

Meeting of the

# OVERVIEW & SCRUTINY COMMITTEE

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Tuesday, 5 October 2010 at 6.00 p.m.

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## A G E N D A

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### VENUE

M72, 7th Floor, Town Hall, Mulberry Place, 5 Clove Crescent, London,  
E14 2BG

Members:	Deputies (if any):
Chair: Councillor Ann Jackson	
Vice-Chair: Councillor Ahmed Omer	
Councillor Stephanie Eaton	Councillor Alibor Choudhury, (Designated Deputy representing Councillors Ann Jackson, Ahmed Omer, Rajib Ahmed, Rabina Khan, Lesley Pavitt and Zenith Rahman)
Councillor Tim Archer	Councillor Lutfur Rahman, (Designated Deputy representing Councillors Ann Jackson, Ahmed Omer, Rajib Ahmed, Rabina Khan, Lesley Pavitt and Zenith Rahman)
Councillor Harun Miah	Councillor Peter Golds, (Designated Deputy representing Councillor Tim Archer)
Councillor Rajib Ahmed	Councillor David Snowdon, (Designated Deputy representing Councillor Tim Archer)
Councillor Rabina Khan	Councillor Shelina Aktar, (Designated Deputy representing Councillors Ann Jackson, Ahmed Omer, Rajib Ahmed, Rabina Khan, Lesley Pavitt and Zenith Rahman)
Councillor Lesley Pavitt	
Councillor Zenith Rahman	

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

**Co-opted Members:**

Jake Kemp	– (Parent Governor Representative)
Rev James Olunipekin	– (Parent Governor Representative)
Mr Mushfique Uddin	– (Muslim Community Representative)
Vacancy	– Roman Catholic Diocese of Westminster Representative
Canon Michael Ainsworth	– (Church of England Representative)
Mr Ahbab Miah	– (Parent Governor Representative)

If you require any further information relating to this meeting, would like to request a large print, Braille or audio version of this document, or would like to discuss access arrangements or any other special requirements, please contact:

Amanda Thompson, Democratic Services,

Tel: 020 7364 4651, E-mail:[amanda.thompson@towerhamlets.gov.uk](mailto:amanda.thompson@towerhamlets.gov.uk)

# LONDON BOROUGH OF TOWER HAMLETS

## OVERVIEW & SCRUTINY COMMITTEE

Tuesday, 5 October 2010

6.00 p.m.

### SECTION ONE

#### 1. APOLOGIES FOR ABSENCE

To receive any apologies for absence.

#### 2. DECLARATIONS OF INTEREST

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

#### 3. UNRESTRICTED MINUTES

3 - 12

To confirm as a correct record of the proceedings the unrestricted minutes of the meeting of the Overview and Scrutiny Committee held on 7 September 2010.

#### 4. REQUESTS TO SUBMIT PETITIONS

To be notified at the meeting.

#### 5. REQUESTS FOR DEPUTATIONS

To be notified at the meeting.

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

##### 6.1 Report Called In - Enforcement Policy and RIPA

13 - 100

(Time allocated – 30 minutes)

#### 7. SCRUTINY SPOTLIGHT

The Lead Member for Housing, Heritage and Planning, Councillor Marc Francis, will attend to report on his portfolio.

(Time allocated – 30 minutes)

#### 8. PERFORMANCE MONITORING

**8 .1 Strategic Performance and Corporate Revenue and Capital Budget Monitoring (Quarter 1) 101 - 210**

(Time allocated – 20 minutes)

**8 .2 Councillor Call for Action Performance Digest Update 211 - 234**

(Time allocated – 20 minutes)

**9. OVERVIEW AND SCRUTINY MONITORING AND MANAGEMENT**

**9 .1 Overview and Scrutiny Recommendation Tracking Update 235 - 398**

(Time allocated – 20 minutes)

**9 .2 Tower Hamlets Enforcement Officers - Scrutiny Challenge Session Report 399 - 410**

(Time allocated – 20 minutes)

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

To consider and agree pre-decision scrutiny questions/comments to be presented to Cabinet on 6 October.

(Time allocated – 10 minutes).

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

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

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

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

**EXEMPT/CONFIDENTIAL SECTION (Pink Papers)**

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

**13. SECTION TWO REPORTS 'CALLED IN'**

There were no Section Two reports 'called in' from the meeting of Cabinet held on 8 September 2010.

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

(Time allocated 5 minutes).

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

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# Agenda Item 2

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

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

### Declaration of interests for Members

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

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

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

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

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

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

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

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

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

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

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

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



**LONDON BOROUGH OF TOWER HAMLETS**

**MINUTES OF THE OVERVIEW & SCRUTINY COMMITTEE**

**HELD AT 5.40 P.M. ON TUESDAY, 7 SEPTEMBER 2010**

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

**Members Present:**

Councillor Ann Jackson (Chair)  
Councillor Ahmed Adam Omer (Vice-Chair)  
Councillor Lesley Pavitt  
Councillor Tim Archer  
Councillor Rajib Ahmed  
Councillor Zenith Rahman

**Other Councillors Present:**

None.

**Co-opted Members Present:**

Canon Michael Ainsworth – (Church of England Representative)  
Mr Ahbab Miah – (Parent Governor Representative)  
Rev James Olanipekin – (Parent Governor Representative)  
Jake Kemp – (Parent Governor Representative)

**Guests Present:**

None. –

**Officers Present:**

Afazul Hoque – (Scrutiny Policy Manager, Scrutiny & Equalities, Chief Executive's)  
Hafsha Ali – (Acting Joint Service Head Scrutiny & Equalities, Chief Executive's)  
David Galpin – (Head of Legal Services (Community), Legal Services, Chief Executive's)  
Jonny Moore – (Interim Strategy Officer, Development and Renewal)  
Keiko Okawa – (Scrutiny Policy Officer Scrutiny & Equalities, Chief Executive's)  
Chris Saunders – (Interim Political Advisor to the Labour Group, Chief Executive's)

Zoe Folley

– (Committee Officer, Democratic Services Chief Executive's)

**1. APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors Harun Miah, Stephanie Eaton Rabina Khan and also Mushfique Uddin (Muslim Community Representative).

Apologies were also received from Councillor Josh Peck (Deputy Leader)

**2. DECLARATIONS OF INTEREST**

No declarations of Interest were made.

**3. UNRESTRICTED MINUTES**

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

**RESOLVED**

That the unrestricted minutes of the meeting of the Overview and Scrutiny Committee held on 3<sup>rd</sup> August 2010 be approved and signed by the Chair as a correct record of the proceedings.

**4. REQUESTS TO SUBMIT PETITIONS**

The Chair advised that the Assistant Chief Executive had received no requests to present a petition in respect of the business contained in the agenda.

**5. REQUESTS FOR DEPUTATIONS**

The chair advised that the Assistant Chief Executive had received no requests for a deputation in respect of the business contained in the agenda.

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

The Chair advised that no requests had been received by the Assistant Chief Executive to "call in" for further consideration, by the Overview and Scrutiny Committee, any provisional decisions taken by the Cabinet, at its meeting held on 4<sup>th</sup> August 2010.

## **7. SCRUTINY SPOTLIGHT**

In view of Councillor Peck's unavailability, it was agreed that his spotlight session would be re – scheduled to a future meeting.

## **8. BUDGET AND POLICY FRAMEWORK ISSUES**

### **8.1 The Local Development Framework (LDF) Core Strategy - Adoption of the Plan**

Mr Jonny Moore (Interim Strategy Officer, Development and Renewal) presented the report regarding the Local Development Framework (LDF) Final Core Strategy.

Mr Moore advised that the Final Core Strategy had been through an extensive consultation exercise over the past 3 years including evidence base collection, options testing, public consultation, member approval and independent examination.

Overall the Inspector had found the strategy to be sound. Therefore it was recommended that the Strategy (Appendix 1) and the Inspectors required changes (Appendix 2) and the three Annexes be submitted to Cabinet and Full Council for adoption.

In considering the plan, the Committee raised the following points:

- In relation to the northern part of the Borough (Victoria Park, Hackney, Shoreditch area), there was nothing in it about the promotion of shops in that area. This was important as it provided an important link to the Olympic Site.
- The costs of implementing the strategy. Possibility that the costs would increase and there would be additional expenditure.
- Whether the comments of the Inspector would be feed into future assessments.
- Rational for submitting the strategy to the Committee ahead of Cabinet.

In relation the Inspectors comments, Members drew attention to the following comments and requested that they be addressed:

- The concerns around the diagrams for Millwall, Cubbitt Town (pg 43 of the agenda).
- The concerns around lack of sensitivity to local concerns (pg 44).
- The concerns around the document being too difficult for people to understand.
- Recommendation that the evidence base and decisions should be linked.

The Chair of the Committee requested that the finding of the Scrutiny Review on Childhood Obesity be factored into the LDF, arising from the review on affordable homeownership around open plan living space.

The Chair also stated that she had hoped that the Corporate Director for Development and Renewal would be present at the meeting to reply to questions especially on the budget as there were ongoing costs.

In reply to the comments, officers reported that:

- Officers had held a series of workshops in the Bethnal Green /Shoreditch area as part of the consultation exercise. The aims identified at which mirrored those within the Core Strategy.
- In relation to the shops in the northern part of the Borough, there was other policies and initiatives outside the Core Strategy that supported such aims.
- Officers would be taking forward the next phase of the LDF process and it was possible that during which, new ideas may come to light.
- Explained the purpose of the diagrams for growth in Millwall and Cubbitt Town.
- Referred to the amount of work involved in preparing the detailed documents. This would be funded through existing identified resources.
- The decisions were evidence based, however the link between the evidence and the decisions could have been made clearer and this would be addressed.
- In relation to the Inspectors comments, officers would certainly bear them in mind when producing future documents, especially in determining appropriate consultation levels, and the need to engage residents in the process right from the start. Future documents would clearly explain the purpose of the proposals in more detail.
- The CS had identified a need for a land area for house waste facilities. Consideration was being given to identifying a suitable site for such facilities. Currently a number of sites were being looked at.

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

#### **RESOLVED**

- (1) That the recommendations to Cabinet included in the report be endorsed.
- (2) That Cabinet be notified of the Committee's comments as set out above.

## **9. OVERVIEW AND SCRUTINY MONITORING AND MANAGEMENT**

### **9.1 Appointment of Co-opted Members**

The Committee were asked to agree the co-option of representatives in respect of educational matters. It was noted that 7 people put themselves forward for the two positions and following an election Rev James Olanipekin and Jake Kemp were elected.

The Chair welcomed the two representatives to the Committee as Parent Governors.

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

### **RESOLVED**

That the co-option of representatives in respect of education matters as set out below be agreed:

Parent Governor representative	Rev James Olanipekin
Parent Governor representative	Jake Kemp

Please note that the order of business was varied by resolution of the Committee earlier in the proceedings in order to allow this item to be considered following Agenda Item 6. "Section One Reports Called - In", however for ease of reference the items are set in the order detailed in the agenda.

## **9.2 Overview and Scrutiny Committee Work Programme 2010/2011**

The Chair presented the Overview and Scrutiny work programme for 2010/11. She encouraged Members to forward ideas for inclusion to the plan.

The Chair reported that two further meetings had been scheduled for the review on holding the Mayor to account and the role of Scrutiny. The next meeting for which would be held on 21<sup>st</sup> September 2010. Members were hoping to interview two Authorities with a directly Elected Mayor and were intending to gather anecdotal evidence as well.

### **Safe and Supportive Community**

Councillor Pavitt reported on the Safeguarding Vulnerable Adults review. She reported that she had recently attended a meeting with the Adults Health and Wellbeing Directorate who were supportive of the review and had identified possible areas of investigation. She reported that the first meeting of the Panel had been rescheduled. However officers had e-mailed Members to confirm the new arrangements.

Councillor Pavitt also reported on the review of Tower Hamlets Enforcement Officers (THEOs). The Panel had received a response to their findings however Councillor Pavitt expressed concern over the content of it. In reply,

the Scrutiny and Policy Manager, Scrutiny and Equalities **Agreed** to look into the response and report back to Councillor Pavitt.

### **Healthy Communities**

Councillor Archer reported on the work of the Health Scrutiny Panel. It was reported that a Scrutiny Challenge session would to be held on Polysystems and the reconfiguration of local services. The date of which had recently been moved. It would now be held on 29<sup>th</sup> September 2010. All Members were welcomed to attend. It was initially planned that the review be split into two sessions covering internal and external issues. However consideration was now being given to pulling the two sessions together.

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

### **RESOLVED**

1. That the Overview and Scrutiny Committee for 2010/11 be noted.
2. That the Acting Joint Service Head of Scrutiny and Equalities after consultation with the Chair of Overview and Scrutiny Committee be authorised to finalise the work programme.

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

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

### **RESOLVED**

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

Agenda Item 6.3 (Carbon Reduction Commitment (CRC) Energy Efficiency Scheme). Question 1 be amended to recommend that large buildings be required to have automatic switch off lights.

### **Agenda Item 6.2 Adoption of Housing Investment Programme Capital Estimates – 2010/11 (CAB 030/101)**

1. With reference to paragraph 6.6 has the Council or Tower Hamlets Homes identified a discrete project which could be undertaken as a decent homes pilot programme and if so what will this involve?
2. The first column in Table 2 outlines available resources of only £38K for 2010/11 - is this prudent? Does the contingency mentioned in 7.6 of £500,000 relate to risks in this area

**Agenda Item 6.3 Carbon Reduction Commitment (CRC) Energy Efficiency Scheme (CAB 031/101)**

1. Where does street lighting come into the calculations? Are we investigating a centrally controlled system for the borough, which could give the option of dimming lights during periods of least need, and could save up to 40% of the lighting costs in future years, with a subsequent large saving in carbon footprint.
2. With reference to paragraph 7.5, is the Council's general fund budget sufficient to cover a possible penalty payment on carbon emissions, given that cash flow is mentioned as being a factor in payment of the initial carbon payment?
3. Will we update the Council's Procurement Policy to reflect our energy efficiency objectives in awarding contracts?

**Agenda Item 6.4 Renewal of Housing General Build Repair and Gas Servicing and Repair Contracts (CAB 032/101)**

1. A key issue raised with Members by residents is around repeat visits because of the unacceptable condition of the area left by contractors. Can the Cabinet explain how this will be addressed by the new contractor?
2. In relation to paragraph 16.1, what areas of duplication exist between THH and the contractor, and why?

**Agenda Item 6.6 Poplar Baths – proposed procurement route (CAB 034/101)**

1. With reference to paragraph 7.5 can the Cabinet clarify how much we may have to pay back developers if the scheme does not go ahead?

**Agenda Item 7.1 Childcare Capital Projects (CAB036/101)**

1. Can the Cabinet confirm how the borough is meeting the needs for affordable childcare in the borough?
2. In relation to paragraph 5.10, the two projects for consideration are part of the uncommitted budget, and in the process of appeal, what are the implications if the appeal fails (beyond the fact that they will not progress and keeping in mind provision of childcare in the borough)?

**Agenda Item 7.2 Culloden Primary School – Proposed Expansion (CAB 037/101)**

1. In paragraph 6.7 it states that there are some unfilled places in upper years due to movement out of the borough. Is this a general trend and

if so, how many places does it leave unfilled in our primary schools. Do we have a plan to manage this?

**Agenda Item 10.1 2009/10 Capital Outturn (CAB 040/101)**

1. In Appendix 1.1 it outlines plans for additional funding from TfL. Can you explain what this is for?

**Agenda Item 12.1 Exercise of Corporate Director Discretion**

1. Can the Corporate Director for Children, Schools and Families clarify if we would have saved money if the 3 contracts being renewed were re-tended at the right time and is there an issue with management of contract in Children, Schools and Families Directorate?

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

The Committee received a supplemental report regarding Enforcement Policy and the Regulatory and Investigatory Powers Act (RIPA). Permission was sought for this to be submitted to the Cabinet as an urgent item.

Mr David Galpin, (Head of Legal Services, Community) explained the reasons for urgency.

One of the key objectives of the policy was to establish a Council wide enforcement policy to govern its regulatory functions. The policy also updates the conduct for covert investigations and proposed that the Standard Committee should have oversight of enforcement action.

In response to the report, Members raised questions around the timing of the proposals, why now? Members also questioned the reasons for proposing that the Standard Committee monitor the process rather than this Committee, whether the policy covered Registered Social Landlords, would they be required to comply with it? whether the Police had been consulted, use of the word covert, costs of implementing the policy, when the guidance would be produced.

In response, Officers reported the following points:

- The Secretary of State had implemented a new Code of Conduct under the RIPA procedure and it was considered good practice that the Council complied with this and implemented the new policy.
- It was also considered good practice to implement the proposals to promote sound principles of enforcement .
- Part of the Standards Committee's role involved monitoring the Council's Code of Conduct therefore oversight of this process would sit comfortable within its remit.
- The policy only applied to Councils.



- Any additional work would be adsorbed within the existing capacity.

The Committee agreed that the Standard Committee should have oversight of the policy, but also felt that the OSC should have a role in reviewing the operation of the process to ensure it was working well. Subject to this, it was agreed that the report should be submitted to the Cabinet for consideration.

**RESOLVED**

- (3) That the recommendations to Cabinet included in the report be endorsed.
- (4) That Cabinet be notified of the Committee's comments as set out above.

The meeting ended at 6.25 p.m.

Chair, Councillor Ann Jackson  
Overview & Scrutiny Committee

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# Agenda Item 6.1

<b>Committee:</b>  <b>OVERVIEW AND SCRUTINY</b>	<b>Date:</b>  <b>5 October 2010</b>	<b>Classification:</b>  <b>Unrestricted</b>	<b>Report No.</b>	<b>Agenda Item No.</b>  <b>6.1</b>
<b>Report of:</b> <b>Assistant Chief Executive</b>  <b>Originating Officer(s):</b> <b>Amanda Thompson</b> <b>Team Leader, Democratic Services</b>			<b>Title: Cabinet Decision Called-in:</b> <b>Enforcement Policy and RIPA</b> <b>Wards: All</b>	

## 1. SUMMARY

- 1.1 The attached report of the Assistant Chief Executive, Legal Services, was considered by the Cabinet on 8 September 2010 and has been "Called In" by Councillors Tim Archer, Craig Aston, Peter Golds, David Snowden and Gloria R Thienel for further consideration. This is in accordance with the provisions of Part Four of the Council's Constitution.

## 2. RECOMMENDATION

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

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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 paper"

**Cabinet report - 8 September 2010**

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

**Amanda Thompson**  
**02073644651**

### **3. THE CABINET'S PROVISIONAL DECISION**

**3.1** The Cabinet after considering the attached report provisionally agreed:-

1. That, subject to (a) below, the enforcement policy contained in Appendix 1 to the report (CAB 041/101), be approved:

(a) Annex 1 "Policy on the use of Covert Surveillance Regulation of Investigatory Powers Act 2000", Section 4 "Priorities", Paragraph 4.3 list of Council's current priorities for the use of RIPA to be revised to include all licence breaches.

2. That Full Council be recommended to amend the Council's Constitution so that the Terms of Reference of the Standards Committee includes oversight of enforcement action as part of its ethical governance function; and

3. That the Members Development Programme be modified to include training for members of the Standards Committee in respect of the Authority's Enforcement Policy and specifically aspects relating to the Regulation of Investigatory Powers Act 2000 (RIPA) dealing with surveillance.

### **4. REASONS FOR THE 'CALL IN'**

**4.1** The Call-in requisition signed by the five Councillors listed above gives the following reasons for the Call-in:

'Concerns regarding this policy and in particular the oversight by Standards Committee'.

### **5. ALTERNATIVE COURSE OF ACTION PROPOSED:**

**5.1** The Councillors submitting the Call-in requisition have proposed the following alternative course of action:

'Member oversight should be by the Overview and Scrutiny Committee'.

### **6. CONSIDERATION OF THE "CALL IN"**

**6.1** The following procedure is to be followed for consideration of the "Call In":

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

**N.B. – In accordance with the Overview and Scrutiny Committee Protocols and Guidance adopted by the Committee at its meeting on 5 June, 2007, any Member(s) who presents the "Call In" is not eligible to participate in the general debate.**

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

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<b>Committee:</b> Cabinet	<b>Date:</b> 8 September 2010	<b>Classification:</b> Unrestricted	<b>Report No:</b> CAB 041/101	<b>Agenda Item:</b>
<b>Report of:</b> Assistant Chief Executive (Legal Services)  <b>Originating officer(s)</b> David Galpin, Head of Legal Services - Community		<b>Title:</b> Enforcement Policy and RIPA  <b>Wards Affected:</b> All		

## 1. SUMMARY

- 1.1. It is proposed that the Council adopts an umbrella enforcement policy to govern its regulatory functions. The policy would apply across service areas to all of the Council's criminal and quasi-criminal enforcement. It would not apply to purely civil enforcement, such as debt recovery. The policy is intended to promote key principles of enforcement, including consistency and transparency.
- 1.2. The proposed enforcement policy expressly deals with the conduct of investigations by the Council and the rights of individuals. Covert investigative techniques are important, albeit last resort, measures employed by the Council to further its objectives. The Council has for several years had officer-developed policies and manuals under the Regulation of Investigatory Powers Act 2000 ("**RIPA**") dealing with directed surveillance and use of covert human intelligence sources.
- 1.3. In March 2010, the Secretary of State issued new codes of practice under RIPA. Consistent with those codes of practice, it is proposed that members should have oversight of the Council's implementation of RIPA. It is recommended that this function be exercised by the Standards Committee with a reporting line to Cabinet in respect of any identified issues.

## 2. DECISIONS REQUIRED

Cabinet is recommended to:-

- 2.1. Approve the enforcement policy contained in Appendix 1.
- 2.2. Recommend that Full Council amend the Council's Constitution so that the terms of reference of the Standards Committee includes oversight of enforcement action, particularly use of directed surveillance and use of covert human intelligence sources.

### **3. REASONS FOR THE DECISION**

- 3.1. Adoption of the Enforcement Policy should promote sound principles of enforcement, namely –
- **raising awareness** of the law and its requirements
  - **proportionality** in applying the law and securing compliance
  - **consistency** of approach
  - **transparency** about the actions of the Council and its officers
  - **targeting** of enforcement action.
- 3.2. The Enforcement Policy should also provide useful assistance to officers when selecting the appropriate level of enforcement in individual cases.
- 3.3. Oversight of enforcement action will sit comfortably with the other functions of the Standards Committee. This will enhance the Council's enforcement effort and ensure consistency with codes of practice issued under RIPA.

### **4. ALTERNATIVE OPTIONS**

- 4.1. The Council could choose not to adopt an over-arching Enforcement Policy, or to adopt one with different terms. The Council could choose not to give members an oversight role in respect of enforcement, or to give the oversight role to a different body. For the reasons given in the report, it is considered that Cabinet should adopt the recommendations in the report as proposed.

### **5. BACKGROUND**

#### **5.1. Enforcement Policy**

- 5.2. The proposed Enforcement Policy is set out in Appendix 1. The Enforcement Policy is concerned with the Council's exercise of its criminal and quasi-criminal enforcement functions. Whilst some of the sanctions available to the Council are civil in nature, such as forfeiture of goods and money, this policy is not concerned with purely civil enforcement such as the enforcement of debts. Rather, it is concerned with offences and contraventions of legislation that fall within the Council's power or responsibility to enforce.
- 5.3. The Policy is designed to assist Council officers to carry out their duties consistent with clear principles of enforcement. It specifies the kind of enforcement action that the Council may take and the matters the Council will generally consider before taking any particular kind of action. The approach to enforcement taken in the policy is founded on firm but fair regulation, around the principles expressed in paragraph 3.1 above.



- 5.4. The Policy should assist the Council to target its enforcement action having regard to –
- The Tower Hamlets Community Plan, adopted under section 4 of the Local Government Act 2000
  - Local improvement targets contained in the local area agreement
  - The Council's Local Development Framework
  - Any external targets or requirements imposed under relevant legislation.
- 5.5. By promoting transparency, the Policy should assist the community and other members of the public to understand why the Council approaches enforcement in a particular way in individual cases.
- 5.6. The Policy is a high-level document that is intended to apply to all of the Council's relevant enforcement functions. It is recognised that individual service areas within the Council may have to take into account considerations specific to the regulatory framework in which they operate when carrying out enforcement work. To this end, there may be additional service-specific enforcement policies that operate under the broad umbrella of this policy.
- 5.7. All authorised officers of the Council would be expected to abide by this policy. Any departure would need to be fully considered and justified by the appropriate officer before a decision is made.
- 5.8. Regulation of Investigatory Powers Act 2000 (“RIPA”)**
- 5.9. There may be circumstances in the discharge of its statutory functions in which it is necessary for the Council to conduct directed surveillance for one or more of the following purposes: (1) preventing or detecting crime; (2) preventing disorder; (3) in the interests of public safety; or (4) protecting public health.
- 5.10. RIPA was enacted to provide a framework within which a public authority may use covert investigation for the purpose of preventing or detecting crime or of preventing disorder. It is designed to ensure that public authorities do not contravene the obligation in section 6(1) of the Human Rights Act 1998 not to in a way which is incompatible with an individual's rights under the European Convention on Human Rights. It is particularly concerned to prevent contravention of the qualified right in Article 8 of the ECHR to respect for private and family life, home and correspondence.
- 5.11. Since at least 2004, the Council has had in place policies regarding its use of directed surveillance and use or conduct of covert human intelligence sources under RIPA.
- 5.12. Any directed surveillance or use or conduct of covert human intelligence sources must first be authorised under RIPA. The authorisation ensures that the

surveillance is both necessary and proportionate as well as limiting any potential collateral intrusion. Consideration must be given to whether confidential information is likely to be obtained as a result of the covert surveillance. RIPA imposes strict controls on such authorisations, requiring rigorous review and cancellation and diligent oversight through the keeping of a central register.

- 5.13. In March 2010, the Secretary of State published two new codes of practice pursuant to section 71 of RIPA, dealing respectively with covert surveillance and covert human intelligence sources. The Council is required to have regard to the codes of practice issued when exercising any power or performing any duty to which they relate. The codes of practice are admissible in any civil or criminal proceedings, including proceedings alleging non-compliance with RIPA or the Human Rights Act 1998. The codes of practice recommend that elected members should review the use of RIPA and set the policy each year.
- 5.14. The Standards Committee is concerned with standards of conduct of members and corporate governance. It is considered that oversight of enforcement action, particularly in relation to the use of covert surveillance and covert human intelligence sources would fit comfortably with the existing functions of the Standards Committee. If the Standards Committee considered that there were issues in relation to either the Council's policies or the conduct of enforcement, then it could make recommendations to Cabinet for action. This would be consistent with the division between executive and non-executive functions established by the Local Government Act 2000. It will be necessary to amend the terms of reference of the Standards Committee in Article 9.03 of the Council's Constitution in order to effect this recommendation. This would need to be done by Full Council. Cabinet is requested to make a recommendation to this effect.

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

- 6.1. This report proposes that the Council adopts an umbrella enforcement policy to govern its regulatory functions. In particular its enforcement policy on the use of covert Surveillance and RIPA. The report also proposes that the terms of reference of the Standards Committee include oversight of enforcement action.
- 6.2. There are no specific financial implications emanating from this report, and any additional costs that arise from implementing this enforcement policy, must be contained within existing 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.

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

- 7.1. Legal implications are addressed in the body of the report.

## **8. ONE TOWER HAMLETS CONSIDERATIONS**

- 8.1. Enforcement action that complies with the five principles expressed in the Enforcement Policy and summarised in paragraph 5.2 above should help to achieve the objectives of equality and personal responsibility inherent in One Tower Hamlets.
- 8.2. The Enforcement Policy should enhance Council efforts to align its enforcement action with its overall objectives disclosed in the Community Plan and other key documents such as the local area agreement and the Local Development Framework. For example, one of the key Community Plan themes is A Great Place to Live. Within this theme there are objectives such as reducing graffiti and litter. The Enforcement Policy makes clear the need to target enforcement action towards such perceived problems. At the same time, the Enforcement Policy should discourage enforcement action that is inconsistent with the Council's objectives.
- 8.3. The exercise of the Council's various enforcement functions consistent with the Enforcement policy and its principles should also help achieve the following key Community Plan themes –
  - A Safe and Supportive Community. This means a place where crime is rare and tackled effectively and where communities live in peace together.
  - A Great Place to Live. This reflects the aspiration that Tower Hamlets should be a place where people enjoy living, working and studying and take pride in belonging.
  - A Prosperous Community. This encompasses the objectives of reducing worklessness, supporting learning opportunities and fostering enterprise.
- 8.4. An Equality Impact Assessment of the Enforcement Policy has been prepared.
- 8.5. The Enforcement Policy sets out clear principles to guide officers in determining the appropriate level of enforcement action. It actively seeks to promote transparency in decision-making. To the extent that the policy provides officers with relevant considerations, it works against enforcement decisions being taken on irrelevant and unlawful considerations such as those based on protected characteristics (gender, race, disability, sexuality, age, religion or belief).
- 8.6. Targeted enforcement may in some circumstances fall disproportionately heavily on groups with protected characteristics (e.g. targeting street prostitution may impact women). To the extent that this may occur it is considered to be justifiable as a proportionate means of achieving a legitimate aim. Any indirect adverse effect would be the consequence of the Council taking targeted enforcement action in pursuit of its lawful objectives, including the Community Plan goals. There is a need to target action to ensure that the Council not only achieves objectives, but does so having regard to its best value duty under the

Local Government Act 1999. Any action should be in accordance with the principles expressed in the Enforcement Policy, which include the requirement that enforcement action should be proportionate.

- 8.7. The policy allows officers to take into account the particular vulnerability of the defendant in determining the appropriate level of enforcement. This applies equally to all defendants and so does not amount to direct discrimination. It may in effect work to the benefit of particular groups, such as older people or people with disabilities. To the extent that there may be such an effect, it would be in pursuit of what the Council considers in the public interest in the pursuit of its objectives, including the Community Plan goals. There is a good argument that such an effect is a proportionate means of achieving the Council's legitimate objectives. Enforcement might well lose its effectiveness or work counter the Council's goals of One Tower Hamlets if it were seen to fall harshly on the vulnerable.

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

- 9.1. The Enforcement Policy seeks to target the Council's enforcement action in accordance with the Community Plan. The Community Plan contains the Council's sustainable community strategy for promoting or improving the economic, social and environmental well-being of Tower Hamlets and contributing to the achievement of sustainable development in the United Kingdom. To the extent that the Enforcement Policy aligns enforcement action with the Community Plan it will tend to promote sustainable action for a greener environment.

## 10. **RISK MANAGEMENT IMPLICATIONS**

- 10.1. Enforcement action carries with it a variety of inherent risks, including the potential for allegations of over- or under-enforcement, discrimination, adverse costs orders and damage to the Council's reputation. It is considered that the principles of enforcement contained in the policy provide a sound basis for decision-making that will reduce the likelihood of any adverse outcomes. The proposal for oversight by the Standards Committee should also provide a useful check that risks are being appropriately managed.

## 11. **EFFICIENCY STATEMENT**

- 11.1. The report does not propose any direct expenditure. Rather, it is concerned with regularising decision-making in areas in which the Council is already active. The Enforcement Policy seeks to ensure that enforcement action is targeted to the Council's policy objectives. This is more likely to lead to efficient enforcement action than a less-controlled enforcement effort. It is also proposed that members will have an oversight role through the Standards Committee. This will

provide an opportunity to judge whether the Council's enforcement action is being conducted efficiently.

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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 "back ground papers"      Name and telephone number of holder  
and address where open to inspection.

**Equality Impact Assessment**

**David Galpin, 020 7364 4348**

**12.    APPENDICES**

Appendix 1 – Enforcement Policy

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**LONDON BOROUGH OF  
TOWER HAMLETS**

**ENFORCEMENT POLICY**

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## **APPENDICES**

1. LBTH Policy on the Use of Covert Surveillance: Regulation of Investigatory Powers Act 2000
2. LBTH Policy on the Use of Covert Human Intelligence Sources

## **1. Introduction**

- 1.1. This Enforcement Policy is concerned with the Council's exercise of its criminal and quasi-criminal enforcement functions. Whilst some of the sanctions available to the Council are civil in nature, such as forfeiture of goods and money, this policy is not concerned with purely civil enforcement such as the enforcement of debts. Rather, it is concerned with offences and contraventions of legislation that fall within the Council's responsibility to enforce.
- 1.2. The Policy will assist Council officers to carry out their duties consistent with the principles of enforcement set out in section 5. It will assist the community and other members of the public to understand why the Council approaches enforcement in a particular way in individual cases.
- 1.3. The Policy is a high-level document that applies to all of the Council's relevant enforcement functions. It is recognised that individual service areas within the Council that carry out enforcement may have to take into account considerations specific to the regulatory framework in which they operate. To this end, there may be additional service-specific enforcement policies that operate under the broad umbrella of this policy.

- 1.4. All authorised officers of the Council will abide by this policy. Any departure must be fully considered and justified by the appropriate officer before a decision is made.

## **2. The Basis for Enforcement**

2.1. The Council will target its enforcement action having regard to the following –

- The Tower Hamlets Community Plan, adopted under section 4 of the Local Government Act 2000
- Local improvement targets contained in the local area agreement
- The Council's Local Development Framework
- Any external targets or requirements imposed under relevant legislation.

2.2. The Community Plan makes clear the role of enforcement in the goals of the Council and the Tower Hamlets Partnership. Overall, the Partnership is trying to achieve One Tower Hamlets, a borough where everyone has an equal stake and status; where people have the same opportunities as their neighbours; where people have a responsibility to contribute; and where families are the cornerstone of success. This is the broad vision of how to improve the well-being of Tower Hamlets.

2.3. One of the key themes in the Community Plan is that of achieving A Safe and Supportive Community. This means a place where crime is rare and tackled effectively

and where communities live in peace together. As part of tackling and preventing crime, the Council will have regard to prevention and reducing re-offending. However, the Council will also actively enforce and will promote its successes to support its Community Plan goals. Other key Community Plan themes that enforcement may support are A Great Place to Live (eg reducing graffiti and litter, providing first class and well-managed centres) and A Prosperous Community (eg supporting local business by eliminating unlawful trading).

2.4. All enforcement action is based upon an assessment of the nature of the offence and the risk, nuisance or disadvantage being caused.

2.5. This policy has been written with regard to the Regulators' Compliance Code and which came into force on 6<sup>th</sup> April 2008. The Compliance Code is a central part of the Government's better regulation agenda. Its aim is to embed a risk-based, proportionate and targeted approach to regulatory inspection and enforcement among the regulators it applies to.

2.6. The Council fully acknowledges and endorses the rights of individuals who may be subject to enforcement. It will ensure that enforcement action will be taken with due regard to:

- Police and Criminal Evidence Act 1984

- Criminal Procedures and Investigation Act 1996
- Human Rights Act 1998
- Regulation of Investigatory Powers Act 2000
- Legislative and Regulatory Reform Act 2006
- Home Office Circular 14 / 2006 - The Final Warning scheme
- Home Office Circular 016 / 2008 - Simple cautioning of adult offenders
- The Code for Crown Prosecutors
- Other relevant legislation and advice.

2.7. Where specific advice or direction on enforcement action exists, this will be taken into account as appropriate. For example, in relation to licensing the Council will have regard to the guidance issued under section 182 of the Licensing Act 2003. Specific advice or direction may come from sources such as internal operating directions or arrangements.

### **3. Principles of Enforcement**

3.1. The Council's approach is founded on firm but fair regulation, around the principles of:

- **raising awareness** of the law and its requirements
- **proportionality** in applying the law and securing compliance
- **consistency** of approach
- **transparency** about the actions of the Council and its officers
- **targeting** of enforcement action.

#### **3.2. Raising Awareness**

3.3. The first step in enforcement is to prevent contraventions of the law by raising awareness and promoting good practice, by providing advice, information, guidance and support.

#### **3.4. Proportionality**

3.5. Proportionality is about balancing the crime or the wrong being investigated and the risk, nuisance or disadvantage being caused.

### 3.6. **Consistency**

3.7. Consistency means taking a similar approach in similar circumstances to achieve similar ends. The Council aims to achieve consistency when: responding to requests for service; offering advice; and deciding upon enforcement action.

3.8. Consistency does not mean uniformity. Officers will need to take account of many variables when making decisions, including: the seriousness of the breach; any history of previous breaches; the attitude of the offender; and the capacity of the offender.

3.9. Whilst the appropriate officer will be expected to exercise judgement in individual cases, the Council will continue to strive to promote consistency, including: advice, guidance and training for its officers; and arrangements for effective liaison with other enforcing bodies.

### 3.10. **Transparency**

3.11. Transparency means helping those who are regulated and other individuals to understand: what is expected of them; and what they should expect from the Council as an enforcing authority.

3.12. Transparency involves: distinguishing between statutory requirements and other advice and guidance; and



explaining why an officer will or has taken enforcement action.

### **3.13. Targeting**

3.14. Targeting means ensuring that enforcement is directed primarily where:

- activities give rise to the **most serious** risks, nuisances, disadvantages or other similar situations;
- where the law places an absolute duty upon the Council;
- activities are least well controlled/managed.

3.15. Action will be primarily focused on those who are responsible for a risk or activity and are best placed to control it.

#### **4. Authorisations and Delegations**

- 4.1. For enforcement action or action taken in connection with legal proceedings, decisions will be taken by officers duly authorised under legislation, or with delegation under schemes of delegation maintained by the Council, as relevant or appropriate to the subject area (“Authorised Officers”).
- 4.2. Pursuant to the Council’s Constitution, the responsibility for instituting or participating in legal proceedings lies with the Assistant Chief Executive (Legal Services) or officers nominated by the Assistant Chief Executive (Legal Services). Accordingly, the decision whether or not to prosecute offences will be taken within Legal Services. This decision will typically be taken on instructions from Authorised Officers.
- 4.3. Officers will be authorised to carry out enforcement actions in accordance with schemes of delegation made under the Council’s Constitution.
- 4.4. Where any action is taken which may lead to or bear upon a prosecution or simple caution, or give rise to other enforcement action, e.g. service of a notice, the Council’s Legal Services will require to be satisfied as to the

adequacy and legality of documentation, procedures and evidence.

## **5. Investigations**

- 5.1. The Council will determine the appropriate approach to investigation having regard to the content of this policy, including the principles of enforcement.
  
- 5.2. As set out in paragraph 4.6 above, the Council respects the rights of individuals and will have regard to the statutes and guidance there set out. The Council will follow the policies set out in Appendices B and C to this Policy when using, respectively, covert surveillance or covert human intelligence sources under the Regulation of Investigatory Powers Act 2000.
  
- 5.3. In respect of the regulatory functions exercised by the Council which are specified in Part 3 of the Schedule to the Legislative and Regulatory Reform (Regulatory Functions) Order 2007, the Council will, in determining the appropriate form of any investigation, comply with the requirements of the Regulators' Compliance Code.

## **6. Enforcement Options**

- 6.1. There are a wide range of enforcement options open to the Council to take and each will be dependant upon the circumstances of the offence. Not all options will apply to every enforcement service, e.g. revocation of street trading licences is an option available to Market Services.
- 6.2. Examples of the options that may be available, depending on the subject enforcement area are set out below. Guidance is given in section 8 of this policy as to the appropriate option to take in an individual case.
- 6.3. **No action**
- 6.4. The Council may choose to do nothing in respect of an apparent contravention of the law. This would be appropriate in relation to low level offending where the offender immediately puts right what was wrong (e.g. littering where the offender immediately picks up after being spoken to) and has no previous history of such offending. This would also be suitable in low level offending where the offence was down to a genuine mistake or misunderstanding.

## **6.5. Prevention**

6.6. The Council may take action designed to prevent further offending. For example, the Council presently operates the Diversion Scheme in respect of prostitution and participates in the Change Course for those found engaged in kerb crawling. These schemes have proved effective in diverting offenders away from the particular classes of offending.

6.7. A preventative approach can also be used to explain legal requirements and, where appropriate, the means to achieve compliance. An educative approach may be considered necessary when new legislation has come into force that will require time for businesses to fully understand and comply with (e.g. if new Food Regulations were introduced). This may involve the Council in undertaking pro-active education programmes.

## **6.8. Warning**

6.9. A warning is a written notification from the Council to an offender that identifies the offending conduct and offence and warns the offender that any further like breach of the law will lead to more serious enforcement action. A warning should only be considered where the following conditions are met:

- The offence is not serious;

- The offender admits the offence;
- The risk of re-offending is considered minimal; and
- Enforcement action has not previously been taken against the offender.

## **6.10. Simple Caution**

6.11. The administration of a Simple Caution is a non-statutory disposal of offences committed by adult offenders. The simple caution provides a means of dealing quickly and simply with less serious offences where the offender has admitted the offence. It records an individual's criminal conduct for possible reference in future criminal proceedings or security checks. Administering a simple caution diverts offenders from appearing in criminal courts, whilst at the same time reducing the likelihood of re-offending.

6.12. The Council will exercise discretion when deciding whether to administer a simple caution on a case by case basis. In doing so, the Council will have regard to the aims of a simple caution set out in the preceding paragraph and any relevant guidance. The relevant guidance includes Home Office Circular 16/2008: *Simple cautioning of adult offenders* and the LACORS revised Guidance on Cautioning of Offenders.

6.13. In each case, the Council will consider whether a caution is appropriate to the offence and the offender and whether

it is likely to be effective in the circumstances. In considering whether a Caution is appropriate, the Council will consider the following factors:-

- Is there sufficient evidence of the suspect's guilt?
- Has the suspect made a clear and reliable admission of the offence (either verbally or in writing)? A Caution will not be appropriate where a person has not made a clear and reliable admission of the offence (for example where intent is denied or there are doubts about the person's mental health or intellectual capacity or where it is likely that the person could avail themselves of the provisions of a statutory defence).
- Is it in the public interest to use a Caution as the appropriate means of disposal? Officers should take into account the public interest principles set out in the Code for Crown Prosecutors

6.14. If there is a victim, then the Council will also take into account the victim's views before administering a simple caution.

### **6.15. Enforcement notice**

6.16. The Council has a variety of statutory powers to issue enforcement notices. For example, in food safety cases the Council may issue a Hygiene Improvement Notice under the Food Safety Act 1990. Another example is the



Council's power to issue an abatement notice under the Environmental Protection Act 1990 in respect of statutory nuisances (eg noise nuisance). The Council will consider whether or not an enforcement notice is an appropriate response by reference to the provisions of any applicable statutory provision and the circumstances of the case.

### **6.17. Works in default**

6.18. In some cases, the Council has power to carry out works to remedy non-compliance with an enforcement notice, or to deal with a dangerous situation. If there is immediate danger, the Council will be primarily concerned with remedying that. In other cases, the Council will have regard to a cost benefit analysis.

### **6.19. Injunction**

6.20. An injunction is a [court order](#) that requires a person to do, or to refrain from doing, specified acts. The Council has some statutory powers that enable it to seek injunctions, such as section 222 of the Local Government Act 1972. The Council will generally only consider injunctions for enforcement purposes where it can be demonstrated that prosecution will afford an inadequate remedy, or there is a significant risk to the safety, health or economic welfare of the public at large or to individuals.

### **6.21. Review or revocation of licence**

6.22. The Council is responsible for administering a variety of licences and permissions, such as under the Licensing Act 2003. Where there are contraventions of the law associated with those licences and permissions, the Council may have statutory powers enabling review or revocation. The Council will exercise those powers having regard to its responsibilities under the applicable legislation. The Council will consider whether other enforcement action should be taken or, if it has been taken, whether further enforcement action is appropriate.

### **6.23. Anti-social behaviour order (ASBO)**

6.24. The Council has power under the Crime and Disorder Act 1998 to apply for an ASBO against a person who has caused harassment, alarm or distress to a person not of the same household. The Council may do so either on a stand-alone basis or post-conviction for an offence. The Council has adopted and published an ASB Strategy that sets out its policies and strategy for dealing with anti-social behaviour. The Council will consider whether or not to seek an ASBO, or whether to take any of the other action that is available for combating anti-social behaviour, by reference to its ASB Strategy.

## **6.25. Fixed penalty notice (FPN)**

6.26. The Council has power to issue FPNs in respect of a variety of offences, under statutes such as the Clean Neighbourhoods and Environment Act 2005. An FPN provides the recipient the opportunity to pay a penalty in respect of offending conduct, rather than being prosecuted. Receiving a notice is not a criminal conviction, but failure to pay will lead to prosecution. The recipient of an FPN may choose to have the matter dealt with in court, then the Council will give consideration to the same matters applicable on prosecution (with the exception of considering alternatives to prosecution).

6.27. The Council will generally only consider the use of FPNs where the following conditions are met –

- The offence is one for which an FPN may be issued under a relevant statutory power.
- The offender admits the offence, or at least has not indicated to the issuing officer that the offence is denied.
- The risk of re-offending is considered minimal.
- Enforcement action has not previously been taken against the offender (with the exception of no action, a warning or a FPN having been taken); and
- The offender has not been given an FPN in the preceding six months or two FPNs in the preceding 12 months.

## **6.28. Confiscation**

6.29. A confiscation order is made after conviction to deprive the defendant of the benefit that he has obtained from crime. The Council may seek confiscation under the Proceeds of Crime Act 2002.

6.30. The Council is generally committed to taking action for confiscation when it is available, so that offenders do not benefit from their crimes. The Council will seek to obtain, so far as possible, confiscated monies in order to apply them to the support of its enforcement work.

6.31. In determining whether confiscation is appropriate, the Council will have regard to the relevant statutory power and the circumstances of the case. The Council will take into account a cost benefit analysis of whether confiscation action should be taken, recognising that the costs of the action need to be weighed against the likely amount of the confiscation order.

## **6.32. Prosecution**

6.33. The Council is empowered to prosecute a variety of common law and statutory offences. In some instances, the Council is tasked to be an enforcing authority by statute. The Council also has a general power to enforce

arising from section 222 of the Local Government Act 1972.

6.34. Before recommending prosecution to Legal Services, the instructing officer must be satisfied that there is substantial, reliable and admissible evidence to prove that the offence was committed by the accused.

6.35. The later sections of this Policy set out the considerations that will be applied by the Council in determining whether or not to prosecute.

## **7. Levels of Enforcement Action**

7.1. There will be circumstances in which the Council has available several enforcement options. In determining the appropriate level of enforcement action, the Council will always take into account the circumstances of the individual case. Even where the Council is targeting a particular type of behaviour, it will be appropriate to consider individual circumstances.

7.2. In choosing a particular enforcement option, the Council will have regard to the basis for enforcement (section 4 of this Policy), the principles of enforcement (section 5 of this Policy) and the general approach to each option (section 7 of this Policy). The Council will also have regard to the following matters when deciding between options –

- The seriousness and effect of the offence
- The previous history of the party concerned
- Whether the offence was intentional, accidental or otherwise
- The offender's attitude to the offence and whether he or she has shown remorse
- The willingness of the alleged offender to prevent a recurrence
- The consequences of non-compliance

- The deterrent effect of a prosecution on offenders and others
- Whether there is sufficient evidence to prove the offence
- The age, capacity or vulnerability of the offender.

7.3. In respect of the regulatory functions exercised by the Council which are specified in Part 3 of the Schedule to the Legislative and Regulatory Reform (Regulatory Functions) Order 2007, the Council will, before taking enforcement action, comply with the requirements of the Regulators' Compliance Code. The responsible officer should consider whether it is appropriate to discuss the circumstances with those suspected of the regulatory breach and, if so, take that discussion into account when deciding on the best approach. Reasons should be given to the person against whom enforcement action is taken, at the time the enforcement action is being taken.

7.4. There are particular considerations that apply before the Council will prosecute. The Council will apply the Code for Crown Prosecutors to any proposed prosecution, as further explained in section 11 of this Policy. The Council will also have regard to the following:

- the seriousness of the alleged offence;
- the level of risk, nuisance or caused;
- the history of the individual concerned;

- availability of key witnesses and their willingness to co-operate;
- willingness of the prospective defendant to prevent a recurrence;
- whether a defence exists and the likelihood of the defendant being able to establish such a defence;
- probable public benefit of a prosecution and the importance of the case, e.g. whether it may create a legal precedent;
- whether other formal action would be more appropriate or effective;
- any explanation offered by the defendant;
- the age, capacity or vulnerability of the offender;
- the vulnerability of any victim;
- whether, owing to circumstances beyond the offender's control, the commission of the offence was unavoidable.

7.5. If prosecution is available, the Council will generally consider it to be appropriate where one or more of the following apply –

- There has been a serious breach of or blatant disregard for the law.
- There is a refusal to achieve basic minimum legal requirements.
- There has been a previous prosecution.



- There has been a Simple Caution administered within the preceding 2 years.
- There has been a refusal to accept a Simple Caution
- There has been a refusal to heed an earlier warning.
- An FPN has been given in the preceding 6 months or two FPNs in the preceding 12 months.

7.6. Before issuing a warning or caution, consideration will be given to whether the person has received any previous warnings or cautions for similar breaches and when those were given. If the person has been given a warning or caution for a similar offence within the previous two years, or if the person has a history or pattern of more than one warning or caution for similar offences, then it may be inappropriate to adopt this enforcement action again.

7.7. The factors referred to above are not exhaustive. In particular there may be service-specific factors to be taken into account. A decision as to the appropriate enforcement option will depend on the particular circumstances of each case. The Council will make an overall assessment having regard to the importance of all relevant factors and the circumstances of the case.

7.8. The responsible officer should in each case make a written record of the reasons for any enforcement action taken.

7.9. The Council will give consideration to how its enforcement action affects individuals and groups within Tower Hamlets. In appropriate cases, the Council may use information about offenders and particularly any trends observed to develop measures for addressing the causes of offending and re-offending. Such measures may affect the Council's determination of the appropriate level of enforcement action in an individual case.

7.10. The Diversion Scheme developed by the Council in conjunction with its partners for dealing with street prostitution is an example of a measure of the kind mentioned in paragraph 7.9. On arrest, prostitutes are given information about the Diversion Scheme and may choose to engage in meetings with the Diversion Scheme Worker at Safe Exit. This involves a needs assessment and referral to an appropriate support agency with the aim of helping individuals get away from prostitution, rather than fining them and potentially forcing re-offending. The Council is the prosecutor in respect of such offences, rather than the Crown Prosecution Service, and, if the scheme is completed, the Council generally discontinues the prosecution.

## **8. Young people**

- 8.1. From time to time, Council Enforcement Officers will be required to deal with persons under the age of 18 as offenders. Council Officers will not interview a Youth about an offence unless an appropriate adult is present and in full compliance with the relevant parts of PACE Code C.
- 8.2. The Council will not normally prosecute any person who on the day of the relevant offence is under the age of 18 but will, in accordance with Home Office guidance look, where possible, at ways of diverting youths away from the criminal justice system.
- 8.3. The Council may, however, prosecute a person under the age of 18 where the offence is of a serious nature (e.g. assault, fraud etc.) or the person has been given a reprimand or warning under Home Office Circular 14/2006 or the person has previously been convicted of an offence.

## **9. Other Enforcement Agencies**

- 9.1. The Council will co-operate as appropriate with other enforcement agencies (for example, the Metropolitan Police and the Federation Against Copyright Theft), to ensure the efficient and effective regulation of activities in Tower Hamlets. The Council will take into account, amongst other things, the terms of this Policy in determining the appropriateness of co-operation.
  
- 9.2. Section 4 of this Policy identifies the relationship between the Community Plan and the Council's enforcement action. The Council's co-operation with other agencies will be affected by the Community Plan and other partnership arrangements.
  
- 9.3. Where the Council has concurrent or overlapping powers of enforcement with other agencies, the Council will liaise as appropriate with those agencies to ensure effective co-ordination, avoid inconsistencies, ensure that any action taken is the most appropriate in the circumstances and agree the lead prosecuting agency.

## **10. The Role of Legal Services**

10.1. Legal Services is a department within the Council, headed by the Assistant Chief Executive (Legal Services) and based at 6<sup>th</sup> Floor of Mulberry Place, 5 Clove Crescent, London E14 2BG. Pursuant to the Council's Constitution, the responsibility for instituting or participating in legal proceedings lies with the Assistant Chief Executive (Legal Services) or officers nominated by the Assistant Chief Executive (Legal Services). Accordingly, the decision whether or not to prosecute offences will be taken within Legal Services. This decision will typically be taken on instructions from Authorised Officers.

## **11. The Code for Crown Prosecutors**

11.1. In determining whether or not the Council will prosecute an offence, the Council will consider the matters set out in section 8 above, including the Code for Crown Prosecutors.

11.2. The Code for Crown Prosecutors sets out the basic principles to be followed by Council Prosecutors when they make case decisions. The decision on whether or not to go ahead with a case is based on two tests outlined in the Code.

### **11.3. The evidential test**

11.4. This is the first stage in the decision to prosecute. Prosecutors must be satisfied that there is enough evidence to provide a “realistic prospect of conviction” against each defendant on each charge. Prosecutors must consider the reliability of the evidence; the credibility of any witness; and the admissibility of the evidence. They must also consider what the defence case may be and how that is likely to affect the prosecution case. A “realistic prospect of conviction” is an objective test. It means that a jury or a bench of magistrates, properly

directed in accordance with the law, will be more likely than not to convict the defendant of the charge alleged. (This is a separate test from the one that criminal courts themselves must apply. A jury or magistrates' court should only convict if it is sure of a defendant's guilt.) If the case does not pass the evidential test, it must not go ahead, no matter how important or serious it may be.

### **11.5. The public interest test**

11.6. If the case does pass the evidential test, Prosecutors must then decide whether a prosecution is needed in the public interest. They must balance factors for and against prosecution carefully and fairly. Some factors may increase the need to prosecute but others may suggest that another course of action would be better. A prosecution will usually take place however, unless there are public interest factors tending against prosecution which clearly outweigh those tending in favour. Prosecutors will only start or continue a prosecution if a case has passed both tests.

11.7. Consistent with section 5 of this Policy, the decision whether or not to prosecute rests ultimately with the Assistant Chief Executive (Legal Services).

## 12. Equalities and Diversity

12.1. In conducting enforcement work, the Council will be mindful of its statutory responsibilities in respect of equalities and will take into account *Valuing Diversity: Our Policy Statement On Diversity And Equality*. The Council will take steps to gather information as appropriate in relation to relevant equality strands, in order to assess the impact of enforcement action.



### **13. Changes to the Policy**

13.1. The Council will keep this policy under review and may amend the policy from time to time as it considers appropriate.

## **14. Complaints**

14.1. The Council operates a corporate complaints system. If there are any complaints regarding the Council's enforcement action or the application of this Policy, then they may be made and dealt with in accordance with the corporate complaints system. This is without prejudice to any other rights that a person may have at law.

**APPENDIX 1**

**LONDON BOROUGH OF TOWER**

**HAMLETS**

**POLICY ON THE USE OF COVERT**

**SURVEILLANCE**

**REGULATION OF INVESTIGATORY**

**POWERS ACT 2000**

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## 1. Introduction

1.1. The Council has broad statutory functions and takes targeted enforcement action in relation to those functions having regard to the following –

- The Tower Hamlets Community Plan, adopted under section 4 of the Local Government Act 2000
- Local improvement targets contained in the local area agreement
- The Council's Local Development Framework
- Any external targets or requirements imposed under relevant legislation
- The Council's enforcement policy

1.2. There may be circumstances in the discharge of its statutory functions in which it is necessary for the Council to conduct directed surveillance for one or more of the following purposes –

- Preventing or detecting crime
- Preventing disorder
- In the interests of public safety
- Protecting public health

1.3. The Council is mindful of its obligation under section 6(1) of the Human Rights Act 1998 not to act in a way which is incompatible with a Convention right (meaning the European Convention on Human Rights ("ECHR")).

1.4. The Council recognises the terms of Article 8 of the European Convention of Human Rights provides:

*Everyone has the right to respect for his private and family life, his home and his correspondence.*

*There shall be no interference by a public authority with the exercise of this right except such as is in accordance with the law and is necessary in a democratic society in the interests of national security, public safety or the economic well-being of the country, for the prevention of disorder or crime, for the protection of health or morals, or for the protection of the rights and freedoms of others.*

- 1.5. The Council recognises that individuals have the right to a fair trial under Article 6 of the ECHR and that this may be affected if evidence is improperly obtained.
- 1.6. The Council understands that it is obliged to comply with the provisions of the Regulation of Investigatory Powers Act 2000 (“RIPA”) in order to conduct directed surveillance. The Council believes that by complying with the provisions of RIPA, the Council should also ensure that any directed surveillance comes within the qualification in Article 8(2) of the ECHR and, accordingly, the Council should not breach its obligation under section 6(1) of the Human Rights Act 1998.
- 1.7. The Office of Surveillance Commissioners (‘OSC’) has recommended as best practice that public authorities

develop a corporate policy. The Council concurs with the OSC that a corporate policy is best practice and has had such a policy in effect since 27<sup>th</sup> July 2004. This document is the Council's corporate policy in relation to directed surveillance. The Council also has a policy in place in respect of the use of covert human intelligence sources, which is contained in a separate document.

- 1.8. The Council has prepared guidance notes and a procedure manual on the use of directed surveillance, which should be read with this policy.

## **2. Responsibilities**

2.1 The Assistant Chief Executive (Legal Services) (“ACE”) is responsible for the following –

- Ensuring the proper implementation of this policy and the guidance and procedures that go with it.
- Ensuring the Council complies with the requirements of Part II of RIPA.
- Ensuring that due regard is given to any code of practice issued pursuant to section 71 of RIPA.
- Engaging with commissioners and inspectors when they conduct inspections under RIPA.
- Overseeing the implementation of any recommendations made by a commissioner.

2.2 The Head of Legal Services (Community) (“HLS”) is the deputy to the ACE for the purposes of carrying out the functions in 2.1.

2.3 The Service Head – Community Safety is the Council’s authorising officer for the purposes of considering applications for authorisation to conduct directed surveillance, with the exception of cases where confidential information is either targeted or likely to be obtained. If the Service Head – Community Safety is unavailable and the ACE or HLS agree that it is appropriate in respect of a specified application for authorisation, then the Head of Audit



may act as the Council's authorising officer in respect of that application.

- 2.4 In cases where the directed surveillance targets confidential information or confidential information is likely to be obtained, then the Council's authorising officers is the Chief Executive, or, in the Chief Executive's absence, the person acting as Chief Executive.
- 2.5 The Council considers that applications for authorisation to conduct directed surveillance should be of a high and consistent standard. For this reason, all applications should be cleared by a gate-keeper before consideration by the authorising officer. The Council's gate-keeper is the Head of Enforcement and Support Intervention in Community Safety. In the absence of that officer, the HLS may act as the gate-keeper.
- 2.6 All officers have responsibility to ensure that directed surveillance is only conducted where there is an authorisation from the authorising officer and the surveillance is conducted in accordance with that authorisation or any other directions given by the authorising officer.

### 3. Directed Surveillance

3.1 Terms used in this policy have the meanings given by RIPA or any relevant code of practice made under section 71 of RIPA.

3.2 Directed surveillance is surveillance that is covert (i.e. secret) but not intrusive and which is undertaken:

- for the purposes of a specific investigation or a specific operation;
- in such a manner as is likely to result in the obtaining of private information about a person (whether or not one specifically identified for the purposes of the investigation or operation); and
- otherwise than by way of an immediate response to events or circumstances the nature of which is such that it would not be reasonably practicable for an authorisation under Part II of RIPA to be sought for the carrying out of the surveillance.

3.3 Intrusive surveillance is covert surveillance that is carried out in relation to anything taking place on residential premises or in any private vehicle. It involves the presence of an individual inside the residence or vehicle or is carried out by means of a surveillance device. **The Council is not permitted to conduct intrusive surveillance under RIPA and will not use intrusive surveillance.**

#### **4. Priorities**

4.1. The Council will use directed surveillance only where an authorisation has been obtained under RIPA and only in accordance with the terms of the authorisation.

4.2. An authorisation may only be granted where it is necessary for one of the following purposes: (1) preventing or detecting crime; (2) preventing disorder; (3) in the interests of public safety; and (4) protecting public health.

4.3. Having regard to the permitted purposes and to the requirements in the Council's Enforcement Policy that enforcement action should be targeted (to the Council's stated objectives), the Council's current priorities for the use of RIPA are –

- Anti-social behaviour
- Fly-tipping
- Unlawful street vending of DVDs and tobacco
- Underage sales of knives, tobacco, alcohol and fireworks
- Fraud, including misuse of disabled parking badges and claims for housing benefit
- Illegal money-lending and related offending.

## **5. Authorisations**

- 5.1. Prior to directed surveillance taking place RIPA provides that the surveillance must be authorised and such surveillance can only take place where it is for the purpose of preventing or detecting crime or of preventing disorder. The authorisation ensures that the surveillance is both necessary and proportionate as well as limiting any potential collateral intrusion. Further the authorisation will need to consider whether confidential information is likely to be obtained as a result of the covert surveillance.
- 5.2. There is a Code of Practice that has been issued by the Secretary of State relating to the use of Covert Surveillance and Property Interference and this came into force on 6<sup>th</sup> April 2010.
- 5.3. The Council is committed to only using directed surveillance in accordance with RIPA and the Code of Practice. The Council has adopted a guidance manual to assist officers to make only make applications and grant authorisations in accordance with RIPA and the Code.
- 5.4. The Council is not permitted to authorise intrusive surveillance under RIPA or property interference under the Police Act 1997. The Council will not use either measure in its investigations. Where an investigation will involve

property interference such as the placing of a tracker on a vehicle then that will have to be authorised by the police.

- 5.5. Requests to undertake directed surveillance must be authorised by the Council's authorising officer as defined in section 2 of this Policy.
- 5.6. All authorisations are required to have a Unique Reference Number ("URN") and the officer seeking the authorisation must obtain the URN from Legal Services at the time of preparing the application (ie prior to seeking authorisation) and the authorising officer is not to authorise that authorisation unless a URN has been provided.
- 5.7. The Council is committed to achieving a consistent high standard in applications for authorisation to conduct directed surveillance. All applications must first be submitted to the Council's gatekeeper as specified in section 2 of this Policy. Only when the gatekeeper has cleared the application may the authorised officer consider it.

## **6. Training**

- 6.1 Authorising officers can only authorise once they have undertaken training on the operation of RIPA and the Code of Practice. The Council's gatekeepers may only clear applications for consideration by the authorising officer after undertaking the same training as the authorising officers.
  
- 6.2 All officers who may seek to use directed surveillance during an investigation must also have undertaken training on the operation of RIPA and the Code of Practice.
  
- 6.3 The Council will arrange appropriate training courses at regular intervals. It is expected that members of the Corporate Management Team will require authorising officers, gatekeepers and those who may apply to conduct directed surveillance to undertake the training.

## **7. Reviews/Cancellations**

- 7.1. An authorisation for directed surveillance lasts for 3 months before having to be renewed but when authorising directed surveillance the authorising officer is required to set a date for review of that authorisation. This is known as the first review. The Code of Practice requires regular reviews be undertaken by the authorising officer to assess the continuing need for the surveillance.
- 7.2. The frequency of reviews must be considered at the outset by the authorising officer as frequently as is considered necessary and practicable on a case by case basis. In any event, the authorising officer must set a first review date when granting the authorisation.
- 7.3. If after the first review the authorising officer considers that the directed surveillance is to continue then s/he will be required to set a further date of review. Again, this assessment will be on a case by case basis and in a time that is considered necessary and practicable.
- 7.4. If on the review, however, the authorising officer is satisfied that the authorisation is no longer necessary on the ground under which it was granted or renewed or it is no longer proportionate to what is sought to be achieved by carrying it out then the authorising officer must request that the

authorisation be cancelled and no further surveillance under that authorisation is to be carried out.

- 7.5. It should be stressed that authorisations for directed surveillance must be cancelled. They cannot and must not be allowed to just lapse.



## **8. Combined Authorisations**

8.1 From time to time, it may well be that the directed surveillance will be undertaken by a Covert Human Intelligence Source (“CHIS”). If it does then both actions must be authorised. A single authorisation can combine the two, however, and this should be done on the application form used for the authorisation of the CHIS.

## **9. Security of Covert Technical Equipment**

- 9.1. The Council also requires each Service that uses covert technical equipment when undertaking surveillance to ensure that such equipment is securely locked away when not used. Further, such equipment will only be issued to an officer who has authorisation to use it. There will be a logging in and out book and the officer will be required to sign for the equipment. In signing for the equipment, the officer will be reminded that misuse of the equipment is a disciplinary offence.

## 10. **Member Oversight**

10.1 The Council's Standards Committee will review this Policy and the Council's conduct of directed surveillance. If issues arise, the Standards Committee will make recommendations to Cabinet for action.

## **11. Central Recording**

11.1 The Council is required to keep records in relation to authorisations centrally. Those records will be maintained by Legal Services.

11.2 The relevant authorising officer must provide copies of all authorisations and all reviews, renewals and cancellations to the Assistant Chief Executive (Legal Services), the Head of Legal Services – Community, or a person nominated by either of them. The authorisation officer must provide those documents forthwith after following signing by the authorising officer.

11.3 All officers are expected to use the most up to date versions of forms recommended by the Home Office.

**APPENDIX 2**

**LONDON BOROUGH OF TOWER**  
**HAMLETS**

**POLICY ON THE USE OF COVERT**  
**HUMAN INTELLIGENCE SOURCES**  
**REGULATION OF INVESTIGATORY**  
**POWERS ACT 2000**

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## **1. Introduction**

1.1. The Council has broad statutory functions and takes targeted enforcement action in relation to those functions having regard to the following –

- The Tower Hamlets Community Plan, adopted under section 4 of the Local Government Act 2000
- Local improvement targets contained in the local area agreement
- The Council's Local Development Framework
- Any external targets or requirements imposed under relevant legislation
- The Council's enforcement policy

1.2. There may be circumstances in the discharge of its statutory functions in which it is necessary for the Council to use covert human intelligence sources for one or more of the following purposes –

- Preventing or detecting crime
- Preventing disorder
- In the interests of public safety
- Protecting public health

- 1.3. The Council is mindful of its obligation under section 6(1) of the Human Rights Act 1998 not to act in a way which is incompatible with a Convention right (meaning the European Convention on Human Rights (“ECHR”)).
- 1.4. The Council recognises the terms of Article 8 of the European Convention of Human Rights provides:

*Everyone has the right to respect for his private and family life, his home and his correspondence.*

*There shall be no interference by a public authority with the exercise of this right except such as is in accordance with the law and is necessary in a democratic society in the interests of national security, public safety or the economic well-being of the country, for the prevention of disorder or crime, for the protection of health or morals, or for the protection of the rights and freedoms of others.*

- 1.5. The Council recognises that individuals have the right to a fair trial under Article 6 of the ECHR and that this may be affected if evidence is improperly obtained.
- 1.6. The Council understands that it is obliged to comply with the provisions of the Regulation of Investigatory Powers Act 2000 (“RIPA”) in order to use covert human intelligence sources. The Council believes that by complying with the

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provisions of RIPA, the Council should also ensure that any use of a covert human intelligence source comes within the qualification in Article 8(2) of the ECHR and, accordingly, the Council should not breach its obligation under section 6(1) of the Human Rights Act 1998.

- 1.7. The Office of Surveillance Commissioners ('OSC') has recommended as best practice that public authorities develop a corporate policy. The Council concurs with the OSC that a corporate policy is best practice and has had such a policy in effect since 27<sup>th</sup> July 2004. This document is the Council's corporate policy in relation to covert human intelligence sources. The Council also has a policy in place in respect of the use of directed surveillance, which is contained in a separate document.
  
- 1.8. The Council has prepared guidance notes and a procedure manual on the use of covert human intelligence sources, which should be read with this policy.

## **2. Responsibilities**

2.1 The Assistant Chief Executive (Legal Services) (“ACE”) is responsible for the following –

- Ensuring the proper implementation of this policy and the guidance and procedures that go with it.
- Ensuring the Council complies with the requirements of Part II of RIPA.
- Ensuring that due regard is given to any code of practice issued pursuant to section 71 of RIPA.
- Engaging with commissioners and inspectors when they conduct inspections under RIPA.
- Overseeing the implementation of any recommendations made by a commissioner.

2.2 The Head of Legal Services (Community) (“HLS”) is the deputy to the ACE for the purposes of carrying out the functions in 2.1.

2.3 The Service Head – Community Safety is the Council’s authorising officer for the purposes of considering applications for authorisation to use covert human intelligence sources, with the exception of cases where confidential information is either targeted or likely to be obtained. If the Service Head – Community Safety is unavailable and the ACE or HLS agree that it is appropriate

in respect of a specified application for authorisation, then the Head of Audit may act as the Council's authorising officer in respect of that application.

2.4 In cases where the covert human intelligence source is targeted to obtain confidential information or confidential information is likely to be obtained, then the Council's authorising officers is the Chief Executive, or, in the Chief Executive's absence, the person acting as Chief Executive.

2.5 The Council considers that applications for authorisation to use covert human intelligence sources should be of a high and consistent standard. For this reason, all applications should be cleared by a gatekeeper before consideration by the authorising officer. The Council's gate-keeper is the Head of Enforcement and Support Intervention in Community Safety. In the absence of that officer, the HLS may act as the gatekeeper.

2.6 All officers have responsibility to ensure that covert human intelligence sources are only used where there is an authorisation from the authorising officer and the surveillance is conducted in accordance with that authorisation or any other directions given by the authorising officer.

2.7 Section 8 deals with the responsibilities of the controller, the handler and the record keeper for any covert human intelligence source. Section 5 specifies that the officers

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nominated to control, handle and record-keep in respect of a covert human intelligence source must be trained to the satisfaction of both the authorising officer and the ACE before any authorisation may be granted.

### **3. Covert Human Intelligence Sources**

3.1 Terms used in this policy have the meanings given by RIPA or any relevant code of practice made under section 71 of RIPA.

3.2 Under RIPA, a person is a covert human intelligence source if the person establishes or maintains a personal or other relationship with another person for the purpose of facilitating either –

(a) Covertly obtaining information or providing another person with access to any information.

(b) Covertly disclosing information obtained by use of the relationship or as a consequence of the existence of the relationship.

#### **4. Priorities**

4.1. The Council will use covert human intelligence sources only where an authorisation has been obtained under RIPA and only in accordance with the terms of the authorisation.

4.2. An authorisation may only be granted where it is necessary for one of the following purposes: (1) preventing or detecting crime; (2) preventing disorder; (3) in the interests of public safety; and (4) protecting public health.

4.3. Having regard to the permitted purposes and to the requirements in the Council's Enforcement Policy that enforcement action should be targeted (to the Council's stated objectives), the Council's current priorities for the use of RIPA are –

- Anti-social behaviour
- Fly-tipping
- Unlawful street vending of DVDs and tobacco
- Underage sales of knives, tobacco, alcohol and fireworks
- Fraud, including misuse of disabled parking badges and claims for housing benefit
- Illegal money-lending and related offending.

## **5. Authorisations**

- 5.1. Prior to a CHIS being used RIPA provides that the use must be authorised and the CHIS can only be used where it is for the purpose of preventing or detecting crime or of preventing disorder. The authorisation ensures that the use of the CHIS is both necessary and proportionate as well as limiting any potential collateral intrusion. Further the authorisation will need to consider whether confidential information is likely to be obtained as a result of the use of a CHIS.
- 5.2. There is a Code of Practice that has been issued by the Secretary of State relating to the use of a CHIS and this came into force on 6<sup>th</sup> April 2010.
- 5.3. The Council is committed to only using covert human intelligence sources in accordance with RIPA and the Code of Practice. The Council has adopted a guidance manual to assist officers to only make applications and grant authorisations in accordance with RIPA and the Code.
- 5.4. Requests to undertake covert human intelligence sources must be authorised by the Council's authorising officer as defined in section 2 of this Policy. No authorisation is to be granted unless both the authorising officer and the Assistant Chief Executive (Legal Services) are satisfied that the officers proposed as controller, handler and record-keeper have had sufficient training. The Council may as an

alternative work in partnership with police, so that the police rather than the Council control any covert human intelligence source who may be required for one of the Council's investigations.

