</p>	<p>Age</p>	<p>Tackle Childhood Obesity</p> <p>Contact Officer: Claire Hatton, Joint Head Extended Services, Children, Schools and Families</p>	<p>Provide increased and improved walking and cycling routes and more support for walking and cycling through Healthy</p>	<p>March 2010</p>	<p>Pilot projects underway with schools</p>	<p>Green</p>

		<p>Lead Member: Cllr. Abdul Asad</p>	<p>Schools and community initiatives</p> <p>Development and progression of PCT-funded 'Bike It' project to encourage cycling to school, currently in Year 1 of 3 year programme</p> <p>Cycle training programme rolled out to numerous schools each year in the Borough (approximately 1,500 pupils per year)</p>	<p>March 2010</p> <p>March 2010</p>		
<p>AES</p>	<p>Age</p>	<p>Expand targeted and specialist provision to support children and families with identified weight management needs</p> <p>Contact Officer: Wendy Wilson, Skills for Families Coordinator, Children, Schools and Families</p> <p>Lead Member: Cllr. Abdul Asad</p>	<p>Expand and build on our targeted and specialist provision to support children and families with identified weight management needs, including a new early intervention service for families with one or both parents overweight or obese</p>	<p>March 2010</p>	<p>'Activ8 and BEST/MEND services for childhood weight management are now well established services with high referral and take up from a range of sources (health, education, community groups) including self referrals. A successful workshop with both services clarified the data which both services will collect and report on, to ensure consistency in outcome measurement. Both services provide outreach to schools, children's centres, community groups and</p>	<p>Red</p>

							<p>professionals to train staff, improve knowledge of families and increase referrals</p> <p>Weight management support is targeted towards families at highest risk of obesity and referrals are received across health services including clinical psychology</p>	
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**Promoting Equality as Employer**

<p>RES AES WFRG</p>	<p>All</p>	<p>Address the under-representation of equality target groups in the organisation across the directorates</p> <p>Contact Officer: Steve James, Interim Head of Human Resources and Organisational Development</p> <p>Lead Member: Cllr. Joshua Peck</p>	<p>Undertake strategic level Equality Impact Assessment of recruitment and selection to investigate the causes</p>	<p>March 2010</p>	<p>The strategic EQIA of recruitment and selection will commence in the new year.</p>	<p>Amber</p>
<p>RES</p>	<p>Race</p>	<p>Examine and address the differential progression rates of different groups of staff in the organisation.</p> <p>Contact Officer: Steve James, Interim Head of Human Resources and Organisational</p>	<p>Agree the findings from Equality Impact Assessment of career progression and implement the recommendations</p>	<p>September 2009</p>	<p>Findings from the strategic EQIA on progression are to be investigated further with action points arising to be incorporated on the strategic EQIA on recruitment and selection.</p>	<p>Amber</p>



RES	Race	<p>Continue to provide targeted learning and development opportunities for BME staff and review the impact of existing BME targeted initiatives to ensure that they are successfully developing and progressing staff.</p>	<p>Build on established social work progression models for other hard to recruit professions</p> <p>Expand apprenticeship schemes and adopt an 'employer-led approach' to apprenticeships</p> <p>Improve opportunities for staff to undertake secondments and acting up opportunities</p> <p>Evaluate existing positive action initiatives and recommend improvements required</p>	<p>During 2009/10</p>	<p>The WFTRC implementation plan addresses these areas specifically and has been approved by Cabinet. At September 2009, the Council was on track to achieve targets concerning the representation of BME staff within the overall workforce. The number of apprenticeships and graduate positions targeted at local people has doubled within the past 6 months.</p> <p>BME staff are progressing statistically at a faster rate than the Council norm. However, further actions are being taken by CMT to ensure that representation of BME staff at a senior level (PO5 and above) are being actively monitored through a vacancy assurance process.</p>	Green
RES	Race	<p>Review the Organisational Change Procedure in respect of how the impact of re-structures on different staff groups is given appropriate consideration.</p>	<p>Review the Organisational Procedure and consult with Trade Union representatives and other appropriate groups.</p> <p>Implement revised procedure (in line with HR Improvement Project timescales that are developed)</p>	<p>May 2009 March 2010</p>	<p>A number of HR policies, including Handling Organisational Change, are currently being revised as part of the HR Improvement Programme (HRIP) Trade Union and Staff Forum members will be consulted as part of the process.</p>	Amber



		Head of Corporate Human Resources				
RES	Race	Continue to support and develop the Council's BME Staff Forum.  Service Head, Scrutiny and Equalities Head of Corporate Human Resources	Coordinate and support quarterly BME Staff Forum meetings	On-going	The Diversity and Equality Coordinator for Race Equality oversees the development and progress of the BME Staff Forum, with support provided by a Scrutiny and Equalities Support Officer	Green
RBES	Religion / Belief	Ensure awareness amongst staff of facilities for reflection and prayer are accessible to all staff of religious and non-religious belief  Contact Officer: Catriona Hunt, HR Manager, Operations, Resources	Remind managers and staff of the availability of prayer rooms and there location in Council buildings.	September 2009	Information on Prayer facilities in Council premises will be publicised in Pulling Together, Manager's Briefing and Staff All User Internet in December 2009	Green

		<p>Lead Member: Cllr. Joshua Peck</p>	<p>Strengthen interfaith understanding between staff and involve staff of all religions and none in relevant decision making and policy development</p> <p>Contact Officer: Michael Keating, Service Head Scrutiny and Equalities, Chief Executive's</p> <p>Catriona Hunt, HR Manager, Operations, Resources</p> <p>Lead Member: Cllr. Joshua Peck</p>	<p>Establish an interfaith staff forum to act as a reference group for consultation on prayer/reflection space and interfaith events</p>	<p>March 2010</p>	<p>Work has been delayed due to staff sickness.</p>	
Red							

<p>RBES</p>	<p>Religion / Belief</p>	<p>Address evidence of inequality or disadvantage experienced by staff as a result of their religion/belief</p> <p>Contact Officer: Catriona Hunt, HR Manager, Operations, Resources</p> <p>Lead Member: Cllr. Joshua Peck</p>	<p>Monitor key human resources performance indicators and workforce profile in terms of the religion/belief profile of people involved on an annual basis</p> <p>Promote to all staff a firm commitment to providing support when they experience faith related prejudice or difficulties with clients, customers or services users</p> <p>Develop a dress code policy for Council staff which incorporates clear guidance to ensure that decisions about dress do not lead to direct or indirect discrimination of individuals based on religion or belief</p>	<p>From April 2009</p> <p>March 2010</p> <p>March 2010</p>	<p>Employees' Religions and Belief data will be incorporated into the Council's Equality Schemes monitoring report annually</p> <p>Inform staff, client, service users and customers of the Council's zero tolerance to prejudice or assaults on employees will be publicised via e-mail, Pulling Together, and leaflets in Council offices in early 2010.</p> <p>A draft dress code was discussed by the Corporate Equalities Steering Group in December 2009. Consultation with Staff Forums and Trade Unions has commenced.</p>	<p>Green</p>
<p>RBES</p>	<p>Religion / Belief</p>	<p>Develop the ability of staff working with vulnerable people to understand and assess religion/belief related needs and preferences</p> <p>Contact Officer: Michael Keating, Service Head,</p>	<p>RBES Reasonable Adjustments on the grounds of religion/belief guidance produced</p>	<p>April 2009</p>	<p></p>	<p>Red</p>

		<p>Scrutiny and Equalities, Chief Executive's</p> <p>Lead Member: Cllr. Joshua Peck</p>	<p>Continue to train staff and managers to keep them up-to-date with employment legislation and terms and conditions as they apply to LGB staff and to improve their confidence to promote sexual orientation equality in the workplace and in the delivery of services.</p> <p>Joint Assistant Director Organisational Development, Workforce Strategy &amp; Equalities</p>	<p>Include appropriate training content as part of the Council's Learning and Development Programme.</p> <p>Ensure new managers induction includes briefings on key HR policies and good practice</p>	<p>On-going</p>	<p>Sexuality Awareness training courses and provided for both managers and staff.</p>	
<p>Page 62</p> <p>SOES</p>	<p>Sexual Orientation</p>						

SOES	Sexual Orientation	<p>Continue to monitor, analyse and report on sexual orientation in staff attitude surveys and at all stages of the employment cycle from recruitment through to exit.</p> <p>Head of Corporate Human Resources</p> <p>Joint Assistant Director Organisational Development, Workforce Strategy &amp; Equalities</p>	<p>Include LGB data in annual Equality Schemes Employment Monitoring Report and analysis of findings and recommendations presented to CESG.</p> <p>Undertake a comparison of responses from LGB staff in 2009 staff survey compared to 2007 and report to staff forum.</p>	<p>On-going Annually</p> <p>March 2010</p>	<p>On-going Annually – Employees LGB status will be incorporated into the Council's Equality Schemes monitoring report annually.</p>	Amber
SOES	Sexual Orientation	<p>Continue to impact assess all new and existing policies to ensure they are inclusive and when reviewing policies, ensure the language used explicitly communicates</p>	<p>Carry out 3 year programme of Equality Impact Assessments for HR.</p>	<p>March 2011</p>	<p>On-going – A number of HR policies have been revised, these will be impact assessed as part of the HRIP programme</p>	Green

<p>Page 6</p>	<p>Sexual Orientation</p>	<p>equality, diversity and is inclusive of lesbian and gay staff.</p>	<p>Review bullying and harassment policies and promote them to all staff, ensuring they communicate a zero tolerance to homophobic bullying.</p> <p>Contact Officer: Catriona Hunt, HR Manager, Operations, Resources</p> <p>Lead Member: Cllr. Joshua Peck</p>	<p>Produce Fair Employment Policy, publicise its implementation and brief managers</p>	<p>Dec 2009</p>	<p>A number of HR policies, including Grievance and Combating Harassment and Discrimination, are currently being revised as part of the HR Improvement Programme (HRIP) Trade Union and Staff Forum members will be consulted as part of the process. Once finalised, the new procedures will be publicised by e-mail, Pulling Together and Managers Briefings.</p>	<p>Green</p>
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SOES	Sexual Orientation	<p>Organise and promote LGB awareness raising events and activities for non-LGB staff to challenge prejudice and homophobia</p> <p>Contact Officer: Michael Keating, Service Head, Scrutiny and Equalities, Chief Executive's</p> <p>Lead Member: Cllr. Joshua Peck</p>	<p>Increase awareness of LGB issues by organising events for staff and including appropriate content in Managers Briefing and Pulling Together</p>	March 2010	<p>To mark International Day Against Homophobia the Council organised for the second year in a row a staff discussion on faith and sexuality.</p> <p>HR is working in collaboration with Corporate Equalities team and the LGBT Staff Forum to organise staff events for LGBT History Month.</p>	Green
SOES	Sexual Orientation	<p>Ensure that the Council's counseling service provides LGB sensitive counseling offering LGB counsellors or LGB trained counsellors.</p> <p>Contact Officer: Steve James, Interim Head of Human Resources and Organisational</p>	<p>Provision to continue to be included in future Employee Assistance Programme contracts and trained counsellors Occupational Health refer employees to</p>	March 2010	<p>EAP provision to be reviewed and retendered in 2010.</p>	Green

		<p>Development</p> <p>Lead Member: Cllr. Joshua Peck</p>	<p>Ensure employees and managers are aware of the Council's policy on retention of staff beyond the age of 65</p> <p>Contact Officer: Catriona Hunt, HR Manager, Operations, Resources</p> <p>Lead Member: Cllr. Joshua Peck</p>	<p>Include item in Managers Briefing to remind managers and staff of content of the Council's Age Discrimination policy</p>	<p>September 2009</p>	<p>Managers and Staff will be reminded about the contents of the Council's Age Discrimination Policy which allow employees to remind at work after 65 in Pulling Together, Manager's Briefing December 09</p>	<p>Green</p>
<p>AES</p> <p>Age</p>		<p>Explore the reasons why applicants aged 21-24 years are not getting short listed for roles</p> <p>Contact Officer: Catriona Hunt, HR Manager,</p>	<p>Review and analyse recruitment statistics in annual Equality Schemes Employment Monitoring Report and analysis of findings and recommendation presented to CESG.</p>	<p>March 2010</p>	<p>This issue will be investigated further as part of the strategic EQIA on recruitment and selection.</p>	<p>Amber</p>	



		<p>Operations, Resources</p> <p>Lead Member: Cllr. Joshua Peck</p>				
<p>AES</p> <p>Page 67</p>	<p>Age</p>	<p>Further develop the representation of diverse ages in the Council</p> <p>Contact Officer: Steve James, Interim Head of Human Resources and Organisational Development</p> <p>Lead Member: Cllr. Joshua Peck</p>	<p>Outline proposals in Workforce to Reflect the Community report to Cabinet</p>	<p>April 2009</p>	<p>The WFTRC implementation plan addresses these areas specifically and has been approved by Cabinet.</p>	<p>Green</p>
<p>AES</p>	<p>Age</p>	<p>Promote availability of training and promotion to all members of staff</p> <p>Contact Officer: Steve James, Interim Head of Human Resources and</p>	<p>Publicise opportunities through regular emails to staff on course availability and including items in Pulling Together and Managers Briefing</p>	<p>March 2010</p>	<p>Corporate learning and development programme available on internet, regular global email circulated to publicise Corporate L &amp; D course</p>	<p>Green</p>

		<p>Organisational Development</p> <p>Lead Member: Cllr. Joshua Peck</p>	<p>Organise one road show career fair per paired LAP area by October 2009</p>	<p>October 2009</p>	<p>LBTH has been involved in three Careers Fairs over the last 6 months, LBTH partnered JCP at a Careers Fair held at the JCP offices and run workshops for potential applicants/ candidates, providing information about the Council as an employer and also how best to complete our application form. LBTH was also very involved in the You're Hired Career Fair which took place in Canary Wharf. More than 5,000 turned up at meet potential employers face-face</p> <p>The event brought together 40 employers across the borough ranging from temporary entry level jobs to full-time senior roles and graduate positions. Following the event a second day was scheduled to again provide practical workshops for potential applicants on how application form and</p>	<p>Green</p>
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					<p>personal statement.</p> <p>The Recruitment Team has agreed to attend the Diversity/ LGBT Careers Fair on the 20th November 2009.</p>	
<p>WFRC</p> <p>All</p>		<p>Local online recruitment implementation with targeted campaign to encourage local candidates</p>	<p>Evaluation of current talent pool approach</p>	<p>April 2009</p>	<p>In April 2009 LBTH launched its online application form using the JGP platform. This is an improvement on our previous form as it allows candidates to create a profile and register for alerts for vacancies as they arise. LBTH continues to advertise all external vacancies in EEL targeting potential applicants from the borough, whilst working with JCP and also expanding and growing our database/ network of grass roots organisations within the borough, to whom we forward out external vacancy list on a weekly basis to encourage local candidates to apply for positions.</p>	<p>Green</p>
<p>WFRC</p> <p>All</p>		<p>Coaching and mentoring for under-represented groups</p>	<p>Mentoring / coaching workshop training for senior managers</p>	<p>June 2009</p>	<p>A total of 791 coaching hours have been provided across the council in 08/09. Coaching and mentoring has been provided by the Chief Executive, Directors and a number of Service Heads. 22 managers have embarked on the ILM coaching programme</p>	<p>Green</p>

						and external consultants were used where specialist advice is required. Café' Coaching was offered to participants at the Councils Driving Your Career conference.			
WFRC	All	Develop secondment / acting up opportunities bank	Establishment of opportunities bank Application periods	May 2009 June/July 2009 January / February 2010	The Council has implemented a vacancy assurance and talent management process from November 2009. BME Staff Forum to discuss revised Acting and Honorarium payment guidance in December 2009.				Green
		Career progression focus month, including programme of events during October to provide advice, career surgeries, development centres and 'job tasters'	Focus Month to take place during October 2009	October 2009	To support graduate recruitment for Social Work trainees, TH Housing Officers and for the CIPFA applicants 2 open meetings were held for potential applicants. A staff conference called Driving Your Career was held. Its aim was to support staff career progression. 118 people attended and participated in workshops on assessments testing, application, career coaching and interview skills.				Green
WFRC	All	Management learning campaign on 'Managing a diverse workforce' seminar, information and	Focused programme for managers delivered in July 2009	July 2009	The Learning and Development Intranet pages are being updated to provide managers with information and resources about managing a diverse workforce. This will be backed up by 2 new training courses				Green

			action learning sets to increase awareness of Workforce to Reflect the Community and aspects of managing a diverse workforce				on talent management and managing a diverse workforce. These improvements are now scheduled to take place in January 2010.	
WFRC	All		Audit the number of staff with caring responsibilities within the organisation and establish a mechanism to ensure we are responding to their needs	Audit of staff completed Report to Corporate Equalities Steering Group with recommendations	December 2009 March 2010		A staff equality audit will be undertaken soon, this will include a question for employees to identify themselves as carers and whether they think the organisation has been supportive of their role as carers	Green
WFRC	Gender		Review all HR policies and procedures to ensure that they explicitly address the needs of transgender people and ensure transgender equality is factored into the content of all equalities training	Review of policies and training completed as part of the review of the Gender Equality Scheme Launch of transgender equalities policies	September 2009 December 2009		A number of HR policies are currently been revised, this process includes ensuring that these policies address transgender equality and the Council's.  The Council will publish a Sexual Orientation Policy Statement	Green

## Appendix 2

### Disability Equality Scheme 2007-2010

#### **Introduction**

This is our third progress report against our Disability Equality Scheme and has been prepared to inform disabled and non-disabled people about the progress the Council has made since 2006. This report summarises the progress up to 26 November 2009 which Tower Hamlets (TH) Council has made and outlines the progress we have made to embed the Disability Equality Duty. The Scheme has been fundamental in fulfilling our commitment to changing the culture and attitude towards disability and improve services to disabled residents and disabled staff.

