

Meeting of the

OVERVIEW & SCRUTINY COMMITTEE

Tuesday, 4 September 2012 at 7.00 p.m.

AGENDA

VENUE

**Room C1, 1st Floor, Town Hall, Mulberry Place, 5
Clove Crescent, London, E14 2BG**

Members:	Deputies (if any):
Chair: Councillor Ann Jackson Vice-Chair: Councillor Rachael Saunders, Scrutiny Lead, Adult, Health & Wellbeing	
Councillor Tim Archer, Scrutiny Lead, Chief Executive's Councillor Stephanie Eaton Councillor Sirajul Islam, Scrutiny Lead, Development & Renewal Councillor Fozol Miah Councillor Amy Whitelock, Scrutiny Lead, Children, Schools & Families Councillor Helal Uddin, Scrutiny Lead, Resources 1 Vacancy	Councillor Peter Golds, (Designated Deputy representing Councillor Tim Archer) Councillor Harun Miah, (Designated Deputy representing Councillor Fozol Miah) Councillor David Snowdon, (Designated Deputy representing Councillor Tim Archer)
[Note: The quorum for this body is 3 voting Members].	

Co-opted Members:	
Memory Kampiyawo	– (Parent Governor Representative)
Canon Michael Ainsworth	– (Church of England Diocese Representative)
Mr Mushfique Uddin	– (Muslim Community Representative)
2 Vacancies	– (Parent Governor Representative)
1 Vacancy	– (Roman Catholic Diocese of Westminster Representative)

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

Angus Taylor, Democratic Services,

Tel: 020 7364 4333 E-mail: angus.taylor@towerhamlets.gov.uk

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LONDON BOROUGH OF TOWER HAMLETS

OVERVIEW & SCRUTINY COMMITTEE

Tuesday, 4 September 2012

7.00 p.m.

SECTION ONE

1. APOLOGIES FOR ABSENCE

To receive any apologies for absence.

2. DECLARATIONS OF INTEREST

1 - 4

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 Monitoring Officer.

3. UNRESTRICTED MINUTES

5 - 18

To confirm as a correct record of the proceedings the unrestricted minutes of the meetings of the Overview and Scrutiny Committee held on 3rd July 2012 and 24th July 2012.

4. REQUESTS TO SUBMIT PETITIONS

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

5. UNRESTRICTED REPORTS 'CALLED IN'

No decisions of the Mayor in Cabinet (25th July 2012) in respect of unrestricted reports on the agenda were 'called in'.

6. UNRESTRICTED REPORTS FOR CONSIDERATION

6 .1 Enforcement 19 - 62

To consider and comment on the information contained in the report: a summary of enforcement activity for the 2011/2012 financial year, an analysis of whether or not such action is consistent with the five key principles of enforcement, and an examination of whether the Enforcement Policy requires revision.

6 .2 Complaints and Information Annual Report 63 - 110

To consider and comment on the information contained in the report in relation to the volume of complaints/information requests received by the Council in the period 1 April 2011 to 31 March 2012, the outcomes of those cases and the standard of performance in dealing with them.

6 .3 Strategic Performance and Corporate Revenue and Capital Budget Monitoring Q1 2012/13 (Month 3) 111 - 182

To receive a report on the financial position of the Council at the end of Quarter 1 compared to Budget, and service performance against targets.

6 .4 Scrutiny Review Update: Supporting New Communities, Case Study of the Somali Community 183 - 226

To receive a presentation on progress since completion of the review.

6 .5 Overview & Scrutiny Committee Membership, Appointment of Scrutiny Lead Members, Co-options to Overview and Scrutiny Committee, Health Scrutiny Panel Membership & Appointments Update 227 - 242

To note revised OSC membership, consider appointment of a Lead Scrutiny Member for the Communities, Localities & Culture, note the current position in relation to the co-option of representatives in respect of education matters, note and endorse the requested revision to membership of the HSP for the remainder of the Municipal Year 2012/13 and to note the final current membership of the HSP.

7. VERBAL UPDATES FROM SCRUTINY LEADS

(Time allocated – 5 minutes each)

8. PRE-DECISION SCRUTINY OF UNRESTRICTED CABINET PAPERS

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

(Time allocated – 30 minutes).