- 5.5. All authorisations are required to have a Unique Reference Number ("URN") and the officer seeking the authorisation must obtain the URN from Legal Services prior to seeking authorisation and the authorising officer is not to authorise that authorisation unless a URN has been provided.
- 5.6. The Council is committed to achieving a consistent high standard in applications for authorisation to conduct directed surveillance. All applications must first be submitted to the Council's gatekeeper as specified in section 2 of this Policy. Only when the gatekeeper has cleared the application may the authorised officer consider it.
- 5.7. The Council will not permit the authorisation of a CHIS who is under the age of 18.



## **6. Reviews/Cancellations**

- 6.1 An authorisation for use of a CHIS lasts for a maximum of 12 months before having to be renewed. When authorising the use of a CHIS the authorising officer is required to set a date for review of that authorisation. This is known as the first review. The Code of Practice requires regular reviews be undertaken by the authorising officer to assess the continuing need for the use of the CHIS.
- 6.2 The frequency of reviews must be considered at the outset by the authorising officer as frequently as is considered necessary and practicable on a case by case basis. In any event, the authorising officer must set a first review date when granting the authorisation.
- 6.3 If after the first review the authorising officer considers that the use of the CHIS is to continue then s/he will be required to set a further date of review. Again, this assessment will be on a case by case basis and in a time that is considered necessary and practicable.
- 6.4 If on the review, however, the authorising officer is satisfied that the authorisation is no longer necessary on the ground under which it was granted or renewed or it is no longer proportionate to what is sought to be achieved then the authorising officer must request that the authorisation be

cancelled and the CHIS no longer used under that authorisation.

- 6.5 It should be stressed that authorisations for the use of a CHIS must be cancelled. They cannot and must not be allowed to just lapse.

## **7. Training**

- 7.1 Authorising officers can only authorise once they have undertaken training on the operation of RIPA and the Code of Practice. The Council's gatekeepers may only clear applications for consideration by the authorising officer after undertaking the same training as the authorising officers.
- 7.2 Officers may only undertake the roles of controller, handler, or record-keeper if they have undertaken training in the discharge of those roles. If there are no officers who have been trained to the satisfaction of the authorising officer and the Assistant Chief Executive (Legal Services), then the Council will not use covert human intelligence sources.
- 7.3 All officers who may seek to use covert human intelligence sources during an investigation must also have undertaken training on the operation of RIPA and the Code of Practice.
- 7.4 The Council will arrange appropriate training courses at regular intervals. It is expected that members of the Corporate Management Team will require authorising officers, gatekeepers and those who may apply to conduct directed surveillance to undertake the training.

## **8. Controller/Handler/Record Keeper**

- 8.1 Where the use of a CHIS is authorised then section 29(5)(a) of RIPA requires the Council to have at all times a person holding a position with the Council who will have day-to-day responsibility for dealing with the source (“the handler”). This will not be the officer seeking authorisation but will be the responsibility of the person who supervises the investigation.
- 8.2 Further, section 29(5)(b) of RIPA requires the Council to have at all times another person holding a position with the Council who will have general oversight of the use made of the source (“the controller”). The controller is the officer responsible for the general oversight of the use of the source. . . . The controller will be the Service Manager for the Service in which the officer seeking the authorisation is based so that the Service Manager will be the controller and will be the person managing the handler.
- 8.3 Although an authorising officer can also act as the controller of a source, the Council will not permit an authorising officer to be responsible for authorising their own activities, e.g. those in which they, themselves, are to act as the source or in tasking the source. Therefore if the authorising officer would be the Service Manager for the handler then a Service Manager of the same level from another Service will be the controller.

8.4 Additionally, section 29(5)(c) of RIPA requires the Council to have at all times a person holding a position with the Council who will have responsibility for maintaining a record of the use made of the CHIS. This will be the Service Head (i.e. the Service Manager's manager) responsible for the service area using the covert human intelligence source. If the service area falls within the authorising officer's responsibility, then the Corporate Director Communities, Localities and Culture must maintain the record.

8.5 Guidance suggests that a local authority may prefer to seek the assistance of the police to manage its CHIS. In such a case a written protocol between the parties should be produced in order to ensure that an identified CHIS is properly managed. Without such an agreement the local authority must be capable of fulfilling its statutory responsibilities. Where the CHIS is not a Council Officer then the intention is to seek assistance of the police. Where the CHIS is a Council Officer then prior to the authorisation being sought the investigating officer must give consideration to seeking the assistance of the Police and if it is decided not to then justification for that decision must be included within the risk assessment for the use of the CHIS.

## **9. Combined Authorisations**

- 9.1. From time to time, it may well be that the use of a CHIS involves directed surveillance. If it does then the directed surveillance must also be authorised. A single authorisation can combine the two, however, and this should be done on the application form used for the authorisation of the CHIS.

## **10. Security of Covert Technical Equipment**

10.1. The Council requires each Service that uses covert technical equipment when undertaking surveillance to ensure that such equipment is securely locked away when not used. Further, such equipment will only be issued to an officer who has authorisation to use it. There will be a logging in and out book and the officer will be required to sign for the equipment. In signing for the equipment, the officer will be reminded that misuse of the equipment is a disciplinary offence.

## **11. Member Oversight**

11.1. The Council's Standards Committee will review this Policy and the Council's use of covert human intelligence sources. If issues arise, the Standards Committee will make recommendations to Cabinet for action.



## **12. Central Recording**

12.1. The Council is required to keep records in relation to authorisations centrally. Those records will be maintained by Legal Services.

12.2. The relevant authorising officer must provide copies of all authorisations and all reviews, renewals and cancellations to the Assistant Chief Executive (Legal Services), the Head of Legal Services – Community, or a person nominated by either of them. The authorisation officer must provide those documents forthwith after following signing by the authorising officer.

12.3. All officers are expected to use the most up to date versions of forms recommended by the Home Office.

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# Agenda Item 8.1

<b>Committee:</b> Overview and Scrutiny	<b>Date:</b> 5 <sup>th</sup> October 2010	<b>Classification:</b> Unrestricted	<b>Report No:</b>	<b>Agenda Item :</b>
<b>Report of:</b> Corporate Director Resources  <b>Originating officer(s):</b> Louise Russell, Service Head Strategy & Performance Alan Finch, Service Head Corporate Finance		<b>Title:</b> Strategic Performance and Corporate Revenue and Capital Budget Monitoring Q1 2010/11 Report  <b>Wards Affected:</b> ALL		

## 1 SUMMARY

- 1.1 This is the Council's first combined service and financial performance monitoring report for 2010/11, covering April-June (Quarter 1). This report includes an update on the authority's progress against the Strategic indicator set, the 'You Decide!' participatory budgeting programme and its financial position.
- 1.2 This report was received by CMT on 10th August, LAB on 1<sup>st</sup> September and LAB Pre-Agenda Planning on 22<sup>nd</sup> September. This report will be sent to Cabinet on 6th October.
- 1.3 At this stage of the financial year there is a projected General Fund revenue overspend of £890,000 for the reasons summarised in paragraph 5.1 and detailed in Appendix 4. Sufficient time remains in the year for management action to be taken to ensure that expenditure at year end remains within budget. The report sets out the actions that Corporate Directors are taking to contain expenditure within budget.
- 1.4 Paragraph 5.2 and Appendix 5 provide the background to a forecast overspend of £877,000 on the HRA.
- 1.5 As regards the capital programme directorates have spent 10% of their budgets for the year (£19,638,000 against budgets of £192,790,000). Projected expenditure for the year is £184,778,000 representing an underspend of £8,012,000. The programme remains affordable within available resources. An analysis of quarterly projections compared to outturn will be submitted to Members after year end.

- 1.6 61% of the Strategic indicators which are reportable in this period are on target, and 39% have improved performance since this time last year. A risk analysis of the indicators likelihood to achieve year end target is included in paragraph 5.3 and appendices 4 and 5.
- 1.7 More detailed performance and financial information is contained in the report appendices, as follows:
- Appendix 1 provides an overview of performance for all of the Council's Strategic Indicators (the Tower Hamlets Index) which represent the key priorities for the Council.
  - Appendix 2 contains an overview of the current progress of initiatives funded by the Council's participatory budgeting programme by LAP area
  - Appendix 3 lists budget/target adjustments and Appendix 3a target adjustment requests
  - Appendix 4 provides the budget outturn forecast & explanation of major variances for Directorates for the General Fund
  - Appendix 5 provides the budget outturn forecast & explanation of major variances for the HRA
  - Appendix 6 shows progress against planned efficiency savings
  - Appendix 7 provides details of the capital programme

## **2 RECOMMENDATIONS**

2.1 The Overview and Scrutiny Committee is recommended to:-

- Review and note Q1 2010/11 performance and financial position.

### 3 **REVENUE**

3.1 The table below summarises the currently expected outturn position for the General Fund.

SUMMARY	Original Budget £'000	Latest Budget £'000	Forecast Outturn £'000	Variance £'000
Adults Health and Wellbeing	90,217	90,217	90,270	53
Chief Executive	13,369	13,369	13,709	340
Children, Schools and Families	93,896	93,896	94,278	382
Communities, Localities and Culture	74,910	74,910	74,910	0
Development and Renewal	12,425	12,425	12,540	115
Resources	18,363	18,363	18,363	0
Corporate Costs/Capital Financing	17,748	17,748	17,748	0
<b>TOTAL</b>	<b>320,928</b>	<b>320,928</b>	<b>321,818</b>	<b>890</b>

Explanations of the anticipated variances are as follows:

#### 3.1.1 **Adults Health and Wellbeing** **£53,000**

There is a forecast overspend of £300,000 on homelessness due to the reduction in the recovery of administrative charges because there were fewer temporary accommodation households than forecast.

There is a forecast net underspend of £247,000 on the range of adults services as outlined in Appendix 4 – this is a combination of over and underspends.

#### 3.1.2 **Chief Executive** **£340,000**

There is a forecast overspend on the Communications budget.

To address the forecast overspend the Communications Service has undertaken a formal review of its costs against industry benchmarks to identify and release

ongoing savings such as the EEL distribution contract. Further potential savings have been identified as part of a planned review and consolidation of communication activities throughout the Council.

The anticipated levy on third sector commissioning budgets for 2010/11 to fund additional grants to the third sector as reported to Cabinet in November 2009 will not be pursued in 2010/11 but officers in Finance and the third sector team will work together to identify whether a levy is required for ongoing funding of third sector strategy.

### **3.1.3 Children, Schools and Families £382,000**

The main component of the forecast overspend relates to the amount of premature retirement and redundancy costs that must be charged to the General Fund in accordance with the Schools Funding Regulations. All school early retirement costs (i.e. lump sum and on-going compensation payments to the pension fund arising from a severance agreement involving early retirement) entered into prior to 1<sup>st</sup> April 2005 must be charged to the General Fund, rather than the Dedicated Schools Grant (DSG). In addition all non-schools early retirement costs and 20% of the costs of redundancies must be met from the General Fund, too. Costs of early retirements for school based staff from 1<sup>st</sup> April 2005 may be charged to the DSG.

Whilst these are not new arrangements, specific budget provision for these unavoidable commitments has been identified as insufficient. The general tightening of budgets has revealed this as an underlying budget issue.

The Directorate will be identifying strategies for mitigating the net projected overspend.

### **3.1.4 Development and Renewal £115,000**

An overspend of £115,000 is forecast comprising a number of relatively small variances.

The overspend is to be addressed by the application of a grant of £65,000 from the DCLG towards the funding of the Economic Impact Assessment and through further cost reductions to reflect the decline in the number of planning applications received.

### 3.2 HRA

As detailed in Appendix 5 there is a current forecasted overspend of £877,000 due a shortfall of income from estate parking and leaseholder service charges (£580,000) and expenditure on essential IT development projects (£315,000).

At the Council's request, Tower Hamlets Homes has produced an action plan to deal with the forecast overspend. This is being considered by officers.

### 3.3 Risk Areas

Risks have been highlighted under appropriate vote heads in Appendices 4 and 5.

### 3.4 Savings/Efficiency Targets

Details of progress against targets are shown in Appendix 6.

### 3.5 Income Collection Performance Targets

<b>Income Stream</b>	<b>Collected in 2009-10 %</b>	<b>2010-11 Target to 30.06.10 %</b>	<b>2010-11 Collected to 30.06.10 %</b>	<b>Direction of Travel</b>
Business Rates	99.29	24.60	30.24	↑
Central Income	86.33	80.00	76.00	↓
Council Tax	94.40	23.76	24.94	↑
Housing Rents	100.10	100.00	99.90	↓
PCNs	62.37	62.00	61.60	↓
Service Charges	109.80	25.00	38.17	↑

#### 4 **CAPITAL**

4.1 The Capital Programme approved by Cabinet on 10<sup>th</sup> February 2010 showed a total budget of £210,663,000. This has now decreased to £192,790,000. The changes to the budget since the 10<sup>th</sup> February Cabinet are set out in the table below:

	<b>£'000</b>
<b>Capital Programme (per Cabinet 10<sup>th</sup> Feb 2010)</b>	<b>210,663</b>
Adults Health and Wellbeing (Slippage from 2009/10 approved at Cabinet 8 <sup>th</sup> September 2010)	775
Communities Localities and Culture (Approved at Cabinet 7 <sup>th</sup> April 2010 and subsequent RCDAs)	8,660
Children, Schools and Families (Approved at Cabinet 7 <sup>th</sup> July 2010)	12,787
Building Schools for the Future  (Re-profiling of total budget to reflect realistic spend profile in line with contract progress for each project. Total budget has not reduced, but moved into future years)	-39,166
Chief Executive's and Resources (Slippage from 2009/10 approved at Cabinet 8 <sup>th</sup> September 2010)	5,416
Development and Renewal (including Housing)  (This reflects the Housing Investment Programme approved at Cabinet 10 <sup>th</sup> March 2010, and also slippage from 2009/10 approved at Cabinet 8 <sup>th</sup> September 2010)	-6,345
<b>Budget Q1</b>	<b>192,790</b>



4.2 Total spend to the end of Q1 (30<sup>th</sup> June 2010) represented 10% of budget as follows:

	<b>Annual Budget as at 30-Jun-10</b>	<b>Spend to 30-Jun-10</b>	<b>% Budget Spent</b>
	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>
<b>MAINSTREAM PROGRAMME</b>			
Communities, Localities and Culture	13,430	929	6.9%
Children, Schools and Families	31,221	2,856	9.1%
Adults, Health and Wellbeing	735	21	2.9%
Development and Renewal*	114,785	14,126	12.3%
<b>MAINSTREAM TOTAL</b>	<b>160,171</b>	<b>17,932</b>	<b>11.2%</b>
<b>LOCAL PRIORITIES PROGRAMME (LPP)</b>			
Communities, Localities and Culture	1,364	10	0.7%
Children, Schools and Families	2,631	223	8.5%
Chief Executive	5,416	31	0.6%
Adults, Health and Wellbeing	432	2	0.5%
Development and Renewal*	22,776	1,440	6.3%
<b>LPP TOTAL</b>	<b>32,619</b>	<b>1,706</b>	<b>5.2%</b>
<b>GRAND TOTAL</b>	<b>192,790</b>	<b>19,638</b>	<b>10.2%</b>

\* Includes Housing Revenue Account (HRA) and Building Schools for the Future (BSF)

The relatively low spend to date against budget needs to be seen against the spend profile for capital projects for the first quarter of the year being typically low. For example in 2009/10 spend incurred to the end of the first quarter represented 14% of budget but this led to a final outturn position of 85% spend against budget.

4.3 Total projected expenditure for the year, as advised by Directorates managing capital schemes, totals £184,778,000 compared with the budget of £192,790,000, a forecast underspend of £8,012,000. Directorates confirm that their projections are realistic estimates of final actual spend for the year. An

analysis of quarterly projections compared to outturn will be submitted to Members after the year end. Projected expenditure compared to budget is as follows:

	<b>Annual Budget as at 30-Jun-10</b>	<b>Projection 2010-11</b>	<b>Forecast Variance</b>
	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>
<b>MAINSTREAM PROGRAMME</b>			
Communities, Localities and Culture	13,430	13,430	0
Children, Schools and Families	31,221	28,527	-2,694
Adults, Health and Wellbeing	735	735	0
Development and Renewal*	114,785	114,410	-375
<b>MAINSTREAM TOTAL</b>	<b>160,171</b>	<b>157,102</b>	<b>-3,069</b>
<b>LOCAL PRIORITIES PROGRAMME (LPP)</b>			
Communities, Localities and Culture	1,364	1,364	0
Children, Schools and Families	2,631	2,577	-54
Chief Executive	5,416	2,748	-2,668
Adults, Health and Wellbeing	432	211	-221
Development and Renewal*	22,776	20,776	-2,000
<b>LPP TOTAL</b>	<b>32,619</b>	<b>27,676</b>	<b>-4,943</b>
<b>GRAND TOTAL</b>	<b>192,790</b>	<b>184,778</b>	<b>-8,012</b>

\* Includes Housing Revenue Account (HRA) and Building Schools for the Future (BSF)

4.4 The capital programme for this year has been set on the basis of available capital resources and amended as further resource announcements have been made by Government and other funders, and for Cabinet decisions. The capital programme remains affordable within the resources available.

4.5 Further details of the programme are provided in Appendix 7.

## **5 PERFORMANCE INFORMATION**

5.1 This is the first quarterly monitoring report for the Tower Hamlets Index, covering the period April-June 2010/11 (Quarter 1). The Tower Hamlets Index is made up of 84 Strategic Indicators. These consist of:

- All LAA indicators;

- Key measures of corporate health (usually ex-BVPIs);
- The council's strategic priorities; and
- Some measures of customer satisfaction (usually Annual Residents Survey).

5.2 These are monitored corporately every two months as the Tower Hamlets Index and quarterly in the joint strategic and budget monitoring report.

5.3 Performance against our Strategic indicators for Quarter 1 2010/11 is set out in Appendix 1.

5.4 The number of Strategic Performance indicators available for reporting fluctuates between periods. Different indicators have different reporting frequencies. Of the 84 indicators in the Strategic Indicator set, 36 (43%) can be reported on this quarter. 29 have in-year targets.

5.5 In-year targets have been set for the majority of Strategic Indicators. There are several indicators where it is not appropriate to set in year targets. For example, in year targets against housing delivery are not very helpful, particularly in terms of predicting year end performance. Narrative commentary explaining progress towards these targets will be increasingly important.

5.6 The table below sets out performance against target for Strategic Indicators for all reporting periods in 2009/10, and for 2010/11 to date and demonstrates that we are doing considerably better at this point of the year than at the same point in 2009/10.

Reporting Period	GREEN	RED
<b>2009/10</b>		
Apr-May	11 (52.38%)	10 (47.61%)
Q1	11 (50%)	11 (50%)
Jun-Jul	11 (47.82%)	13 (54.16%)
Aug-Sep – Q2	14 (34.14%)	27 (65.85%)
Oct-Nov	10 (28.57%)	22 (60%)
Sep-Dec – Q3	14 (42.42%)	19 (57.57%)
Dec-Jan	15 (38.46%)	23 (58.97%)
Year End	39 (58.2%)	2 (41.8%)
<b>2010/11</b>		

Apr-May	12 (52.1%)	11 (47.9%)
Q1	17 (58.6%)	12 (41.4%)

5.7 Of the 29 applicable indicators, 17 of the performance indicators (58.6%) are on track to achieve their end of year target (GREEN). Areas where performance is well above the estimated level for the end of June target are as follows:

- S224 - Percentage residents satisfied with outcome to anti-social behaviour reports
- S226 – Tower Hamlets Homes service charge collected (excluding major works)
- NI117 – 16-18 year olds who are not in education, employment or training (NEET)
- NI150 – Adults receiving secondary mental health services in employment
- NI152a&NI153a – Working age people on out of work benefits & in worst performing neighbourhoods
- NI33i & NI33ii – number of deliberate primary and secondary fires (Arson)

5.8 A total of 13 (59%) indicators have improved performance from this time last year.

5.9 A total of 12 indicators (41.4%) are not meeting their Q1 target, three of which have not met their target by more than 10%. A risk analysis has been undertaken and indicators have been identified as being at risk of failing to achieve their target by the year end. The risk analysis uses a series of risk based criteria to identify which indicators would benefit from further scrutiny at Performance Review Group.

Based on risk – impact

- Performance against target
- Quartile performance (comparison to most recent data available)
- Variance over 10% (comparing actual to target)

Based on risk – likelihood

- Improving (previous reporting period or same period previous year)
- Confidence in recovery (assessment based on comments)

5.9.1 **Strategic102, 103, 104 – The percentage of the top paid - LP07 or above - of Local Authority staff that are women / an ethnic minority / have a disability**

As in 2009/10, these indicators have been highlighted as being at risk of failing to achieve their year end target. They are all off target, and have not improved since the last reporting period (Apr-May).

The actual for women has deteriorated since this time last year (June 2009) and achieving the end of year target will require an additional 4 women to be recruited to posts at LPO7 or above. The Vacancy Assurance process will support this.

The outturn for ethnic minority staff has deteriorated since the last reporting period (Apr-May). Achieving the end of year target will require an additional 11 BME applicants to be recruited to posts at LPO7 or above. The Vacancy Assurance process will support this and has resulted in one third of appointments at this level since January 2010 being made to BME applicants; however turnover of managers at this level is relatively low. Actions will continue to be taken to provide targeted career development programmes as part of the Council's workforce to reflect the community strategy.

The outturn for staff with a disability has deteriorated since the last reporting period (Apr-May). Achieving the end of year target will require an additional 6 Disabled employees to be recruited to posts at LPO7 or above. A planned staff equality audit will improve data quality which may result in more disabled staff identifying themselves to the Council for monitoring purposes. The audit will take place during 2010/11. Currently only 75% of staff have informed the Council whether or not they are disabled. Increasing the number that respond will provide more accurate data to inform future actions needed to recruit and retain disabled staff.

#### **5.9.2 Strategic223 – Number of social rented housing completions for family housing (gross figures only)**

Q1 outturn was 25, compared to an annual target of 405. Even allowing for the fact that the delivery of housing tends to fluctuate and does not occur in a regular pattern across the year, it is not possible for performance to be back on track by the end of 2010/11.

This indicator is closely linked to NI155 (Number of affordable homes delivered) and at the time of setting the 3-year indicator target, we were hopeful that previous years' performance for NI155 would be maintained. However, there have been a number of building projects which have not started on site as forecast, due to the financial climate. As a result of this, there will also be a knock

on effect on the delivery of social rented housing (SP223). We are projecting a larger number of completions during 2012/13, a substantial number of which are already on site.

### 5.9.3 **National146 – Adults with learning disabilities into employment**

This measure is off target and has deteriorated since this time last year. Most recent official benchmarking shows our current performance on this measure as being bottom quartile (year end 2008/09). However the service reports that the percentage of clients meeting the criteria will increase towards the end of the reporting period, following the pattern in 2009/10, as more assessments and reviews are completed. The service is therefore confident in meeting its year end target.

#### Update on Year End Reporting

5.10 Since the last report, 3 Strategic indicators are now able to report year end outturns (relating to 2009 calendar year).

- Strategic 413 / NI065 - Percentage of children becoming the subject of Child Protection Plan for a second or subsequent time, 8.03% compared to target of 7%, and 2008/09 outturn of 6.8%. Target missed by 14.7%.
- LAA NI120a – All age, all cause mortality rate - Male – there was a lower mortality rate than expected, 787 people per 100,000 compared to a target of 804 people – target exceeded by 2.12%
- LAA NI120b – All age, all cause mortality rate – Female – there was a lower mortality rate than expected, 513 people per 100,000 compared to a target of 555 - target exceeded by 7.6%

## **6 'You Decide!' Participatory Budgeting Programme**

6.1 'You Decide!' is Tower Hamlets' innovative participatory budgeting project. The programme of work involves passing decision making responsibility to local residents and allowing them to make decisions over a portion of mainstream council funding. Council departments are working with the LAP Steering Groups to shape exactly how those services will be delivered in their local area. The Steering Groups play a central role in monitoring those services over the year.

6.2 Appendix 2 details the delivery of projects purchased through the 'You Decide!' process. This includes new, 2010/11 projects, as well as ongoing two-year projects from 2009/10 and a number of academic-year based projects from

2009/10 for which this is the final delivery quarter. Services have provided comments on individual projects where appropriate. The RAG status indicates the progression of projects according to agreed milestones. The percentage of budget spent is also indicated.

Overview of progress with projects

6.3 There were 102 projects purchased in 2010/11 out of a total budget of £2.5 million (including £300,000 from the Communities for Health budget). Out of the 84 projects purchased in 2009/10 there are 7 projects ongoing during 2010/11 due to a two-year spending commitment. As such £365,625 was carried over from the 2009/10 budget.

6.4 This monitoring report includes both projects purchased in 2010/11 and remaining projects from 2009/10 meaning a total of 109 projects and a total budget of £2, 865,625.

6.5 At present 63 of these are on track according to agreed milestones, 39 of these are off target but anticipated to complete on time, and 4 are off target and at risk of not meeting project targets. The below table indicates the performance per LAP.

6.6 Overview of performance by LAP

LAP	Total no. of projects	Complete/On target GREEN	Off Target AMBER	At risk RED
1	18	8	10	0
2	12	7	5	0
3	9	7	2	0
4	13	5	6	2
5	12	10	2	0
6	12	6	6	0
7	12	10	2	0
8	12	7	3	2
Youth	9	3	6	0
<i>Total:</i>	<i>109</i>	<i>63</i>	<i>42</i>	<i>4</i>

6.7 Overview of finance by LAP

The table below indicates the current spend against total budget per LAP. As would be expected in the first quarter, 11% of the budget has so far been committed as many projects have used the period to plan and finalise implementation. It is anticipated that most spend will occur in Quarters Three and Four when capital projects are delivered. A number of projects are tied to the academic year and will commence in September as such some of the funding will roll over into Quarter One of 2011/12.

LAP	Total no. of projects	Total budget	Total spend	% spent
1	18	£468,125 (£415,000 plus £53,125 carryover from 09/10)	£46,931	10%
2	12	£328,125 (£275,000 plus £53,125 carryover from 09/10)	£29,252	9%
3	9	£328,125 (£275,000 plus £53,125 carryover from 09/10)	£29,531	9%
4	13	£328,125 (£275,000 plus £53,125 carryover from 09/10)	£36,242	11%
5	12	£325,000 (£275,000 plus £50,000 carryover from 09/10)	£39,325	12%
6	12	£275,000	£31,949	12%
7	12	£328,125 (£275,000 plus £53,125 carryover from 09/10)	£44,825	14%
8	12	£325,000 (£275,000 plus £50,000 carryover from 09/10)	£39,203	12%
Youth	9	£160,000	£6250	4%
<i>Totals</i>	<i>109</i>	<i>£2,865,625</i>	<i>£303,508</i>	<i>11% (average)</i>

## 6.8 Risk assessment of individual projects



The 4 projects identified as at risk of not completing their targets (RED) are grouped in five project areas:

#### 6.8.1 Reducing Alcohol's Harm

This project was purchased in LAP 4. The steering group in LAP 4 elected to use £35,000 to enhance the work of the drug and alcohol outreach team. There has been a delay caused by funding arrangements. As such, this has prevented the PCT from recruiting a drug outreach worker through the DAAT by August 2010. It is therefore unlikely that the funding (which will be covering the cost of the post) will be completely spent by the end of the financial year. It is anticipated that we will be able to carry over funds and complete the project's outcomes by Quarter One 2010/11.

#### 6.8.2 Pamper Days

Pamper Days were purchased by LAPs 4 and 8. The original scope of the project was to provide a number of 'pampering days' at The Atrium in a new partnership with Tower Hamlets College. The project was planned to run in line with the academic year from September 2010.

However, the model for the NVQ level course has changed. In its current format, service delivery would not start until January 2011 at the earliest. The service has had a positive meeting with Tower Hamlets College on 13<sup>th</sup> July and they confirmed their commitment to the project. We expect to resolve the start date issue by the end of September 2010 and hope to bring this closer to the original start date in early September.

#### 6.8.3 Healthy Food Options for Young People

Healthy Food Options were purchased by LAP 8 and the project is being delivered by Tower Hamlets PCT. In other LAPs the Healthy Food Option has been used to deliver Breakfast Clubs. However, LAP 8 already had universal breakfast club provision. The PCT and Council extended services are currently scoping proposals for a suitable project that will be able to deliver from September 2010.

## **7 COMMENTS OF THE CHIEF FINANCIAL OFFICER**

- 7.1 This report sets out the performance of the authority against priority performance indicators for the first quarter of the year together with budget monitoring against the General Fund revenue budget, the HRA revenue budget and the capital

budget. This represents good practice since it enables performance in both areas to be considered alongside one another and facilitates actions being taken on the basis of a balanced overall view.

- 7.2 The report projects a net General Fund overspend of £0.890m and a net overspend on the HRA of £0.877m. If this were to be carried through to the end of the financial year it would result in decreases in general reserves and housing reserves respectively.
- 7.3 This is the first quarter report and, accordingly, the projected outturn is based on the experience of only a few months. The scope for projected outturns to be over- or under-stated is therefore correspondingly greater than later in the year. However, where overspends are being predicted Corporate Directors, in accordance with Financial Regulations, must keep the position under close, continuous review and, where necessary, identify compensatory savings. Paragraph 5 and associated appendices detail the actions currently being taken. Additionally the Council Management Team has instigated a monthly monitoring process through which it will oversee expenditure against budget. The Corporate Director – Resources will also monitor closely those directorates that have so far projected adverse material end of year variances.
- 7.4 The report also details expenditure against the capital programme. Although spend to date of £19.638m represents only 10.2% of the programme, past experience suggests that this should lead to outturn performance close to budget and the forecast outturn is £184.778m, 96% of budget.

## **8 CONCURRENT REPORT OF THE ASSISTANT CHIEF EXECUTIVE (LEGAL SERVICES)**

- 8.1 The report provides performance information, including by reference key performance indicators and the budget.
- 8.2 It is consistent with good administration for the Council to consider monitoring information in relation to plans and budgets that it has adopted and agreements entered into such as the local area agreement.
- 8.3 Section 3 of the Local Government Act 1999 requires the Council as a best value authority to “make arrangements to secure continuous improvement in the way in which its functions are exercised, having regard to a combination of economy,

efficiency and effectiveness". Monitoring of performance information is an important way in which that obligation can be fulfilled.

- 8.4 The Council is required by section 151 of the Local Government Act 1972 to make arrangements for the proper administration of its financial affairs. The Council's chief finance officer has established financial procedures to ensure the Council's proper financial administration. These include procedures for budgetary control. It is consistent with these arrangements for Members to receive information about the revenue budget as set out in the report.

## **9 ONE TOWER HAMLETS CONSIDERATIONS**

- 9.1 The Council's Strategic Indicators are focused upon meeting the needs of the diverse communities living in Tower Hamlets and supporting delivery of One Tower Hamlets. In particular, Strategic priorities include the reduction of inequalities and the fostering of strong community cohesion and are measured by a variety of strategic indicators.

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

- 10.1 An element of the monitoring report deals with environmental milestones within the Safe and Supportive agenda.

## **11 RISK MANAGEMENT IMPLICATIONS**

- 11.1 In line with the Council's risk management strategy, the information contained within the Strategic Indicator Monitoring will assist the Cabinet, Corporate Directors and relevant service managers in delivering the ambitious targets set out in the Strategic Plan. Regular monitoring reports will enable Members and Corporate Directors to keep progress under regular review.
- 11.2 There is a risk to the integrity of the authority's finances if an imbalance occurs between resources and needs. This is mitigated by regular monitoring and, where appropriate, corrective action. This report provides a corporate overview to supplement more frequent monitoring that takes place at detailed level.
- 11.3 The explanations provided by the Directorates for the budget variances also contain analyses of risk factors.

## **12 CRIME AND DISORDER REDUCTION IMPLICATIONS**

- 13.1 The Strategic Indicator set contains a number of crime and disorder indicators under the Safe & Supportive theme, however there are no specific crime and disorder reduction implications.

## **13 EFFICIENCY STATEMENT**

- 13.1 The Efficiency Statement is covered in Appendix 6 of this report.

## **14 APPENDICES**

- Appendix 1 provides an overview of performance for all of the Council's Strategic Indicators (the Tower Hamlets Index) which represent the key priorities for the Council.
- Appendix 2 contains an overview of the current progress of initiatives funded by the Council's participatory budgeting programme by LAP area
- Appendix 3 lists budget/target adjustments and Appendix 3a target adjustment requests
- Appendix 4 provides the budget outturn forecast & explanation of major variances for Directorates for the General Fund
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### **Local Government Act, 1972 Section 100D (As amended) List of "Background Papers" used in the preparation of this report**

No "background papers" were used in writing this report

PI Ref No	PI Description	Responsible Officer & Directorate	Outturn 2008/09	Target 2009/10	Actual June 2009/10	Target 2010/11	Actual June 2010/11	Variance (comparing actual to target)	Direction of Travel (comparing June 10/11 and June 09/10)	Traffic Light (RED / GREEN)
<p><b>Theme 1: One Tower Hamlets</b></p> <p>Legend: <span style="display:inline-block; width:10px; height:10px; background-color:grey; border:1px solid black;"></span> Actual 09/10    <span style="display:inline-block; width:10px; height:10px; background-color:lightgrey; border:1px solid black;"></span> Target 10/11    <span style="display:inline-block; width:10px; height:10px; background-color:red; border:1px solid black;"></span> Target 09/10</p>										
2	<p>Strategic10 Percentage of top 5% of earners of Local Authority staff that are women.</p> <p>Measured in: % (gross pay of top 5% of earners in the authorities excluding all staff in schools)</p> <p>Good Performance: Higher</p>	Steve James Resources Cllr D Edgar	50.47	50	49	50	48	-4.00%	➔	RED
<p>Monthly Performance: Achieving the end of year target will require an additional 4 women to be recruited to posts at LPO7 or above. The Vacancy Assurance process will support this.</p>										
3	<p>Strategic10 The percentage of the top 5% of Local Authority staff who are from an ethnic minority.</p> <p>Measured in: % (top-paid 5% are identified by ranking staff according to their gross pay.)</p> <p>Good Performance: Higher</p>	Steve James Resources Cllr D Edgar	17.1	25	16.68	27	24	-11.10%	➔	RED
<p>Monthly Performance: Achieving the end of year target will require an additional 11 BME applicants to be recruited to posts at LPO7 or above. The Vacancy Assurance process will support this and has resulted in one third of appointments at this level since January 2010 being made to BME applicants. Turnover of managers at this level is relatively low. If appointments continue to be made at the current rate it would take 2 years to achieve the current target. Actions will continue to be taken to provide targeted career development programmes as part of the Council's workforce to reflect the community strategy.</p>										

PI Ref No	PI Description	Responsible Officer & Directorate	Outturn 2008/09	Target 2009/10	Actual June 2009/10	Target June 2010/11	Actual June 2010/11	Variance (comparing actual to target)	Direction of Travel (comparing June 10/11 and June 09/10)	Traffic Light (RED / GREEN)
4	<p><b>Strategic10</b> Percentage of the top paid 5% of staff who have a disability (excluding those in maintained schools.)</p> <p>Measured in: % (top-paid 5% are identified by ranking staff according to their gross pay. Staff who have a disability are those that identify themselves as such in the staff survey, against the definition provided in the Disability Discrimination Act 1995).</p> <p>Good Performance: Higher</p> <p>Monthly Performance: Achieving the end of year target will require an additional 6 Disabled employees to be recruited to posts at LPO7 or above. A planned staff equality audit will improve data quality which may result in more disabled staff identifying themselves to the Council for monitoring purposes. The audit will take place during 2010/11. Currently only 75% of staff have informed the Council whether or not they are disabled. Increasing the number that respond will provide more accurate data to inform future actions needed to recruit and retain disabled staff.</p>	Steve James Resources Cllr D Edgar	2.1	4.7	1.54	5.4	3	-44.40%	↑	RED
										<p>Actual 09/10    Target 10/11    Target 09/10</p>
5	<p><b>Strategic10</b> Number of working days/shifts lost to sickness absence per employee.</p> <p>Measured in: % (the aggregate of working days lost due to sickness absence irrespective of whether this is self certified, certified by a GP or long term divided by the average number of FTE staff)</p> <p>Good Performance: Lower</p> <p>Monthly Performance: Current performance has improved by 0.15 days since May 2010 but remains above the end of year target of 6.5 days.</p> <p>The Corporate Absence Management Panel will be requesting 4 Service Heads whose teams have high levels of absence to attend its next meeting in September to provide assurances that appropriate management action is being taken. All Directorate Absence Management Panels will be requested to provide a report to on their progress and action taken to date.</p>	Steve James Resources Cllr D Edgar	8.95	7	8.54	6.5	8.3	-27.70%	↑	Red
										<p>Actual 09/10    Target 10/11    Target 09/10</p>

PI Ref No	PI Description	Responsible Officer & Directorate	Outturn 2008/09	Target 2009/10	Actual 2009/10	Target 2010/11	Actual June 2010/11	Variance (comparing actual to target)	Direction of Travel (comparing June 10/11 and June 09/10)	Traffic Light (RED / GREEN)
S1	Response time to members enquiries - % completed within 10 working days - Corporate Measured in: % (The volume of enquiries closed which are answered within 10 working days/total volume of enquiries closed x 100%) Good Performance: Higher	John Williams Chief Executive's Cllr J Peck	76.31	85	86.76	87	91.09	4.70%	↑	GREEN
<p>Actual 09/10    Target 10/11    Target 09/10</p>										
Monthly Performance: Target exceeded										
Z	Percentage of complaints completed in time - Council as a whole - Stage 1 Measured in: % (within 20 working days) Good Performance: Higher	Claire Symonds Resources Cllr J Peck	82	85	92	86	92	5.70%	↑	GREEN
Monthly Performance: Target exceeded										
1a	Variation of projected outturn from budget (+/-) Measured in: £million (variance from budget i.e. 0 equals no budget variance, positive figure equals overspend, negative figure equals underspend) Good Performance: Lower (closer to zero)	Alan Finch Resources Cllr D Edgar	N/A	0	-0.031	0	1,239	NOT MET	N/A	RED

PI Ref No	PI Description	Responsible Officer & Directorate	Outturn 2008/09	Target 2009/10	Actual June 2009/10	Target 2010/11	Actual June 2010/11	Variance (comparing actual to target)	Direction of Travel (comparing June 10/11 and June 09/10)	Traffic Light (RED / GREEN)
<p><b>Actual 09/10</b> <b>Target 10/11</b> <b>Target 09/10</b> </p>										
<p>Monthly Performance: This zero target means that no matter how small the variance from budget is, the performance will be shown as not met. The Council closely monitors spend during the year through monthly budget monitoring with Managers, Service Heads, and Corporate Directors and quarterly reporting at both Directorate Management Teams and at the Corporate Management Team level. These measures ensure that there is necessary control and challenges of budget spend.</p>										
Strategic 10 9A	Customer Access volumes (channel shift) - total number of visits to Council Hot Lines Measured in: % (in conjunction with 109a/b/c, showing trends in contact volumes and in shifts between access channels) Good Performance: Lower	Claire Symonds Resources Cllr J Peck	N/A	N/A	670,000	N/A	57,045	N/A	N/A	N/A
Strategic 10 9B	Customer Access volumes (channel shift) - total number of visits to Council One Stop Shops Measured in: % (in conjunction with 109a/b/c, showing trends in contact volumes and in shifts between access channels) Good Performance: Lower	Claire Symonds Resources Cllr J Peck	N/A	N/A	238,379	N/A	19,529	N/A	N/A	N/A
Strategic 10 9C	Customer Access volumes (channel shift) - total number of visits to Council Websites Measured in: % (in conjunction with 109a/b/c, showing trends in contact volumes and in shifts between access channels) Good Performance: Higher	Claire Symonds Resources Cllr J Peck	N/A	N/A	N/A	N/A	189,160	N/A	N/A	N/A
<p>Monthly Performance: The indicators 109a/b/c will track changes and trends in contact volumes for the three key customer access channels - face to face, telephone and web/internet. Encouraging channel shift from the more expensive channels (eg face to face) to the cheaper (eg web) is a key part of the Corporate Channel Strategy and offers opportunities for considerable savings. Channel shift is likely to be gradual and will follow specific initiatives arising from the Channel Strategy over time. Patterns are unlikely to emerge until later in 2010/11 and into 2011/12. As contact volumes are customer-driven, and the Corporate Customer Access Strategy encourages free choice for residents to use the channels they prefer, specific targets for each access channel are inappropriate. 109a,b and c should be seen as indicators of activity over time, rather than performance targets. 233k people visited the council Websites in May because of the elections and election results. Website usage fell back to a more stable 198k in June.</p>										



PI Ref No	PI Description	Responsible Officer & Directorate	Outturn 2008/09	Target 2009/10	Actual June 2009/10	Target June 2010/11	Actual June 2010/11	Variance (comparing actual to target)	Direction of Travel (comparing June 10/11 and June 09/10)	Traffic Light (RED / GREEN)
Strategic11 0a	Customer Access Overall Satisfaction  Measured in: % Good Performance: Higher	Claire Symonds Resources Cllr J Peck	N/A	N/A	N/A	90	89.3	-0.80%	N/A	RED
<p>Monthly Performance: First reported quarter. This indicator demonstrates levels of customer satisfaction with access to Council services using the Council's three main access channels (telephone, face to face and web site). Every customer who comes into contact with the Council via these channels is offered an automated survey - either by phone immediately after completing their call, by touch screen in the One Stop Shops or by web pop-up - to assess their level of satisfaction with the transaction. Target for the first quarter was narrowly missed. Improvement plans will focus on (i) staff in phone and face to face environments providing full and detailed answers to customer queries and (ii) improvements to the web site based on customer surveys and comments.</p>										
Strategic11 1	First contact resolution of calls to Hot Lines  Measured in: % of people who answered positively to "How satisfied were you that your call today resolved the issue that you phoned us about?" Good Performance: Higher	Claire Symonds Resources Cllr J Peck	90	90	90	91	90.2	-0.90%	↑	RED
<p>Monthly Performance: Performance shows increase from 89.7% last month to 90.2% this month (June). Briefing sessions for staff to be arranged to re-emphasise importance of clear and full resolution of queries.</p>										

PI Ref. No	PI Description	Responsible Officer & Directorate	Outturn 2008/09	Target 2009/10	Actual June 2009/10	Target June 2010/11	Actual June 2010/11	Variance (comparing actual to target)	Direction of Travel (comparing June 10/11 and June 09/10)	Traffic Light (RED / GREEN)
<p>Legend: Actual 09/10 (solid grey), Target 10/11 (dotted), Target 09/10 (dashed)</p>										
<b>Theme 2: A Great Place to Live</b>										
Strategic 2014 National 154	Net additional homes provided	Jackie Odunoye								
	Measured in: Number (the sum of new build completions, minus demolitions, plus any gains or losses through change of use and conversions) Good Performance: Higher	Development & Renewal Cllr M Francis	2839	2999	N/A	2999	92	N/A	N/A	N/A
	Monthly Performance: Housing delivery is not evenly spread across the year, as the delivery of housing tends to fluctuate and does not occur in a regular pattern, and therefore profiling an indicative target borne out of the annual 2999 figure is problematic. In previous years the profiling of in year targets, borne out of the annual target has led to this indicator inaccurately being flagged as off target as housing completions are normally loaded towards the end of the financial year. Moreover, completions on this indicator are reconciled at year end prior to the Annual Monitoring Report's submission which also identifies additional units completed throughout the year. Consequently, quarterly underperformance (particularly at the beginning of the financial year) for these indicators, is not necessarily an indication of the target being at risk. Bearing the above in mind the 92 additional homes indicated below for Q1 2010/2011 represents an indicative rather than a final figure. Moreover for Q1 we have been unable to fully reconcile the completions for this quarter owing to our annual review of the the PPOG Model baseline population. Hence the figure reported is indicative and lower than what has been delivered.									
Strategic 2014 National 155	Number of affordable homes delivered (gross)	Jackie Odunoye								
	Measured in: Number (the sum of social rent housing and intermediate housing - low cost home ownership and intermediate rent) Good Performance: Higher	Development & Renewal Cllr M Francis	1064	1287	N/A	1287	116	N/A	N/A	N/A
	Monthly Performance: 1287 is an annual target. Housing delivery is not evenly spread across the year, as the delivery of housing tends to fluctuate and does not occur in a regular pattern. The annual target for NI 155 of 1287 units was calculated with reference to a 3 year target, and at the time of setting these targets, we were hopeful that previous years' performance would be maintained. However, there have been a number of building projects which have not started on site as forecast, due to the financial climate. However, we are projecting a larger number of completions during 2012/13, a substantial number of which are already on site. Although it is not possible for performance to be back on track to meet the 2010/11 target of 1287, in line with the 3 year LAA target, and an overachievement of 50% in 09/10, 866 affordable homes need to be delivered in 2010/11 to meet the 3 year LAA target of 3861.									

PI Ref No	PI Description	Responsible Officer & Directorate	Outturn 2008/09	Target 2009/10	Actual June 2009/10	Target June 2010/11	Actual June 2010/11	Variance (comparing actual to target)	Direction of Travel (comparing June 10/11 and June 09/10)	Traffic Light (RED / GREEN)
Strategic223	Number of social rented housing completions for family housing (gross figures only) Measured in: Number (a count of the number of affordable housing - local authority, housing associations, and co-operative tenants. Family housing is 3 bedrooms or more) Good Performance: Higher	Jackie Oduoyo Development & Renewal Cllr M Francis	393	405	619	N/A	405	25	N/A	N/A
	Monthly Performance: 405 is an annual target. Housing delivery is not evenly spread across the year, as the delivery of housing tends to fluctuate and does not occur in a regular pattern. It is not possible for performance to be back on track by the end of the financial year 2010/11. The annual target for NI 155 (Number of affordable homes delivered) of 1287 units was calculated with reference to a 3 year target, and at the time of setting these targets, we were hopeful that previous years' performance would be maintained. However, there have been a number of building projects which have not started on site as forcast, due to the financial climate. As a result of this, there will also be a knock on effect on the delivery of social rented housing (SP223). We are projecting a larger number of completions during 2012/13, a substantial number of which are already on site.									
Strategic201 LAALocal	The number of households who considered themselves as homeless, who approached the local authority's housing advice services), and for whom housing advice casework intervention resolved their situation. Measured in: Number (the number of cases assisted through successful casework intervention divided by the number of households - per thousand households) Good Performance: Higher	Jackie Oduoyo Development & Renewal Cllr M Francis	8.87	8	11	2.2	12.00	2.4	N/A	N/A
	Monthly Performance:									
Strategic224	Percentage residents satisfied with outcome to ASB Measured in: % Good Performance: Higher	Jackie Oduoyo Development & Renewal Cllr M Francis	47.6	60	67	37	65	75	15.38%	GREEN

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<p>Monthly Performance: Target exceeded.</p> <p> <span style="display: inline-block; width: 15px; height: 15px; background-color: #cccccc; border: 1px solid black;"></span> Actual 09/10             <span style="display: inline-block; width: 15px; height: 15px; background-color: #e0e0e0; border: 1px solid black;"></span> Target 10/11             <span style="display: inline-block; width: 15px; height: 15px; background-color: #cccccc; border: 1px solid black; margin-left: 5px;"></span> Target 09/10         </p>										
STR090226	<p>Average time to re-let property (days)</p> <p>Measured in: Days (The time in calendar days from the day after tenancy is terminated up to and date when the new tenancy agreement starts.)</p> <p>Good Performance: Lower</p>	Jackie Oduoyo Development & Renewal Cllr M Francis	31.54	28	27.23	26	29.09	-0.30%	↗	RED
<p>Monthly Performance: The target of 26 days has been missed. Although the monthly performance was within target (26 days) for both May and June, the year to date position has not recovered from the poor performance in April (28.41 days). Measures to improve voids performance comprise:</p> <ol style="list-style-type: none"> <li>1. Every NHO now has their own individual performance report which identifies problem voids and solutions in their area. They have all been instructed to prioritise voids and raise any barriers to performance directly with the Head of Service.</li> <li>2. The Head of Service has contacted the contractors and advised them that any delays in keys handling or works will not be acceptable and will be subject to penalties.</li> <li>3. One of the Support and Monitoring Officers has been assigned to lead on day to day monitoring of all voids and reporting back to the Head of Service.</li> <li>4. The Neighbourhood Improvement Manager has been assigned the overall lead on voids scrutiny and operation, working directly to the Head of Service on this issue.</li> <li>5. An additional Voids Technical Officer is being recruited to assist with the number and quality of voids specifications and inspections.</li> <li>6. A Viewing Officer is being recruited to assist us in responding swiftly to the Council's viewings appointments</li> <li>7. Every officer will have a voids "callover meeting" during the month as part of their 1:1 session.</li> <li>8. Every NHO, Senior and Area Manager has voids performance as a key personal objective in their appraisals.</li> <li>9. A Voids Workshop involving all key agents and looking at tightening all areas of the voids process is to be held at the start of July.</li> <li>10. The voids lettable standard has been reviewed with residents and the agreed use of decorations packs will assist us in reaching targets. This will be completed by July, apart from the recruitment and we believe this will bring the figure back to target.</li> </ol>										
STR090226	<p>Service charge collected (excluding major works)</p> <p>Measured in: £ (The overall collection level reported at the end of each reporting period after collection, write off and transfers are made)</p> <p>Good Performance: Lower</p>	Jackie Oduoyo Development & Renewal Cllr M Francis	15.3	15	12.6	11.5	4.12	64%	↖	GREEN

PI Ref No	PI Description	Responsible Officer & Directorate	Outturn 2008/09	Target 2009/10	Actual 2009/10	Target 2010/11	Actual June 2010/11	Variance (comparing actual to target)	Direction of Travel (comparing June 10/11 and June 09/10)	Traffic Light (RED / GREEN)	
<p>Monthly Performance: Target exceeded.</p> <p>Legend: Actual 09/10 (solid bar), Target 10/11 (dotted bar), Target 09/10 (dashed line)</p>											
Strategic22Z	Rent collected as percentage of rent due Measured in: % Good Performance: Higher	Jackie Odunoye Development & Renewal Cllr M Francis	99.66	100.01	101.42	100	100	Met	↑	GREEN	
<p>Monthly Performance: The target of 100% has been missed. However, in the month of June collection levels were at 110.52% and have almost reached target year to date (currently at 100.7%). A range of initiatives have been set up in order to achieve target:                      i) Saturday working is currently being undertaken at least once a month to improve both customer access and arrears recovery. ii) From July arrears staff are required to make phone contact with all new tenants whose accounts are in arrears in the first month.                      iii) Direct Debit continues to be promoted with DD mandates enclosed with quarterly rent statements. iv) Relevant articles continue to be published in Open Door.                      These initiatives are ongoing and it is anticipated that this will help to achieve target by the end of the calendar year.</p>											
Strategic22C	Number of physical visits to public library premises Measured in: Number (based on a one week sample, an estimate of the total number of visits by members of the public to libraries for whatever purpose) Good Performance: Higher	Heather Bonfield Communities, Localities & Culture Cllr D Jones	9,284.76	9,361.80	9,396.52	2,092,651	504,329	543,585	7.80%	n/a	GREEN
<p>Monthly Performance: Target exceeded. Please note that there has been a definition change for this indicator. The measurement is now a straight count of numbers of users as opposed to dividing per 1,000 population.</p>											
LAAN04Z National04Z Strategic22B	People killed or seriously injured in road traffic accidents Measured in: % change in number of people killed or seriously injured during the calendar year compared to the previous year Good Performance: Higher (Lower)	Jamie Blake Communities, Localities & Culture Cllr A Ullah	-9.1	3.3	4.5	12.7 (100)	(25)	(27)	-8.00%	N/A	RED

PI Ref No	PI Description	Responsible Officer & Directorate	Outturn 2008/09	Target 2009/10	Actual June 2009/10	Target 2010/11	Actual June 2010/11	Variance (comparing actual to target)	Direction of Travel (comparing June 10/11 and June 09/10)	Traffic Light (RED / GREEN)
Strategic211-National192	<p>Percentage of household waste sent for reuse, recycling and composting</p> <p>Measured in: % (total tonnage of household waste collected which is sent for reuse, recycling, composting or anaerobic digestion divided by total tonnage of household waste collected.)</p> <p>Good Performance: Higher</p>	Jamie Blake Communities, Localities & Culture Cllr S Ali	19,262	26	26.51	32	27.55	0.30%	↑	GREEN
	<p>Monthly Performance: Target Exceeded</p>									
	<p>Monthly Performance: This indicator is based on the percentage change in number of people killed or seriously injured during the calendar year compared to the previous year. The figures are based on a 3 year rolling average, up to the current year and are reported annually by calendar year.</p> <p>However, for the purpose of in-year reporting, the actual number of people killed or seriously injured (KSIs) will be reported. The figures are released from the London Accident Analysis Unit and are based on the calendar year. Our 2010/11 target of a 12.7% positive change in the number of people KSI equates to 100 people.</p> <p>There is a time lag in reporting this indicator. The latest provisional figures show that this indicator is slightly off target: January to the end of April 2010 the number of KSI's was 27 against an in-year estimate of 25.</p>									

PI Ref No	PI Description	Responsible Officer & Directorate	Outturn 2008/09	Target 2009/10	Actual June 2009/10	Target June 2010/11	Actual June 2010/11	Variance (comparing actual to target)	Direction of Travel (comparing June 10/11 and June 09/10)	Traffic Light (RED / GREEN)	
<p>Actual 09/10    Target 10/11    Target 09/10</p>											
<b>Theme 3: A Prosperous Community</b>											
Strategic Objective National 17	16 to 18 year olds who are not in education, employment or training (NEET)	Mary Durkin Children, Schools & Families Cllr S Khatun	6.7	6.25	6	8.6	5.5	6.4	21%	↑	GREEN
	Measured in: % Good Performance: Lower										
	<p>Monthly Performance: The estimate for June 2010 is 8.1% - this is the LA monthly reduction target set to incrementally reduce the NEET figure over the course of the year. However, we have achieved 6.4% in June 2010 and therefore met the June estimated target. The NEET figures are seasonal and figures have to be compared with the same period last year in order to identify trends. The June 2010 of 6.4% compares to 8.6% in June 2009, representing a 2.2 percentage points reduction in reducing NEET.</p> <p>In real terms, the NEET figure is down by 94 in comparison with the same period last year: June-09: 16-18 actual Adjusted NEET number: 379 June-10: 16-18 actual Adjusted NEET number: 285</p> <p>The Authority is continuing to reduce the number of young people who are NEET in line with our monthly targets and are on track to achieve the annual target of 5.5% for 2010/11.</p>										
Strategic Objective National 16	Adults with learning disabilities into employment	Helen Taylor Adults, Health & Wellbeing Cllr R Saunders	3.3	3.1	3.4	N/A	3.1	0	Not Met	N/A	RED
	Measured in: % Good Performance: Higher										
	<p>Monthly Performance: Performance increases as Assessments and Reviews are carried out in the reporting year. In 2009/10 we experienced a large number of clients meeting criteria in the latter months of the year. It is therefore expected that an increase in performance will be reporting over the next few months.</p>										

PI Ref No	PI Description	Responsible Officer & Directorate	Outturn 2008/09	Target 2009/10	Actual 2009/10	Target 2010/11	Actual June 2010/11	Variance (comparing actual to target)	Direction of Travel (comparing June 10/11 and June 09/10)	Traffic Light (RED / GREEN)
Strategic010 - National050	Adults receiving secondary mental health services in employment Measured in: % Good Performance: Higher	Helen Taylor Adults, Health & Wellbeing Cllr R Saunders	2.4	3.5	N/A	3.5	6.1	74.30%	N/A	GREEN
<p>Monthly Performance: This indicator is derived from data submitted to LBTH by the East London Mental Health Foundation Trust. Any indicator result placed in the system is liable to change and remains provisional until the we have confirmed the outcome with the Trust.</p>										
Strategic031 - National051	Overall employment rate (working age) Measured in: % Good Performance: Higher	Nick Smales Development & Renewal S Islam	60.8	54.9	60.4	55.7	61	9.50%	↑	GREEN
<p>Monthly Performance: Target exceeded</p>										



PI Ref No	PI Description	Responsible Officer & Directorate	Outturn 2008/09	Target 2009/10	Actual June 2009/10	Target 2010/11	Actual June 2010/11	Variance (comparing actual to target)	Direction of Travel (comparing June 10/11 and June 09/10)	Traffic Light (RED / GREEN)
Strat0312 - National	Working age people on out of work benefits. By May 2011 (Q2 data) narrow the gap to the England average rate to a maximum of -5.7 percentage points.  Measured in: % (This indicator measures the percentage of the working age population who are claiming out of work benefits - reducing the gap from the national average.) Good Performance: Higher	Nick Smales Development & Renewal Cllr S Islam	N/A	-5.7	-4.9	-5.7	-4.9	1.4%	N/A	GREEN
<p>Monthly Performance: Target met, as the gap between LBTH and the England average rate is less than - 5.7 percent. The gap is currently -4.9 percent. As new data is published quarterly, monthly change is not necessarily monitored.</p>										
Strat0313 - National	Working age people claiming out of work benefits in the worst performing neighbourhoods. By May 2011 (Q2 data) extend the lead over the England average rate to at least 3.1 percentage points  Measured in: % (This indicator measures the percentage of the working age population who are claiming out of work benefits in the lowest performing neighbourhoods - reducing the gap from the national average) Good Performance: Higher	Nick Smales Development & Renewal Cllr S Islam	N/A	3.1	4.4	3.1	4.4	41.90%	N/A	GREEN
<p>Monthly Performance: Target met. TH have a 4.4 percentage points lead over the England average rate. (August 2009 data). TH: 26.8%, England: 31.2%</p> <p>The Council and its partners are targeting through various projects people on benefit to take up paid work. Working Neighbourhood Fund (WNF) activities target those at a greater disadvantage during the recession as those further away from the labour market remain harder targets for support. Through the use of WNF a range of employment related activities to complement the services of Jobcentre plus and the Learning and Skills Council are anticipated with a target of 4,000 additional residents into employment.</p> <p>Skillsmatch job brokerage service will be embedded within the East London Business Place programme, capturing job vacancies from the growth of the small business sector. The Councils is also trying to maximise employment, placement, apprenticeships and training opportunities for workless people in the public sector. It is anticipated to develop a range of apprenticeships and/or internships linking vocational diplomas to employed status traineeships.</p>										

PI Ref No	PI Description	Responsible Officer & Directorate	Outturn 2008/09	Target 2009/10	Actual 2009/10	Target 2010/11	Actual June 2010/11	Variance (comparing actual to target)	Direction of Travel (comparing June 10/11 and June 09/10)	Traffic Light (RED / GREEN)
<p>Legend: <span style="border: 1px solid black; display: inline-block; width: 10px; height: 10px;"></span> Actual 09/10    <span style="border: 1px dashed black; display: inline-block; width: 10px; height: 10px;"></span> Target 10/11    <span style="border: 1px solid black; display: inline-block; width: 10px; height: 10px;"></span> Target 09/10</p>										
<b>Theme 4: A Safe and Supportive Community</b>										
<u>Strategic</u> 13. <u>National</u> 055	Percentage of children becoming the subject of Child Protection Plan for a second or subsequent time	Helen Lincoln Children, Schools & Families Cllr S Khatun	6.8	7	8.03	9-13%	11.67	Met	↔	GREEN
	Measured in: % Good Performance: Lower									
	Monthly Performance: Provisionally, performance in June was 11.67%. This is within the agreed target bandwidth of 9-13%. The target bandwidth has been set based on the LBTH performance range within the last three years. Banding for this indicator describes good performance as being between 9-13%. A very low level may mean that a local authority is not submitting some children to a Child Protection Plan who are in need. Conversely, a high level may suggest that the professionals responsible for the child's welfare are not intervening effectively to bring about the required changes. It is also expected that each child's individual circumstances will differ and therefore a zero percentage return on this indicator is not expected.									
<u>Strategic</u> 12. <u>National</u> 135	Carers receiving needs assessment or review and a specific carer's service, or advice and information	Deborah Cohen Adults, Health & Wellbeing Cllr R Saunders	30.1	25.9	33.9	30.90	7.4	7.9	↔	GREEN
	Measured in: % (number of carers whose needs were assessed or reviewed by the council in a year who received a specific carer's service, or advice and information in the same year as a percentage of people receiving a community based service in the year) Good Performance: Higher									
<u>Strategic</u> 020. <u>National</u> 015	Number of most serious violent crimes per 1,000 population	Andy Bamber Communities, Localities & Culture Cllr A Ullah	2.35	2.28	2.14	2.0972	0.64	0.52	↔	GREEN
	Measured in: Number (No. of recorded most serious violent crimes/total population x 1000) Good Performance: Lower									

PI Ref No	PI Description	Responsible Officer & Directorate	Outturn 2008/09	Target 2009/10	Actual June 2009/10	Target 2010/11	Actual June 2010/11	Variance (comparing actual to target)	Direction of Travel (comparing June 10/11 and June 09/10)	Traffic Light (RED / GREEN)
<p>Actual 09/10    Target 10/11    Target 09/10</p>										
<p>Monthly Performance: Target exceeded</p>										
Strategic03 - National016	Number of serious acquisitive crimes per 1,000 population	Andy Bamber Communities, Localities & Culture Clir A Ullah	25.51	25.05	20.29	20.09	5.17	-3%	↑	RED
<p>Measured in: Number (No. of recorded serious acquisitive crimes/total population x 1000) Good Performance: Lower</p>										
<p>Monthly Performance: We are slightly off target for the April to June Period. Resources have been made available for dispersal zones that will be in place for July and August to tackle both violence and acquisitive crimes. Furthermore, proactive operations to continue to arrest prolific offenders as well as deter opportunistic criminals. It is expected target to be met and exceeded at the end of the year.</p>										
Strategic07 - National033	Arson incidents - Number of deliberate primary fires per 10,000 population.	Andy Bamber Communities, Localities & Culture Clir A Ullah	9.99	11.9	7.3	11.5	2.59	10.10%	↑	GREEN
<p>Measured in: Number (Primary is casualty, rescue or escape) Good Performance: Lower</p>										
<p>Monthly Performance: Target Exceeded</p>										

PI Ref No	PI Description	Responsible Officer & Directorate	Outturn 2008/09	Target 2009/10	Actual June 2009/10	Target 2010/11	Actual June 2010/11	Variance (comparing actual to target)	Direction of Travel (comparing June 10/11 and June 09/10)	Traffic Light (RED / GREEN)	
Strat0008, National0331	Number of deliberate secondary fires per 10,000 population. (Atson) Measured in: Number (Secondary is not involving property & did not involve casualties or rescues) Good Performance: Lower	Andy Bamber Communities, Localities & Culture Cllr A Ullah	20.99	35.8	11.43	1.69	34.7	8.68	3.81	56.10%	GREEN
	Monthly Performance: Target exceeded										
Strat0005, National019	Rate of proven re-offending by young offenders aged 10-17 Measured in: Number (average number of re-offences per young person) Good Performance: Lower	Mary Durkin Children, Schools & Families Cllr S Khatun	1.1	1.13	1.15	N/A	1.08	1.13	1.15	-1.80%	RED
	Monthly Performance: An analysis of reoffending by the 2009/10 cohort indicates that a small number of habitual reoffenders committed a disproportionately large number of offences. Reoffending was particularly high in the 1st quarter, which skewed the out-turn. The Youth Offending Service has increased its provision of diversionary programmes for young people in need of intensive supervision and support.										
Strat0120, National006, Strat0020	<b>Theme 5: A Healthy Community</b> Stopping smoking Measured in: number Good Performance: Higher	Alwen Williams Primary Care Trust	1253	1043	1489	N/A	1061	N/A	175.44	N/A	N/A
	Annual Performance: This measure defines quitters as those who have stopped smoking for a period of at least 4 weeks per 100,000 of the population in Tower Hamlets. Performance to May 2010 is 174.55 towards an annual target this year of 1061. This represents 320 people. For 2009/10 at 1489, the target of 1043 was exceeded by 42.76%, representing 2,716 people quitting smoking.										

LAP 1

Community Plan Theme Project		RAG	Comments/Progress	Budget	Spent	RAG/%	Finance Comments
A Great Place to Live	Better Street Lighting		Service is awaiting a decision from LAP steering group as to which option to proceed with. This will be made by the end of July. Option 1 - The cleaning of all lanterns in a ward, together with all bulbs being renewed would have the following impacts across the whole ward: better lighting and fewer lights failing. Option 2 - Lap Steering Group members may be aware of particular streets which feel darker than others. The funding available will probably be sufficient to improve lighting in one or two streets by installing one or two new columns and upgrading lighting levels.	£15,000	£0	0%	
	Park Improvement Project		The LAP 1 Steering Group have agreed to allocate £15,000 towards a feasibility study exploring the disused toilet block in Museum Gardens and bike storage facilities in the Bethnal Green Gateway area. The remaining funding (£35,000) will be allocated to improvements in Allen Gardens. Due to the delays in decision making this has affected the timescales for the improvement projects, but it is hoped that delivery will still be achieved in this financial year.	£50,000	£0	0%	
	Tree and Shrub Planting		No progress as we are still awaiting preferred locations from Lap 1 Steering Group. We hope to have this by the end of August	£20,000	£0	0%	
A Healthy Community	Healthy Food options for young people		Breakfast Clubs at Rachel Keeling Nursery School and St John's Primary School, Rachel Keeling Community Gardens and Food Growing Project	20,000	£0	0%	SLA drawn up; transfer of funding (and delivery) will occur from start of academic year (Sept 10). £20,000 to be spent on breakfast club, £15,000 on food growing project

Community Plan Theme Project		RAG	Comments/Progress	Budget	Spent	RAG/%	Finance Comments
	Learn To Swim		Options paper to be submitted to LAP Steering Group to determine the format of the programme. However, the preferred option is free places on the GLL London Swim school which will be offered to non-swimming TH residents as part of the PB Programme. Likely to be 1 adult course, 1 child course (Sept - Dec term, to be confirmed)	£7,000	£0	0%	Until sessions are organised there is no spend
A Prosperous Community	Early GCSE in languages		14 students have been entered into GCSE as a result of the 2009/10 funding. Results are due in August and will be shared in next monitoring report. 2010/11 funding: Publicity materials have been distributed and recruitment for September is under way. Final enrolment will take place during the Opening Day Celebration on 12 September. Classes have been moved to the Bethnal Green Centre.	£35,000	£5,761	16%	
	Engaging young people in community events		Project has been delayed due to the departure of key staff member. Will now be delivered in the Autumn 2010. Will then be followed up in relation to events programme for remainder of 2010 and 2011 in order to give opportunities for putting training into	£7,000	£0	0%	No financial commitments have been made while there is still uncertainty over whether this is still one event covering two LAPs
	Job Fair		Initial discussions with Third Sector Organisations took place. Discussions with Skillsmatch have also taken place. Feedback from LAP Steering Groups mixed, whether to have one event or several, whether to target young people or all residents, what venue is most appropriate. If go ahead given then intention to invite partners (JC+ etc.) to meeting in July to finalise project plan, costings etc. present to LAP Steering Group by end of July. Marketing to begin early August for event in mid to late September.	£5,000	£0	0%	

Community Plan Theme	Project	RAG	Comments/Progress	Budget	Spent	RAG/%	Finance Comments
	Skillsmatch Graduate Placements		6 new candidates have been engaged and registered during Quarter 1 and have been in receipt of ongoing job preparation, screening and matching. Placements are currently being secured for start dates in Quarter 2. As these are recruited individually, timelines for each placement will vary dependent on employer.	£11,000	£0	0%	No spend to date, as candidates have yet to be enrolled onto placement.
	Youth Disabilities & SEN Employment Project		Placement opportunities are currently being arranged with the Council and its partners. Engagement work is taking place to broaden the roles available.	£5,000	£0	0%	
	Extended Learning/Study Support(ongoing from 2009/10 and continuing for 2010/11)		Funding from 2009/10 provided the Building Exploratory Project by Design. The projects funded in 2010/11 will begin in September in line with the academic year	£30,000	£0	0%	The funding for 2009/10 was fully spent by the end of the academic year
<b>A Safe and Supportive Community</b>	Handy Person		Handyperson services commenced on 1 July 2010. Age Concern were met on 24th June to agree outcomes for the Service Level Agreement, which has now been drafted.	£17,500	£2,500	14%	

Community Plan Theme	Project	RAG	Comments/Progress	Budget	Spent	RAG/%	Finance Comments
	Zero tolerance policing		<p>You Decide funding has enabled LAP 1 teams to conduct additional high visibility patrols in crime hotspots. Weavers team worked with local residents in the Turin Estate to tackle ASB and disorder. Local residents joined officers on patrol. Local information led to the discovery of stolen property - a suspect was identified and arrested. A 'Day of Action' took place on 3rd June 2010 whereby officers were joined by local estate officers and Tower Hamlets Enforcement officers to sweep through the estate checking for stolen property in electrical cupboards and securing those cupboards with broken locks. Crime prevention advice was also provided to local residents in the Turin Estate area. Similar operations have also run in Emmott Street, E2. Police conducted a plain clothes policing operation to tackle information from local residents as to antisocial behaviour occurring in the local churchyard at ST Matthews Churchyard. Police have conducted additional licensing patrols. 16 arrests in total.</p>	£35,000	£7,645	22%	
	Drug Outreach Worker (ongoing from 2009/10 spend)		<p>During the last quarter outreach workers made a total of 94 interventions within LAPs 1&amp;2. Specifically within LAP 1 - 4 people were referred into alcohol treatment services and 3 referred into drug treatment services - there were 3 referrals for people who were sleeping rough and 19 individuals were referred or signposted into meaningful activity groups. Currently we are providing regular patrols at Arnold Circus and Cambridge Health road as well as covering many local THH estates.</p>	£85,000	£42,500	50%	The total budget includes funding from 2009/10. Due to late start will actually complete in Q1 of financial year 2011/12.. As such spend for Q1 for 2010/11 has been £10,625.