The Scheme's action plan contained nine objectives that were aimed at promoting equality of opportunity and eliminating discrimination. In addition, it was designed to embed the Disability Equality Duty (DED) in our work with partners, how we plan and deliver our services and support Councillors in their role.

This final progress report will be considered when revising the Scheme which is currently being refreshed and due to be published by the end of March 2010.

Looking back over the last three years will enable us to reflect on what has changed, assess whether our original objectives have been effective, and if not, help us decide on a different approach. Fundamental to our assessment is how the outcomes of this first Scheme have made a real difference to disabled people living, working or visiting Tower Hamlets, and how we can use that information to develop different and more innovative, and effective ways in delivering our Disability Duty.

We have already delivered some very exciting initiatives that are summarised in the appendices and look forward to building on these in the next few years. A key driver for our work will be the newly developed Pan Disability Panel (PDP). This is a unique new way of having an ongoing dialogue with disabled people and disability organisations. It has been designed to improve engagement with our disabled population by increasing the actual numbers we talk to and the methods by which we do it. Membership of the Panel comprises residents, partners, disability organisations and those with an interest in disability. There are plans to develop sub-groups which will cover many of the issues raised by disabled people in the first Scheme but will also be involved in changing attitudes towards disability, and driving forward and monitoring the refreshed Disability Equality Scheme.

#### **Progress**

We have made really good progress in implementing the action plan, and have achieved 82% of our original actions. In our first scheme, we set ourselves 44 actions against the nine objectives to achieve in the three years of the Scheme. Although not all of the actions have been completed, the majority have been met within the timescale set. There are a few outstanding actions where we have not met the target as quickly or in the format we had originally envisaged or where the action has been incorporated into something else to make it more meaningful and sustainable in the longer term. These outstanding actions and others that are ongoing will be incorporated into the revised Disability Equality Scheme Action Plan.

To show what progress has been made and how the action has been sustained, the report shows the progress across the 3 years of the scheme even where the action was completed in the first or second year.

- A summary of progress by their status is described in Appendix 1
- The progress we have achieved over the last three years is described in full in Appendix 2 (The Action Plan).

## Disability Equality Scheme 2007-2010 third year progress report

**Green indicators** (where the action is achieved or on track (may indicate further actions as a result of being on target), include:

- Revising and improving disability equality training to include a strong focus on disability etiquette and language;
- Undertaking face to face surveys with customers at the new receptions of the Council and One Stop Shops to assess if the measures introduced by the Moving on Accommodation Strategy have met the needs of disabled customers and to inform future improvements;
- Embedding disability equality within our customer care processes and procedures through improvements in training and awareness;
- Reviewing the provision of housing related floating support services for disabled people with sensory and physical impairments, HIV and Acquired Brain Injury (ABI);
- Investigating the effectiveness of responses to disabled people's complaints about services;
- Re-launching the Children with Disabilities Register with merged data from Children's, Schools and Families and NHS Tower Hamlets;
- Improving access to play for disabled children in Mile End Park;
- Reviewing the Council's Communications Framework and practice to reflect new disability guidelines and good practice. This will include guidance and agreeing monitoring to ensure compliance;
- Extending accessible formats for East End Life, the Council's weekly newspaper, and promote this to disabled people. This will include Bengali tapes for visually impaired residents;
- Meeting with disabled user groups to agree priority services and benefits to promote disabled people;
- Organising team entries from disabled people for the London Youth Games to be held in Mile End Leisure Complex;
- Updating the Disability Employment Strategy and Action Plan;
- Developing a personal development programme for disabled staff;
- Ensuring training courses are accessible to disabled staff by introducing a standard requirement form for all training;
- Ensuring that the approved list of providers is DDA compliant;
- Reviewing the effectiveness of the Council's involvement with disabled people through discussions with user groups, staff, residents and disabled led voluntary organisations;
- Increasing the number of disabled people in employment using Skillsmatch;
- Extending employment opportunities for people with mental health problems and learning disabilities.
- Promoting awareness of employers' responsibilities under the DDA and the benefits of employing disabled people through the Council's Business Forum lunch seminars;
- Reviewing the progress on meeting the 40% clutter free target of the Council's Street Design Guidance with the Access Group;
- Consulting with the newly established Parks and Open Spaces Group to identify and agree action to address the major obstacles disabled people experience in the Borough's parks and open spaces;
- Incorporating the disabled hate crime research project recommendations into the Integrated Hate Crime Action Plan;



- Evaluating the Council's Local Implementation Transport Plan with the Accessible Transport Forum including Community Transport;
- Reviewing the promotion and distribution of the Blue Badge Scheme, Freedom Passes and Taxi Cards to disabled people;
- Developing more independent travel training for 11 – 19 year olds through a "Training the Trainer" pack, training for parents pack and peer group working;
- Provide support to councillors including information and a training session so they can promote disability equality with their constituents;
- Refreshing the Council's main corporate strategies to ensure they reflect the new Disability Equality Duty and the views of disabled people;
- Review the Corporate Monitoring Guidelines to include a breakdown of disability categories to obtain a better profile of community needs;
- Promote the new Disability Equality Duty – what it means for disabled people, the Council and other services;
- Sustain and extend the work undertaken to develop the Disability Equality Scheme including refreshing the corporate support available to services and disabled people;
- Reviewing the Council's Programme of Equality Impact Assessments;
- Supporting schools to prepare a Disability Equality Scheme by offering training and advice;
- Launch of the Disability Equality Scheme for secondary schools;
- Taking a leadership role around disability within the Tower Hamlets Partnership;
- Considering how the Council can encourage, support and work with voluntary and community groups run by disabled people;
- Ensuring our Consultation and Involvement Toolkit and Policy reflects national disability advice on consulting and involving disabled people.

**Amber indicators** (where there is slight slippage in achieving a target or milestones, but work is in progress) include:

- *Reviewing our translation and interpreting service and guidance to ensure the needs of disabled people are embedded within it*  
The outcome of a number of pieces work in the past two years to improve our interpreting and translation arrangements suggested that a comprehensive strategic review needs to be undertaken. This review started in August 2009 and is being delivered by key stakeholders from across the Council and partner organisations. The review is looking at community and business needs, policy and procedure and management arrangements and provision. The focus is accessible communication and is specifically looking at the communication barriers experienced by disabled residents. A final report with a revised draft policy and guidance and recommendations of the review will go to Corporate Equalities Steering Group in January 2010 before being communicated more widely.
- *Piloting the use of "easy read" to improve communications with residents with learning disabilities*  
As part of the review outlined above, the use of Easy Read will be considered as part of a package of services to meet the communication needs of disabled residents
- *Continuing to make improvements to the Council's buildings to meet Part M of the Building Regulations (Access for Disabled People)*  
An annual programme of works under the Disability Discrimination Act (DDA) is drawn up and implemented. This is added to when new initiatives are identified and resources are available to undertake the work.
- *Improving services' knowledge of the needs of disabled people through THIS Borough and creating a statistical profile of disabled people to inform service planning*

The THIS Borough system currently holds the following data sets:

- Disability Living Allowance (up to 2008)
- Severe Disablement Allowance Claimants (up to 2007)
- Incapacity Benefits Claimants ( up to 2007)

Data can be accessed at borough, Local Area Partnership (LAP) and ward level. All information is attached to maps and tables, enabling users to analyse trends and create profiles. 2008/09 data is now available to upload onto and work is currently being undertaken to ensure this. Maps will also be updated to include comparisons with other boroughs.

- *Involving local disabled user groups and disabled run voluntary organisations to review and prioritise the information to be made available in accessible formats*  
The Tower Hamlets Pan-Disability Panel (PDP) has been designed to improve engagement with our disabled population - by increasing the actual numbers we talk to and the methods by which we do it. The PDP plans to develop sub-groups that mirror the Community Plan themes and it will be these groups that we will consult with to review what information we need to make available in accessible formats.
- *Continuing to increase the number of disabled people working for the Council*  
In March 2007 over 5,300 employees responded to a question on whether they are disabled. In March 2009, the number had fallen to 4,200. Early in 2010 we shall be undertaking an equality audit to ensure accurate data is available. The success of disabled job applicants will be analysed in detail as part of a strategic equality impact assessment of recruitment. This assessment, along with discussions with the Disabled Staff Forum, will be used to determine what action needs to be taken.
- *We will improve access to independent living opportunities for disabled people*  
The Supplementary Planning Document (SPD) on Landscape Design will not be revised. Instead it will be incorporated into a SPD on Good Design that will advise on all issues relating to design and access in the built environment. An Advice and Guidance Note on Access and Inclusive Design is currently being drafted by the Strategic Planning Team and the Access Officer.
- *Reviewing the provision of equipment and adaptations across all housing tenures*  
The Council has successfully bid for £190,000 over two years from the Department of Communities and Local Government. This grant will be used to deliver a number of activities including developing a co-ordinated pathway into existing home improvement services with one point of access, integrating existing services and increasing the capacity to offer home improvement services to a greater number of individuals.

## Disability Equality Scheme Action Plan 2007-2010

## Objective 1- Improving customer care and physical access to Council services to meet the needs of disabled people

<b>Action</b>	<b>Continuing to make improvements to the Council's buildings to meet Part M of the Building Regulations (Access for Disabled People) by producing an annual programme. We will involve Tower Hamlets Access Group to undertake Mystery Shopper Surveys to support and review the implementation of the programme.</b>
<b>Deadline</b>	March 2007 and then annually
<b>Outcome / Targets</b>	More buildings are accessible to disabled people BVPI 156 Percentage of Authority buildings in which all public areas are suitable for and accessible to disabled people Targets: 2006/07: 60% 2007/08: 70% 2008/09: 80%
<b>Disability Equality Duty</b>	(a) and (c)
<b>Responsibility</b>	Service Head, Customer Access (Resources Directorate).
<b>Progress</b>	<p><b>2007</b> A Quantity Surveyor was commissioned to complete surveys to evaluate compliance with Part M of the Building Regulations within Administrative Buildings. The first stage was to assess a sample of buildings under Part M. Potential sample sites were agreed for surveying. Full condition surveys were completed for each building by the end of April 2007 in order to consider the detail and quality of reports etc prior to authorising the next stage of assessing the next round of buildings. In September 2007, discussions on the development of a programme and assessment of any necessary capital works funding took place. This is on track and included in the (draft) Asset Management Plan which is currently going through the committee process. Survey and work programme has been completed, capital bid submitted for funding.</p> <p><b>2008</b> Works all identified and DDA budget agreed. Quantity Surveyor appointed, works programme has been finalised. Works programme now in place against identified high level works with a follow on programme in years two and three for medium and low level rated works. Funding confirmed from Finance Team and we are awaiting actual cost codes in order to commence project. Access surveys have been completed with agreed works forming tender documents. Key date milestone report now in place. Tenders being sought for identified works. Type of high level works to commence once tenders are returned are lift adoptions; improvements to parking facilities; improved floor coverings; auto door access; signage; toilet improvements; and improved visual and hearing adoptions. Commitment of high level works will be as per the agreed 2008/09 milestones. Any planning and listed building consent is required by January 2009. Tender is out 9th February 2009 and</p>

	<p>return is due 2nd March 2009. Award contract and commit including construction design management issues. Years 2 and 3 to follow once funding confirmed in the next financial year.</p> <p><b>2009</b> This will remain an ongoing action. An annual programme of works under the Disability Discrimination Act (DDA) is drawn up and implemented. This programme is added to when new initiatives are identified and resources are available to undertake the work.</p>
<b>Status</b>	Amber

<b>Action</b>	<b>Revising and improving disability equality training to include a strong focus on disability etiquette and language.</b>
<b>Deadline</b>	Revise by March 2007 Implement from April 2007 Review by March 2008
<b>Outcome / Targets</b>	Improved customer satisfaction of disabled customers and staff
<b>Disability Equality Duty</b>	(e)
<b>Responsibility</b>	Head of Organisational Development (Resources Directorate)
<b>Progress</b>	<p><b>2007</b> These improvements have been incorporated into disability equality learning interventions as part of the Corporate Learning and Development programme for 2007/08. Training will focus on the social model of disability, facts and figures and language and etiquette. The Corporate Learning and Development Programme also offers courses on Disability Awareness, a Personal Development Programme for Disabled Staff and targeted placements on Step Up Now 2 Programme. In addition there are a number of ongoing Deaf Awareness sessions running across the Council to support staff who have contact with deaf customers and staff.</p> <p><b>2008</b> A strong focus on disability etiquette and appropriate language and terminology will be maintained and reinforced for all 2008/09 disability learning and development interventions delivered through both the Corporate Learning and Development Programme and Directorate programmes. These have now been incorporated into two new corporate L&amp;D courses: Supporting Disabled Staff and Developing Disability Confidence.</p> <p><b>2009</b> Action completed with courses described above being delivered.</p>
<b>Status</b>	Green

<b>Action</b>	<b>Undertake face to face surveys with customers at the new receptions of the Council and One Stop Shops to assess if the measures introduced by the Moving On Accommodation Strategy have met the needs of disabled customers and to inform future improvements</b>
<b>Deadline</b>	Annually
<b>Outcome / Targets</b>	Improved customer satisfaction by disabled customers Annual Customer survey undertaken by One Stop Shops
<b>Disability Equality Duty</b>	(c)

<b>Responsibility</b>	Service Head, Customer Access (Resources Directorate)
<b>Progress</b>	<p><b>2007</b> A customer satisfaction survey was completed by the One Stop Shops in December 2006 that asked customers if they considered themselves to be disabled. A further survey will be carried out this year which will specifically be designed to identify service improvements for disabled customers. We are also currently undertaking a major Service Review across both services. In September / October 2007, we commissioned further survey work both face to face and telephone. Mystery shopping of One Stop Shops is in progress, including specific disability access element.</p> <p><b>2008</b> Regular six monthly mystery shopping of One Stop Shops includes assessment of disability access and facilities at each location. Latest One Stop Shop mystery shop results received July 2008, next wave January-March 2009. Disability monitoring has been incorporated into satisfaction surveying from November 2008.</p> <p><b>2009</b> Surveys at the One Stop Shops show an increase in overall satisfaction among disabled customers in each of the latest four quarters, from 44% to 56% over the year to September 2009. Similar surveys began at the main Council receptions in November 2009.</p>
<b>Status</b>	Green

<b>Action</b>	<b>Embedding disability equality within our customer care processes and procedures through improvements in training and awareness</b>
<b>Deadline</b>	March 2007
<b>Outcome / Targets</b>	Improved customer satisfaction by disabled customers All training of staff within Customer Access to include awareness element
<b>Disability Equality Duty</b>	(c) and (e)
<b>Responsibility</b>	Service Head, Customer Access (Resources Directorate)
<b>Progress</b>	<p><b>2007</b> Customer Access has embedded a programme of training within the Customer Contact Centre and One Stop Shops which covers all equality and diversity issues. We have also introduced a process for staff to be able to understand and therefore challenge inappropriate behaviour. Guidance on disability etiquette and language has been distributed to managers of One Stop Shops to circulate at team meetings and also a checklist designed by Corporate Equalities to help staff implement the Disability Equality Duty. Disability awareness training is now embedded in all induction for new One Stop Shop /Contact Centre staff. Further on-going training will be provided through the internal Learning &amp; Development programme.</p> <p><b>2008</b> Disability awareness training continues to be embedded in induction training for new staff. Mystery shopping, customer satisfaction surveys and the Customer Access EQIA in 08/09 will continue to flag up customer care training needs for staff. A</p>

	<p>programme of dedicated Disability Awareness training has been scheduled for delivery for all staff from October to December 2008. Customer Access EQIA first draft completed by end of September 2008. Disability monitoring built in to customer satisfaction surveys from November 2008.</p> <p><b>2009</b> All staff at the One Stop Shops and Customer Contact Centre attended disability awareness training during Autumn 2008. The Contact Centre also shows an increase in overall satisfaction for disabled customers over the year to September 2009, from 92% to 94%.</p>
<b>Status</b>	<b>Green</b>