Community Plan Theme Project		RAG	Comments/Progress	Budget	Spent	RAG/%	Finance Comments
YISP - Youth Inclusion & Support Panel			<p><b>Intensive Support</b> Total no. of c/yp received intensive support: 26</p> <p><b>New Referral and case closed</b> April: 13 new referral, 1 closed May: 2 new referral, 0 case closed June: 0 new referral, 5 case closed</p> <p><b>Gender</b> 9 (F) 17 (M)</p> <p><b>Ethnicity</b> White: 10 Bangladeshi: 12 Somali: 1 Black Caribbean: 3</p> <p><b>Low Intensive Support</b> No. of c/yp registered: 27 No. of sessions delivered: 17</p> <p>At the end of March 2010, 25 c/yp remained on intensive intervention with key work support. Our main source of referral during this Qtr was from Children's Social Care Services and from parents.</p>	£35,000	£7,900	23%	
Support for Carers: Leisure Passes			The chosen option is leisure passes for carers. Discussions have taken place with GLL and are finalising the system for carers to get letter from Carers Centre and present at Leisure Centres	£10,000	£0	0%	
YIP			<p>Annual Target: 50.</p> <p>Quarter 1: 11 young people engaged on the programme to date. 2 young people have refused to engage and 6 cases are pending in the process of getting engaged. YIP has been getting a high number of referrals from LAP1 based agencies but most of these cases fall in the LAP2 Catchment area.</p>	£50,000	£12,500	25%	

Community Plan Theme Project		RAG	Comments/Progress	Budget	Spent	RAG/%	Finance Comments
	THEO Operation		Service is still awaiting a decision from LAP1 steering group for direction on activities as LAP steering group was postponed. This will happen at steering group meeting on 12th August. Once the decision was made the service will start to roll out operations.	£35,000	£0	0%	
					£78,806		

Community Plan Theme Project		RAG	Comments/Progress	Budget	Spent	RAG/%	Finance Comments
Community Plan Theme Project		RAG	Comments/Progress	Budget	Spent	RAG/%	Finance Comments
A Great Place to Live	Park Improvement Project		The non-quora of the steering group agreed in principle that the funding should be used to fund improvement in Allen Gardens on 27th July. Until this has been confirmed the projects can't progress any further. Due to the increasingly tight timescales on these projects it is important that we get agreement as soon as practicable to permit delivery in this financial year.	£50,000	£0	0%	
	Day Trips		Methodology for use of funding agreed with AHWB. Also agreement to use LinkAge plus Centres as contact points. Delays in release of You Decide funding have meant that LinkAge Plus sites have been unable to draw down funding. This funding has now been released to directorates. A programme of trips for Lap 2 is being developed and bookings are now being taken.	£10,000	£0	0%	
	Public Realm Traffic Calming Improvements		There has been a delay in making a decision where the site can be located. Service is awaiting proposed sites from Steering Group after walkabout. Living Streets plan to carry out a street audit of Tent St - identified by Cllr Islam as most suitable - between 6-7pm when traffic is heaviest. They will feed back findings to project officer.	£18,000		0%	
A Healthy Community	Reducing Alcohol Harm		Recruitment of secondary school complete. Detailed plan to operationalise work to include recruitment of students, training, support and monitoring being developed currently. Recruitment of pupils to commence in September.	£35,000	£0	0%	

Community Plan Theme Project		RAG	Comments/Progress	Budget	Spent	RAG/%	Finance Comments
A Prosperous Community	Early GCSE in Languages		Brady Arts Centre is the chosen venue for the project. Enrolment is under way - we are still awaiting figures. Enrolment will continue up until the Open Day Celebration on 12 September. Classes begin on 19 September.	£35,000	£1,965	6%	
	Youth Disabilities & SEN Employment Project		Placement opportunities are currently being arranged with the Council and its partners. Engagement work is taking place to broaden the roles available.	£5,000	£0	0%	No spend as yet.
	Skillsmatch Graduate Placements		During Q1, 4 graduates from Lap 2 started placement. 9 new candidates from Lap 2 were engaged and subsequently registered and provided with job preparation and screening and matching.	£22,000	£3,500	16%	Based on weekly allowance total £133 per candidate.
	Study Support (ongoing from 2009/10 and bought for 2010/11)		Funding from 2009/10 provided the following activities for the final academic term; Swanlea - Bicycle Maintenance Project, Film Making Course, Visual Arts Project, Capoeira Dance Lessons, Specialist Study Support, Theatre Workshop Course Activities bought for 2010/11 will commence in September in line with the academic year	£20,000	£0	0%	The study support was bought in 2009/10 and this represents the final quarter of delivery as project was delivered in the academic year. A new programme of activity will commence in September 2010.
A Safe and Supportive Community	Handy Person		Handyperson services commenced on 1 July 2010. Age Concern were met on 24th June to agree outcomes for the Service Level Agreement, which has now been drafted.	£17,500	£2,500	14%	

Community Plan Theme	Project	RAG	Comments/Progress	Budget	Spent	RAG/%	Finance Comments
Zero tolerance policing			<p>You Decide funding has enabled LAP 2 teams to conduct additional high visibility patrols in crime hotspots. Increased patrols have resulted in 6 ASBOs. Enforcement of these ASBOs has also seen one arrest for Breach of ASBO. Increased disorder patrols funded by You Decide has resulted in 11 arrests. Officers have been working with local residents to identify dangerous dogs. Two warrants have been executed to date to tackle this issue. Advice is also being given to local dog owners by the specialist dog unit. Officers have worked with local residents in tackling ASB in Altab Ali Park. Police have worked with THEOs to enforce the Drinking Controlled Zone. Additional activity funded by You Decide has ensured that ASB has now been removed from the park and that local residents now gather in the park to eat picnics. The majority of the additional operations have been high visibility patrols to address crime and ASB, including in the Chicksand Estate and Spitalfields area.</p>	£35,000	£2,762	8%	
Drug Outreach Worker (ongoing from 2009/10 spend)			<p>During the last quarter, outreach workers made a total of 94 interventions within LAPs 1&amp;2. Specifically within LAP 2: 5 people were referred into alcohol treatment services and 5 referred into drug treatment services. 1 referral was made for a rough sleeper and 26 individuals were referred or signposted into meaningful activity groups. Currently we are providing regular patrols around Cephas Street, Frank Dobson Square and the Aldgate Underpass.</p>	£85,000	£42,500	50%	<p>The total budget includes funding from 2009/10. Due to late start will actually complete in Q1 of financial year 2011/12.. As such spend for Q1 for 2010/11 has been £10,625.</p>

Community Plan Theme	Project	RAG	Comments/Progress	Budget	Spent	RAG/%	Finance Comments
	YISP - Youth Inclusion & Support Panel	Orange	<p><b>Intensive Support</b>                      Total no. of c/yp received intensive support: 12                      New Referral and case closed                      April: 2 new referral, 1 closed                      May: 0 new referral, 0 case closed                      June: 3 new referral, 2 case closed</p> <p><b>Gender</b>                      4 (F)                      8(M)</p> <p><b>Ethnicity</b>                      White: 1                      Bangladeshi: 8                      Indian: 1                      Turkish: 2</p> <p><b>Low Intensive Support</b>                      No. of c/yp registered: 28                      No. of sessions delivered: 19</p> <p>At the end of March 2010, 7 young people remained on intensive intervention with key work support. Throughout Qtr 1, YISP actively worked with 12 c/yp providing intensive support in LAP 1. 3 c/yp completed their intervention.</p>	£35,000	£7,900	23%	
				£61,127			

Community Plan Theme Project		RAG	Comments/Progress	Budget	Spent	RAG/%	Finance Comments
LAP 3							
Community Plan Theme Project	Project	RAG	Comments/Progress	Budget	Spent	RAG/%	Finance Comments
A Great Place to Live	Parks Improvement Project		Steering Group has provisionally agreed Stepney Green Park as the location for Park Improvement Works but is awaiting clarification from the parks service on the impact of Crossrail works on the park. Due to the increasingly tight timescales on these projects it is important that we get agreement as soon as practicable to permit delivery in this financial year.	£50,000	£0	0%	No spend has been made yet against You Decide budget due to delay in receiving relevant Cost Codes.
	Community Bus		Bow Community Bus operational from 28 June 10. Stepney Community Bus planned commenced 5 July 10	£60,000	£0	0%	
A Healthy Community	Healthy Food options for young people		Breakfast Clubs at Stepney Green School and Sir John Cass Primary School				SLA drawn up; transfer of funding (and delivery) will occur from start of academic year (Sept 10). The project is anticipated to underspend with current costs indicated as £33,050
A Prosperous Community	ESOL Summer Programme		Publicity material produced. Timetable of events organised. Tutors arranged. Marketing material out to local	35,000	£0	0%	
	Early GCSE in Languages		As a result of 2009/10 funding, 16 students have been entered for GCSE. Results are due in August and will be circulated with next quarterly monitoring report. For 2010/11 so far, 16 Bengali and 7 Urdu students have enrolled on the programme. Publicity materials have been circulated. Classes begin on 19 September. There will be an Open Day to celebrate 09/10 achievement and to recruit new students on 12 September.	£15,000	£0	0%	
				£35,000	£7,506	21%	

Community Plan Theme Project		RAG	Comments/Progress	Budget	Spent	RAG/%	Finance Comments
	Extended Learning (from 2009/10)		The activities delivered during the final term of 2009/10 funding are as follows; Lino - cut printing and Fabric Painting in Sir John Cass. Nutrition, Astronomy, Maths Support, and ICT Support classes were delivered in Stepney Green School.	£18,000	£18,000	100%	The study support was bought in 2009/10 and this represents the final quarter of delivery as project was delivered in the academic year
<b>A Safe and Supportive Community</b>	Handy Person		Handyperson services commenced on 1 July 2010. Age Concern were met on 24th June to agree outcomes for the Service Level Agreement, which has now been drafted.	£17,500	£2,500	14%	
	Zero Tolerance policing		Officers have conducted additional patrols in crime hotspots. Working with BIU officers ANPR operations have been run in Fieldgate Street to tackle ongoing youth disorder and drugdealing. Police are supporting residents groups in Myrtle Court and best use is being made of CCTV in the local area to identify perpetrators. 6 arrests have been made to date as a result of this additional funding. Additional officers form CID portfolio utilised in addressing issues. High visible patrols have also been made by St Dunstons and Stepney SNT of stairwells identified by residents as persistent areas of ASB and disorder. Police have worked closely with LBTH and with Poplar Harca in identifying hotspots. In areas of persistent ASB covert cameras have been deployed to identify offenders. Two arrests for Breach of Bail have been undertaken. Local officers have also been able to conduct additional high visible patrols and reassurance following allegations of homophobic ASB in Seattles Street.	£35,000	£1,000	3%	



Community Plan Theme Project	RAG	Comments/Progress	Budget	Spent	RAG/%	Finance Comments
Drug Outreach Worker (ongoing from 2009/10 spend)		During the last quarter outreach workers made a total of 153 interventions within LAPs 3&4. Specifically within LAP 3 - 4 people were referred into alcohol treatment services and 2 referred into drug treatment services - LAP 2 also made 3 referrals for people who were sleeping rough and 7 individuals were referred or signposted into meaningful activity groups. We are working with Tower Hamlets Enforcement Officers in and around Altab Ali Park and have improved our working practice with the new town centre police team.	£85,000	£42,500	50%	The DOW was bought as part of 2009/10 You Decide process for two years.

Community Plan Theme	Project	RAG	Comments/Progress	Budget	Spent	RAG/%	Finance Comments
	YISP - Youth Inclusion & Support Panel	Orange	<p><b>Intensive Support</b> Total no. of c/yp received intensive support: 22</p> <p><b>New Referral and case closed</b> April: 4 new referral, 3 closed May: 1 new referral, 0 case closed June: 5 new referral, 2 case closed</p> <p><b>Gender</b> 9 (F) 13(M)</p> <p><b>Ethnicity</b> White: 7 Bangladeshi: 12 Chinese: 1 Somali: 1 Black Caribbean: 1</p> <p><b>Low Intensive Support</b> No. of c/yp registered: N/A No. of sessions delivered: 2 observational session</p> <p>At the end of March 2010, 12 young people remain on intensive intervention with key work support. Throughout Qtr 1, YISP actively worked with 22 c/yp providing intensive support in LAP 3.</p>	£35,000	£7,900	23%	

Community Plan Theme Project		RAG	Comments/Progress	Budget	Spent	RAG/%	Finance Comments
<b>LAP 4</b>							
<b>Community Plan Theme Project</b>		<b>RAG</b>	<b>Comments/Progress</b>	<b>Budget</b>	<b>Spent</b>	<b>RAG/%</b>	<b>Finance Comments</b>
<b>A Great Place to Live</b>	Parks Improvement Project		Steering group has agreed that the funding will carry out landscape improvements and refurbishments in four linked sites in the heart of Wapping, namely Wapping Rose Gardens, Waterside Gardens, Raines Mansions and Wapping Green. This will include general landscape improvements to include new site furniture, planting, boundary and path improvements, and perhaps some low-key opportunities for play. Due to the delays in decision making, this has impacted on the timetable for delivery but it is hoped that the project can still be delivered in this financial year.	£50,000	£0	0%	
	Day Trips		Methodology for use of funding agreed with AHWB. Also agreement to use LinkAge plus Centres as contact points. Delay in transfer of funding has delayed its availability for LinkAge Plus sites to draw down funding. Funding has now been released. Programme of trips for Lap 2 and Lap 4 being developed and bookings are now being taken. Lap 6 commencing their programme and it is anticipated that trips and booking will commence during the next quarter.	£10,000	£0	0%	
	Public Realm, Traffic Calming Improvements		Wapping Lane to be designed on the basis additional funding is transferred from street lighting budget. This is awaiting approval from the steering group	£18,000	£0	0%	

Community Plan Theme	Project	RAG	Comments/Progress	Budget	Spent	RAG/%	Finance Comments
	Better Street Lighting		Service is awaiting a decision from LAP steering group as to which option to proceed with. This will be made by the end of July. Option 1 - The cleaning of all lanterns in a ward, together with all bulbs being renewed would have the following impacts across the whole ward: - better lighting and fewer lights falling Option 2 - Lap Steering Group members may be aware of particular streets which feel darker than others. The funding available will probably be sufficient to improve lighting in one or two streets by installing one or two new columns and upgrading lighting	£15,000	£0	0%	
<b>A Healthy Community</b>	Reducing Alcohol's Harm		LAP 4 elected to use funding to enhance the work of the drug and alcohol outreach team. Recruitment to team currently pending release of funding. Funding to be used to support ongoing work with pharmacists to engage clients not in treatment, to support drop-ins at Aldgate hostel, to link in with patients seen in A&E to support sustained behaviour change, to identify patients leaving treatment prematurely and support them to return to treatment and working with THEOs to identify and support individuals identified on the streets/in public spaces to access treatment.	£35,000	£0	0%	

Community Plan Theme Project		RAG	Comments/Progress	Budget	Spent	RAG/%	Finance Comments
	Pamper Days		<p>A meeting with Tower Hamlets College took place on 21st May 2010. The College informed us that the model for their NVQ level course has changed and they now only offer one year courses. This impacts on the start date of the project as students will not be sufficiently trained in September. We are still liaising with Tower Hamlets College to work out a way forward but Service Delivery would not start until January 2011 at the earliest as the students will not be sufficiently trained prior to that.</p> <p>We are urgently trying to establish if Tower Hamlets College can continue to commit to this project. If this is not the case we will explore other options, probably with LinkAge+ who already offer massage services at their sites.</p>	£2,000	£0	0%	No money has been spent on this project yet as we are still liaising with Tower Hamlets College
A Prosperous Community	Youth Disabilities & SEN Employment Project		Placement opportunities are currently being arranged with the Council and its partners. Engagement work is taking place to broaden the roles available.	£5,000	£0	0%	
	Extended Learning (ongoing from 2009/10 spend)		The activities delivered during this reporting period are as follows; Young Women's Leadership Programme, Street Dance Sessions, Asain dance Sessions, Year 11 GCSE Revision.	£18,000	£18,000	100%	The study support was bought in 2009/10 and this represents the final quarter of delivery as project was delivered in the academic year
	Early GCSE in languages (ongoing from 2009/10 spend)		As a result of funding from 2009/10 You Decide 14 students were entered for GCSE. Results are due in August and will be shared in next monitoring report	£35,000	£35,000	100%	Project is now complete

Community Plan Theme Project		RAG	Comments/Progress	Budget	Spent	RAG/%	Finance Comments
A Safe and Supportive Community	Handy Person		Handyperson services commenced on 1 July 2010. Age Concern were met on 24th June to agree outcomes for the Service Level Agreement, which has now been drafted.	£17,500	£2,500	14%	
	Zero tolerance policing		Additional patrols have been undertaken by SNT to tackle ASB in known hotspot areas. Patrols have focused around the Commercial Road area following a series of assaults. Impact statements have also been taken from local residents around the Kings Arms Public House squat. Additional patrols have ensued to reassure residents and advice has been undertaken from Partnership Office and Council around securing the premises. 10 additional arrests over the period. Following a dog bite on a local Councillor SNT officers conducted a proactive operation to identify the suspect and seize the dangerous dog. One suspect was arrested and has been charged with offences. One dangerous dog has been seized. Work on Operation on proactive operation to apprehend sexual offender and prevent offences. The key focus on these operations has been to provide additional high visibility patrols outside normal patrol hours, predominately into the night.	£35,000	£2,717	8%	

Community Plan Theme	Project	RAG	Comments/Progress	Budget	Spent	RAG/%	Finance Comments
	Drug Outreach Worker (ongoing from 2009/10 spend)		During the last quarter outreach workers made a total of 153 interventions within LAPs 3&4. Specifically within LAP 4 - 10 people were referred into alcohol treatment services and 4 referred into drug treatment services - LAP 4 also made 8 referrals for people who were sleeping rough and 1 individual was referred or signposted into a meaningful activity group. Work is ongoing around the Watney market area and we are involved with joint operations around Royal Mint Street & The Highway	£85,000	£42,500	50%	The total budget includes funding from 2009/10. Due to late start will actually complete in Q1 of financial year 2011/12. As such spend for Q1 for 2010/11 has been £10,625.
	YISP - Youth Inclusion & Support Panel		<p><b>Intensive Support</b> Total no. of c/yp received intensive support: 17</p> <p><b>New Referral and case closed</b> April: 4 new referral, 2 closed May: 0 new referral, 0 case closed June: 6 new referral, 0 case closed</p> <p><b>Gender</b> 7 (F) 10 (M)</p> <p><b>Ethnicity</b> Bangladeshi: 17 Black Caribbean: 1</p> <p><b>Low Intensive Support</b> No. of c/yp registered: 14 No. of sessions delivered: 15</p> <p>At the end of March 2010, 9 c/yp remain on intensive intervention with key work support. Throughout Qtr 1, YISP actively worked with 17 c/yp providing intensive support in LAP 4. We have a further 14 c/yp registered with our street work programme accessing low intensive support. During Qtr 1, 14 street-work sessions were delivered in LAP 4.</p>	£35,000	£7,900	23%	

Community Plan Theme Project		RAG	Comments/Progress	Budget	Spent	RAG/%	Finance Comments
Support for Carers		Orange	Leisure Passes for Carers have been chosen. Finalising arrangement with GLL and Carers Centre for carers to get letter confirming they are a carer and present it to Leisure Centres	£10,000	£0	0%	
YIP- Youth Inclusion Programme		Green	Annual Target: 50. Quarter 1: 12 young people engaged on the programme to date and 12 are in the process of getting engaged.	£50,000	£12,500	25%	



Community Plan Theme Project		RAG	Comments/Progress	Budget	Spent	RAG/%	Finance Comments
LAP 5							
Community Plan Theme Project	RAG	Comments/Progress	Budget	Spent	RAG/%	Finance Comments	
A Great Place to Live		Community Bus	Bow Community Bus operational from 28 June 10. Steptey Community Bus planned commenced 5 July 10	£60,000	£0	0%	Spent has yet to be taken from You Decide budget due to delay in receiving cost codes
		Public Realm, Traffic Calming Improvements	Coborn Rd is preferred option and is currently being designed	£18,000	£0	0%	
		Public Realm, Speed Indicator Devices	Sign to be ordered and sited in Tredegar Road	£3,500	£0	0%	
A Healthy Community		Healthy Food options for young people	Breakfast Clubs at Chisenhale School and Olga Primary School, Food Co-op at Old Ford Primary School	£35,000	£0	0%	SLA drawn up; transfer of funding (and delivery) will occur from start of academic year (Sept 10). Breakfast clubs will cost £20,495. Food co-op will cost £14,500
A Prosperous Community		One to One Small Group Tuition	Letter to headteacher of St Paul's Way Trust School outlining project. Visit to assistant headteacher to discuss outline of project, funding and monitoring requirements. School agrees to terms of project and undertakes to identify pupils be end of term (3rd week in July.)	£20,000	£0	0%	
		Skillsmatch Graduate Placements	During Q1, 2 graduates from Lap 5 started placement. 6 new candidates from Lap 5 engaged and subsequently registered.	£11,000	£1,800	16%	Based on weekly allowance total £133 per candidate.

Community Plan Theme Project		RAG	Comments/Progress	Budget	Spent	RAG/%	Finance Comments
	Job Fair		Initial discussions with Third Sector Organisations took place. Discussions with Skillsmatch have also taken place. Feedback from LAP Steering Groups mixed, whether to have one event or several, whether to target young people or all residents, what venue is most appropriate. Paper setting out various options to go to LAP Steering Groups in July for clarification of venue, type of event. If go ahead given then intention to invite partners (JC+ etc.) to meeting in July to finalise project plan, costings etc. present to LAP Steering Group by end of July. Marketing to begin early August for event in mid to late September. Milestones for July onwards still forecast to be achieved.	£5,000	£0	0%	No financial commitments have been made while there is still uncertainty over whether this is still one event covering two LAPs
	Early GCSE in languages (funded in 2009/10)		As a result of funding in 2009/10 10 students have been entered for GCSE. Results are due in August and will be shared in next monitoring report	£35,000	£35,000	100%	Project is now complete
A Safe and Supportive Community	Handy Person		Handyperson services commenced on 1 July 2010. Age Concern were met on 24th June to agree outcomes for the Service Level Agreement, which has now been drafted.	£17,500	£2,500	14%	
	Zero tolerance policing		29 Additional operations over the period primarily of additional high visibility uniform patrols at the end of normal shift hours, thus working later into the night. Additional 21 Arrests. 184 Stop and Searches conducted. 186 Stop and Accounts undertaken. 61 Intelligence reports submitted to police intelligence unit. 7 Cannabis warnings	£35,000	£6,500	19%	

Community Plan Theme Project		RAG	Comments/Progress	Budget	Spent	RAG/%	Finance Comments
Drug Outreach Worker			During the last quarter outreach workers made a total of 110 interventions within LAPs 5&7 Specifically within LAP 5 - 5 people were referred into drug treatment services and there were 2 referrals for people sleeping rough. 1 individual was referred into a meaningful activity group. In LAP 5 we have been concentrating our efforts around Roman Road and the Mile End / Bow Road area.	£42,500	£10,625	25%	
YISP - Youth Inclusion & Support Panel			<p><b>Intensive Support</b> Total no. of c/yp received intensive support: 29</p> <p><b>New Referral and case closed</b> April: 6 new referral, 3 closed May: 0 new referral, 2 case closed June: 0 new referral, 7 case closed</p> <p><b>Gender</b> 7 (F) 22 (M)</p> <p><b>Ethnicity</b> Bangladeshi: 6 Black Caribbean: 9 Somali: 3 White: 11</p> <p><b>Low Intensive Support</b> No. of c/yp registered: 32 No. of sessions delivered: 20</p> <p>At the end of March 2010, 23 c/yp remained on intensive intervention with key work support. Throughout Qtr 1, YISP actively worked with 29 c/yp providing intensive support in LAP 5, 12 young people have completed intervention.</p>	£35,000	£7,900	23%	

Community Plan Theme Project		RAG	Comments/Progress	Budget	Spent	RAG/%	Finance Comments
	Extra Police Officer (funded from 2009/10 You Decide for 2 years)		PCs have been attached to the SNTs for LAPs 5 and 8 throughout the period providing additional local high visibility policing alongside their SNT colleagues	£80,000	£40,000	50%	The total budget includes funding from 2009/10. Due to the recruitment period for the police officer the full amount will not be spent until Q1 of 2011/12.As such spend for Q1 for 2010/11 has been £10,000
				£397,500			

Community Plan Theme Project		RAG	Comments/Progress	Budget	Spent	RAG/%	Finance Comments
<b>LAP 6</b>							
<b>Community Plan Theme Project</b>		<b>RAG</b>	<b>Comments/Progress</b>	<b>Budget</b>	<b>Spent</b>	<b>RAG/%</b>	<b>Finance Comments</b>
<b>A Great Place to Live</b>	Day Trips		Methodology for use of funding agreed with AHWB. Also agreement to use LinkAge plus Centres as contact points. Delays in funding release prevented LinkAge Plus sites from drawing down funding. Funding has now been released. Lap 6 commencing their programme and it is anticipated that trips and booking will commence during the next quarter.	£10,000	£0	0%	
	Better Street Lighting		Service is awaiting a decision from LAP steering group as to which option to proceed with. This will be made by the end of July. Option 1 - The cleaning of all lanterns in a ward, together with all bulbs being renewed would have the following impacts across the whole ward: - better lighting and fewer lights falling Option 2 - Lap Steering Group members may be aware of particular streets which feel darker than others. The funding available will probably be sufficient to improve lighting in one or two streets by installing one or two new columns and upgrading lighting levels.	£15,000	£0	0%	
<b>A Healthy Community</b>	Reducing Alcohol's Harm		LAP 6 last week finalised decision to enhance work conducted by drug and alcohol outreach team. Detailed delivery plan for this work now being developed. Spending of funding available potential jeopardised by considerable time lag in decision making.	£35,000	£0	0%	

Community Plan Theme Project		RAG	Comments/Progress	Budget	Spent	RAG/%	Finance Comments
	Pamper Days		A meeting with Tower Hamlets College took place on 21st May 2010. The College informed us that the model for their NVQ level course has changed and they now only offer one year courses. This impacts on the start date of the project as students will not be sufficiently trained in September. We are still liaising with Tower Hamlets College to work out a way forward but Service Delivery would not start until January 2011 at the earliest as the students will not be sufficiently trained prior to that.	£1,500	£0	0%	No money has been spent on this project yet as we are still liaising with Tower Hamlets College
A Prosperous Community	One to One Small Group Tuition		We are urgently trying to establish if Tower Hamlets College can continue to commit to this project. If this is not the case we will explore other options, probably with LinkAge+ who already offer message services at their sites.				Spending will commence in line with academic year
	Family Learning ESOL		Letter to headteachers to outline the project. Visit to headteachers of Central Foundation Girls School and Bow to discuss outline of project, funding and monitoring requirements. Schools agree to terms of project and undertakes to identify pupils be end of term (3rd week in July).	£10,000	£0	0%	
	Early GCSE Project		Presented to Extended services. Development team working with providers to identify venue. As a result of 2009/10 You Decide funding 8 students were entered into GCSE. Results are due in August and will be shared in next monitoring report. Publicity materials have been distributed and enrolment is under way. Enrolment will continue up until the Open Day Celebration on 12 September. Classes begin on 19 September.	£7,500	£0	0%	
				£35,000	£4,990	14%	

Community Plan Theme Project		RAG	Comments/Progress	Budget	Spent	RAG/%	Finance Comments
	Extended learning(ongoing from 2009/10 spend)		The remaining activities delivered during the final academic term for 2009/10 spend is as follows: GCSE Revision in Ian Mikardo School	£36,000	£36,000	100%	The study support was bought in 2009/10 and this represents the final quarter of delivery as project was delivered in the academic year
<b>A Safe and Supportive Community</b>	Handy Person		Handyperson services commenced on 1 July 2010. Age Concern were met on 24th June to agree outcomes for the Service Level Agreement, which has now been drafted.	£17,500	£2,500	14%	
	Zero tolerance policing		Bromley By Bow and Mile End East SNTs have carried out 18 additional high visibility operations targeting anti social behaviour and criminal activity within the LAP area. These patrol areas have been chosen as part of the Ward Panel setting of ward priorities. Arrests: 15, including Theft, Assault, Wanted on warrant, robbery, racially aggravated assault, Drugs. 44 Stop and searches. 103 stop and accounts. 27 criminal intelligence reports submitted. 1 Cannabis warning. In addition to this activity Operation Redruth was supported by the SNT teams. This covered 4 wards around the Mile End Station hub. Conducted over a period of 3 weeks a large number of additional officers were posted to the area at peak crime times identified by analysis. This produced a 13% reduction in total crime over the period.	£35,000	£4,059	12%	
	YIP		Annual Target: 50. Quarter 1: 18 young people engaged on the programme to date, 11 cases are in the process of activation and one has refused service.	£50,000	£12,500	25%	

Community Plan Theme	Project	RAG	Comments/Progress	Budget	Spent	RAG/%	Finance Comments
	YISP - Youth Inclusion & Support Panel		<p><b>Intensive Support</b> Total no. of c/yp received intensive support: 28</p> <p><b>New Referral and case closed</b> April: 4 new referral, 3 closed May: 3 new referral, 1 case closed June: 1 new referral, 5 case closed</p> <p><b>Gender</b> 11 (F) 17 (M)</p> <p><b>Ethnicity</b> White: 7 Bangladeshi: 15 Chinese: 2 Somali: 3 Black Caribbean: 1</p> <p><b>Low Intensive Support</b> No. of c/yp registered: 30 No. of sessions delivered: 20</p> <p>At the end of March 2010, 20 c/yp remained on intensive intervention with key work support. Throughout Qtr 1, YISP actively worked with 28 c/yp providing intensive support in LAP 6, 9 young people have completed intervention.</p>	£35,000	£7,900	23%	
	CCTV		We are unable to start this project until at least the end of September because the block we wish to use for transmission has a protected species birds on the roof and we can not access the block until they have migrated.	£30,000	£0	0%	



Community Plan Theme Project		RAG	Comments/Progress	Budget	Spent	RAG/%	Finance Comments
Community Plan Theme Project		LAP 7					
Community Plan Theme Project	Project	RAG	Comments/Progress	Budget	Spent	RAG/%	Finance Comments
A Great Place to Live	Public Realm, Traffic Calming Improvements		Lindfield Street is the preferred option and is currently being designed.	£18,000	£0	0%	
A Healthy Community	Reducing Alcohol's Harm Alcohol Peer Education work		Recruitment of secondary school complete. Detailed plan to operationalise work to include recruitment of students, training, support and monitoring being developed currently. Recruitment of pupils to commence in September.	£35,000	£0	0%	
	Football Coaching		Options paper to be submitted to LAP Steering Group to determine the format of the programme. However, the preferred option is coaching for two age groups after school time slot at Langdon Park Leisure Centre	£4,500	£0	0%	Until sessions are organised there is no spend
A Prosperous Community	One to One Small Group Tuition		Letter to headteacher to outline the project. Visit to assistant head of Langdon Park to discuss outline of project, funding and monitoring requirements. School agrees to terms of project and undertakes to identify pupils be end of term (3rd week in July).	£10,000	£0	0%	Spending will commence in line with academic year
	Family Learning ESOL		Presented to Extended services. Development team working with providers to identify venue.	£7,500	£0	0%	
	Early GCSE Project		As a result of 2009/10 funding 24 students were entered for GCSE. Results are due in August and will be shared in the next monitoring report. The initial enrolment for 2010/11 is as follows: 7 Bengali, 1 Mandarin, and 5 Cantonese. We are awaiting updated figures. Enrolment will continue up until the Open Day Celebration on 12 September. Classes begin on 19 September. Publicity materials have been distributed.	£35,000	£7,300	21%	

Community Plan Theme	Project	RAG	Comments/Progress	Budget	Spent	RAG/%	Finance Comments
	Extended Learning(ongoing from 2009/10 spend)		Achievement Project delivered at Langdon Park School.	£18,000	£18,000	100%	The study support was bought in 2009/10 and this represents the final quarter of delivery as project was delivered in the academic year
A Safe and Supportive Community	Handy Person		Handyperson services commenced on 1 July 2010. Age Concern were met on 24th June to agree the outcomes for the Service Level Agreement which has now been drafted.	£17,500	£2,500	14%	
	Expansion of LinkAge Plus service fund another worker		Met with LinkAge Plus Manager and local LinkAge Plus Coordinator (NIP) to agree outcomes and agree contracting arrangements (variation to main contract). Advertising will go ahead to recruit new outreach worker in early July 2010	£35,000	£0	0%	

Community Plan Theme	Project	RAG	Comments/Progress	Budget	Spent	RAG/%	Finance Comments
Zero tolerance policing			<p>LAP 7 SNTs have provided a considerable number of additional high visibility patrols over this period primarily to prevent and reduce serious youth violence and ASB. EI &amp; L became a hot spot for Serious youth Violence (SYV) in April which resulted in a Problem solving process being set up by the SNT. Partnership activity with the schools, rapid response team and Operation Ashford contributed to the area to suppress the trend. Additional patrols funded by You Decide. Result: No incidents of gang related or postcode SYV in the area for a 4 week period. 3 further arrests on behalf of the CID for wanted offenders for violence offences. Drug search warrants executed at Maidstone house and Colebrook House - 2 arrests for possession of drugs. 156 Stop and searches and 89 Stop and accounts in total in respect of all activities. 122 Stops and Stop and accounts as a result of the additional patrols purely to address SYV. 5 Cannabis warnings. 16 Arrests in total.</p>	£35,000	£4,000	11%	

Community Plan Theme	Project	RAG	Comments/Progress	Budget	Spent	RAG/%	Finance Comments
	Drug Outreach Worker (ongoing from 2009/10 spend)		<p>During the last quarter outreach workers made a total of 110 interventions within LAPs 5&amp;7. Specifically within LAP 7 - 6 people were referred into alcohol treatment services and 2 people referred into drug treatment services - In LAP 7 there were also 26 individuals referred or signposted into meaningful activity's and groups</p> <p>In LAP 7 we have been working with street drinkers over in Poplar Park and have set up a drop in at the local hostel Queen Victoria's Seamans Rest. Regular patrols also take place at Chrisp St Market and along the Thames Pathway</p>	£85,000	£42,500	50%	The total budget includes funding from 2009/10. Due to late start will actually complete in Q1 of financial year 2011/12.. As such spend for Q1 for 2010/11 has been £10,625.

Community Plan Theme	Project	RAG	Comments/Progress	Budget	Spent	RAG/%	Finance Comments
	YISP - Youth Inclusion & Support Panel	Orange	<p><b>Intensive Support</b> Total no. of c/yp received intensive support: 19</p> <p><b>New Referral and case closed</b> April: 6 new referral, 3 closed May: 2 new referral, 1 case closed June: 1 new referral, 4 case closed</p> <p><b>Gender</b> 8 (F) 11 (M)</p> <p><b>Ethnicity</b> White: 8 Bangladeshi: 7 Somali: 1 Black: 3</p> <p><b>Low Intensive Support</b> No. of c/yp registered: N/A No. of sessions delivered: N/A</p> <p>At the end of March 2010, 10 c/yp remained on intensive intervention with key work support. Throughout Qtr 1, YISP actively worked with 28 c/yp providing intensive support in LAP 6, 9 young people have completed intervention.</p>	£35,000	£7,900	23%	
	YIP	Green	Annual Target: 50. Quarter 1: 25 young people engaged on the programme to date. This meets half of the target for the whole year.	£50,000	£12,500	25%	

Community Plan Theme Project		RAG	Comments/Progress	Budget	Spent	RAG/%	Finance Comments
<b>LAP 8</b>							
<b>Community Plan Theme Project</b>		<b>RAG</b>	<b>Comments/Progress</b>	<b>Budget</b>	<b>Spent</b>	<b>RAG/%</b>	<b>Finance Comments</b>
<b>A Great Place to Live</b>	Better Street Lighting		Service is awaiting a decision from LAP steering group as to which option to proceed with. This will be made by the end of July. Option 1 - The cleaning of all lanterns in a ward, together with all bulbs being renewed would have the following impacts across the whole ward: - better lighting and fewer lights falling Option 2 - Lap Steering Group members may be aware of particular streets which feel darker than others. The funding available will probably be sufficient to improve lighting in one or two streets by installing one or two new columns and upgrading lighting levels.	£15,000	£0	0%	
<b>A Healthy Community</b>	Healthy Food options for young people		LAP 8 project was to be identified following Childhood Obesity School Workshop in June; due to poor sign up by school based staff this event was cancelled; work is ongoing with extended services to identify a suitable project that will be able to deliver from September 2010.	£35,000	£0	0%	

Community Plan Theme Project		RAG	Comments/Progress	Budget	Spent	RAG/%	Finance Comments
	Pamper Days		<p>A meeting with Tower Hamlets College took place on 21st May 2010. The College informed us that the model for their NVQ level course has changed and they now only offer one year courses. This impacts on the start date of the project as students will not be sufficiently trained in September. We are still liaising with Tower Hamlets College to work out a way forward but Service Delivery would not start until January 2011 at the earliest as the students will not be sufficiently trained prior to that.</p> <p>We are urgently trying to establish if Tower Hamlets College can continue to commit to this project. If this is not the case we will explore other options, probably with LinkAge+ who already offer massage services at their sites.</p>	£1,500	£0	0%	No money has been spent on this project yet as we are still liaising with Tower Hamlets College
A Prosperous Community	Early GCSE Project		<p>6 students were entered for early GCSEs as part of the 2009/10 project. Results are due in August and will be shared in next monitoring report. For 2010/11, 32 Bengali students have enrolled on the programme so far. Publicity materials have been distributed and classes begin on 19 September. There will be an Open Day to celebrate 09/10 achievement and to recruit new students on 12 September.</p>	£35,000	£7,203	21%	
	Skillsmatch Graduate Placements		<p>During Q1, 3 graduates from Lap 8 started placement since April 10. 8 new candidates from Lap 8 engaged and subsequently registered.</p>	£11,000	£2,000	18%	Based on weekly allowance total £133 per candidate.

Community Plan Theme Project		RAG	Comments/Progress	Budget	Spent	RAG/%	Finance Comments
	Study Support (ongoing from 2009/10 spend)	Green	The final academic term of projects bought in 2009/10 are as follows. The Indymedia Production3 in Lap 8 was a big success. The project was so popular at the end the provider had to run two projects, one from a local youth club and one from George Green's School. Both groups produced two short films as part of their course and were shown at the Genesis at a recent viewing.	£18,000	£18,000	100%	The study support was bought in 2009/10 and this represents the final quarter of delivery as project was delivered in the academic year.
	Engaging young people in community events	Orange	Project has been delayed due to the departure of key staff member. Will now be delivered in the Autumn 2010. Will then be followed up in relation to events programme for remainder of 2010 and 2011 in order to give opportunities for putting training into	£7,000	£0	0%	
A Safe and Supportive Community	Handy Person	Green	Handyperson services commenced on 1 July 2010. Age Concern were met on 24th June to agree outcomes for the Service Level Agreement, which has now been drafted.	£17,500	£2,500	14%	
	Expansion of LinkAge Plus service fund another worker	Green	Met with LinkAge Plus Manager and local LinkAge Plus Coordinator (NIP) to agree outcomes and agree contracting arrangements (variation to main contract). Advertising will go ahead to recruit new outreach worker in early July 2010	£35,000	£0	0%	
	Zero tolerance policing	Green	Blackwall and Cubitt town and Millwall SNTs have carried out 1 additional high visibility operations targeting anti social behaviour and criminal activity within the LAP area. These patrol areas have been chosen as part of the analysis of ward priorities. The majority of the patrols have been conducted after normal shift hours and have focused to suppress youth ASB and related crime.	£35,000	£5,000	14%	



Community Plan Theme Project		RAG	Comments/Progress	Budget	Spent	RAG/%	Finance Comments
	Extra Police Officer (ongoing from 2009/10)	Green	PCs have been attached to the SNTs for LAP 8 throughout the period providing additional local high visibility policing alongside their SNT colleagues	£80,000	£40,000	50%	The total budget includes funding from 2009/10. Due to the recruitment period for the police officer the full amount will not be spent until Q1 of 2011/12. As such spend for Q1 for 2010/11 has been £10,000
	CCTV camera	Orange	We are unable to start this project until at least the end of September because the block we wish to use for transmission has a protected species birds on the roof and we can not access the block until they have migrated.	£30,000	£0	0%	
	YIP	Green	Annual Target: 50. Quarter 1: 18 young people engaged on the programme to date, 11 cases are in the process of activation and 1 has refused service.	£50,000	£12,500	25%	

Community Plan Theme Project		RAG	Comments/Progress	Budget	Spent	RAG/%	Finance Comments
Youth Projects							
Community Plan Theme Project	Project	RAG	Comments/Progress	Budget	Spent	RAG/%	Finance Comments
A Great Place to Live	None						
A Healthy Community	Women's Lifeguard Training Programme		We are in discussion with GLL on the options for delivering the swimming training programme and qualification for this year.	£8,000	£0	0%	Until sessions and NPLQ courses are organised, there is no spend
A Prosperous Community	Youth Disabilities & SEN Employment Project (2)		Placement opportunities are currently being arranged with the Council and its partners. Engagement work is taking place to broaden the roles available.	£5,000	£0	0%	No spend as yet.
	Family Learning ESOL		Presented to Extended services. Development team working with providers to identify venue.	£7,500	£0	0%	
	Engaging young people with community events		Project has been delayed due to the departure of key staff member. Will now be delivered in the Autumn 2010. Will then be followed up in relation to events programme for remainder of 2010 and 2011 in order to give opportunities for putting training into	£7,000	£0	0%	
A Safe and Supportive Community	Handy Person		Handyperson services commenced on 1 July 2010. Age Concern were met on 24th June to agree outcomes for the Service Level Agreement, which has now been drafted.	£17,500	£2,500	14%	
	Computers for Older People		Research has been carried out regarding this project. We are awaiting information from Age Concern, City Gateway, Leaving Care Team, Connections Tower Hamlet, Volunteer Centre Tower Hamlets.	£60,000	£0	0%	
	THEO Operation for Youth		Service is awaiting a decision from Young Mayors regarding what/where they want activities. The capacity of the THEOs to deliver is limited at the moment due to the 100 Days campaign taking additional capacity from the team. It is likely that service will be delivered either in conjunction with After School Patrols (Sept-Dec) or in Q4 Jan-March.	£25,000	£0	0%	Spend will commence with academic year

Community Plan Theme Project		RAG	Comments/Progress	Budget	Spent	RAG/%	Finance Comments
	After School Patrols for Youth	Orange	Awaiting a decision from Young Mayors regarding what/where they want activities. Service believes to maximise resource that it should be delivered Sept Dec tied into the start of the new school year as there can be additional anxieties from students at the beginning of the school year.	£20,000	£0	0%	Spend will commence with academic year
	No Place for Hate Crime Youth Champions	Green	Tolerance in Diversity have recruited 14 Youth Champions from as big a cross section of the community as was possible. Young Mayor still not replied to invite, but a position open for him if required. All youth champions have completed training in Induction, Discrimination & Hate Crime Awareness. First Aid training to be completed during August as it is a full days training and this is the only time young people are not at school or college. Training programme is currently being created meeting all required objectives of tender. Quarterly report will be completed and bought on the 16/7/10 monitoring meeting and TID will be attending the THNPFHF meeting next week. Additional training has taken place on Sexual Health Awareness, which was delivered to support finer points of Hate Crime & Discrimination Training	£15,000	£3,750	25%	

LATEST TARGETS 2010/2011

APPENDIX 3

Current Budget 2010/11	Original Budget 2010/11	Revised Budget 2010/11	Year End Forecast Budget Module 01 July 2010	Var
	£'000	£'000	£'000	£'000
<b>Service Budgets</b>				
Adults, Health and Wellbeing	90,217	90,217	90,217	0
Chief Executive	13,369	13,369	13,369	0
Children, Schools and Families	93,896	93,896	93,896	0
Communities, Localities and Culture	74,910	74,910	74,910	0
Development and Renewal	12,425	12,425	12,425	0
Resources	18,363	18,363	18,363	0
Corporate Costs/Capital Financing	17,748	17,748	17,748	0
	320,928	320,928	320,928	
<b>HRA</b>	<b>1,296</b>	<b>1,296</b>		
DSG Income	(310,853)	(310,853)		
DSG Expenditure	310,853	310,853		

**VIREMENTS AND TARGET ADJUSTMENTS  
REQUIRING CABINET APPROVAL**

Name of Service	Latest Budget	Proposed Recurring Virement/Target Adjustment 2010/11	Effect on 2011/12 of Proposed Virement/Target Adjustment	Proposed Non- recurring Virements	Reasons for virement/target adjustments (This text will be included in the report)
	£000	£000	£000	£000	
<b>TARGET ADJUSTMENTS</b>					
Lifelong Learning	871	871	871	0	CLC - Transfer from CS&F of Lifelong Learning
Lifelong Learning Concessionary Fares	4478	-871	-871	0 1286	CSF - Transfer to CLC of Lifelong Learning CLC - Contribution from Parking Control Account to fund Concessionary Fares
Concessionary Fares				-1286	Parking Control Account - Contribution to CLC to fund Concessionary Fares
<b>TARGET TOTAL</b>		0	0	0	

**APPENDIX 4**

<b>SUMMARY</b>	<b>FULL YEAR</b>				<b>Variance</b>
	<b>Original Budget £'000</b>	<b>Latest Budget £'000</b>	<b>Forecast Outturn £'000</b>		
<b>Adults Health and Wellbeing</b>	<b>90,217</b>	<b>90,217</b>	<b>90,270</b>	<b>53</b>	
<b>Chief Executive</b>	<b>13,369</b>	<b>13,369</b>	<b>13,709</b>	<b>340</b>	
<b>Children, Schools and Families</b>	<b>93,896</b>	<b>93,896</b>	<b>94,278</b>	<b>382</b>	
<b>Communities, Localities and Culture</b>	<b>74,910</b>	<b>74,910</b>	<b>74,910</b>	<b>0</b>	
<b>Development and Renewal</b>	<b>12,425</b>	<b>12,425</b>	<b>12,540</b>	<b>115</b>	
<b>Resources</b>	<b>18,363</b>	<b>18,363</b>	<b>18,363</b>	<b>0</b>	
<b>Corporate Costs/Capital Financing</b>	<b>17,748</b>	<b>17,748</b>	<b>17,748</b>	<b>0</b>	
<b>TOTAL</b>	<b>320,928</b>	<b>320,928</b>	<b>321,818</b>	<b>890</b>	

ADULTS, HEALTH & WELLBEING	FULL YEAR				Comment/ Risk Areas
	Original Budget £'000	Latest Budget £'000	Forecast Outturn £'000	Variance	
Expenditure	172	172	172	0	
Income	0	0	0	0	
<b>A53 Commissioning and Strategy M and A</b>	<b>172</b>	<b>172</b>	<b>172</b>	<b>0</b>	
Expenditure	82	82	82	0	
Income	-82	-82	-82	0	
<b>A04 Preventative Technology</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	
Expenditure	1,119	1,119	1,034	-85	
Income	0	0	0	0	
<b>A05 Carers Grant</b>	<b>1,119</b>	<b>1,119</b>	<b>1,034</b>	<b>-85</b>	
Expenditure	859	859	859	0	
Income	-513	-513	-513	0	
<b>A41 Personalisation</b>	<b>346</b>	<b>346</b>	<b>346</b>	<b>0</b>	
Expenditure	24,939	25,186	25,812	626	Increase in expenditure is related to more Direct Payments clients and additional costs of Homecare relating to packages transferred from In house service. The additional income is related to some of these costs being recoverable from the Health Service.
Income	-3,694	-3,941	-4,197	-256	
<b>A42 Older People Commissioning</b>	<b>21,245</b>	<b>21,245</b>	<b>21,615</b>	<b>370</b>	
Expenditure	24,377	24,247	24,367	120	Increase in expenditure is related to additional costs of Homecare relating to packages transferred from In house service. The additional income is related to more care packages being recoverable from the Health Service.
Income	-4,290	-4,290	-4,840	-550	
<b>A43 Learning Disabilities Commissioning</b>	<b>20,087</b>	<b>19,957</b>	<b>19,527</b>	<b>-430</b>	
Expenditure	10,006	10,006	9,819	-187	The underspend is related to a reduction in clients in residential care. Also there is an increase in income due to more care packages being recoverable from the Health Service.
Income	-1,617	-1,617	-1,880	-263	
<b>A44 Mental Health Commissioning</b>	<b>8,389</b>	<b>8,389</b>	<b>7,939</b>	<b>-450</b>	
Expenditure	7,692	7,692	8,381	689	Increase in expenditure is related to more Direct Payments clients and additional costs of Homecare relating to packages transferred from In house service. The additional income is related to some of these costs being recoverable from the Health Service.
Income	-1,283	-1,283	-1,475	-192	
<b>A45 Physical Disabilities Commissioning</b>	<b>6,409</b>	<b>6,409</b>	<b>6,906</b>	<b>497</b>	

A46 HIV Commissioning	Expenditure Income	260 -151	260 -151	236 -151	-24 0	-24	
		<b>109</b>	<b>109</b>	<b>85</b>	<b>-24</b>		
A50 Supporting People	Expenditure Income	15,752 -15,650	15,752 -15,650	15,582 -15,480	-170 170		There has been a reduction in the main S.P. Programme due to delays in developments and the decommissioning of services The reduction in income is related to Government Grant funding the above expenditure
A55 Quality and Performance	Expenditure Income	421 0	421 0	421 0	0 0		
A56 Social Services IT	Expenditure Income	388 0	388 0	388 0	0 0		
A58 Technical Resources	Expenditure Income	444 -1	444 -1	444 -1	0 0		
A59 Corporate Services	Expenditure Income	595 0	595 0	595 0	0 0		
A61 Business Support And Programme Management	Expenditure Income	499 0	499 0	499 0	0 0		
A62 Strategy and Policy	Expenditure Income	479 -110	479 -110	479 -110	0 0		
A38 Older People And Homelessness Service Head	Expenditure Income	369 168	369 168	369 172	0 4		
A09 Older People Assessment & Care Management	Expenditure Income	2,097 0	2,097 0	2,097 0	0 0		
A15 Occupational Therapy	Expenditure Income	1,848 0	1,848 0	1,849 -11	1 -11		
		<b>1,848</b>	<b>1,848</b>	<b>1,838</b>	<b>-10</b>		



APPENDIX 4

	Expenditure	919	919	1,079	160	testing of electronic equipment has resulted in an increase in spend.
	Income	0	0	0	0	
<b>A16 Community Equipment Service</b>		<b>919</b>	<b>919</b>	<b>1,079</b>	<b>160</b>	
	Expenditure	102	102	97	-5	
	Income	0	0	0	0	
<b>A30 Adult Resources Sub Division M and A</b>		<b>102</b>	<b>102</b>	<b>97</b>	<b>-5</b>	
	Expenditure	672	672	672	0	
	Income	-1	-1	-1	0	
<b>A31 Physical Disabilities Establishments</b>		<b>671</b>	<b>671</b>	<b>671</b>	<b>0</b>	
	Expenditure	1,668	1,668	1,668	0	
	Income	-37	-37	-37	0	
<b>A33 Older People Day Centres</b>		<b>1,631</b>	<b>1,631</b>	<b>1,631</b>	<b>0</b>	
	Expenditure	7,097	7,097	6,952	-145	Spend is projected to reduce, due to reduction of long term cases.
	Income	-97	-97	-97	0	
<b>A34 Home Care</b>		<b>7,000</b>	<b>7,000</b>	<b>6,855</b>	<b>-145</b>	
						The £7,345k Gross Expenditure Variance is due to two main factors 1: There being less households in temporary accommodation than originally budgeted for. In consequence of the year on year rolling forward of the budgets on the Temporary Accommodation Budget Heads, however, actual expenditure on the same has diminished as the service succeeded in the 2010 CLG target to prevent homelessness, and reduce the numbers of households in temporary accommodation. 2: Under spend on the Supplies and Services Budget Head in consequence of there being a much improved performance on the Provision for Bad Debts Budget Head.
	Expenditure	37,358	37,504	30,159	-7,345	
<b>A49 Homeless &amp; Housing Advice Services</b>						
	Income	-36,538	-36,684	-29,039	7,645	The Gross Income Variance likewise reflects decreased temporary accommodation placements, with less households contributing to Administrative Charges than originally budgeted for. The overall net budget deficit is currently projected at approximately £600,000 but officers are investigating the possibility of applying additional grant entitlement that relates to previous years. This would reduce the deficit to £300,000.
		<b>820</b>	<b>820</b>	<b>1,120</b>	<b>300</b>	

	Expenditure	175	175	155	-20
	Income	0	0	0	0
<b>A02</b>	<b>Disabilities and Health Divisional M and A</b>	<b>175</b>	<b>175</b>	<b>155</b>	<b>-20</b>
	Expenditure	109	109	69	-40
	Income	0	0	0	0
<b>A11</b>	<b>Physical Disabilities Sub Division M and A</b>	<b>109</b>	<b>109</b>	<b>69</b>	<b>-40</b>
	Expenditure	1,175	1,175	1,125	-50
	Income	-52	-52	-52	0
<b>A12</b>	<b>Physical Disabilities Assessment and Care Management</b>	<b>1,123</b>	<b>1,123</b>	<b>1,073</b>	<b>-50</b>
	Expenditure	90	90	90	0
	Income	-35	-35	-35	0
<b>A13</b>	<b>Learning Disabilities Sub Division M and A</b>	<b>55</b>	<b>55</b>	<b>55</b>	<b>0</b>
	Expenditure	789	919	919	0
	Income	-79	-79	-79	0
<b>A14</b>	<b>Learning Disabilities Assessment and Care Management</b>	<b>710</b>	<b>840</b>	<b>840</b>	<b>0</b>
	Expenditure	435	435	444	9
	Income	-127	-127	-130	-3
<b>A17</b>	<b>Vulnerable Adults and Drugs</b>	<b>308</b>	<b>308</b>	<b>314</b>	<b>6</b>
	Expenditure	1,347	1,347	1,302	-45
	Income	0	0	0	0
<b>A18</b>	<b>Hospital Social Work Teams</b>	<b>1,347</b>	<b>1,347</b>	<b>1,302</b>	<b>-45</b>
	Expenditure	205	205	205	0
	Income	0	0	0	0
<b>A19</b>	<b>Adult Protection</b>	<b>205</b>	<b>205</b>	<b>205</b>	<b>0</b>
	Expenditure	269	269	269	0
	Income	-123	-123	-123	0
<b>A23</b>	<b>Mental Health Sub Division M&amp;A</b>	<b>146</b>	<b>146</b>	<b>146</b>	<b>0</b>
	Expenditure	3,285	3,364	3,364	0
	Income	-433	-512	-512	0
<b>A24</b>	<b>Area Mental Health Teams</b>	<b>2,852</b>	<b>2,852</b>	<b>2,852</b>	<b>0</b>
	Expenditure	496	496	496	0
	Income	-34	-34	-34	0
<b>A25</b>	<b>Mental Health Day Centres</b>	<b>462</b>	<b>462</b>	<b>462</b>	<b>0</b>
	Expenditure	457	457	457	0
	Income	-5	-5	-5	0
<b>A32</b>	<b>Learning Disabilities Day Centre</b>	<b>452</b>	<b>452</b>	<b>452</b>	<b>0</b>

	Expenditure	254	254	324	70	
	Income	0	0	0	0	
<b>A37</b>	<b>Emergency Duty Social Work Service</b>	<b>254</b>	<b>254</b>	<b>324</b>	<b>70</b>	
	Expenditure	587	587	587	0	
	Income	0	0	0	0	
<b>A66</b>	<b>Learning and Development</b>	<b>587</b>	<b>587</b>	<b>587</b>	<b>0</b>	
	Expenditure	26	26	16	-10	
	Income	0	0	0	0	
<b>A68</b>	<b>Supported Employment</b>	<b>26</b>	<b>26</b>	<b>16</b>	<b>-10</b>	
	Expenditure	1,195	1,195	1,155	-40	
	Income	-39	-39	-39	0	
<b>A71</b>	<b>Finance Services</b>	<b>1,156</b>	<b>1,156</b>	<b>1,116</b>	<b>-40</b>	
	Expenditure	29	0	0	0	
	Income	0	0	0	0	
<b>A72</b>	<b>Payroll Oncost</b>	<b>29</b>	<b>0</b>	<b>0</b>	<b>0</b>	
	Expenditure	4,272	4,301	4,301	0	
	Income				0	
<b>A90</b>	<b>Support Services Holding Account</b>	<b>4,272</b>	<b>4,301</b>	<b>4,301</b>	<b>0</b>	
<b>Adults' Health &amp; Wellbeing Total</b>		<b>90,217</b>	<b>90,217</b>	<b>90,270</b>	<b>53</b>	

CHIEF EXECUTIVES	FULL YEAR			Variance	Comment/Risk Area
	Original Budget £'000	Latest Budget £'000	Forecast Outturn £'000		
Expenditure	3,228	3,228	3,568	340	Structural problems in the traditional print advertising sector in 2010/11 have reduced forecast levels of income and increased pressure on the current budget. Consequently, the Service has undertaken a formal review of its costs against industry benchmarks to identify and release ongoing savings such as the renegotiated EEL distribution contract. Further potential savings have been identified as part of a planned review and consolidation of communication activities throughout the Council in 2010/11.
Income	-3,345	-3,345	-3,345	0	
<b>C13 &amp; C14 Communications</b>	<b>-117</b>	<b>-117</b>	<b>223</b>	<b>340</b>	
Expenditure	619	619	619	0	
Income	0	0	0	0	
<b>C16 Strategy &amp; Performance</b>	<b>619</b>	<b>619</b>	<b>619</b>	<b>0</b>	
Expenditure	2,906	2,906	2,906	0	
Income	-50	-50	-50	0	
<b>C18 Third Sector</b>	<b>2,856</b>	<b>2,856</b>	<b>2,856</b>	<b>0</b>	
Expenditure	3,862	3,862	3,862	0	
Income	-3,654	-3,654	-3,654	0	
<b>C52 Legal Services</b>	<b>208</b>	<b>208</b>	<b>208</b>	<b>0</b>	
Expenditure	1,950	1,950	1,950	0	
Income	-142	-142	-142	0	
<b>C54 Scrutiny &amp; Equalities</b>	<b>1,808</b>	<b>1,808</b>	<b>1,808</b>	<b>0</b>	
Expenditure	1,045	1,045	1,045	0	
Income	-393	-393	-393	0	
<b>C56 Registration of Births, Deaths and Marriage</b>	<b>652</b>	<b>652</b>	<b>652</b>	<b>0</b>	
Expenditure	600	600	600	0	
Income	0	0	0	0	
<b>C58 Electoral Registration</b>	<b>600</b>	<b>600</b>	<b>600</b>	<b>0</b>	
Expenditure	30	30	30	0	
Income	0	0	0	0	
<b>C60 Borough Elections</b>	<b>30</b>	<b>30</b>	<b>30</b>	<b>0</b>	
Expenditure	2,689	2,689	2,689	0	
Income	-263	-263	-263	0	
<b>C62 Democratic Services</b>	<b>2,426</b>	<b>2,426</b>	<b>2,426</b>	<b>0</b>	

	Expenditure	830	830	830	830	830	830	830	830
	Income	0	0	0	0	0	0	0	0
<b>C78 Democratic Representation</b>		<b>830</b>	<b>830</b>	<b>830</b>	<b>830</b>	<b>830</b>	<b>830</b>	<b>830</b>	<b>0</b>
	Expenditure	3,620	3,620	3,620	3,620	3,620	3,620	3,620	0
	Income	-163	-163	-163	-163	-163	-163	-163	0
<b>C80 Corporate Management</b>		<b>3,457</b>	<b>3,457</b>	<b>3,457</b>	<b>3,457</b>	<b>3,457</b>	<b>3,457</b>	<b>3,457</b>	<b>0</b>
<b>Chief Executive's Total</b>		<b>13,369</b>	<b>13,369</b>	<b>13,369</b>	<b>13,369</b>	<b>13,369</b>	<b>13,709</b>	<b>13,709</b>	<b>340</b>

CHILDREN, SCHOOLS & FAMILIES	FULL YEAR				Comments / Risks
	Original Budget £'000	Latest Budget £'000	Forecast Outturn £'000	Variance £'000	
Expenditure	134	134	134	0	
Income	0	0	0	0	
<b>G03 Pre-Primary Schools Services GF</b>	<b>134</b>	<b>134</b>	<b>134</b>	<b>0</b>	
Expenditure	4,003	4,003	4,003	0	
Income	0	0	0	0	
<b>G05 Primary Schools Services GF</b>	<b>4,003</b>	<b>4,003</b>	<b>4,003</b>	<b>0</b>	
Expenditure	5,338	5,338	5,338	0	
Income	0	0	0	0	
<b>G07 Secondary Schools Services GF</b>	<b>5,338</b>	<b>5,338</b>	<b>5,338</b>	<b>0</b>	
Expenditure	481	481	481	0	
Income	0	0	0	0	
<b>G09 Special Schools Services GF</b>	<b>481</b>	<b>481</b>	<b>481</b>	<b>0</b>	
Expenditure	736	736	672	-64	
Income	-241	-241	-241	0	
<b>G10 Learning and Achievement M&amp;A</b>	<b>495</b>	<b>495</b>	<b>431</b>	<b>-64</b>	
Expenditure	1,013	1,028	1,100	72	
Income	-321	-336	-353	-17	
<b>G11 Early Years</b>	<b>692</b>	<b>692</b>	<b>747</b>	<b>55</b>	
Expenditure	3,015	3,015	3,015	0	
Income	-99	-99	-99	0	
<b>G12 Local Authority Day Nurseries</b>	<b>2,916</b>	<b>2,916</b>	<b>2,916</b>	<b>0</b>	
Expenditure	14,014	14,014	13,762	-252	
Income	-13,459	-13,459	-13,207	252	The Child Development Grant was reduced hence the drop in expenditure and correspondingly, income
<b>G13 Children's Centres</b>	<b>555</b>	<b>555</b>	<b>555</b>	<b>0</b>	
Expenditure	3,606	3,606	3,606	0	
Income	-3,172	-3,172	-3,172	0	
<b>G14 School Improvement Primary</b>	<b>434</b>	<b>434</b>	<b>434</b>	<b>0</b>	
Expenditure	4,579	4,579	4,779	200	
Income	-145	-145	-145	0	
<b>G16 Special Educational Needs</b>	<b>4,434</b>	<b>4,434</b>	<b>4,634</b>	<b>200</b>	
Expenditure	1,762	1,762	1,712	-50	
Income	-864	-864	-873	-9	
<b>G18 Educational Psychology Service</b>	<b>898</b>	<b>898</b>	<b>839</b>	<b>-59</b>	

	Expenditure	2,460	2,460	3,666	1,206
	Income	-1,645	-1,645	-2,830	-1,185
<b>G19 Parental Engagement and Support</b>		<b>815</b>	<b>815</b>	<b>836</b>	<b>21</b>
	Expenditure	277	277	277	0
	Income	0	0	0	0
<b>G21 One O'clock Clubs</b>		<b>277</b>	<b>277</b>	<b>277</b>	<b>0</b>
	Expenditure	378	378	378	0
	Income	-39	-39	-39	0
<b>G22 Student Awards</b>		<b>339</b>	<b>339</b>	<b>339</b>	<b>0</b>
	Expenditure	3,062	3,062	3,062	0
	Income	-2,085	-2,085	-2,085	0
<b>G26 School Improvement Secondary</b>		<b>977</b>	<b>977</b>	<b>977</b>	<b>0</b>
	Expenditure	3,134	3,134	3,134	0
	Income	-1,853	-1,853	-1,853	0
<b>G27 14 to 19 Years</b>		<b>1,281</b>	<b>1,281</b>	<b>1,281</b>	<b>0</b>
	Expenditure	1,405	1,405	1,080	-325
	Income	-1,405	-1,405	-1,080	325
<b>G30 Music Services/Arts Education</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	Expenditure	670	670	613	-57
	Income	-251	-251	-318	-67
<b>G33 E-Learning</b>		<b>419</b>	<b>419</b>	<b>295</b>	<b>-124</b>
	Expenditure	434	434	434	0
	Income	-234	-234	-234	0
<b>G34 Excellence in Cities</b>		<b>200</b>	<b>200</b>	<b>200</b>	<b>0</b>
	Expenditure	10,401	10,401	6,934	-3,467
	Income	-10,401	-10,401	-6,934	3,467
<b>G35 Further Education and Training</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	Expenditure	613	613	583	-30
	Income	-77	-77	-77	0
<b>H17 Support for Learning Service</b>		<b>536</b>	<b>536</b>	<b>506</b>	<b>-30</b>
	Expenditure	464	464	464	0
	Income	0	0	0	0
<b>G37 Youth &amp; Community Learning M&amp;A</b>		<b>464</b>	<b>464</b>	<b>464</b>	<b>0</b>
	Expenditure	4,555	4,555	5,009	454
	Income	-3,722	-3,722	-4,185	-463
<b>G38 Lifelong Learning</b>		<b>833</b>	<b>833</b>	<b>824</b>	<b>-9</b>

Subject to approval, City Learning Centre grant to be carried forward to August 2011.

Secretary of State has confirmed that these payments to FE colleges and training providers will no longer be made through the Local Authority from August 2010.

WNF monies for Getting Neighbourhoods Working (ESOL) are currently held corporately but they are due to be allocated shortly.