<b>Action</b>	<b>Improving services' knowledge of the needs of disabled people through 'This Borough' and creating a statistical profile of disabled people to inform service planning</b>
<b>Deadline</b>	March 2007
<b>Outcome / Targets</b>	The needs of disabled people embedded within service planning
<b>Disability Equality Duty</b>	(c)
<b>Responsibility</b>	Performance and Information Manager (Chief Executive's Directorate)
<b>Progress</b>	<p><b>2007</b> A statistical profile has been created covering the six equality strands to improve services' understanding of the diverse needs of their customers. It will be divided up into the key strategic priorities to help inform service planning and equality impact assessments. This was created using quantitative data from a range of sources. This includes the Annual Resident Satisfaction Survey, hate crime statistics, Housing Needs Survey, education results and leisure centre data. There have been limited sources of data on sexual orientation and religious belief. To supplement this, a diversity profile is being created on THIS Borough and should be available by the end of December 2007. This has been delayed due to an upgrade to the software over the summer. The information will be promoted further through the Team Planning Guidance due to be issued in February 2008.</p> <p><b>2008</b> A diversity and equality profile has been created on THIS Borough which provides simple access to data covering five of the six equality strands. An area based profile can be created which provides data on the total population, gender, age, ethnicity, number of residents claiming disability living allowance and religious beliefs of the population. We do not yet have data relating to sexual orientation. Over the next quarter the report should be developed further to ensure the most appropriate data is included in the report and that it can easily be accessed using the full functionality of the system. This could include drawing together the relevant datasets into a dashboard to visualize the data using maps, charts and tables.</p> <p>Training has given to the Diversity and Equalities Team which covered how to use THIS Borough, the type and range of data that is available on the system, how they can make use of the system and how to link to the site. Following the training it was</p>

	<p>agreed that we will organise a further session to specify the reports that need to be created which will aim to be completed in time to coincide with the launch of the Community Plan and the refresh of the system.</p> <p>THIS Borough has been refreshed to reflect the new Community Plan themes and sub-themes. As part of the refresh Diversity and Equalities have a dedicated section which sits under the One Tower Hamlets Theme. All the data which covers the equality strands is attached to this section. The data will also include relevant performance indicators from the new National Indicator Dataset. In addition work has started on standardising the data used in Equality Impact Assessments. The refreshed site will officially be re-launched with the Community Plan early next year.</p> <p><b><u>2009</u></b></p> <p>The THIS Borough system currently holds the following data sets:</p> <ul style="list-style-type: none"> <li>• Disability Living Allowance (up to 2008)</li> <li>• Severe Disablement Allowance Claimants (up to 2007)</li> <li>• Incapacity Benefits Claimants ( up to 2007)</li> </ul> <p>Data can be accessed at borough, Local Area Partnership (LAP) and ward level. All information is attached to maps and tables, enabling users to analyse trends and create profiles. 2008/09 data is now available to upload onto THIS Borough and work is currently being undertaken to ensure this. Maps will also be updated to include comparisons with other boroughs.</p>
<b>Status</b>	<b>Amber</b>

<b>Action</b>	<b>Investigate the effectiveness of responses to disabled people's complaints about services</b>
<b>Deadline</b>	November 2007
<b>Outcome / Targets</b>	Improved response to complaints and comments Reduction in complaints between disabled and non-disabled customers
<b>Disability Equality Duty</b>	(e)
<b>Responsibility</b>	Complaints Manager (Resources Directorate)
<b>Progress</b>	<p><b><u>2007</u></b></p> <p>We are on schedule to complete an investigation of the effectiveness of responses to disabled people's complaints about services by November 2007. This is being achieved by improvements to the complaints software which was implemented in July 2007. This will allow the Complaints Team to do a comparative analysis of disabled and non-disabled people's complaints. This data will help to inform service improvements and help reduce discrimination and promote equality of opportunity. However the above target needs to be revised to enable us to measure more accurately response to complaints and comments. This can be achieved by measuring percentage of disabled customers satisfied with the complaints process. Complaints software upgrade now due for implementation January 2008 and therefore the deadline should be revised to March 2008.</p>

	<p><b><u>2008</u></b> The software was purchased in May 2008 and testing and training for the software will occur in November / December 2008 and full reporting will commence in December 2008. Currently ad-hoc monitoring is used to review access and service delivery issues.</p> <p><b><u>2009</u></b> Reporting on declared disability is now possible and data provided on complaints for individual service reviews. This is also being examined as part of the data provided for the Councillor Call for Action reports, although examination is better placed at a service level. Not all complainants disclose monitoring data and not all services gather base data on service users. However, each individual complaint is reviewed for access and equality issues.</p>
<b>Status</b>	Green

<b>Action</b>	<b>Re-launching the Children with Disabilities Register with merged data from Children's Services and the Primary Care Trust</b>
<b>Deadline</b>	March 2007 Review December 2007
<b>Outcome / Targets</b>	This will provide an improved planning tool for the Council to identify and meet the needs of disabled children.
<b>Disability Equality Duty Responsibility</b>	(a) Disabled Children's Integrated Services Manager (Children's Services Directorate)
<b>Progress</b>	<p><b><u>2007</u></b> The Register of Children with Disabilities has not been re-launched. There is an internal register/ database that meets the information governance for integrated services that has information on the number of disabled children in Tower Hamlets. However, an interim project manager has been appointed to validate and eliminate any duplication of data from the PCT (Primary Care Trust) that makes up this register. The project manager is also undertaking benchmarking with other authorities. This is due to be completed in December 2007.</p> <p><b><u>2008</u></b> The benchmarking was completed some months ago and the internal register is in place showing 3045 disabled children in Tower Hamlets (of school age).</p> <p>The register of 3042 children is used as a planning tool. A list of children with learning difficulties or disabilities is collated as an annual snapshot figure. This is drawn from the January School Census; children supported by early years' inclusion by the Children with Disabilities Team, Connexions and the out of borough statement list. (The annual update of data will take place in January 2009 by the Children with Disabilities Team). It is an effective tool to plan and commission services.</p> <p><b><u>2009</u></b> The register is available on framework-i and is used for planning purposes. This is supplemented by an individual database about disabled children drawn from the register. This includes disabled</p>



	children known to the two specialist health teams (within the integrated service for disabled children) and Children, Schools and Families. The database is refreshed by a dedicated coordinator post (short break coordinator role). The data is used to plan for services and identify unmet need.
<b>Status</b>	<b>Green</b>

<b>Action</b>	<b>Improving access to play for disabled children in Mile End Park (MEP)</b>
<b>Deadline</b>	4 new inclusive play sessions by March 2007
<b>Outcome / Targets</b>	Better play facilities available to disabled children
<b>Disability Equality Duty</b>	(e)
<b>Responsibility</b>	Director of Mile End Park (Communities, Localities & Culture Directorate)
<b>Progress</b>	<p><b><u>2007</u></b>  We have made improvements to access in Mile End Park (MEP). We commissioned play provision that is fully inclusive. This has led to two soft play sessions a week from Toyhouse Libraries. One inclusive play session a week is provided by Play Association Tower Hamlets. An inclusive play scheme targeting deaf children and their carers was set up in January and has had funding throughout 2007. In addition, a new Somalian inclusive play session began in April 2007.</p> <p><b><u>2008</u></b>  All targets have been achieved, all new activities for 2008/09 have not all been agreed. £45,000 Pathfinder funding has been awarded to assist in supporting new activities and orders are currently been placed. Some items are not specifically designed for children with disability but will enhance the play experience of all, i.e. the lighting of the tree, whilst others like the multi-swing will allow children who need an adult to support them on sitting on a swing access this form of play. The Park is also joining the 'Enabled Maps' scheme, which will increase accessibility to MEP for all visitors. MEP has also now commissioned audio-guide Enabled Maps, supported by the rest of the Council. Two enabled maps have been produced and a third is planned.</p> <p><b><u>2009</u></b>  Alongside the visual enabled maps to the park, an audio tour around the park, narrated by Joanna Lumley, has been produced that allows visitors with visual impairment to explore the length of the Park and is available free for download on the Council's website. From March 2010, MEP will host the Sparks Centre, who provide play and after school facilities for children with disabilities.</p>
<b>Status</b>	<b>Green</b>

**Objective 2- We will improve the choice and provision of accessible information to disabled people**

<b>Action</b>	<b>Reviewing the Council's Communications Framework and practice to reflect new disability guidelines and good practice (This will include guidance and agreeing monitoring to ensure compliance.)</b>
<b>Deadline</b>	Review from January 2007 Guidance issued April 2007 Monitoring system agreed and implemented July 2007
<b>Outcome / Targets</b>	All Council publications meet the corporate guidelines and are accessible to disabled people
<b>Disability Equality Duty</b>	(a), (c) and (e)
<b>Responsibility</b>	Head of Communications / Service Head, Scrutiny & Equalities (Chief Executive's Directorate)
<b>Progress</b>	<p><b>2007</b> We have revised the Council's Communications Manual which now includes information on the Council's new provider of interpretation and translation services (Newham Language Shop), the new Disability Equality Duty and information about Easy Read for people with learning disabilities. Communications are undertaking a procurement exercise to develop a list of approved providers of design and print services who will need to sign up to the Communications Manual and therefore will be required to ensure any design or printing of a publication must meet the standards in the Manual. The Communications Group includes a standard agenda item to discuss monitoring and feedback on draft publications that meet/do not meet these standards.</p> <p><b>2008</b> Procurement exercise for design and print is progressing. This is a huge operation because of the very high number of companies who sent in bids.</p> <p><b>2009</b> The procurement exercise for print and design was dropped in its original format. A new review of suppliers is in planning stage and should be completed in the early summer of 2010. Corporate Communications continues to monitor design artwork for DDA compliance when supplied by Service Heads, though more enforcement is required to ensure cooperation.</p>
<b>Status</b>	Green

<b>Action</b>	<b>Involving local disabled user groups and disabled run voluntary organisations to review and prioritise the information to be made available in accessible formats</b>
<b>Deadline</b>	Agree key information by March 2007 Priority information available by June 2007 Reviewed annually
<b>Outcome / Targets</b>	Priority information is available to disabled people
<b>Disability Equality Duty</b>	(c)
<b>Responsibility</b>	Head of Communications/ Service Head, Scrutiny & Equalities (Chief Executive's Directorate).
<b>Progress</b>	<b>2007</b>

	<p>Workshops have taken place via the Residents Panel to discuss and prioritise with disabled residents what Council publications should be made readily available in accessible formats and not only upon request. Awaiting results of the workshops. Initial discussions took place with members of Adult Services Physical and Sensory Disability User Forum and Tower Hamlets Access Group. The findings of the workshops are now being analysed and will inform the development of a list that will advise officers what information they need to arrange to be made into accessible formats. This list will be made available via the Communications Manual, DELOs (Directorate Equalities Liaison Officer) and on the staff intranet.</p> <p><b><u>2008</u></b> Awaiting the findings of the workshops.</p> <p><b><u>2009</u></b> The Tower Hamlets Pan-Disability Panel (PDP) has been designed to improve engagement with our disabled population - by increasing the actual numbers we talk to and the methods by which we do it. The PDP plans to develop sub-groups that mirror the Community Plan themes and it will be these groups that we will consult with to review what information we need to make available in accessible formats.</p>
<b>Status</b>	Amber

<b>Action</b>	<b>Extending accessible formats for the Council's weekly newspaper and promote this to disabled people. This will include Bengali tapes for visually impaired residents.</b>
<b>Deadline</b>	Agree action plan by March 2007
<b>Outcome / Targets</b>	Council newspaper more accessible to disabled people Readership survey shows increase readership by number of disabled people by 5% each year
<b>Disability Equality Duty Responsibility</b>	(c) Head of Communications (Chief Executive's Directorate)
<b>Progress</b>	<p><b><u>2007</u></b> Work was carried out in 2006 to identify appropriate providers of Bengali audio versions of East End Life. The tape project remains under review and now comes under East End Life Editor. The newspaper carries a message each week explaining the service is available to those who want it.</p> <p><b><u>2008</u></b> No specific requests received for Bengali versions.</p> <p><b><u>2009</u></b> East End Life is currently available on tape in English but in the New Year we are looking to put the service out to tender. We are also exploring the possibility of providing the tapes in Bengali following a recent approach from a group asking for help with the service they say they provide to around 70 residents.</p>
<b>Status</b>	Green

<b>Action</b>	<b>Piloting the use of "easy read" to improve communications with residents with learning disabilities</b>
<b>Deadline</b>	Pilot documents agreed by December 2006 Review effectiveness of "Easy Read" versions of documents by

	March 07
<b>Outcome / Targets</b>	Improved information to people with learning disabilities
<b>Disability Equality Duty</b>	(c)
<b>Responsibility</b>	Head of Communications (Chief Executive's Directorate)
<b>Progress</b>	<p><b>2007</b> The results of the workshops with disabled residents on improving accessibility and choice of information will inform the direction of this project. It will be discussed in detail during November 2007's Council Wide Communications Group. As a result of a recent Equality Impact Assessment, a review of translation and interpretation will be carried out in January 2008. This will have a specific focus on easy read communications.</p> <p><b>2008</b> Still to be discussed at the Council-wide Communications Group. Tower Design is working on easy read templates.</p> <p><b>2009</b> The outcome of a number of pieces work in the past two years to improve our interpreting and translation arrangements suggested that a comprehensive strategic review needs to be undertaken. This review started in August 2009 and is being delivered by key stakeholders from across the Council and partner organisations. This review is looking at community and business needs, policy and procedure and management arrangements and provision. The focus of this review is accessible communication and is specifically looking at the communication barriers experienced by disabled residents and the use of easy read will be considered as part of package of services needed to meet their communication needs.</p>
<b>Status</b>	Amber

<b>Action</b>	<b>Reviewing our translation and interpreting service and guidance to ensure the needs of disabled people are embedded within it</b>
<b>Deadline</b>	Review completed by March 07 with improvement plan Review progress annually
<b>Outcome / Targets</b>	Translation and interpreting service is fully accessible Benchmarking in 2006/07. 5% increase each year
<b>Disability Equality Duty</b>	(a)
<b>Responsibility</b>	Service Head, Scrutiny & Equalities / Head of Communications (Chief Executive's Directorate)
<b>Progress</b>	<p><b>2007</b> An advice note has been produced to give information and advice to officers about the key things to consider when they are arranging for a publication to be produced on audio and Braille. This is based on guidance by the RNIB (Royal National Institute for the Blind) and is therefore aimed at ensuring the Council's publications meet the information needs of visually impaired customers. The note compliments the advice provided in the Interpretation and Translation Guidelines about using Newham Language Shop. This is available on the equalities section of the staff intranet. Monthly monitoring evaluates Newham Language Shop's performance. However this does not consider information in large print, Braille and audio. Therefore the monthly monitoring needs to be reviewed to assess whether it provides</p>

	<p>us with useful information on meeting needs of disabled customers. As a result of a recent Equality Impact Assessment, a review of translation and interpretation will be carried out in January 2008.</p> <p><b><u>2008</u></b> The review of interpreting and translation has been completed and the Council is shortly due to start a procurement exercise to ensure that we are using interpreting and translation providers that offer the most effective services to meet local needs. A specific aim of this procurement exercise is to identify a range of services that are available to make our services accessible to disabled people in the most effective way. Interpreting and translation guidance and policy will be updated once the procurement exercise is complete, which is scheduled for March 2009.</p> <p><b><u>2009</u></b> The review described above will address this.</p>
<b>Status</b>	Amber

**Objective 3- We will improve the promotion of services and benefits to disabled people.**

<b>Action</b>	<b>Meeting with disabled user groups to agree priority services and benefits to promote disabled people</b>
<b>Deadline</b>	Agree programme of service promotion including a map of services by March 2007 Implement from April 2007 Review programme annually as part of Disability Equality Scheme Action Plan review
<b>Outcome / Targets</b>	Increased awareness and uptake of services and benefits by disabled people Increase take up on agreed services by 10%
<b>Disability Equality Duty</b>	(c)
<b>Responsibility</b>	Head of Participation & Engagement (Communities, Localities & Culture Directorate)
<b>Progress</b>	<p><b><u>2007</u></b> Workshops were organised with the Residents Panel and disabled residents were asked how the information that they have prioritised should be promoted in terms of publicity and distribution. The findings will inform a list of priority information about services and benefits and where this should be distributed.</p> <p><b><u>2008/09</u></b> The focus groups took place in July 2007 and identified a range of priority areas important to disabled groups. This was then subsequently taken forward by the Corporate Equalities Team and has been used in the development of the Pan-Disability Panel.</p>
<b>Status</b>	Green

<b>Action</b>	<b>Organising team entries from disabled people for the London Youth Games to be held in Mile End Leisure Complex</b>
<b>Deadline</b>	By May 2007, with 6 teams entered in the Youth Games in summer 2007