	Expenditure Income	9,368 -2,309	10,248 -3,187	1,006 -1,004	The circa £1m variances on expenditure and income relate to additional grant funding streams; WNF, 'You Decide' and Newstart Plus
<b>G39 Youth &amp; Connexions Service</b>		<b>7,059</b>	<b>7,061</b>	<b>2</b>	
	Expenditure	1,337	1,374	37	
	Income	-215	-245	-30	
<b>G40 Junior Youth Service</b>		<b>1,122</b>	<b>1,129</b>	<b>7</b>	
	Expenditure	194	458	264	
	Income	-45	-309	-264	The £264k variance results from additional PCT funding
<b>G41 Healthy Lives</b>		<b>149</b>	<b>149</b>	<b>0</b>	
	Expenditure	856	1,087	231	
	Income	-80	-311	-231	The £231k variance results from additional 'You Decide' funding
<b>G42 Community Languages Team</b>		<b>776</b>	<b>776</b>	<b>0</b>	
	Expenditure	246	190	-56	
	Income	-56	0	56	
<b>G43 Out-of-hours Learning &amp; Study Support</b>		<b>190</b>	<b>190</b>	<b>0</b>	
	Expenditure	3,078	3,021	-57	
	Income	-2,543	-2,486	57	
<b>G44 Extended Schools</b>		<b>535</b>	<b>535</b>	<b>0</b>	
	Expenditure	676	654	-22	
	Income	-376	-354	22	
<b>G45 Play</b>		<b>300</b>	<b>300</b>	<b>0</b>	
	Expenditure				
	Income				
<b>G46 Community Premises</b>		<b>0</b>	<b>0</b>	<b>0</b>	
	Expenditure	2,063	1,774	0	
	Income	-1,114	-825	0	
<b>G60 Youth Offending Service</b>		<b>949</b>	<b>949</b>	<b>0</b>	
	Expenditure	266	295	29	
	Income	0	0	0	
<b>G49 Childrens Social Care M&amp;A</b>		<b>266</b>	<b>295</b>	<b>29</b>	
	Expenditure	2,358	2,452	94	
	Income	-148	-148	0	
<b>G50 Child Protection &amp; Reviewing</b>		<b>2,210</b>	<b>2,304</b>	<b>94</b>	
	Expenditure	779	791	12	
	Income	0	0	0	
<b>G51 Childrens Resources : Management</b>		<b>779</b>	<b>791</b>	<b>12</b>	



	Expenditure Income	1,679 0	1,679 0	1,768 0	89 0	
<b>G52 Childrens Resources : Residential</b>		<b>1,679</b>	<b>1,679</b>	<b>1,768</b>	<b>89</b>	
	Expenditure Income	3,078 -66	3,078 -66	3,012 -66	-66 0	
<b>G53 Childrens Resources : Family Placements</b>		<b>3,012</b>	<b>3,012</b>	<b>2,946</b>	<b>-66</b>	
	Expenditure Income	17,137 -196	17,137 -196	17,173 -212	36 -16	The number of Children Looked After clients at 353 is higher than the 326 target anticipated when the original estimates were set.
<b>G54 Childrens Resources : Commissioning</b>		<b>16,941</b>	<b>16,941</b>	<b>16,961</b>	<b>20</b>	
	Expenditure Income	2,340 0	2,340 0	2,375 -10	35 -10	
<b>G55 Children Looked After</b>		<b>2,340</b>	<b>2,340</b>	<b>2,365</b>	<b>25</b>	
	Expenditure Income	2,641 -179	2,641 -179	2,641 -179	0 0	
<b>G56 Leaving Care</b>		<b>2,462</b>	<b>2,462</b>	<b>2,462</b>	<b>0</b>	
	Expenditure Income	5,753 -1,210	5,753 -1,210	5,742 -1,210	-11 0	
<b>G57 Fieldwork: Advice and Assessment</b>		<b>4,543</b>	<b>4,543</b>	<b>4,532</b>	<b>-11</b>	
	Expenditure Income	2,609 0	2,609 0	3,851 -1,242	1,242 -1,242	The responsible officer had not been in a position to confirm the funding when original estimates were set.
<b>G58 Integrated Services for Children with Disabilities</b>		<b>2,609</b>	<b>2,609</b>	<b>2,609</b>	<b>0</b>	
	Expenditure Income	352 -44	352 -44	359 -44	7 0	
<b>G59 Emergency Duty Team</b>		<b>308</b>	<b>308</b>	<b>315</b>	<b>7</b>	
	Expenditure Income	1,803 0	1,803 0	1,803 0	0 0	
<b>G61 Children-Mental Health (CAMHS)</b>		<b>1,803</b>	<b>1,803</b>	<b>1,803</b>	<b>0</b>	
	Expenditure Income	1,739 -508	1,739 -508	1,739 -508	0 0	
<b>G62 Attendance and Welfare Service</b>		<b>1,231</b>	<b>1,231</b>	<b>1,231</b>	<b>0</b>	
	Expenditure Income	4,492 -500	4,492 -500	4,343 -500	-149 0	Difficulties in appointing to social worker posts has led to problems in projecting staffing costs, which should be alleviated by 11 new permanent appointments starting soon.
<b>H57 Family Support and Protection</b>		<b>3,992</b>	<b>3,992</b>	<b>3,843</b>	<b>-149</b>	
	Expenditure Income	336 -50	336 -50	300 -50	-36 0	
<b>G65 Strategic, Partnerships and Performance M and A</b>		<b>286</b>	<b>286</b>	<b>250</b>	<b>-36</b>	

	Expenditure Income	2,506 -26	2,506 -26	3,286 -806	780 -780	Additional external funding of £756,332 achieved.
<b>G67 Commissioned Services</b>		<b>2,480</b>	<b>2,480</b>	<b>2,480</b>	<b>0</b>	
	Expenditure Income	535 -448	535 -448	535 -448	0 0	
<b>G68 External Funding &amp; Partnerships</b>		<b>87</b>	<b>87</b>	<b>87</b>	<b>0</b>	
	Expenditure Income	408 -260	408 -260	593 -445	185 -185	The additional expenditure, which is offset by additional income, relates to increased trading activity
<b>G69 Communications</b>		<b>148</b>	<b>148</b>	<b>148</b>	<b>0</b>	
	Expenditure Income	510 -126	510 -126	553 -169	43 -43	
<b>G70 Children's Information Systems</b>		<b>384</b>	<b>384</b>	<b>384</b>	<b>0</b>	
	Expenditure Income	783 0	783 0	702 -30	-81 -30	
<b>G71 Strategy</b>		<b>783</b>	<b>783</b>	<b>672</b>	<b>-111</b>	
	Expenditure Income	446 0	446 0	449 -20	3 -20	
<b>G72 Programme Management</b>		<b>446</b>	<b>446</b>	<b>429</b>	<b>-17</b>	
	Expenditure Income	870 0	870 0	938 -14	68 -14	
<b>G74 Equalities Development</b>		<b>870</b>	<b>870</b>	<b>924</b>	<b>54</b>	
	Expenditure Income	696 -378	696 -378	695 -378	-1 0	
<b>G75 IT Social Care</b>		<b>318</b>	<b>318</b>	<b>317</b>	<b>-1</b>	
	Expenditure Income	245 0	245 0	275 -30	30 -30	
<b>G20 School Governance and Information</b>		<b>245</b>	<b>245</b>	<b>245</b>	<b>0</b>	

	Expenditure	528	528	528	0	0	
	Income	-410	-410	-410	0	0	
<b>G78 Pupil Admissions and Exclusions</b>		<b>118</b>	<b>118</b>	<b>118</b>	<b>0</b>	<b>0</b>	
	Expenditure	648	648	798	150	150	More training places required than funding available. Costs incurred for 2010/11 so overspend can only be offset by other measures elsewhere in the CSF budget.
	Income	-27	-27	-27	0	0	
<b>G79 Resources M and A</b>		<b>621</b>	<b>621</b>	<b>771</b>	<b>150</b>	<b>150</b>	
	Expenditure	529	529	529	0	0	
	Income	0	0	0	0	0	
<b>G80 Information &amp; Support Services</b>		<b>529</b>	<b>529</b>	<b>529</b>	<b>0</b>	<b>0</b>	
	Expenditure	1,169	1,169	1,169	0	0	
	Income	-469	-469	-469	0	0	
<b>G81 Building Development and Technical Services</b>		<b>700</b>	<b>700</b>	<b>700</b>	<b>0</b>	<b>0</b>	
	Expenditure	1,564	1,564	1,592	28	28	
	Income	-194	-194	-194	0	0	
<b>G82 Finance</b>		<b>1,370</b>	<b>1,370</b>	<b>1,398</b>	<b>28</b>	<b>28</b>	
	Expenditure	1,567	1,567	1,977	410	410	The variance is due to this vote picking up the pre 1/04/05 school pension costs (this vote is the non schools vote which historically underspends. A further pressure is cut in the budget of 20% of the redundancy costs which occurred in 2008-9 and 2009-10, totalling £128k, giving rise to a variance of £410k
	Income	0	0	0	0	0	
<b>G83 Human Resources GF</b>		<b>1,567</b>	<b>1,567</b>	<b>1,977</b>	<b>410</b>	<b>410</b>	
	Expenditure	805	805	1,038	233	233	The additional expenditure relates to increased training activity at the Gorsefield RSC. Income of £205k, plus the effect of Increase in income due to increase of charges to School Library Service and HEC, additional income to be generated from the relocation of Support for Learning Service at the PDC and some additional teams and schools which have purchased the SLA
	Income	-424	-424	-775	-351	-351	
<b>G86 Professional Development Centre</b>		<b>381</b>	<b>381</b>	<b>263</b>	<b>-118</b>	<b>-118</b>	
	Expenditure	14,414	14,414	15,470	1,056	1,056	This whole service, but particularly schools catering, is volatile. Forecast is broadly within budget currently, but only because £420k is being charged to DSG for catering beyond what was originally planned (seeH79).
	Income	-14,414	-14,414	-15,496	-1,082	-1,082	
<b>G87 Contract Services</b>		<b>0</b>	<b>0</b>	<b>-26</b>	<b>-26</b>	<b>-26</b>	
	Expenditure	1,337	1,337	1,337	0	0	
	Income	-550	-550	-550	0	0	
<b>G89 Building Schools for the Future</b>		<b>787</b>	<b>787</b>	<b>787</b>	<b>0</b>	<b>0</b>	
	Expenditure	3,329	3,329	3,329	0	0	
	Income	-3,329	-3,329	-3,329	0	0	
<b>G91 Revenue Holding Accounts</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	

<b>G92 Non Revenue Holding Accounts</b>	Expenditure Income	0	0	0	0	0	0		
	Expenditure	7,259	7,259	7,259	7,259	7,259	0		
	Income	-7,259	-7,259	-7,259	-7,259	-7,259	0		
<b>G95 CCN Pooled Budgets</b>		0	0	0	0	0	0		
	Expenditure	4,795	6,840	6,840	6,840	6,840	0		
	Income	-502	-3,036	-3,036	-3,036	-3,036	0		
<b>G02 Pre-Primary Schools DSG</b>		4,293	3,804	3,804	3,804	3,804	0		
	Expenditure	142,139	142,139	142,139	142,139	142,139	0		
	Income	-18,025	-18,025	-18,025	-18,025	-18,025	0		
<b>G04 Primary Schools DSG</b>		124,114	124,114	124,114	124,114	124,114	0		
	Expenditure	121,565	122,538	122,538	122,412	122,412	-126		
	Income	-30,194	-31,222	-31,222	-31,222	-31,222	0		Reduction in contingency of £126k to balance schools DSG budget
<b>G06 Secondary Schools DSG</b>		91,371	91,316	91,316	91,190	91,190	-126		
	Expenditure	12,343	12,026	12,026	12,026	12,026	0		
	Income	-1,984	-1,613	-1,613	-1,613	-1,613	0		
<b>G08 Special Schools DSG</b>		10,359	10,413	10,413	10,413	10,413	0		
	Expenditure	4,204	4,204	4,204	4,040	4,040	-164		
	Income	-1,184	-1,184	-1,184	-1,048	-1,048	136		A reduction in income as a result of fewer SLAs has been offset by a reduction in staffing costs
<b>G17 Support for Learning Service</b>		3,020	3,020	3,020	2,992	2,992	-28		
	Expenditure	263	263	263	263	263	0		
	Income	0	0	0	0	0	0		
<b>G28 Educational Improvement Partnership</b>		263	263	263	263	263	0		
	Expenditure	4,797	5,113	5,113	4,920	4,920	-193		
	Income	-913	-1,229	-1,229	-1,036	-1,036	193		
<b>G29 Pupil Referral Unit</b>		3,884	3,884	3,884	3,884	3,884	0		
	Expenditure	195	195	195	458	458	263		
	Income	0	0	0	0	0	0		
<b>H10 Learning and Achievement M&amp;A DSG</b>		195	195	195	458	458	263		
	Expenditure	8,249	7,599	7,599	8,454	8,454	855		
	Income	-5,854	-4,714	-4,714	-5,569	-5,569	-855		
<b>H11 Early Years Service</b>		2,395	2,885	2,885	2,885	2,885	0		
	Expenditure	8,191	8,191	8,191	8,172	8,172	-19		
	Income	-2,427	-2,427	-2,427	-2,427	-2,427	0		
<b>H16 Special Educational Needs</b>		5,764	5,764	5,764	5,745	5,745	-19		

	Expenditure	128	128	128	0	0	0							
	Income	0	0	0	0	0	0							
<b>H18 Educational Psychology Service</b>		<b>128</b>	<b>128</b>	<b>128</b>	<b>0</b>	<b>0</b>	<b>0</b>							
	Expenditure	590	590	590	0	0	0							
	Income	-378	-378	-77	301	301	0							Government grant income for former LSC staff was due to be paid through ABG but the significant clawback of ABG meant that it has not been allocated to CSF. It is to be charged to
<b>H27 14-19 Years</b>		<b>212</b>	<b>212</b>	<b>513</b>	<b>301</b>	<b>301</b>	<b>0</b>							
	Expenditure	279	279	279	0	0	0							
	Income	0	0	0	0	0	0							
<b>H55 Children Looked After</b>		<b>279</b>	<b>279</b>	<b>279</b>	<b>0</b>	<b>0</b>	<b>0</b>							
	Expenditure	55	55	55	0	0	0							
	Income	0	0	0	0	0	0							
<b>H62 Attendance and Welfare Service</b>		<b>55</b>	<b>55</b>	<b>55</b>	<b>0</b>	<b>0</b>	<b>0</b>							
	Expenditure	501	501	556	55	55	0							
	Income	-66	-66	-66	0	0	0							Net overspend on G78 / H78 arises due to unforeseen ICT costs on the new pupil database, relating to the Admissions service, a DSG function.
<b>H78 Pupil Admissions and Exclusions DSG</b>		<b>435</b>	<b>435</b>	<b>490</b>	<b>55</b>	<b>55</b>	<b>0</b>							
	Expenditure	1,142	1,142	2,061	919	919	0							In accordance with Cabinet decision of 7 July to either charge £490k school costs to DSG or cease / scale back activity, this is shown against DSG, pending decision of Schools Forum on 15 September 2010. The Catering Service is expecting to incur a greater deficit than planned, to the value of £429k. The Head of CSF Resources has commissioned a review of Contract Services to identify cost savings and to evaluate the business model being operated. In the meantime, schools catering is a DSG responsibility and the full costs need to be charged there.
	Income	0	0	0	0	0	0							
<b>H79 Resources M&amp;A DSG</b>		<b>1,142</b>	<b>1,142</b>	<b>2,061</b>	<b>919</b>	<b>919</b>	<b>0</b>							
	Expenditure	867	867	867	0	0	0							
	Income	0	0	0	0	0	0							
<b>H83 Human Resources DSG</b>		<b>867</b>	<b>867</b>	<b>867</b>	<b>0</b>	<b>0</b>	<b>0</b>							
	Expenditure	550	550	550	0	0	0							
	Income	0	0	0	0	0	0							
<b>H89 Building Schools for the Future</b>		<b>550</b>	<b>550</b>	<b>550</b>	<b>0</b>	<b>0</b>	<b>0</b>							
	Expenditure	0	0	0	0	0	0							
	Income	-249,326	-249,326	-250,691	-1,365	-1,365	0							DfE have confirmed final DSG which is £1.365m more than amount used to set budget. Allocations to be agreed by Schools Forum in Sept / Oct.
<b>H68 External Funding DSG</b>		<b>-249,326</b>	<b>-249,326</b>	<b>-250,691</b>	<b>-1,365</b>	<b>-1,365</b>	<b>0</b>							
<b>Children, Schools and Families Total</b>		<b>93,896</b>	<b>93,896</b>	<b>94,278</b>	<b>382</b>	<b>382</b>	<b>0</b>							

COMMUNITIES, LOCALITIES & CULTURE	FULL YEAR				Comment/ Risk Areas
	Original Budget £'000	Latest Budget £'000	Forecast Outturn £'000	Variance	
Expenditure	2,500	2,500	2,500	0	
Income	-2,500	-2,500	-2,500	0	
<b>E01 Management &amp; Support</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	
Expenditure	712	1,246	1,246	0	
Income	-712	-1,246	-1,246	0	
<b>E10 Public Realm M and A</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	
Expenditure	30,690	30,690	30,690	0	<b>Risk:</b> Cleansing Contract indexation, negotiations are currently being undertaken with contractor to seek to ameliorate impact
Income	-4,377	-4,377	-4,377	0	
<b>E11 Waste &amp; Cleansing Services</b>	<b>26,313</b>	<b>26,313</b>	<b>26,313</b>	<b>0</b>	
Expenditure	12,064	12,233	12,233	0	
Income	-2,074	-2,274	-2,274	0	
<b>E12 Transportation &amp; Highways</b>	<b>9,990</b>	<b>9,959</b>	<b>9,959</b>	<b>0</b>	
Expenditure	1,853	1,853	1,853	0	
Income	-1,853	-1,853	-1,853	0	
<b>E14 Local Enforcement Teams</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	
Expenditure	6,862	6,861	6,861	0	<b>Risk:</b> £200k has been allocated through the LAP Menus for Park Projects, however delays in LAP Consultative Steering Groups being held is likely to result in a spend of 50% being achieved in year
Income	-931	-1,006	-1,006	0	
<b>E43 Parks &amp; Open Spaces</b>	<b>5,931</b>	<b>5,855</b>	<b>5,855</b>	<b>0</b>	
Expenditure	123	123	123	0	
Income	-123	-123	-123	0	
<b>E20 Environment Control Manager</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	
Expenditure	2,498	2,498	2,498	0	
Income	-874	-874	-874	0	
<b>E21 Trading Standards</b>	<b>1,624</b>	<b>1,624</b>	<b>1,624</b>	<b>0</b>	
Expenditure	6,738	6,738	6,738	0	
Income	-1,199	-1,199	-1,199	0	
<b>E22 Environmental Health</b>	<b>5,539</b>	<b>5,539</b>	<b>5,539</b>	<b>0</b>	

	Expenditure	4,481	4,481	4,481	4,481	0	
	Income	-3	-3	-3	-3	0	
<b>E23 Concessionary Fares</b>		<b>4,478</b>	<b>4,478</b>	<b>4,478</b>	<b>4,478</b>	<b>0</b>	
		9,873	9,873	9,873	9,873	0	
		-9,873	-9,873	-9,873	-9,873	0	
<b>E24 Parking Control</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	
	Expenditure	909	909	909	909	0	
	Income	-440	-440	-440	-440	0	
<b>E36 Health &amp; Safety</b>		<b>469</b>	<b>469</b>	<b>469</b>	<b>469</b>	<b>0</b>	
	Expenditure	169	169	169	169	0	
	Income	-169	-169	-169	-169	0	
<b>E40 Divisional Management</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	
	Expenditure	9,748	9,748	9,748	9,748	0	
	Income	-1,499	-1,499	-1,499	-1,499	0	<b>Risk: There is the risk that insufficient funding is available from Lifelong Learning to support the full year contribution</b>
<b>E41 Idea Stores</b>		<b>8,249</b>	<b>8,249</b>	<b>8,249</b>	<b>8,249</b>	<b>0</b>	
	Expenditure	4,852	4,954	4,954	4,954	0	
	Income	-379	-396	-396	-396	0	
<b>E42 Sports &amp; Physical Activity</b>		<b>4,473</b>	<b>4,558</b>	<b>4,558</b>	<b>4,558</b>	<b>0</b>	
	Expenditure	1,950	1,971	1,971	1,971	0	
	Income	-471	-471	-471	-471	0	
<b>E44 Arts &amp; Events</b>		<b>1,479</b>	<b>1,500</b>	<b>1,500</b>	<b>1,500</b>	<b>0</b>	
	Expenditure	847	847	847	847	0	
	Income	-847	-847	-847	-847	0	
<b>E45 Mile End Park</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	
	Expenditure					0	<b>Risk: There is the risk of insufficient funding available to meet ESOL course commitment</b>
	Income					0	
<b>E47 Lifelong Learning</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	
	Expenditure	132	196	196	196	0	
	Income	0	0	0	0	0	
<b>E51 Head of Crime Reduction</b>		<b>132</b>	<b>196</b>	<b>196</b>	<b>196</b>	<b>0</b>	
	Expenditure	1,828	1,711	1,711	1,711	0	
	Income	-87	-180	-180	-180	0	
<b>E53 Partnership and Performance</b>		<b>1,741</b>	<b>1,531</b>	<b>1,531</b>	<b>1,531</b>	<b>0</b>	

	Expenditure	2,485	2,370	2,370	2,370	0
	Income	-502	-397	-397	-397	0
<b>E54 Operations</b>		<b>1,983</b>	<b>1,973</b>	<b>1,973</b>	<b>1,973</b>	<b>0</b>
	Expenditure	771	842	842	842	0
	Income	-77	-60	-60	-60	0
<b>E55 Policy &amp; Victims</b>		<b>694</b>	<b>782</b>	<b>782</b>	<b>782</b>	<b>0</b>
	Expenditure	3,319	3,390	3,390	3,390	0
	Income	-1,957	-1,959	-1,959	-1,959	0
<b>E56 Drugs Action Team</b>		<b>1,362</b>	<b>1,431</b>	<b>1,431</b>	<b>1,431</b>	<b>0</b>
	Expenditure	2,348	2,348	2,348	2,348	0
	Income	-1,895	-1,895	-1,895	-1,895	0
<b>E61 Participation &amp; Engagement</b>		<b>453</b>	<b>453</b>	<b>453</b>	<b>453</b>	<b>0</b>
	Expenditure		991	991	991	0
	Income		-991	-991	-991	0
<b>E71 Service Integration</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	Expenditure	1,032	1,032	1,032	1,032	0
	Income	-1,032	-1,032	-1,032	-1,032	0
<b>E30 Fleet Management</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	Expenditure	4,748	4,748	4,748	4,748	0
	Income	-4,748	-4,748	-4,748	-4,748	0
<b>E31 Passenger Transport</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	Expenditure	434	434	434	434	0
	Income	-434	-434	-434	-434	0
<b>E32 DSO Vehicle Workshop</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	Expenditure	2,131	2,131	2,131	2,131	0
	Income	-2,131	-2,131	-2,131	-2,131	0
<b>E25 Street Trading</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Communities, Localities &amp; Culture Total</b>		<b>74,910</b>	<b>74,910</b>	<b>74,910</b>	<b>74,910</b>	<b>0</b>



DEVELOPMENT & RENEWAL	FULL YEAR				Comment/ Risk Areas
	Original Budget £'000	Latest Budget £'000	Forecast Outturn £'000	Variance	
Expenditure	3,020	3,314	3,276	-38	
Income	-1,116	-1,116	-1,086	30	
<b>J04 Major Project Development</b>	<b>1,904</b>	<b>2,198</b>	<b>2,190</b>	<b>-8</b>	
Expenditure	3,119	2,911	2,829	-82	Variance - Shortfall in income due to a fall in planning application receipts, this has been mitigated by a reduction where possible in expenditure.
Income	-2,631	-2,534	-2,381	153	Risk - Levels of income expected to be received from planning applications and building control applications, continues to be high risk for the Directorate.
<b>J06 Development Decisions</b>	<b>488</b>	<b>377</b>	<b>448</b>	<b>71</b>	
Expenditure	1,630	50	79	29	
Income	-1,580	0	0	0	
<b>J08 Programmes and Projects Funding</b>	<b>50</b>	<b>50</b>	<b>79</b>	<b>29</b>	
Expenditure	1,822	2,219	2,284	65	Variance - Expenditure on the Economic Impact Assessment which is a statutory requirement under the Local Democracy, Economic Development and Construction Act 2009. Funding has been received from the Department of Communities and Local Government which is yet to be applied.
Income	-388	-531	-531	0	
<b>J12 Resources</b>	<b>1,434</b>	<b>1,688</b>	<b>1,752</b>	<b>65</b>	
Expenditure	3,169	3,889	3,786	-103	Variance - The Service Head for Development Decisions, remains unfilled and has been amalgamated into the post of Service Head for Development and Building Control, therefore providing an underspend on salary expenditure.
Income	-290	-602	-602	0	
<b>J14 Management &amp; Support Services</b>	<b>2,879</b>	<b>3,286</b>	<b>3,184</b>	<b>-102</b>	
Expenditure	1,975	1,740	1,740	0	
Income	-804	-804	-804	0	
<b>J16 Asset Management</b>	<b>1,171</b>	<b>935</b>	<b>935</b>	<b>0</b>	
Expenditure	964	1,070	1,092	23	
Income	-79	-104	-109	-5	
<b>J18 Olympics</b>	<b>885</b>	<b>966</b>	<b>984</b>	<b>18</b>	
Expenditure	3,982	2,786	2,733	-53	
Income	-1,865	-1,363	-1,345	18	
<b>J20 Strategy, Regeneration and Sustainability</b>	<b>2,117</b>	<b>1,423</b>	<b>1,388</b>	<b>-35</b>	

	Expenditure	367	506	527	21	Risk - Inability to secure capital resources in future years to fund ongoing project management costs for capital schemes.
	Income	-449	-588	-517	71	
<b>J22 Housing Regeneration</b>		<b>-82</b>	<b>-82</b>	<b>10</b>	<b>91</b>	
	Expenditure	3,018	2,874	2,860	-14	
	Income	-2,315	-2,166	-2,166	1	
<b>J24 Employment &amp; Enterprise</b>		<b>703</b>	<b>707</b>	<b>694</b>	<b>-13</b>	
	Expenditure	2,227	1,268	1,257	-10	
	Income	-2,227	-1,268	-1,257	10	
<b>K99 Building Control Trading Account</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	
	Expenditure	1,731	2,534	2,534	0	
	Income	-855	-1,658	-1,658	0	
<b>J26 Lettings</b>		<b>876</b>	<b>876</b>	<b>876</b>	<b>0</b>	
	Expenditure	0	427	327	-101	Variance - To provide for the shortfall in search income being received by the service, expenditure has been reduced as much as possible to minimise risk.
	Income	0	-427	-327	100	
<b>K98 Local Land Charges Trading Account</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	
<b>Development &amp; Renewal Total</b>		<b>12,425</b>	<b>12,425</b>	<b>12,540</b>	<b>115</b>	

RESOURCES Directorate	FULL YEAR				Comment/Risk Area
	Original Budget £'000	Latest Budget £'000	Forecast Outturn £'000	Variance	
Expenditure Income	2,432 -2,261	2,432 -2,261	2,432 -2,261	0 0	
<b>R32 Corporate Finance</b>	<b>171</b>	<b>171</b>	<b>171</b>	<b>0</b>	
Expenditure Income	911 -923	911 -923	911 -923	0 0	
<b>R34 Internal Audit</b>	<b>-12</b>	<b>-12</b>	<b>-12</b>	<b>0</b>	
Expenditure Income	34,593 -31,109	34,643 -31,159	34,643 -31,159	0 0	
<b>R36 Council Tax &amp; NNDR</b>	<b>3,484</b>	<b>3,484</b>	<b>3,484</b>	<b>0</b>	
Expenditure Income	965 -752	976 -752	976 -752	0 0	
<b>R38 Procurement</b>	<b>213</b>	<b>224</b>	<b>224</b>	<b>0</b>	
Expenditure Income	585 -592	585 -592	585 -592	0 0	
<b>R40 Risk Management</b>	<b>-7</b>	<b>-7</b>	<b>-7</b>	<b>0</b>	
Expenditure Income	1,218 -1,185	1,218 -1,185	1,218 -1,185	0 0	
<b>R42 Debtors Income Service</b>	<b>33</b>	<b>33</b>	<b>33</b>	<b>0</b>	
Expenditure Income	505 -508	505 -508	505 -508	0 0	
<b>R44 Cashiers</b>	<b>-3</b>	<b>-3</b>	<b>-3</b>	<b>0</b>	
Expenditure Income	761 -803	774 -803	774 -803	0 0	
<b>R46 Payments</b>	<b>-42</b>	<b>-29</b>	<b>-29</b>	<b>0</b>	
Expenditure Income	9,598 -9,737	9,609 -9,737	9,609 -9,737	0 0	
<b>R48 Information Services</b>	<b>-139</b>	<b>-128</b>	<b>-128</b>	<b>0</b>	
Expenditure Income	7,354 -3,394	7,498 -3,535	7,498 -3,535	0 0	
<b>R50 Customer Access</b>	<b>3,960</b>	<b>3,963</b>	<b>3,963</b>	<b>0</b>	

	Expenditure	22,666	22,725	22,725	22,725	0	<b>Risk</b> - There is a risk of a potential rent increase for Mulberry Place but this is still subject to on-going negotiations and mitigating actions are being pursued to contain all these costs.
	Income	-18,234	-18,292	-18,292	-18,292	0	
<b>R52 Administration Buildings</b>		<b>4,432</b>	<b>4,433</b>	<b>4,433</b>	<b>4,433</b>	<b>0</b>	
	Expenditure	187,969	187,969	187,969	187,969	0	
	Income	-187,474	-187,474	-187,474	-187,474	0	
<b>R54 Housing Benefits</b>		<b>495</b>	<b>495</b>	<b>495</b>	<b>495</b>	<b>0</b>	
	Expenditure	476	476	476	476	0	
	Income	-459	-459	-459	-459	0	
<b>R56 Depots</b>		<b>17</b>	<b>17</b>	<b>17</b>	<b>17</b>	<b>0</b>	
	Expenditure	7,913	7,970	7,970	7,970	0	
	Income	-5,933	-6,125	-6,125	-6,125	0	
<b>R58 Housing Benefits Administration</b>		<b>1,980</b>	<b>1,845</b>	<b>1,845</b>	<b>1,845</b>	<b>0</b>	
	Expenditure	421	421	421	421	0	
	Income	-425	-425	-425	-425	0	
<b>R60 Reprographics</b>		<b>-4</b>	<b>-4</b>	<b>-4</b>	<b>-4</b>	<b>0</b>	
	Expenditure	1,575	1,543	1,543	1,543	0	
	Income	-125	3	3	3	0	
<b>R82 Non-Distributed Costs</b>		<b>1,450</b>	<b>1,546</b>	<b>1,546</b>	<b>1,546</b>	<b>0</b>	
	Expenditure	1,174	1,090	1,090	1,090	0	
	Income	-1,337	-1,253	-1,253	-1,253	0	
<b>R90 HR Strategy</b>		<b>-163</b>	<b>-163</b>	<b>-163</b>	<b>-163</b>	<b>0</b>	
	Expenditure	3,446	3,460	3,460	3,460	0	
	Income	-3,114	-3,128	-3,128	-3,128	0	
<b>R92 HR Consultancy</b>		<b>332</b>	<b>332</b>	<b>332</b>	<b>332</b>	<b>0</b>	
	Expenditure	3,780	3,849	3,849	3,849	0	
	Income	-2,511	-2,580	-2,580	-2,580	0	
<b>R94 HR Operations</b>		<b>1,269</b>	<b>1,269</b>	<b>1,269</b>	<b>1,269</b>	<b>0</b>	
	Expenditure	1,330	1,330	1,330	1,330	0	
	Income	-433	-433	-433	-433	0	
<b>R96 PAS Scheme</b>		<b>897</b>	<b>897</b>	<b>897</b>	<b>897</b>	<b>0</b>	
<b>Resources Total</b>		<b>18,363</b>	<b>18,363</b>	<b>18,363</b>	<b>18,363</b>	<b>0</b>	

CORPORATE COSTS AND CAPITAL FINANCING	FULL YEAR				Comment/Risk Area
	Original Budget £'000	Latest Budget £'000	Forecast Outturn £'000	Variance	
Expenditure	19,248	19,398	19,398	0	
Income	-1,500	-1,650	-1,650	0	
<b>Corporate Costs and Capital Financing</b>	<b>17,748</b>	<b>17,748</b>	<b>17,748</b>	<b>0</b>	

HOUSING REVENUE ACCOUNT	FULL YEAR				Comment/Risk Area
	Original Budget £'000	Latest Budget £'000	Forecast Outturn £'000	Variance	
Expenditure					<b>Risk:</b> Rental projections are currently in line with budget. Good performance in relation to the reletting of void properties must be maintained in order that income generated from the stock is maximised.
Income	-59,427	-59,082	-59,100	-18	
<b>Dwelling &amp; Non Dwelling Rents</b>	<b>-59,427</b>	<b>-59,082</b>	<b>-59,100</b>	<b>-18</b>	
Expenditure					<b>Budget Pressure:</b> Estate parking income is lower than budgeted, and THH are undertaking an exercise to investigate this. Income from leaseholder service charges is also lower than anticipated due to adjustments in block cleaning charges and climate control levies. The 2009/10 actual leaseholder service charge invoices will be finalised in October and Members will be updated of the impact of this when available.
Income	-16,705	-17,050	-16,470	580	
<b>Tenant &amp; Leaseholder Service Charges</b>	<b>-16,705</b>	<b>-17,050</b>	<b>-16,470</b>	<b>580</b>	
Expenditure					<b>Risk:</b> Many of the elements of the Authority's HRA subsidy entitlement are pre-set for the financial year. However a major constituent of the grant relates to capital charges. These are subject to fluctuation in relation to interest rates, and there is a risk that reduced rates might adversely effect subsidy entitlement, although an element of this will be mitigated through reduced interest payments.
Income	-13,625	-13,625	-13,625	0	
<b>Government Subsidy</b>	<b>-13,625</b>	<b>-13,625</b>	<b>-13,625</b>	<b>0</b>	
Expenditure					
Income	-520	-520	-520	0	
<b>Contributions from General Fund</b>	<b>-520</b>	<b>-520</b>	<b>-520</b>	<b>0</b>	
Expenditure					
Income	-200	-200	-200	0	
<b>Investment Income Received (Item 8)</b>	<b>-200</b>	<b>-200</b>	<b>-200</b>	<b>0</b>	
Expenditure	21,705	21,705	21,705	0	<b>Risk:</b> Tower Hamlets Homes is projecting that expenditure on Repairs and Maintenance is in line with the budget, although it should be noted that this budget significantly overspent in the 2009-10 financial year. Various control mechanisms have been put in place by THH to control expenditure levels, and this budget is subject to on-going regular scrutiny by the THH Senior Management Team.
Income					
<b>Repairs &amp; Maintenance</b>	<b>21,705</b>	<b>21,705</b>	<b>21,705</b>	<b>0</b>	
Expenditure	25,652	25,652	25,967	315	<b>Budget Pressure:</b> The major element of this budget is fixed within the management fee payable to THH. However, additional essential IT development projects are required to be completed prior to the THH inspection in the autumn. These costs should lead to efficiencies in the longer term
Income					
<b>Supervision &amp; Management</b>	<b>25,652</b>	<b>25,652</b>	<b>25,967</b>	<b>315</b>	
Expenditure	13,911	13,911	13,911	0	The major element of this budget is fixed within the management fee payable to THH.
Income					
<b>Special Services, Rent Rates &amp; Taxes</b>	<b>13,911</b>	<b>13,911</b>	<b>13,911</b>	<b>0</b>	
Expenditure	900	900	900	0	
Income					
<b>Provision for Bad &amp; Doubtful Debts</b>	<b>900</b>	<b>900</b>	<b>900</b>	<b>0</b>	
Expenditure	32,605	32,605	32,605	0	<b>Risk:</b> Capital Financing Charges include interest payments, depreciation costs and revenue contributions towards the financing of capital schemes, including the set-aside funding for the repurchase of properties previously sold under right to buy legislation. As mentioned above (see Government Subsidy) Capital Financing Charges are dependent upon prevailing interest rates and are subject to fluctuations.
Income					
<b>Capital Financing Charges</b>	<b>32,605</b>	<b>32,605</b>	<b>32,605</b>	<b>0</b>	
Expenditure		0	0	0	
Income	-3,000	-3,000	-3,000	0	
<b>Contributions from Reserves</b>	<b>-3,000</b>	<b>-3,000</b>	<b>-3,000</b>	<b>0</b>	
<b>Total Net HRA Expenditure</b>	<b>1,296</b>	<b>1,296</b>	<b>2,173</b>	<b>877</b>	

## Efficiency Savings Summary 2010/11

	Savings Target 2010/11	Forecast Savings as at Qtr 1	Actual Savings as at Qtr 1	Forecast Outturn Savings	Variance	Comments
	£000's	£000's	£000's	£000's	£000's	
<b>ADULTS HEALTH &amp; WELLBEING</b>						
SAV/AHWB/02 (08) Improved efficiency of procurement of Supplies & Services	150	38	38	150		
SAV/AHWB/05 (08) Business Process Reengineering	-34	-9	-9	-34		
SAV/AHWB/01 Continuing Health Care charges	97	24	24	97		
<b>TOTAL - Adults Health &amp; Wellbeing</b>	<b>213</b>	<b>53</b>	<b>53</b>	<b>213</b>	<b>0</b>	
<b>CHILDREN, SCHOOLS AND FAMILIES</b>						
SAV/CS/01 (09) Staffing review	375	94	94	375	0	
SAV/CS/02 (09) Unit Cost Analysis	228	57	57	228	0	
SAV/CS/02 (08) Streamlining Support for Families in need	56	14	5	20	36	G50 - child protection case volumes haven't fallen to make savings so far, efforts being made to achieve. The £20k savings indicated are in Early Years.
SAV/CS/03 (08) Children's Social Care Commissioning	100	25	0	50	50	Children looked after volumes higher than forecast. Costs being reviewed however there is risk of not achieving savings.
SAV/CS/04 (08) Organisational Restructure YPL	40	10	10	40	0	Savings will be achieved.
SAV/CS/05 (08) Invest to Save - Attendance Welfare Service	78	20	0	0	78	BM to be consulted.
SAV/CS/06 (08) Non-Statutory Support to Schools	25	6	6	25	0	Saving in Educational Psychologists G18 (JEK21/7)
SAV/CS/08 (08) Vendor Managed Service	30	8	8	30	0	
SAV/CS/10 (08) Young People Outside School	40	10	10	40	0	
SAV/CS/12 (08) Review of non & statutory provision	250	63	46	183	67	G49,G50,G51,G52 and G59 are not currently achieving their sav/cs/12 salary savings targets.
SAV/CS/13 (08) Early Years Advisory Team	50	13	13	50	0	Saving within the Early Years team.
SAV/CS/14 (08) Streamlining of Extended Provisions	70	18	18	70	0	
SAV/CS/15 (08) Restructure of Quality and Audit Team	24	6	6	24	0	Original 10/11 budget adjusted to include QUAD savings. Underspend forecast on G71
SAV/CS/16 (08) EYCL Efficiencies	197	49	49	197	0	
<b>TOTAL - Children's Services</b>	<b>1,563</b>	<b>391</b>	<b>322</b>	<b>1,332</b>	<b>231</b>	
<b>COMMUNITIES, LOCALITIES &amp; CULTURE</b>						
SAV/CLC/04 (08) Reduce Street Light Maintenance	30	8	8	30	0	
SAV/CLC/15 (08) Trade Waste	200	0	0	200	0	Efficiency savings will be realised towards year end
SAV/CLC/11 (08) Leisure Management Contract	202	0	0	202	0	Efficiency savings will be realised towards year end
SAV/CLC/12 (08) Parking (Estate Parking/ Parking)	360	90	35	360	0	Compensatory savings will be made that delivers the efficiency savings
SAV/CLC/01 Concessionary Fares	620	620	620	620	0	Base budget saving
SAV/CLC/02 Directorate General Efficiency Savings	64	16	16	64	0	
<b>TOTAL - Communities, Localities &amp; Culture</b>	<b>1,476</b>	<b>734</b>	<b>679</b>	<b>1,476</b>	<b>0</b>	
<b>DEVELOPMENT &amp; RENEWAL</b>						
SAV/DR/01 (08) Horizontal Savings	12	3	3	12	0	
SAV/DR/08 (08) Energy Services	100	0	0	100	0	Fee schedules and regimes currently being developed to ensure income maximisation
SAV/DR/02 (09) Technical support to Planning & Building Group	49	12	12	49	0	
SAV/DR/03 (09) Review of housing related employment initiatives	50	13	13	50	0	
SAV/DR/01 Requisition to Pay	29	7	0	15	-15	Delay in the redeployment of staff, however in year compensatory savings have been identified.
SAV/DR/02 Specific Site Redevelopment Planning	53	53	53	53	0	Budget removed as part of the 2010/2011 budget setting process for the Directorate and no expenditure incurred.
<b>TOTAL - Development &amp; Renewal</b>	<b>293</b>	<b>88</b>	<b>81</b>	<b>279</b>	<b>-15</b>	
<b>CHIEF EXECUTIVE'S</b>						
SAV/CE/01 (08) Registration of Births, Marriages & Deaths/ Pensions contribution	20	5	5	20	0	Planned savings already achieved
SAV/CE/02 (08) Directorate wide improvement programme	151	38	38	151	0	Planned savings already achieved
SAV/CE/06 (08) Reduction in Communications Expenditure	81	20	20	81	0	Planned savings already achieved
SAV/DR/04 (08) / S. Corporate Match funding	60	15	15	60	0	Planned savings already achieved
SAV/CE/01 Chief Executive's Service Improvement Efficiency	39	10	10	39	0	Planned savings already achieved
SAV/CE/02 Legal Services	14	4	4	14	0	Planned savings already achieved
SAV/CE/03 Reduce Pulling Together print run	13	3	3	13	0	Planned savings already achieved
SAV/CE/04 Challenge Fund	32	8	8	32	0	Planned savings already achieved
<b>TOTAL - Chief Executive's</b>	<b>410</b>	<b>103</b>	<b>103</b>	<b>410</b>	<b>0</b>	
<b>RESOURCES</b>						
SAV/CE/05 (08) Procurement of agency staff through vendor management	20	5	5	20	0	Planned savings already achieved
SAV/DR/06 (08) Administration of benefits	100	25	25	100	0	Planned savings already achieved
SAV/CE/02 (08) Directorate wide improvement programme	302	76	76	302	0	Planned savings already achieved
SAV/RES/09 Directorate wide Continuous Improvement Initiatives	143	36	36	143	0	Planned savings already achieved
<b>TOTAL - Resources</b>	<b>565</b>	<b>142</b>	<b>142</b>	<b>565</b>	<b>0</b>	
<b>TOTAL SAVINGS</b>	<b>4,520</b>	<b>1,511</b>	<b>1,379</b>	<b>4,274</b>	<b>217</b>	

## COMMUNITIES, LOCALITIES AND CULTURE (CLC)

	Budget at 30-Jun-10		Spend to 30-Jun-10		Projection 2010-11		% Budget Spent		Projected Variance		REASONS FOR VARIANCES	
	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	Spend to Date against Budget	Projection against Budget
<b>MAINSTREAM PROGRAMME</b>												
<b>Transport</b>												
TfL schemes including safety, cycling and walking	5.789		0.340		5.789		5.9%		0.000			Schemes in design stage.
Public Realm Improvements	2.581		0.072		2.581		2.8%		0.000			Schemes in design stage.
Olympic Delivery Authority	0.730		0.000		0.730		0.0%		0.000			Schemes in design stage.
Developers Contribution	1.682		0.204		1.682		12.1%		0.000			
OPTEMS section 106	0.250		0.000		0.250		0.0%		0.000			Schemes in design stage.
Street Lighting	0.002		0.002		0.002		110.3%		0.000			Settlement of contract uplift costs for 2009/10
<b>Parks</b>												
Millwall Park/Island Gardens	0.088		0.062		0.088		70.9%		0.000			Scheme carried forward from 2009/10
Poplar Park	0.144		0.001		0.144		0.7%		0.000			Scheme carried forward from 2009/10
St Johns Park	0.085		0.013		0.085		14.9%		0.000			
Allen Gardens	0.027		0.014		0.027		52.5%		0.000			Scheme carried forward from 2009/10
Schoolhouse Lane Multi Use Ball Games Area	0.032		0.000		0.032		0.0%		0.000			Scheme carried forward from 2009/10
Braithwaite Park	0.017		0.000		0.017		0.0%		0.000			Scheme carried forward from 2009/10
Chicksand Ghat	0.005		-0.016		0.005		N/A		0.000			Sundry Creditors
Meath Gardens Improvements	0.059		0.059		0.059		100.0%		0.000			Scheme carried forward from 2009/10
Bethnal Green Improvements	0.222		0.143		0.222		64.3%		0.000			Scheme carried forward from 2009/10
Pennyfields Open Space	0.002		0.002		0.002		75.3%		0.000			Retentions paid out on completed scheme
Belgrave St Open Space	0.010		0.010		0.010		100.0%		0.000			Retentions paid out on completed scheme
Stepney Green Gardens	0.006		-0.001		0.006		N/A		0.000			Sundry Creditors
Victoria Park Masterplan (1)	0.863		0.183		0.863		21.2%		0.000			Tenders in process
Cotton Street Open Space	0.046		0.000		0.046		0.0%		0.000			
<b>Culture and major projects</b>												
Banglatown Art Trail & Arches	0.184		-0.071		0.184		N/A		0.000			Sundry Creditors
Brady Centre	0.245		0.000		0.245		0.0%		0.000			Schemes in design stage.
Kobi Nazrul	0.054		0.000		0.054		0.0%		0.000			Schemes in design stage.
Poplar Baths	0.015		0.005		0.015		35.0%		0.000			
Creation of Mobile Public Art	0.040		0.000		0.040		0.0%		0.000			Schemes in design stage.
Cable Street Mural	0.060		0.000		0.060		0.0%		0.000			Schemes in design stage.
<b>Other</b>												
CCTV 2009/10	0.070		-0.134		0.070		N/A		0.000			Sundry Creditors
Generators at Mulberry Place & Anchorage House	0.014		0.000		0.014		0.0%		0.000			Project delayed, awaiting outcome of agreed planning consent
Contaminated land survey and works	0.059		0.000		0.059		0.0%		0.000			Project delayed till 2011/12
585-593 Commercial Road (Parking Pound)	0.049		0.049		0.049		100.2%		0.000			
<b>CLC MAINSTREAM TOTAL</b>	<b>13.430</b>		<b>0.928</b>		<b>13.430</b>		<b>6.9%</b>		<b>0.000</b>			



COMMUNITIES, LOCALITIES AND CULTURE (CLC)

	Budget at 30-Jun-10 £m	Spend to 30-Jun-10 £m	Projection 2010-11 £m	% Budget Spent £m	Projected Variance £m	REASONS FOR VARIANCES	
						Spend to Date against Budget	Projection against Budget
<b>LOCAL PRIORITIES PROGRAMME</b>							
Victoria Park Masterplan	0.945	0.000	0.945	0.0%	0.000	Tenders in process	
Essential Health & Safety	0.050	0.000	0.050	0.0%	0.000	Contingency fund for remedial works - dependent upon investigation findings.	
Major Projects - LPP	0.166	0.000	0.166	0.0%	0.000		
Culture - LPP	0.203	0.010	0.203	4.8%	0.000		
<b>CLC LPP TOTAL</b>	<b>1.364</b>	<b>0.010</b>	<b>1.364</b>	<b>0.7%</b>	<b>0.000</b>		
<b>CLC GRAND TOTAL</b>	<b>14.794</b>	<b>0.938</b>	<b>14.794</b>	<b>6.3%</b>	<b>0.000</b>		

## CHILDREN, SCHOOLS AND FAMILIES (CSF)

	REASONS FOR VARIANCES						
	Budget at 30-Jun-10 £m	Spend to 30-Jun-10 £m	Projection 2010-11 £m	% Budget Spent £m	Projected Variance £m	Spend to Date against Budget	Projection against Budget
<b>MAINSTREAM PROGRAMME</b>							
Modernisation	1.846	0.131	1.846	7.1%	0.000	Major spend post summer.	
Extended Schools	0.340	0.030	0.340	8.9%	0.000	Schools to claim matched funding	
Schools Access Initiative	0.135	0.063	0.135	46.8%	0.001	Main spend Q1 & Q2	
Basic Need/Expansion	8.198	1.591	8.198	19.4%	0.000	2 projects at development stage	
Sure Start	2.617	0.185	2.617	7.1%	0.000	Funding under government review	
Primary Capital Programme	11.467	0.631	11.467	5.5%	0.000	Major spend to occur post summer	
Quality and Access Grant	2.369	0.124	2.369	5.3%	0.000	Grants paid in Q3 & Q4	
City Learning Centre	0.175	0.052	0.100	29.9%	-0.075		Balance passported directly to schools.
Bishop's Square	0.429	0.009	0.074	2.2%	-0.355	Main spend Q4	Main spend to be incurred Q4
Osmani - Redevelopment	1.096	0.000	0.515	0.0%	-0.581	LPP funding used (see below)	Project due to complete 2011/12
RCCO	0.368	0.000	0.350	0.0%	-0.018	Spend from Q2 onwards	
Fair Play Pathfinder	0.007	0.000	0.007	0.0%	0.000	Final claim in Q3	
Youth Capital Fund	0.137	0.005	0.100	3.7%	-0.037	Project on site from September 2010.	Additional projects to be identified
Space for Sports and Arts	0.010	0.010	0.010	100.0%	0.000	Final payment	
TCF Kitchen & Dining	0.229	0.000	0.229	0.0%	0.000	Projects on site. Payments will occur in Q3	
Short Breaks	0.320	0.024	0.170	7.6%	-0.150		Approvals required before balance is spent.
ICT	1.479	0.000	0.000	0.0%	-1.479	Project spend to be agreed	Projects to complete in 2011/12
<b>CSF MAINSTREAM TOTAL</b>	<b>31.221</b>	<b>2.856</b>	<b>28.527</b>	<b>9.1%</b>	<b>-2.694</b>		

## CHILDREN, SCHOOLS AND FAMILIES (CSF)

	Budget at 30-Jun-10				Projection 2010-11			REASONS FOR VARIANCES	
	£m	£m	£m	£m	£m	% Spent	Projected Variance	Spent to Date against Budget	Projection against Budget
<b>LOCAL PRIORITIES PROGRAMME</b>									
Osmani - Redevelopment	1.911	0.215	1.911	11.3%	0.000		0.000	Project on site August	
Bishop Challoner - Community Facilities	0.600	0.000	0.595	0.0%	-0.005		-0.005	Awaiting contributory funding to scheme.	
Harry Gosling Remodelling Phase 2	0.012	0.008	0.012	61.7%	0.000		0.000	Final account due September	
Toby Lane	0.014	0.000	0.013	0.0%	-0.001		-0.001	Spend to occur in Q2	
Youth Service Accommodation Strategy	0.094	0.000	0.046	0.5%	-0.048		-0.048	Project on site September	New projects to be agreed
<b>CSF LPP TOTAL</b>	<b>2.631</b>	<b>0.223</b>	<b>2.577</b>	<b>8.5%</b>	<b>-0.054</b>		<b>-0.054</b>		
<b>CSF GRAND TOTAL</b>	<b>33.852</b>	<b>3.079</b>	<b>31.104</b>	<b>9.1%</b>	<b>-2.748</b>		<b>-2.748</b>		

CHIEF EXECUTIVE'S AND RESOURCES

	Budget at 30-Jun-10 £m	Spend to 30-Jun-10 £m	Projection 2010-11 £m	% Budget Spent £m	Projected Variance £m	REASONS FOR VARIANCES	
						Spend to Date against Budget	Projection against Budget
<b>LOCAL PRIORITIES PROGRAMME</b>							
Corporate DDA Programme	0.755	0.027	0.255	3.6%	-0.500		
Accommodation Strategy	2.069	0.000	1.000	0.0%	-1.069		
FM Anchorage Dilapidations	0.085	0.000	0.085	0.0%	0.000	Will be spent when Anchorage House is vacated (2013/14)	
Southern Grove- Roof Improvements	0.022	0.000	0.000	0.0%	-0.022		
Poplar Public Mortuary	0.045	0.000	0.000	0.0%	-0.045		
ICT - RCCO	1.032	0.000	0.000			Dependent upon availability revenue funding.	
Telephony invest to save	1.187	0.000	1.187	0.0%	0.000		
ICT	0.221	0.004	0.221	1.8%	0.000	This budget is fully committed and ICT are likely to spend this during the course of the year.	
<b>CHIEF EXEC &amp; RESOURCES TOTAL</b>	<b>5.416</b>	<b>0.031</b>	<b>2.748</b>	<b>0.6%</b>	<b>-1.636</b>		

## ADULTS HEALTH AND WELLBEING (AHWB)

	Budget at 30-Jun-10				Projection 2010-11		% Budget Spent		Projected Variance		REASONS FOR VARIANCES		Projection against Budget	
	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m
<b>MAINSTREAM PROGRAMME</b>														
Adults social care IT infrastructure	0.283	0.004	0.283	0.004	0.283	0.004	1%	0.000	0.000	0.000	0.000	Grant committed to Framework I project. Complete 2010/11.		
Mental health services	0.190	0.017	0.190	0.017	0.190	0.017	9%	0.000	0.000	0.000	0.047m contractually committed expenditure. At this stage of the financial year urgent works are being issued only for maintenance. Planned items of essential works have not yet commenced.			
Safety works	0.123	0.000	0.123	0.000	0.123	0.000	0%	0.000	0.000	0.000	0.086m contractually committed expenditure. Planned areas of work have not yet commenced.			
LIP	0.119	0.000	0.119	0.000	0.119	0.000	0%	0.000	0.000	0.000	The LIP budget is committed to the Framework I project and will be spent in 2010/11.			
Improving the Care Home Environment for Older People	0.020	0.000	0.020	0.000	0.020	0.000	0%	0.000	0.000	0.000	Scheme complete. Budget to be transferred under delegated authority to works order 37763 for essential building works within the property portfolio.			
<b>AHWB MAINSTREAM TOTAL</b>	<b>0.735</b>	<b>0.021</b>	<b>0.735</b>	<b>0.021</b>	<b>0.735</b>	<b>0.021</b>	<b>3%</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>				
<b>LOCAL PRIORITIES PROGRAMME</b>														
PFI LIFT Credits	0.012	0.000	0.012	0.000	0.012	0.000	0%	0.000	0.000	0.000	0.000	Scheme complete. Budget to be transferred under delegated authority to works order 37763 for essential building works within the property portfolio.		
Efficiency Project - System/technology	0.270	0.002	0.199	0.002	0.199	0.002	1%	-0.071	-0.071	-0.071	-0.071	Projected to spend 0.199m in 2010/11 due to delays in works.	Reduced project lifecycle costs for this project.	Amount not required.
Efficiency Project - Single Assessment	0.150	0.000	0.000	0.000	0.000	0.000	0%	-0.150	-0.150	-0.150	-0.150	Project completed under budget		
<b>AHWB LPP TOTAL</b>	<b>0.432</b>	<b>0.002</b>	<b>0.211</b>	<b>0.002</b>	<b>0.211</b>	<b>0.002</b>	<b>1%</b>	<b>-0.221</b>	<b>-0.221</b>	<b>-0.221</b>	<b>-0.221</b>			
<b>AHWB GRAND TOTAL</b>	<b>1.167</b>	<b>0.023</b>	<b>0.946</b>	<b>0.023</b>	<b>0.946</b>	<b>0.023</b>	<b>2%</b>	<b>-0.221</b>	<b>-0.221</b>	<b>-0.221</b>	<b>-0.221</b>			

## DEVELOPMENT &amp; RENEWAL (D&amp;R)

		REASONS FOR VARIANCES					Projection against Budget	
		Spend to Date against Budget		Projected Variance		Projection against Budget		
Budget at 30-Jun-10	Spend to 30-Jun-10	Projection 2010-11	% Budget Spent	Projected Variance				
£m	£m	£m	£m	£m				
<b>MAINSTREAM PROGRAMME</b>								
Decent Homes	24.290	2.166	8.9%	0.000	The mainstream Housing Capital programme is managed by Tower Hamlets Homes on behalf of the Authority and incorporates work to the Council's own stock. Tower Hamlets Homes closely monitors this budget and the spend to the end of June is approximately in line with the target profile for this stage of the financial year. The initial budget agreed by Cabinet in March 2010 was £24.290 million, however this programme was revised by Cabinet in September 2010 in light of concerns regarding the level of resources available for future years. It is anticipated that all resources will be fully utilised in the current financial year.			
Ocean New Deal for Communities	10.000	1.244	12.4%	0.000	This project is funded from NDC capital grant of £5,000,000 and mainstream Capital Resources of £5,000,000 in 2010-11. Although the expenditure incurred to 30 June only represents 12% of the resources, full expenditure is earmarked for the remainder of the financial year to meet Government Office for London grant conditions.			
Regional Housing Pot	4.564	0.000	0.0%	0.000	Funding of approximately £7.27 million has been secured from the DCLG to facilitate the regeneration of the St Clement's Hospital site and to undertake masterplanning on the Malmesbury and Birchfield Estates. The masterplanning contracts have been let and expenditure will be incurred during 2010-11. Initial profiled expenditure indicated that costs of £4.564 million will be incurred in 2010-11, however funds are not specific to a particular financial year and will be carried forward for utilisation in later years as necessary.			
Millennium Quarter	0.200	0.000	0.0%	-0.050	This project is fully financed from Section 106 resources. Expenditure will be incurred later in the financial year.			
Bishops Square	0.570	0.273	47.9%	0.000	The D&R element of the Bishops Square Section 106 scheme incorporates a budget of £570,000. It is anticipated that it will be fully utilised during 2010-11.			
Roman Road Shops/ Bethnal Green Terrace	0.320	0.002	0.6%	-0.070	This project is fully financed from historic Local Authority Business Growth Initiative (LABGI) resources. Expenditure will be incurred later in the financial year.			
Dunbridge Street Health and Well-Being Centre	1.610	1.610	100.0%	0.000	This Section 106 funded scheme to develop a new Health and Well Being Centre at Dunbridge Street was approved by Cabinet on 10 March 2010. Full payment has been made to the PCT during the financial year.			
St Andrew's Health and Well-Being Centre	4.777	0.000	0.0%	0.000	This Section 106 funded scheme to develop a new Health and Well Being Centre on the former St Andrew's Hospital site was approved by Cabinet on 10 March 2010. Payment is anticipated later in the financial year.			
Social Housing Energy Savings Programme	1.690	0.002	0.1%	0.000	The Homes and Communities Agency awarded the Authority £2,070,000 of funding under the Social Housing Energy Savings Programme to deliver cavity wall insulation to its social housing units. The initial funding profile was revised in conjunction with the HCA, to allow the Authority to carry forward funding of £1.690 million to be utilised in 2010-11. Expenditure of this level must be incurred in order to maximise grant entitlement, and commitments have now been entered into to deliver the project.			
Whitechapel Centre	1.105	0.026	2.4%	-0.255	This scheme is mainly funded through Big Lottery and ERDF grants. Expenditure is being incurred in accordance with grant conditions, with the projected underspend against the original profile carried forward into future years.			
<b>D&amp;R MAINSTREAM TOTAL</b>	<b>49.126</b>	<b>5.323</b>	<b>11%</b>	<b>-0.375</b>				

## DEVELOPMENT &amp; RENEWAL (D&amp;R)

	REASONS FOR VARIANCES				Projected Variance £m	Projection £m	Spending to Date against Budget	Projection
	Budget at 30-Jun-10 £m	Spending to 30-Jan-00 £m	Projection 2010-11 £m	% Budget Spent £m				
<b>LOCAL PRIORITIES PROGRAMME</b>								
Overcrowding Strategy	1.815	0.542	1.815	29.9%	0.000		The Overcrowding Strategy represents a £19.4 million commitment over two financial years. The initial Cabinet report estimated that expenditure of £9.7 million would be incurred in 2009-10, with the same amount in 2010-11. As is the case with Blackwall Reach, this profile was flexible, with resources being in place to finance the expenditure in earlier years as necessary. The level of interest in the scheme meant that the number of completions during 2009-10 was significantly higher than initial projections anticipated. Resources were therefore brought forward into 2009-10 within a corresponding decrease in the available budget for 2010-11. The residual element of £1.8 million will be fully utilised in 2010-11.	
Council Housebuilding Initiative	3.500	0.043	3.500	1.2%	0.000		In accordance with the grant conditions, Phase 1 of the Building Britain's Future scheme must be completed by the end of the financial year, with Phase 2 to commence in 2010-11. Although a capital estimate was adopted for Phase 2 in advance of the allocation announcement, the scheme was oversubscribed and the Authority received a much lower allocation than anticipated. The revised budget profile reflects the final allocations and expenditure will be incurred in accordance with the grant conditions.	
Blackwall Reach	4.000	0.340	4.000	8.5%	0.000		The Blackwall Reach project represents a £13 million commitment over three financial years. Initial estimates were that expenditure of £2,000,000 would be incurred in 2009-10, with £4,000,000 in 2010-11 and £7,000,000 in 2011-12. This profile is flexible however, with resources in place to adapt the profiled expenditure as necessary.	
Delivering Decent Homes (Accelerated Delivery)	2.000	0.000	2.000	0.0%	0.000		This scheme is financed from Accelerated Delivery Funding that was allocated by Cabinet in November 2009. The resources unutilised in 2009-10 have been carried forward into 2010-11.	Full spend projected.
Aids and Adaptations (Accelerated Delivery)	0.250	0.000	0.250	0.0%	0.000		This scheme is financed from Accelerated Delivery Funding that was allocated by Cabinet in November 2009. The resources unutilised in 2009-10 have been carried forward into 2010-11.	Full spend projected.
Disabled Facilities Grant	1.000	0.100	1.000	10.0%	0.000		This is a demand led budget. Expenditure for the first three months of the financial year is below that profiled, although outstanding commitments should increase expenditure over the remainder of the year.	
Private Sector and Affordable Housing	1.000	0.000	0.000	0.0%	-1.000		This project is funded through the recycling of capital receipts to grant fund developments in conjunction with Registered Social Landlords. No projects are currently in place so no estimated expenditure is anticipated.	
High Street 2012	5.760	0.086	5.760	1.5%	0.000		This scheme was initially approved by Cabinet in May 2009, but significant additional resources have been notified to and agreed by Cabinet at the January and March 2010 meetings.	Spending anticipated to be in accordance with revised profile.
Discretionary Private Sector Housing Grants	0.850	0.045	0.850	5.3%	0.000		This is a demand led budget. Expenditure for the first three months of the financial year is below that profiled, although outstanding commitments should increase expenditure over the remainder of the year.	
Emergency Property Works Contingency	1.000	0.000	0.000	0.0%	-1.000		This contingency was established as part of the 2009-10 budget process. No expenditure has been incurred to date. The unspent element of the contingency will be carried forward to be utilised as necessary in future years.	
Cottall Street / Bartlett Park	0.301	0.258	0.301	85.7%	0.000		This scheme was approved by Cabinet in November 2009. The costs incurred in 2009-10 were in line with projections, with the main residual elements of expenditure having already been incurred during 2010-11.	
Installation of Automatic Energy Meters	0.200	0.026	0.200	13.0%	0.000		This scheme was commissioned towards the end of 2009-10 with the unutilised resources carried forward into 2010-11. Full spend is anticipated in the current financial year.	Full spend projected.
<b>D&amp;R LPP TOTAL</b>	<b>21.676</b>	<b>1.440</b>	<b>19.676</b>	<b>6.6%</b>	<b>-2.000</b>			
<b>D&amp;R GRAND TOTAL</b>	<b>70.802</b>	<b>6.763</b>	<b>68.427</b>	<b>9.6%</b>	<b>-2.375</b>			

## BUILDING SCHOOLS FOR THE FUTURE (BSF)

	Budget at 30-Jun-10 £m		Spend to 30-Jun-10 £m		Projection 2010-11 £m		% Budget Spent £m		Projected Variance £m		REASONS FOR VARIANCES Spend to Date against Budget		Projection against Budget	
<b>MAINSTREAM PROGRAMME</b>														
Wessex	0.179		0.103		0.179		57.3%		0.000			Monies held for retentions/final acct.		
St Paul's Way	16.983		3.802		16.983		22.4%		0.000			based on construction spend profile		based on current spend profile/milestones
Bethnal Green Tech. College	4.260		1.862		4.260		43.7%		0.000			based on construction spend profile		based on current spend profile/milestones
Morpeth	8.932		0.565		8.932		6.3%		0.000			based on construction spend profile		based on current spend profile/milestones
Oaklands	6.600		1.025		6.600		15.5%		0.000			based on construction spend profile		based on current spend profile/milestones
Sir John Cass	8.305		0.796		8.305		9.6%		0.000			based on construction spend profile		based on current spend profile/milestones
Ian Mikardo	3.900		0.651		3.900		16.7%		0.000			based on construction spend profile		based on current spend profile/milestones
Beatrice Tate	0.000		0.000		0.000		0.0%		0.000			Contract close anticipated 2011/12		subject to achieving contract close
Bowden House	1.000		0.000		1.000		0.0%		0.000			based on construction spend profile		subject to achieving contract close
PRU Harpley	3.000		0.000		3.000		0.0%		0.000			based on construction spend profile		based on current spend profile/milestones
Swanlea	4.000		0.000		4.000		0.0%		0.000			based on construction spend profile		based on current spend profile/milestones
Raines	3.000		0.000		3.000		0.0%		0.000			based on construction spend profile		subject to achieving contract close
Central Foundation	1.500		0.000		1.500		0.0%		0.000			contract close anticipated last quarter 10/11		subject to achieving contract close
Langdon Park	1.500		0.000		1.500		0.0%		0.000			contract close anticipated last quarter 10/11		subject to achieving contract close
Phoenix	1.000		0.000		1.000		0.0%		0.000			contract close anticipated last quarter 10/11		subject to achieving contract close
Stepney Green	1.500		0.000		1.500		0.0%		0.000			contract close anticipated last quarter 10/11		subject to achieving contract close
Bow Boys	0.000		0.000		0.000		0.0%		0.000			Contract close anticipated 2011/12		subject to achieving contract close
New School	0.000		0.000		0.000		0.0%		0.000			Contract close anticipated 2011/12		subject to achieving contract close
<b>BSF MAINSTREAM TOTAL</b>	<b>65.659</b>		<b>8.803</b>		<b>65.659</b>		<b>13.4%</b>		<b>0.000</b>					
<b>LOCAL PRIORITIES PROGRAMME</b>														
BSF Wave 5	1.100		0.000		1.100		0.0%		0.000					
<b>BSF LPP TOTAL</b>	<b>1.100</b>		<b>0.000</b>		<b>1.100</b>		<b>0.0%</b>		<b>0.000</b>					
<b>BSF GRAND TOTAL</b>	<b>66.759</b>		<b>8.803</b>		<b>66.759</b>		<b>13.2%</b>		<b>0.000</b>					



# Agenda Item 8.2

<b>Committee:</b> Overview and Scrutiny	<b>Date:</b> 5 <sup>th</sup> October 2010	<b>Classification:</b> Unrestricted	<b>Report No:</b>	<b>Agenda Item:</b> 8.2
<b>Report of:</b> Service Head – Strategy and Performance, Chief Executives		<b>Title:</b> Councillor Call for Action Performance Digest Update		
<b>Originating officer(s)</b> Stephanie Ford – Interim Performance Manager Afazul Hoque – Scrutiny Manager		<b>Wards Affected:</b> All		

## 1 **SUMMARY**

- 1.1 This report sets out progress developing the Performance Digest report, which is intended to inform the Councillor Call to Action (CCfA) process.
- 1.2 The Performance Digest report (appendix 1) currently includes complaints and Members Enquiries information, forming the foundation for an evidence base to support CCfA. Work is ongoing to improve and expand the report, so that includes other information sources, such as from Freedom of Information (FOI) requests and petitions.
- 1.3 There are a number of barriers to further progress, and limitations on what this data can be used for. The Performance Digest report can be a useful part of the evidence base for assessing CCfA requests and other issues, but it will not provide sophisticated resident perception and satisfaction information (for the reasons set out below in Section 5).
- 1.4 However, work to determine the future of performance management and accountability more broadly is ongoing at a local, regional and national level, which has the capacity to improve information available to support CCfA and other work areas. Changes to Government requirements have created an opportunity to reassess how Tower Hamlets 'does' performance management: what do we measure, who do we report it and in what form.
- 1.5 A new Performance Management and Accountability Framework is being developed, around three key strands:

- Powerful Public – looking at more relevant and transparent performance reporting, regular perception tracking and citizen engagement in monitoring performance;
- Peers – improved performance benchmarking, shared best practice and external assurance and challenge;
- Partners – ensuring governance and performance management arrangements are able to react to changing environment.

We would be keen to talk further to OSC Members about how to develop this and ensure OSC is part of the framework.

- 1.6 Furthermore, the Council's Information Management Strategy, part of the Transformation Programme, is being developed to address how we collect and use information across the Council, looking to rationalise and join up systems so that maximum value can be extracted from the information, leading to efficiencies and performance improvement.

## **2 RECOMMENDATIONS**

The Overview & Scrutiny Committee is recommended to:-

- Note the contents of this report;
- Suggest any changes to the format or content of the appended Performance Digest; and
- Agree to receive the performance digest report at six month intervals.

## **3 BACKGROUND**

- 3.1 Section 21A of the Local Government Act 2000 includes provision for CCfA that came into force on 1<sup>st</sup> April 2009. This means the Council is now under statutory obligation to provide Members the opportunity to refer to Overview and Scrutiny Committee (OSC) any local government matter which is relevant to the functions of the Committee. Guidance suggests the mechanism should only be used where other methods of resolution have been exhausted.
- 3.2 The Performance Digest report was proposed as a means of providing the necessary evidence and context to OSC so that it could properly evaluate issues brought to its attention. It aims to compile and analyse quarterly/six monthly data from standard grievance/access systems; complaints, petitions, Members' Enquiries and Freedom of Information requests. It was anticipated that disaggregating the data by theme,

locality and equalities data should allow for the identification of trends and key issues, development of solutions and appropriate action.

- 3.3 The Scrutiny Review on Strengthening Local Community Leadership undertaken last year has received dummy and draft versions of the Performance Digest and provided feedback on layout and content. A number of barriers have been identified and flagged, relating to the limitations of existing data collection methods and systems.

#### **4 CURRENT PROGRESS**

- 4.1 The latest iteration of the Performance Digest report is appended. It draws together information from corporate complaints and Members Enquiries databases. Data is currently split down by issue to LAP level and month to facilitate analysis of major or persistent problems experienced by residents.
- 4.2 The format of the report introduces key messages based on analysis of the data, a thorough overview to provide necessary context and then individual LAP scorecards. Analysis focuses on “top 5” issues within the monitoring period, but considers any changes between monitoring periods and trend information.
- 4.3 In its current form, the report will allow OSC to identify areas of concern (i.e. emerging and rising complaint trends in LAPs and in the Borough as a whole) and to put into context requests made by Councillors for interventions into service areas or issues.
- 4.4 This report therefore should fulfil a number of the requirements OSC set out for it, but at this stage it is not possible to produce the report that fulfils all of the specifications requested, though many elements are in place. Previously stated requirements include:
- a) Use of complaints, petitions, members’ enquiries and Freedom of Information requests;
  - b) **A tool that allows analysis to go further than a descriptive analysis of number and types of grievance, and moves instead towards a more holistic understanding of resident satisfaction and their views of services;**
  - c) The content and format should be conducive to analysis and to councillors working in a problem-solving capacity;

- d) It should be clear on the front of the report what the key messages are, and what councillors are asked to do with that information;
- e) **Information should be disaggregated by equalities strand, to gain a better idea about which sections of the community are concerned about what.**

4.5 Of the points listed above, b) and e) pose the most difficulty, due to the nature of the data and the systems from which it is stored and extracted. The reasons for this are discussed below.

## **5 BARRIERS**

5.1 The barriers to further development of the Performance Digest report fall into two main categories: the limitations of the data collection systems, and the limitations of the data itself.

### Limitations of the data collection systems

5.2 There are a number of technical restrictions that dictate the limits of what can currently be achieved with the Performance Digest report. These restrictions arise from the existing database systems, which have been developed separately to meet different requirements. These issues affect the following:

- ME's, Complaints and FOI requests do not share the same theme/issue set. Whilst there is crossover to allow for merging the themes, the analysis is subjective and time consuming, more prone to human error and important detail may be lost;
- Although there is equalities data available (for ME and complaints), at present systems used to process the data do not link equalities data to theme/issue or locality. This makes it impossible to analyse equalities information in a useful way.
- Furthermore, there are collection difficulties with this information, whereby it is reliant on the willingness of the complainant to provide personal information. A consequence of this is very patchy information relating to faith/religion and sexuality equalities strands.
- There is a limited amount of petition information available. At present the only source of collated data is the constitutional requirement to report the 3 largest petitions to Cabinet quarterly. Further systems for collating all petitions received would need to be developed.

#### Limitations of the data

- 5.3 Furthermore, the type of data being gathered may not be the most appropriate for assessment of resident satisfaction. Measuring perception can be a complex and costly exercise, reliant on surveys or other tools, such as commercial data mining software. A more intelligent use of data already collected by the Council, as we are attempting with the Performance Digest, is cost effective in comparison to these methods, but cannot provide the same kind of perception information. For example:
- Complaints, the most appropriate of the datasets being used, is not a perfect way of understanding underlying satisfaction with services or the Council as a whole - it tells you nothing about the degree to which people may *positively* view a service;
  - FOI requests, taking Q1 20010/11 as an illustration: of 167 FOI requests received, only 12%, or 20 of those requests can be linked to a LAP, 19% or 33 requests originated outside of the borough and it is unknown as to where the remainder came from. Nationally, evidence indicates that only 1/3 of FOI requests come from the public – the remainder come from journalists, businesses or researchers.
- 5.4 It should also be noted that timeliness of reporting to OSC is a limiting factor in how this information can be used. Currently we are working to a 6 monthly frequency, and 1-2 month(s) elapse between the end of the monitoring period and OSC receiving the report, given the time taken to collate and report the information through the proper OSC reporting timetable. This would limit the scope of OSC to react to emerging issues, but it does not diminish the capacity to use this report to identify persistent and major issues, or as evidence to support anecdotal information Members may have received about service performance over the monitoring period.
- 5.5 Moving beyond these issues, of the type of data used and the data collection methods, and toward a more holistic understanding of resident satisfaction and their views of services, would require significant changes, which would have significant resource implications, over and above the resources already committed to the production of the appended report.

## **6 NEXT STEPS**

- 6.1 As noted, work is ongoing to integrate FOI and petitions information into the Performance Digest in a useful way. The next iteration of this report will be submitted to OSC at a date to be agreed, taking into account any feedback from this meeting.
- 6.2 Work is ongoing within the Council to agree a new Performance Management and Accountability Framework, and to develop better systems for collecting and reporting data through the Information Management Strategy. We would like OSC to be involved in the development of this, and to consider whether they would like this to be progressed through the full OSC meeting or a working group of the committee.

## **7 COMMENTS OF THE CHIEF FINANCIAL OFFICER**

- 7.1 The report describes the progress in the development of the Performance Digest report, which supports Councillor Call to Action (CCfA) arrangements.
- 7.2 There are no specific financial implications emanating from this report. However, in the event that the Council agrees further action in response to this report's recommendations, officers will be obliged to seek the appropriate financial approval before further financial commitments are made in addition to the financial constraints the Council now faces with lower funding for services from 2011-12 onwards.

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

- 8.1 The functions of Overview and Scrutiny under the Council's Constitution include reviewing action taken in exercise of the Council's functions and the making of reports or recommendations in connection with the discharge of functions. The receipt by Overview and Scrutiny of performance information is an important means by which the Committee can understand how Council functions are being exercised.

## **9 ONE TOWER HAMLETS CONSIDERATIONS**

- 9.1 This report aims to improve understanding of issues of a local level for all Tower Hamlets communities. A better understanding of resident satisfaction and grievances will help the Council to target resources in a way that reduces inequalities, ensures strong community cohesion and strengthens community leadership.

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

- 10.1 There are no specific SAGE implications.

## **11 RISK MANAGEMENT IMPLICATIONS**

- 11.1 There are no specific risk management implications.

## **12 CRIME AND DISORDER REDUCTION IMPLICATIONS**

- 12.1 This report includes information about complaints or Member Enquiries relating to crime or anti-social behaviour, however there are no specific crime and disorder reduction implications.

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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.
<b>None</b>	<b>None</b>

## **13 APPENDICES**

Appendix 1 – Q1 Performance Digest

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## APPENDIX 1

TITLE	AUTHOR	ITEM	MEETING DATE
Councillor Call for Action Performance Digest	James Coumbe, Performance Officer, Chief Executive's	Appendix 1	5 <sup>th</sup> October 2010

### 1 Introduction

1.1 This is the proposed six-monthly grievance analysis report (version 1) which draws together information from corporate complaints and Members Enquiries databases. Data is currently split down to LAP level to facilitate analysis of major or persistent problems/grievances experienced by residents.

1.2 This report looks at data for the period between January 2010 and June 2010 (Q4 2009/10 to Q1 2010/11)

#### 1.3 Housing caveat

The decision was taken to exclude housing complaints and Members Enquiries from the main analysis due to the large volume of these complaints/enquiries. Members are already very aware of the resident concerns surrounding housing, and therefore to include them could obscure other issues that may be emerging.