<b>Outcome / Targets</b>	Increased profile of disabled people in sport.
<b>Disability Equality Duty</b>	(e)
<b>Responsibility</b>	Head of Recreation (Communities, Localities & Culture Directorate)
<b>Progress</b>	<p><b><u>2007</u></b> A letter went to most secondary schools to attract disabled students to register team entries into this summer's Youth Games. Other work aimed at targeting young disabled people includes a poster campaign and working closely with PE teachers of secondary schools. In 2006/07 Tower Hamlets was awarded Best Sports Initiative for disabled people by the London Sports Forum for the Mile End Park Leisure Centre. In addition, information about team entries appeared in East End Life. Seven teams were entered in four sports for the London Youth Games: boccia, athletics, swimming, football (male only).</p> <p><b><u>2008</u></b> <b><i>The borough's positions in disability events is as follows: Main Games - athletics 3rd (57 children), swimming 22nd (4 children), boccia 3rd (9 children), football 3rd (10 children). Mini Games - boccia 5th (11 children). Recruitment is now taking place for the 2008 event.</i></b> Mid year 2008 - Borough's positions in disability events: Main Games - athletics (F) 4th (M) 5th, swimming 25th, boccia 12<sup>th</sup>, football (M) 29th (F) 9<sup>th</sup> The Sports Development Team is awaiting the outcome of a funding bid to develop a new disability sport at next year's London Youth Games. The Active Communities Co-ordinator is currently working to produce a stand-alone disability sports leaflet for 2009. The Borough's leisure centres are all listed in the Greater London Disability Directory which was published July 2008.</p> <p><b><u>2009</u></b> Outcome of the Disability Events Youth Games 2009: athletics boys 6<sup>th</sup>, athletics girls 8<sup>th</sup>, swimming boys 13<sup>th</sup>, swimming girls 2 competitors, boccia Main Games 9<sup>th</sup>.</p> <p>There was a residential for disabled young people in year 12 and below at Stoke Mandeville for the 5 host boroughs for 2012, where Tower Hamlets promoted the opportunity and had the largest group attending. Planning is underway for next year's events. Team managers have been assigned and marketing, training and recruitment plans are being drawn up. This will link to Disability Open Day planned for March and other competitions for disabled young people like the Panathlon and Challenge East events. There was an inter borough Disability Swimming event hosted at Mile End. The team finished 4th overall with a much improved performance. The promotion and publicity has increased the awareness of the swimming opportunities available locally.</p>
<b>Status</b>	Green

**Objective 4- We will improve access to independent living opportunities for disabled people**

<b>Action</b>	<b>Reviewing the provision of housing related floating support services for disabled people with sensory and physical impairments, HIV and Acquired Brain Injury (ABI)</b>
<b>Deadline</b>	June 2007
<b>Outcome / Targets</b>	Better service provided to disabled people
<b>Disability Equality Duty</b>	(c)
<b>Responsibility</b>	Supporting People Manager (Adults Health & Wellbeing Directorate)
<b>Progress</b>	<p><b>2007</b> The timescales have been significantly extended to allow for all of the competing options to be thoroughly explored. The report is likely to receive final sign off at Cabinet in May 2008 (although extensive work has been carried out and reports submitted to the key Supporting People (SP) Partnership group (the Commissioning Body), in November 2007. The lead in the SP team, has been specifically asked to review the needs and provision within any proposals to reconfigure linked to:</p> <ul style="list-style-type: none"> <li>• HIV</li> <li>• Acquired Brain Injury</li> <li>• Sensory and Physical Impairments.</li> </ul> <p><b>2008</b> In 2007 the current housing related support provision to service users with HIV/AIDS and physical and sensory impairments, was remodelled and extended to meet the needs of service users with an Acquired Brain Injury. The remodelled service was successfully tendered and with effect from 1 August 2008 the new service implemented. To date the service has achieved capacity and is working with 20 service users across the client groups in a range of tenures. Consultation and feedback from stakeholders and service users has confirmed that positive outcomes are being achieved, service users are being successfully supported to access and maintain appropriate accommodation and achieve their personal goals.</p> <p><b>2009</b> The service has now been operational for 2 years. It continues to achieve capacity and evidence demand and survey of former service users confirms that service users have benefited from the service and have gone on to sustain their accommodation independently where appropriate.</p>
<b>Status</b>	Green

<b>Action</b>	<b>Reviewing the provision of equipment and adaptations across all housing tenures</b>
<b>Deadline</b>	Review completed by June 2007 Implement Improvement Plan from July 2007
<b>Outcome / Targets</b>	Consistency of approach across tenures achieved
<b>Disability Equality Duty</b>	(c) and (d)
<b>Responsibility</b>	Head of Strategy and Development (Development & Renewal Directorate).
<b>Progress</b>	<p><b>2007</b> Cross Tenure Review of Disabled Facilities Grants (DFGs) has been on hold. A new project team held their first meeting in September 2007. Additional funding has been allocated to the</p>

	<p>Council for adaptation work and control measures have been put into place to ensure that the Private Sector DFG budget is not substantially overspent. This project is still on hold due to the Comprehensive Spending Review and is now due for completion in June 2008.</p> <p><b>2008</b> The review was completed at the end of April 2008. It has been decided to await the completion of the Government's review; this review is expected either late 2008/09 or early 2009/10. Once the Government guidance had been received we will amend our policies accordingly.</p> <p><b>2009</b> The Council has successfully bid for £190,000 over two years from Communities and Local Government. This grant will be used to deliver a number of activities including developing a co-ordinated pathway into existing home improvement services with one point of access, integrating existing services and increasing the capacity to offer home improvement services to a greater number of individuals.</p>
<b>Status</b>	Amber

#### Objective 5 - We will improve working conditions and support for disabled staff

<b>Action</b>	<b>Updating the Disability Employment Strategy and Action Plan</b>
<b>Deadline</b>	Review completed March 2007 Action Plan agreed and monitored annually.
<b>Outcome / Targets</b>	<p>More targeted action at employing disabled people</p> <p><b>BVPI 16a</b> Percentage of staff declaring that they meet the Disability Discrimination Act disability definition Target 2006/07: 4.8% Target 2007/08: 5% Target 2008/09: 5.2%</p> <p><b>BVPI 11c</b> Percentage of the top paid 5% of staff who have a disability (excluding those in maintained schools). Target 2006/07: 3.5% Target 2007/08: 4.5% Target 2008/09: 5.5%</p>
<b>Disability Equality Duty</b>	(a) and (c)
<b>Responsibility</b>	Director of Human Resources (Resources Directorate)
<b>Progress</b>	<p><b>2007</b> The Disability Employment Strategy Action Plan has been updated. Disability reporting methods and the Workforce to Reflect the Community targets have been reviewed against recent audit reports. A staff equality audit has been undertaken to update disability, ethnicity and other equalities monitoring data held on employees. The data collected was used to determine performance against targets during 2006/07. The targets for employees with a disability were exceeded in 2006/7. The number of employees declaring themselves as disabled was 5.12% (target of 4.80%), and the percentage of senior managers with a disability was 4.62% (target of 3.5%). In addition a number of development courses for employees with disabilities have been held.</p>



## **EMPLOYERS FORUM ON DISABILITY STANDARD 2007 TOWER HAMLETS PERFORMANCE:**

- Out of a total 116 participants from both the public and private sector, the Council was ranked joint fifth.
- We scored an average of 85% on the three target areas (motivate, act and impact) this has put us in the gold award band (the benchmark average was 57% and public sector average 60%)
- We were ranked as strongest in the 'motivate' and the 'building strong foundations' themes. This means that we are taking steps to ensure that the organisation and its employees are prepared for and committed to making progress on disability equality; and that progress has been made to date in laying the foundations for long-term culture change in the area of disability.
- Our top strengths lie in: external communications, accessible built environment (employees), accessible built environment (customers) and consultation.

We were ranked as weak in the 'impact' and 'employees' themes. This means that we need to carry out significant work on assessing the impact of the actions we have taken towards becoming disability confident. We need to use impact assessments to ensure that policies and procedures continue to work effectively and significant work also needs to be carried out to put in place policies and procedures that will lead to disability equality for employees. The next submission is due April 2009.

### **2008**

The number of employees declaring themselves as disabled in September 2008 was 4.55% which is just under our target of 5.5%, and the percentage of senior managers with a disability was 3.31% against a target of 4.1%.

### **2009**

Out of a total of 106 participants from both the public and private sector, the Council was ranked 5<sup>th</sup>.

Overall the Council's average scored 92% compared to a benchmark score of 63%, a public sector average score of 66% and the Council's average score in 2007 of 85%.

In particular, our top strengths on disability as identified by the assessment lie in: accessible built environment – employees, accessible information – customers, exchanging information, accessible information – employees, consultation, accessible built environment – customers, training and development, external communications, resources, recruitment and selection, goals and action plans, culture and behaviours.

The following areas for improvement have been identified these are: internal communications, promotion and accessible products and services.

	The organisation will include recommendations from the report as the basis of its disability action plan for the next one to three years.
<b>Status</b>	<b>Green</b>

<b>Action</b>	<b>Developing a personal development programme for disabled staff</b>
<b>Deadline</b>	Programme implemented by January 2007
<b>Outcome / Targets</b>	Improved support to disabled staff
<b>Disability Equality Duty</b>	(c)
<b>Responsibility</b>	Head of Organisational Development (Resources Directorate)
<b>Progress</b>	<p><b>2007</b> A 3 day personal development programme (PDP) was designed and developed for disabled staff in January 2007. The programme is aimed at improving the confidence of staff, providing advice and information about career opportunities, their rights and access to provision of adjustments in the workplace. The first programme was delivered in April 2007 and the second in November 2007. 12 disabled staff participated in each of the programmes. Initial validation and subsequent evaluation has been extremely positive.</p> <p><b>2008</b> This action was complete at the end of December 2007. Work will be undertaken by end of April 2008 to identify demand for further personal development programmes for disabled staff. The Personal Development Programme for Disabled Staff has been re-advertised as part of the 2008/09 Corporate Learning and Development Programme. To date, no interest has been shown. Options for re-promoting will be discussed at next Disabled Staff Forum in December 2008.</p> <p><b>2009</b> The number of employees declaring themselves as disabled in November 2009 is 4.4% which is under our target of 5.5%. Performance against this target is adversely affected because 27% of the Council's workforce has 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. Actions to improve the representation of disabled staff are included in the Workforce to Reflect the Community Strategy.</p> <p>The percentage of senior managers with a disability was 1.4% in November 2009 against a target of 4.1%. The representation, support and progression of employees with a disability has been scrutinised by the Council's Performance Review Group (PRG). The transfer of a large group of disabled staff to Tower Hamlets Homes has also impacted on the number of employees with disability. The recent staff survey (October 2009) indicated that, on anonymous returns, about 7% of the workforce have a disability. To improve the quality of the data and information, a staff equality survey is to be undertaken early in 2010.</p> <p>Disabled staff are able to access the support the Council</p>

	provides for management development and career progression opportunities. These 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.
<b>Status</b>	<b>Green</b>

<b>Action</b>	<b>Ensuring training courses are accessible to disabled staff by introducing a standard requirement form for all training</b>
<b>Deadline</b>	Revised procedure introduced by March 2007 Reviewed every six months
<b>Outcome / Targets</b>	Improved training opportunities for disabled people
<b>Disability Equality Duty</b>	(c)
<b>Responsibility</b>	Head of Organisational Development (Resources Directorate).
<b>Progress</b>	<p><b>2007</b></p> <p>There is a compulsory section on access requirements that is contained in the corporate / directorate Learning and Development application forms. Learning and Development are working with Directorates to ensure that this standard requirement becomes common practice across the Council and they are also encouraging officers who are arranging training to make sure they follow up any requests for adjustments. In addition to ensuring standard requirement details on training application forms an internal Disability Training Policy has been developed and introduced to reinforce good practice for ensuring accessibility to learning and development interventions for disabled staff. The following targeted learning and development programmes which are accredited have also been developed for disabled staff:</p> <ul style="list-style-type: none"> <li>- Aspiring Leaders Programme - five targeted places for disabled staff, four of which have been taken up;</li> <li>- Institute of Leadership and Management (ILM) Certificate in Team Leadership dedicated programme for disabled staff developed. The programme is due to commence in February 2008.</li> </ul> <p><b>2008</b></p> <p>It has been necessary to re-advertise the ILM Certificate in Team Leadership for disabled staff due to the initial low response. Six disabled staff have now applied to participate in the programme which was scheduled to commence in April 2008. The next Aspiring Leaders programme which again has five targeted places for disabled staff commenced in September 2008. As above, six disabled staff joined the dedicated Certificate in Team Leading accredited Programme. Three have withdrawn due to personal and health problems. Alternative individual learning options e.g. individual coaching has been offered to those withdrawing from the programme. As part of the programme a visit to the Tate Modern has been organised to explore how art can contribute to building confidence for disabled staff. The planned visit for December will be open to all disabled learners. We are currently investigating how we can mainstream support for disabled learners. Three disabled staff have enrolled on the accredited Step Up Now 2 management programme. Two of these staff have been provided with learning</p>

	<p>aids which will assist them in completing the assessed programme work.</p> <p><b>2009</b></p> <p>Two staff have continued their participation in the Certificate in Team Leading for disabled staff, one has successfully completed the Institute of Leadership and Management certificate and the other continues to work towards the qualification. In addition, three disabled staff have joined the accredited Step Up Now 1 (SUN) programme and are currently on track to complete this team leader qualification. Another disabled member of staff who joined the 2007 Aspiring Leaders Programme has successfully completed a Certificate in Management Studies (CMS) and another disabled member of staff is currently engaged on the 2008 Aspiring Leaders Programme and is on course to achieve certification.</p>
<b>Status</b>	Green

<b>Action</b>	<b>Continuing to increase the number of disabled people working for the Council</b>
<b>Deadline</b>	Review every six months
<b>Outcome / Targets</b>	<p>Increase the take up of employment by disabled people</p> <p><b>BVPI 16a</b> Percentage of staff declaring that they meet the Disability Discrimination Act disability definition</p> <p><b>BVPI 11c</b> Percentage of the top paid 5% of staff who have a disability (excluding those in maintained schools)</p>
<b>Disability Equality Duty</b>	(c)
<b>Responsibility</b>	Director of Human Resources (Resources Directorate)
<b>Progress</b>	<p><b>2007</b></p> <p>The existing Disability Action Plan includes a range of employment focused initiatives that are designed to increase the % of disabled staff in the workforce as a whole and in the top 5% of earners. The initiatives also include developing a training programme for managers on supporting disabled staff; and ensuring that all development and training programmes are accessible to disabled staff.</p> <p>Whilst a review was scheduled to take place at the end of March 2007, further work has been undertaken on the Disability Action Plan. Consultation is underway to draw up a targeted action plan aimed at increasing the number of disabled senior managers. This is an action plan across the PCT (Primary care Trust) and the Council which will be reported to the PCT board in January 2008 and the Council's Cabinet in February 2008.</p> <p><b>2008</b></p> <p>A Joint Assistant Director, Organisational Development and Workforce Equality and Strategy commenced work in April 2008 and has been re-evaluating the development and training programmes for managers supporting disabled staff in addition to reviewing the accessibility of all development and training programmes within the first three months of his commencement from which a targeted action plan will be produced. In respect of the target to increase the % of disabled staff in the workforce as a whole and in the top 5% of earners, an action plan has been produced with specific timescales for delivery. These targets, joint with the PCT were agreed by the Council's Cabinet in</p>

	<p>February 2008. The PCT Board has also agreed the targets and work is currently jointly being undertaken in respect of targets.</p> <p><b>2009</b></p> <p>In March 2007 over 5,300 employees had responded to a question on whether they are disabled. In March 2009 the number had fallen to 4,200. The Council is going to conduct an equality data audit amongst staff early in 2010 to ensure accurate data is available. The success of disabled job applicants will be analysed as part of a strategic equality impact assessment of recruitment. This assessment, along with discussions with the Disabled Staff Forum, will be used to determine what action needs to be taken.</p>
<b>Status</b>	<b>Amber</b>

<b>Action</b>	<b>Ensuring that approved list of providers is DDA compliant</b>
<b>Deadline</b>	March 07
<b>Outcome / Targets</b>	Improved feedback by disabled staff
<b>Disability Equality Duty</b>	(a)
<b>Responsibility</b>	Head of Organisational Development (Resources Directorate)
<b>Progress</b>	<p><b>2007</b></p> <p>DDA (Disability Discrimination Act) compliance is part of the essential selection criteria against which all external training providers are assessed. Improved feedback from disabled staff needs to be measured to evaluate the extent to which training providers are complying with the DDA. An approved list of learning and development providers is due to be in place for 2008/09. Currently, all training providers are required to demonstrate their knowledge and understanding across all equality strands, including how they will meet the needs of disabled staff attending training programmes. External training providers are also required to produce a copy of their own Equal Opportunities Policy.</p> <p><b>2008</b></p> <p>Criteria for ensuring the 2008/09 list of approved trainers is DDA compliant has been further developed and will form part of selection process for inclusion on approved list. In January 2009 we expect to advertise for new learning and development providers who will form an approved list of trainers to supplement our existing learning and development provision. Criteria particularly in relation to diversity and quality requirements have been embedded into the procurement and selection process.</p> <p><b>2009</b></p> <p>All external learning and development providers continue to be assessed to ensure they are both DDA compliant and incorporate our Core Values into the learning and development interventions which they are commissioned to deliver.</p> <p>In early 2009, following discussions with the Disabled Staff Forum, members contributed to the development of a disability equality training intervention for managers. This involved collaborating with HR and Learning and Development managers in designing the framework and content of the intervention.</p>

	In total there were 1665 attendances in the 2008/09 Corporate Learning and Development Programme of which 89 (5.2%) were attendances by staff indicating they had a disability. This is a marginal increase compared to disabled staff attendances in the 2007/08 programme i.e. total attendances 1324 of which 59 (4.4%) were disabled staff. It is worth noting that for the 2007/08 programme 249 staff declined to provide disability information and for the 2008/09 programme 248 staff declined to provide disability information.
<b>Status</b>	Green

**Objective 6- We will improve consultation and involvement with disabled people and disabled staff**

<b>Action</b>	<b>Reviewing the effectiveness of the Council's involvement with disabled people through discussions with user groups, staff, residents and disabled led voluntary organisations</b>
<b>Deadline</b>	Plan review by March 2007 Conduct review from April 2007 to September 2007 Implement improvements from November 2007
<b>Outcome / Targets</b>	Increased consultation and involvement of disabled people
<b>Disability Equality Duty</b>	(f)
<b>Responsibility</b>	Head of Participation & Engagement Team (Communities, Localities & Culture Directorate) / Service Head, Scrutiny & Equalities (Chief Executive's Directorate)
<b>Progress</b>	<p><b>2007</b></p> <p>Discussions have taken place with Consultation and Involvement about using the Residents Panel to gather evidence on how effective current methods of engaging disabled people are.</p> <p>The TH Staff Disabled Forum meets quarterly and this year much focus has centred on enhancing the well being of staff by exploring adjustable working hours for disabled staff. Staff requested greater clarity regarding working hours, particularly flexible working hours and rehabilitation leave. Following feedback from the Forum, further consultation took place around the following areas:</p> <ul style="list-style-type: none"> <li>• Flexible working hours</li> <li>• Rehabilitation leave</li> <li>• Carer's policy</li> </ul> <p>Forum members have discussed forming a sub-group to focus on information technology. The aim is to compile an inventory of disabled IT users, their software and equipment requirements, adaptations, etc. The Equalities Team are supporting this proposal, with a view to having a working sub-group in place by January 2008.</p> <p>The TH Accessible Consultative Forum meets bi-monthly, membership includes of members of the community, Councillors, reps from TfL (Transport for London), Council Officers, DAR (Dial-A-Ride), DAN (Disability Advocacy Network) and Age Concern. Discussions at this year's meetings have focussed on</p>

'London Underground Towards An Accessible Tube'; changes to bus services and bus routes; and they have been consulted about Blue Badge and Freedom Pass applications.