### 2 Key messages

2.1 Based on analysis of data over the period, the following areas are highlighted for OSC consideration:

- LAP 5 has the highest concentration of Members Enquiries per 1000 population and third highest concentration of complaints during the 6 month monitoring period (LAP 8 has the lowest concentration of both)
- Homeless Services is the top ranked Members Enquiry theme in the borough for the 6 month monitoring period, and in highest ranked theme in every LAP except 8.
- Parking is the highest ranked complaint theme in the borough, and highest in LAPs 2, 4 and 8.
- The biggest reduction in complaints, between Q4 and Q1, was in Contact Centres, down by 10 (29 to 19)

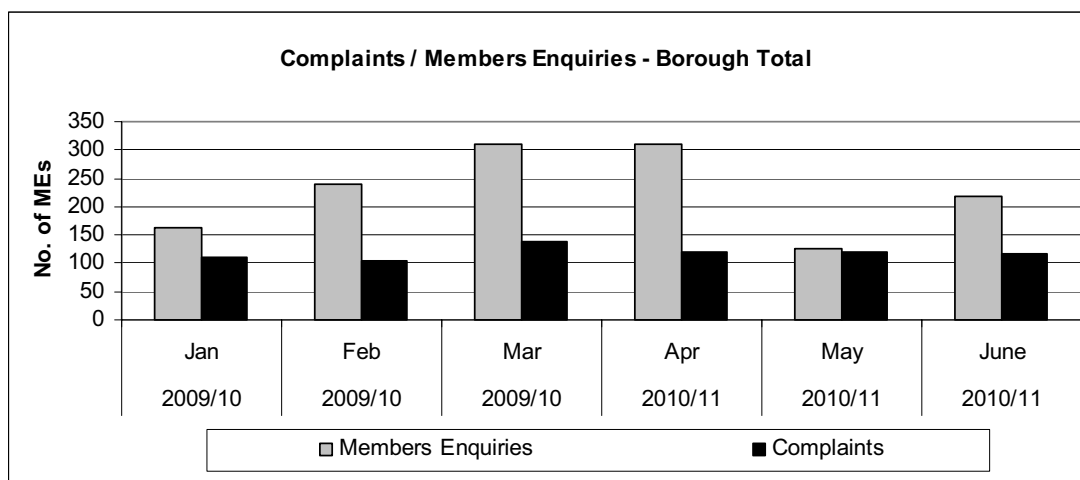
- The biggest increase between Q4 and Q1 was in Business and Elections Team, up by 11 (from 1 to 12)
- The biggest reduction in MEs between Q4 and Q1 was in the Anti Social Behaviour Unit, down by 22 (43 to 21)
- The biggest increase between Q4 and Q1 was Environmental Health and Protection, up by 18 (from 35 to 53)

2.2 **Overview and Scrutiny is asked to:**

- Consider the data contained within the report;
- Pay special attention to the areas highlighted above by the performance team, and consider if any action is necessary; and
- Consider any changes they would like to the presentation of information within the report that would aid their analysis.

### 3 Borough Overview/Context

#### 3.1 Total Number of Complaints and Members Enquiries

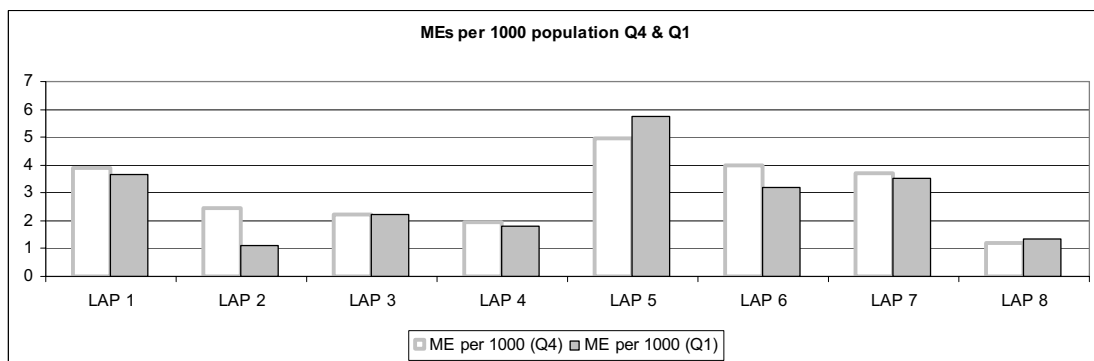
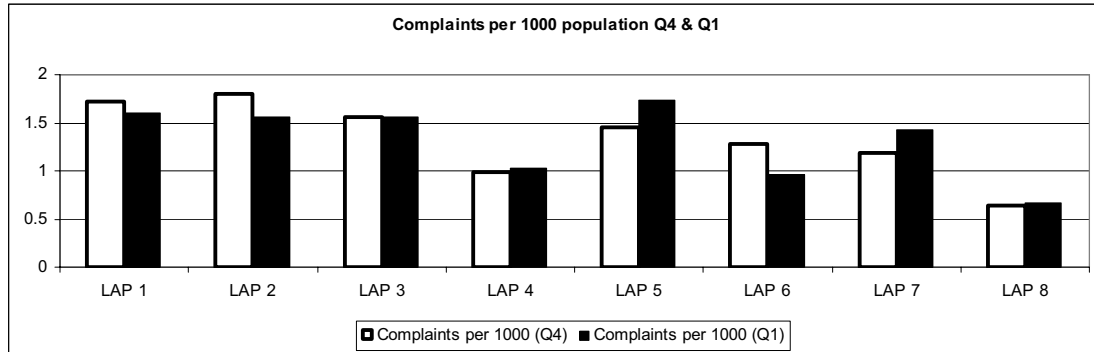


#### Analysis

- The level of complaints over the 6 month period (Q4/Q1) remained stable, showing no significant increase or decrease.
- Members Enquiries volumes steadily increased, peaking in April and sharply falling off in May, before beginning to build again in June.
- The general and local election held in early May most likely accounts for the increased ME activity.
- There is no general relationship between levels of complaints and Members Enquiries for the borough overall.

### 3.2 Complaints/Members Enquiries per 1000 population

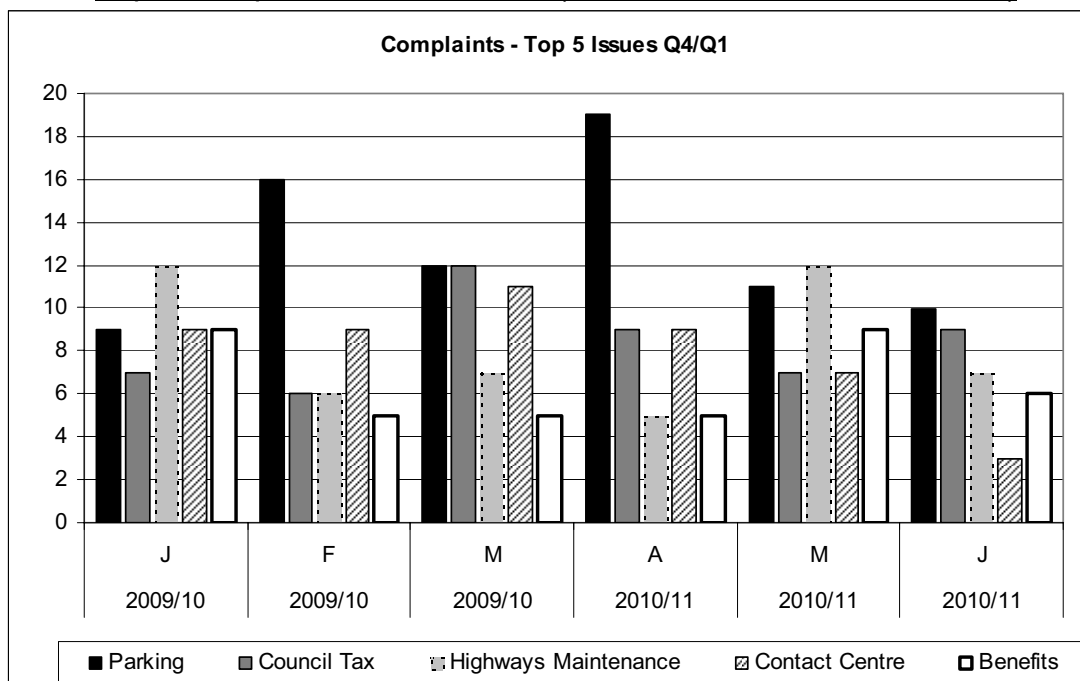
These graphs highlight the number of complaints and Members Enquiries received per 1000 population in each LAP area, therefore providing a standardised measure of the level of activity.



#### Analysis

- LAP 5 has the highest concentration of Members Enquiries per 1000 population and third highest concentration of complaints during the 6 month monitoring period.
- LAP 8 has the lowest concentration of complaints and Members Enquiries during the monitoring period.
- Future quarterly data will be required to determine meaningful trend information for this measure.

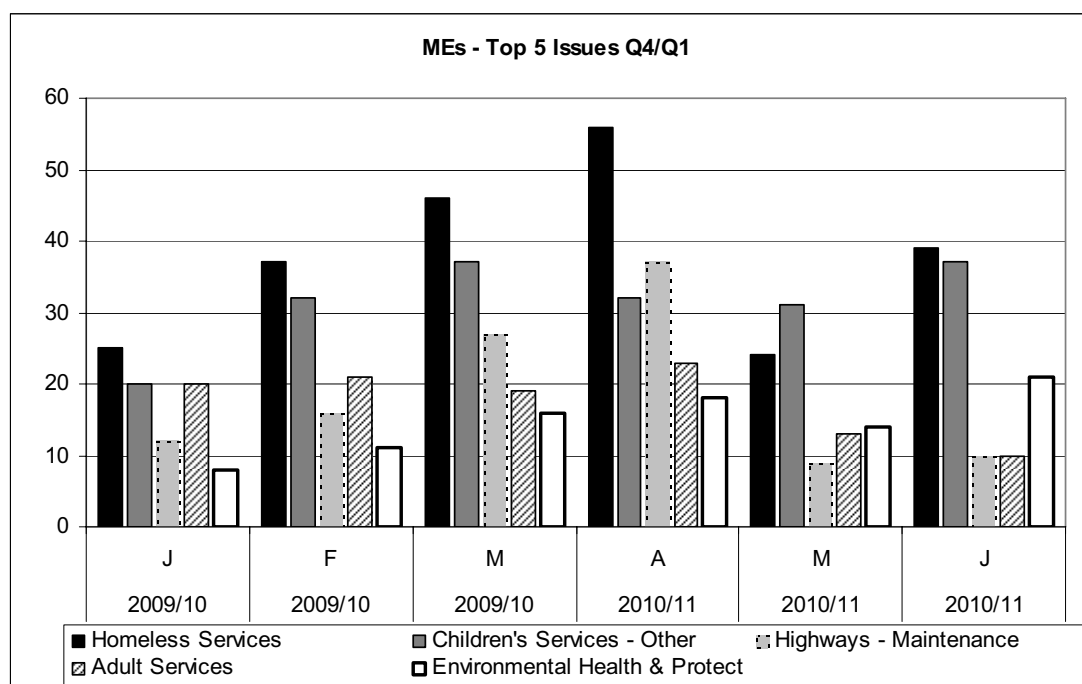
### 3.3 Top 5 Complaint themes overall (6 months Q4 09/10 – Q1 10/11)



#### Analysis

- The top 5 complaint areas for the whole borough were:
  - Parking;
  - Council Tax;
  - Highways Maintenance;
  - Contact Centres; and
  - Benefits.
- There were 263 complaints across these 5 areas, accounting for 37% of all complaints received during this period.
- There were no major trends across the period, though there was a gradual improvement in Contact Centre complaint volumes between March and June.
- In future analysis, taking this period as a baseline, this report will highlight “New entries” and “drop outs” from this basket of top 5 complaint areas.

### 3.4 Top 5 Members enquiry themes overall (current monitoring period)



#### Analysis

- The categories where most enquiries were recorded for the borough in this period were:
  - Homeless Services;
  - Children's Services – Other;
  - Highways – Maintenance;
  - Adult Services; and
  - Environmental Health & Protect.
- There were 721 enquiries across these 5 areas, which account for 35% of all the enquiries received in this period.
- The broad trend in all areas showed gradual increase in volumes, peaking in April, and then sharply falling in May. The exception to this trend is enquiries regarding Children's Services – Other, which maintain a relatively stable volume across the monitoring period.
- In future analysis, taking this period as a baseline, this report will highlight "New entries" and "drop outs" from this basket of top 5 complaint areas.

## 4 LAP Scorecards

4.1 "Scorecards" for LAPs 1-8 are below. The general format of the analysis for each LAP is as follows:

### ***LAP X Summary***

- *Total Number of Complaints and % of borough total*
- *The rate of complaint per 1000 population. This measure is intended to address the fact that some LAPs have larger populations than others and present a balanced picture of the level of complaints.*
- *Total Number of Members Enquiries and % of borough total*
- *The rate of ME per 1000 population.*

### ***Complaints Analysis***

- *Level of overlap between "Top 5" complaint themes in the LAP and those in the Borough as a whole, plus themes specific to this LAP.*
- *The amount of complaints that this "Top 5" represent for the LAP, to indicate whether issues are focussed on key problems (high percentage) or relatively diverse (lower percentage).*
- *Any trend information that can be highlighted. Given the low number of complaints at individual LAP levels, we must be careful not to misinterpret sudden changes in complaint levels.*

### ***Members Enquiries Analysis***

- *Level of overlap between "Top 5" ME themes in the LAP and those in the Borough as a whole, plus themes specific to this LAP.*
- *The amount of MEs that this "Top 5" represent for the LAP, to indicate whether issues are focussed on key problems (high percentage) or relatively diverse (lower percentage).*
- *Any trend information that can be highlighted. Given the low number of MEs at individual LAP levels, we must be careful not to misinterpret sudden changes in volumes.*

### **LAP Highlights**

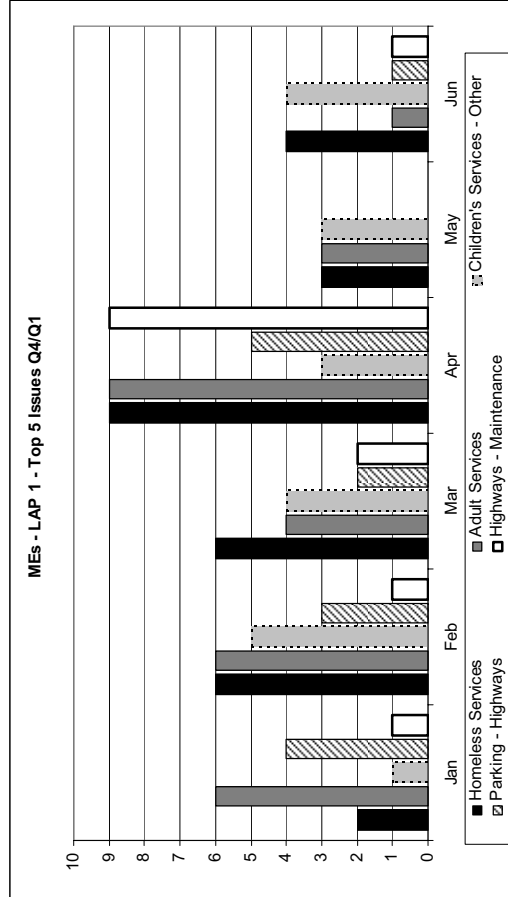
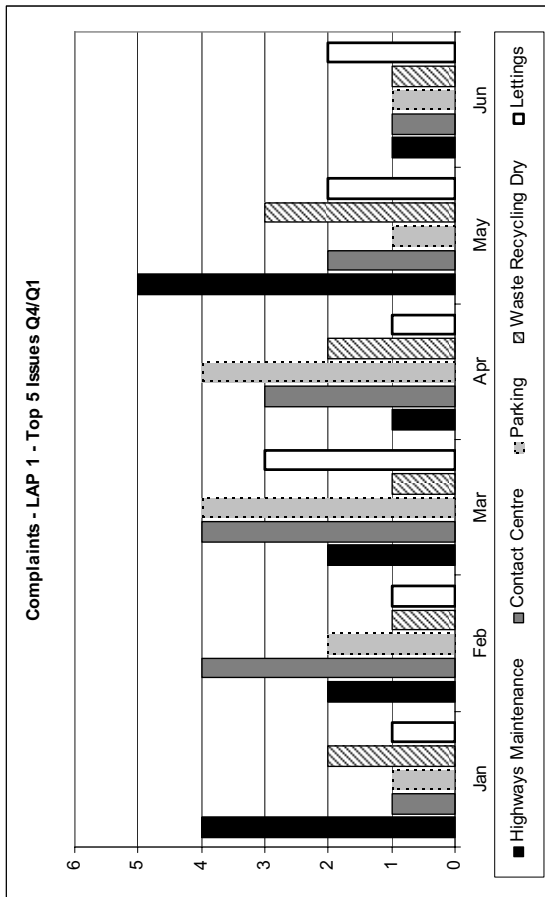
4.2 When analysing LAP level data, due to the low volumes involved, a few additional complaints or enquiries can appear to have a large impact on the overall picture. Below is a list of possible areas for further enquiry:

- In LAP 1 there is a small increase in Highway Maintenance in both Members Enquiries (during April) and complaints (during May)
- In LAP 3 there was an increase in Homeless Services complaints and Members Enquiries in June.
- In LAP 5 Homeless Services Members Enquiries go against the overall borough ME trend of a sharp decline in May, and remain at a high level April through June.
- In LAP 6 there is an increase in Council Tax complaints in June.

- 4.3 In future LAP scorecard analysis, taking this monitoring period as a baseline, this report will highlight “New entries” and “drop outs” from the basket of top 5 complaint/ME themes.
- 4.4 It should also be noted that as more data is available for comparison, we will be better able understand the significance in small changes in complaint volumes, as we will be able to make year-on-year comparisons, identify seasonal trends etc.



## LAP 1 Analysis



### LAP 1 Summary

- There were 133 complaints (19% borough total)
- This is a rate of 3.32 per 1000 population, second highest in borough
- There were 302 Members Enquiries (22% of borough total)
- This is a rate of 7.5 per 1000 population, second highest in borough

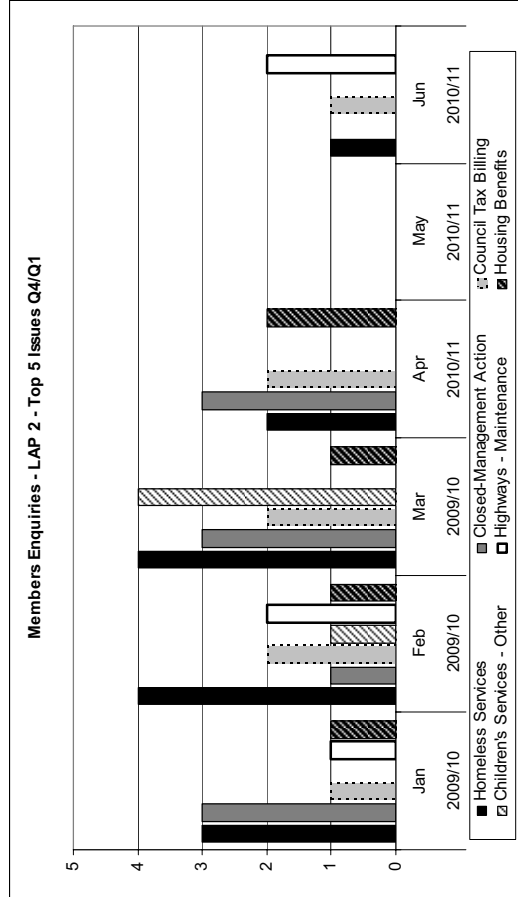
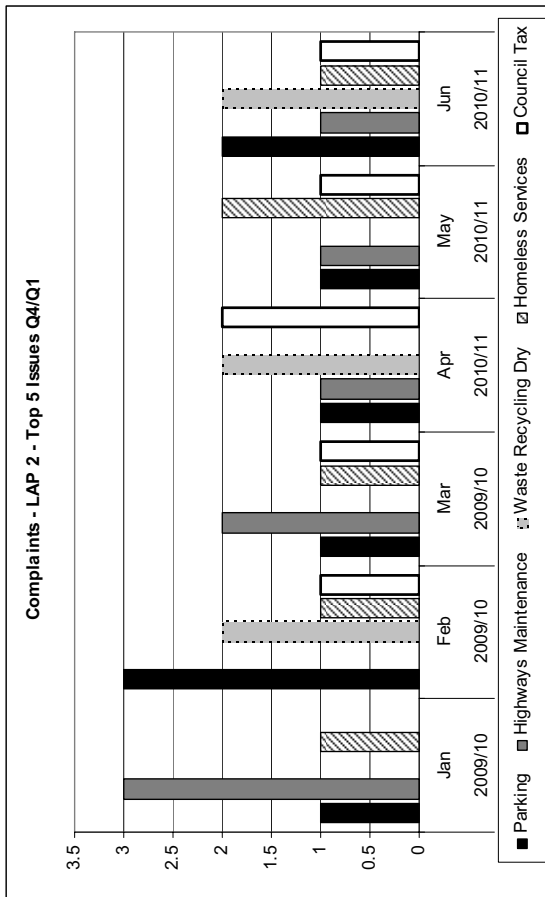
### Complaints Analysis

- Top 5 themes are in line with borough as whole sharing 3 out of 5 themes. Additional complaint areas include Waste Recycling Dry and Lettings.
- These represent 47% of complaints in LAP 1 as a whole.
- Given the low number of complaints reported overall, no meaningful trend information can be highlighted.

### Members Enquiries Analysis

- Top 5 themes are in line with borough as whole, sharing 4 out of 5 themes. LAP 1 also included Parking – Highways.
- These represent 36% of Members Enquiries in LAP 1 as a whole
- Given the low number of Members Enquiries at LAP level, no meaningful trend information can be highlighted, other than the broad trend for increasing ME volumes until April.

## LAP 2 Analysis



### LAP 2 Summary

- There were 82 complaints (12% borough total)
- This is a rate of 3.35 per 1000 population, the highest in borough
- There were 87 Members Enquiries (6% of borough total)
- This is a rate of 3.5 per 1000 population, second lowest in the borough

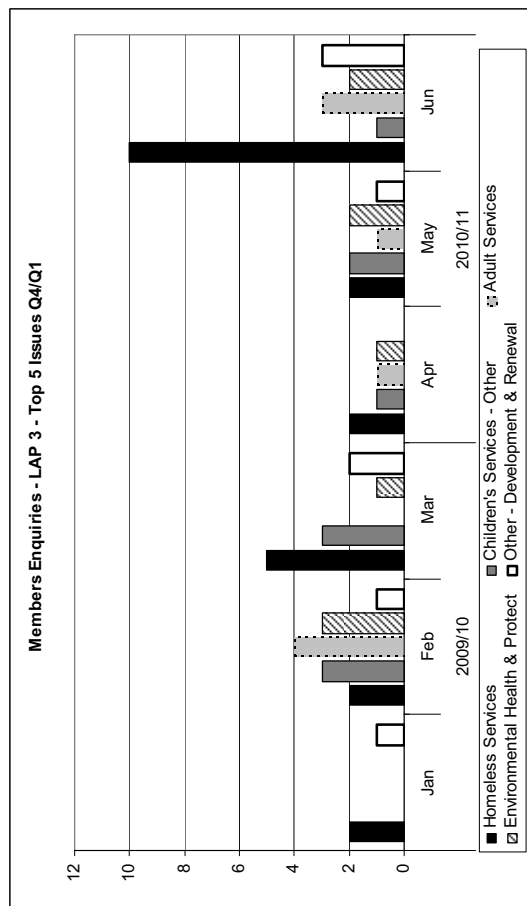
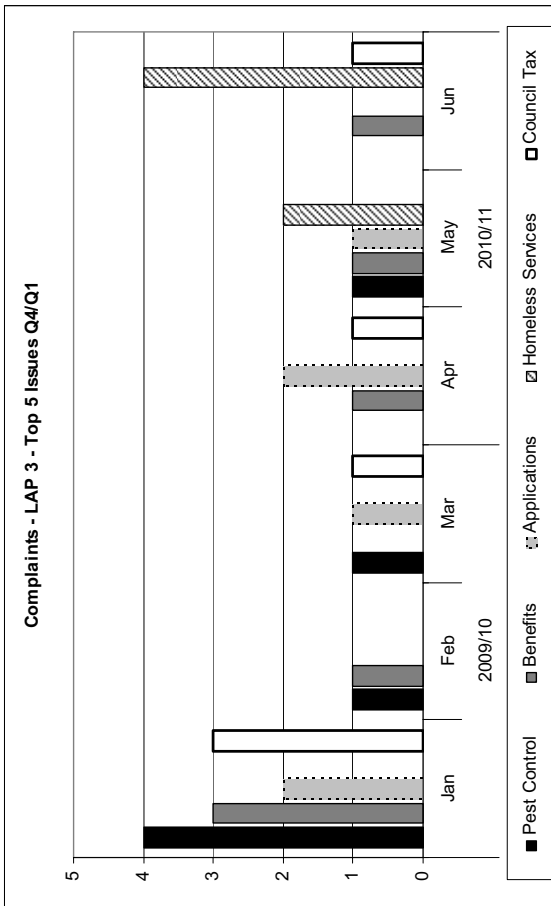
### Complaints Analysis

- Top 5 themes are in line with borough as whole, sharing 3 out of 5 themes. LAP 2 also included Waste Recycling Dry and Homeless Services.
- These represent 43% of complaints in LAP 2 as a whole.
- Given the low number of complaints reported overall, no meaningful trend information can be highlighted.

### Members Enquiries Analysis

- 2 ME themes were equally ranked at 5<sup>th</sup> highest with 5 enquiries each, therefore there are 6 themes listed for this LAP.
- This LAP shares 3 themes with the overall borough, but also includes Council Tax Billing and Housing Benefits as issues.
- These represent 54% of complaints in LAP 2 as a whole.
- Given the low number of Members Enquiries at LAP level, no meaningful trend information can be highlighted, other than the broad trend for increasing ME volumes until April.

## LAP 3 Analysis



### LAP 3 Summary

- There were 88 complaints (12% borough total)
- This is a rate of 3.11 per 1000 population, fourth highest in borough
- There were 126 Members Enquiries (9% of borough total)
- This is a rate of 4.4 per 1000 population, fourth lowest in borough

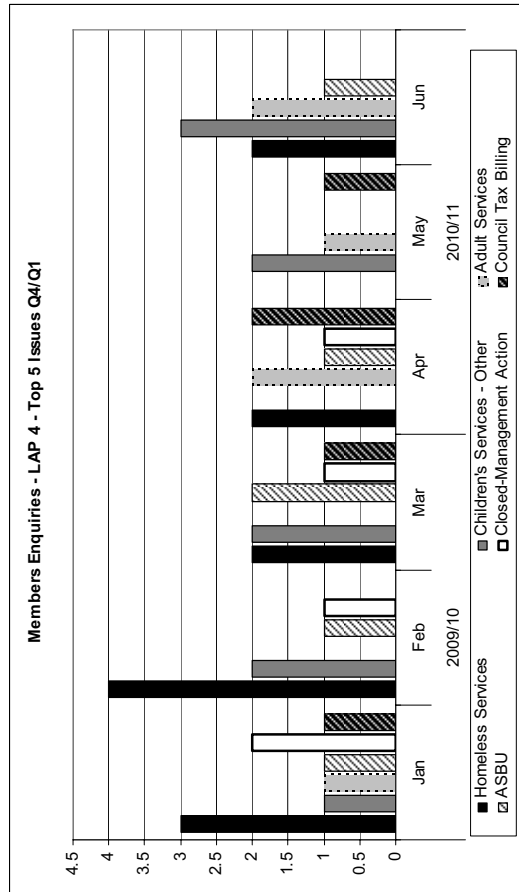
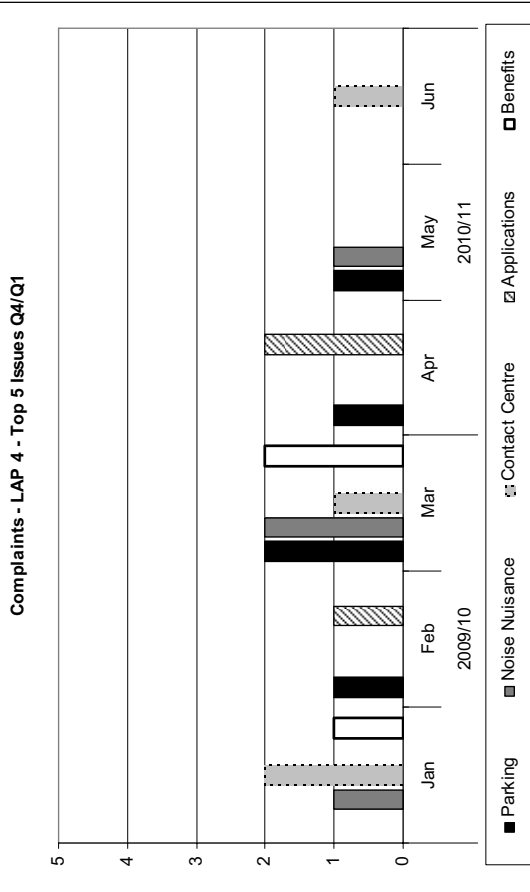
### Complaints Analysis

- There is some overlap between LAP 3 Top 5 themes and the borough as whole – they share 2 out of 5 issues. LAP 3 complaint areas also include Pest Control, Applications & Homeless Services.
- These represent 36% of complaints in LAP 3 as a whole.
- Given the low number of complaints reported overall, no meaningful trend information can be highlighted, though there is a sudden increase in Homeless Services complaints from 0 to 6 in May/June.

### Members Enquiries Analysis

- Top 5 themes are in line with borough as whole, sharing 4 out of 5. The theme particular to this LAP is Other – Development & Renewal.
- These represent 47% of Members Enquiries in LAP 3 as a whole
- LAP 3 diverges slightly from the overall trend for increasing volume until April, remaining relatively steady between January – May. June sees a sharp increase in Homeless Service enquiries.

## LAP 4 Analysis



### LAP 4 Summary

- There were 51 complaints (7% borough total)
- This is a rate of 2.02 per 1000 population, second lowest in borough
- There were 95 Members Enquiries (7% of borough total)
- This is a rate of 3.8 per 1000 population, third lowest in borough

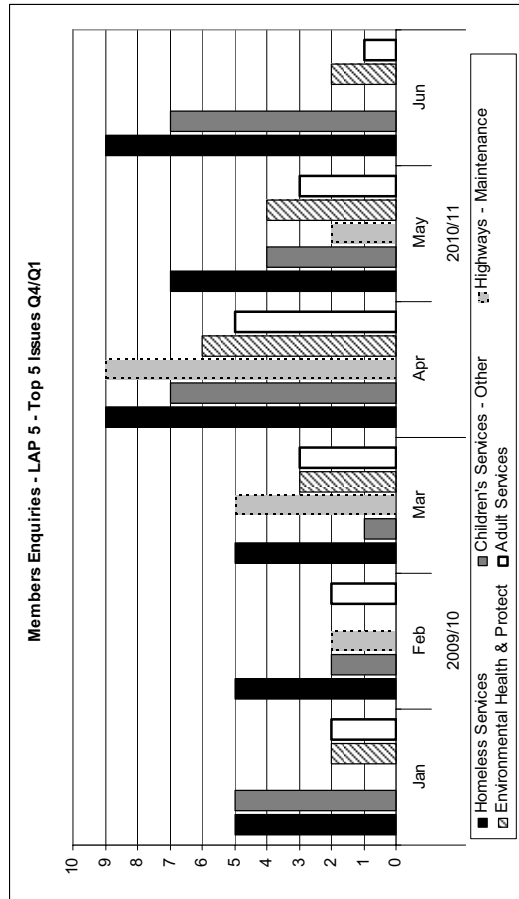
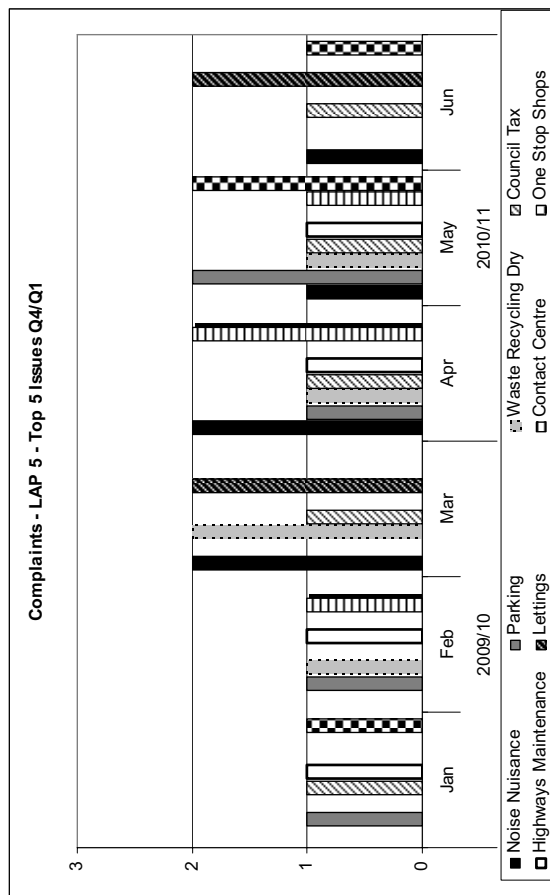
### Complaints Analysis

- Top 5 themes are in line with borough as whole, sharing 3 out of 5 themes. LAP 4 complaint areas also include Noise Nuisance and Applications.
- These represent 37% of complaints in LAP 4 as a whole.
- Given the low number of complaints reported overall, no meaningful trend information can be highlighted.

### Members Enquiries Analysis

- 2 ME themes were equally ranked at 5<sup>th</sup> highest with 5 enquiries each, therefore there are 6 themes listed for this LAP.
- Top 6 themes share 3 out of 5 borough themes. In addition LAP 4 includes Anti-Social Behaviour Unit and Council Tax Billing.
- These represent 47% of Members Enquiries in LAP 4 as a whole
- LAP 4 loosely shares the overall borough trend, with fewest enquiries being received in May.

## LAP 5 Analysis



## LAP 5 Summary

- There were 70 complaints (10% borough total)
- This is a rate of 3.19 per 1000 population, third highest in borough
- There were 235 Members Enquiries (17% of borough total)
- This is a rate of 10.7 per 1000 population, **highest** in the borough

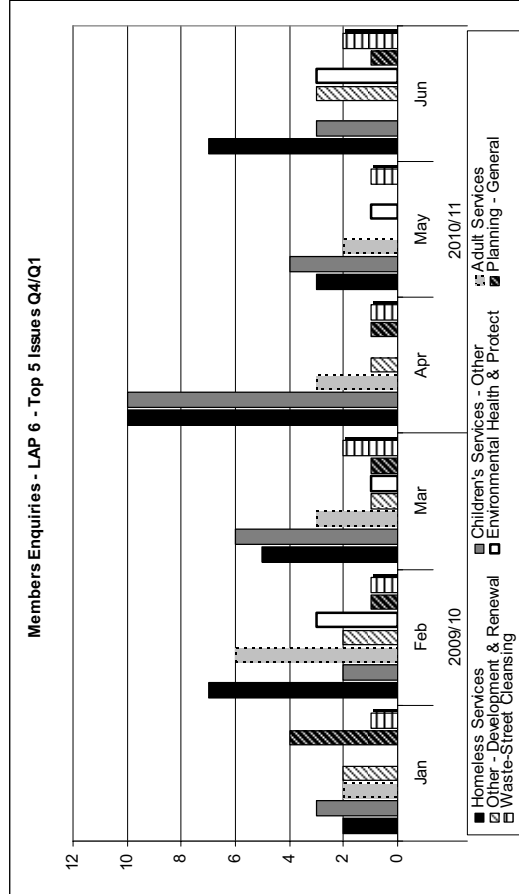
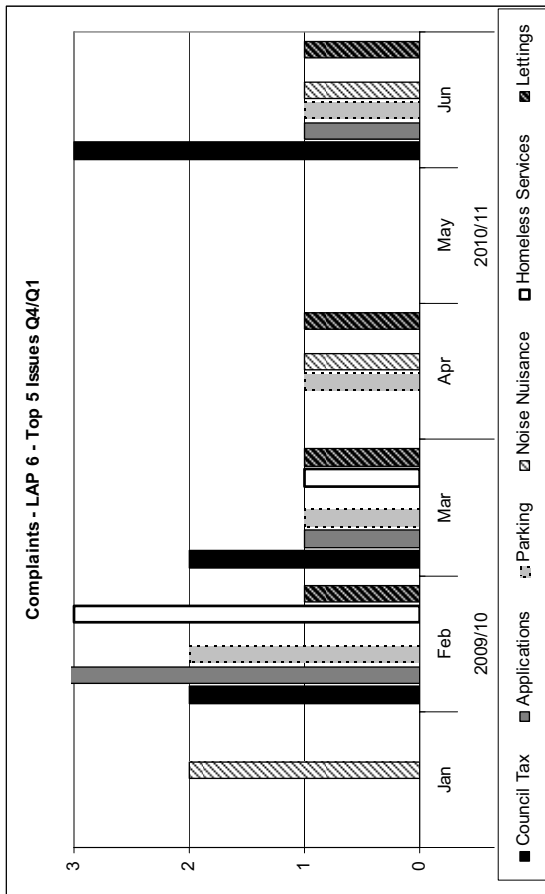
## Complaints Analysis

- 4 complaint themes were equally ranked in 5<sup>th</sup> place with 4 complaints each, therefore there are 8 complaint themes listed in this LAP.
- Only Benefits complaints were not shared with the borough as a whole.
- Complaint areas specific to this LAP included Noise Nuisance, Waste Recycling Dry, Lettings, and One Stop Shops.
- These represent 53% of complaints in LAP 5 as a whole.
- Given the low number of complaints reported overall, no meaningful trend information can be highlighted.

## Members Enquiries Analysis

- Top 5 themes are almost exactly in line with borough as whole, sharing all 5 themes and a similar ranking.
- These represent 50% of Members Enquiries in LAP 5 as a whole
- LAP 5 shares the overall trend of a peak in April. Homeless Service enquiries are consistently high throughout April-June, bucking the borough trend for a sharp reduction in all enquiries during May.

## LAP 6 Analysis



### LAP 6 Summary

- There were 63 complaints (9% borough total)
- This is a rate of 2.23 per 1000 population, third lowest in borough
- There were 203 Members Enquiries (15% of borough total)
- This is a rate of 7.2 per 1000 population, fourth highest in borough

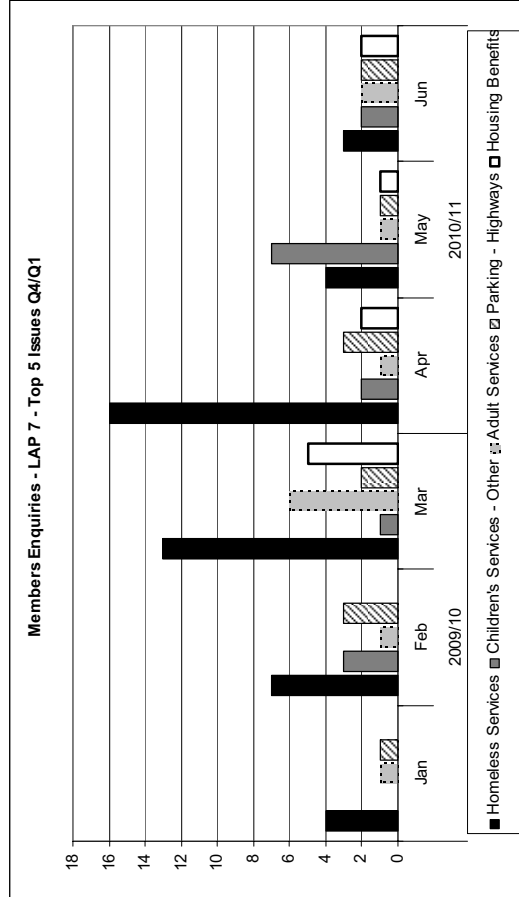
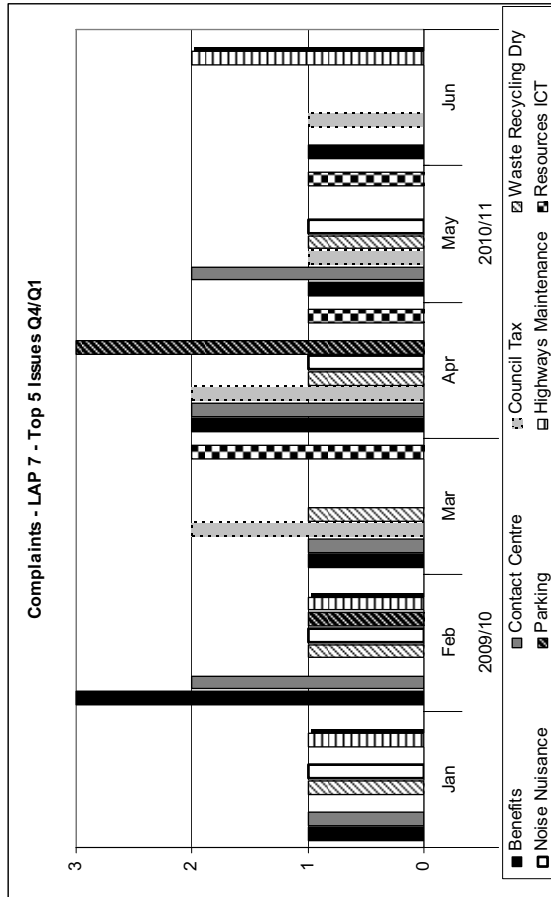
### Complaints Analysis

- There is some overlap between LAP 3 Top 5 themes and the borough as whole – they share Council Tax and Parking as issues. Top 5 LAP 6 complaint areas include Parking, Homeless Services and Lettings.
- These represent 48% of complaints in LAP 1 as a whole.
- There is a resurgence in Council Tax complaints in June.

### Members Enquiries Analysis

- 3 ME themes were equally ranked in 5<sup>th</sup> place, therefore there are 7 themes listed for this LAP.
- It shares 4 out of 5 themes with the borough as a whole, but also includes Other – Development and Renewal, Planning – General, and Waste Street Cleaning.
- These represent 55% of Members Enquiries in LAP 6 as a whole
- Given the low number of Members Enquiries at LAP level, no meaningful trend information can be highlighted, other than the broad trend for increasing ME volumes until April.

## LAP 7 Analysis



## LAP 7 Summary

- There were 73 complaints (10% borough total)
- This is a rate of 2.61 per 1000 population, fourth lowest in borough
- There were 202 Members Enquiries (15% of borough total)
- This is a rate of 7.2 per 1000 population, third highest in borough

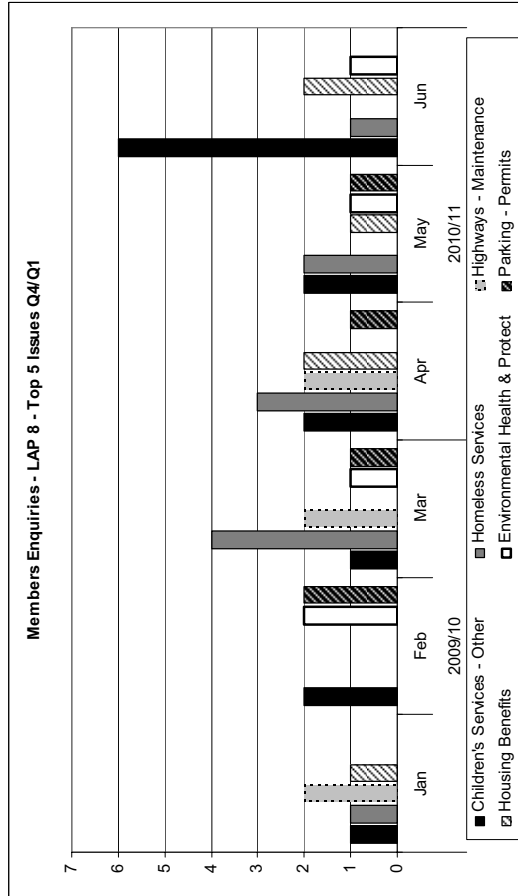
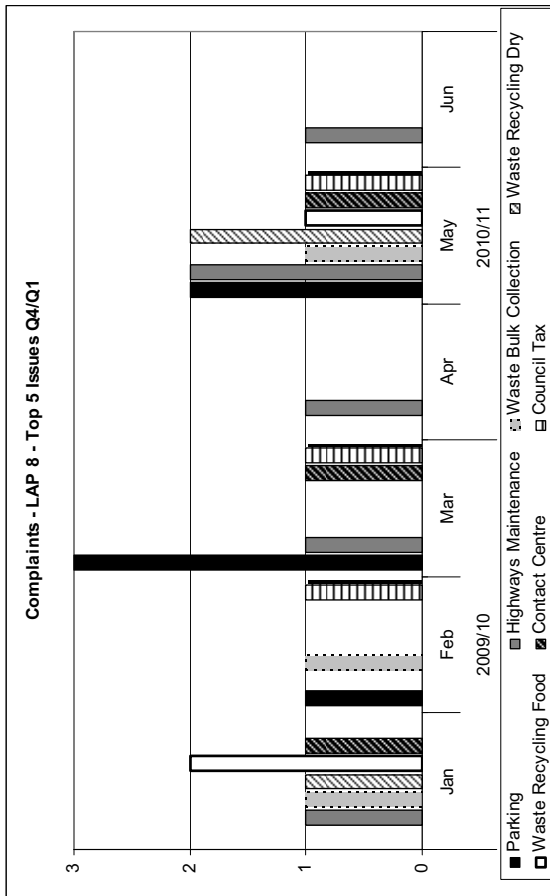
## Complaints Analysis

- 4 complaint themes were equally ranked in 5<sup>th</sup> place with 4 complaints each, therefore there are 8 complaint themes listed in this LAP.
- All 5 borough themes are shared by LAP 7 (Parking, Highways Maintenance, Contact Centre, Council Tax and Benefits). Top 5 LAP 7 complaint areas also include Waste Recycling Dry, Noise Nuisance and Resources ICT.
- These represent 60% of complaints in LAP 7 as a whole.
- Given the low number of complaints reported overall, no meaningful trend information can be highlighted.

## Members Enquiries Analysis

- LAP 7 shares 3 out of 5 themes with the borough as a whole. In addition, it highlights Parking – Highways and Housing Benefits.
- These represent 47% of Members Enquiries in LAP 7 as a whole
- The overall trend of increasing volumes until April, followed by decline, is particularly pronounced in Homeless Services enquiries.

## LAP 8 Analysis



## LAP 8 Summary

- There were 51 complaints (7% borough total)
- This is a rate of 1.3 per 1000 population, lowest in the borough
- There were 99 Members Enquiries (7% of borough total)
- This is a rate of 2.54 per 1000 population, the **lowest** in the borough

## Complaints Analysis

- 4 complaint themes were equally ranked in 4<sup>th</sup> place with 3 complaints each, therefore there are 7 complaint themes listed in this LAP.
- LAP 8 shares 4 issues with the overall borough Top 5. LAP 8 complaint areas also include Waste Recycling Dry, Waste Bulk Collections, and Waste Recycling Food.
- These represent 53% of complaints in LAP 8 as a whole.
- Given the low number of complaints reported overall, no meaningful trend information can be highlighted.

## Members Enquiries Analysis

- 2 ME themes were equally ranked in 5<sup>th</sup> place; therefore this LAP has 6 themes.
- The themes in this LAP share 4 with the Top 5 in the Borough as a whole, and in addition include Housing Benefits and Parking Permits.
- These represent 47% of Members Enquiries in LAP 8 as a whole
- LAP 8 very loosely follows the overall pattern for increasing volumes until April.



Committee	Date	Classification	Report No.	Agenda Item No.
Overview and Scrutiny Committee	5 <sup>th</sup> October 2010	Unrestricted		9.1
<b>Report of:</b>  Acting Joint Service Head, Scrutiny and Equalities  <b>Originating Officer(s):</b>  Barry Clark / Afazul Hoque Scrutiny & Equalities		<b>Title:</b>  Overview and Scrutiny Recommendation Tracking Report: Update  <b>Ward(s) affected:</b>  All		

**1. Summary**

- 1.1 This report provides an update on implementing the recommendations of the Overview and Scrutiny Committee.

**2. Recommendations**

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

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

<b>LIST OF "BACKGROUND PAPERS" USED IN THE PREPARATION OF THIS REPORT</b>	
<b>Background paper</b>	Name and telephone number of and address where open to inspection
None	N/A

### 3 Report

- 3.1 As part of its regular work programme, Overview and Scrutiny Committee (OSC) receives a regular, 6-monthly, tracking report to monitor progress in implementing past recommendations. This report had been monitoring all its recommendations since 2003/04, including those from the Committee and Working Group reviews, however as many of these have now been completed, they are no longer being monitored. This report incorporates all the action plans from those reviews undertaken since 2007/08.
- 3.2 In considering the monitoring and tracking of scrutiny recommendations Members have found it useful to revisit reviews through Scrutiny challenge sessions to track the progress over the last few years. In 2007/08 Members revisited Access to GP/Dentistry services and Youth Services Reviews.
- 3.3 In September 2010 all the Scrutiny Lead Members revisited a review within their portfolio area. This was undertaken through 1-2-1 meetings with Lead Officers from the service area of the review or visits to particular service areas to understand and gain a better insight into how the recommendations are being implemented within the services. This provided Members a useful way of monitoring the implementation of recommendations, identify key outcomes as a result of the review and also consider any difficulties around implementing recommendations. The details of these discussions will be reported by the Scrutiny Leads to the Committee in October 2010 and the reviews revisited are listed below.
- Councillor Lesley Pavitt revisited the review on Anti-Social Behaviour
  - Councillor Ahmed Omer revisited the challenge session on Interpreting and Translation Provision in the borough
  - Councillor Rabina Khan revisited the review of the Evaluation of the Neighbourhood Renewal Funding
  - Councillor Tim Archer revisited the review on Young People's participation in sports leading up to the Olympics
  - Councillor Ann Jackson revisited the review on the Licensing of Strip Clubs
  - Councillor Zenith Rahman revisited the review on Choice Based Lettings
  - Councillor Rajib Ahmed revisited the review on the Use of Consultants.
- 3.4 This tracking report shows that overall, services are implementing the majority of the recommendations made by Overview and Scrutiny and that outcomes and ongoing work streams are in line with the spirit of the original recommendations. The report demonstrates that action plans have influenced key strategies and campaigns in a number of ways including actions being mainstreamed into ongoing service development through to specific initiatives.
- 3.5 Appendix 1 provides an update of the tracking system. It is organised by the broad themes from the Community Plan with the additional area of Excellent Public Services to focus on Value for Money, performance and customer services.

- 3.6 As noted in the report of 9<sup>th</sup> March 2010 meeting, many of the updates will not change significantly from one tracking report to the next given the nature of the recommendations. For each recommendation there is an indication of whether monitoring should continue and, if so, when a detailed update will be sought.
- 3.7 Appendix 1 summarises the progress made in implementing the recommendations arising from the reviews. This summary highlights some of the challenges faced in implementing the recommendations.
- 3.8 As with other corporate monitoring reports, a traffic light system is used to indicate progress. Red highlights an area where there has been no progress or there is significant delay in implementing the recommendations. Yellow indicates that the recommendation is in the planning stage or that, although there is some progress, this is less than satisfactory. Green shows that the recommendation has been achieved or progress in its implementation is satisfactory.
- 3.9 The report shows that in terms of the 19 action plans being monitored, 16 are at green with 3 currently at yellow, this is due to these reviews being in the early stages of implementation or that have only recently been agreed by Cabinet.
- 3.10 Three of the reviews have successfully been tracked through to the completion of activities within the action plan. It is recommended that monitoring of these as part of the OSC Tracking Report should cease. The action plans for these reviews are Leaseholders: A study of customer care, Evaluation for Neighbourhood Renewal Fund and Interpreting and Translation Challenge Session.

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

- 4.1 Under Section 21 of the Local Government Act 2000, the Council's executive arrangements are required to include provision for appointment of an overview and scrutiny committee with specified powers, including the power to make recommendations in respect of Council functions. Monitoring the progress and impact of recommendations made by the overview and scrutiny committee is consistent with good administration in respect of the exercise of the committee's powers.

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

This report details a 6-monthly update of the progress with the implementation of recommendations of the Overview and Scrutiny Committee. There are no direct financial implications arising from this report.

#### **6 One Tower Hamlets considerations**

- 6.1 Equalities considerations are central to the work of the Overview and Scrutiny Committee. A number of reports and reviews have specific equalities themes including the English for Speakers of Other Language (ESOL) and Anti-bullying challenge sessions which sought to respond to the issue of local and new residents' access to services.

#### **7 Risk Management implications**

- 7.1 There are no direct risk management implications arising from this Report.

## **8 Sustainable actions for greener environment**

8.1 There are no implications arising from this Report

## **9. Crime and disorder implications**

There are no direct crime and disorder implications arising from this Report. However, a number of reviews have focussed on reducing crime and disorder this includes the review of Tackling Anti-Social Behaviour and Alcohol Misuse amongst Young People. In particular the review of Youth Offenders – Supporting Vulnerable Young People has made a number of recommendations to reduce crime by young people in the borough. A detailed response to these recommendations is outlined in appendix 11.

<b>Appendix 1</b>	Overview and Scrutiny Recommendation Tracking Update
<b>Appendix 2</b>	Leaseholders – A study of customer care
<b>Appendix 3</b>	Licensing of Strip Clubs
<b>Appendix 4</b>	Choice Based Lettings
<b>Appendix 5</b>	Young People’s Participation in Sports leading up to the Olympics
<b>Appendix 6</b>	Affordable Homeownership
<b>Appendix 7</b>	Private Rented Sector
<b>Appendix 8</b>	Tackling Anti-Social Behaviour
<b>Appendix 9</b>	Early Interventions, Child Protection
<b>Appendix 10</b>	Dangerous Dogs Challenge Session
<b>Appendix 11</b>	Anti-Bullying Challenge Session
<b>Appendix 12</b>	Youth Offenders – Supporting Vulnerable Young Adults
<b>Appendix 13</b>	Evaluation of Neighbourhood Renewal Fund (NRF)
<b>Appendix 14</b>	Parental Engagement in Secondary Education
<b>Appendix 15</b>	Child Poverty
<b>Appendix 16</b>	English for Speakers of other Language (ESOL) Challenge Session
<b>Appendix 17</b>	Tobacco Cessation
<b>Appendix 18</b>	Alcohol Misuse Amongst Young People
<b>Appendix 19</b>	Interpreting and Translating Challenge Session
<b>Appendix 20</b>	The Use of Consultants

## Overview and Scrutiny Recommendation Tracking Update

## 'A great place to live'

<b>Issue</b> Leaseholders – A Study of Customer Care	<b>Recommendation Date</b> 3 October 2007	Green
<b>Monitoring Status</b> – No further monitoring		
<b>Recommendation</b> This review was designed as a case study of the customer care received by people using Council services. In total 19 recommendations were made as a result, with 15 of these specifically for the leaseholder.	<b>Response / Progress</b> All the recommendations have been completed or there is on-going work and therefore no further monitoring is proposed. The detailed action plan is attached in appendix 2.	
<b>Issue</b> Licensing of Strip Clubs	<b>Recommendation Date</b> 5 November 2008	Green
<b>Monitoring Status</b> – Maintain annual monitoring		
<b>Recommendation</b> The review investigated the impact of Strip Clubs in Tower Hamlets and considered approaches to regulation and licensing of Clubs in the future, within an appropriate legal framework.	<b>Response / Progress</b> Changes to legislation means the majority of the recommendations have been superseded but the original spirit of the review will be incorporated into a new policy for licensing of sexual encounter establishments. This action plan is in appendix 3 and was revisited by Councillor Ann Jackson.	
<b>Issue</b> Choice Based Lettings	<b>Recommendation Date</b> 3 December 2008	Green
<b>Monitoring Status</b> – Maintain annual monitoring		
<b>Recommendation</b> This review looked into the Council's approach to Choice Based Lettings Scheme for the allocation of housing, with particular emphasis on overcrowding, homelessness, accessibility of the scheme for disabled and elderly residents and the medical assessment process.	<b>Response / Progress</b> The majority of the 20 recommendations in the action plan have made progress. The action plan is attached in appendix 4. This review was also revisited by Councillor Zenith Rahman.	
<b>Issue</b>	<b>Recommendation Date</b>	Green

Young people's participation in sports leading up to the Olympics	14 January 2009	
<b>Monitoring Status</b> – No further monitoring		
<b>Recommendation</b> The review looked into current initiatives in place around sports engagement for young people, strategy and development regarding young people's participation in sports and the role of the PCT to address health issues using the Olympics as a catalyst to promote healthy lifestyles.	<b>Response / Progress</b> All of the recommendations have been completed or there is on going work, therefore no further monitoring is proposed. This action plan is attached in appendix 5 and was revisited by Councillor Tim Archer.	

<b>Issue</b> Affordable Homeownership	<b>Recommendation Date</b> 2 <sup>nd</sup> December 2009	Green
<b>Monitoring Status</b> – Maintain six-monthly monitoring		
<b>Recommendation</b> This review was established to consider the challenges local residents face in accessing affordable housing, and how the Council and our partners can work together to overcome these.	<b>Response / Progress</b> Out of the six recommendations in the action plan, four have made good progress with two not been implemented due to national and local policy change. This action plan is attached in appendix 6.	

<b>Issue</b> Private Rented Sector	<b>Recommendation Date</b> 8 <sup>th</sup> September 2010	Yellow
<b>Monitoring Status</b> – Maintain six-monthly monitoring		
<b>Recommendation</b> This review looked to identify key gaps and issues that exist within the Private Rented Sector in Tower Hamlets and recommend potential initiatives that would improve service delivery. In particular consider existing systems, procedures and initiatives which are currently in place to support landlords and tenants within the sector.	<b>Response / Progress</b> A comprehensive action plan was agreed by Cabinet in September 2010. This action plan will be monitored in March 2011 and is attached in appendix 7.	

**'A safe and supportive community'**

<b>Issue</b> Tackling Anti Social Behaviour	<b>Recommendation Date</b> 14 January 2009	Green
<b>Monitoring Status</b> – No further monitoring		
<b>Recommendation</b> This review examined the future directions of the Council's Anti Social Behaviour Strategy, in line with national developments and policy, with particular emphasis on the effectiveness of current methods for tackling the problem, partnership	<b>Response / Progress</b> All 13 recommendations have been completed or there is on going work and therefore no further monitoring is proposed. A detailed action plan outlining progress is attached in appendix 8.	

working and engagement with young people.		
<b>Issue</b> Early Intervention, Child Protection	<b>Recommendation Date</b> 2 <sup>nd</sup> December 2009	Green
<b>Monitoring Status</b> – Maintain six-monthly monitoring		
<b>Recommendation</b> This review was established to examine the Council's existing early intervention services in relation to Child Protection and explores the case for extending services from a value for money and customer service perspective.	<b>Response / Progress</b> There has been good progress made against all of the recommendations and an update is attached in appendix 9.	
<b>Issue</b> Dangerous Dogs Challenge Session	<b>Recommendation Date</b> 3 <sup>rd</sup> November 2009	Green
<b>Monitoring Status</b> – Maintain six-monthly monitoring		
<b>Recommendation</b> This challenge session was an opportunity for Members and residents to hear about work undertaken locally and regionally on tackling dangerous dogs. This was an opportunity for residents to highlight their main concerns.	<b>Response / Progress</b> This is the first time of monitoring for this action plan and progress has been made against all of the recommendations. The action plan is attached in appendix 10.	
<b>Issue</b> Anti-Bullying Challenge Session	<b>Recommendation Date</b> 6 <sup>th</sup> April 2010	Yellow
<b>Monitoring Status</b> – Maintain six-monthly monitoring		
<b>Recommendation</b> This challenge session was to consider bullying related issues at schools and to examine the effectiveness of the borough's anti-bullying initiatives.	<b>Response / Progress</b> This challenge session was agreed by Overview and Scrutiny Committee on 6 <sup>th</sup> April 2010. Appendix 11 outlines the responses to the recommendations. This will be monitored in March 2011.	
<b>Issue</b> Youth Offenders – Supporting Vulnerable Young Adults.	<b>Recommendation Date</b> 8 <sup>th</sup> September 2010	Yellow
<b>Monitoring Status</b> – Maintain six-monthly monitoring		
<b>Recommendation</b> The review examined the causes of youth crime, looking at what interventions are already in place to combat youth crime and what further work the Partnership could do to reduce youth crime and lower youth re-offending rates.	<b>Response / Progress</b> A comprehensive action plan was agreed by Cabinet in September 2010. This action plan will be monitored in March 2011 and is attached in appendix 12.	



### 'A prosperous community'

<b>Issue</b> Evaluation of Neighbourhood Renewal Funding	<b>Recommendation Date</b> 5 November 2008	Green
<b>Monitoring Status</b> – No further monitoring needed		
<b>Recommendation</b> This review looked into how the Neighbourhood Renewal Funding is being used to deliver local priorities set out by local people through the Local Area Partnership and in the Community Plan; and the lessons for any similar funding that may be allocated through Tower Hamlets Partnership in the future.	<b>Response / Progress</b> All of the recommendations within the action plan are now complete therefore no further monitoring is required. The action plan is attached in appendix 13. This was also revisited by Councillor Rabina Khan.	

<b>Issue</b> Parental Engagement in Secondary Education	<b>Recommendation Date</b> 4 <sup>th</sup> November 2009	Green
<b>Monitoring Status</b> – Maintain six-monthly monitoring		
<b>Recommendation</b> This review was established to examine the current policy and practices and suggest improvements in supporting and encouraging parental engagement in secondary schools.	<b>Response / Progress</b> There are 8 recommendations in this action plan and they have all made significant progress. The action plan is attached in appendix 14.	

### 'One Tower Hamlets'

<b>Issue</b> Child Poverty	<b>Recommendation Date</b> 7 <sup>th</sup> October 2009	Green
<b>Monitoring Status</b> – Maintain six-monthly monitoring		
<b>Recommendation</b> The main aim of the review was to consider a community leadership model which contributes to creating One Tower Hamlets using child poverty as a case study.	<b>Response / Progress</b> There has been progress made against all of the recommendations and the updated action plan is attached in appendix 15.	

<b>Issue</b> English for Speakers of Other Languages (ESOL) Challenge Session	<b>Recommendation Date</b> 5 <sup>th</sup> January 2010	Green
<b>Monitoring Status</b> – Maintain six-monthly monitoring		
<b>Recommendation</b> This session was to consider ESOL provision in the borough with a focus on Tower Hamlets College.	<b>Response / Progress</b> Out of the five recommendations in the action plan from the Challenge Session, progress has been against all of them. The action plan is attached in appendix 16.	

### 'A healthy community'

<b>Issue</b> Tobacco Cessation in Tower Hamlets	<b>Recommendation Date</b> 30 July 2008	Green
<b>Monitoring Status</b> – Maintain annual monitoring		
<b>Recommendation</b> This review was conducted by the Health Scrutiny Panel and examined the provision and impact of tobacco cessation services in Tower Hamlets. A total of 9 recommendations arose from the review, for both the PCT and LBTH.	<b>Response / Progress</b> Significant progress has been made against the nine recommendations in the action plan, the recommendations are either complete or near completion therefore November 2011 will most likely be the final time of monitoring. The action plan is attached in appendix 17.	

<b>Issue</b> Alcohol Misuse Amongst Young People	<b>Recommendation Date</b> 4 <sup>th</sup> November 2009	Green
<b>Monitoring Status</b> – Maintain six-monthly monitoring		
<b>Recommendation</b> This review was established to explore the problem of alcohol misuse amongst young people.	<b>Response / Progress</b> Progress has been made against all of the nine recommendations in the action plan. The action plan is attached in appendix 18.	

#### **‘Excellent public services’**

<b>Issue</b> Interpreting and Translation Provision Challenge Session	<b>Recommendation Date</b> 10 June 2008	Green
<b>Monitoring Status</b> – No further monitoring needed.		
<b>Recommendation</b> This Challenge Session was held to examine current interpreting and translation provision within the Council in the light of publication of the DCLG report ‘Guidance for Local Authorities on translation of publications’. 7 recommendations were made as a result of the session which was also attended by a number of representatives from partner organisations.	<b>Response / Progress</b> Significant monitoring has been made on all of the recommendations. Therefore no further monitoring is required; also Councillor Ahmed Omer revisited this Challenge Session. The action plan is attached in appendix 19.	

<b>Issue</b> The use of consultants	<b>Recommendation Date</b> 30 July 2008	Green
<b>Monitoring Status</b> – No further monitoring.		
<b>Recommendation</b> This review was established in order to investigate the use of consultants internally within the Council, leading to 7 recommendations being made.	<b>Response / Progress</b> Out of the seven recommendations in the action plan all have made significant progress, two are now complete. The action plan is attached in appendix 19. This review was revisited by Councillor Rajib Ahmed.	



## Response to Scrutiny Working Group Report on Leaseholders and Customer Care

Recommendation	Response / Comments October 2008	Update: October 2009	Update: October 2010
<p>R1 Housing should explore the potential merit of establishing a new borough-wide leaseholder's forum. The Working Group would suggest that any new forum should see a balanced range of representation including: Council officers, Councillors, Leaseholder Representative Bodies. Functions of this forum might include; inter alia,</p> <ul style="list-style-type: none"> <li>• User test service charges</li> <li>• User test all future communications</li> <li>• Measure performance against an agreed set of performance indicators.</li> <li>• Review all communications with leaseholders in an effort to reduce the number of complaints and minimise the number of leaseholders withholding payment. This would include more detailed</li> </ul>	<p>Proposals for the future THH resident involvement structure have been developed in consultation with the resident group set up to consider resident involvement. In addition a number of focus groups have been held with leaseholders on specific issues including communications, service charges and performance.</p> <p>The proposals for the future THH resident involvement structure set out a range of options including an option for a boroughwide leaseholder forum reporting to an overarching resident panel. Consultation on the options is currently being carried out through a survey of residents on the Getting Involved Register which is scheduled to complete in September.</p> <p>When finalising the proposals for future resident involvement structures all feedback will be taken into account.</p>	<p>Leaseholder Focus Group meetings continue to be held monthly. Area forums are now being held in addition. Meetings have been used to consult on many issues including the S20 process and service charge methodology</p>	<p>The opportunities for leaseholders to engage have continued to develop. As well as continuing with the Leaseholder Focus Group, leaseholders are involved and working groups for repairs procurement, ASB, caretaking and where extensively involved in the Section 20 consultation procedure.</p> <p>The Leaseholder Service Improvement Group (LSIG) has also been formed to look at specific areas of the services and to involve leaseholders throughout the improvement process on specific projects such as Map sites, Management fees and Caretaking.</p>

Recommendation	Response / Comments October 2008	Update: October 2009	Update: October 2010
<p>explanation of service charges including the differences and reasons for estimated and actual bills and why leaseholders in the same block may be paying different levels of charge</p>			
<p>R2 Housing should deliver greater transparency on the deliberations and decisions of Due Regard Panels (for Major Works) including giving leaseholder representatives an opportunity to present their case against works to the panel, providing feedback to local leaseholders on the outcomes and reasons for its decisions.</p>	<p>The procedure in respect of the Due Regard Panel has been amended and further information regarding the panels has been provided.</p>	<p>A revised S20 process has been consulted on with leaseholders and is being used for the pilot Decent Homes project. The Due Regard Panel has not been required recently but the process is being monitored.</p>	<p>The revised section 20 process now in place includes Due Regard Panels but no panel has been required in 2009/10. The need for such a panel should diminish as THH is now confident that its S20 process is equivalent to best in class and is building leaseholders' trust in the process.</p>
<p>R3 Housing should implement a key lessee system, seeking maximum estate coverage, similar to the one delivered by City West Homes.</p>	<p>We have explored this initiative with City West Homes.</p> <p>Relevant aspects of the City West key lessee scheme have been built into our proposals for service charges and estate inspections as well as leaseholder consultation.</p>	<p>Estate Inspections are now advertised for every area on the Tower Hamlets Homes website and residents are invited to take part.</p>	<p>There is a monthly regime of estate inspections which residents are involved with. Also we will be sending out repairs details to volunteers in each area for checking throughout the year as in the CWH key lessee scheme.</p>

Recommendation	Response / Comments October 2008	Update: October 2009	Update: October 2010
R4 The key elements of service provision at a local level, such as cleaning, need to be subject to greater independent quality review and that the involvement of leaseholders in estate inspections needs to be enhanced. The Working Group believes the key lessee system would support this.	<p>A caretaking residents panel has been established and this panel has agreed new caretaking service standards and response times which are now being implemented.</p> <p>The Caretaking Residents panel has also identified a resident monitoring panel who are scheduled to receive training on monitoring standards. The panel will be undertaking regular monitoring of cleaning standards on estates from October 2008.</p>	<p>A new cleaning inspection regime is being used to provide a rating of cleanliness of all areas.</p> <p>The Resident Monitoring Panel receives reports on caretaking standards and takes part in inspections, along with estate inspections</p>	<p>This remains in place and operating.</p>
R5 Housing should conduct a review of its leaseholder communications, and guidance pack with a view to increasing accessibility and penetration of leaseholders.	<p>A leaseholders focus group was held to discuss communications.</p> <p>A readers panel has now been established.</p> <p>Leaseholder information is now included as a specific section of Open Door, our newsletter to all residents. The leaseholders guide is currently under review.</p>	<p>A regular newsletter for leaseholders now being produced. The Readers Panel is being used and a greater level of involvement from the focus group has been invited.</p>	<p>Newsletter has been published quarterly since summer 2009 and is now to be printed annually with more leaseholder information to be included in general resident newsletters.</p> <p>Leaseholder Focus Group meeting monthly with a senior management presence.</p> <p>Leaseholder Service Improvement Group with representatives from THLA, focus group, THH Board and officers:</p>

Recommendation	Response / Comments October 2008	Update: October 2009	Update: October 2010
			<p>mandating specific time bound service improvement projects with leaseholder involvement.</p> <p>Leaseholder Conference: with workshops to be held October 2010, second conference planned for 2011/ 12.</p>
<p>R6 Housing must publish the “apportionment of time” data that informed the Housemark benchmarking exercise. Housing should undertake, in partnership with leaseholders, a review programme focused on improving service charge transparency and data provision.</p>	<p>The housemark benchmarking exercise has been placed in the public domain.</p> <p>Further work is needed with leaseholders to develop this area.</p>	<p>A new methodology for service charges was used to produce 08/09 actuals in consultation with focus group and THLA and peer reviewed by City West Homes</p> <p>Additionally, an Independent Audit of the methodology used to calculate leasehold service charges with particular reference to the Housemark model has been commissioned by the Council and is scheduled to commence in November 2009. THLA are active members of the Steering Group for</p>	<p>The methodology for the housing management charge continues to be refined.</p> <p>Currently a time sheeting exercise is being carried out by all staff within THH to ascertain accurately the amount of time they spend on leasehold issues so that the management fee accurately reflects the amount of time spent delivering the services.</p> <p>This will be complete in time for 2011/12 estimates.</p>

Recommendation	Response / Comments October 2008	Update: October 2009	Update: October 2010
<p>R7 Housing should send all leaseholders – and tenants – the caretaking schedule for their block, details of the annual horticultural maintenance programme, and clarify which other blocks are included in the estate cleaning service charge. The Working Group would also encourage Housing to consider including full details of the works covered by the block maintenance charge in the ‘Actual’.</p>	<p>Caretaking schedules have been placed in the noticeboards of each block and work is ongoing to provide similar information on horticulture. We are also making this information available on our website.</p>	<p>this project.</p> <p>Schedules are now on notice boards.</p> <p>The full details of the works carried out are not included on the invoice at present due to limitations in the Northgate system. THH are looking at ways of making it easy for leaseholders to see how the charge is made up, this forms part of the next phase of the Leasehold Improvement Plan</p>	<p>Schedules continue to be on boards. However a move away from prescriptive schedules and an implementation of a more common sense need based approach to caretaking is being trailed on Collingwood estate. This pilot is fully involves leaseholders.</p>
<p>R8 The Working Group welcome the steps being taken to improve staff training and Leaseholder open days. These actions should be maintained and embedded further to improve leaseholder engagement.</p>	<p>Completed and subject to annual review.</p>	<p>An extensive staff training programme is now in place. Leaseholder engagement workshops are now established, monthly leaseholder service “drop ins” happen locally and leaseholder staff are working in One Stop Shops on Saturday mornings</p>	<p>Programme of externally provided leasehold management training for staff completed Jan 2010. Leaseholder workshops took place Dec. 2009. Further staff training and awareness campaign to be delivered by leasehold services management team in August/September 2010. Leasehold Services staff attending neighbourhood action days and residents’</p>



Recommendation	Response / Comments October 2008	Update: October 2009	Update: October 2010
R9 Housing should ensure that it implements and embeds fully all aspects of the Council's Customer Promise, in both process and culture.	<p>Completed and subject to annual review.</p> <p>All staff transferred to THH received a specific induction on the values and customer ethos of THH, and this is ongoing.</p>	THH's revised customer promise has been consulted on and implemented. Work continues to develop value based behaviours	<p>surgeries</p> <p>Much work has been done around the embedding of THH's core values and a behavioural framework that will ensure excellent customer service</p>
<p>R10 There is clear evidence that a significant number of leaseholders lack confidence in the current Alternative Dispute Resolution (ADR) scheme's independence and fairness. The Working Group believe that 3 options should be considered by Housing and Cabinet, following consultation with leaseholders and their representatives:</p> <p>i. Relaunch the current ADR scheme. There would need to be clear communication to leaseholders that the system had changed and what the improvements were intended to achieve. This would include: clearer information about the new transparent ADR</p>	<p>Discussions have taken place with THLA and a paper setting out four potential ADR options has been developed.</p> <p>This paper is currently subject to consultation with THLA.</p> <p>Once agreed a wider consultation involving a range of stakeholders will be carried out and firm recommendations developed for THH Board and the Council's Cabinet.</p> <p>In the meantime, we have been obtaining improved feedback from the current scheme and we are continuing to ensure leaseholder service charge disputes are properly investigated and settled where possible.</p>	THLA proposals for revisions have not yet been received, however, there have been few complaints about the ADR process since the formation of THH	<p>The context of the original need for an ADR scheme has changed and as such the scheme has now been incorporated into the day to day work of the leaseholder customer services team.</p> <p>It is not value for money to have a separate team dealing with disputes and leasehold officers will work with finance to substantiate costs. resolve queries and provide credits when necessary</p> <p>The transparency of charges continues to improve and service charge disputes are investigated and resolved in house.</p> <p>The option of LVT remains</p>

Recommendation	Response / Comments October 2008	Update: October 2009	Update: October 2010
<p>process including;</p> <ul style="list-style-type: none"> <li>- That the ADR is one option and clearly set out the different options, and when each one is most appropriate.</li> <li>- Clearer guidelines around the specifics of the process, including the rights and responsibilities of both parties.</li> </ul> <p>ii. Disband the ADR process and make all complaints go through the corporate complaints procedure. If this option was taken it would be necessary for an option of arbitration/ mediation to take place between stage two and three of the complaints procedure.</p> <p>iii. Develop a new ADR scheme reflecting current industry best practice</p>			<p>for any leaseholder who is unsatisfied with the outcome of the internal investigation.</p>
<p>R11 The current relationship between the ADR scheme, the use of a Leaseholder Valuation Tribunal and Corporate Complaints Process is not clear. As a matter of urgency, Housing should,</p>	<p>This recommendation is linked to recommendation 10 above.</p>	<p>As per recommendation 10</p>	<p>As per recommendation 10</p>

Recommendation	Response / Comments October 2008	Update: October 2009	Update: October 2010
<p>in consultation with key leaseholder groups, provide clear guidance to staff and leaseholders on the role of each process.</p>			
<p>R12 The Working Group would encourage Housing to adopt a model which includes:</p> <ul style="list-style-type: none"> <li>• officers within the central team being given geographical patches to provide a more cohesive service</li> <li>• Specific Leaseholder Officers within the Local Housing Office, proportionate to the number of leaseholder properties</li> <li>• More leaseholder services to be provided at the Local Housing Office.</li> </ul>	<p>Restructuring of Local Service Centres and the Home Ownership Service has now been completed and alignment to LSC areas has been carried out wherever possible.</p> <p>We are in the process of carrying out a trial, giving teams within the central leaseholder teams specific responsibility for each LSC area. We will keep this under review to ensure close working continues to develop between the central team and the LSC offices.</p>	<p>In August Tower Hamlets Homes implemented a system of housing management by 26 Neighbourhoods, each with its own neighbourhood team consisting of:</p> <ul style="list-style-type: none"> <li>◆ Charge hands/Caretakers</li> <li>◆ ASB Officers</li> <li>◆ Neighbourhood Engagement Officers</li> <li>◆ Leasehold Services Officers</li> <li>◆ Rent Officers</li> <li>◆ Repairs Inspectors</li> </ul> <p>Named leasehold officers will be publicised along with neighbourhood housing officers by end November.</p>	<p>Leasehold Advisors patches aligned with neighbourhood virtual teams. Leasehold Advisors attending estate inspections and surgeries in their neighbourhoods.</p>
<p>R13 Housing should review the current contract with</p>	<p>A report on the CAB and the options available has been prepared for further discussion.</p>	<p>A Financial Inclusion Project is part of the</p>	<p>“Money, Help, Advice” offer to residents now in</p>

Recommendation	Response / Comments October 2008	Update: October 2009	Update: October 2010
Citizens Advice Bureau (CAB) so that it provides a service that deals specifically with managing the financial issues faced by leaseholders.		improvement plan and an external review is being carried out.	place including an in-house financial advisor and paid arrangements with 2 local agencies providing better VFM than the former CAB arrangement.
R14 Housing should meet with Tower Hamlets Community Credit Union to explore developing specific support for leaseholders so that they can access affordable loans.	Initial discussions held with TH Credit Union in 2007. A bid has been made for Supporting People funding to develop specific proposals. This has been discussed with TH Credit Union who are taking proposals to their Board in Sept/Oct 2008.	This forms part of the external review of financial inclusion policies.	THH has implemented a financial inclusion offer for residents with our partner agencies Account 3 and the Limehouse Project. This offers comprehensive case work for our residents in need, dealing with debt and welfare advice as well as help accessing financial products such as bank accounts.
R15 Housing should provide clear guidance to leaseholders on the law surrounding statute barred debt.	Information is provided on a case by case basis as the extent to which any debt is statute barred depends on the particular circumstances of each case.	To be clarified by Housing Service	Statute Barred debt is regularly identified and removed from accounts.
R16 Communication underpins how the Council deals with local residents. In improving the responsiveness of services, the Council needs to invest further so that communication is	Tower Hamlets Homes (THH) has invested in a permanent Communications Manager to enhance and improve communications with THH residents. A communication protocol has been established between the Council and Tower Hamlets Homes (THH) communications team to ensure targeted and precise communications.	Leaseholder newsletter along with local newsletters provide greater information.  New leaseholder handbook to be published before end of	New Leaseholder Handbook in place. Leasehold Focus newsletter published quarterly in 2009/10; now to be published twice yearly (see R5).

Recommendation	Response / Comments October 2008	Update: October 2009	Update: October 2010
<p>clear, accessible and appropriate to services. This is particularly important in explaining the reasons for the way that services are delivered, particularly where individual charges are being raised.</p>	<p>These include a strategy for the Estate Improvement Programme and the launch of the Overcrowding Strategy. Regular liaison meetings take place between the LBTH &amp; THH Communications colleagues. A THH website has been established. THH is communicating regularly with tenants and leaseholders through the 'Open Door' newsletter which is distributed every two months. A communications strategy will be considered by the THH board in October.</p>	<p>year.</p>	
<p>R17 The Council needs to explore further how it can get closer to customers. For front-line high volume services such as housing, it would seem beneficial to have a strong connection between service providers and localities. This seems to provide the greatest potential to build a strong customer relationship based around both ownership and accountability.</p>	<p>South Poplar OSS opened in April 2008 and proving to be a popular location for customers. The five OSS are working with the LSC's to provide services to customers.</p>	<p>The 26 Neighbourhood Housing teams include the lead housing officer and leasehold officer. Information on the teams is being circulated to residents in November so they know who to contact.</p>	<p>See recommendation 12.</p>
<p>R18 The Corporate Complaints Process is a crucial part of the Council's delivery of the</p>	<p>Procedures have been put in place and are working well in relation to complaints monitoring between the Council and THH. The complaints procedure is promoted on THH website.</p>	<p>Training was provided to leasehold services staff which included training on the role of Leasehold</p>	<p>External training on leasehold management, section 20 and LVT completed January 2010.</p>

Recommendation	Response / Comments October 2008	Update: October 2009	Update: October 2010
<p>customer promise. The Council should ensure that its relationship with any other statutory or non-statutory processes that directorates may use is clear to both staff and residents.</p>		<p>Valuation Tribunals to complement their understanding of the Complaints process.</p>	<p>Internal training on customer service, complaints handling and plain English delivered December 2009).</p>
<p>R19 The Customer Promise is a vital statement of the Council's culture and delivery of Excellent Public Services. The Council should develop clearer mechanisms for ensuring both the spirit and content of the Customer Promise are being delivered in Directorates.</p>	<p>New performance indicators have been agreed as part of the development of the new Strategic Plan. A review of the Customer promise is also under way and will be presented to Members in due course.</p> <p>New methods to monitor customer satisfaction have now been put in place. These include kiosks in OSS and automated surveys with the contact centre as well as mystery shopping.</p>	<p>THH have commissioned an independent company to conduct a range of resident satisfaction surveys including a customer access survey and an annual caretaking survey. The Tracker survey aims for a minimum response of 250 per month. Results will be reported to the Council and THH's Board as part of the Business Critical suite of indicators reported monthly, will be published via newsletters, THH website</p> <p>(See Recommendation 9)</p>	<p>See recommendation 9.</p>

Scrutiny Review of the Licensing of Strip Clubs				
Recommendation	Update: March 2010	Responsibility	Date	Update: October 2010
<p><b>R1</b> That an extra post is created in the Licensing Department, with a remit focusing on the enforcement of licensing conditions applying to strip clubs in the borough. Furthermore, that this officer liaises very closely with the Police to ensure information is properly shared.</p>	<p>On 12<sup>th</sup> November 2009 the The Policing and Crime Act 2009 received royal Assent. Section 27 of the <b>Act</b> amends Schedule 3 of the Local Government (Miscellaneous Provisions) Act 1982 to include a new category of sex establishment – the Sexual Encounter Venue.</p> <p>The LGMP Act 1982 allows a local authority to adopt the provisions of Schedule 3 of the 1982 Act to control, by way of a licensing regime, sex establishments in the area, within one year.</p> <p>It is required by the amendments in the PCA 2009 that a local consultation takes place consider the option of whether or not to adopt the Act.</p> <p>This consultation will also inform the policy that was made is made.</p> <p>It is expected that that provisions of s.27 of the PCA 2009 will come into force in by April 2010.</p> <p>We are making plans for a members briefing for the Act.</p>	<p>Head of Trading Standards / Environmental Health</p> <p>Licensing Services Manager</p>	<ul style="list-style-type: none"> <li>○ Aug 2008</li> <li>○ Oct 2008</li> <li>○ Oct 2008</li> <li>○ Nov 2008</li> <li>○ Nov 2008</li> </ul>	<p>The draft plan for adoption of the relevant action has been produced, with adoption and implementation likely for March 2011.</p> <p>The process will include a comprehensive consultation process with stakeholders</p> <p>The process ahs been held up because of the need to ensure the process for adoption and policy developemnt is robust. This has required the need for legal opinion additional legal opinion to ensure we have conducted the process correctly</p>
<p><b>R2</b> That the Council</p>	<p>The consultation will cover this.</p>	<p>Head of Trading</p>		<p>The consultation will cover</p>

<b>Scrutiny Review of the Licensing of Strip Clubs</b>				
<b>Recommendation</b>	<b>Update: March 2010</b>	<b>Responsibility</b>	<b>Date</b>	<b>Update: October 2010</b>
works closely with the Police to makes clear to residents the proper channels for reporting any incidents arising from existing premises. Should information be published or distributed, this should be done bilingually. Ways to report incidents must include effective ways of capturing any information or evidence residents collect, so that sanctions may then be applied, including the ultimate possibility of a review of the license and it being revoked.		Standards / Environmental Health  Licensing Services Manager  Communications  CLC Strategy and Programmes	<ul style="list-style-type: none"> <li>○ Aug 2008</li> </ul>	this issue and the policy developed accordingly



<b>Scrutiny Review of the Licensing of Strip Clubs</b>				
<b>Recommendation</b>	<b>Update: March 2010</b>	<b>Responsibility</b>	<b>Date</b>	<b>Update: October 2010</b>
<b>R3</b> That the Council consider targeting mobile CCTV in the vicinity of premises operating striptease, to provide evidence of the extent of crime and disorder associated with these premises. To this end, the Council should also consider commissioning research to verify claims that there are direct links between strip clubs and crime and disorder (particularly crime of a sexual nature).	<p>The Licensing Authority has received no complaints about Crime and Disorder outside striptease premises, neither has any intelligence been put forward by the police or other partners.</p>	<p>Head of Trading Standards / Environmental Health</p> <p>Licensing Services Manager</p> <p>Community Safety</p>	<ul style="list-style-type: none"> <li>○ Aug 2008</li> <li>○ Sept 2008</li> <li>○ Oct 2008</li> </ul>	<p>The Licensing Authority still has received no complaints about Crime and Disorder outside striptease premises, neither has any intelligence been put forward by the police or other partners.</p>
<b>R4</b> That the Council reminds all owners of their obligations under the recently amended Licensing Policy to prevent advertising on and around		<p>Head of Trading Standards / Environmental Health</p> <p>Licensing Services Manager</p>		<p>All striptease premises have now been subjected to covert inspection. There are nine premises licensed in the Borough.</p> <p>All but one contravened licence conditions.</p>

<b>Scrutiny Review of the Licensing of Strip Clubs</b>				
<b>Recommendation</b>	<b>Update: March 2010</b>	<b>Responsibility</b>	<b>Date</b>	<b>Update: October 2010</b>
<p>their premises causing offence to local residents. Following this, the officers should investigate what advertising is in place, and if it contravenes the policy, to take appropriate action.</p>	<p>Completed with two premises being issued with simple cautions on the advice of Legal because of breaches of licence conditions.</p> <p>Problematic adverts have not been reported.</p>		<ul style="list-style-type: none"> <li>○ July 2008</li> <li>○ Ongoing</li> </ul>	<p>Six premises will be prosecuted, two will be offered simple cautions</p>
<p><b>R5</b> That the Council should make written representations to owners of billboards and the owners of premises where the billboards are put up to request that they do not put up advertisements for strip clubs. Furthermore, that existing striptease license holders as</p>	<p>Completed</p>	<p>Head of Trading Standards / Environmental Health</p> <p>Licensing Services Manager</p>	<ul style="list-style-type: none"> <li>○ Aug 2008</li> <li>○ Sept 2008</li> <li>○ Aug 2008</li> </ul>	<p>Completed</p>

<b>Scrutiny Review of the Licensing of Strip Clubs</b>				
<b>Recommendation</b>	<b>Update: March 2010</b>	<b>Responsibility</b>	<b>Date</b>	<b>Update: October 2010</b>
well as new applicants are asked not to advertise, either within the borough or outside.				
<b>R6</b> That the Council lobbies the ASA in order to prevent strip clubs from advertising on billboards.	Ongoing	Head of Trading Standards / Environmental Health  Licensing Services Manager	<ul style="list-style-type: none"> <li>○ Aug 2008</li> <li>○ Sept 2008</li> </ul>	Completed
That quarterly meetings are held between officers in Planning and Licensing to discuss any prospective applications that are or will be relevant to both departments. Meetings should also take place as and when potential issues arise. Should these	Completed	Service Head – Environmental Control  Head of Trading Standards / Environmental Health  Licensing Services Manager  Service Head – Development Decisions	<ul style="list-style-type: none"> <li>○ Completed</li> </ul>	Completed

<b>Scrutiny Review of the Licensing of Strip Clubs</b>				
<b>Recommendation</b>	<b>Update: March 2010</b>	<b>Responsibility</b>	<b>Date</b>	<b>Update: October 2010</b>
meetings raise question marks over certain premises, applicants should be strongly informed that operating without both a license and planning permission could result in prosecution.			<ul style="list-style-type: none"> <li>○ June 2008</li> </ul>	
That the Council makes a clear (bilingual) public statement that it does not want strip clubs in the borough, in order to discourage applications for such premises.	The legislative changes will be consulted upon.	Head of Trading Standards / Environmental Health  Licensing Services Manager	<ul style="list-style-type: none"> <li>○ Aug 2008</li> <li>○ Sept 2008</li> </ul>	The consultation will be based on the legislative changes and policy proposals. The Councils position will have to be assessed after the consultation is carried out and the policy finalised.
<b>R9</b> That residents within the current 40m radius from any premises that are applying for a striptease license (in keeping with the set limit for	Completed	Head of Trading Standards / Environmental Health  Licensing Services Manager	<ul style="list-style-type: none"> <li>○ Sept 2008</li> </ul>	Completed

<b>Scrutiny Review of the Licensing of Strip Clubs</b>				
<b>Recommendation</b>	<b>Update: March 2010</b>	<b>Responsibility</b>	<b>Date</b>	<b>Update: October 2010</b>
consultation for all types of licence applications) are given detailed information of what they need to do should they wish to make representations to object. In particular, it should be made clear that objections must be framed with reference to the four Licensing Objectives, and not under any other arguments.				
<b>R10</b> That the Council considers ways in which, for strip clubs, consultation can be undertaken on a wider scale than the current 40m radius.	Completed.  The legislative changes will be consulted upon.	Head of Trading Standards / Environmental Health  Licensing Services Manager	<ul style="list-style-type: none"> <li>○ Aug 2008</li> <li>○ Oct 2008</li> <li>○ Nov 2008</li> </ul>	Completed and assessed under the Licensing Act 2003. This will be reviewed as part of the consultation and policy development process

<b>Scrutiny Review of the Licensing of Strip Clubs</b>				
<b>Recommendation</b>	<b>Update: March 2010</b>	<b>Responsibility</b>	<b>Date</b>	<b>Update: October 2010</b>
<b>R11</b> That the possibilities for referral to the 'saturation' policy are explored fully, to examine whether this could be utilised to minimise the number of clubs in the borough.	The legislative changes could provide an option of restricting numbers.	Head of Trading Standards / Environmental Health  Licensing Services Manager	<ul style="list-style-type: none"> <li>○ Aug 2008</li> <li>○ Oct 2008</li> <li>○ Nov 2008</li> <li>○ Jan 2009</li> </ul>	<p>This will be reviewed as part of the consultation and policy development process.</p> <p>This was the major issue that required legal opinion. The legislation does allow the Council to restrict numbers of premises in the Borough and this will be addressed during the consultation process</p>

<b>Scrutiny Review of the Licensing of Strip Clubs</b>				
<b>Recommendation</b>	<b>Update: March 2010</b>	<b>Responsibility</b>	<b>Date</b>	<b>Update: October 2010</b>
<b>R12</b> That the Council's Equalities Team performs an EQIA on the licensing of strip clubs from the perspective of gender, to establish evidence in support of a more assertive approach to licensing and explore other opportunities for legal challenge (see recommendation 3).	<p>The legislative changes will provide further opportunities for this action.</p> <p>The legislative changes will provide further opportunities for this action.</p>	Head of Trading Standards / Environmental Health  Diversity and Equality Coordinator	<p>June 2008</p> <p>October 2008</p> <p>March 2009</p>	An EqlA will be required as part of the policy development process.

<b>Scrutiny Review of the Licensing of Strip Clubs</b>				
<b>Recommendation</b>	<b>Update: March 2010</b>	<b>Responsibility</b>	<b>Date</b>	<b>Update: October 2010</b>
<b>R13</b> That the Council seeks to lobby government to change primary legislation (as set out in the Licensing Act 2003) so that strip clubs can be classified as sex encounter establishments.	Complete. The legislative changes have happened.	Head of Trading Standards / Environmental Health  Licensing Services Manager		Complete. The legislative changes have happened.
	Complete. The legislative changes have happened.		<ul style="list-style-type: none"> <li>○ Jul 2008</li> <li>○ Aug 2008</li> <li>○ Sept 2008</li> </ul>	Complete. The legislative changes have happened.
<b>R14</b> That the Council hosts a pan-London event (with the support of OBJECT) to engage with other communities and get greater levels of support and cooperation in these attempts to lobby government.	Complete. The legislative changes have happened.	Head of Trading Standards / Environmental Health  Licensing Services Manager	<ul style="list-style-type: none"> <li>○ Oct 2008</li> <li>○ Feb 2009</li> </ul>	Complete. The legislative changes have happened.



<b>Scrutiny Review of the Licensing of Strip Clubs</b>				
<b>Recommendation</b>	<b>Update: March 2010</b>	<b>Responsibility</b>	<b>Date</b>	<b>Update: October 2010</b>

Recommendation	Update: February 2010	Lead Officer	Date	Update: October 2010
<p>R1. That research is undertaken to identify whether bidding habits are based on positive attributes or constraining factors and to identify the ability of the system to work with different community needs to identify how far CBL promotes or otherwise community cohesion;</p>	<p>The review of the lettings policy carried out during 2009 concluded that the present policy on bidding is unhelpful and generates negative bidding behaviour. This was largely because it allowed unlimited bidding for any size property regardless of the household size of the applicant. Proposals on changes to policy in relation to bidding were developed and put to public and stakeholder consultation. The consultation supported the proposals.</p> <p>The new Lettings Policy developed from the review and the consultation will be put to March 10 2010 Cabinet for decision. The policy includes changes on bidding that are designed to introduce more rational bidding behaviour and encourage applicants to make positive choices by removing the ability to bid for any size regardless of need and to introduce a maximum of 5 bids per applicant per weekly cycle.</p> <p>Once the policy is in place, bidding behaviour will need to be monitored as part of the implementation of the new policy, in particular to ensure that all groups in the community understand and engage effectively with the bidding process.</p>	<p>Colin Cormack, Head of Homeless &amp; Housing Advice Services</p>	<p>March 2010</p>	<p>The start date for the new policy has slipped to September 210 and, in consequence, the monitoring of bidding habits has not yet started. When it does, the evaluation will include assessing the success of the IT limiters to inappropriate bidding strategies</p>
<p>R2. That a full Equality Impact Assessment of CBL is</p>	<p>The proposals for a new Lettings Policy have been subject to an EQIA. In particular the</p>	<p>Colin Cormack, Head of</p>	<p>March 2010</p>	<p>Completed – see February comments</p>

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Recommendation	Update: February 2010	Lead Officer	Date	Update: October 2010
<p>undertaken in 2009/2010 including giving consideration to impact on community cohesion;</p>	<p>impact of giving preference in date order within a band was examined in relation to ethnicity to ensure that this process did not disadvantage or give an unfair advantage to any group. The assessment did not identify any such impacts.</p> <p>The public consultation exercise on the proposed new lettings policy received a high level of responses in support of the proposals. These responses were monitored across all the equality strands. Although there were some differences identified in levels of support, there were no significant variations from the overall level of support expressed by those who responded. In particular, the proposals to give preference in the four new bands to applicants waiting longest in the band received very high levels of support from the public and applicants on the Housing List.</p>	<p>Homeless &amp; Housing Advice Services</p>		

R3. That work is developed to address the issue of the lack of transparency in decision making to improve community understanding and expectations of CBL, including communicating positive stories to the community to address perceptions of unfair community lets, changing the policy to allow 2 bids only per applicant per bidding cycle, replacing the coupon system;

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The new lettings policy is designed to be a simpler and clearer method of prioritising applicants. This is achieved by having 4 bands separated into high to lower level of priority. Applicants will bid for advertised property but within bidding rules that will encourage proper exercise of choice as opposed to the “scatter gun” approach encourage under the existing policy. Preference in each band will be given in date order of entry to the band. Decisions to make offers will be on simpler, clearer basis that will be seen as fairer.

The new policy will therefore make it much easier to explain and defend the way scarce homes are allocated to individual applicants and the community at large.

The new policy document has also been written to set out as clearly as possible how choice based lettings works. This includes explanation on the use of targets and an annual Lettings Plan. It makes clear that where targets are applied, this will be done by advertising properties to certain groups only in order to be as transparent as possible about how decisions are being made.

Development of the IT delivery vehicle is now under consideration in order to make the process as customer friendly as possible, and to provide information on bidding history, applicants position in the queue and

Colin Cormack,  
Head of  
Homeless &  
Housing Advice  
Services

March 2010

Achieved – see comments at February reporting cycle comments

This principle has been at the core of the policy, the offer process cascading down between the priority bands without the influence of discrete attention to quota groups. Rather, where the process is to actively consider such groups, the process will be open via due notification of such in the advertisement for such properties.

To complement this, there will be the annual lettings plans presented to Cabinet to ‘publish’ activities and to define future priorities.

Coupon analysis will follow the new policy’s implementation, it being expected that bidding habits will change and that intelligence will inform the in house –v– ELLC deliberations

<p>extension of methods for bidding to ensure all members of the community can participate fully. An important aim is that when applicants have regular access to their queue position, they will be able to bid or choose not to on a better informed and more rational basis than at the moment where a universal practice is to bid for everything regardless. The consultation exercise produced responses from applicants that indicated they did this because the system allowed them to and was not a meaningful exercise for them.</p> <p>Lettings information is now being published regularly as well as monthly supply and demand data.</p> <p>Analysis of use of coupons has been carried out including a survey of coupon users. Telephone and internet bidding facilities are provided at One Stop Shops which can be used free of charge. Training has been made available for applicants to use these options.</p> <p>Internet and telephone bidding has therefore increased but it is hoped with the new policy in place and an improved IT facility, the level of applicants who bid on line will be increased. Additional options will also be introduced if possible to bid by text or through digital television.</p>			
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<p>R4. That service improvement activities are developed based on the feedback obtained from the users and providers service improvement focus group with particular focus on improving access for those who have sensory disabilities and improving customer understanding of CBL;</p> <p>Page 272</p>	<p>The application form has been revised to collect more information on disabilities and support needs.</p> <p>An upgrade on the Homeseekers website is being commissioned subject to final confirmation of potential costs savings that will help fund the costs of the upgrade.</p> <p>Literature now contains information and contact details for those who need assistance with bidding.</p>	<p>Colin Cormack, Head of Homeless &amp; Housing Advice Services</p>	<p>February 2010</p>	<p>Achieved -see February reports cycle comments.</p> <p>In addition, web-site's font size can now be adjusted..</p> <p>The new policy's rationale is predicated on this recommendation. By its very nature this work can never be 'complete' because the Service will be pursuing a continuous improvement agenda but, in so doing, will have full regard for this recommendation's expectations.</p>
<p>R5. That LBTH joins the East London Lettings company subject to a full feasibility study of what ELLC can offer to LBTH residents;</p>	<p>As part of the preparation and forward planning for implementation for the new policy in relation to IT adjustments that will be needed, feasibility of joining ELLC is being evaluated or whether development of existing IT provision can provide sufficient facility to provide an equivalent level of service.</p>	<p>Colin Cormack, Head of Homeless &amp; Housing Advice Services</p>	<p>March 2010</p>	<p>The evaluation exercise has taken 2<sup>nd</sup> place to the work to progress the go-live of the new Lettings policy. That said, IT developments have anticipated the potential for ELLC but the full comparative work will not now commence until the Autumn of 2010 with completion by financial year's end.</p>
<p>R6. That a Local Lettings</p>	<p>The new lettings policy that will go to Cabinet</p>	<p>Colin Cormack,</p>	<p>By May</p>	<p>Achieved, the principal adopted as</p>

<p>Plan is adopted for all new developments of 20 units or more affordable homes to promote mixed tenure, mixed communities and sustainable housing and delivering priority for adult children of existing social tenants by setting a specific proportion for this group;</p>	<p>for decision early in 2010 will include provision for local lettings plan to be agreed when appropriate.</p>	<p>Head of Homeless &amp; Housing Advice Services</p>	<p>2010</p>	<p>par of the new Lettings Policy. Practically, the CHR meetings discuss actual implementation.</p>
<p>R7 Page 27/3 That an open, non-discriminatory Sons and Daughters policy be considered for adoption as part of the new lettings policy and as part of the Council's affordable homes policy;</p>	<p>The new lettings policy going to Cabinet contains three elements in relation to extending current sons &amp; daughters policy.</p> <ol style="list-style-type: none"> <li>1. The new policy contains an amendment to the existing special quotas in Community Group 2 where for highly overcrowded households there is provision to rehouse and adult son or daughter separately to relieve the overcrowding. The change will reduce the level of overcrowding in a household for a son or daughter of existing tenant to qualify for independent rehousing as the present level is considered unreasonably high. This special quota will in future be in Band 1 (Group B)</li> </ol>		<p>March 2010</p>	<p>Ultimate decision -quota group in Band 3 therefore recommendation now achieved</p>

	<p>2. The new policy contains an addition to the existing special quotas in Community Group 2 . This is a new provision to rehouse an adult son or daughter of existing tenants where the tenant also wishes to move to a smaller property if this would result in a net gain in bedrooms. This would achieve an under occupation move and release a larger property for letting to another household. This special quota groups will in future be in Band 1 (Group B).</p> <p>3. In the new Lettings policy there is provision to a proportion of available housing to be set aside annually as a quota for sons &amp; daughters of tenants of Common Housing Register partners where they would not qualify for housing through any other category in the policy. In order to comply with legislation and CLG Code of Guidance this percentage is expected to be modest, but will be decided upon by Cabinet when setting targets as part of the annual Lettings Plan. This quota will be in Band 3.</p> <p>Applicants will be required to meet resident's criteria of 5 years living with their parents as their sole residence. Preference will give to applicants eligible for this quota in date order of registration on the Housing List.</p>			
<p>R8. That the work between Children's Services and</p>	<p>Rehousing adult children of foster carers has been considered by seeking the agreement</p>	<p>Colin Cormack, Head of</p>		<p>The 2010/11 Annual Lettings Plan was amended at Cabinet to</p>



<p>Development and Renewal Directorates continue with a view to identifying housing solutions that accommodate more Looked After Children.</p>	<p>of adult children who may be eligible. None at the present time have indicated they wish to move. In the circumstances, setting an annual quota as previously considered would appear to be unnecessary.</p> <p>Should the situation change, and one or more individuals expressed a wish to be considered, there is provision within the Lettings Policy to do this through the Housing Management Panel that already operates in order to consider special cases or circumstances in order to consider awarding additional discretionary priority for example. It is proposed therefore that this route is adopted to consider any appropriate cases and that this is written into the fostering protocol document.</p> <p>To date, no research has been undertaken into shared ownership for foster carers within Development &amp; Renewal.</p>	<p>Homeless &amp; Housing Advice Services</p>	<p>January 2010</p>	<p>include a specific Foster Carers target of 8 x households and the year's end perform will be reported before 3<sup>rd</sup> Quarter of 2011/12</p>
<p>R9. That a review is undertaken of the medical assessment process to address concerns of accuracy and quality and give consideration to best practice, with a view to improving the transparency of the process, extending the time for appeals, , researching other</p>	<p>A full review of the medical assessment process has been carried out. This has included a close examination of a sample of cases; an analysis of the effectiveness of the process from start to finish; analysis of how the present process is operated within the Common Housing Register partnership; research into practice in other boroughs that use the same medical advisory service. A report on the review and recommendations for improvements was considered by Cabinet Members at a seminar on 12 January 2010.</p>	<p>Colin Cormack, Head of Homeless &amp; Housing Advice Services</p>	<p>February 2010</p>	<p>Achieved –see February reporting cycle comments. As for implantation, that will follow post the implementation of the new Lettings Policy with attention by March 2011.</p>

<p>potential providers for the service, sampling a work undertaken by Now Medical and considering introducing self assessments;</p>	<p>Recommendations included greater guidance and support for staff administering the process within the Lettings Team; improving the way in which initial assessments are done and introducing much greater clarity about the appeal stages and criteria to be applied. In addition it was recommended that a new post of review officer should be created to undertake first stage appeals that should have the capacity to carry out in depth and skilled assessments of cases where appropriate and provide a properly documented and reasoned response in each case. These improvements will be taken forward within the Development and Renewal directorate as early as possible.</p>			
<p>R10. That Tower Hamlets should actively lobby DCLG Ministers to issue guidance and if necessary legislation, allowing local authorities to introduce the waiting time-based approach to lettings. LBTH should be prepared to campaign in support of these changes in partnership with other local authorities.</p>	<p>Following the report of the Scrutiny Working Group and this recommendation, the judgement in House of Lords –v- Newham Council was announced in January 2009. The decision was that the emphasis on waiting time in Newham Council’s allocation scheme was lawful.</p> <p>The new Lettings Policy going to Cabinet for decision on March 10 2010 retains the separation of applicants in bands based upon their levels of housing need and other factors, but recommends that within each band, priority should be usually decided by length of time waiting in the band.</p> <p>The CLG issued new guidance on</p>	<p>Colin Cormack, Head of Homeless &amp; Housing Advice Services</p>	<p>March 2010</p>	<p>Addressed – see comments at February reporting cycle</p>

	<p>allocations in December 2009 in the light of the House of Lords judgement on Newham's allocations scheme. The guidance allows local authorities to adopt greater flexibility in allocation schemes, in particular taking account of local circumstances and preferences. This can include greater emphasis on time spent waiting if required. The new lettings policy has adopted this approach and complies with the new guidance.</p>			
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<p>R11. That a transitional period of between 12 months and two years should be put in place to protect those homeless families already in the system should waiting-time based approach be successful.</p>	<p>The question of transitional periods was considered during the seminars held for Cabinet members in June 2009. The view reached was that any transitional period would be inappropriate as it would delay the implementation of the full policy. However, the impact of the policy will be carefully monitored and reported to members within an appropriate time scale to ensure that it is achieving its objectives and that action can be taken to amend any adverse affects if they are identified.</p>	<p>Colin Cormack, Head of Homeless &amp; Housing Advice Services</p>		<p>Addressed – see comments at February reporting cycle. This is to be a fundamental element of the Lettings Plans in future years.</p>
<p>R12. That targeted work be developed to tackle overcrowding, including targeted work with under-occupiers, as part of this work review the Cash Incentive Scheme and the financial incentives for under-occupiers as to</p>	<p>Home visits are being undertaken by the Lettings Team to severely overcrowded Council tenants to discuss housing options and give advice and information.</p> <p>Home visits are also being undertaken by the Lettings Team to under occupiers to try and increase downsizing to free up larger properties to let to overcrowded households.</p>	<p>Colin Cormack, Head of Homeless &amp; Housing Advice Services</p>		<p>Addressed – see comments at February reporting cycle</p>

<p>ensure the housing stock is used in the best way to reduce overcrowding ,working with partner RSLs to develop and fund initiatives;</p>	<p>The Lettings Team have introduced a private sector rent deposit scheme for Council and partner tenants to create family sized vacancies or relieve overcrowding. This year to date, 13 households have been rehoused through this scheme which was the target for the year. The scheme has been a success and the original target been exceeded..</p> <p>At the Common Housing Register Forum on 25 January 2010 it was agreed that the policy review sub group would give further consideration to measures that could increase under occupation moves.</p>			
<p>R18 That Overview and Scrutiny Committee conduct a through review of overcrowding which will assist the Council in developing an effective Overcrowding Strategy, potentially including research into the impact of overcrowding on health and education and using this to assist housing to secure funding to roll-out the Overcrowding Project with a view to assisting more overcrowded families;</p>	<p>An Overcrowding Strategy was agreed by Cabinet in Autumn 2009. This sets out an analysis of the problem and a series of measures to tackle the serious levels of overcrowding known to exist in the borough. This includes use of the private sector for temporary “respite” moves for highly overcrowded families.</p> <p>In addition, changes in the new lettings policy outlined above, increase the opportunity for overcrowding to be ameliorated amongst severely overcrowded households by offering an option to rehouse adult sons or daughters independently.</p>	<p>Colin Cormack, Head of Homeless &amp; Housing Advice Services</p>	<p>Autumn 2009</p>	<p>Addressed – see comments at February reporting cycle</p>

<p>R14. That the Lettings policy be revised to reflect the changes proposed under the 'Bedroom Standards'</p>	<p>The policy sub group of the Common Housing Register Forum considered this issue when developing the new policy. It was decided that the current policy of giving children under 10 of mixed sex separate bedrooms be retained. This is a more generous provision than the "Bedroom Standard". In relation to children of same sex sharing where one is over 21, it was decided to retain the present policy where it is considered reasonable within the Tower Hamlets context to share a bedroom in these circumstances. This is less generous than the "Bedroom Standard" which proposes where same sex sharing is taking place, and one or more is over 21, that they should be entitled to separate bedrooms.</p>	<p>Colin Cormack, Head of Homeless &amp; Housing Advice Services</p>	<p>March 2010</p>	<p>Addressed – see comments at February reporting cycle</p>
<p>R15. That RSL partners seek to use Right to Acquire receipts to buy back properties direct from leaseholders; That targeted work be developed to tackle overcrowding, including targeted work with under-occupiers giving consideration to allocating direct lets similar to Newham's policy. As part of this work review the Cash Incentive Scheme and the financial</p>	<p>Cabinet has approved a comprehensive overcrowding reduction strategy. This includes target work to tackle overcrowding (e.g. home visits; private rented sector options; Right to Buy buy backs ; local housing initiatives )</p> <p>The new lettings policy maintains the provision in the existing policy that high priority is given to under occupiers. A policy on direct let's where appropriate and in defined circumstances included in the new policy.</p>	<p>Colin Cormack, Head of Homeless &amp; Housing Advice Services</p>	<p>Autumn 2009</p>	<p>Nothing further to add to comments at February reporting cycle</p>

<p>incentives for under-occupiers with a view to using the stock in ways to reduce overcrowding working with partner RSL to develop and fund initiatives;</p>				
<p>R16. That Tower Hamlets should press the Mayor of London and the Government to reduce the proportion of lettings on new-build through Capital Moves to 25 per cent, and to equalise the numbers of accessible homes let through Capital Moves. It should also insist that Capital Moves develop a minimum standard of advertising of the properties allocated through the Pan-London Scheme to secure a common standard of accessibility. Residents should be fully consulted before</p>	<p>Capital Moves was put on hold by the new Mayor of London.</p> <p>There is nothing further to report on this at present.</p>	<p>Colin Cormack, Head of Homeless &amp; Housing Advice Services</p>	<p>N/A</p>	<p>No further progress at this time</p>

a decision is reached whether to introduce the scheme.				
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<p>R17. That Tower Hamlets should press the Mayor of London and Housing Corporation to make funding available to expand the Seaside and Country Homes Scheme;</p>	<p>The Homes &amp; Communities Agency asked for sub regional bids for a pilot funding initiative to provide a housing option for social housing tenants who are under occupiers but do not qualify for the existing Seaside and Country Homes Scheme. The objectives of the pilot are to</p> <ul style="list-style-type: none"> <li>• Release under occupied family sized social rented homes</li> <li>• Acquire properties outside London</li> <li>• Improve understanding of characteristics and aspirations of under occupying tenants who wish to move including information on preferred locations.</li> </ul>	<p>Colin Cormack, Head of Homeless &amp; Housing Advice Services</p>	<p>March 2010</p>	<p>See comments at February reporting cycle</p>
<p>R18. That the Council should invite other local authorities in London to identify best practice in promoting and facilitating mutual exchanges;</p>	<p>This is still outstanding. This will be taken forward once the lettings policy has been agreed by Cabinet in March 2010</p>	<p>Colin Cormack, Head of Homeless &amp; Housing Advice Services</p>	<p>March 2010</p>	<p>No progress on this recommendation. It will follow the new policy implementation and be worked up during last 2 x quarters of this financial year.</p>
<p>R19. That the Council should undertake a review of Key Worker Housing in the Borough, specifically looking at its affordability and the</p>	<p>It was agreed within the Common Housing Register Forum that a full review of the Key Worker quota should be undertaken once the new lettings policy is in place. Pending that review, the annual quota currently in place since 2002 can be re considered in deciding the quota numbers for the coming year when a</p>	<p>Colin Cormack, Head of Homeless &amp; Housing Advice Services</p>	<p>May 2010</p>	<p>No progress on this recommendation. It will follow the new policy implementation and be worked up during last 2 x quarters of this financial year.</p>

<p>problems experienced by those with families in non-secure/assured tenancies;</p>	<p>Lettings Plan is taken to Cabinet for decision in May 2010.</p>			
<p>R20. That the Council should undertake a review of Sheltered Housing Lettings Policy to make sure that this resource is used effectively.</p>	<p>Best Value Review of Sheltered Housing has been completed.</p> <p>Sheltered Housing is the one area where supply exceeds demand. It proves difficult from time to time to let some vacancies through the choice based lettings process. In order to remedy this, it was agreed that under the new provision for direct lettings to be made that for Sheltered Housing vacancies, if advertised once and no interested bidders come forward, a direct offer could be made to a suitable applicant.</p>	<p>Colin Cormack, Head of Homeless &amp; Housing Advice Services</p>	<p>March 2010</p>	<p>Addressed – see comments at February reporting cycle</p>



## Response to Scrutiny Working Group Report on Young people's participation in sports leading up to the Olympics

Recommendation	Update: March 2010	Responsibilities	Date	Update: October 2010
R1. That a review is undertaken of the current pricing policy of leisure and physical activities and venues with a view to: <ol style="list-style-type: none"> <li>1. Reducing costs for parents on low income;</li> <li>2. Reducing the price of provisions for young people;</li> <li>3. Formulating a policy for hiring and pricing of community access sports facilities and publishing this;</li> <li>4. Giving free access to leisure centres for young people who are looked after;</li> </ol>	Free swim Friday introduced for all Tower Hamlets Residents.	1. Michelle Davies Leisure Contracts and Partnership Manager	1. Completed	Completed. No Update.
	Charges reviewed but no scope for reducing costs without additional funding	2. Michelle Davies Leisure Contracts and Partnership Manager	2. Jan 2009	Completed. No Update.
	COOL card project delivered by GLL and Children's Services. (Ended July 09). 687 young people accessed leisure centres through membership incentive scheme.	3. Michelle Davies Leisure Contracts and Partnership Manager	3. April 2009	DCMS has withdrawn funding for the Free Swim Initiatives from 31 <sup>st</sup> July, however, cabinet has agreed to fund the U.16 and 60+ programmes until 31 <sup>st</sup> October 2010.
	GLL and GLL Sport Foundation	4 Head of Sport and Physical Activity		All pricing for hiring of sports facilities within the borough's leisure centres can be viewed on the GLL website and in the Tower Hamlets Leisure Guide.
	enabled young talented LBTH	5. Michelle Davies Leisure		Completed. No Update.

Recommendation	Update: March 2010	Responsibilities	Date	Update: October 2010
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 284</p>	<p>sports stars free access to GLL leisure centres</p> <p>Pilot scheme for access to centres for Looked After Children implemented in partnership with GLL &amp; Children, Schools &amp; Family Directorate</p> <p>Free swimming for Under 16's implemented April 2009</p>	<p>Contracts and Partnership Manager</p>	<p>4.October 2008</p> <p>5. Completed</p>	
<p>R2. That the results of the Young People and the Olympics Survey is used to inform the development of strategies for young people and sports, in particular that the Building Schools for the Future programme considers the views of young people in providing a variety of sports, coaching and training based on the expressions of interest, barriers and experience of</p>	<p>This will continue to be used for future developments.</p>	<p>Ann Sutcliffe, Service Head Building Schools for the Future Paul Martindill, Service Head Cultural Services</p>	<p>From 2008 and ongoing to 2013</p>	<p>All schools that are currently under the BSF Programme will receive significant investment into improving existing school sporting facilities including new sports halls and outdoor multi-utility games areas. Early pre-design consultations were held with schools and relevant stakeholders to identify schools priorities including sports and recreational facilities. These are listed below:</p> <p>St Pauls Way – 100% new build</p>

Recommendation	Update: March 2010	Responsibilities	Date	Update: October 2010
<p>young people in sports.</p>				<p>school with new sports hall and external games areas. Bethnal Green Technology College – three new outdoor MUGAs.</p> <p>Morpeth School – new indoor sports hall plus dedicated table tennis hall plus two outdoor MUGAs.</p> <p>Sir John Cass – new outdoor MUGA.</p> <p>Oaklands – remodelled outdoor play area plus refurbished sports hall</p> <p>Ian Mikardo – New indoor sports plus new remodelled external MUGA</p> <p>Harpley PRU – New indoor sports hall.</p> <p>Swanlea – remodelled outdoor MUGAs.</p> <p>Raines – New activity studio/hall and refreshed outdoor MUGA</p>
<p>R3. That incentives are introduced (activities and costs) to encourage</p>	<p>GLL provide number of incentive campaigns throughout year. Including:</p>	<p>Michelle Davies Leisure Contracts and Partnership Manager</p>	<p>On-going</p>	<p>Completed. No Update.</p>

Recommendation	Update: March 2010	Responsibilities	Date	Update: October 2010
bringing along and introducing a friend to an activity or to leisure centre facilities.	<p>Providing new members with free guest passes for friends / family (Implemented March 09 / May 09 &amp; August 09)</p> <p>British Gas Free Swimming Programme (Sept 09)</p> <p>Pupil Referral Unit access to leisure centres via voucher projects</p>			
R4. That the service develop innovative ways of engaging young girls in sports, working with community organisations, including faith organisations, schools and parents, taking in to consideration the expressions of interest in the Young People and the Olympics Survey.	<p>Women &amp; Girls Free Swimming Programme implemented April 2009</p> <p>Working with the Muslim Women's Collective to Develop Community football Coaches to accredited standards and promoting recruitment of Women life guards.</p>	<p>1. Michelle Davies Leisure Contracts and Partnership Manager</p> <p>2. Head of Sport And Physical Activity</p>	<p>1. Completed</p> <p>2. Completed</p>	<p>Completed. No Update.</p> <p>Level 1 FA Course organised at Mile End Stadium in Feb 2010. 9 women attended the course and all passed.</p>
R5. That the service look at ways the leisure centres can be enhanced to actively engage and increase young disabled people with sports and	<p>GLL in partnership with The, interviewed for 2 work placements (with Tower Project) at Mile End Park Leisure Centre. These</p>	<p>1. Michelle Davies Leisure Contracts and Partnership Manager</p>	<p>1. March 2010</p>	<p>Completed. No Update.</p>

Recommendation	Update: March 2010	Responsibilities	Date	Update: October 2010
<p>physical activities leading up to 2012 including increasing the availability of disability specialist staff to support and actively engage young disabled people into sports, working with them to address transport barriers.</p>	<p>placements will be linked and “shadowed” by a strong member of the receptionist team to offer guidance and ongoing support.</p> <p>Coach Ability Scheme (scheme for disabled people to qualify as sports coaches) was promoted within the borough. The scheme comes to an end in April 2010.</p> <p>Completed</p> <p>Completed</p> <p>Disability Sport in Tower Hamlets Brochure produced</p>	<p>2. Pauline Dunn Sports Development and Healthy Lifestyles Manager</p> <p>3. Pauline Dunn Sports Development and Healthy Lifestyles Manager</p> <p>4. Pauline Dunn Sports Development and Healthy Lifestyles Manager</p> <p>5. Pauline Dunn Sports Development and Healthy Lifestyles Manager</p> <p>6. Pauline Dunn</p>	<p>2. Completed</p> <p>3. on-going</p> <p>4. Completed.</p>	

Recommendation	Update: March 2010	Responsibilities	Date	Update: October 2010
	<p>Completed</p> <p>Review conducted but due to insufficient funding unable to implement transport scheme</p> <p>GLL working with CLC to increase the number of staff employed with disabilities.</p>	<p>Sports Development and Healthy Lifestyles Manager</p> <p>7. Paul Martindill Head of Cultural Services</p>	<p>5. Completed</p> <p>6. March 2009</p> <p>7. Underway</p>	
<p>R6. That budget provisions be made to mainstream Sports Search in the work that the Council does, exploring the potential to roll out Sports Search to special schools in the borough with a view to capturing data for disabled young people.</p>	<p>N/A – no progress needed.</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>

Recommendation	Update: March 2010	Responsibilities	Date	Update: October 2010
R7. That the Sports and Physical Activities Service seek to increase ways in which budget allocations can be increased to further mainstream sports activities.	Contract renegotiations in 2009, resulting in securing an additional profit share which is being used to deliver additional sporting initiatives for the community.	Head of Sport & Physical Activity	March 2009 - 2012	These budget allocations are now in place and fund Free Swimming Friday and Free Swimming Saturday. Around 30,000 people attended these sessions last year.
R8. That annual borough-wide major community events are organised in which young people participate in Olympic and Paralympic sports, building champions to participate in the events through schools and sports programmes;	<ol style="list-style-type: none"> <li>1. As Per October 2009 Update</li> <li>2. Delivered in 2009/10, Activities in 2010/11/12 dependent on funding from 2012 Unit</li> <li>3. Ongoing</li> </ol>	Pauline Dunn Sports Development and Healthy Lifestyles Manager	Annual programme starting March 2009	Completed. No Update.
R9. That the Council explore the possibility of negotiating free tickets or subsidised rate of entry to the Olympics and Paralympics for young people, particularly for disabled young people to experience the Paralympic Games.	Full details of ticketing policy and details of planned test events have not yet been released but it is clear that there will be no free tickets. Hence the possibility of negotiating free tickets and subsidised event entry is not an option and R9 should be removed from the next	1. Nick Smales Service Head 2012	1. August 2011	Full details of ticketing policy and details of planned test events have not yet been released but it is clear that there will be no free tickets. Hence the possibility of negotiating free tickets and subsidised event entry is not an option and R9 should be removed from the next update of this strategy.

Recommendation	Update: March 2010	Responsibilities	Date	Update: October 2010
	<p>update of this strategy.</p> <p>Accessibility to events, specifically the Walking race and Marathon – LOCOG and the ODA will ensure that all events and venues are fully accessible.</p>	<p>2. Nick Smales Service Head 2012</p>	<p>2. August 2011</p>	<p>Accessibility to events, specifically the Walking race and Marathon – LOCOG and the ODA will ensure that all events and venues are fully accessible.</p>
<p>R10. That an extensive publicity campaign is put in place to promote positive images of young disabled people taking part in sports as part of the publicity strategy to promote Olympics and Paralympics in Tower Hamlets.</p>	<p>Positive images of people with disabilities taking part in sport are being promoted throughout communications collateral. Specific activities/opportunities for people with disabilities have been undertaken including a PMA sports day. We are working with local schools including Stephen Hawking to celebrate the Winter Olympics through an Ice Skating event. And we ensure a 2012 presence at all relevant event/s organised by Adult Services centred on engaging with disabled people.</p>	<p>Paul Armitage Communications and Community Engagement Manager – 2012 Unit</p>	<p>December 2008</p>	<p>We continue you use positive images of people with disabilities taking part in sport throughout communications collateral. An Olympic and Paralympic Hero exhibition and supporting activities are scheduled from September 01 until into early 2011 at Idea Stores.</p>
<p>R11. That the service find ways in which the relationship with the private sector can be further developed to enhance the funding</p>	<p>Completed.  Completed.</p>	<p>1. Paul Martindill Head of Cultural Services  2. Paul Martindill Head of Cultural</p>	<p>1. March 2009  2. October 2008</p>	<p>Completed. No Update.</p>



Recommendation	Update: March 2010	Responsibilities	Date	Update: October 2010
available to support young people's engagement in sports and physical activities, exploring in particular ways in which the Table Tennis for Kids (TTK) model can be adopted to engage the private sector to fund a range of sports;		Services		
R12. That formalised agreements as part of housing stock transfer are strengthened to secure the provision of sports facilities based on a study of the local youth population, including disabled young people, existing facilities and projected needs.	There have been no stock transfers since this recommendation was made. In the Ocean Estate re-development proposals include provision of enhanced play and open space.	Aman Dalvi, Director Development and Renewal	N/A	There is no further update. No stock transfers since this recommendation was made.
R13. That work is developed with Wood Wharf with a view to securing opportunities for water sports in the borough.	The Wood Wharf development has not commenced due to the economic downturn.	Aman Dalvi, Director Development and Renewal	December 2008	No Update, the Wood Wharf development has not commenced due to the economic downturn.
R14. That consideration be given to what other host boroughs have been involved in to increase sports participation with a view to adopting what	Draft 5 Borough Development plans produced for Aquatics, Athletics, Basketball, Disability Sport, Hockey.	1. Head of Sport And Physical Activity 2. Head of Sport And Physical Activity	1. March 2009 2. Ongoing	Complete. No Update.

Recommendation	Update: March 2010	Responsibilities	Date	Update: October 2010
<p>works well in increasing participation, and that affordable access is negotiated for young people in Tower Hamlets to leisure facilities in other host boroughs, particularly as a legacy of the Olympics and to increase contact between young people in the different boroughs through events and competitions.</p>		<p>3. Head of Sport And Physical Activity</p>	<p>3. March 2010</p>	
<p>15. That the PCT develop targeted work with those who are at health risk due to obesity, with primary focus on those who are particularly obese and may lack confidence to engage in sports and physical activities;</p>	<p>1, 2, 3: NHS TH recently commissioned evaluation of all children's weight management services in borough; recommendations are being implemented, services reshaped to provide seamless service in order to improve efficacy. In addition to 2 current local services (BEST and Activ8) national programme (MEND) has sought private finance and will deliver 18 programmes up to March 2012.</p> <p>4: Ongoing active play and</p>	<p>1. Pauline Dunn Sports Development and Healthy Lifestyles Manager</p> <p>2. Pauline Dunn Sports Development and Healthy Lifestyles Manager</p> <p>3. Esther Trenchard-Mabere – Associate Directory of Public Health</p>	<p>1. Sept 2008 to March 2010</p> <p>2. Sept 2008 to March 2010</p> <p>3. Established programmes – ongoing</p> <p>4. Implementation of new</p>	<p>1, 2, and 3: Service redesign ongoing; launch of childhood weight management pathway Oct 2010. NHS TH and LBTH implementing Year 6 action plan of high impact targeted actions to support children at risk of being obese in primary schools.</p> <p>4. Healthy Weight Healthy Lives commissioned activities</p>

Recommendation	Update: March 2010	Responsibilities	Date	Update: October 2010
	<p>sports programmes have been commissioned by PCT from Toy House Libraries, Play Association Tower Hamlets (PATH) and Osmani Trust.</p> <p>5: Ongoing – see below</p> <p>As a result of being awarded 'Healthy Borough' status in 2008 a broad portfolio of preventative work is being delivered across the borough by a range of statutory, non-statutory and private partners aimed at delivering innovative approaches to removing barriers to physical activity for children and families.</p>		<p>programmes commencing September / October 2008</p> <p>5. October 2008</p>	<p>delivery continues (SLAs until March 2011).</p> <p>5. Healthy Borough programme continues until March 2011.</p> <p>6. Healthy Weight Healthy Lives commissioned activities delivery continues (SLAs until March 2011).</p> <p>7. Healthy Borough programme continues until March 2011.</p>
R16. That the PCT in partnership with LBTH	Social marketing organisation awarded contract to deliver	Esther Trenchard-Mabere – Associate Directory of Public	Convene steering group –	Phase 2 (2010-11) currently being scoped.

Recommendation	Update: March 2010	Responsibilities	Date	Update: October 2010
<p>should deliver health promotion as part of the Olympics publicity to include messages on the damaging effects of drugs and smoking and that the publicity campaign be supported by celebrities to promote a 'cool' image of participating in sports at local venues.</p>	<p>Phase 1. Literature review, secondary and primary research conducted and recommendations made. Work has been extended to allow 'co-creation' work with targeted groups to occur. Partnership approach continues and recommendations and outputs are being fed into AMP website redesign, linked to segmentation tool that will link young people to appropriate local activities and production of marketing plan. Phase 2 (2010-11) will involve commissioning possibly local organisation to drive forward local awareness campaign.</p>	<p>Health and Nick Smales Service Head 2012 Unit</p>	<p>September 08</p> <p>Finalise specification and advertise tender – September 08</p> <p>Award contract November 08</p> <p>Complete phase 1 (research and testing of messages) April 09</p> <p>Phase 2 – Implementation of campaign 2009-12</p> <p>Trade Mark licensed October 2008</p>	

<b>Response to Scrutiny Review Working Group Report on Affordable Homeownership</b>				
<b>Recommendation</b>	<b>Response / Comments</b>	<b>Lead Officer</b>	<b>Date</b>	<b>Update: October 2010</b>
R1 That wider publicity and promotion is undertaken of the Housing Options service including sign-posting from Lettings and Homeless Services	<p>Homeless Services and the Lettings Service are currently being re-structured into one section under Development and Renewal Directorate and a Housing Options service will be set up as part of this.</p> <p>A review is currently underway to configure how best to set up the new service and this will include more publicity of the housing options open to residents.</p> <p>A successful Housing Options Open Day was held this year and is programmed to take place next year.</p>	<p>Jackie Odunoye,  Head of Strategy, Development and Renewal</p>	<p>October 2009</p> <p>April 2010</p> <p>August 2010</p>	<p>The housing Options service is now live with Colin Cormack as Service Head. A successful Housing Options Open Day was held in August 2010, and Tower Hamlets are actively promoting a London wide LCHO event in Sept 2010.</p>
R2 That the Development and Renewal Directorate consider local lifestyle issues and emphasise provision of separate kitchen and living space (not open plan) in the development of future schemes	<p>In all planning pre-application meetings officers do try to influence the design of affordable housing units and stress that there should be separate kitchen areas in family sized units. However, this is not currently written into our planning policy. As our new Local Development Framework emerges it will be supported by a range of Supplementary Planning</p>	<p>Johnny Moore, Development and Renewal</p>	<p>March 2011</p>	<p>The Core Strategy, recently found sound and to be adopted by Council on 15th September, includes policy SP02 which will ensure all housing is appropriate, high-quality, well-designed and sustainable. This allows local housing design standards to be set.</p> <p>These housing design standards will be set through</p>

	<p>Documents (SPDs). The Housing SPD will specify the need for the separation of kitchen facilities in family sized housing units. The Greater London Authority Design Guide also now requires the separation of kitchens in units larger than 3 bedrooms.</p>			<p>the Development Management DPD, which is currently being developed. Issues relating to internal layouts, and the need to consider the special circumstances among the Borough's residents, will be considered by this document, due for consultation in early 2011.</p> <p>In addition, Tower Hamlets have responded to the consultation on the Mayors Draft London Housing Design Guide.</p>
<p>R3 That the Development and Renewal Directorate work with the Homes and Communities Agency to re-assess intermediate rent levels with a view to making it affordable for local people</p>	<p>Development and Renewal has continuously lobbied the Homes and Communities Agency (HCA) to reduce intermediate rent levels. This was also raised during the consultation on the Mayor's Housing Strategy. HCA rent levels (when grants are involved) are determined nationally and based on a percentage of private sector rent levels. We have always argued that intermediate rent levels should be based on social rent levels plus a percentage. Development and</p>	<p>Jackie Odunoye, Head of Strategy, Development and Renewal</p>	<p>On-going</p>	<p>Development and Renewal has agreed a Preferred Partnering arrangement with 15 Registered Providers in the borough, as part of the Action Plan to be delivered over the next 3 years additional pressure will be brought on partners to ensure the Affordability of new LCHO schemes. The borough has also recently agreed to be part of an HCA pilot on Family sized Intermediate schemes, and will be looking at affordability again through this process .</p>

	Renewal will continue to push for affordable intermediate rent levels.			
R4 That the Tower Hamlets Housing Forum support the development of the Discounted Market Sales model working in conjunction with developers	A pilot model has been prepared on a site in Millharbour, London E14; it is currently in pre-application stage with planners. This model will be presented to the Tower Hamlets Housing Forum (THHF) for discussion around future developments.	Alison Thomas,  Private Sector and Affordable Housing Manager	April 2010	No further update since monitoring in February 2010.
R5 That the Development and Renewal Directorate investigate the development of a shared equity scheme open only to residents of Tower Hamlets	See response to Recommendation 6. In addition, when HCA or other grant funding is involved we cannot specify a scheme is open only to local people.	N/A	N/A	N/A
R6 That the Development and Renewal Directorate undertake a full feasibility study to consider the development of a local community land trust model using external expertise	Whilst Development and Renewal understands the rationale behind this model, it feels it is not financially viable. With the support of London Development Agency, Greater London Authority and the Homes and Communities Agency a feasibility study has been undertaken with external experts on a site identified in Tower Hamlets. This shows that the models are not	N/A	N/A	N/A

financially sound even where free land has been submitted by the Council or with grants obtained from external bodies such as the HCA. Financially it does not work for those on low incomes or for family size units. The other challenge is that in the current economic climate it is increasingly difficult to secure mortgages on these models. The outcomes of this feasibility will be discussed with the Scrutiny Lead for A Great Place to Live to ensure Members are aware of the development of this concept.

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Response to Scrutiny Review Working Group Report on Private Rented Sector			
Recommendation	Response / Comments	Responsibility	Date
R1 That the Development and Renewal Directorate develops a new Private Sector Housing Strategy which incorporates recommendations from this review and issues highlighted in the Housing Strategy and Housing and Homelessness Strategy	This in the Directorate Plan and a steering group will be set up and will meet in July 2010. This will need to be done. More importance will be placed on how we use the private rented sector. There are no financial implications.	Alison Thomas (Private Sector and Affordable Housing Manager)  John Coker (Strategic Housing Manager)  Colin Cormack (Service Head, Housing Options)	January 2011
R2 That the Development and Renewal Directorate undertake a full Private Sector Stock Condition Survey to provide an evidence base for the Private Sector Housing Strategy and the update to the Private Sector Housing Renewal and Empty Properties Framework	This is in the Directorate Plan and the Private Housing Improvement Team Plan. The funding for this Survey has been identified and officers are now researching similar surveys in other London Boroughs.  We have a statutory duty to assess the Boroughs private sector housing stock every five years. The last Private Sector Stock Condition Survey was published in 2004. We are currently commissioning a new Private Sector Stock Condition Survey with the help of BRE. Costs are expected to be in the region of £80k. We have identified a budget for the project are now in contact with BRE. We are also under a statutory duty to have an up to date Private Sector Housing Renewal Policy. The current policy expired in 2009. We cannot produce a new policy without the evidence base.	Alison Thomas (Private Sector and Affordable Housing Manager)  Alan Warner (Private Sector Housing and Home Improvement Agency Co-ordinator)	January 2011

<p>R3 That the Development and Renewal Directorate, Tower Hamlets Homes and local Registered Social Landlords explore the feasibility of providing a full management service for leaseholders that sub-let their properties</p>	<p>D&amp;R have recently selected 15 RSL's as preferred development partners with the borough, the Housing Strategy also seeks an action that requires all local registered partners to improve their standard of management, this action can be incorporated into the developing Action Plan for the preferred partner process. There are no financial implications.</p>	<p>John Coker (Strategic Housing Manager)</p>	<p>March 2011</p>
<p>R4 That the Communities, Localities and Culture Directorate develops a partnership strategy which includes NHS Tower Hamlets, the London Fire Brigade and the third sector to deal with homes in poor condition. This should include the sharing of resources as highlighted by the Healthy Homes programme in Liverpool City Council</p>	<p>The Environmental Protection Service will establish a reciprocal mechanism for referral between the Council and its Partners to tackle poor housing conditions and poor health in the rented sector throughout the borough. Referrals can then be made to these partners, for a range of support services to improve the residents' quality of life, for example, health issues, Fire Safety. Information from the proposed Private Sector Condition Survey will help formulate the focus of the strategy. Funding will need to be sought for this additional proactive workload as our current resources would not enable us to take on this extra workload</p>	<p>Jane Gardner-Hayter (Acting Team Leader, Environmental Control)</p>	<p>October 2010</p>
<p>R5 That the Development and Renewal Directorate commit to utilising Private Rented Sector stock to its full capacity instead of using bed and breakfast and hostels where possible</p>	<p>The need to rely on this resource for emergency situations remains but the use of B&amp;B has diminished considerably in the last 12 months. It would be reasonable, in the context of some 1,800 temporary accommodation placements, to commit to continue this reduction by setting a ceiling of a maximum of no more than 5% placements being in B&amp;B. Hostels are typical used for non-statutory homeless households and remain a vital</p>	<p>Colin Cormack (Service Head, Housing Options)</p>	<p>March 2011</p>

	source of accommodation, particularly where modest support needs are necessarily. It would be inappropriate then not to continue to use hostel accommodation. There are no financial implications.			
R6	That the Environmental Health Team implements the new powers given to local authorities which allows the licensing of all landlords including those with Houses of Multiple Occupations (HMOs)	The Environmental Protection Service will review the effectiveness of the current Licensing Scheme. Information from the proposed Private Sector Condition Survey will help identify problem areas and the Service will need to work together with the Anti Social Behaviour Team. Funding will need to be sought for any further Licensing schemes.	Jane Gardner-Hayter (Acting Team Leader, Environmental Control)	November 2010
R7	That the Tower Hamlets Landlords Forum uses local media to increase awareness of the benefits of the London Landlord Accreditation Scheme (LLAS) and publicises which local landlords are accredited and registered on its website	We will place an article into East End Life to publicise both the Landlords Forum and the accreditation scheme and ensure the website is updated.  In addition to this the East End Life will also be used to publicise services available to local residents for the reporting of rogue landlords.  There are no financial implications in delivering.	David Gingell, (Service Manager- Housing Advice)	September 2010
R8	That the Tower Hamlets Landlords Forum and Tower Hamlets Homes publicise the Landlords Forum through the greater use of local media and an annual " <i>Landlord of the Year</i> " award	The service will explore the possibility of developing an annual awards ceremony and look at best practice from other boroughs who may already have this in place. The Councils existing awards ceremony can be developed to encompass a 'landlord of the year' element.  There are no financial implications in delivering.	David Gingell, (Service Manager- Housing Advice)	September 2010

R9 That a representative from the Tower Hamlets Landlords Forum have a standing invitation on the Great Place to Live Community Plan Delivery Group	Request was put forward to the Great Place to Live CPDG Co-chairs and members at the 8 <sup>th</sup> June 2010 GPtL CPDG meeting. The group agreed to have a representative from the Tower Hamlets Landlords Forum so they receive a standing invitation on the GPtL CPDG. Tower Hamlets Partnership Governance Officer has now invited a representative to attend future meetings. There are no financial implications for delivering this recommendation.	Afiya Begum (Governance Team Leader)	September 2010
R10 That the Development and Renewal Directorate support private landlords to access grant or loan funding to improve the quality and energy efficiency of the PRS	The new Private Sector Housing Renewal and Empty Property Policy will be launched in February 2011 which will incorporate this. This will then be widely publicised. These grants will be discretionary and dependant on funding – either sub regional TFS or LPP.	Alison Thomas (Private Sector and Affordable Housing Manager)	February 2011
R11 That the Tower Hamlets Landlords Forum takes a lead in exploring the development of a regional landlord's forum	Tower Hamlets already plays an active part in the London Landlords Forum and London Landlords Day. We are members of the London Landlord's Accreditation Scheme and joint hosts of London Landlords Day. Costs are currently met from the sub-regional TFS. If the Borough had to support these costs it would be in the region of £3,000 pa	Alison Thomas (Private Sector and Affordable Housing Manager)	July 2010
R12 The Housing Benefits Service continue moving from a process of paying housing benefits through cheques to payments through BACs	This process has commenced and further roll out is included as part of the Benefits Service Team Plan for 2010/11. The Benefits ICT system now has this functionality, however Corporate ICT are required to automate the interface process between the Councils Financial Systems and the Benefits System. This is still achievable and desirable. The move from Cheque payments to BACs payments would deliver savings as the	Steve Hill (Benefits Service Manager)	December 2010

	method of payment itself is cheaper. The Benefits Service has included this work as part of its current year Team Plan and therefore the necessary finance for the ICT development has already been secured by the Service.		
R13 The Housing Benefits Service explore the possibility of sending schedules of payment to landlords through email along with written copies to increase efficiency	<p>Data Protection issues associated with sending emails including Benefits payment details to Landlords. However, the benefits Service and Corporate ICT are exploring the possibility of providing Landlords with access to their own schedules electronically.</p> <p>Mindful of this recommendation, the Benefits Service has procured the “Landlord Portal” as part of the Council’s core Benefits ICT system. The Portal should enable Landlords to securely access their payment schedules by direct access to the Council’s Benefits system. The “Landlord Portal” requires testing and work on satisfying Security access but the necessary finance for this ICT development has been secured by the Benefits Service. It is envisaged that enabling the necessary ICT Security access may take several months to implement.</p>	Steve Hill (Benefits Service Manager)	December 2010
R14 That the Housing Benefits Services and Housing Advice Service explore the possibility of a Benefits Officer being based within the Housing Advice Team	<p>This issue has been explored. Agreed that the problems are around gathering of information and evidence in support of the Claim (as all New Claims are processed on average within 20 days of receipt of the Claim being made). The Benefits Service Review will include a Visiting Officer resource for the Family Rent Deposit Scheme and the provision of a new “Assisted Claim” process.</p> <p>Key to the “Assisted Claims” process is the roll out of electronic Benefit Claim forms identified in the Channel Strategy as way of making efficiencies. The cost of implementing this ICT enhancement will be met from the Benefits Service budget, it is expected that implementation costs will be minimal. ICT Security access for this initiative may</p>	Steve Hill (Benefits Service Manager)	September 2010

take several months to implement.