The Disabled Access Group has undertaken the following:

- commented on plans for an accessible transport network in a meeting with the Access & Inclusion Officer of the Olympic Delivery Authority;
- considered access to polling stations;
- given feedback to DisabledGO on their database of local accessible venues and services;
- commented on the format of the Accessible Housing Register pages in East End Life;
- a sub-group has been involved in supporting a Parks and Open Space project;
- two members of the Group have attended the preliminary meeting of Wood Wharf Development and given their views on access issues;
- two other members have been involved in a scrutiny review of Choice Based Lettings;
- given regular feedback to the Access Manager of IDEA Stores; and
- they will be asked to comment of the refresh of the Community Plan.

We have sponsored DITO (Disability Information and Training Opportunities) to project manage and host the International Day of Disabled People 2007. As a disabled resident of Tower Hamlets, a member of the Access Group will describe how the DES has made a difference at a Disability Equality Conference in January 2008.

### **2008**

By the end of 2008 the Disabled Staff Forum will have met on five occasions.

- IT Sub-Group have met early this to year to discuss IT issues for disabled staff;
- two new co-Chairs have been elected;
- terms of Reference have been refreshed and the final version is to be agreed at December's meeting;
- disabled members of staff have been encouraged to have a Personal Emergency Evacuation Plan (PEEP) in place;
- the Travel Awareness Officer discussed the Staff Travel Plan with Forum members. The plan is centred on promoting greener and more sustainable travel amongst staff
- the Occupational Health Counsellor promoted the TH staff Health Fair which was held in July.
- Councillor Sirajul Islam attended a meeting in his role as Deputy Leader of the Council. He explained his role and responsibilities, particularly in relation to equalities. He also explained that his attendance at several events, including the Capita Conference on Disability, had made him aware of the experience of disabled staff working for the Council and the need for him to engage with them;
- The format of the Forum meetings has changed since

September. Members now have a 30 minute slot at the beginning of each meeting, where Equalities and HR staff are not present, in order to allow staff to discuss personal matters. This is in line with the other staff equality forums;

- Reps from Learning and Development and Human Resources attended meetings in order to discuss ways of raising managers' awareness of disability issues;
- An additional meeting had been arranged to discuss raising the profile of the Forum and developing a structured work programme. A rep from the Participation and Engagement Team facilitated discussions.

#### Working with Facilities Management (FM):

- Works have taken place to improve the refuge areas provided in Mulberry Place for use by disabled staff in the event of a fire. These include wiring up intercoms which are linked to the control room and fold-up chairs have also been sited;
- Floor level signs outside lift areas in Mulberry Place have been replaced to make them more visible for people with visual impairments;
- An on-site meeting between some DSF members, Facilities Management and the landlord's rep took place in October regarding parking issues for disabled staff and visitors. A number of issues were raised for both sites which FM will give feedback on to staff at the next Disabled Staff Forum meeting. They will also raise these with JB Associates who are currently carrying out an access audit of certain council buildings, Mulberry Place and Anchorage being two of them.

#### In general:

- We also submitted an entry into the Greater London Sports Directory promoting TH accessible leisure centres and swimming pools;
- A Council wide equality conference was delivered in May. The conference explored the role of focus groups, staff forums and all those with a responsibility for equalities in agreeing and implementing the Diversity and Equality Action Plan;
- Both Disabled Go and Direct Enquires delivered presentations at meetings to promote their services which rate facilities and support venues for disabled people in Tower Hamlets. The Corporate Equalities Steering Group (CESG), Disabled Staff Forum Members, the former TH Access Group and DELOs were all asked which organisation would be best suited to provide this service and all agreed that it should be Disabled Go. A three year renewal contract with Disabled Go will run from 2008-2011;
- We worked with the Linkage Plus Team to celebrate a very successfully International Day for Older People at the Museum in Docklands in October;
- We have worked with colleagues in Adults Health & Wellbeing to celebrate International Day For Disabled People at the Museum of Childhood on 3<sup>rd</sup> December;
- Deaf awareness training (including some basic BSL) for



	<p>Members has been scheduled for January 2009, this will be delivered by the Learning &amp; Development Team</p> <ul style="list-style-type: none"> <li>• Staff from the Scrutiny &amp; Equalities Service and reps of our Chief Executive's &amp; Resources Focus Group attended a Developing Disability Confidence Awareness training event.</li> </ul> <p><b>2009</b> The Partnership and Corporate Equalities team have carried out extensive work to recruit a Pan-Disability Panel (PDP) distributing over 10,000 surveys to local third sector organisations and disability interest groups throughout the first half of 2009. This has resulted in 492 people actively registering an interest to participate in consultation and local decision making processes. This was taken further through a development/enrolment day in November 2009 where all registered members of the PDP and wider groups were invited to become part of the steering group that will help drive forward the priorities of local disable people. The creation of the PDP provides a unique way of having an ongoing dialogue with disabled residents.</p>
	<b>Green</b>

<b>Action</b>	<b>Ensuring our Consultation and Involvement Toolkit and Policy reflects national disability advice on consulting and involving disabled people</b>
<b>Deadline</b>	Review toolkit by March 2007
<b>Outcome / Targets</b>	Consultation and Involvement Standards that meet the needs of disabled people
<b>Disability Equality Duty</b>	(f)
<b>Responsibility</b>	Head of Participation & Engagement Team (Communities, Localities & Culture Directorate)
<b>Progress</b>	<p><b>2007</b> The User Choice Voice and Co-Production review has been completed and an Improvement Plan is currently being implemented. The Consultation and Involvement Toolkit was reviewed as part of this process, and the revision is included as part of the improvement plan, and the corporate Intranet strategy. It is anticipated that this will be completed by January 2008.</p> <p><b>2008</b> The Tower Hamlets Partnership is undergoing a widescale review which will culminate in new governance arrangements. The framework will need to reflect the new arrangements and incorporate a range of new participation strategies being developed across all service areas. In addition to the above review, the LBTH Access Group came to an end in Summer 2008 and a new model of participation has been created to reflect wider pan disability engagement and to reflect the Empowerment White Paper. The new model has been adopted by DisabledGo as good practice, and a partnership approach is being taken to implement the model. This should be completed by March/April 2009.</p> <p><b>2009</b> 482 members were recruited to the Pan-Disability Panel this year. This will help put disabled people and their needs at the</p>

	heart of decision-making processes as it becomes embedded as a key mechanism for engaging with local residents. The members of the Panel were supported through a joint Equalities and Partnership facilitated Enrolment Day on the 12 <sup>th</sup> November with the aim of developing sub-groups that will prioritise issues and become the platform for the engaging with the Partnership and its strategic level groups e.g. CPDGs. The consultation toolkit and related policies are currently being refreshed. Work has been completed on developing a participation and engagement framework and a steering group has been established to develop a Joint Partnership Participation and Engagement Strategy which will progress the work around how the Council and its Partners engage and consult disabled people
<b>Status</b>	<b>Green</b>

**Objective 7- We will work with job agencies and businesses to assist disabled people to find work and increase local business awareness of their responsibilities under the Disability Discrimination Act (DDA)**

<b>Action</b>	<b>Increasing the number of disabled people in employment using Skillsmatch</b>
<b>Deadline</b>	December 2008
<b>Outcome / Targets</b>	Increased number of disabled people in employment: <ul style="list-style-type: none"> <li>• 60-80 clients registered by 2008.</li> <li>• 35 people into employment by 2008.</li> <li>• 15 people into self-employment by 2008.</li> <li>• 16 people undertaking volunteering work by 2008.</li> </ul>
<b>Disability Equality Duty</b>	(c)
<b>Responsibility</b>	Access to Employment Manager (Development & Renewal Directorate)
<b>Progress</b>	<p><b>2007</b> We have already achieved some and are making progress towards meeting all our targets to increase the number of disabled people in employment. We managed to exceed the number of clients registered before 2008 to 102 clients to date. In summary, 23 have gained employment, nine are now in self-employment and 19 are undertaking volunteering work.</p> <p><b>2008</b> We have met our target to increase the number of disabled people in employment, the target of 20 has been achieved. In summary, 28 people have been referred for training; three people are in self-employment; and 15 people are undertaking volunteering.</p>
<b>Status</b>	<b>Green</b>

<b>Action</b>	<p><b>Extending employment opportunities for people with mental health problems and learning disabilities by:</b></p> <ul style="list-style-type: none"> <li>• <b>Increasing the number of employers committed to providing employment to people with learning disabilities</b></li> <li>• <b>Developing vocational support services within the borough for people with mental health needs</b></li> <li>• <b>Increasing the number of disabled people with</b></li> </ul>
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	<b>physical impairments accessing employment or training opportunities through the Day Opportunities Resource Centre</b>
<b>Deadline</b>	4 significant employers signed up by September 2006
<b>Outcome / Targets</b>	More people with learning disabilities, mental health needs and physical disabilities in employment 5% increase (March 2006 baseline) on numbers of people employed with mental health problems and / or disabilities known to the Council by September 2006, and 15% increase by March 2007.
<b>Disability Equality Duty</b>	(c)
<b>Responsibility</b>	Director of Adult Services (Adults Health & Wellbeing Directorate)
<b>Progress</b>	<p><b><u>2007</u></b> In March 2006, there were 21 people with learning disabilities, physical disabilities and mental health problems registered with Adult Services in paid employment. This increased to 37 in September 2006 and 42 by March 2007. This increase has been achieved mainly through vocational support services commissioned by Adult Services to assist people with learning disabilities to find employment. A smaller number of people with physical disabilities and mental health problems have found employment through this support and the service's in-house Day Opportunities service. It is expected that the number of people with mental health problems entering employment should increase with the introduction of ReWork, a new neighbourhood renewal funded employment support project, in January 2007. In addition, all three client groups have accessed unpaid work placements and training which may lead to paid employment in the future.</p> <p>Further progress in 2007:</p> <ul style="list-style-type: none"> <li>- 81 employment related assessments of people with mental health needs. Target was 100 and rates of referral are increasing again steadily.</li> <li>- 36 people with mental health needs supported into or helped to retain paid employment. Target was 32 so this has been achieved.</li> <li>- 16 people with mental health needs supported into work experience/placement. Target was 30; progress was hampered by project worker vacancy as described above.</li> </ul> <p>Target of four significant employers signed up by September 2006 has been achieved.</p> <p><b><u>2008</u></b> The total number of people with mental health needs supported into or helped to retain paid employment for the first year of the project was 49 - of which 19 were supported into jobs and 30 helped to retain their job after becoming unwell. Twenty three people with mental health needs were supported into a work experience placement which will be available on a long term basis to be used by future service users and 15 significant employers are actively supporting the scheme.</p> <p>Between July to September 2008 ReWork supported 64 people into meaningful occupations as follows: four people into</p>

employment; three to retain their paid employment; seven into work placements; 13 people into voluntary work; 25 people into training and 12 into mainstream education. In addition, a survey was carried out in the first half of 2008/09 for around 1350 clients (1190 working age) across CMHTs along with the Assertive Outreach & Early Intervention Service. In total 148 clients were highlighted as being engaged in meaningful occupation. As this is a survey of mental health patients known to the CMHTs, some of them are likely to be also supported by Rework; hence, some of the clients could have been counted twice.

Physical and Learning Disability progress 2008: There were 20 people with a physical or learning disability supported into employment and 64 volunteer/work placement opportunities. A pilot employment service for the deaf and hard of hearing was commissioned to start in April and will run to March 2009. The service will provide job brokerage, vocational support and engage local employers around employing deaf people. There were 22 people with physical and learning disabilities supported into employment, 81 volunteering/work placement opportunities (cumulative). Some Learning Disability providers are not included as they report annually.

A pilot employment service for visually impaired people was commissioned, started in August and will run to July 2009. The organisation will provide a range of accredited training, vocational support, job brokerage and employment services. There were 24 people with physical and learning disabilities supported into employment, 91 volunteering/work placement opportunities (cumulative). Some Learning Disability providers are not included as they report annually.

Increased access to employment for vulnerable adults will be one of the Adults Health & Wellbeing priorities in the 2008/09 business plan which will ensure that more services that offer opportunities for all the three client groups to access employment and voluntary work are commissioned.

### **2009**

A number of Working Neighbourhood Fund projects are working specifically with people with mental health problems and learning disabilities to support them into employment and training. These projects are all on target.

All aspects of the Mental Health Social Inclusion project are fully operational. Participant forum meetings have met and participation champions selected.

The DeafPLUS project is making good progress and they note how current and potential employers are becoming deaf aware and the client base is growing slowly.

The Tower Project that supports people with disabilities into work are moving to new premises in January. Meetings are planned in January between the Departmental Managers/DELOs and the Placement Coordinator to discuss opportunities for placements

	<p>in the Homeless and Housing Advice and Chief Executive's departments.</p> <p>Participants have been confirmed for the Poetry in Wood programme, courses have started and individual people centred plans have been completed.</p>
<b>Status</b>	Green

<b>Action</b>	<b>Promoting awareness of employer's responsibilities under the DDA (Disability Discrimination Act) and the benefits of employing disabled people through the Council's Business Forum lunch seminars</b>
<b>Deadline</b>	One session each year
<b>Outcome / Targets</b>	Increased awareness of local employers of the DDA
<b>Disability Equality Duty</b>	(e)
<b>Responsibility</b>	Investment and Business Team Leader (Development & Renewal Directorate).
<b>Progress</b>	<p><b><u>2007 &amp; 2008</u></b></p> <p>A session at the Council's Business Forum Executive Board meeting on 4th May 2007 was delivered to raise awareness of the employers' responsibilities under the DDA. The Corporate Equalities Team with a local employer delivered a presentation on the DDA and best practice in employing disabled people. As a result of discussions, the Equalities team has been included in the Council's Business Matters Guide that is distributed to many local businesses. We will offer signposting and best practice advice as an on-going service.</p>
<b>Status</b>	Green

**Objective 8 - We will reduce obstacles and improve the safety of the borough's parks, open spaces and streets for disabled people**

<b>Action</b>	<b>Reviewing the progress of meeting 40% clutter free target of the Council's Street Design Guidance with the Access Group</b>
<b>Deadline</b>	Review annually in November
<b>Outcome / Targets</b>	Improved access to streets for disabled people
<b>Disability Equality Duty</b>	(a)
<b>Responsibility</b>	Head of Transportation and Highways (Communities, Localities & Culture Directorate)
<b>Progress</b>	<p><b><u>2007</u></b></p> <p>Action to reduce street clutter is part of the Council's street scene improvement projects in order to take advantage of existing funding availability. Current activity is focused on Bethnal Green Road, Poplar High Street, and Brick Lane. Previous schemes have included Eric Street, Devons Road and Cable Street. To reduce street clutter, a major activity is to seek to rationalise signposts and guard railing wherever legally possible. This includes removing redundant posts or renewing essential but damaged posts.</p> <p>It was noted that meeting the 40% target is difficult because there is no actual measure of street clutter and therefore the target will need to be reviewed.</p>

	<p><b>2008</b>  Poplar High Street, Cartwright Street and Langdon Park DLR Station approaches have also been completed. Bethnal Green Road and Brick Lane projects are on-going. It should be noted that removal of perceived 'street clutter' such as railings does elicit safety concerns from teachers and parents.</p> <p><b>2009</b>  We are acting to remove clutter in all our streetscene programmes as we go along and have included this objective in our Bishops Sq Streetscene programme delivering £2m of improvements in the Spitalfields Area. This will be complete by January 2010.</p>
<b>Status</b>	Green

<b>Action</b>	<b>Ensuring the Supplementary Planning Document (SPD) on Landscape Design reflects CABE Access and Design Guidance</b>
<b>Deadline</b>	November 2007
<b>Outcome / Targets</b>	Developers address access issues in the landscape design that meet CABE guidance 100% of major planning applications submit Access Statements that meet the access principles outlined in the SPD Landscape Design
<b>Disability Equality Duty</b>	(a)
<b>Responsibility</b>	Service Head, Major Project Development (Development & Renewal Directorate)

Progress	<p><b><u>2007</u></b> The Supplementary Planning Document (SPD) on Landscape Design will be replaced by Good Design SPD which will advise developers and planners on a range of issues relating to design and access that will include landscape design. Development of the guidance has not commenced and will therefore not be completed by November. This is because the Local Development Framework's (LDF) core strategies that include design and access will be subject to a public examination process this year by the Planning Inspectorate. This means that no guidance to supplement the core strategies can be developed until the LDF has been approved by the Inspectorate. Therefore the deadline has not been met.</p> <p><b><u>2008</u></b> Please see the explanation above. We are locked in to a statutory process with prescribed timescales and therefore we are unable to meet these timescales. The Core Strategy will go to Development Committee in January 2009 and then out for 12 weeks statutory consultation. Once this has taken place we will review/revise Strategy and put timetable in place for completing SPD.</p> <p><b><u>2009</u></b> The Council has revised its Local Development Scheme, the document which sets out the schedule for preparing Development Plan Documents, which has been revised to reflect the revised process for the Core Strategy. An Advice and Guidance Note on Access and Inclusive Design is currently being drafted by the Strategic Planning Team and the Access Officer.</p>
<b>Status</b>	Amber

<b>Action</b>	<b>Consulting with the newly established Parks and Open Spaces Group to identify and agree action to address the major obstacles disabled people experience in the Borough's parks and open spaces</b>
<b>Deadline</b>	November 2007.
<b>Outcome / Targets</b>	Improvement plan in place to address the key barriers for disabled people in parks and open spaces
<b>Disability Equality Duty</b>	(a)
<b>Responsibility</b>	Director of Environment and Culture (Communities, Localities & Culture Directorate)
<b>Progress</b>	<p><b><u>2007</u></b> An analysis of a 2006/07 park user survey was undertaken to determine the percentage of users who consider themselves to be disabled and it appeared that fewer disabled residents were using our parks and open spaces. The Parks Access Group has been established. A project based approach has been developed that will provide project and design guidance for parks landscape improvements. The Group is focusing on a refurbishment project at Gosling Gardens, with additional overview and review of the other improvement schemes across the borough. The project has included site visits, group meetings, and staff awareness training. Initial design proposals for Gosling Gardens have been presented to the group, and the</p>

	<p>Group will be involved in all stages of this project to completion in March 2008.</p> <p><b>2008</b></p> <p>The service is currently undertaking an assessment of last year's project, to consider the lessons learnt. This may formulate guidelines and handy tips for joint working with similar community groups in the future. We will be organising a visit to the completed Gosling Gardens site, with members of the now-disbanded Access Group, to finalise their involvement. The aim is to schedule this for December-January 2009.</p>
<b>Status</b>	<b>Green</b>

<b>Action</b>	<b>Incorporating the disabled hate crime research project recommendations into the Integrated Hate Crime Action Plan</b>
<b>Deadline</b>	March 2007
<b>Outcome / Targets</b>	Action Plan in place to improve reporting and responses to disabled hate crime
<b>Disability Equality Duty</b>	(b)
<b>Responsibility</b>	Service Head, Community Safety (Communities, Localities & Culture Directorate).
<b>Progress</b>	<p><b>2007</b></p> <p>The Disability Hate Crime Research Project has been commissioned and evidence has been gathered on local disabled people's experiences. The final report was considered by the Race and Hate Inter-Agency Forum (RHIAF) in June 2007. An action plan has been drafted with provision for resources to support recommendations arising from the research. This has been circulated and agreed by RHIAF members in September 2007. The Plan is a multi-agency action plan and is being delivered and monitored. A Tackling Disability Hate Crime Day is taking place 7 February 2008 where an accessible Disability Hate Crime information pack will be launched.</p> <p><b>2008</b></p> <p>The Disablism Event took place in February 2008. The Disability Hate Crime Resource Pack was launched and is available in CD Rom, large print and Braille. The Action Plan activities have been delivered and are on target. A couple of the recommendations made within the report were not included in the Action Plan as these were not feasible in terms of funding i.e. the recommendation to have a specific Disability Hate Crime Officer.</p> <p><b>2009</b></p> <p>The service has maintained and developed the Third Party Reporting Project to increase reporting of hate incidents (baseline of 18) and foster effective joint working amongst partner agencies involved where 100% of Third Party Reports are monitored and actioned. Through the RHIAF, it has been implementing the recommendations from the Hate Crime Victims' Needs Research Report for increased satisfaction with services by victims of hate crime measured through questionnaires.</p>



	There has been a 100% increase in sign up to No Place For Hate Pledge (baseline of 50), and the delivery of 24 outreach activities (including LGBT communities and events). An Evaluation Report is expected after March 2010.
<b>Status</b>	<b>Green</b>

**Objective 9- We will work with transport providers to improve the accessibility of local transport for disabled people**

<b>Action</b>	<b>Evaluating the Council's Local Implementation Transport Plan with the Accessible Transport Forum including Community Transport</b>
<b>Deadline</b>	Quarterly
<b>Outcome / Targets</b>	Improved transport options for disabled people
<b>Disability Equality Duty</b>	(c) and (f)
<b>Responsibility</b>	Head of Transportation and Highways (Communities, Localities & Culture Directorate)
<b>Progress</b>	<p><b>2007</b> Specific accessibility schemes developed from the Plan have been reviewed with the Accessible Transport Consultative Forum. This includes LUL's (London Underground Ltd) step-free station access programme; Cambridge Heath station access improvements and the bus stop accessibility programme. A representative from the ATCF (Accessible Transport Consultative Forum) also attends the Council's quarterly Public Transport Forum to participate in liaison with transport operators and members.</p> <p><b>2008</b> Liaison with the Forum is on-going and preparation for input to LIPs 2 will be taking place later in the year. The Forum is continuing but servicing by Democratic Services has been withdrawn resulting in extra demands on Public Realm admin. The service is initiating discussions with the Corporate Equalities Team on the future of the Accessible Transport Forum. Accessibility Day was successfully held in June and lessons learnt have been reviewed.</p> <p><b>2009</b> The Local Implementation Plan is scheduled for renewal in 2010 and will be the subject of consultation with the Pan Disability Group amongst others. (The Accessible Transport Consultative Forum is undergoing a transition into the Pan-Disability Panel's Transport sub-group. It has, however, still been running regular meetings in the lead-up to this completed transition.)</p>
<b>Status</b>	<b>Green</b>

<b>Action</b>	<b>Reviewing the promotion and distribution of the Blue Badge Scheme, Freedom Passes and Taxi Cards to disabled people</b>
<b>Deadline</b>	March 2007
<b>Outcome / Targets</b>	Improved take up and satisfaction with the Blue Badge Scheme, Freedom Passes and Taxi Cards Conduct monitoring and establish baseline for increased take up by November 2007

<b>Disability Equality Duty</b>	(c) and (f)
<b>Responsibility</b>	Head of Parking Services (Communities, Localities & Culture Directorate)
<b>Progress</b>	<p><b>2007</b> A customer satisfaction survey was carried out with 1 in 5 users of Mobility Support Services during January and February 2007. The results showed a high level of satisfaction with all areas of the service. This included satisfaction with the clarity and access to information about concessionary travel. However, the survey also highlighted a number of recommendations that the service needs to examine and address.</p> <p><b>2008</b> The service is continuing to progress some of the recommendations in the Service Plan. In accordance with the findings of the Mobility Services consultation, the following actions have been taken: 'stagecoaching' has been introduced for taxicards which enables the card holder to use more than one 'trip' on any particular journey: rides are now allocated on a yearly basis rather than a monthly one so that cardholders have greater flexibility in using their card; alternative locations are now being used for assessments, so that applicants can be seen at premises nearer to their home: and blue badges are now sent out by recorded delivery, in accordance with the wishes of 63% of those surveyed.</p> <p><b>2009</b> Blue badges: new guidance issued by DfT in January 2008 has been implemented including new categories of eligibility; Freedom passes: renewal process for 2010 is under way, new style cards will be issued incorporating photographs so that separate photocards are no longer needed. Taxicards have reverted to monthly allocation of trips since some holders unable to manage their trips on a yearly basis.</p>
<b>Status</b>	Green

<b>Action</b>	<b>Developing more independent travel training for 11 – 19 year olds through a “Training the Trainer” pack, training for parents pack and peer group working</b>
<b>Deadline</b>	Recruit third trainer by March 2007
<b>Outcome / Targets</b>	<p>Disabled young people can use public transport and become safe pedestrians. 50 students will receive training in 2006/07 to:</p> <ul style="list-style-type: none"> <li>• Make the service available to more young people</li> <li>• Enable parents to continue Independent Travel Training with their children</li> <li>• Involve past students.</li> </ul>
<b>Disability Equality Duty</b>	(c)
<b>Responsibility</b>	Performance Monitoring/Transport Client Officer – (Children, Schools and Families Directorate)
<b>Progress</b>	<p><b>2007</b> A third independent travel trainer has been recruited and started in April 2007. 57 pupils received training during 2006/07 and with the third trainer this will make the service available to more students. A training pack has been developed and will be piloted in 2007/08. There has been some slippage in terms of involving</p>

past students due to the work load of trainers. Peer group mentoring will start in 2007/08.

The Independent Travel Training Team have just won the Changing Lives and Outstanding Public Service Team of the Year awards at the Public Servants of the Year Awards 2007, as well as the LBTH outstanding achievement award for Children's Services. Established over two years ago, the team of four are a dedicated group of independent travel trainers who help students with special educational needs learn to get about on their own;

The course is open to young people aged 11 to 19 who live in Tower Hamlets and have special educational needs. Referrals to the team are initially made by a student's school or other professionals before meeting with their parents to discuss their individual needs and capabilities. The course begins in the classroom then moves on to teaching practical skills out and about in the local area.

The programme includes learning skills such as telling the time, reading timetables and identifying hazards. By its very nature, the scheme does not have 'targets' or 'standards' – a student does not 'pass' or 'fail' - rather, each student is given the best possible structured support and training to realise their full potential. Initially a trainer will accompany a student on their journey to and from school. The journey is then broken down into smaller sections which the young person completes independently until they are confident enough to make the journey alone. Once they have formally completed the programme students are observed to make sure they are coping with the journey, and if necessary, 'top-up' training is available. The skills students learn on the course are the first step on a wider journey into increased independence, which will hopefully open up increased training and employment opportunities once they leave school.

#### **2008**

Since April 2008, 54 students have completed, or are undertaking, training. Two new trainers, one to work with children and one to work with adults have been recruited and are awaiting start dates. The trainer working with adults will work with people aged 19 and beyond. This is to ensure there is seamless process for young people in transition from children's to adult services and for adults who have not had access to this service previously. The evaluation of the 'training the trainer' pack is ongoing.

#### **2009**

Since April 2009, 52 students have completed, or are undertaking training. The two new trainers are now fully trained and the team consists of two Principal trainers and two trainers. The training the trainer pack has been evaluated and we will continue to use it should we employ more trainers. We have developed an abridged training pack for students who do not need intensive training and we are working with Transport for London to put it on their Upgrade 7 website as a teaching

	resource to make it available to all
<b>Status</b>	<b>Green</b>

**Progress to embed the Disability Equality Duty**

<b>Action</b>	<b>Provide support to Councillors including information and a training session so they can promote disability equality with their constituents</b>
<b>Deadline</b>	March 2007.
<b>Outcome / Targets</b>	Councillors promote disability equality and can refer local people to services Monitor level of take up of support and training by Councillors in 2007 and set targets for future years
<b>Disability Equality Duty</b>	(c)
<b>Responsibility</b>	Service Head, Scrutiny & Equalities (Chief Executive's Directorate)

Progress	<p><b><u>2007</u></b>  We produced a leaflet providing advice and information to assist Councillors in responding to disability equality issues from disabled constituents and in discussions with services. A training session was held in February 2007 for Councillors about the Disability Equality Scheme and to discuss how they can promote disability equality. The attendance rate was good (about 21 Councillors). Future training will include sessions on developing elected members' expertise on diversity and equality issues. This will also encourage Councillors to agree a clear role to help implement the Duty.</p> <p>The Leader of the Council, Denise Jones attended Disability Coalition's annual meeting in November 2007 and spoke about the Council and Disabled People. Councillor Islam, Lead Member for Equalities will launch the International Day for Disabled People event in December 2007 at St. Stephen's Church, Bow, and will be launching the national Disability Equality Conference in January 2008.</p> <p><b><u>2008</u></b>  A seminar was held in February 2008 delivered by the Corporate Equalities Team which focused on developing the Members community leadership role through equalities. A key action point arising of this was to set-up a Members Equalities Working Group to look and provide all aspects of Equalities issues and also to pilot a work programme focussing on:</p> <ul style="list-style-type: none"> <li>• Preventing Violent Extremism</li> <li>• Homophobic Hate Crime</li> <li>• Working with new communities</li> </ul> <p>Progress and next steps of this programme will be reviewed in May 2009.</p> <p><b><u>2009</u></b>  The Overview and Scrutiny Committee has taken a keen interest in the development of the Pan Disability and has asked for regular progress updates. Councillor Peck, the Lead member, spoke at the PDP Enrolment Day.</p> <p>Following the local elections in May 2010 disability issues will be included in the induction process for new members.</p>
<b>Status</b>	<b>Green</b>

<b>Action</b>	<b>Refreshing the Council's main corporate strategies to ensure they reflect the new Disability Equality Duty and the views of disabled people</b>
<b>Deadline</b>	March 2007
<b>Outcome / Targets</b>	The Disability Equality Duty is embedded across the Council. All the Council's main corporate strategies show how they address the Duty and the views of disabled people each year.
<b>Disability Equality Duty</b>	(c)
<b>Responsibility</b>	Service Head, Scrutiny & Equalities (Chief Executive's Directorate)
<b>Progress</b>	<b><u>2007, 2008 &amp; 2009</u></b> The Corporate Director responsible for diversity and equalities is

	<p>our Assistant Chief Executive. The work of co-coordinating and facilitating work across the Council is undertaken by the Scrutiny and Equalities service area which comprises of the Service Head, Scrutiny and Equalities supported by three Diversity and Equality Co-ordinators.</p> <p>Within each of the service Directorates there is a Directorate Equality Liaison Officer (DELO). Each service, team and individual work plan is expected to include diversity and equality objectives to ensure that staff see issues as part of their day-to-day work. To support this a range of training is offered by Corporate Learning and Development including disability equality and equality impact assessments.</p> <p>In order to maintain and develop good practice the Council has in place a number of standard organisational procedures. The Diversity and Equality Action Plan is agreed by Cabinet annually and monitored by the Overview and Scrutiny Committee six-monthly. The Corporate Equalities Steering Group (CESG) meets monthly with an alternation between business and workshop sessions. The group is chaired by the Chief Executive and membership includes the DELOs and the trade unions. Each DELO also chairs a monthly Directorate Equalities Focus Group.</p> <p>We report on the progress of our Disability Equality Scheme and internal and external disabled forums within the annual Diversity and Equality Action Plan. Consulting with both staff and service users is a vital way of testing the effectiveness of service initiatives.</p>
<b>Status</b>	<b>Green</b>

<b>Action</b>	<b>Taking a leadership role around disability within the Tower Hamlets Partnership. Initially we will sponsor a discussion at the Excellent Public Services CPAG (Community Plan Action Group) considering partners' Disability Equality Schemes and the scope for joint action and initiatives</b>
<b>Deadline</b>	Discussion by March 2007 with agreed actions during 2007
<b>Outcome / Targets</b>	Disability Equality Duty promoted across partners and Tower Hamlets Partnership
<b>Disability Equality Duty</b>	(c)
<b>Responsibility</b>	Head of Participation & Engagement (Communities, Localities & Culture Directorate).
<b>Progress</b>	<p><b>2007</b> Due to recent changes in the staff structure of the Tower Hamlets Partnership, there have been delays in developing this action by March 2007. However, it has now been agreed to look at this item at the next meeting in January 2008 with a view to completing a follow-up development session before the end of this financial year.</p> <p><b>2008</b> At the January 2008 Excellent Public Service (EPS) meeting, the Community Plan Action Group (CPAG) agreed to work towards</p>