**Response to Scrutiny Working Group Report on Tackling Anti Social Behaviour**

**Appendix 8**

Recommendation	Update: March 2010	Responsibilities	Date	Update: October 2010
<p>R1 That the Council and all Registered Social Landlords (RSLs) in Tower Hamlets provide Cabinet with an annual report detailing how they are meeting the six strands of the Respect agenda.</p>	<p>A parallel initiative has taken place under the Think Family agenda by the Specialist Parenting Service. A consortium of 7 RSLs bid in partnership with the Family Intervention Project for funding under the Housing Challenge initiative. The bid was successful and funding is to be provided jointly by the DCSF and the Tenancy Support Agency to set up a FIP service in each RSL location.</p> <p>Casework for up to 8 families per year will be provided by each FTE worker. In addition this will provide a direct referral route into the FIP service for partner RSLs. The focus of the work will be on the most complex and challenging families (with children 0-19) who cause ASB. Funding runs for a year and the sustainability plan will be to evaluate closely with a view to seeking partner funding next year based on the saving on their ASB budgets.</p>	<p>Philippa Chipping, Policy &amp; Victims Manager.</p>	<p>Completed December 2008</p> <p>October 2008</p> <p>January 2009</p> <p>March 2009</p>	<p>FIP met the April deadline to have seven FIP workers in place to work closely with Social Landlords who have committed to the Housing Challenge.</p> <p>These are Tower Hamlets Homes, Poplar Harca ( with an extended contract to that developed in 2008), Swan Housing, Gateway Housing, Southern Housing, Old Ford, Newlon and the Housing Options service based at 62 Roman Road.</p> <p>All FIP staff are at full caseload capacity and they are also providing an advice and consultancy service to each provider. A working agreement is in place between the Challenge team and work is in progress to develop a mechanism for using FIT tenancies for families who are facing eviction proceedings. Hence address the responsibility of both agencies to prevent homelessness wherever possible.</p> <p>FIP is also delivering the parenting programme Strengthening Families Strengthening Communities to residents of all of the Housing Challenge partners. These programmes are being delivered</p>

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		Responsible officer: Nikki Bradley, Specialist Parenting Manager, Parenting Support Service, Children's Schools and Families Directorate.			<p>locally to ensure easy access for residents. Appropriate child care is provided for each programme. FIP are also delivering on community cohesion work for three Challenge partners dealing with specific ASB concerns during autumn 2010, local SNTs are involved in all three initiatives.</p> <p>Progress will next be reviewed at the Social Landlord ASB Forum in January 2011.</p>
R2	That the Council continues to identify tackling ASB as a key Corporate Priority. This should be reflected in funding decisions and performance management against ambitious targets, reflecting the emphasis that residents place on this issue.	Work in this area continues to progress. We now have a Local Authority Police Team of 15 officers that support the SNT's. They are tasked at a joint meeting with CLC Service Heads and Senior Police Officers. In addition Tower hamlets Enforcement Officers (THEO's) have been appointed and are now working across the borough. They are also tasked at the same tasking meeting as the policing team and often work side by side. The THEO's are also accredited by the MPS and have additional powers to deal with ASB. We are also about to 'go live' with WIFI movable CCTV camera's and a mobile cctv vehicle to support the priority of	Andy Bamber Service Head Community Safety Services	Completed	<p>We now have two Tower Hamlets Enforcement Teams (THEOs) being tasked across the borough to tackle a wide range of community concerns including ASB. We also have a 15 strong Police team that work in partnership with the THEOs and both teams are tasked at the same tasking meeting. The police have also launched a new town centre team to focus on ASB and crime in the town centre, this team will work closely with the council teams to tackle crime and ASB. The THEOs also use a mobile CCTV vehicle to patrol identified ASB hotspots. We have gone live on three pilot sites with the new WIFI cameras.</p> <p>The following is the latest snapshot of THEO performance for the period</p>

		asb work.			11th June to 8th July 2010:  Alcohol Seizure (DCZ), 58 Alcohol Seizure (Under 18), 2 CSAS (ASB), 210 FPN Issued, 26 FPN issued other, 13 Reported offence, 13 Verbal Warning, 57 Arrests, 4 Enviro Reports, 85 ASBO Breach, 3
R3 Page 306	That the Community Safety Service provides Members with a briefing explaining how the ASB database functions and complaints are investigated. This may well be a one off training session or site demonstration.	The new database has now been operating for just over a year. As yet no offers have been taken up.	Philippa Chipping, Policy & Victims Manager.	December 2009  January 2010	Since the inception of the new ASB database, no offers have been taken up. Future development of the database are planned for the next 6-9 months, including:  <ul style="list-style-type: none"> <li>• Integration with the Council's GIS</li> <li>• On-line Community forms to allow members of the public to report an incident of ASB, graffiti etc which will automatically create a Service Request. At present a message is sent to a generic email account and requires manual input.</li> <li>• Mobile solution for THEOs (Tower Hamlets Enforcement Officers)</li> </ul>
R4	That the Council should continue to work to find ways to get all 64 RSLs	We have been developing a new analytical product that brings together all CLC, THH and Police information into one product. We	Philippa Chipping, Policy & Victims Manager.	March 2009	We are working closely with the 6 large RSLs that have purchased and use the REACT information management system. We have



	<p>operating in the Borough to develop consistent standards to tackling ASB.</p>	<p>are about to start work with the RSL's that operate the 'react' database so that we can expand the data being used by all of our partners. In addition the partnership team in Community Safety compile a monthly report that identifies the work and powers being used across the asb area of work.</p>		<p>secured access to their database to be able to extract information, further work is being undertaken to make the data more meaningful.</p> <p>Since March 12 of the largest have signed up to the ASB Minimum Standards, which provides a single message to residents on the support, action and service expectations. This is leading the way to getting a consistent service. (Please see attached Minimum Standards)</p> <p>20 partners have also been trained in using Restorative Justice as a tool to tackle ASB. We are looking at methods to make sure trained personnel start to use these tools more frequently.</p> <p>We have also introduced monitoring of tools and powers used by RSLs at the RSL ASB forum, this is a standard agenda item which shows performance management data from the 12 large RSLs.</p>
<p>R5</p>	<p>That the Council and RSLs undertake a cost-benefit analysis of procuring a new single reporting system, to capture all ASB reports made in</p>	<p>The Local Authority and Tower Hamlets Homes operate on the 'Flare' system and the 6 main RSL's operate the 'React' database. As these systems are very new and decided upon before scrutiny made their</p>	<p>N/A</p>	<p>The decisions on the database were made before this report was finalised. LBTH and THH will continue to use the shared Flare database. Efforts were made to encourage other RSLs to adopt the same technology but the decision of</p>

	Tower Hamlets.	recommendations it is not cost effective for one of the groups to change their operating systems. However we are working with the systems to develop a joint analytical product that brings the data of the 2 systems together for joint tasking initiatives.			the 6 RSLs was to use the REACT system. Other RSLs continue to use their own bespoke systems.
R6	That the Borough Commander provides details of running costs to enable an assessment of an expansion in the number and duration of Good Behaviour Zones (GBZs).	<p>Since the previous update the police and Local Authority have not implemented a good behaviour zone. One is being considered at the moment and if implemented then the cost will be assessed.</p> <p>Previous GBZ's have not been costed by the police.</p>	Philippa Chipping, Policy & Victims Manager.	On-going	The policing of a GBZ or a Dispersal Zone is done with existing police resources i.e SNT, response team, borough support officers. The details are circulated across the police operational command and officers are tasked as per a daily briefing requirement which is decided via the BCTG. The Police do not cost these resources and to do so would entail removing an officer from operational duties which they have no desire to do.
R7	That the Council look at progress of the National pilot scheme to withdraw housing benefit from those found guilty of persistent ASB and report back to Cabinet on the merit of Tower Hamlets participating in any future pilots.	We are still waiting for the evaluation of this project.	Jon Underwood, Third Sector Manager	October 2009	In May 2003 the government published its consultation paper on Housing Benefit sanctions for anti-social behaviour (DWP,2003). The proposals develop an idea first floated in the Housing Green Paper (DETR, 2000a). In 2002 Frank Field MP introduced a private member's Bill to withdraw Housing Benefit from claimants engaged in persistent anti-social behaviour. The Bill was supported by the government, subject to the penalty being modelled

				<p>on jobseekers' sanctions (Wicks, 2002a).</p> <p>In January 2004 the government reluctantly backed down on its plans to use Housing Benefit sanctions to punish anti-social behaviour. Three quarters of respondents to a consultation were opposed to them, mainly on principle, but many also argued that the sanctions would be "unworkable, ineffective and counter-productive" (DWP,2004, p 3). While respondents supported the need to tackle anti-social behaviour,"many were concerned that these proposals did not tackle the root causes and that early intervention across a range of services would be more effective" (DWP,2004, p3).</p>
<p>That Safer Neighbourhood Teams (SNTs) provide Members with data on response times to ASB calls made by residents, to help evaluate the effectiveness of SNTs in their current capacity.</p>	<p>The police are still unable to provide data on response times to asb calls made to snt"s. This is an ongoing piece of work in the 'Policing Pledge".</p>	<p>Philippa Chipping, Policy &amp; Victims Manager.</p>	<p>1st April 2009</p>	<p>The Police are not unable to supply data relating to SNT response times.</p> <p>The Police do not collate this data and do not monitor response times to ASB calls. Calls that are graded as I or S calls are those with an immediate response or the next category. The majority of ASB do not get thus graded (and those that are ASB and also I calls are not separated out) hence the Police cannot supply the data requested - and will not be able to.</p>

R9	That the Partnership set aside funding to pilot an expanded SNT of six Police Constables (PCs) and six Police Constable Support Officers (PCSOs) in at least two wards for a period of up to two years	The police team have been in operation since the 14th of April 2009. The LA funded 15 officers and the Borough Commander added a further 3 officer to make a team of 18 officers. The team is tasked on a monthly basis at a joint tasking meeting with service heads from CLC and senior police officers.	Andy Bamber, Service Head Community Service  Shazia Husain Director TH Partnership	From April 2009 and ongoing  From April 2009 and ongoing	Officers are involved in operations across all LAPs. Examples are the implementation of the latest Whitechapel DCZ, Brick Lane Illegal Tobacco sales, Poplar Park - Alcohol related ASB, ST Katherine's - Illegal Trading, Partnership Operation, Transport Hubs, Woodseer - Public order/ Friday & Saturday nights and Public Order, Victoria Park.  The latest report for July to August shows a sample of activities and operations by JETs. These operations took place in different locations across Tower Hamlets. These are Roman Road Market, Myrdle St /Fieldgate St, Operation Heatwave/Stairwell, Warrant (Drugs) Execution, Op Mercer, a Sheesha Visit and many more. The results of the operation for one months is 301 Stops, 29 Arrests, 4 FPN, 2 Weapon sweeps, 6 Dispersals, 2 ASBO breach, 5 Process, 6 PND and a DVD distribution point was discovered with 36,000 DVDs seized.  Since March another four Police Officers have been secured via the Participatory Budget process.
R10	That the Community Safety Service with the help of the Tower	Work continues as previously reported. We now have a grant from the Home Office and employ	Poppy Turner Community Safety Engagement Team	March 2009	Neighbourhood Crime and Justice Co-ordinator in post since March 2009. Role's main aims priorities

<p>Hamlets Partnership and East End Life (EEL) look to better promote the Council's ASB strategy to residents in the Borough.</p>	<p>a neighbourhood crime and justice worker under the 'justice seen, justice done' initiative. A wide range of work has and continues to be publicised. It includes full page spreads in local newspapers, the 'You said, We did' campaign.</p> <p>Using the police public attitude survey we have seen an increase in confidence and perception from 29% to 44%.</p>			<p>over the past 18 months have been to:</p> <ul style="list-style-type: none"> <li>• Promote One Dialogue with the public</li> <li>• Promote service standards of Policing, Victim Support and Anti-social behaviour</li> <li>• Publicise consequences of crime including community payback</li> <li>• Promote community crime fighter training</li> <li>• Taking action on the public's priorities</li> <li>• Demonstrating that criminals face tough consequences</li> <li>• Increasing support to victims of anti-social behaviour</li> </ul> <p>A key element of the whole project is publicity and promoting what we do in Tower Hamlets to tackle crime and anti-social behaviour which should then address the gap between public perception and reality in terms of crime + asb levels</p> <p>The funding from the project has enabled the NCJC to purchase a full page advertorial every month in East End Life called Crime &amp; Punishment Tower Hamlets. This page contains a monthly update on court sentencing, naming and shaming offenders of neighbourhood crimes and environmental crime including asb.</p>
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				<p>The page has also ran articles on action partner agencies have taken to address local concerns (including Operation Fusion), support available to victims of ASB, Community Payback projects &amp; how to nominate, You Decide Community Safety Projects, the Policing pledge and many others. From October 2009 to March 2010 the page was also translated into Bengali which ran in the paper a week after the english version. The page also features on the Police's borough website to inform residents of action taken and punishment of offenders.</p> <p>Action Taken leaflets have been produced for joint operations to tackle crime and anti-social behaviour, however take up from some partnership agencies for the free leaflets is not forthcoming meaning we have to stick to council and Police action being taken.</p>
<p>R11 That Children's Service with the help of Education Psychologist support schools to help develop further young people's appreciation of acceptable behaviour by</p>	<p>The BST is supporting training providers with training in behaviour management.</p>	<p>Kerri Marriner. Head of Behaviour Support Team</p>	<p>On going work</p>	<p>The BST has provided behaviour management training for vocational training providers in the borough and will continue to do so, on request, where new training providers are identified or come on stream.</p> <p>The majority of school anti-bullying policies have been submitted and</p>

<p>reviewing behaviour codes and practises that are in line with tackling ASB.</p>	<p>The majority of school anti-bullying policies have been submitted and assessed against best practice. A RAG rating highlights those policies needing further work and support is provided to targeted schools.</p> <p>Despite extensive publicity the use of the bullying helpline has been low. However it is a useful resource for those who need it so we are maintaining it but re-negotiating the contract at a cheaper rate on the assumption of lower demand. Evidence from an external anonymous national survey (Tell us) shows lower rates of bullying in Tower Hamlets schools than average across the country. We are conducting anonymous electronic surveys in schools to verify this and inform changes to school policy and practice.</p>	<p>Liam McQuade Anti Bullying Advisor</p> <p>Liam McQuade Anti Bullying Advisor</p>	<p>March 2009</p> <p>July 2009</p>	<p>assessed against best practice. A RAG rating highlights those policies needing further work and support is provided to targeted schools. There is an ongoing offer of policy review and feedback, supported by use of the anonymous electronic survey to ensure policy development is informed by pupil feedback.</p> <p>The current anti-bullying guidelines for schools are being updated in the new school year to incorporate some new areas e.g. issues related to cyber bullying.</p> <p>Work to tackle both cyber bullying and homophobic bullying has been supported by the production of new materials and accompanying training for schools.</p> <p>Despite extensive publicity the use of the bullying helpline has been low. However it is a useful resource for those who need it so we are maintaining it but the external provider did not provide value for money so the helpline has been brought in-house.</p> <p>Evidence from an external anonymous national survey (Tell us) shows lower rates of bullying in</p>
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				Tower Hamlets schools than average across the country.	
R12	That the Youth Offending Team (YOT) work with other agencies to identify and support vulnerable children and young people, most at risk of causing ASB and ensure that wherever possible all pupils are able to access appropriate educational provision.	The Protocol on the Education of Young Offenders has been circulated to schools. Monitoring in practice is required to determine if further revision is necessary to ensure the best outcomes for Young Offenders.	Stuart Johnson Head of Youth Offending Service	October 2008	The Protocol on the Education of Young Offenders has been circulated to schools. Monitoring in practice is required to determine if further revision is necessary to ensure the best outcomes for Young Offenders.
			Brenden Mulcahy Designated officer, Children without a school place	On-going work	Young Offenders without school places are given interim provision at the PRU under immediate Chair's action by the Social Inclusion Panel until a mainstream place can be secured.
			Liz Vickerie Head, Support for Learning Service	October 2008	
R13	That the Council enhance youth services, including both the quality of facilities within centres and the operating days/hours. Additional funding should be set aside to expand significantly youth services on offer within at least two wards for a period of two years. The Youth Service should undertake a thorough consultation, with young	Completed	Dinar Hossain Interim Head of Youth and Community Service	Completed	Completed



people, parents and schools to understand what would be most attractive in helping young people stay off the streets		Dinar Hossain Interim Head of Youth and Community Service		
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Response to Scrutiny Review Early Intervention, Child Protection				
Recommendation	Response/Comments	Responsibility	Date	Update: October 2010
<p><b>R1</b> That the Community Safety team in conjunction with Children, Schools and Families Services develops targeted services to work with families and perpetrators of domestic violence, particularly male perpetrators.</p>	<p>A domestic violence perpetrator programme is being developed at Eva Armsby Centre which will include training for a number of front line staff. This is currently jointly funded from the Children's Fund and WNF and would need to seek additional funds once this runs out. The Children &amp; Domestic Violence Sub Group is leading on this and will also explore other areas of potential within this.</p>	<p>Paul Mcgee (Service Manager, Assessment and Early Intervention)</p> <p>Philippa Chipping (Policy &amp; Victims Manager)</p>	December 2009	<p>Perpetrator programme was launched in November 2009. Training with front line staff took place by December 2009.</p> <p>The group programme has been running since November 2010. On average about 8 men are seen every month. There were 15 referrals in the first quarter of 2010/11.</p> <p>The programme is currently looking into future developments, including linking with the Amali project and Carding Dads programme.</p>
<p><b>R2</b> That the Community Safety team in conjunction with the Registered Social Landlord (RSL) forum and Tower Hamlets Homes explore options for using tenancy conditions to hold Domestic Violence perpetrators to account.</p>	<p>There is already some work done on this by the family intervention project but this is complicated area of work because of the number of RSLs involved and their policy towards this. Discussions will be held with housing partners at</p>	Philippa Chipping (Policy & Victims Manager)	December 2009	<p>A housing protocol has been drafted and is due to be launched with housing providers by Dec 2010. Training is currently being undertaken with Tower Hamlets Homes and covers action against perpetrators. There has been some recent case law on this issue which should support this agenda.</p>

**Response to Scrutiny Review Early Intervention, Child Protection**

Recommendation	Response/Comments	Responsibility	Date	Update: October 2010
	the Tower Hamlets Housing Forum on the best way to take this forward.			
<p><b>R3</b> That the Community Safety team in conjunction with Children, Schools and Families Services and the Partnership give active consideration to publicising actions taken against perpetrators when safe to do so, through selection of appropriate cases.</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 317</p>	At present all criminal convictions are publicised. With the set up of the Special Domestic Violence Court there is a new approach to dealing with perpetrators. Discussion will be held with colleagues across the Council in particular with Communications Team on how this recommendation can be implemented. This is a sensitive issue as any publicity may also have a negative impact on victims.	Philippa Chipping (Policy & Victims Manager)	December 2009	The Specialist Domestic Violence Court was launched in October 2009. Outcomes from the court have been publicised through the communications team. This has included publicising actions taken against perpetrators where it has been safe and appropriate to do so.
<p><b>R4</b> That a mapping exercise is undertaken by Children's Social Care and the Domestic Violence team to chart the links between Domestic Violence and children's services in the borough.</p>	In the process of recruiting a Children's & Domestic Violence Co-ordinator. One of their major roles will be to map the link and identify any gaps.	Philippa Chipping (Policy & Victims Manager)	March 2010	The Children's Domestic Violence Coordinator role has not been recruited, however, mapping work is currently being undertaken through the Childrens Domestic Violence subgroup looking at mapping current service provision and identifying key needs and gaps.

**Response to Scrutiny Review Early Intervention, Child Protection**

Recommendation	Response/Comments	Responsibility	Date	Update: October 2010
<p><b>R5</b> That the Partnership explores ways in which support to parents with mental health problems could be increased.</p>	<p>The link between CHAMP team and Integrated Pathways and Support team will be strengthened to further explore pathways to support parents with mental health problems.</p> <p>A working protocol will be developed between the IPST and the CHAMP team.</p>	<p>Paul Mcgee (Service Manager, Assessment and Early Intervention) /</p> <p>Ian Williamson (Head of Social Care Practice Adult Mental Health)</p>	<p>November 2009</p>	<p>The IPST has a specialist Mental Health Worker who can offer advice and signpost to different organisations and Adult Mental Health services</p> <p>Working protocol between children's social care and adult mental health has been updated to include IPST</p>
<p><b>R6</b> The Adults' Health and Wellbeing in conjunction with Children, Schools and Families Services undertake an audit of cases in which an adult receives services from the Community Mental Health Team (CMHT) and where no referral was made to Children's Social Care, to question whether this is leading to any unmet needs for the children involved.</p>	<p>Mapping exercise will be undertaken in Adults Health &amp; Well Being to identify cases where adult with children's receiving mental health treatment. Will liaise with Children' Services to identify any cases where no referral was made.</p>	<p>Paul Mcgee (Service Manager, Assessment and Early Intervention) /</p> <p>Ian Williamson (Head of Social Care Practice Adult Mental Health)</p>	<p>November 2009</p>	<p>A Database is kept of CHAMP involvement in cases. This is reviewed with the care coordinator with consideration of threshold for referral to CSC when and if required.</p>
<p><b>R7</b> That a review is undertaken on how the needs of children from CMHT areas not covered by a</p>	<p>A review will be undertaken depending on the outcome from recommendation 6.</p>	<p>Paul Mcgee (Service Manager, Assessment and Early Intervention) /</p>	<p>January 2010</p>	<p>Cases not meeting threshold for referral to CSC If there is an identified need then a Team around a Child [TAC] would be</p>

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**Response to Scrutiny Review Early Intervention, Child Protection**

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Children's and Adult Mental Health (CHAMP) worker can be addressed using a similar model, within budgetary constraints.		Ian Williamson (Head of Social Care Practice Adult Mental Health)		considered.  Signpost to community services
<p><b>R8</b> That further analysis be undertaken to identify how the needs of parents with substance misuse problems can be targeted. Further to this, funding will need to be identified to allow increased support is available to vulnerable parents.</p>	<p>Hidden Harm Co-ordinator working across Children's Services Directorate and Communities Localities and Culture Directorate.</p> <p>Actions:</p> <ul style="list-style-type: none"> <li>• Draft Hidden Harm Strategy (Aug 09)</li> <li>• Hidden Harm Coordinator presenting Strategy to LSCB (Sept 09)</li> <li>• Awareness of Hidden Harm in Children Schools and Families Directorate and drug and alcohol service providers (On-going)</li> <li>• Common Assessment Tool piloted in services to identify children and young people of substance misusing</li> </ul>	<p>Nikki Bradley (Head of Specialist parenting Programmes) Emma Bond (Hidden harm Co-ordinator)</p>	<p>December 2009</p>	<p>Close partnership between the Hidden harm Co-ordinator has resulted in effective work between adults and children's services. The Hidden harm strategy is complete. A handbook is in the final draft stage.</p> <p>CAF training has been completed for adult services staff, including a CAF conference ( January 2010) that included housing providers and drug and alcohol service providers.</p> <p>The Hidden Harm conference took place, highlighting good practice. Two staff from the Family Intervention project have been trained in delivering the MPact training. One course has been completed in partnership with drugs and alcohol agencies and a second course started in August 2010.</p> <p>Additional funding is being sought to increase FIP capacity</p>

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Recommendation	Response/Comments	Responsibility	Date	Update: October 2010
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 30</p>	<p>parents (Nov 09)</p> <ul style="list-style-type: none"> <li>• Hidden Harm Conference planned (Dec 09)</li> <li>• Drug and Alcohol Service providers working in partnership with Family Intervention Project to deliver family substance misuse interventions (Jan 10)</li> </ul>			<p>in order to work directly with the Seacole Midwives who provide ante natal care for drug using adults.</p>
<p><b>R9</b> That the Council works with partner agencies to ensure the successful launch and management of the ContactPoint system to provide a more effective early intervention service.</p>	<p>Contact Point will be implemented over the next year and work will be undertaken actively with partners to make sure it is successful and effective.</p>	<p>Iqbal Vaza (Manager Children's Information Systems)</p>	<p>Incremental roll out from November 2009</p>	<p>ContactPoint will be permanently switched off on the 6th August 2010. ContactPoint will no longer be accessible to users or to data administrators after this date. The database will be permanently deleted according to Government-approved processes and security standards. Changes to regulations supporting ContactPoint will require Parliamentary approval which will take place in due course.</p>
<p><b>R10</b> That Children, Schools and Families Services in conjunction with the Partnership further develops</p>	<p>The Integrated Pathways and Support Team to be established. The team provides a link between targeted and</p>	<p>Helen Lincoln (Service Head for Social Care)</p>	<p>July 2009</p>	<p>To be tabled.</p>

<b>Response to Scrutiny Review Early Intervention, Child Protection</b>				
<b>Recommendation</b>	<b>Response/Comments</b>	<b>Responsibility</b>	<b>Date</b>	<b>Update: October 2010</b>
localisation of services through clarifying pathways between delivery and local centres and extended schools, and the wider integrated front and back doors.	specialist services and signposts early intervention, linking to the Family Information Service.			
<b>R11</b> That Children, Schools and Families Services work with Children's Centres and other key partners to explore development of a model to have a designated lead professional for families, allowing them one point of contact amongst the many professionals that may be working in partnership.	Increased use of CAF and identification of Lead professionals in Children's Centres. At least 100 CAFs to be completed by Children's Centres	Jo Freeman (Children's Centers Senior Strategic Manager)	July 2010	Children's Centre Social Work project implemented with Social Workers offering direct support and capacity building to Family Support Workers that carry case loads within the CC's. 11 CAF's completed 1/4/09 – 31/8/09 265 CAF's completed 1/4/10 – 31/8/10, showing a significant increase
<b>R12</b> That Children, Schools and Families Services work alongside the Communications team to be more proactive in identifying and publicising good practice from both statutory social care services and other partner agencies in protecting vulnerable children.	The Safeguarding Child Board Communications Strategy will explore this further.  A completed communications plan to publicise good practice will be ready by November 2009 utilising existing mediums and promotional activity.	Monawara Bakht (Local Safeguarding Children Board Co-ordinator) / Sukhjinder Nunwa Stakeholder Engagement & Participation Manager	November 2009	Communication Strategy Focus has been on the re-development of the LSCB website which is main means of awareness raising. The website is now being absorbed within the CFT website.  Faith & Community based seminars/workshops have been held with Muslim and African Churches on safeguarding

**Response to Scrutiny Review Early Intervention, Child Protection**

Recommendation	Response/Comments	Responsibility	Date	Update: October 2010
<p><b>R13</b> That the Children, Schools and Families Services, and particularly Children’s Social Care, work with Members to explore ways of further involving Members in the overview and audit of safeguarding work.</p> <p style="text-align: center;">Page 322</p>	<p>A 12 monthly report to be provided for members to update them on Safeguarding issues.</p>	<p>Monawara Bakht (Local Safeguarding Children Board Coordinator)</p>	<p>April 2010</p>	<p>issues.</p> <p>Revised Working Together guidance stipulated that Lead Member for Children is now required to attend the LSCB as an observer member to ensure additional scrutiny. A briefing report was sent to Cllr Shiria Khatun and signposted to Members Induction Training organised by London Safeguarding Children Board (London Council).</p> <p>Lead member is now member of TH LSCB.</p> <p>A similar briefing report providing overview and audit of safeguarding work also submitted.</p> <p>Lead member to receive report on Section 11(Children Act 2004) Audit undertaken by all member agencies.</p>
<p><b>R14</b> That the Excellent Public Services Scrutiny Lead should undertake a further piece of work in 2009/10 which focuses more explicitly on value for</p>	<p>The Scrutiny Lead for Excellent Public Services is currently exploring areas for review and will focus on value for money agenda.</p>	<p>Afazul Hoque (Scrutiny Policy Manager)</p>	<p>May 2010</p>	<p>The Scrutiny Lead for Excellent Public Services undertook two challenge sessions focusing on Dangerous Dogs and ESOL.</p> <p>In the current financial climate,</p>



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<b>Recommendation</b>	<b>Response/Comments</b>	<b>Responsibility</b>	<b>Date</b>	<b>Update: October 2010</b>
money and improved service outcomes, and how this message can be delivered effectively to the community.				Scrutiny Reviews will have a focus on value for money and efficiency.

Recommendation	Response/Comments	Responsibility	Date	Update: October 2010
<p><b>R1</b> That the Animal Warden Service works with schools to develop interactive activities for children of all ages, encouraging them to think about dog welfare and responsible ownership. This should be tailored to address particular dog welfare problems such as stray, status or dangerous dogs.</p>	<p>This recommendation is welcomed and the service will be looking at innovative methods to engage young people. Below are some proposed actions:</p> <p>Recruited two additional Animal Wardens which will give the team the resources to engage with schools.</p> <p>Around 6 dogs shows will be organised in the summer. This will incorporate a day of action, where children will be engaged to explain issues of dangerous dogs and responsible dog ownership.</p> <p>Re-launch Prevent a Bite, a programme that goes into schools to talk to children about dangerous dogs.</p> <p>The Service are printing posters and leaflets to use in schools</p>	<p>Dawn Sammons (Principal Animal Warden, Environmental Control)</p>	<p>Ongoing</p> <p>September 2010</p> <p>July – August 2010</p> <p>September 2010</p> <p>Ongoing</p>	<p>Some progress has been made. Additional temporary staff have been employed to increase our capacity and we are currently engaging with students at Central Foundation who are actively involving themselves in these issues. 4 dog shows have been planned and implemented around the Borough to raise awareness of dog ownership and control issues. It has not been possible to re-launch this initiative due to conflicting priorities for available time. Poster campaign is ongoing and currently in the hands of Communications.</p>
<p><b>R2</b> That Community</p>	<p>A Dog Safety Day will be organised in</p>	<p>Dawn Sammons</p>	<p>March 2010</p>	<p>2 Days have been</p>

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Recommendation	Response/Comments	Responsibility	Date	Update: October 2010
<p>Action Events are arranged by the Animal Warden Service, in partnership with RSPCA, SNTs and RSLs that work with local communities to promote responsible pet ownership.</p>	<p>partnership with East End Homes and other key partners. On this day the Service and RSL will:</p> <ul style="list-style-type: none"> <li>• Consult on dog control measures</li> <li>• Find out what dogs are present</li> <li>• Engage with old and new owners of dogs</li> <li>• Advice on dog training</li> </ul> <p>With Island Homes the Service will be having Neighbourhood Agreement days, which will include looking at the agreements regarding dogs.</p> <p>With the Police and Tower Hamlets Enforcement team, the Service will be involved in Operation Fusion, which is LAP based and will be involved in enforcement work.</p>	<p>(Principal Animal Warden, Environmental Control)</p>		<p>organised with RSLs for Old Ford Housing and Island Homes, with more to follow.</p> <p>The Animal Wardens have participated with the Police on many successful operations in addition to participating fully in Operation Fusion which resulted in a number of seizures of 'Dangerous Dogs' and subsequent prosecutions.</p>
<p>That the Animal Warden Service provides solutions to dog fouling by reporting offenders for prosecution where offences are witnessed in parks and open spaces, in particular around children's play areas.</p>	<p>Around 100 enforcement actions against offenders (prosecutions and formal warnings) have been taken since April 2009.</p> <p>There will on-going work with Park Staff to consult them on the best way to work together regarding this issue. Includes looking at the possibility of having separate areas for dog walking in certain parks.</p>	<p>Dawn Sammons (Principal Animal Warden, Environmental Control)</p>	<p>April 2010</p> <p>Ongoing</p>	<p>The Animal Warden Team continue to carry out enforcement for dog-fouling throughout the Borough. 4 areas have been identified for implementation of Dog Control Orders, and discussions with Parks are ongoing to agree on appropriate areas for separating children and dogs.</p>

Recommendation	Response/Comments	Responsibility	Date	Update: October 2010
<p><b>R4</b> That the Animal Warden Service use East End Life to send out clear information to all residents informing them on whom to contact and the information needed to prosecute an owner of a dangerous dog.</p>	<p>A number of articles about dangerous dogs will be going in the next few editions of East End Life.</p> <p>Animal Wardens contact details published regularly in East End Life.</p> <p>Will use RSLs news letters to keep residents of RSLs informed about dangerous dogs.</p> <p>Setting up a poster Campaign about Dangerous Dogs</p>	<p>Iain Pendrigh (Team Leader, Environmental Protection)</p> <p>Anu Varma (Performance Improvement &amp; Engagement, Public Realm)</p>	<p>March 2010</p> <p>March 2010</p> <p>On-going</p>	<p>Currently developing a communication forum with RSL's and will be producing a schedule of co-ordinated advertising to ensure messages are reinforced and targeted. A dog fouling campaign will take place in September and dangerous dogs will be added to the schedule to be included early next year.</p>
<p><b>R5</b> A partnership amongst Animal Welfare Officers, the Council, SNTs, RSLs, Status Dogs Unit, THEOs and the RSPCA is officially set up to work together on dog welfare and ownership issues. Also to reduce incidents where dogs are misused and investigating ASB linked to misuse of dogs. It needs to also share intelligence and information, preventing</p>	<p>(Numbers relate to actions within the recommendation).</p> <ol style="list-style-type: none"> <li>1. A partnership has been set, who have already looked at getting residents of RSLs to register their dogs. The partnership does not yet have a name.</li> <li>2. The project plan to develop this strategy has been set up and will be considered by a Programme Board for approval.</li> <li>3. This Network has been formed as part of the London Mayor's Conference. The Service will</li> </ol>	<p>Iain Pendrigh (Team Leader, Environmental Protection)</p> <p>Iain Pendrigh</p> <p>Iain Pendrigh</p>	<p>Ongoing</p> <p>March 2010</p> <p>March 2010</p>	<p>A lot of work has been and continues to be done with RSLs on all aspects of animal welfare and control on their estates. The landlords are exploring with their lawyers whether a compulsory registration scheme would be legitimate and enforceable. We will continue to press on this. We are also encouraging the use of anti-social behaviour</p>

Recommendation	Response/Comments	Responsibility	Date	Update: October 2010
<p>issues arising by educating dog owning and non dog owning members of the public and enforcement using appropriate legislation. Four steps are proposed to make this successful:</p> <ol style="list-style-type: none"> <li>1. Setting up a partnership –get commitment from all agencies</li> <li>2. Develop a strategy to tackle dangerous dogs</li> <li>3. Consider the possibility of forming a network with other London boroughs to share best practice</li> <li>4. Offer staff training on how to effectively deal with residents calling to report a dangerous dog. This will improve quality and speed of response.</li> </ol>	<p>continue to be part of the network</p> <ol style="list-style-type: none"> <li>4. Staff have been given specific course on dangerous dogs. A refresher course will be offered to all relevant staff by the Status Dog Unit.</li> </ol>	<p>Dawn Sammons</p>	<p>September 2010</p>	<p>provisions and tenancy agreements relating to problems resulting from irresponsible dog-ownership.</p> <p>We are working ever more closely with the Met. Police’s ‘Status Dogs Unit’ including having one of their Officers embedded in our Service for 3 months. A ‘Warrant Day of Action’ was also organised with the Police which resulted in the execution of a large number of Warrants and the seizure of 20 dogs under the Dangerous Dogs Act.</p> <p>We have developed very effective partnership working and information sharing with the Police. Reporting of Dangerous Dogs can be made to either Police or the Council and advice on this will be included in the</p>

Recommendation	Response/Comments	Responsibility	Date	Update: October 2010
				poster campaign.

**Response to Scrutiny Challenge Session Report Anti-Bullying Initiatives in Schools**

**Appendix 11**

Recommendation	Response/Comments	Responsibility	Date
<b>R1</b> That the Children, Schools and Families Directorate works with schools to develop a mechanism to engage parents in anti-bullying initiatives. Furthermore, it also works with local third sector and faith organisations to raise awareness of dealing and responding to bullying.	<p>Support schools to raise awareness with parents e.g. around the SEAL curriculum and production of information including leaflet written for parents and carers on preventing cyber-bullying. This will be distributed through schools, Ideas Stores and other public buildings .</p> <p>Training sessions on cyber safety and other aspects of bullying will be offered to voluntary , faith and third sector organisations</p>	Liam Mc Quade, Team Manager, Behaviour Support Team	April '10 – April 11
<b>R2</b> That the Children, Schools and Families Directorate work with local schools and youth clubs to ensure their policies and practices have appropriate measures to deal with cyber bullying.	<p>LSCB E-Safety Working Group is developing a strategic approach to cyber safety which will be rolled out across schools, the youth and voluntary sectors in Tower Hamlets.</p> <p>Schools will be offered an online self review package to allow them to update their policies.</p>	Liam Mc Quade, Team Manager, Behaviour Support Team	<p>By October 2010</p> <p>By July 2010</p>
<b>R3</b> That the Children, Schools and Families Directorate support local schools to provide training and support to staff to deal with and respond to homophobic bullying.	<p>All schools are to be provided with joint LBTH / Stonewall information on how to respond to homophobic incidents. As part of the launch they will be offered workshops on appropriate responses with support from the Tower Hamlets LGBT Forum</p>	Liam Mc Quade, Team Manager, Behaviour Support Team	By October 2010

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Recommendation	Response/Comments	Responsibility	Date
<b>R4</b> That the Children, Schools and Families Directorate review the use of anti-bullying helpline and use funding from this to explore other innovative methods for young people to seek advice on bullying.	<p>The helpline will be brought in-house and run at a significantly lower cost.</p> <p>The directorate can no longer divert the savings made by bringing the facility in house, to other innovative methods, as this saving has contributed to make significant savings across the council in the current financial situation.</p> <p>Support will therefore be focussed on ensuring schools give pupils every opportunity to report bullying in a confidential way. The in-house helpline will be retained as an alternative means of support.</p>	Liam Mc Quade, Team Manager, Behaviour Support Team	By May 2010
<b>R5</b> That the Children, Schools and Families Directorate undertake further work with schools to ensure they develop greater understanding of the impact of bullying on disabled young people and those with learning difficulties and develop policies to deal with this effectively.	<p>Offer training at SENCO conferences. Prepare anti-bullying materials with Physical Impairment team.</p> <p>A Physical Impairment Advisor is now working with the anti-bullying officer and other members of the anti-bullying working group to address this issue and incorporate ideas into the revisions to the anti-bullying guidance for schools.</p>	Liam Mc Quade, Team Manager, Behaviour Support Team	By October 2010
<b>R6</b> That the Children, Schools and Families Directorate works with private schools and other private educational facilities such as Islamic after school classes to develop	<p>Ensure that these institutions receive all the LA materials and are invited to LA events and trainings.</p> <p>Directly contact these institutions, discuss their training needs and responsibilities and offer</p>	Liam Mc Quade, Team Manager, Behaviour Support Team	By November 2010

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Recommendation	Response/Comments	Responsibility	Date
anti-bullying policies which is consistent with the borough's and national polices.	appropriate training packages.		
<b>Scrutiny Review – Youth Offenders: Supporting Vulnerable Young People</b>			<b>Appendix 12</b>
Recommendation	Response / Comments	Responsibility	Date
<b>Resettlement of young offenders</b>			
R1. That the Children, Schools and Families Directorate sign up to the principles of the London Youth Resettlement Pledge.	This action was implemented through the 'Making a Positive Contributions Action Plan.' This has meant that it has been streamlined through the Children and Young People's Plan (CYPP) and continued implementation and monitoring will be maintained through the Children and Families Trust.	Stuart Johnson (Head of Youth Offending Services)	Completed
R2. That all young offenders who are at risk of becoming homeless are assessed by a housing officer prior to discharge.	Through discussions between the Youth Offending Team (YOT) and the Housing Options Team, the two teams will look at the feasibility of carrying out this action. There is currently a service agreement between the two teams which governs joint working, which is to be updated soon.  Resources for the recommendation are containable within existing resources.	Stuart Johnson (Head of Youth Offending Services)  David Gingell (Manager of Housing Advice and Housing Options Service)	Ongoing
R3. That the Children, Schools and Families Directorate and the Housing service investigate the provision of additional emergency supported housing within Tower Hamlets for young people leaving custody, or appearing before the	The Housing Options Service will consider this point within its wider investigations into generally increasing provision for young people in housing need.  There are likely to be significant financial implications although that does not diminish the importance of this objective; rather, such implications will fundamentally influence the joint work to investigate and develop any provision.	David Gingell (Manager of Housing Advice and Housing Options Service)	March 2011



youth court and in need.			
<b>Re engagement of young people with the Education system</b>			
R4. That the Youth Offending Team maintains up to date data on the number of young people in the Youth Offending Team cohort with special educational needs.	It has been agreed by the YOT that this information will be logged on to their data information system, the Youth Offending Information System (YOIS). The data will be placed in the appropriate place of case characteristics. This will indicate whether young people have special education needs (SEN) and whether this is at School Action, or Statutory Statemented level. The case information will be available through our standard educational information requests made as part of the assessment process for their court reports. This information will then be available as a statistic through the Information Systems Data draw down mechanisms.	Ian Suatt (Education Coordinator and YOT Teacher)	May 2010
R5. That, in line with the Rose review, the Children, Schools and Families Directorate support schools so that all teachers are made aware of the difficulties of dyslexia and specialists teachers in each school are trained to recognise the symptoms of dyslexia.	The Support for Learning Service (SLS) has disseminated national training materials (the Inclusion Development Programme) to all schools in the Borough and has hosted a number of local conferences promoting how to improve the skills of all teachers. In the light of the Rose report these materials will be updated and the SLS will provide further dissemination and training opportunities for schools.	Roland Ramanan (Joint Head of Early Years – Children and Learning)	July 2011
R6. That Cabinet consider supporting the UK Foyer Federation’s proposal to create a Young Offenders Academy in East	Cabinet have already pledged their support for this proposal as part of their consideration of the report into The Public Safety of Young People. Any future development will be presented to Cabinet.  No additional financial implications arising at this	Mary Durkin (Head of Youth and Community Learning)	Ongoing

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London.	stage, but if the scheme does go ahead, this will need to be considered by Cabinet.		
<b>Family support</b>			
R7. That the Children, Schools and Families Directorate ensure that parenting courses are recommended as a matter of course to parents of young people who are entering the Youth Justice system.	A leaflet has been developed which will be given to all parents explaining parenting support available.  It should be noted that the Parenting courses are subject to the continuation of Youth Justice Board's and other grant funding.	Stuart Johnson (Head of Youth Offending Services)	June 2010
R8. That the Youth Offending Team develop exit strategies for families of young offenders, linking with targeted youth support and parenting support.	A system for exist strategies is currently in development and will address issues highlighted by this recommendation.	Mary Durkin (Head of Youth and Community Learning)	September 2010
<b>Provision of activities</b>			
R9. That the Children, Schools and Families Directorate use innovative methods of communication to publicise the activities and courses available through Youth Services.	The Children, Schools and Families Directorate are doing a number of things to publicise the activities and courses available. These are: <ul style="list-style-type: none"> <li>• Redevelop the amp.uk.net site to provide up-to-date information about services in the borough.</li> <li>• Consolidate thelearninghub.org site into the amp.uk.net to provide young people with a one stop shop on information about courses and activities.</li> <li>• Working closely with the London Serious Youth Violence Board (LSYVB) in promoting their London wide campaign which aims to change perceptions of youth violence in the capital.</li> </ul>	Sukhjinder Nunwa (Communications and Engagement Service Manager)	June 2010  June 2010  June/July 2010

	<ul style="list-style-type: none"> <li>• Ongoing promotion of holiday activities throughout the year (holiday periods)</li> <li>• Working closely with the Olympics and Find Your Talent teams to host a Summer Festival for young people and families</li> <li>• Developing a social marketing policy to actively engage young people through innovative methods</li> </ul>		<p>Ongoing throughout the year</p> <p>Festival to start mid July 2010</p> <p>July 2010</p>	
R10.	<p>That the Human Resources Team and Skillsmatch explore increasing the number of work experience placements, specifically targeting ex-offenders (linked with the Worklessness Scrutiny Review).</p>	<p>As part of the Local Economic Assessment and review of the employment strategy, the Employment &amp; Enterprise team will be identifying and consulting on the key activities targeting different client groups. Following this comprehensive quantitative, qualitative and analytical process, action plans will be developed in association with available investment.</p> <p>Opportunities and barriers to be scoped with HR by June. Leading to development of action plan to deliver 14-19 targets. Action Plan to include Directorate targets and ensure some opportunities ring fenced for young people most at risk</p> <p>An annual target of 90 work experience places (15 in each directorate) has been agreed. Placements are being developed between April – July and are due to come on steam from July/August until the end of the financial year.</p> <p>Children, Schools and Families Directorate is working very closely with partners and asking them to identify opportunities for funding for work placements.</p>	<p>Andy Scott (Employment and Enterprise Manager)</p> <p>Wendy Forrest (Director, The HUB)</p> <p>Mike Tyler (Director, Education Business Partnership)</p> <p>Linda Crawford (Organisational Development and Positive Action Schemes Manager)</p>	<p>LEA Due date July 2010</p> <p>Cabinet December 2012</p> <p>September 2010</p> <p>August 2010</p>

<p>R11. That the Youth Offending Team discuss with CAMHS (Child and Adolescent Mental Health Services) the provision of anger management training for young offenders, as appropriate.</p>	<p>Currently a protocol is being developed between CAMHS and the YOT. Once finalised, this item will be incorporated into the working arrangements.</p>	<p>Mick Reid (Operational Manager of the Youth Offending Team)</p> <p>Emma Fayer (Head of Nursing CAMHS)</p>	<p>August 2010</p>
<p><b>Communication</b></p>			
<p>R12. That the Youth Offending Team and Social Care ensure there is good and appropriate communication between them and any Tower Hamlets young person placed in a Young Offenders Institution, Secure Training Centres or Secure Children's Homes, whether on remand or sentence.</p>	<p>There is an ongoing discussion happening between the Youth Offending Team (YOT) and Social Care on this issue. The YOT will continue to ensure that visits take place with a Tower Hamlets' young person in a Young Offenders Institution as per the Youth Justice Board standard.</p> <p>The Children's Social Care will continue to ensure:</p> <ul style="list-style-type: none"> <li>• That if a young person is looked after at the point of entry to a Young Offenders Institute (YOI) or Secure training centre, they work in line with the principles of the Children Act 1989 in maintaining contact with the young person.</li> <li>• A young person retaining their looked after status in a YOI or Secure training centre, the young person receive all services commensurate with legislation for looked after children.</li> <li>• All children are assessed prior to release to check whether or not they need social care intervention. The YOT team refers to the Integrated Pathways and Support team where necessary.</li> </ul>	<p>Stuart Johnson (Head of Youth Offending Services) Paul McGee</p>	<p>Ongoing</p>

	<ul style="list-style-type: none"> <li>In relation to the first two points the Children's Social Care team will be involved in the discussing/ planning for a young person exiting either a YOI or Secure training centre.</li> </ul>		
<b>Training</b>			
R13. That the Children, Schools and Families Directorate ensure that as part of their basic training all social workers and youth workers are given introductory training in local systems for work with young people at risk of offending.	<p>The YOT will explore how this could be implemented as part of the Induction process for new staff in Children, Schools and Families.</p> <p>Organisation Development are reviewing the course structure for those going through the Post foundation stage of the Social Workers training. They will look at whether they can introduce something around working with young people at risk of offending into this redesigned course.</p>	<p>Stuart Johnson (Head of Youth Offending Services)</p> <p>Ann Johnson (Social Care Training Coordinator)</p>	July 2010
<b>Resources</b>			
R14. That Cabinet lobbies Central Government and the Youth Justice Board to ensure Young Offenders Institutions are sufficiently funded to provide a full range of education, mental health and other support services, to facilitate each young offenders transition into responsible, law abiding adulthood.	The Director of Children, Schools and Families will speak to the Leader and Cabinet about developing an appropriate response to this recommendation.	Isobel Cattermole (Acting Corporate Director of Children, Schools and Families Directorate)	
R15. That in preparation for a period of fiscal tightening the Youth	The YOT Manager and the senior managers of the Children, Schools and Families Directorate are monitoring all budgets, especially grant funded	Stuart Johnson (Head of Youth Offending Services)	Ongoing

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<p>Offending Team identifies and tracks all its current and anticipated funding. Many important programmes have at risk all or part of their funding. This situation requires close monitoring, particularly where partnerships are involved.</p>	<p>targeted work, carefully and will discuss particular budgets at risks with appropriate stakeholders at an early stage. In terms of targeted work they looking at the provision provided these across the Directorate.</p>	<p>Mary Durkin (Head of Youth and Community Learning)</p> <p>Isobel Cattermole (Acting Corporate Director of Children, Schools and Families Directorate)</p>	
<p><b>Benchmarking</b></p>			
<p>R16. That the Youth Offending Team regularly benchmark against innovative youth offending schemes nationally and where appropriate internationally.</p>	<p>In the annual benchmarking exercise which compares Tower Hamlet's YOT performance with national and those of its statistical neighbours, the Tower Hamlets' YOT was rated as 'Excellent.' The service will continue benchmarking with similar service providers and explore learning from innovative youth offending schemes.</p>	<p>Stuart Johnson (Head of Youth Offending Services)</p>	<p>Ongoing</p>
<p><b>Transition</b></p>			
<p>R17. That the Youth Offending Team ensures young offenders are supported during the transition from the youth justice to the adult justice system, providing full information to Probation services at the point of transfer.</p>	<p>The YOT will follow the Pan London agreement regarding the transfer of cases to London Probation. This agreement is currently in its final draft.</p>	<p>Stuart Johnson (Head of Youth Offending Services)</p>	<p>July 2010</p>

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<b>Response to Scrutiny Working Group Report on Neighbourhood Renewal Funds</b>				
<b>Recommendation</b>	<b>Update: March 2010</b>	<b>Responsibilities</b>	<b>Date</b>	<b>Update: October 2010</b>
<b>R1</b> That a Members seminar be organised on how Local Area Agreement (LAA) targets are identified and met.	This Action has been completed.	Jon Underwood	Completed	Completed
<b>R2</b> That LAAs include targets for narrowing the gap with the average outcomes for KS2 and KS3; coronary heart disease; employment levels; take up of Incapacity Benefit and teenage conception rates.	N/A	N/A	N/A	N/A
<b>R3</b> That the Tower Hamlets Partnership ensures that the	This Action has been completed	Shanara Matin, Head of Participation and	Completed	Completed

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<p>guiding principles of the Partnership Charter are adhered to; making sure that there is continuity in the way the Partnership functions. This should include better publicity through East End Life and also on the Partnership website. Furthermore all new and existing LAP members and Partners should be given a copy to refer to.</p>		Engagement (Interim)	Completed	
<p><b>R4</b> That Tower Hamlets Partnership introduces a learning and development programme for Local Area Partnership (LAP) members which include a session on how funding</p>	<p>The first Partnership LAP conference took place in January 2010. Feedback from residents are being implemented to improve the role of the Steering group and making their work more locally focused.</p> <p>This recommendation has therefore been implemented.</p>	Shanara Matin, Head of Participation and Engagement (Interim)	Completed	Completed



<p><b>R5</b> decisions are made.</p> <p>That a document detailing LAP roles and responsibilities is sent to all residents, along with an invitation to attend LAP meetings.</p>	<p>This Action has been completed</p>	<p>Shazia Hussain</p>	<p>Completed</p>	<p>Completed</p>
<p><b>R6</b> That the Tower Hamlets Partnership undertakes a corporate approach to project evaluation to improve value for money. This evaluation should include an analysis of project methods, scale, target group, value for money.</p>	<p>The final evaluation will be undertaken in March 2011 when the project comes to an end.</p>	<p>Shazia Hussain</p>	<p>On-going</p>	<p>The final evaluation will be undertaken in March 2011 when the project comes to an end, therefore no further update can be given at this time.</p>
<p><b>R7</b> That the Tower Hamlets Partnership carry out a review of all employment project client outcomes to</p>	<p>All WNF projects are being regularly monitored.</p>	<p>Nick Smales</p>	<p>On-going</p>	<p>On-going The Monitoring of projects has moved from Quarterly monitoring to monthly monitoring to drive performance toward target achievement. Alongside this a</p>

	identify which interventions were most effective.				programme evaluation is due to start in Oct 2010 for completion March 2011 which will assess the most successful and highest value for money interventions.
<b>R8</b>	That CPAGs operate joint commissioning on worklessness projects in order to maximise the benefits to client outreach and improve value for money.	The WNF Tracking database went live in November 2009 and is being used by all the WNF projects to input their outputs. This information will be analysed at the end of the year.	Nick Smales	Completed	On-going Any future commissioning toward worklessness projects will include joint commissioning arrangements which will be lead by the Employment and Enterprise team as the lead on the worklessness agenda.
<b>R9</b>	That the arrangements for outreach across the projects should be reviewed. The review should address arrangements for specific outreach to intended beneficiaries and general outreach arrangements for engaging the broader community.	The third sector strategy has been agreed and VCS is being developed currently.	Jon Underwood	Completed  Completed	Completed
<b>R10</b>	That CPAGs identify project delivery methods	This Action has been completed	Shazia Hussain / Jon Underwood	Completed	Completed

<p>when commissioning projects. This should ensure that suitable outreach to clients is scrutinised at the project commissioning stage.</p>				
<p><b>R11</b> That the Tower Hamlets Partnership reviews the communication between LAPs, CPAGs and Partnership Management Group (PMG) in order to ensure that local matters are reflected at PMG and that strategic matters are communicated effectively to LAPs.</p>	<p>This Action has been completed</p>	<p>Shazia Hussain</p>	<p>Completed</p>	<p>Completed</p>
<p><b>R12</b> That the Tower Hamlets Partnership develops a strategic commissioning framework for regeneration funds in future, to</p>	<p>This Action has been completed</p>	<p>Shazia Hussain</p>	<p>Completed</p>	<p>Completed</p>

	provide a more consistent framework for assessing value for money and to ensure specific interventions reinforce higher level strategic objectives.				
<b>R13</b>	That project appraisal documents provide a mainstreaming strategy which explains whether the project will a) change service practice b) seek alternative funding c) create a new mainstream service.	This Action has been completed	Shazia Hussain	Completed	Completed
<b>R14</b>	That employability and skills should remain a priority for the Tower Hamlets Partnership. The project appraisal should identify which client group	This Action has been completed	Nick Smales	Completed	Completed

	is being targeted and outcomes should not be restricted to 'jobs held for 13 weeks' so that the progress made towards employment can be measured.				
<b>R15</b>	That funding is provided to the third sector in the Borough to ensure it is able to represent the views of the sector in strategic decisions and can support local level community capacity building activity on the community chest model.	<p>Participatory Budgeting Model is currently running for the second year and attracting large number of residents.</p> <p>The Council has also launched a Third Sector Strategy which has introduced a Community Chest element to support third sector organisations. A new VCS has also been launched which will be able to support third sector organisations to reflect the voice and concerns.</p>	Shazia Hussain	Completed	Completed

<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 344</p>	<p><b>R16</b> That the impact of Safer Neighbourhood Teams (SNTs) should be recognised and Tower Hamlets Partnership should use Working Neighbourhood Fund (WNF) to pilot an expanded SNT service in at least two wards.</p>	<p>Tower Hamlets Enforcement Officers are now working in the borough and working with other partners to identify key concerns.</p>	<p>Shazia Hussain</p>	<p>Completed</p>	<p>Completed.</p>
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 344</p>	<p><b>R17</b> That the Tower Hamlets Partnership should examine the possibility of funding a similar Working Futures scheme to ease the poverty trap facing homeless families in the Borough.</p>	<p>Ongoing</p>	<p>Nick Smales</p>	<p>On-going</p>	<p>Employment &amp; Enterprise team are currently working alongside the Child Poverty Strategy team to explore work targeting areas of low employment, low household income and high poverty. This work is being developed alongside the emerging Employment Strategy refresh due by the end of the year. This work will take account of new welfare reform regimes being developed through central Government departments.</p>

Recommendation	Response/Comments	Responsibility	Date	Update: October 2010
<p><b>R1</b> That Children, Schools and Families Directorate help to develop the Parent Support Partner (PSP) role within schools to ensure parents have access to the information and support they might need to access services, including parenting programmes.</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 345</p>	<p>Children, Schools &amp; Families Directorate will support secondary schools to develop the Parent Support Partner (PSP) role and provide training and continuing professional development opportunities for PSP Staff.</p> <p><b>Action:</b></p> <ol style="list-style-type: none"> <li>1. Complete audit of PSP or similar role in secondary schools.</li> <li>2. Publicise Autumn term LAP focused training programme for PSP.</li> <li>3. Support work in schools (Parent Pathway) course delivered.</li> </ol>	<p>Sharon Sullivan, Senior Parent Support Co-ordinator, Early Years, Children and Learning</p>	<p>October 2009</p> <p>October 2009</p> <p>March 2009</p>	<ol style="list-style-type: none"> <li>1. Complete - LAP based Parent Support Coordinators audited parental engagement in all borough secondary schools. Mapping of activity is ongoing.</li> <li>2. Complete - LAP focused Parent Support programme publicised in Children’s Services Training Directory, “Parents Matter Newsletter, PSP Link meetings, flyers and email network group.</li> <li>3. Complete - Support work in Schools (SWiS) delivered. 9 secondary school staff have completed and achieved the SWiS level 3 qualification</li> </ol>
<p><b>R2</b> That Children, Schools and Families Directorate develops clear and accessible information and communication networks for parents through development of the PSP role, publications and newsletters, websites,</p>	<p>Developing clear and accessible information for parents is a key strategy to increase engagement. The Parental Engagement Team will support secondary schools develop information and communication networks to ensure parents have access to information and support when they need it.</p> <p><b>Action:</b></p>	<p>Sharon Sullivan, Senior Parent Support Co-ordinator, Early Years, Children and Learning</p>	<p>December 2009</p>	<ol style="list-style-type: none"> <li>1. Complete - Parental Engagement Team working in partnership with communications team. Organised Working with Parents Seminar to promote the work of Family Information Service and launch of Family Services Directory, attended by 35 staff.</li> <li>2. Complete – Family Information Service promoted in termly “Parents Matter” Newsletter and</li> </ol>

Recommendation	Response/Comments	Responsibility	Date	Update: October 2010
<p>parent forums and rep schemes as well as face to face meetings.</p>	<p><b>1.</b> Work with Communications Team to develop strategy to ensure all parents know where to access information.</p> <p><b>2.</b> Promote the launch of the Family Information Service to all Parent Support Partners through the Parents Matter Newsletter and localised Link Meetings.</p>		December 2009	<p>Via localised cluster based meetings.</p> <p><b>2.</b> Complete – Family Information Service signposted as a key service. Information included in Parent Support – ‘Using Information Services’, part of the core training offer for school staff. 2 training sessions delivered. Programme to be repeated Spring 2011.</p>
<p>R3 That Children, Schools and Families Directorate in partnership with primary and secondary schools develops a seamless and effective transition process from year 6 (primary school) by running transition information sessions (Parent Information Point) for all Year 7 parents. This should be followed by a structured induction into year 7 through workshops and short courses enabling</p>	<p>The Senior Parent Support Co-ordinator will liaise with secondary schools to devise ways to develop transition strategies. Once this has been completed all secondary schools will be offered transition courses. Furthermore a parent forum will be set up to help parents manage the transition process. The Parental Engagement Team will support primary and secondary schools develop interactive Parent Information Point transition sessions for parents.</p> <p><b>Action:</b></p> <p><b>1.</b> Senior Parent Support Coordinator (PSC) to liaise with secondary managers.</p>	Sharon Sullivan, Senior Parent Support Co-ordinator, Early Years, Children and Learning	<p>December 2009</p> <p>October 2009</p> <p>January 2010</p>	<p><b>1.</b> Complete – take-up from secondary schools varied, limited staff capacity within some schools to work directly with parents on a regular basis. Schools have been supported to explore staff capacity and training / professional development needs</p> <p><b>2.</b> - 6 secondary schools participated in the Transition Programme for year 7 parents: St Paul’s Way, Oaklands, Bethnal Green Technology College, Raines Lower School, Mulberry Girls, and Langdon Park. 3 further schools held extended Parent Information Point (PIP) sessions for parents of children in year 7: Central Foundation, Bishop</p>



Recommendation	Response/Comments	Responsibility	Date	Update: October 2010
<p>parents to learn more about how secondary schools work and how they can support their child's learning.</p>	<p><b>2.</b> All secondary schools to be offered transition course in Autumn term.  <b>3.</b> Transition course and parent forum will be evaluated and further learning opportunities negotiated.</p>			<p>Challoner Girls School and Swanlea.  <b>121</b> Parents attended.</p> <p>Parent Forums have been established in 4 schools.</p> <p><b>3.</b> – Course evaluations have been positive, further learning opportunities taking place in autumn term.</p>
<p><b>R4</b> That Children, Schools and Families Directorate supports secondary schools to offer transition information sessions for parents of children in Y9 (making curriculum choices) and Y11 (making post 16 choices) and pilots a Choice Advice Service for parents who find it difficult to engage with the process.</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 347</p>	<p>The Parental Engagement Team will support secondary schools to develop curriculum and post 16 choices and will provide training and continuing professional development opportunities for school staff.</p> <p><b>Action:</b>  <b>1.</b> Senior Parent Support Coordinator to liaise with the 14-19 Hub and secondary school leadership to identify ways transition information can be provided to parents.  <b>2.</b> Complete audit of transition work in schools and identify areas</p>	<p>Sharon Sullivan,  Senior Parent Support Co-ordinator, Early Years, Children and Learning</p> <p>Wendy Forrest,  Director of the Hub,  Tower Hamlets 14-19 Partnership</p>	<p>September 2009</p> <p>November 2009</p> <p>November 2009</p>	<p><b>1.</b> Complete - Senior PSC attending all IAG meetings. Contributing to development of publicity, information &amp; promotion. Work with the hub is ongoing Parental Engagement Team have supported targeted events for parents of NEETs and young people at risk of NEET</p> <p><b>2.</b> Complete –5 schools recruited following audit.</p> <p><b>3.</b> Parent Support Partner / Choice Advisor appointed for each school. Transition work with parents of young people 14-19 established, Parent Support Partners' supported to deliver 7 parent workshops for those at risk of making poor transition. 1-1</p>

Recommendation	Response/Comments	Responsibility	Date	Update: October 2010
	<p>of support and pilot schools for targeted support.</p> <p><b>3.</b> Targeted secondary schools to be offered the opportunity to develop a PSP role to pilot Choice Advice Service to support Y11 post 16 choices.</p> <p><b>4.</b> All secondary schools to be offered support to deliver transition information sessions for parents of children in YR 9.</p>		November 2009	<p>support meetings also provided.</p> <p><b>4.</b> Complete all schools offered support– Approx 500 parents of young people in years 9, 10 and 11 attended Parent Information Point (PIP) sessions and workshops to support transition.</p>
<p><b>R5</b> That Children, Schools and Families Directorate support schools to ensure that there is a dedicated area for parents to meet or attend programmes, either in the school or nearby.</p>	<p>The Parental Engagement Team will support secondary schools to develop appropriate space within school and / or work in partnership with local community venues.</p> <p>Working with schools and the Building Schools for the Future programme, we will identify appropriate space to ensure that there are dedicated areas for parents to meet.</p> <p><b>Action:</b></p> <p><b>1.</b> The Building Schools for the Future programme (BSF) will build this requirement into new plans,</p>	Ann Sutcliffe, Head of BSF, Building Schools for the Future	<p>March 2010</p> <p>March 2010</p>	<p>Complete – Review of appropriate space for Parental Engagement activities undertaken during audit of Parent Support in 2009. Increasing number of schools developing accessible, multi-purpose space. Adult learning / meeting / crèche space is still limited within some schools. Where possible links have been established with local community venues. Consideration of appropriate space included in “Developing a Welcoming School” training” available for secondary school staff</p>

Recommendation	Response/Comments	Responsibility	Date	Update: October 2010
	<p>ensuring that future space is available.</p> <p><b>2.</b> Parent Support Coordinators to support secondary schools identify appropriate space; ensuring space is fit for purpose and also meets adult learning requirements.</p>	<p>Sharon Sullivan, Senior Parent Support Co-ordinator, Early Years, Children and Learning</p>		
<p><b>R6</b> That secondary schools, with the support of the Children, Schools and Families Directorate, introduce regular consultation events to obtain parents' views and build trust and confidence (Parent Voice), ensuring parents receive feedback and see results.</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 349</p>	<p>The Parental Engagement Team will support secondary schools to develop a 'Parent Voice' model of consultation with families, providing training opportunities and support for school staff.</p> <p><b>Action:</b></p> <p><b>1.</b> Parent Support Coordinator to meet with secondary school staff and plan parent voice consultation events.</p> <p><b>2.</b> Parent Voice events to take place in secondary schools.</p> <p><b>3.</b> Parents, School Governors, Extended Services and O&amp;S will receive feedback on success of Parent Voice event</p>	<p>Sharon Sullivan, Senior Parent Support Co-ordinator, Early Years, Children and Learning</p>	<p>January 2010</p> <p>February 2010</p> <p>February 2010</p>	<p><b>1.</b> Identifying and meeting with school staff proved challenging due in part to complex structures and staff roles. Events planned in partnership with Parent Support Partners and extended school staff work well.</p> <p><b>2.</b> Parent Voice events have taken place in 3 schools. Work is ongoing to further develop events and build upon questionnaires used in majority of schools.</p> <p><b>3.</b> Work to improve feedback and dialogue with parents and governors is ongoing.</p>
<p><b>R7</b> That Children, Schools and Families Directorate supports schools to develop a</p>	<p>The Parental Engagement Team will offer targeted support, guidance and training to secondary schools.</p>	<p>Sharon Sullivan, Senior Parent Support Co-ordinator, Early</p>		<p><b>1.</b> Complete – Due to demand 3 "Developing a Welcoming school" training sessions have been delivered.</p>

Recommendation	Response/Comments	Responsibility	Date	Update: October 2010
<p>welcoming School with training for front-line staff, both in the office and the classroom, on how to make parents feel comfortable, particularly when discussing sensitive issues.</p>	<p><b>Action:</b>  <b>1.</b> Deliver central 'Welcoming School' training programme for school staff in partnership with Extended Services.   <b>2.</b> Deliver localised 'Effective Communication with Parents' course for all school staff.</p>	<p>Years, Children and Learning</p>	<p>March 2010  November 2010</p>	<p>Further programmes planned for 2011  <b>2.</b> Complete – 2 training sessions centrally delivered. Localised sessions failed to recruit sufficient numbers.</p>
<p>That the Children, Schools and Families Directorate support schools to develop an ongoing programme of interactive activities and workshops for parents to learn more about the curriculum, how children are taught and how they can support their child's learning, as well as approaches to parenting teenagers.</p>	<p>The Parental Engagement Team will support secondary schools to develop programmes for parents in response to school priorities and parent need.</p> <p><b>Action:</b>  <b>1.</b> Identify 6 pilot schools and plan programme with secondary school staff.   <b>2.</b> Support schools establish</p>	<p>Sharon Sullivan, Senior Parent Support Co-ordinator, Early Years, Children and Learning  Denise Hickford, Parental Engagement Coordinator, Equalities and Parental Development</p>	<p>October 2009  January 2010</p>	<p><b>1. 2.</b> Complete - Success of 3 week Transition Course for parents of children in year 7 has led to the development of parent groups / forums in 3 Secondary Schools with plans for parent forums to be set up in 2 additional schools.  <b>3.</b> A wide range of courses have been delivered in response to parent survey / voice consultation and school priorities. Courses include 16 Strengthening Families Strengthening Communities (SFSC) parenting courses (including targeted courses in Bengali), Passport to</p>

Recommendation	Response/Comments	Responsibility	Date	Update: October 2010
	<p>parent support groups, parent forums/ rep schemes.</p> <p><b>3.</b> Deliver a programme of short courses / workshops for parents focussing on supporting children's learning and development and communication between home and school.</p>		March 2010	<p>Learning Building skills &amp; confidence courses, Volunteering in your child's school (accredited and non-accredited), Healthy Living and creative programmes. Parent Volunteer programmes have been established in 2 secondary schools. Parents are now volunteering in the classroom and on visits and extra-curricular activity.</p> <p>Further programmes and development negotiated for the autumn term.</p>

Response to Scrutiny Review Working Group Report on Child Poverty				Appendix 15
Recommendation	Response / Comments	Lead Officer	Date	Update: October 2010
R1 That the Tower Hamlets Partnership develops on-going programmes to support specific groups facing barriers to employment.	The Prosperous Community Delivery Group has the employment LAA target as part of its delivery plan. They have focused specifically on programmes for young people, disabled people and new emerging graduates.	Aman Dalvi, Corporate Director, Development and Renewal	March 2011	Performance against the LAA targets (NI 151, 152 and 153) is ahead of target.
	The Partnership have allocated £20m to a range of programmes through the Working Neighbourhood Fund which will offer engagement, training and pre-employment support to a range of specific target groups. Progress on these will be reported through the Prosperous Communities Delivery Group with appropriate breakdown of gender, ethnicity, disability, length of unemployment etc.	Louise Russell, Service Head Strategy and Performance	March 2011	The Working Neighbourhood Fund programme is nearing completion and has targeted a range of different groups, including young people, homeless families and other vulnerable groups such as those with mental health problems and learning disabilities, to assist them into employment. At this stage of the programme 2,484 people have been helped into employment.
	The Health and Work Strategic Group has adopted a Performance Management Framework (PMF) that monitors progress in relation to a range of employment and training targets. These include the WNF projects relating to vulnerable adults and other socially excluded groups and specific ownership of LAA Targets relating to employment for people with Learning Disabilities and	Simon Kilbey, Service Head of HR and Workforce Development	March 2011	A full evaluation of the programme is to be carried out which will help inform the Partnership's Employment Strategy.

	people in contact with secondary mental health. The PCT's community employment programme also targets specific groups within the community such as those on health related benefits.			
R2 That the Health and Employment Group consider the role of GPs in identifying ways of breaking the cycle of long term sickness for those with support needs.	<p>The Jobs in Health project, part funded through WNF is targeting recruitment into entry level PCT positions through the mytowerhamletsjobs.com process. This is being widened and launched in autumn 2009 and will be used to register health service users a clear route into employment advice. This will be marketed to GPs and other health care professionals as the main referral route for their patients. Patients of psychological services will benefit from this approach in the first instance.</p> <p>A pilot is also in place using the concept of a 'well-note' as an intervention to reduce the likelihood of long-term sickness.</p>	Simon Kilbey, Service Head of HR and Workforce Development	On-going	To be tabled.
R3 That Children's Services ensures that assessments, including Common Assessment Framework and Core Assessments include debt management	Guidance will be sent to Children, Schools and Families staff to indicate where this could be included in both assessments and to signpost where this advice could be found.	Helen Lincoln, Service Head Children's Social Care	September 2009	Children Centre Family Support Workers complete CAF's. Where appropriate action plans reflect the need for financial advice and where





	<p>information pack through Children's Centres</p> <p>The Children and Families Trust and the Prosperous Community Delivery Group will also consider how this work can be developed. This will also be taken to the September Prosperous Community Delivery Group.</p>	and Equalities Manager		<p>HMRC until recently were attending some Children Centres the following gives a flavour of outcomes (it should be noted that this is London wide feedback from HMRC)</p> <ul style="list-style-type: none"> <li>• Increased awareness of tax credits</li> <li>• Increased awareness of tax credit not claimed</li> <li>• Increased awareness of childcare element of Working Tax Credit</li> <li>• Increased awareness of childcare element of Working Tax Credit</li> <li>• Better understanding of eligibility</li> <li>• Encouragement to apply for tax credits</li> <li>• Encouragement to notify about</li> </ul>
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				<p>changes of circumstance</p> <ul style="list-style-type: none"> <li>• Encouragement to return to work</li> </ul> <p>This type of work is considered across a range of groups within the Children and Families Trust to ensure that families are provided with appropriate advice and so that staff are well equipped to be able to do this. We have also undertaken some consultation with families who live in poverty which has given us information about how families want to access services - this is feeding into the child poverty commissioning plan</p>
<p>R5 That the External Funding Team consider how financial inclusion and debt management might be further promoted through wider publicity in East End Life and through the publications of key local agencies.</p>	<p>The request for this development from the Prosperous Communities Delivery Group is recognised in addition to the Scrutiny Review recommendation.</p> <p>We currently place an advert in East End Life every 2 weeks: (4 columns x 24cm). This is a high level of</p>	<p>Everett Haughton, Funding and Development Manager &amp; Maura Farrelly , Community Resources Office</p>	<p>On-going</p>	<p>Currently fortnightly notice in EEL on Where to go for debt advice . Credit union advert continues to be placed every two weeks .Also regular information articles on debt advice ,financial inclusion and benefit take up in EEL and</p>

	<p>advertising.</p> <p>A strategically targeted poster and leaflet campaign through advice agencies and other key partners, to complement the advertising, could prove very helpful.</p>		August 2009	<p>RSL publications</p> <p>A new leaflet and poster highlighting Where to Go for debt and benefits advice circulated March 2010 through key stakeholder partners.</p>
<p>R6 That Tower Hamlets Partnership re-considers its position and use of data to review the support needed to get women into employment with a particular focus on supporting Bengali women.</p>	<p>The Gender Equality Monitoring Group has reviewed this issue with Job Centre Plus, Children Services and the Employment Strategy. The outcome was that further research is necessary in order to ensure that we understand the issues. It is recommended that this work is carried out through the Prosperous Community Plan Delivery Group.</p>	<p>Shahanaz Begum, Diversity and Equality Co-ordinator</p>	March 2010	<p>A number of actions around this have now been included in the Gender Equality Scheme, which is awaiting final sign-off.</p> <p>Work should be underway following the finalising of the Scheme. Specific work is also taking place on women and worklessness outside of the Scheme.</p>
<p>R7 That the ESOL Providers Action Group (EPAG) explores ways to improve the referral process to employment advice and opportunities for students who have completed courses.</p>	<p>The EPAG has met on a monthly basis since January and through this group effective links have been made between organisations to cross refer students. In addition many of the providers on EPAG have their own in-house employment support programmes for ESOL learners.</p> <ul style="list-style-type: none"> <li>• EPAG meetings to be held in June and Sept 2009, January and March 2010</li> </ul>	<p>Fiona Paterson, Head of Adult and Community Learning</p>	<p>30 May 2009</p> <p>June and September 2009; January and March 2010</p> <p>30 June 2009</p>	<p>Mapping activity completed in January 2010 and disseminated between partners</p> <p>Progression routes have been discussed, identified and learners given referral opportunities.</p>