	<p>becoming a Level 5 borough. The Diversity and Equality Network (DEN) was established in early 2008 with a commitment to work in partnership towards achieving a Level 5 Borough. The Network includes representatives from the Council, PCT, registered social landlords and academic institutions. Most recently the DEN have agreed to deliver annual 'Challenge Sessions' for each of the CPAG, which will be facilitated by DEN members according to their area of expertise (i.e. representatives from the PCT to attend the Healthy Communities group). In line with this proposal it has also been agreed to establish a peer support initiative for EqIAs by the Network.</p> <p><b>2009</b> The DEN's work has continued throughout 2009 but it is recognised that it will need to be refreshed. The One Tower Hamlets Challenge Sessions planned for earlier in the year were not all completed and are rescheduled for early 2010. Alongside work on the place of equalities in the Partnership, external scrutiny and further consideration of community leadership it is envisaged that this action will be strengthened further.</p>
<b>Status</b>	<b>Green</b>

<b>Action</b>	<b>Review the Corporate Monitoring Guidelines to include a breakdown of disability categories to obtain a better profile of community needs</b>
<b>Deadline</b>	Completed by March 2007
<b>Outcome / Targets</b>	Improved monitoring arrangements of user needs
<b>Disability Equality Duty</b>	(c)
<b>Responsibility</b>	Service Head, Scrutiny & Equalities (Chief Executive's Directorate)
<b>Progress</b>	<p><b>2007</b> The monitoring guidelines have now been revised and improved with real life examples of where equalities monitoring has informed decisions or service improvements. The monitoring form now also includes physical, sensory, mental impairments and other conditions such as HIV. The guidelines were considered and agreed by Corporate Equalities Steering Group.</p> <p><b>2008</b> An audit of monitoring systems across the Council has highlighted gaps in monitoring in certain services and action plans are being drawn up in each of these areas to bring them into line with corporate standards for equalities monitoring.</p> <p><b>2009</b> A number of focus groups were held in April 2008 in order to gain an inside-view of the practical experience of staff collecting data from service users. Areas considered included staff experiences of monitoring, barriers to effective monitoring, the benefits of effective monitoring and support and guidance. A report was produced with evaluating the project. In conclusion it was felt that the sessions were positive and although a number of barriers were identified, it was felt that these were not insurmountable and many were due to the fact that monitoring on all six strands was a new process which needed time to become embedded. We produced a postcard to be used by staff and given to residents that explained why we requested</p>

	monitoring information and how the information is used and an action plan detailing how we intend to roll out an awareness raising programme to embed the benefits of equality monitoring.
<b>Status</b>	<b>Green</b>

<b>Action</b>	<b>Promote the new Disability Equality Duty – what it means for disabled people, the Council and other services</b>
<b>Deadline</b>	Promotion Campaign agreed January 2007 and delivered throughout 2007
<b>Outcome / Targets</b>	Increased local awareness of the new Duty and its implications
<b>Disability Equality Duty</b>	(c)
<b>Responsibility</b>	Service Head, Scrutiny & Equalities (Chief Executive's Directorate).
<b>Progress</b>	<p><b><u>2007 &amp; 2008</u></b>  A timetable has been drafted with Communications that contains a list of newsworthy articles relating to key milestones from the Disability Equality Scheme that will be publicised in East End Life at regular intervals. This includes our work to involve disabled people to compete in the London Youth Games and to provide training to disabled pupils on travelling on public transport independently. In addition, a presentation and checklist has been produced to raise awareness at team meetings about the Duty and help staff understand how they can make it part of their work. This has been piloted in Chief Executive's Directorate and work needs to be done to publicise this to the other Directorates. This will be via CESG (Corporate Equalities Steering group), DELOs (Directorate Equalities Liaison Officers), staff intranet and Core Diversity training. A letter has been sent to voluntary organisations with a copy of the Disability Equality Scheme publicising what the Council will be doing over the next three years and copies of the DES (Disability Equality Scheme) has been made available in accessible formats in all Idea Stores and libraries.</p> <p><b><u>2009</u></b>  The DES has been monitored annually and the reports made available online. During the review of the scheme in 2009, Directorate Equality Focus Groups and DELOs have reflected on the progress that has been made to inform the refreshed scheme.</p>
<b>Status</b>	<b>Green</b>

<b>Action</b>	<b>Sustain and extend the work undertaken to develop the Disability Equality Scheme including refreshing the corporate support available to services and disabled people</b>
<b>Deadline</b>	Agree actions by March 2007
<b>Outcome / Targets</b>	Improved support to services and disabled people to implement the Disability Equality Scheme.
<b>Disability Equality Duty</b>	(c)
<b>Responsibility</b>	Service Head, Scrutiny & Equalities (Chief Executive's Directorate)
<b>Progress</b>	<p><b><u>2007, 2008 &amp; 2009</u></b>  There is now a specific Diversity &amp; Equality Co-ordinator in post who has lead responsibility for disability equality. This officer is</p>



	supporting the work of the Council and is the first point of contact for colleagues, partners and the public for disability related work or enquiries. Throughout 2009 there has been additional staff resource in place to develop the Pan Disability Panel.
<b>Status</b>	<b>Green</b>

<b>Action</b>	<b>Reviewing the Council's Programme of Equality Impact Assessments (EqIAs) as part of the annual review of equalities impact assessments to identify external factors that may affect our programme such as Olympic 2012 and new communities moving into the borough.</b>
<b>Deadline</b>	Annually
<b>Outcome / Targets</b>	A 3 year programme of Equality Impact Assessments by October 2007
<b>Disability Equality Duty</b>	(b) and (c)
<b>Responsibility</b>	Service Head, Scrutiny & Equalities (Chief Executive's Directorate)
<b>Progress</b>	<p><b>2007</b> The Programme of Equality Impact Assessments has been reviewed and a number of key functions and policies have been prioritised for 2007/08-2009/10 for disability equality impact assessments including Facilities Management and Democratic Engagement. This has been directly informed by the key issues raised by local disabled residents and staff. The three year statutory equalities test of relevance for all policies and functions is specifically considering disability equality. This will be completed in January 2008.</p> <p><b>2008</b> A comprehensive test of relevance exercise was completed at the beginning of 2008 and a new three year programme of equality impact assessments was agreed in April 2008. The test of relevance required officers to think specifically about the relevance of their service to the disability equality duties. Services which had high relevance to the disability equality and where issues had been raised by staff and service providers were flagged up within the test of relevance and EQIA programme.</p> <p><b>2009</b> Of particular significance this year the Human Resources Improvement Programme is undertaking an EqIA. They have identified that in developing the programme to move towards an electronic system for recruitment, they need to mitigate the problems and impact for disabled people who might prefer a paper application form, those who are visually impaired and may not use a computer or those who do not have access to or the ability to use a computer. These issues will be addressed as the Programme moves forward.</p>
<b>Status</b>	<b>Green</b>

<b>Action</b>	<b>Consider how the Council can encourage, support and work with voluntary and community groups run by disabled people</b>
<b>Deadline</b>	Agree actions by March 2007

<b>Outcome / Targets</b>	Improved support to voluntary and community groups run by disabled people
<b>Disability Equality Duty</b>	(c)
<b>Responsibility</b>	Service Head, Scrutiny & Equalities (Chief Executive's Directorate)
<b>Progress</b>	<p><b><u>2007</u></b>  Over a number of years the Council has supported a number of organisations representing disabled people such as DAN (Disability Advocacy Network), DITO (Disability, Information and Training Opportunities), DisabledGO, the Tower Project and The Map Squad. We have representatives from DAN and DITO on our Access Group; DisabledGO have given a presentation at our October meeting about their database of local services and venues and asked for feedback. We are in discussions with the Map Squad about featuring the achievements of our Access Group in their newspaper throughout 2008. A Third Sector representative was also included in the selection process following the restructuring of the corporate equalities function. Next year to strengthen this we will also carry out an audit of all organisations of disabled people, providing support and training in the areas of development need and facilitating the process of joint bidding and partnership fundraising.</p> <p><b><u>2008</u></b>  The former Access Group was invited to tour Canary Wharf with their Facilities Management Team to help identify access issues for disabled people.</p> <p>Work is underway to develop a TH Pan-Disability Panel which can be used in both a consultative and strategic role and for service user feedback. There will also be a focus on how we can support and work with voluntary and community groups. The Participation and Engagement team are currently working with the Diversity &amp; Equalities Team on this.</p> <p>Work with TH Web Team is underway to design a dedicated 'one-stop disability awareness/information' webpage on the staff Intranet. This includes work with the Employers Forum on Disability about having their booklets, bulletins and guidance on this page and this is all supported by our own HR policies/guidance and disability information.</p> <p>Learning Disabilities Initiative pilots: working with colleagues from Adults Health &amp; Wellbeing, Communities, Localities &amp; Culture and Human Resources; the Scrutiny &amp; Equalities Team &amp; HR have both taken on work placements from the Tower Project this year. The aim of these placements is to provide a stepping stone into full time employment for people with learning disabilities. We are also working with the Tower Project to pilot the same initiative this time to external partner organisations - GLL and Veolia. Both of these companies have positions which would be suitable for people with learning disabilities.</p> <p>We have continued to support Bengali Disability Awareness Day.</p>

Both Disabled Go and Direct Enquires delivered presentations at meetings to promote their services which rate facilities and support venues for disabled people in Tower Hamlets. CESH, Disabled Staff Forum Members, the former TH Access Group and DELOs were all asked which organisation would be best suited to provide this service and all agreed that it should be Disabled Go. A three year renewal contract with Disabled Go will run from 2008-2011.

We also worked with the Linkage Plus Team to celebrate a very successful International Day for Older People at the Museum in Docklands in October. We have worked with colleagues in Adults Health Wellbeing to celebrate International Day For Disabled People at the Museum of Childhood in December.

The Map Squad was invited to promote their services during a lunchtime session delivered to staff from the Scrutiny & Equalities Team, members of the Disabled Staff Forum and Directorate Equalities Liaison Officers. The Service Head for Adults Health & Wellbeing and Councillor Sirajul Islam also attended.

### **2009**

The Tower Hamlets Pan-Disability Panel (PDP) is designed to improve engagement with our disabled population - by increasing the actual numbers we talk to and the methods by which we do it. The previous Disabled Access Group had been in place for a number of years but it had become increasingly ineffective. Following discussion with the members themselves, there was overwhelming agreement to disband the Group in Spring 2008 and develop the Pan-Disability Panel.

The new model arose from discussions between the Scrutiny and Equalities Team and Consultation and Involvement Team in the Partnership about how to improve the quality of involvement with disabled residents. The role of local third sector organisations has been important but there is more work to do to improve our working relationships. The PDP offers us an opportunity to embrace a wider range of groups and individuals to capture the full diversity of our disabled population.

The launch and enrolment to the PDP took place in November 2009 at the Brady Centre. Survey respondents who expressed an interest in joining any part of the structure and local disabled organisations were invited to attend. There are no additional criteria other than members will be residents, work or socialise in the Borough. They may be disabled or have an interest in disability related issues, employed by disability related organisations or parents/and or carers of disabled adults or children.

The key aim of the enrolment day was to recruit members to the general Panel and sub-groups from which elected reps will form a PDP Steering Group. We are now working on developing

	the sub-groups, the first of which will be around transport. Membership will include relevant Council Officers, transport providers, service users and disabled support organisations that have an interest in that area eg. Disability Coalition
<b>Status</b>	<b>Green</b>

<b>Action</b>	<b>Supporting schools to prepare a Disability Equality Scheme by offering training and advice</b>
<b>Deadline</b>	December 2007 (primary schools)
<b>Outcome / Targets</b>	All schools have a Disability Equality Scheme (DES) in place which embeds good practice. 100% of DES for primary schools meet Statutory Code of Practice and DRC Guidance for schools by December 2007.
<b>Disability Equality Duty</b>	(c)
<b>Responsibility</b>	Equalities and Partnership Development Manager, (Children, Schools and Families Directorate).
<b>Progress</b>	<p><b><u>2007 -</u></b> Disability Equality in Education hosted a conference with all primary schools in June 2007 about their Disability Equality Schemes. They will receive feedback on their schemes as well as advice on how to address potential gaps in their schemes.</p> <p><b><u>2008 -</u></b> Primary schools received feedback on their schemes to ensure that all aspects of the Duty have been covered. Participants were also given a newly produced course book on the Disability Equality Duty for primary schools with a useful template for writing up their DES. Advice and support was provided to 3 primary schools since January using the training materials as well as good practice from other schools. Since September 2007 a total of 16 schools have received individual advice and support on drawing up a DES.</p> <p>All teams within the Support for Learning Service (SLS) have received training on the DES and have access to templates and support materials. These teams are therefore in a position to support schools with their specialist aspects of the DES e.g. sensory impairment or behaviour. Schools where we are the SENCO (Special Educational Needs Co-ordinators) or where we support the SENCO through a service level agreement (this is approximately six schools), have received enhanced support in drawing up a DES.</p> <p>All primary schools were invited to attend DES workshops arranged in October 2008 to provide feedback on their schemes. All primary schools are required to submit the latest version of their DES by 12th December 2008. Additional support from Disability Equality in Education has been offered to those schools that have not yet completed the final draft.</p>
<b>Status</b>	<b>Green</b>

<b>Action</b>	<b>Launch of Disability Equality Scheme for secondary schools</b>
<b>Deadline</b>	December 2006

<b>Outcome / Targets</b>	Launch DES by December 2006
<b>Disability Equality Duty</b>	(c)
<b>Responsibility</b>	Equalities and Partnership Development Manager, (Children Schools and Families Directorate)
<b>Progress</b>	<p><b><u>2007</u></b> Disability Equality in Education hosted a large conference in November 2006 aimed at secondary schools to launch their Disability Equality Schemes. They held a follow up event in March 2007 and provided feedback on secondary school's Disability Equality Schemes. The event was interactive and schools received positive feedback as well as useful advice on gaps in their Schemes that needed to be addressed.</p> <p><b><u>2008</u></b> In addition to the above individual support was offered to secondary schools and taken up by seven out of 14. Secondary schools have had their DES in place for nearly two years (it became a requirement in December 2006). They are required to submit the revised version of their DES by 12th December 2008.</p> <p><b><u>2009</u></b> All secondary schools were asked to submit their revised DES by July 2009 and all 14 schools have done so. Central training was offered to four secondary schools and two schools who attended the training wanted further individual support</p>
<b>Status</b>	Green

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<b>Committee</b> Overview and Scrutiny	<b>Date</b> 5th January 2010	<b>Classification</b> Unrestricted	<b>Agenda Item No.</b> 9.1	<b>Agenda Item No.</b> 9.1
<b>Report of:</b> Assistant Chief Executive  <b>Originating Officer(s):</b> Ashraf Ali Scrutiny Policy Officer		<b>Title:</b> Scrutiny Challenge Session – English for Speakers of Other Languages (ESOL)  <b>Ward(s) affected: All</b>		

**1. Summary**

- 1.1 This report updates the Overview and Scrutiny Committee on the outcome of the Scrutiny Challenge Session on ESOL provision in the borough with a focus on considering the impact of reduction of services at Tower Hamlets College primarily on the availability of ESOL courses in community based locations.

**2. Recommendation**

- 2.1 The Overview and Scrutiny Committee is asked to note and agree the outcome of the Scrutiny Challenge Session.

**Background papers**

N/A

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

Ashraf Ali

**LOCAL GOVERNMENT ACT, 1972 SECTION 100D (AS AMENDED)  
LIST OF “BACKGROUND PAPERS” USED IN THE PREPARATION OF THIS REPORT**

### **3. Introduction**

- 3.1 Tower Hamlets is one of the most ethnically diverse areas in the country. About half of the total population are from black and minority ethnic communities and there are many new communities moving into the borough which will contribute to a changing community profile over the next ten years.
- 3.2 We know that education is the best way to break the cycle of poverty and give people a step-up into employment. A key priority for the Tower Hamlets Community Plan is to ensure that local people have access to lifelong learning opportunities and this includes making high quality ESOL provision available to those wanting to improve their English skills.
- 3.3 One of the main providers in the borough is Tower Hamlets College with ESOL provision forming 43% of its adult places in the current academic year. In June the College outlined plans to reduce student places for ESOL from 3000 to 2300 to save £1.75 million this year. This is in response to their financial and educational challenges including an adjustment to their curriculum offer in response to major funding and policy changes for further education and a reduction in student numbers and funding from the Learning and Skills Council.
- 3.4 This report provides a summary of the scrutiny challenge session held to consider ESOL provision in the borough with a focus on Tower Hamlets College. This session provided Members with an opportunity to learn more about the impact of the reduction in ESOL places on local residents.
- 3.5 The session was attended by Council Officers from the Children's, Schools and Families Directorate, staff and students from Tower Hamlets College, representatives from the University and College Union (UCU) and 11 Councillors including Cllr Bill Turner who chaired the meeting and Councillor Abdul Asad, Lead Member, Children's, Schools and Families.

### **4. Purpose**

- 4.1 Challenge sessions are designed as a quick way for a group of members to get to grips with key policy issues and provide a robust check on local policies and services. The purpose of this scrutiny challenge session was to:
- Understand the national, regional and local policy on ESOL provision
  - Provide a platform to learn more about the impact of cuts to ESOL services in Tower Hamlets College
  - Consider the future provision of ESOL services available to local residents
- 4.2 Members received presentations and written submissions during the course of the session, as outlined below:
- National and Local Drivers (Written submission by the Learning Skills Council (LSC))
  - Tower Hamlets College Position Paper (Written submission by Michael Farley, Principal Tower Hamlets College )



- A local perspective (John Budis, ESOL Lecturer, Tower Hamlets College)
- The future of ESOL provision in Tower Hamlets (Fiona Paterson, Head of Lifelong Learning Service)

## 5. Background

- 5.1 Skills for Life courses which were more often known as Basic Skills have been taught nationally for many years. The traditional target group was predominantly adults, educated in the UK, who had either missed long periods of schooling or who had not achieved basic English and Maths during their time in school.
- 5.2 During the 1980s and 1990s, provision for ESOL became more widely available, as the flow of refugees and asylum seekers into the UK increased. After 1999, the Government made Skills for Life (including ESOL), a priority. Most demand has been from refugees and asylum seekers keen to improve their literacy and numeracy as well as their English Language skills and fluency. The rate of immigration and the demand for ESOL has out-stripped all the 1999 forecasts.
- 5.3 In October 2006, the Government announced a number of changes to further education funding arrangements that would have an impact in particular on the provision of courses in ESOL. The two changes were set out in the LSC's annual statement of priorities *Raising Our Game*. They were:
- The withdrawal of automatic fee remission from adult ESOL courses
  - The withdrawal of eligibility from adult asylum seekers to access all publicly funded further education

## 5.4 Rationale for proposed changes to ESOL

ESOL is delivered as part of the Skills for Life Strategy and mainly funded as part of the LSC's Adult Learner Responsive budget. The LSC published *Priorities for Success* in 2005, which set out the need to 'focus public investment in adult learning on increasing participation and achievement in areas of highest economic growth and social priority'. Due to the significant growth in spending on ESOL, *Priorities for Success* led to a review of arrangements for support for ESOL and to the changes announced in October 2006 by the Government.

## 5.5 Drivers for change

There were two key drivers for the change to funding arrangements for ESOL:

- Managing the unsustainable growth in demand for provision and checking the impact that growth in demand for ESOL could have had on the delivery of other adult learning priorities
- Reprioritising ESOL funding towards those learners who most needed public help and support to enable them to integrate and become economic contributors in the UK

In practice, the new rules introduced in 2007 meant that in some parts of the country enrolments fell substantially but this was not the case in Tower Hamlets although a fee waiver at entry level 1 and 2 helped to maintain numbers.

- 5.6 In June 2009, Tower Hamlets College announced that it needed to make savings of £1.75 million for the academic year 2009/10. Part of the overall cost saving package included reductions from 3000 to 2300 student places for ESOL courses and the rationalisation of provision within the community, withdrawing from 11 outreach centres in the borough.

## **6. National and Local Drivers**

- 6.1 At the meeting members were made aware of national and local drivers and considered a written paper submitted by the LSC.
- 6.2 The paper outlined how ESOL is a key national government priority and that in 2006, 600,000 people of working age were estimated to have varying levels of ESOL need in London. Roughly a quarter of this figure accessed publicly funded provision but the numbers of people taking up provision has steadily increased. In 2004/05, around 111,000 people took up LSC provision, rising to over 127,500 in 2005/06. The Government, through the LSC, managed a reduction in take up by targeting funding on provision that met the Public Service Agreement (PSA) targets at level 2 and level 3 as well as cutting free provision.
- 6.3 The key providers of ESOL and basic skills provision in the borough are Tower Hamlets College and the Lifelong Learning Service. There are also several third sector providers and provision, commissioned by the Department of Work and Pensions (DWP) targeted at parents in workless households. It is expected that ESOL and Skills for Life provision will form 43% of all adult places in Tower Hamlets College from 2009/10.
- 6.4 A discussion was held on the demand for ESOL provision locally. Dan Trubman from the UCU outlined that in Tower Hamlets the demand for provision at pre entry, entry level 1 and entry level 2 remains high. In particular there remains a very strong demand for entry level 1 provision for new readers and writers. Demand significantly outstrips supply for ESOL at lower levels. He also informed members that in May 2009 the Department for Innovation, Universities and Skills (DIUS) launched a 'New Approach' to ESOL which tasked the local authority to take the lead with ESOL providers and partners to identify groups/individuals who should be identified as priority learners. There is no new money but in drafting a plan, the expectation is that all sources of funding and services will be considered to support the learners.
- 6.6 The LSC paper argued that this new approach provides the opportunity for a locally led approach to aligning all ESOL funding and targeting those with the highest perceived need for language training and support.
- 6.7 In response to a question regarding whether an equality impact assessment (EqIA) was undertaken when removing automatic fee remission Dan Trubman stated that in meeting responsibilities under the Race Relations Act 1976 (as amended by the Race Relations (Amendment) Act 2000), the Department for Education and Skills

working jointly with the LSC carried out a full race equality impact assessment on the changes.

- 6.8 Members were informed of the subsequent effect of removing automatic fee remission for ESOL. Since August 2007, free tuition is only available for certain priority groups. These include people who are unemployed or receiving income based benefits and asylum seekers whose applications are still pending after 6 months or who are unable to leave the UK for reasons beyond their control.
- 6.9 John Budis, a Lecturer at Tower Hamlets College, also argued that it had an adverse effect on those it was supposedly intended to help. Anyone who is in paid work that earns an income that exceeds £20k has to pay full tuition, exam and registration fees. Reductions are available for those on lower incomes but they would still have to pay.
- 6.10 John Budis further added that he had seen a succession of ESOL students enrolling and then leaving when the demand for fees arises. These are typically long-term residents of the borough from Bangladeshi or Somali origin who have managed to secure an income of just above £20k and which very often supports an extended rather than nuclear family.
- 6.11 It was suggested that this is exactly the type of target group that the new approach to ESOL is aimed at, as very often it is women who are no longer able to access the classes they accessed for free in the past. Roberto Fotho, another ESOL Lecturer at the College, said that in 2003 the enrolment figure stood at 7000 but now the figure is 2300, corroborating claims made by John Budis and exemplifying the outcome of the “rationing” process.

## **7. Tower Hamlets College - position paper**

- 7.1 Members spent time reflecting upon a college position paper submitted by Michael Farley, Principle of Tower Hamlets College. The paper stated that the College’s adult learner responsive funding allocation from the LSC for 2009/10 resulted in a funding cut of £333,000. Since 2007/08 the College has had a funding reduction of more than £1 million to its Adult Learner Responsive contracts. Furthermore, during 2007/08 the College received ESOL transitional support funding for one year to develop more work-focused provision at lower levels. This has meant a further reduction in income from the LSC in 2008/09 of £634,000 in real terms.
- 7.2 The reason being that the LSC significantly reduced the current volume of ‘developmental learning’ (qualification bearing courses but not a priority for public funding) student numbers and shift targets to higher levels. A number of important courses have been funded in the past through developmental learning, including entry level ESOL programmes. Within the current funding constraints, the LSC requirement for the College to deliver accredited and higher level ESOL courses have reduced student places available at entry level. Members expressed concerns about this reduction, arguing that it affected local students the most because many had needs at entry level.

- 7.3 Members were informed that after careful consideration of cost factors, health and safety and the suitability of each of the outreach centres, provision was withdrawn from 11. This amounts to a loss of over 22 courses with between 12 and 16 students per course or 250 student places. Students that typically enrolled on these courses are exactly those from settled communities but who need help to encourage and maintain English speaking to support integration that are highlighted as a priority group in the government's publication 'A new approach to ESOL' .
- 7.4 Furthermore, members were told in the presentation from the Tower Hamlets UCU delegation that cuts will isolate the most vulnerable, in particular women. It will also break up a strong partnership between the College and residents built by years of hard work. For some residents the option of attending ESOL classes organised by a private provider might mean an unsuitable teaching and learning environment with the added pressure of having to pay fees at a commercial rate. It was felt that some private providers had less than robust quality assurance systems and prioritised selling certificates rather than teaching.

## **8 The future of local ESOL provision**

- 8.1 Members were informed that the Lifelong Learning Service currently provides ESOL at entry levels 1 and 2 and, in some instances, level 3. It currently funds approximately 24 courses reaching an average of 300 learners. All courses are accredited currently by English Speaking and Listening Board (ESB) and cover aspects of citizenship and living in the UK. Teaching staff are Skills for Life qualified and the service is subject to external regulation by Ofsted. Many support activities are undertaken in schools, this includes 18 courses a year targeted at parents allowing them to develop language skills as well as to understand and support their children's educational achievement.
- 8.2 Fiona Paterson, Head of the Lifelong Service, said that the new response to ESOL will be a challenge as there are fewer resources to meet residents' needs. Members sought clarification on how the Council can ensure quality and were informed that the Service is contractually required to recruit qualified teacher staff on the same basis as any other provider funded by the LSC.
- 8.3 The Council had also allocated £1.17 million of Working Neighbourhood Funds (WNF) to develop a programme of ESOL through a partnership project coordinated by the Lifelong Learning Service. Seven providers, including Tower Hamlets College, are offering classes at levels entry 1 to entry 3 between April 2009 and July 2010.
- 8.4 Cllr Abdul Asad, Lead Member for Children's Schools and Families, advised that the Cabinet would allocate a further £200k to minimise the impact on residents as a direct response to the reduction in lower level ESOL provision that the College is no longer able to provide. This money will be used for 14 entry level ESOL courses to meet demand at levels entry 1 – entry 3. These will support learners to gain the vital skills needed to function within society, gain employment and contribute to the economic prosperity of the Borough. The proposed courses will help to reduce the waiting list.

## 9 Recommendations

- 9.1 Members were specifically told that anyone attending an ESOL course that is in paid work with an income that exceeds £20k has to pay full tuition fees, exam and registration fees. Reductions are available but only for those on lesser incomes or where the funding stream, for example, WNF means that there is no cost to the participant. The closure of ESOL provision at community centres has placed pressure on residents to seek alternative providers including private colleges. There is a risk that some residents might go to a private college and be enrolled on a course without proper initial assessment, find the course unsuitable and have problems trying to obtain a refund. However, for many residents there is no option of paying a commercial tuition fee so the impact is around reduced available opportunity.
- 9.2 Members were also informed that there was a concern that some private colleges offered ESOL certificates in exchange for money. Council Officers said that private colleges are not subjected to the same inspection or monitoring as public and third sector providers. Members argued that the Council should take a more proactive role to scrutinise these colleges to ensure that they are not cheating residents out of money.

**Recommendation 1**– That the Trading Standards service investigate allegations of bogus issue of Skills for Life certificates and pursue prosecution or other sanction, and ESOL providers across the borough through External Partners Advisory Group (EPAG), are encouraged to report any instances of fraudulent ESOL qualifications to Trading Standards that come to their attention.

- 9.3 It was noted that ESOL and Skills for Life provision will form 43% of all adult places at Tower Hamlets College from 2009/10 and the majority of this provision will be delivered at entry level 1 and 2.
- 9.4 Members spoke of the need to have sufficient ESOL provision at entry level to meet the demand from local residents. This will empower residents to live independent lives. The meeting was informed that the Leader of the Council and the College had sent a joint letter to the Minister responsible Further Education (Kevin Brennan) but had not received a particularly encouraging response. A further briefing had been sent to the Mayor of London's Office highlighting the impact of the reduction of entry level ESOL places in the borough. To date there had been no direct response but ESOL has been included as the first priority in the *London Enriched* Strategy which has recently been published and the Mayor, through the London Skills and Employment Board (LSEB) wanted to direct resources to parts of the capital that have particular needs. Members argued that the key question is whether we are meeting the needs of the local community and those deemed hardest to reach when we have cut so many entry level courses and have a year-on-year waiting list that is expanding.
- 9.5 Members requested that the Council and the College, informed by the work on the New Approach to ESOL submit a further joint letter to the Secretary of State for Innovation, University and Skills challenging the cuts to entry level courses by

identifying the effect this will have on local residents. This is particularly pertinent for a borough like ours which has a high number of new residents coming to settle.

- 9.6 Members also made the point that given that most ESOL students access entry level courses, there should be a continued effort to find ways of making sure that this provision is protected and where possible increased. To this end, members recommended that the Council work with partners and other ESOL providers to try and keep existing entry level courses open and look for innovative ways of increasing this.

**Recommendation 2**—That a further joint letter from the Council and Tower Hamlets College and all interested stakeholders is submitted to Secretary of State for Innovation, Universities & Skills (DIUS) and the Mayor of London lobbying the government for further funding for entry -level ESOL provision and highlighting the need in Tower Hamlets.

**Recommendation 3** – That the New Approach to ESOL plan prioritises entry level ESOL courses and includes action to identify further funding for entry level ESOL provision.

- 9.7 Members were also told that the closure to 11 ESOL courses in community centres would mean that many students were now in a position of having fewer venues to access courses. Members were informed that the EPAG is working to establish a coordinated approach to delivery amongst all the ESOL providers in the borough. Members welcomed this but argued that EPAG should make certain that those affected by closures to centres are aware of alternative providers.

**Recommendation 4** – That EPAG ensures students displaced by the closure of the 11 ESOL courses in community centres are supported and redirected to other accredited providers that are able to meet their needs.

- 9.8 Members were also told that Jobcentre Plus commission ESOL courses for targeted groups and individuals in receipt of Job Seekers Allowance (JSA and other benefits). College staff argued that there were examples of students having to leave college courses to attend Job Centre Plus provision instead to ensure they kept their benefit entitlement. Members were keen to ensure that the quality of these courses is the same as that found at Tower Hamlets College. They recommended that Jobcentre Plus consider running courses jointly with the College, utilising the expert knowledge that staff at the college have.

**Recommendation 5** – That Job Centre Plus is encouraged to participate fully in EPAG to share information about provision and exchange best practice so that the planning of ESOL provision and the standard of delivery meets the needs of local residents.

## 10. Conclusion

- 10.1 The Challenge Session was an opportunity for members to understand the impact of cuts to ESOL provision by Tower Hamlets College. The session enabled

members to ask key questions such as what the future of ESOL provision will be in light of these cuts and what actions the Council and its partners will take.

- 10.2 Members were clear that there is a the need for a more joined up approach to ESOL provision, which included working more closely with the EPAG and Tower Hamlets College to support the most vulnerable residents. They welcomed the opportunity to consider and review the impact of ESOL reductions and to explore new approaches to ensuring that the impact on residents is minimised.

## **11. COMMENTS OF THE CHIEF FINANCIAL OFFICER**

- 11.1 This report updates the Overview and Scrutiny Committee on the outcome of the Scrutiny Challenge Session on ESOL provision in the Borough.
- 11.2 There are no specific financial implications emanating from this report but in the event that the Council agrees further action in response to this report's recommendations then officers will be obliged to seek the appropriate financial approval before further financial commitments are made.

## **12. CONCURRENT REPORT OF THE ASSISTANT CHIEF EXECUTIVE (LEGAL)**

- 12.1 The Council is required by section 21 of the Local Government Act 2000 to have an Overview and Scrutiny Committee and to have executive arrangements that ensure the committee has specified powers. Consistent with this obligation, Article 6 of the Council's Constitution provides that the Overview and Scrutiny Committee may consider any matter affecting the area or its inhabitants and may make reports and recommendations to the Full Council or the Executive in connection with the discharge of any functions.
- 12.2 The Council is an enforcement authority under the Consumer Protection from Unfair Trading Regulations 2008 and has a duty to enforce those regulations. The subject conduct may be a misleading action or an unfair commercial practice within the meaning of those regulations.
- 12.3 The Council has power pursuant to sections 15A and 15B of the Education Act 1996 to secure the provision for Tower Hamlets of full-time or part-time education suitable to persons: (a) who are over compulsory school age who have not attained the age of 19 (16 – 19 provision); and who have attained the age of 19. This may include provision for persons from other areas. The Council may do anything that it considers necessary or expedient for the purposes of, or in connection with, the provision of such further education.

## **13. ONE TOWER HAMLETS CONSIDERATIONS**

- 13.1 Ensuring fair and equal access to services in the borough is an important step towards challenging inequalities. During the session Members considered the impact

of cuts to ESOL courses and made recommendations to improve access to allow those who do not have English as a first language to improve their life.

- 13.2 New migrant communities are often among the poorer members of the community. Access to basic ESOL courses is therefore vital to ensure that they are able to access key services such as GPs or housing. In the longer term, the provision of ESOL at both entry-level and with an employment and skills emphasis will ensure that new migrants are more able to access the labour market, and often at a higher level.