	<ul style="list-style-type: none"> <li>Progression routes into employment will be identified as a standing agenda item at EPAG meetings</li> </ul>			
<p>R8 That Children's Services strengthen the promotion of the role of Children's Centres and childcare support through East End Life and the publications of other partner agencies.</p> <p>Page 358</p>	<p>We are implementing a Child Poverty Communications Strategy. As well as improving the Council's regional and national reputation, we are communicating the services available to local residents. Communications work will continue throughout the lifetime of the child poverty strategy and will include the benefits of Children's Centres and will use all appropriate media to do so.</p> <p>We will deliver a publicity campaign promoting the benefits of childcare and highlight funding streams available. This will inform residents of access to high quality, affordable childcare and will benefit children's development, as well as allowing parents to seek sustainable employment.</p>	<p>Tony Finnegan, Communications Officer &amp; Jacqueline Harthill, Stakeholder Engagement Officer</p> <p>Jo Green, Planning and Information Manager, Early Years Service</p>	<p>Initial communications to coincide with launch (May – July 2009), ongoing communications thereafter</p> <p>September 2009 onwards</p>	<p>Case studies of families to feature in East End Life in October 2010. Ongoing promotion of childcare and the Family Information Service in local press.</p> <p>Two advertisement wraps of East End Life produced – one promoting childcare in general, the other promoting holiday playschemes, a time of particular need for working parents. Four more wraps planned for rest of year.</p>
<p>R9 That Tower Hamlets Partnership should continue to support ESOL financially and identify targeted funding for women who may not meet the financial threshold for</p>	<p>Currently there is a £1.3m ESOL programme funded through WNF until 2011. The Partnership does not have any further funds beyond this period. ESOL will continue to be a priority for the Partnership.</p>	<p>Shanara Matin, Interim Head of Participation and Engagement</p>	<p>On-going</p>	<p>To be tabled.</p>

<p>assistance and where they are not able to gain access to the household income.</p>	<p>Implementation of Recommendation 6 could lead to the identification of support for vulnerable women.</p>			
<p>R10 That the Cabinet in partnership with the Learning Skills Council lobby government to increase funding for ESOL.</p>	<p>We will work with the Lead Cabinet Member to identify and undertake lobbying seeking government action to increase funding for ESOL.</p>	<p>Heather Bonfield, Service Head of Cultural Services</p>	<p>December 2009</p>	<p>The LSC was disbanded at the end of March 2010. The run up to and the election in May 2010 meant that a proposal to send a joint letter to the then BIS Secretary of State was not implemented.. Since then the new government policy, in relation to skills and learning has led to two consultation papers on the future and funding of learning and skills. While ESOL remains a high priority locally, constructing a case to the new BIS Secretary of State for additional investment needs to wait until the policy position is clearer, possibly after the October CSR announcements. This will be kept under review.</p>
<p>R11 That Jobcentre Plus review customer experience and case management with a view to improving the</p>	<p>The District is preparing for the introduction of major new provision, Flexible New Deal (Oct 2010), additional supportive contracted</p>	<p>Derek Harvey, External Relations Manager, Jobcentre Plus</p>		<p>Flexible New Deal will no longer be introduced, instead a new single Work Programme will come on</p>

<p>experiences of local people.</p>	<p>services (Dec 09) bedding in the new day one and six months offers and preparing for the introduction of the Young Persons Guarantee (Jan 2010). As a result it is already reviewing its service delivery model in particular for parents and lone parents. This review will feature:</p> <ul style="list-style-type: none"> <li>• Upskilling of advisers knowledge and skills particularly around identifying the most appropriate routes back to work, tracking and engagement;</li> <li>• Enhancing the support available from contracted providers and access to external provision including LSC, LDA funded provision not least pre employment training and ESOL/basic skills;</li> <li>• Out-stationing our advisers to work more from Children's Centres and other community based premises;</li> <li>• Revising the structure of our offices to allow for more focused specialist support to customers dependant upon their barriers and length of unemployment;</li> <li>• Increasing staffing and learning and development investment;</li> <li>• Working with employers and public sector through Local</li> </ul>		<p>December 2009</p> <p>Immediate</p> <p>August 2009</p> <p>Immediate and ongoing</p> <p>On going and from October 2009 re Future Jobs Fund</p>	<p>line in summer 2011 that will encompass all existing provision, including Pathways to Work .</p> <p>Our Advisers are being and have been upskilled to better deal with more vulnerable groups ie those with mental health issue, those with drug related issues, carers, etc.</p> <p>Additionally they are embarking on a development programme to assess and upskill to NVQ level standards. This is a longer term objective spanning 3 years. We have advisers working out of 6 Children Centres in Tower Hamlets and are seeking to expand. This is in addition to advisers attending 8 primary schools offering advice and jobsearch support under the School Gates project. We have restructured all of our offices to focus more closely on specific customer groups and in</p>
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	Employer Partnerships to increase access to jobs for disadvantaged customer and to be aware of benefits of diversity.			<p>the case of JSA customers to enhance support at key stages of duration of unemployment</p> <p>Local Employment Partnerships ceased as a branding in May 2010 however due to the success of the model, the concept and offer to employers will continue. The District exceeded LEP targets by 215%.</p>
<p>R12 That the Cabinet lobby Department of Work and Pensions to review how the benefits payment system can be improved to make prompt payments and support people so as not to fall further into poverty.</p>	<p>Jobcentre Plus has created a network of 71 Benefit Delivery Centres nationally with 'virtuality' planned to increase capability and capacity further.</p> <p>In addition, new telephony systems are being introduced with enhancements to the electronic claim form IT platform which will enable claims to be forwarded directly to the benefit payment systems, speeding up the process further.</p> <p>"Better off in work" calculation will be accessible to customers on the Direct.gov.uk website.</p>	Derek Harvey, External Relations Manager, Jobcentre Plus	<p>December 2009</p> <p>August 2009</p> <p>September 2009</p> <p>Date to be confirmed</p>	<p>Virtuality was introduced from April 10.</p> <p>Telephony was brigaded all under the Contact Centre Directorate handling calls for benefit enquiries as well as employment related services and claims taking.</p> <p>All claims can now be taken over the telephone and in 2010, JSA (conts based) was able to be claimed on line. This was extended to JSA (income</p>

	<p>Work is also progressing on benefit simplification and 'Leaning' – a process looking to improve the customer experience by removing duplication and unnecessary transactions/recording.</p> <p>Our aim is to achieve target and every effort will be made to do so including increasing staffing levels and training activity.</p> <p>Tower Hamlets Council Benefits Service will work with the Lead Cabinet Member to identify and undertake lobbying seeking government action to improve the benefits payment system to make prompt payments and support people so as not to fall further into poverty.</p> <p>This work will develop as part of the Welfare Reform agenda. This will focus on improving accessibility, allowing local authorities to tailor delivery to suit local needs, speeding up claims processing, reducing avoidable contact and allowing access to other related services at the same time.</p> <p>We are also keen to involve the Overview and Scrutiny Committee Member who led on this review to</p>	<p>Steve Hill, Benefits Service Manager</p> <p>Steve Hill, Benefits Service Manager</p> <p>Steve Hill, Benefits Service Manager</p>	<p>September 2009</p> <p>Dependent on guidelines from Department of Work and Pensions – Welfare Reform Agenda currently on-hold until after Parliamentary recess</p> <p>July 2009</p>	<p>based) in Aug 2010.</p> <p>There is now only one telephone number for all Jobcentres.</p> <p>In March 2010, Better of in Work calculations became available on line via the 'benefit adviser' on the 'Directgov' website as well as offering information on entitlement/eligibility of benefits.</p> <p>The In and Out of Work project was completely rolled out by March 10 which speeded up the claiming of in and out of work benefits. Information is captured at the outset of the claim and shared with Housing Benefit/Council Tax teams and when starting work information is updated and sent to HB/CTB and HMRC to initiate the Working Tax Credit claim</p>
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	further engage her in considering the issues and planning a way forward.			
R13 That the Partnership explores ways to improve employment opportunities for the Somali community including the use of outreach work.	<p>The Partnership is carrying out a detailed piece of work to improve understanding of the needs of the Somali community. This work will be completed by the end of September. The recommendations will be presented to the Partnership Executive.</p> <p>It is also to be noted that there are 2 WNF programmes commissioned to improve employment opportunities for the Somali community including the use of outreach work, the Somali Network is in place, and has representatives on the governance structures of the Partnership.</p>	Shanara Matin, Interim Head of Participation and Engagement	September 2009  October 2009	To be tabled.
R14 That the Council should sign-up to the London Child Poverty Pledge and encourage partners including the PCT, Canary Wharf and Olympics Authority to sign and use the Pledge to respond to the employment needs of local people.	<p>In our efforts to reduce child poverty, we have developed a Pledge for the Council. We will work with Communications to inform residents that the Council is taking a lead role on this.</p> <p>Discussions will take place with the Prosperous Community Delivery Group to progress this work with all our partners and will be presented to the September Prosperous Community Delivery Group.</p>	<p>Layla Richards, Partnerships and Equalities Manager</p> <p>Shanara Matin, Interim Head of Participation and Engagement &amp; Layla Richards, Partnerships and Equalities Manager</p>	October 2009  September 2009	Tower Hamlets has signed up to the London Child Poverty Pledge and is seen as a beacon for work in this area

<p>R15 That the Council explore ways of increasing the participation of new communities in the democratic process.</p>	<p>A Consultation and Participation Framework is being developed to increase participation, the New Residents and Refugees Forum will be included in the development of the Framework, this work will include:</p> <ul style="list-style-type: none"> <li>• Production of a governance map to identify the links between existing groups in the community and the influencing groups of the Tower Hamlets Partnership.</li> <li>• Formally linking the New Residents and Refugees Forum to the structures of the Partnership in a way that suits the needs of that group.</li> </ul> <p>In addition, the Consultation and Involvement Team collect equalities data from each of their events and surveys conducted with communities to identify which groups are missing, and plan how they will improve participation in the future. This could be strengthened and collated Council and Partner wide.</p> <p>In its efforts to increase participation and engagement, the Council is currently exploring holding meetings outside the Town Hall.</p>	<p>Shanara Matin, Interim Head of Participation and Engagement &amp; Hafsha Ali, Equality and Diversity Co-ordinator</p> <p>Shanara Matin, Interim Head of Participation and Engagement</p> <p>John Williams, Head of Democratic Services</p>	<p>October 2009</p> <p>On-going</p> <p>December 2010</p>	<p>A pilot programme of four Cabinet meetings in local community venues is currently underway. Any extension of the programme beyond the current pilot will be subject to discussion with the Elected Mayor once</p>
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				he/she is in office.
R16 That local BME media is used to increase awareness of how local democracy works and how it can address local issues for example unemployment and to champion positive stories about parental employment.	Contacts are being established with local BME media, with a view to running a standard feature on the issues in question.	Kelly Powell Communications Officer	On-going	<i>See recommendation 8 update.</i>
R17 That the Overview and Scrutiny Committee undertake a Scrutiny Review exploring how the development of community leadership across the partnership could be improved and further explore how the One Tower Hamlets interview model can be used to support this.	A Scrutiny Review will be undertaken in 2009/10 exploring community leadership with the involvement of partners and will explore how the One Tower Hamlets model can be used with partners.	Afazul Hoque, Scrutiny Policy Manager	May 2010	The Scrutiny Lead for One Tower Hamlets undertook a review last year focussed on strengthening local community leadership. The recommendations focus on three key areas; need to develop a new model of community leadership to support Members to engage with local residents more fully. They also show a need for the Council to increase resident participation in the democratic process and to improve the partnership process.
R18 That the Strategy and Performance Team further develop the THIS Borough system to improve support to Members.	A strategic review of the THIS Borough system will be undertaken in 2009/10 with Member involvement which will also consider how to develop support for Members in accessing information	Ashraf Ali, Local Information System Manager	December 2009	The THIS Borough strategic review has been completed. It was felt that involving members at this stage was not appropriate, given that it was during

	from THIS Borough.		<p>the period leading up to the local and General elections.</p> <p>The THIS Borough system is currently going through a major upgrade. Once completed, it would improve the speed of access to data.</p> <p>The functionality of the system will be simplified and improved so that Members can access ward level data from one page, as supposed to multiple pages, which is currently the case. Ward level maps will also be available for downloading. ward profiles will be produced which can be downloaded into PDF for Members to use.</p> <p>Once the system is fully functional training sessions for Members will be arranged, possibly late November. We can use this opportunity to get Members views of the system and identify further</p>
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				improvements needed to support Members.
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**Response to Scrutiny Challenge Session Report – English for Speakers of other Languages (ESOL) Appendix 16**

Recommendation	Response/Comments	Responsibility	Date	Update: October 2010
<p><b>R1</b> 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.</p>	<p>The Trading Standards Team is currently investigating bogus colleges in the borough. We are not aware of bogus ESOL certificates but will investigate any if raised by the EPAG or anybody else.</p> <p>The EPAG welcomes this recommendation and proposes to take the following actions:</p> <ol style="list-style-type: none"> <li>1. Issues around private colleges will be a standing item on all EPAG meetings.</li> <li>2. A mapping exercise will be undertaken to establish private colleges that provide ESOL and their offer.</li> <li>3. Focus groups will be held with private college providers and their students to establish their provision and any concerns.</li> <li>4.</li> </ol>	<p>Colin Perrins (Head of Trading Standards and Environmental Health Commercial)</p> <p>Eugene Walters (Community Partnerships Manager, Life Long Learning Service)</p>	<p>On-going</p> <p>Reviewed at bi monthly EPAG meetings December 2010-</p> <p>December 2010</p>	<p>EPAG meetings have included discussions about private colleges offering ESOL qualifications and citizenship tests.</p> <p>Mapping of private colleges is planned for October 2010</p> <p>Focus groups with private college representatives will follow once the mapping has been completed</p>
<p><b>R2</b> That a further joint letter from the</p>	<p>Discussions are currently underway with key partners on</p>	<p>Fiona Paterson (Head of Life Long Learning</p>	<p>March 2010</p>	<p>A letter was drafted and shared with Tower Hamlets</p>

Recommendation	Response/Comments	Responsibility	Date	Update: October 2010
<p>Council and Tower Hamlets College and all interested stakeholders is submitted to Secretary of State for Innovation, Universities &amp; 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.</p>	<p>key issues to be highlighted. Following which a joint letter will be submitted and will include the views of key third sector partners.</p>	<p>Service)</p>		<p>College, however it was not sent due to the impending General Election. Since then the new government policy, in relation to skills and learning has led to two consultation papers on the future and funding of learning and skills. While ESOL remains a high priority locally, constructing a case to the new BIS Secretary of State for additional investment needs to wait until the policy position is clearer, possibly after the October CSR announcements. This will be kept under review.</p>
<p><b>R3</b> That the New Approach to ESOL plan prioritises entry level ESOL courses and includes action to identify further funding for entry level ESOL provision.</p>	<p>The 2010/11 New Approach ESOL Plan for the borough prioritises entry level courses and has actions to identify further funding.</p> <p>Around 90% of current provision in the borough is entry level courses.</p>	<p>Clare Welburn (Preparation for Life and Work Manager , Life Long Learning Service)</p>	<p>2010-11 Plan completed by March 2010</p> <p>2011-12 Plan completed by September 2010</p>	<p>Entry level ESOL remains a priority and makes up the largest % of ESOL provision in the borough.</p> <p>A refreshed ESOL plan has been overtaken by events but local planning between providers continues and progression arrangements to the next level for learners who had been WNF participants is being organised.</p>
<p><b>R4</b> That EPAG ensures</p>	<p>Tower Hamlets College have</p>	<p>Tower Hamlets College</p>	<p>Completed</p>	<p>Completed</p>

Recommendation	Response/Comments	Responsibility	Date	Update: October 2010
<p>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.</p>	<p>made appropriate arrangements for students on closed courses.</p> <p>EPAG providers have also worked jointly with the college and students displaced have been offered alternative courses.</p>	<p>EPAG Providers</p>		
<p><b>R5</b> 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.</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);"><b>Page 370</b></p>	<p>JCP now regularly attend EPAG Meetings</p> <p>JCP to provide data on clarification of ESOL needs and their commissioning activity to improve planning of ESOL provision.</p> <p>JCP providers deliver training whether directly or through sub contracted partners to national standards and are subject to external audits and assessments in the same way as colleges. Moreover, providers have to demonstrate compliance prior to having a contract awarded</p>	<p>Clare Welburn (Preparation for Life and Work Manager , Life Long Learning Service)</p> <p>Derek Harvey (Job Centre Plus)</p> <p>Afazul Hoque (Scrutiny Policy Manager)</p>	<p>Reviewed at bi monthly EPAG meetings</p> <p>June 2010</p> <p>October 2010</p>	<p>JCP representatives have been invited to EPAG meetings.</p> <p>This has not been included in the 2010/11 work programme, however, Members may decide to review this in the next six-monthly monitoring</p>



**Response to Scrutiny Challenge Session Report – English for Speakers of other Languages (ESOL) Appendix 16**

<b>Recommendation</b>	<b>Response/Comments</b>	<b>Responsibility</b>	<b>Date</b>	<b>Update: October 2010</b>
	A further scrutiny challenge session will be held in the new municipal year to review progress.			report.

Scrutiny Review Working Group of Tobacco Cessation				Appendix 17
Recommendation	Update – March 2010	Responsibilities	Date	Update: October 2010
<p><b>R 1</b> That the Tobacco Control Alliance (TCA) include an elected member to reflect the health scrutiny role and raise the profile of this work.</p>	<p>The elected member is included on all circulation lists, but has not yet attended a meeting of the alliance. Other elected members have attended presentations and stakeholder events</p>	<p>Kelly Powell, Acting Communications Manager</p>	<p>October 2009</p>	<p>The elected member is included on all circulation lists, but has not yet attended a meeting of the alliance. Other elected members have attended presentations and stakeholder events</p>
<p><b>R 2</b> That the Communications Strategy accompanying the Tobacco Control Strategy be overseen by the Tobacco Control Alliance.</p>	<p>The Communication strategy continues to be overseen by the Tobacco Control Alliance.  Meetings are held every 2 months and minutes are available on request.</p>	<p>Kelly Powell, Acting Communications Manager</p>	<p>October 2009</p>	<p>The Communication strategy continues to be overseen by the Tobacco Control Alliance. Meetings are held every 2 months and minutes are available on request.</p>
<p><b>R 3</b> That the Communications Strategy, design of future campaigns and resources for tobacco cessation publicity reflect the community of Tower Hamlets and take account of the results of social marketing exercises commissioned by the Primary Care Trust.</p>	<p>A successful Ramadan campaign recruited smokers and tobacco users from the Bangladeshi and Somali community. Recent work has established a need for stop smoking services for those from central and eastern Europe. Services will be starting for this group in the construction sites. Roy Castle Lung cancer Foundation are providing work place based cessation services to meet the needs of the community.</p>	<p>Jill Goddard, Tobacco Control Lead, THPCT</p>	<p>October 2009</p>	<p>Currently a “Give up before Ramadan” campaign has targeted those residents from the Muslim community. Early results identify that there has been an increase in smokers/users of tobacco seeking advise/help. Recruitment activity continues with routine and manual workers with specific emphasis on white males.  JSNA updated health intelligence knowledge of the community</p>

**Scrutiny Review Working Group of Tobacco Cessation** **Appendix 17**

Recommendation	Update – March 2010	Responsibilities	Date	Update: October 2010
	<p>JSNA updated health intelligence knowledge of the community</p> <p>Equity audit has been completed confirming that the needs of the community are being met</p>			<p>Equity audit has been completed confirming that the needs of the community are being met</p>
<p><b>R 4</b> That communications resources be developed to target the users of all types of tobacco consumption, including chewing tobacco, Paan and sheesha pipe smoking.</p>	<p>The Tobacco control alliance work reflects that whilst smoking tobacco via cigarettes poses the greatest health risk to the community tobacco is used in other forms which require different approaches.</p> <p>Paan information has been produced and distributed.</p> <p>Shisha information has been produced and distributed by Smokefree officers in areas where young people gather.</p>	<p>Jill Goddard, Tobacco Control Lead, THPCT</p>		<p>The Tobacco Control Alliance work reflects that whilst smoking tobacco via cigarettes poses the greatest health risk to the community tobacco is used in other forms which require different approaches.</p> <p>Paan information has been produced and distributed. Local retailers of women’s fashion are being targeted.</p> <p>Shisha information has been produced and distributed by Smokefree officers in areas where young people gather. The next few weeks are particularly important for schools and colleges returning.</p>
<p><b>R 5</b> That the Tobacco Control Unit</p>		<p>Jill Goddard, Tobacco</p>	<p>October 2009</p>	<p>The number of calls to the health hotline continues to fall.</p>

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Scrutiny Review Working Group of Tobacco Cessation				Appendix 17
Recommendation	Update – March 2010	Responsibilities	Date	Update: October 2010
develop a service level agreement with the new helpline provider to capture information to help understand user's needs and to gauge the effectiveness of communications resources.	The number of calls to the health hotline have fallen. This has been offset by an increase in direct referrals eg from health professionals or front line staff.	Control Lead, THPCT		This has been offset by an increase in direct referrals eg from health professionals or front line staff.
<b>R 6</b> That the LBTH Trading Standards & Environmental Health (Commercial) Service develops a business plan to demonstrate the time and effort involved in enforcement, education and support activities.	The Smoke Free plan for LBTH Trading Standards & Environmental Health (Commercial) Service is now well established. NHS Tower Hamlets make the service accountable for actions and regular reporting takes place with regular quarterly monitoring reports. The plan for 2010/11 is now being developed	Colin Perrins Head of Trading Standards & Environmental Health, LBTH	October 2009	2010/11 plan in place and agreed with TH NHS – Q1 monitoring has been completed.
<b>R 7</b> That the Primary Care Trust introduce measures to ensure all health professionals working in hospital or community settings offer advice to change smoking habits and refer smokers to services to help them quit, whenever possible.	The contracts with the provider services now all contain requirements for brief intervention to be part of standard care. This will be evaluated via a dash board system  All GP practice staff and	Jill Goddard Tobacco Control Lead, THPCT  Somen Banerjee, Director of Public Health, THPCT	October 2008	The contracts with the provider services now all contain requirements for brief intervention to be part of standard care. This will be evaluated via a dash board system  All GP practice staff and community pharmacists have been trained.

**Scrutiny Review Working Group of Tobacco Cessation**

**Appendix 17**

Recommendation	Update – March 2010	Responsibilities	Date	Update: October 2010
	community pharmacists have been trained. Dental practices have now been trained Ophthalmic practitioners have now been trained			Dental practices have now been trained  Ophthalmic practitioners have now been trained.
<b>R 8</b> That the PCT commission more Level 1 and Level 2 Smoking Cessation advisors and develop an action plan to re-energise inactive advisers.	Dental practices have now been trained A review of existing practitioners has been completed and re training is taking place for those that need it. New training has commenced in January 2010	Jill Goddard, Tobacco Control Lead, THPCT	October 2008	New style training has been running since January 2010. 75 staff have now completed training to provide 1-1 smoking cessation support. (this includes an number undergoing refresher training )  An action plan is being implemented in order to re-energise advisers
<b>R 9</b> That the PCT commission more voluntary and community sector organisations including exploring options through the Tower Hamlets Partnership to deliver smoking cessation services.	NHS Tower Hamlets continues to commission service from a range of voluntary and community sector organisations. Examples include OSCA, SaFH, health trainers, Positive East. All new tenders are widely advertised in the local press in order to stimulate the market.	Jill Goddard, Tobacco Control Lead, THPCT	October 2008	Family Action have been commissioned to work with the Somalian community. It is unlikely that there will be additional tendering of smoking cessation services in the short term, however it is likely that some existing contracts may be reviewed in the future and community organisations will be invited to bid

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**Response to Scrutiny Working Group Report on Alcohol Misuse amongst Young People**

**Appendix 18**

Recommendation	Response/Comments	Responsibility	Date	Response: October 2010
<p><b>R1</b> That the Tower Hamlets Partnership arrange a consultation exercise with young people and use this to inform research that recognises the level of alcohol consumption amongst young people. This research needs to include data on;</p> <ul style="list-style-type: none"> <li>- Young people’s attitudes to drinking</li> <li>- Information about young people to include the six Equality Strands</li> <li>- Data by Ward or Local Area Partnership (LAP) if Ward data is not feasible</li> <li>- Hospital data relating to youth drinking issues</li> </ul>	<p><u>Consultation and Participation</u></p> <p>Yong people affected by substance misuse will be consulted. Liaison with ‘Pulse’ group, a leading research company that specialise in market research, to ascertain effective methods of consultation.</p> <p><u>Undertake action research to establish detailed information around Young people’s drinking behaviour in Tower Hamlets</u></p> <p>The Youth Participation Team and the Tower Hamlets Partnership (THP) have recently carried out consultation with young people about drinking behaviours.</p> <p>In response to consultation findings, an SLA has been</p>	<p>Angela Lewis</p> <p>Community Resource Manager, Strategy Commissioning and Partnerships</p> <p>Emma Bond Hidden Harm Coordinator DAAT Team</p>	<p>Between Sep 09 – Jan 2010</p>	<p>A Joint Strategic Needs Analysis is being finalised looking at the needs of young people and alcohol. The JSNA will include Demography: age/gender, ethnicity, population projection Alcohol related needs: risk factors, deprivation, vulnerable groups, prevalence of unmet need Impact on services: A&amp;E audit of under 18 year olds, Ambulance, Police (to include ASBOs, alcohol related violence), Licensing (proxy purchases, underage sales), FIP, Admissions data, Social services Alcohol specific services – provision and utilisation YOT, CSSS, Lifeline Mortality data; Young People’s Voices (findings from surveys and focus groups) Pulse, TIP, Schools, Rapid Response Team, Tellus3, Pupil Attitude Survey</p> <p>As part of a social marketing programme managed by Public Health, research was commissioned into alcohol use</p>

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Recommendation	Response/Comments	Responsibility	Date	Response: October 2010
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 377</p>	<p>confirmed with the Drug Alcohol Action Team (DAAT) to deliver 3 projects which will look at:</p> <ul style="list-style-type: none"> <li>➤ Evaluating Lifeline's service</li> <li>➤ Engaging with parents and families to explore the stigma of asking for help</li> <li>➤ Alcohol consultation - to look at young peoples attitudes towards alcohol</li> </ul> <p>In addition, hospital admission data will be included and broken down by all equality strands and LAP and this data will be attached.</p> <p>Furthermore a proposed social marketing campaign aimed at application of marketing techniques to achieve behaviour change is being commissioned by Tower Hamlets NHS</p> <p>This will be in 2 stages:</p>	<p>Marie-Carmen Burroughs Public Health Strategist Tower Hamlets NHS</p> <p>Angela Lewis Community Resource Manager, Strategy Commissioning and Partnerships</p>	<p>Jan 2010</p>	<p>amongst young people and adults and how to best implement interventions within A&amp;E.</p> <p>These social marketing programmes are currently implementing interventions to address issues identified.</p>

Recommendation	Response/Comments	Responsibility	Date	Response: October 2010
<p>Page 378</p>	<p>Stage 1 - Scoping research, attitudes, behaviours and beliefs of target groups.</p> <p>Stage 2 - Implementation of findings</p> <p>Action:</p> <p>A detailed report with all findings will be submitted to Overview and Scrutiny early next year.</p>			
<p><b>R2</b> That Trading Standards and the Police ensure more regular test purchase operations are being made across the borough by recruiting additional actors to reduce burden on police cadets.</p>	<p><u>Effectively address underage sales and proxy purchasing</u></p> <p>As of 8<sup>th</sup> May 2009, Trading Standards have recruited 13 under-age test purchasers that are additional to the Police cadets. This is under continual review and additional volunteers may be recruited during the year.</p> <p>Trading Standards in partnership with the Police will increase activity targeting underage sales at</p>	<p>John McCrohan Trading Standards Manger Trading Standards</p>	<p>Ongoing on a quarterly basis</p>	<p>There have been 82 under age test purchases conducted since the 1st April.</p> <p>Of those premises visited 10 sold alcohol to the under-age test purchaser.</p> <p>6 fixed penalty notices were issued by the Police.</p> <p>3 Licensing Reviews have been triggered by Trading Standards and 6 further reviews by the Police were supported by Trading Standards.</p>



**Response to Scrutiny Working Group Report on Alcohol Misuse amongst Young People**

**Appendix 18**

Recommendation	Response/Comments	Responsibility	Date	Response: October 2010
	<p>both off and on licensed premises. This will include 12 targeted test purchase operations to off licenses per quarter.</p> <p>Also the Police will conduct operations on licensed premises per quarter including 12 targeted visits to on licensed premises per quarter.</p>	<p>Nigel Nottidge, Chief Inspector, Metropolitan Police</p>	<p>Ongoing on a quarterly basis</p>	<p>Other reviews are under consideration. Arising from that Trading Standards closed an off licence using powers under Section 169A(2) of the Licensing Act 2003 for 48 hours.</p>
<p><b>R3</b> Page 379 That Trading Standards consider additional actions needed to prevent the purchase of alcohol by adults for young people. This should include more publicity about the prosecution of adults who purchase on behalf of young people, and those licensees who sell to, under-age drinkers.</p>	<p>Trading standards will continue to work with the Police Licensing Teams to identify hotspots involving under age drinking. This will include information from Tower Hamlets Environmental Health Officers to assist in observing “hotspot premises”.</p> <p>Trading standards will be running an enforcement project, with Police partners, to target proxy sales at hotspot premises.</p>	<p>John McCrohan Trading Standards Manger Trading Standards</p>		<p>Press releases have been issued.</p> <p>Also, there have been 4 intelligence led partnership operations with the Police and HMRC visiting off licence premises in the borough.</p> <p>Quantities of fake and smuggled alcohol have been seized.</p>

Recommendation	Response/Comments	Responsibility	Date	Response: October 2010
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 380</p>	<p>Press releases will be prepared for all prosecutions and sent to Communities Localities and Culture Press Officer Kate Taylor.</p> <p>Actions:</p> <ol style="list-style-type: none"> <li>1. Identify suitable wards</li> <li>2. Scope how LBTH neighbourhood officers could be used</li> <li>3. Develop and agree scheme</li> </ol>		<p>January 2010 April 2010  July 2010</p>	
<p><b>R4</b> That Trading Standards develop useful working relationships with licensees in reinforcing their responsibilities in addressing alcohol related disorder and also ensure licensees are supported and encouraged to become involved in local problem solving.</p>	<p>Community alcohol Partnership model of a good trader scheme, multi-agency approach (as per St Neots Project) will be piloted in Millwall to test outcomes. St. Neots, a small town in Cambridgeshire, has had a successful responsible alcohol retailer scheme operated by Cambridgeshire Trading standards and Cambridgeshire Police. Model promotes development of relationships with licensees, education,</p>	<p>John McCrohan Trading Standards Manger Trading Standards</p>	<p>November 2010</p> <p>Ongoing</p>	<p>This was suggested by consultant who prepared the original report that led to the strategy.</p> <p>Tower Hamlets is a very different from St Neots a small market town in Cambridgeshire..</p> <p>The off licence trade in the borough is more varied than that of St Neots.</p> <p>Unfortunately, Trading standards have encountered a willingness to buy fake alcohol, smuggled</p>

Recommendation	Response/Comments	Responsibility	Date	Response: October 2010
<p style="text-align: center;">Page 381</p>	<p>enforcement and community involvement.</p> <p>The intention is to roll out the project across the Borough, should it prove successful.</p> <p>In addition, during routine visits, under-age advice is given, and a “refusals book” issued to small traders.</p>			<p>alcohol, smuggled tobacco and other fake goods, particularly condoms from, “ white van men “ itinerant sellers amongst the Borough’s off licence trade . There have been a number of seizures from Off licence premises. In this financial year, the majority of the high risk premises for Trading Standards purposes are off licences.</p> <p>Trading Standards’s view is that the St Neots model is not suited to the Borough</p> <p>Refusals books have distributed and form part of Licensing conditions on a number premises licences</p>
<p><b>R5</b> That Children’s Service looks to support Healthy Schools programmes expanding its remit to include programmes in youth clubs and reviewing funding, staffing levels and project delivery.</p>	<p><u>Improve alcohol harm reduction information and education for young people</u></p> <p>Funded by PCT, an alcohol education worker post will be created and located/managed via Healthy schools team. The post will incorporate training to teachers (inc modelling</p>	<p>Lorraine Hachou Joint Head, Extended Services</p>	<p>September 2009</p>	<p>A Drug &amp; Alcohol Education Adviser has been appointed</p> <p>The Drug &amp; Alcohol Education Adviser works closely with schools and relevant external agencies within the Borough to encourage the monitoring and evaluation of Drug and Alcohol Education</p>

Recommendation	Response/Comments	Responsibility	Date	Response: October 2010
<p style="text-align: center;">Page 382</p>	<p>lessons). Healthy schools will also ensure coordination across providers to avoid duplication and meet local needs.</p> <p><u>Improve early alcohol education in schools.</u> <u>Develop appropriate responses to alcohol within primary schools.</u></p>	<p>Lorraine Hachou Joint Head, Extended Services</p>	<p>Ongoing</p>	<p>All schools are able to access support from the Drug &amp; Alcohol Education Adviser with staff INSET, policy development, model lesson delivery, curriculum guidance and parent/carers education sessions</p> <p>The Life Education programme is no longer operating within the borough</p>
	<p>Life education centre (LEC), has delivered education direct to yr 5 and 6. A mobile classroom to target all schools will be used. This will provide materials for schools and work with parents. This work will be in addition to the existing healthy schools programme activities.</p> <p>This will be promoted to schools via:</p>	<p>Lorraine Hachou Joint Head, Extended Services</p>	<p>Ongoing</p>	<p>The Drug &amp; Alcohol Education Adviser is conducting ongoing training for school staff, which addresses all aspects of the drug and alcohol education curriculum, use of the Lifeline screening tool and the Hidden Harm agenda</p> <p>During the academic year 2009-2010, 7 candidates successfully completed the PSHE CPD course</p>

Recommendation	Response/Comments	Responsibility	Date	Response: October 2010
	<ul style="list-style-type: none"> <li>• Healthy schools</li> <li>• NAFAS education worker</li> <li>• Alcohol education worker (above)</li> </ul> <p>The PSHE professional development course will also be promoted to school and other appropriate staff.</p>			
<p><b>R6</b> That the Council uses BME media to highlight the dangers of alcohol misuse.</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 383</p>	<p><u>Create and deliver culturally appropriate responses for young people from diverse communities</u></p> <p>In 2008/09 the Council used BME media such as Bangla Mirror, London Bangla, Channel S and Somali Eye to highlight issues related to substance misuse.</p> <p>In November and December 2009 the Council will be placing adverts in Bangla mirror about the dangers of alcohol misuse.</p>	<p>Poppy Turner CS Engagement Manager</p>	<p>Ongoing</p>	<p>The Council continue to use BME media and other methods of communications to highlight the dangers of alcohol misuse.</p>
<p><b>R7</b> That commissioned</p>	<p><u>Improve alcohol treatment</u></p>			<p>Work has been continuing on</p>

Recommendation	Response/Comments	Responsibility	Date	Response: October 2010
<p>specialist agencies working with young people need to address alcohol problems with as much vigour as drugs in terms of information and advice, harm reduction and treatment.</p>	<p><u>and early intervention for young people</u></p> <p>A review will be carried out by the Healthy schools team to evaluate the Council's guidance on dealing with drug and alcohol issues. The review will look at drug education guidance and interventions.</p> <p><u>Target alcohol related offending by young people</u></p> <p>The Lifeline Youth Offending Team (YOT) worker will continue to deliver alcohol specific early intervention group work for YOT clients where alcohol is a feature of offending behaviour.</p>	<p>Lorraine Hachou Joint Head, Extended Services</p> <p>Kevin Jones Substance Misuse Worker, Youth Offending</p> <p>Angela Lewis Community Resource Manager, Strategy Commissioning and Partnerships</p>	<p>September 2009</p> <p>Ongoing</p> <p>April 2009</p> <p>April 2010</p>	<p>alcohol themed workshops with the Early Intervention Team and groups have taken place over the previous year. Further groups need to be developed with an increase in attendance required. A new system of 'triage' is now in place for first time entries in the Youth Justice System. Developments are occurring here in relation to establishing procedures for referrals to the YOT drug service for alcohol themed interventions.</p> <p>YOIS (Youth Offending Information System) is not capable of electronically collating specific, alcohol misuse factors outside of a generic 'Substance Use' category though alcohol use is monitored through assessment. An application for NDTMS recording systems to be put into place for all Care Planned, Tier 3 level referrals to the YOT drug service has been made in May 2009. This system will enable alcohol factors to be collated accurately and swiftly.</p>



Recommendation	Response/Comments	Responsibility	Date	Response: October 2010
<p>interventions are effective and acceptable for all the communities and faith groups in the borough.</p>	<p>interventions are appropriate. Outreach initiatives will also be delivered in partnership with CADAA &amp; BLYDA.</p> <p>Action:</p> <p>Plan will be submitted to O&amp;S</p>		<p>April 2010</p>	<p>worker has recently been employed to work with the families of young people with drugs and alcohol related problems.</p>
<p>Page 386 R9</p> <p>That the Youth and Community Service ensure staffs have adequate training and support to address alcohol related issues within mainstream youth provision. This should include a drug and alcohol policy addressing training for staff, alcohol/drug related needs and tackling alcohol/drug related incidents.</p>	<p><u>Ensure youth services staff have adequate training and support to address alcohol related issues within youth provision</u></p> <p>Review of youth services drug and alcohol policy addressing training for staff will be completed in Sept 2009. Review to involve Youth workers, Lifeline, schools.</p> <p>Action:</p> <p>Updated policy will be circulated to O&amp;S IN September 2009.</p>	<p>Dinar Hossain Head of Youth and Community Service</p>	<p>Sept 2009</p>	<p>Last year we delivered training to 50+ youth work staff on Alcohol abuse through partnership work with agencies such as Lifeline and UK Youth.</p> <p>This year we have a target to train 60+ youth work staff members across the service and we will be seeking funding to delivering the UK Youth Alcohol Peer Education training in each LAP area with young people.</p>



Response to Scrutiny Challenge Session on Interpreting and Translation Provision

Recommendation	Update – March & October 2009	Lead Officer	Date	Update: October 2010
<p><b>Recommendation 1</b> – That work is undertaken to review the collection and quality of data around interpreting and translation, and an examination of the practicalities and merits of implementing a customer tracking system across the authority is made.</p>	<p>The review of I&amp;T has highlighted the need for more wholesale thinking about the organisations I&amp;T needs, and its linkages with customer access and communications. Actions have been included in the draft Race Equality Scheme 2009-12 to take this work forward.</p> <p><b>Update October 2009</b>  A strategic level review of interpreting and translation commenced in 2009, which is being undertaken by key stakeholders from the Council and partner organisations. This will be a comprehensive review of our arrangements covering community and business needs, policy and procedure and management arrangements and provision.</p> <p>A final report and recommendations of the review will go to CESG in January 2010.</p>	<p>Hafsha Ali, Acting Service Head Scrutiny and Equalities</p>	<p>October 2008</p>	<p>The final report of the Accessible Communications review was presented to Corporate Equalities Steering Group in April 2010 and made a series of recommendations intended to improve the efficiency and effectiveness of the Council’s approach to accessible communication in response to changing business and community needs.</p> <p>Its 16 recommendations were agreed by CMT in May, which included a recommendation for services, where possible, to collect information about the communication needs of service users. The Council should explore how this information can be electronically collected and stored to deliver better quality services.</p> <p>Accessible communication is currently being incorporated into the Council’s new Corporate Communications Strategy and this action will be delivered as part of the</p>

Recommendation	Update – March & October 2009	Lead Officer	Date	Update: October 2010
<p><b>Recommendation 2</b> – That the Lifelong Learning Service examine ways in which new arrivals and those with limited English be targeted and offered the opportunity to take an entry level ESOL course.</p>	<p>Subject to approval, a Working Neighbourhood Fund bid will increase the number of entry level ESOL places available across the borough.</p> <p><b>Update October 2009</b>  A WNF funded project started in April 2009 and is aimed at 650 local residents who plan to join the labour market. Part of the overall project is the provision 70 entry- level ESOL places which targets women who have been in the country less than a year.</p>	<p>Fiona Patterson,  Head of the Lifelong Learning Service</p>	<p>October 2008</p>	<p>Strategy's action plan.</p> <p>The WNF ESOL project has completed. Resources to target new arrivals are very limited and there are every few places available in the borough. Learners are referred to providers locally who have accessed Home Office EIF funding which is specifically targeted at new and recent arrivals.</p>
<p><b>Recommendation 3</b> – That work be undertaken to examine alternative sources of funding for ESOL through a number of channels including the Local Strategic Partnership, Section 106 agreements and opportunities created by the 2012 Olympics.</p>	<p>See above - the Local Strategic Partnership has had oversight of the WNF bidding process  Section 106 is most unlikely to provide a funding stream for ESOL.  The current round of main stream grant commissioning has included provision of ESOL for older residents in the Lifelong Learning specification.  Decisions on recommendations will be made in late March 2009 by the grants panel  Links have been made with the Tower Hamlets Olympic Unit to work on joint ventures.</p> <p><b>Update October 2009</b></p>		<p>October 2008</p>	<p>“You Decide” participatory budget resources have again be secured in three LAPs for the 2010/11 academic year. Organisations in receipt of mainstream grants for the LLS strand have continued into year 2.  The new government policy, in relation to skills and learning has led to two consultation papers on the future and funding of learning and skills. While ESOL remains a high priority locally, constructing a case to the new BIS Secretary of State for additional investment needs to wait until the policy position is clearer, possibly after the October CSR</p>

Recommendation	Update – March & October 2009	Lead Officer	Date	Update: October 2010
<p style="text-align: center;">Page 389</p>	<p>(i) Through the mainstream grants commissioning process, additional ESOL provision for older residents has been agreed. This is intended to complement other services and give mainly older women from Somali and Bangladeshi communities greater confidence in their English Language speaking skills.</p> <p>(ii) Through the Council’s “You Decide” programme, several Family Learning classes are being delivered in four LAP areas. The focus is on Family Language with the expectation that the adults will have the confidence to progress onto ESOL programmes as well as continuing to be closely involved in their children’s education.</p>			<p>announcements. This will be kept under review.</p>
<p><b>Recommendation 4</b> – That an examination be made of the feasibility of holding ESOL classes in conjunction with partner organisations, such as Poplar HARCA, and the voluntary sector at a range of accessible community locations, such as GP surgeries. Also to examine alternative methods of delivering English language courses.</p>	<p>ESOL courses are delivered across a range of community venues and in schools. The Lifelong Learning Service through the work of the Skills for Life team has extensive community links and plans to target a wider range of ESOL learners. A course for housing caretakers (all men) has started and is being delivered in the early evening to fit into the working patterns of the participants.</p>	<p>Fiona Patterson, Head of the Lifelong Learning Service</p> <p>Clare Welburn, Skills for Life Manager</p>	<p>October 2008</p>	<p>Through EPAG, the main ESOL providers have mapped and planned provision for the 2010/11 academic year. Courses are organised in venues across the borough and the geographical spread has been evened out as far as possible.</p>

Recommendation	Update – March & October 2009	Lead Officer	Date	Update: October 2010
Page 99	<p><b>Update October 2009</b> The spread of Lifelong Learning ESOL classes in the 09/10 academic year across the borough has been informed by an analysis of where other providers are delivering and to meet gaps where possible. Courses are being delivered in 30 venues and extended services cluster co-ordinators continue to signpost where there is identified need. Some early evening provision is being piloted to target different groups of learners.</p>			
<p><b>Recommendation 5</b> - That work be undertaken to examine advertising and sign posting of ESOL services.</p>	<p>Work between partners on signposting and vacancy matching takes place between local providers. If the WNF bid is successful, limited advertising may well be a recruitment option.</p> <p><b>Update October 2009</b> A leaflet has been produced aimed at providers and community organisations to support client referral. Although this is not direct advertising to individuals the information about ESOL places, levels and contacts to enable checks on availability is widely available to providers across Tower Hamlets. A working group has been established through EPAG to identify local priority</p>	Clare Welburn, Skills for Life Manager	October 2008	The Tower Hamlets New Approach to ESOL plan was endorsed by the Prosperous Communities CEDG in February 2010. The plan set out the priorities for ESOL planning and, through EPAG, mapping for 2010/11 and signposting between providers takes place. Some limited targeted local advertising has taken place this September (2010).

Recommendation	Update – March & October 2009	Lead Officer	Date	Update: October 2010
	groups and to produce the first Tower Hamlets – wide ESOL plan.			
<p><b>Recommendation 6</b> – That an examination of the opportunities for partnership working on the issue of interpreting and translation be made.</p> <p style="text-align: center;">Page 391</p>	<p>Further discussions have taken place with the PCT and Newham Language Shop about the opportunity to develop a shared approach to Interpreting and Translation. We are currently waiting on proposals from Newham Language Shop about developing a shared service approach to I&amp;T.</p> <p><b>Update October 2009</b> A specific meeting on I&amp;T provision will take place in December 2009, which will look at the opportunities for joint procurement arrangements.</p>	Hafsha Ali, Acting Service Head Scrutiny and Equalities	October 2008	Corporate Procurement and the Scrutiny and Equalities Service is currently pursuing the option of joining a shared service arrangement for interpreting and translation services to be provided in partnership with neighbouring boroughs through East London Business Solutions. The vision is to share resources, deliver regeneration and take advantage of economies of scale, as well as championing access and social inclusion for customers with communication difficulties. If agreed the proposal is that the arrangements will be introduced by the end of the year.
<p><b>Recommendation 7</b> – That the arrangements for the provision of interpreting and translation services within the new ALMO be examined.</p>	<p>Tower Hamlets Homes (THH) will use the Council’s main provider for interpreting and translation services, Newham Language Shop. Developments to the Council’s I&amp;T service will engage THH.</p> <p><b>Update October 2009</b> Representatives from THH are involved in the Strategic I&amp;T review</p>	Hafsha Ali, Acting Service Head Scrutiny and Equalities	October 2008	The proposal to join a shared service with neighbouring boroughs will include Tower Hamlets Homes.

Recommendation	Update – March & October 2009	Lead Officer	Date	Update: October 2010
	currently underway, which will look at I&T provision for THH.			

## Response to Scrutiny Working Group Report on Use of Consultants

Recommendation	Update: March 2009	Lead Officer	Date	Update: October 2010
<p>R1 That the following criteria and definition of a consultant to be adopted across the Council.</p> <p>Consultants:</p> <ul style="list-style-type: none"> <li>• Have a defined work scope with deliverables</li> <li>• Often provide a report as an output that provides recommendations for further action but the consultant is not contracted to deliver at that time.</li> <li>• Have payment contingent upon completion of staged completion of the work</li> <li>• Do not act as staff members i.e. do not have Tower Hamlets e-mail addresses, phone numbers or desks.</li> <li>• May be able to provide a substitute to undertake the work</li> <li>• Are not in a templated position for the purposes of the Comensura</li> </ul>	<p>The Contracting toolkit is now nearing completion and is due to be launched before the end of April. This has a specific guidance on the procedures and techniques for appointing and working with consultants.</p>	<p>David Pridmore, Senior Procurement Manager</p>	<p>October 2008</p>	<ul style="list-style-type: none"> <li>• Review of Consultants expenditure and their roles has enabled interims and temporary workers employed as consultants to be placed through the managed vendor service contract.</li> <li>• Benchmarking of the rates consultants are paid forms a part of the Demand Management project and will not only allow us to review costs but why the consultant has been employed.</li> <li>• The Electronic Knowledge Exchange a tool introduced by Capital Ambition and hosted by Islington enables us to compare what other London Councils are paying for their consultants.</li> <li>• The Supplier Relationship Management project hosted by the OGC and lead the Senior</li> </ul>

Recommendation	Update: March 2009	Lead Officer	Date	Update: October 2010
<p>contract – i.e. they do not relate to standard jobs within the Council, which could be provided by either permanent or temporary staff</p> <ul style="list-style-type: none"> <li>• Are contractually responsible for their outputs</li> <li>• Are liable for their own performance and the content of their work</li> </ul>				<p>Procurement Manger of Tower Hamlets gives us an opportunity to utilise the combined spend of the public sector for the ten highest ranked Professional Services companies.</p>
<p>R 2 That future work on the procurement strategy to include programme of activities to help disseminate and embed procurement related policies within the organisation, e.g. presentations at all Directorate Management Team meetings and officer training.</p>	<p>Presentations / consultation sessions covering the new Procurement Strategy and Procurement Rules are scheduled for March.</p>	<p>David Pridmore, Senior Procurement Manager</p>	<p>October 2008</p>	<p>Demand Management is being presented at all DMTs and CEDS to provide updates on all the workstreams being carried out including those relating to consultants’.</p>
<p>R 3 That financial reporting on procurement of consultancy services should clearly identify source of funding</p>	<p>Category Manager for Corporate Services, with responsibility for consultancy services is now in place. A form designed for recording consultancy expenditure has been agreed and placed</p>	<p>David Pridmore, Senior Procurement Manager</p>	<p>October 2008</p>	<ul style="list-style-type: none"> <li>• Spend analysis reported to Competition Board on a quarterly basis.</li> <li>• Spend monitored/ off contract spend being addressed where</li> </ul>



Recommendation	Update: March 2009	Lead Officer	Date	Update: October 2010
and ring-fenced funding such as Section 106 or Lottery Funds.	on the intranet.			<p>appropriate.</p> <ul style="list-style-type: none"> <li>Category Manager Corporate Service is developing a consultancy toolkit for roll out across all Directorates.</li> </ul>
R4 That targets for reducing expenditure on consultants should be highlighted as an objective in the Tower Hamlets Strategic Plan. The Corporate Management Team to set indicative targets and for progress to be reported back.		Corporate Management Team	October 2008	Completed in October 2008
R5 That directorates review expenditure on consultants to assess the extent to which they are used and to establish a baseline for reviewing their use of consultants. Directorates should identify areas and set targets for reducing future spend in alignment with the Council's horizontal savings exercise.		Directorates	October 2008	Completed.

Recommendation	Update: March 2009	Lead Officer	Date	Update: October 2010
R 6 That directorates should increasingly use internal secondments and graduate trainees for one-off projects, tying in with the corporate approach to developing staff.	This is included in the toolkit, referred to in R1.	David Pridmore, Senior Procurement Manager	October 2008	<i>Refer to recommendation 1</i>
R 7 That options should be explored to enable the corporate Consultation and Involvement team to become a gatekeeper for procuring external consultation services.	<p>With changing central government guidance, this work will be considered as part of a larger review process of the Tower Hamlets Partnership staffing requirements which will take place during autumn 2009 (Sept 2009).</p> <p>In the meantime a participation strategy is being developed with all partners. (Sept 2009)</p> <p>The THP Executive have been asked for Leads in each area (Jan 2009).</p> <p>A new Partnership development of a 'Roaming Unit' is being piloted in Feb / March. If successful, the unit will be a cost effective way of capturing public opinions.</p> <p>A new participation framework is currently out for consultation with partners.</p> <p>The THP are undertaking a shared Services Review which is being</p>	David Pridmore, Senior Procurement Manager	October 2008	The Service Options review will be reviewing all projects and the consultants employed on these projects to ensure they are providing best value.

Recommendation	Update: March 2009	Lead Officer	Date	Update: October 2010
	<p>progressed by the THP Executive.</p> <p>The PCT have given an 'In Principle' agreement to fund a joint post. Final agreement will be gained by March 2009.</p> <p>This will be considered as part of the overall review of the Partnership (Set 2009)</p>			

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# Agenda Item 9.2

<b>Committee</b> Overview and Scrutiny	<b>Date</b> 5 <sup>th</sup> October 2010	<b>Classification</b> Unrestricted	<b>Report No.</b>	<b>Agenda Item No.</b> 9.2
<b>Report of:</b>  Chief Executive  Originating Officer(s):  Mohammed Ahad Scrutiny Policy Officer		<b>Title:</b>  Tower Hamlets Enforcement Officers (THEOs) - Scrutiny Challenge Session  Ward(s) affected: All		

## 1. Summary

- 1.1 This report updates the Overview and Scrutiny Committee on the outcome of the Scrutiny Challenge Session on the Tower Hamlets Enforcement Officers (THEOs) held on 20<sup>th</sup> July 2010.

## 2. Recommendation

- 2.1 The Overview and Scrutiny Committee is asked to note and agree the outcomes of the scrutiny challenge session.

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

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

Background papers

Name and telephone number of and address  
where open to inspection

None

N/A

### **3. Introduction**

- 3.1 This report provides a summary of the scrutiny challenge session held on the Tower Hamlets Enforcement Officers (THEOs) which provided members with an opportunity to learn more about the work of the newly formed THEOs and how they help create a cleaner and safer environment.
- 3.2 The session was delivered together with the Tower Hamlets Partnership and was attended by 15 resident steering group members from the various Local Area Partnership (LAP) steering groups. Members that also attended included Cllr Lesley Pavitt (Chair), Cllr Ann Jackson, Cllr Abdal Ullah, Cllr Zenith Rahman, Cllr Anwar Khan and Cllr Stephanie Eaton.

### **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 ensure a robust check on the Partnership's policies.

The purpose of this scrutiny challenge session was to:

- Increase Members and residents understanding of the work of the THEOs;
  - Consider and evaluate the Council's approach to dealing with ASB, which is still a key concern for residents as highlighted in the Annual Residents Survey;
  - Develop a greater understanding of resident concerns;
  - Develop recommendations to strengthen the role of the THEOs in the borough through increasing their profile and visibility;
- 4.2 As part of the preparation for this session Cllr Pavitt spent a morning shadowing the THEOs to understand and experience first hand their role. The morning was spent travelling around the borough in the THEOs CCTV van which is a major tool used by the Council to tackle ASB. The van is fitted with four high-visibility colour cameras that can take high-quality images, even in low light conditions. This includes a roof-mounted rotating camera, which can be controlled from inside or even remotely from the CCTV control room at the Town Hall. In addition with an on-board transmission system means that the position of the vehicle and the live feed can be transmitted back to the CCTV control room and, if required, on to the police.
- 4.3 Cllr Pavitt travelled to hotspots around the Whitechapel and Altab Ali Park areas as part of the THEOs Operation Heat Wave programme which tackles ASB in parks and open spaces. She spent some time on foot patrol around the Whitechapel Drink Control Zone whilst Officers confiscated alcohol from known trouble makers. In addition she also went to the Collingwood Estate which has a history of drugs misuse amongst young people. The THEOs are currently delivering Operation Stairwell on this and other estates which tackle drugs use on block stairwells and Cllr Pavitt saw the impact of this operation on a housing block known for attracting ASB.
- 4.4 The visit was helpful in setting the scene for the challenges session as it allowed the Chair to vividly experience the work the THEOs undertake and the contribution they make in tackling ASB. It also allowed her to seek areas for improvements which

could be discussed at the coming challenge session and increase discussions on the THEOs.

4.5 The challenge session was structured as follows:

- Cllr Abdal Ullah (Lead member, Community Safety) and Andy Bamber (Service Head, Community Safety) introduced the background to the THEOs and the reason for their inception in November 2009;
- Gavin Dooley (Head of Enforcement and Support Intervention) went further in-depth and updated participants on the current work of the THEOs, their successes and some of the challenges for the near future;
- Members and residents split up into three groups to discuss possible recommendations to strengthen the role of the THEOs within the borough and identify priority areas.

## **5. Background**

5.1 Crime in Tower Hamlets has fallen for the 6<sup>th</sup> year running however it still remains the top priority for residents in the borough as set out in the annual resident's survey (2009/10); in particular it is suggested the fear of crime is the main concern for local residents. Low level ASB is not always a priority for the Metropolitan Police; this could be seen as a reason for residents to consider crime as a major priority.

5.2 The Council recognises that low level crime is a serious issue for the community and this is reflected through National Indicator (NI) 21 which is included in the borough's Local Area Agreement (LAA) set, which looks at satisfaction of the Police and Council in dealing with crime and ASB. In addition NI 42, drug use and supply, is also a LAA indicator and looks at the impact upon perceptions of ASB.

5.3 The THEOs were introduced last year as part of the Council's response to dealing with anti social behaviour and environmental issues and are based in the Community Safety Team of the Council. The priority areas for the THEOs include:

- Youth related ASB
- Street drinking and ASB
- Dog Fouling
- Littering, Graffiti and fly posting
- Illegal street trading

5.4 The team currently consists of two team leaders and 14 Officers. The two teams operate within a 5 day shift pattern, providing a service between the hours of 8am and midnight. The officers are deployed across the borough equipped with overt body CCTV cameras and patrol the streets either on foot, mountain bikes or a mobile CCTV vehicle.

5.5 All officers undertake the Metropolitan Police Services Community Safety Accreditation Scheme course before commencing their role with the Council. This allows them to be equipped to perform primary functions of engagement and education and enforcement. They are trained to instigate legal investigations, report people for relevant offences, issue fixed penalty notices, provide professional

evidence statements, compile appropriate court files and where necessary attend court to provide evidence. In addition to this, as well as other aspects, the accreditation also provides the THEOs with the following powers under the Police Reform Act 2002:

- Require name and address (relevant offence)
- Require name and address for ASB
- Require under 18s to surrender alcohol
- Seize alcohol in designated place
- Seize tobacco from under 16s

5.6 The performance figures for the THEOs since their inception in November 2009 to March 2010 are as follows:

<b>Interventions and actions</b>	<b>Monthly stats 11/02/10 – 07/03/10</b>	<b>Running Total since inception 18/11/09- 07/03/10</b>
Fixed Penalty Notices (FPN) issued	68	177
Warnings issued for offences	26	174
Prosecutions (not FPN)	11	41
Arrests resulting from THEOs interventions	0	16
Persons submitted for ASBO	2	3
Persons submitted for Acceptance Behaviour Contracts (ABC)	3	6
<b>Community safety accreditation Scheme Powers</b>		
N & A for FPN offence	0	0
N & A anti-social behaviour	108	160
Alcohol seized from under 18	0	0
Tobacco seized from under 16	3	12
Alcohol seized in DCZ	48	90
Intelligence reports submitted	192	410
Environmental issued identified	31	176

5.7 As part of its partnership working and to identify the key hotspot areas of the borough where ASB is at its highest, the Community Safety Team undertakes what is known as joint tasking. This brings together the key enforcement agencies as well as data gathered through various means such as the ASB hotline and police records. The agencies triangulate this data to identify the areas which are most prone to ASB. Greater resources and time are then spent on these more volatile areas until the status quo is preserved. This occurs on a fortnightly basis so priority geographical areas are continuously subject to change depending on the needs of the community.

## **6. Key discussion points and Recommendations**

6.1 At the meeting Members and residents were given presentations by Cllr Abdal Ullah (Lead Member, Community Safety), Andy Bamber (Service Head, Community



Safety) and Gavin Dooley (Head of Enforcement and Support Intervention). Information was presented on the background to the THEOs, why they were introduced to the borough - with the context of ASB and the fear of crime still being the key priority for local residents. Members and residents were informed of the core approaches to tackling ASB including some of the key enforcement programmes they were currently delivering as well as some of the successes and breakthroughs they had encountered in the past 6 months.

- 6.2 The THEOs were tackling low level crime that the Police and Safer Neighbourhood Teams (SNTs) do not deal with including noise, environmental issues and drugs use on stairwells. Challenges that the THEOs faced included service integration and financial constraints in the current climate. A major aspect here included the need for a shared database with relevant partners to increase intelligence around problem areas and reduce duplication.
- 6.3 Enforcement Officers have also been implemented in other local authorities, most notably in the London Boroughs of Southwark and Hillingdon. Whilst Tower Hamlets has 16 Officers, Southwark have 64 Officers on the streets tackling low level ASB. In addition to this, it was highlighted that recently the London Boroughs of Hackney and the City of London had approached the Council to learn best practice methods in implementing Enforcement Officers to tackle low level ASB in their respective boroughs.
- 6.4 Members and residents were impressed with the work of the THEOs, their impact and key achievements to date in tackling low level ASB and were keen to see that the concept of the THEOs was extended and integrated with the work of other enforcement services in the borough. The session was an opportunity for non-executive members and residents to consider the role and challenges of the THEOs since their inception and explore areas for improvement.
- 6.5 Following the presentations residents and Members split up into three groups focusing on the key themes of raising the profile of the THEOs, increasing community engagement and the impact of the THEOs. They were joined in the discussions by a number of THEOs who were present. This provided a really useful platform for residents and members to discuss their priority concerns with the THEOs.

### **Raising the profile of the THEOs**

- 6.6 A comprehensive communication campaign was used to launch the THEOs which included billboard posters at local tube/DLR stations in the borough and on the back of local buses. Furthermore, a double page spread in the East End Life was also published detailing the work of the THEOs and an interview was undertaken on the Bengali Media, Channel S. The communication campaign has also included road shows and the distribution of call cards and leaflets.
- 6.7 Members and residents raised concerns about the role of THEOs and how they differ to other enforcement provisions such as the Safer Neighbourhood Teams in terms of their powers and their priority areas. Some residents and Members had also suggested that they hadn't seen the THEOs on the streets around their locality.

It was felt that the communication strategy of the THEOs needed to be strengthened further and in particular greater communication had to be implemented around neighbourhoods where residents live under a Registered Social Landlord (RSL) as it was noted that the THEOs do not patrol these areas due to a Service Level Agreement (SLA) not being in place.

- 6.8 Discussion also centred on the need for greater community engagement by the THEOs; particularly as Members felt that some residents hadn't seen or heard of them. It was suggested that more education towards the community should go hand in hand with enforcement. Residents felt that although there was one off road shows by the THEOs in some areas of the borough, there should be a permanent display at IDEA Stores and Flagship supermarkets which advertised their work. This would give residents a greater opportunity to find out more about the THEOs in their own time.

### **Recommendations 1**

That the Community Safety Team undertakes a new publicity campaign to raise the profile of the THEOs. This should include publicising their roles, responsibilities and achievements in local media such as the East End Life, RSL newsletters, Estate notice boards and BME media. This should also include permanent displays at Idea Stores, Leisure Centres and Supermarkets.

### **Community Engagement**

- 6.9 At the session Members also felt that the THEOs needed to engage more with other local service providers and stakeholders in order to increase joined up and partnership working as well as sharing intelligence. This included attending Local Area Partnership steering group meetings to discuss with residents their priority concerns within their localities. In addition to this both residents and Members felt that Schools and Community / Youth centres needed to be engaged more in order to tackle local issues – particularly ASB amongst young people. Residents from the various LAP areas were concerned that there was a concerted effort of enforcement around the Whitechapel area and Altab Ali Park which was strongly being publicised but felt that other areas of the borough were at the same time being neglected.
- 6.10 It was suggested that in order to engage the community fully the THEOs needed to build a workforce that reflected the community which includes Officers from the various local BME Communities as these groups make up a high percentage of the local population. Members felt that this would aid in building bridges with some sections of the community and could generate greater intelligence which would in turn build a safer Tower Hamlets. In addition to this a workforce to reflect the community is still a Council priority with increased employment amongst the BME communities also being a key equalities aim for the Council.

### **Recommendation 2**

That the THEOs develop relationship with the Local Area Partnership, Schools and Community / Youth Centres through presentations and visits highlighting their work and noting community concerns

### **Recommendation 3**

That the Community Safety Team explores methods of making its workforce consistent with the Council's Workforce to Reflect the Community Strategy

### **Impact of the THEOs**

- 6.11 During the presentations, members learnt about the THEOs work on reducing ASB in the borough. A number of Members and residents were not aware of the exact remit of the THEOs which includes the ability to apply for Anti Social Behaviour Orders (ASBOs). It was highlighted that there was a need to publicise the impact of the THEOs within the community and the difference the THEOs have made and could make in tackling ASB. Residents felt that the THEOs should leave signs or stickers in hotspot areas that they have visited. This would firstly allow residents to know what work is being carried out and secondly could also act as a deterrent for those that commit and are involved with ASB within the area.
- 6.12 Residents discussed at length the fact that the THEOs do not have a Service Level Agreement (SLA) with RSLs and hence only patrol areas that are managed by Tower Hamlets Homes which it does have an SLA with. Members and residents felt that this was an area which should be looked at in order to improve the role of the THEOs as well as making the entire borough a safer place to live for residents. It was highlighted that projects such as Operation Stairwell could not be implemented in all hotspot areas of the borough if the THEOs didn't have access to RSL owned residential buildings. Whilst this area of work is looked into there was a need to share greater intelligence with RSLs, in particular neighbourhood managers, and the Safer Neighbourhood Teams in order to increase collaborative working.
- 6.13 Andy Bamber highlighted that the service was actively looking at developing an integrated IT system between the various stakeholders who are involved with tackling ASB locally. Although it was noted that joint tasking works well in the borough, Members felt that this was needed to improve shared intelligence and better mapping of ASB issues around the borough. It was suggested that joint intelligence reports should be disseminated and discussed at LAP steering group meetings in order to identify and resolve local issues. This would in turn actively engage residents in both identifying community concerns and also empowering them as community leaders to resolve them.

### **Recommendation 4**

That the THEOs leave stickers in locations they have worked in to show their impact in dealing with the issue and to advise residents of what they can do if problems persist

## **Recommendation 5**

That the Community Safety Team set up an integrated IT system to improve shared intelligence and better mapping of Anti Social behaviour issues around the borough. Joint intelligence reports should be disseminated to LAP steering groups in order to empower local community leaders to resolve issues locally.

## **Efficiency and working under financial constraints**

- 6.14 The new national government has made it clear that there will be significant reductions in public sector funding to reduce the public sector deficit. Independent experts expect this to mean unprecedented cuts of up to 20% in local government funding – a reduction of £1 in every £5 we currently spend. This will undoubtedly affect the way that the Council operates and in turn a number of its services will be looked at. With this Members were keen to look at how the THEOs could continue to operate under such financial constraints and it was suggested that greater partnership working with other detached and outreach organisations and the monitoring of budgets against performance and comparing this against other enforcement agencies to promote value for money would be the way forward.
- 6.15 More inter-service working between the different outreach and detached services within the Council was discussed by Members in order to both promote efficiency and partnership working. This included the THEOs working much closer with those such as the Rapid Response Team which is part of the Youth Services and tackles issues such as gang violence. This would aid the notion that the THEOs are not just for enforcement but are also involved in education and intervention. In addition to this it was also suggested that the THEOs could also work more closely with other local agencies that are deployed on the streets of Tower Hamlets to tackle crime and ASB including the Safe Exit programme run by the Toynbee Hall which looks at reducing prostitution in the borough. It was considered that greater partnership and inter-agency working was crucial in the current financial climate.
- 6.16 Members had an opportunity to consider the THEOs weekly rota and discussions followed. It was highlighted that the THEOs do not have a presence on the streets on Mondays. There were concerns that this is an area which should be explored in order to increase the visibility of the THEOs and reduce ASB on a daily basis. Members felt that although with financial constraints it would be difficult to increase the hours the THEOs worked it would be useful to spread their existing hours over 7 days if possible.
- 6.17 Although Members noted the useful work the THEOs were undertaking in tackling ASB and in particular around the Whitechapel area some members were concerned that the THEOs may not be value for money in terms of the projected total annual costing of the programme measured against the programmes outputs. Members were keen that this should be monitored on a 6 monthly basis in order to ensure that value for money was being delivered, particularly in the current climate of fiscal

tightening. It was also suggested that, if possible, this should also be measured and bench marked against other enforcement agencies to see how the THEOs compare.

#### **Recommendation 6**

That the Community Safety Team continues to explore greater partnership working with Registered Social Landlords in order to share intelligence and increase collaboration around the borough

#### **Recommendation 7**

That the THEOs explore increasing working with other parts of the Council and external agencies which are involved with detached and outreach working

#### **Recommendation 8**

That the Community Safety Team explores providing a seven day coverage so the THEOs are on the streets every day

#### **Recommendation 9**

That the performance outcomes of the THEOs are measured against costs and monitored on a 6 monthly basis to ensure value for money

### **7. Conclusion**

- 7.1 The Challenge Session was an opportunity for Members and residents to further understand the role of the THEOs in the borough and to identify areas for improvement. Members and residents acknowledged the need for the THEOs in tackling low level ASB in the borough and where keen for their work to be extended to include more generic enforcement issues.
- 7.2 The key areas for improvement which were identified included the need for the THEOs to raise their profile and visibility through the publication in local media of the work that they have carried out with a statistical breakdown of their achievements as well as publishing how they differentiate from other local enforcement agencies. The impact of the THEOs in reducing ASB locally needed to be publicised more to residents in order to both act as a deterrent to potential crime as well as to publicise their work.
- 7.3 Further recommendations included the need for strengthening the THEOs community engagement strategy, particularly to engage Schools and Youth/Community Centres in order to deliver joined up working in order to resolve local issues. Also highlighted here was the need for the THEOs to work closer with the LAP areas in particular sharing joint intelligence reports in order to tackle local issues. It was also discussed that the THEOs needed a workforce that reflected the community in order to engage with the community more.

7.4 With a period of fiscal tightening greater inter-service collaboration within the Council and in particular between the THEOs and other detached or outreach organisations such as the Youth Support Services Rapid Response Team and external agencies such as the Toynbee Halls Safe Exit project was needed.

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

8.1. 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. It is consistent with the Constitution and the statutory framework for the executive to provide a response.

8.2. The report makes nine recommendations concerning the work of the Tower Hamlets enforcement officers. These recommendations appear capable of being carried out within the Council's statutory functions. If the executive were minded to accept the recommendations, then it would be for officers to ensure that they are carried out lawfully.

## **9. Comments of the Chief Financial Officer**

9.1 The majority of the recommendations do not have any immediate financial implications but may have budget implications for the future if agreed when the Council will no longer receive the same levels of government funding from 2011-12 onwards. The report describes, in paragraph 6.14, how the delivery of the service will expected to operate under these financial constraints and with greater efficiency including suggestions to monitoring and benchmarking the costs of the service.

9.2 Consequently, the reports recommendations are expected to be contained within existing current budget provision and officers are obliged to obtain financial approval before further financial commitments are made.

## **10. One Tower Hamlets Considerations**

10.1 Councillors and Local Area Partnership (LAP) Steering Group Members as community leaders have a key role to play in service development. The session allowed both Councillors and LAP Members to strengthen and undertake this role.

10.2 There is evidence to suggest that there is a link between community cohesion and ASB in the borough. Reducing ASB in turn both promotes and develops a more cohesive community.

10.3 The report also considers the Council's Workforce to Reflect the Community Strategy and the need for the THEOs programme to be consistent with this in order to better understand the community.

## **11. Risk Management**

11.1 There are no direct risk management actions arising from this report.

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