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

To consider any other unrestricted business that the Chair considers to be urgent.

10. 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.

SECTION TWO

11. EXEMPT/ CONFIDENTIAL MINUTES

Nil items.

12. EXEMPT/ CONFIDENTIAL REPORTS 'CALLED IN'

No decisions of the Mayor in Cabinet (25th July 2012) in respect of exempt/ confidential reports on the agenda were 'called in'.

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

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

(Time allocated 15 minutes).

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

To consider any other exempt/ confidential business that the Chair considers to be urgent.

Agenda Item 2

DECLARATIONS OF INTERESTS - NOTE FROM THE MONITORING OFFICER

This note is for guidance only. For further details please consult the Members' Code of Conduct at Part 5.1 of the Council's Constitution.

Please note that the question of whether a Member has an interest in any matter, and whether or not that interest is a Disclosable Pecuniary Interest, is for that Member to decide. Advice is available from officers as listed below but they cannot make the decision for the Member. If in doubt as to the nature of an interest it is advisable to seek advice **prior** to attending a meeting.

Interests and Disclosable Pecuniary Interests (DPIs)

You have an interest in any business of the authority where that business relates to or is likely to affect any of the persons, bodies or matters listed in section 4.1 (a) of the Code of Conduct; and might reasonably be regarded as affecting the well-being or financial position of yourself, a member of your family or a person with whom you have a close association, to a greater extent than the majority of other council tax payers, ratepayers or inhabitants of the ward affected.

You must notify the Monitoring Officer in writing of any such interest, for inclusion in the Register of Members' Interests which is available for public inspection and on the Council's Website.

Once you have recorded an interest in the Register, you are not then required to declare that interest at each meeting where the business is discussed, unless the interest is a Disclosable Pecuniary Interest (DPI).

A DPI is defined in Regulations as a pecuniary interest of any of the descriptions listed at **Appendix A** overleaf. Please note that a Member's DPIs include his/her own relevant interests and also those of his/her spouse or civil partner; or a person with whom the Member is living as husband and wife; or a person with whom the Member is living as if they were civil partners; if the Member is aware that that other person has the interest.

Effect of a Disclosable Pecuniary Interest on participation at meetings

Where you have a DPI in any business of the Council you must, unless you have obtained a dispensation from the authority's Monitoring Officer following consideration by the Dispensations Sub-Committee of the Standards Advisory Committee:-

- not seek to improperly influence a decision about that business; and
- not exercise executive functions in relation to that business.

If you are present at a meeting where that business is discussed, you must:-

- Disclose to the meeting the existence and nature of the interest at the start of the meeting or when the interest becomes apparent, if later; and
- Leave the room (including any public viewing area) for the duration of consideration and decision on the item and not seek to influence the debate or decision

When declaring a DPI, Members should specify the nature of the interest and the agenda item to which the interest relates. This procedure is designed to assist the public's understanding of the meeting and to enable a full record to be made in the minutes of the meeting.

Where you have a DPI in any business of the authority which is not included in the Member's register of interests and you attend a meeting of the authority at which the business is considered, in addition to disclosing the interest to that meeting, you must also within 28 days notify the Monitoring Officer of the interest for inclusion in the Register.

Further advice

For further advice please contact:-

Isabella Freeman, Assistant Chief Executive (Legal Services), 020 7364 4801; or
John Williams, Service Head, Democratic Services, 020 7364 4204

APPENDIX A: Definition of a Disclosable Pecuniary Interest

(Relevant Authorities (Disclosable Pecuniary Interests) Regulations 2012, Reg 2 and Schedule)

Subject	Prescribed description
Employment, office, trade, profession or vacation	Any employment, office, trade, profession or vocation carried on for profit or gain.
Sponsorship	<p>Any payment or provision of any other financial benefit (other than from the relevant authority) made or provided within the relevant period in respect of any expenses incurred by the Member in carrying out duties as a member, or towards the election expenses of the Member.</p> <p>This includes any payment or financial benefit from a trade union within the meaning of the Trade Union and Labour Relations (Consolidation) Act 1992.</p>
Contracts	<p>Any contract which is made between the relevant person (or a body in which the relevant person has a beneficial interest) and the relevant authority—</p> <p>(a) under which goods or services are to be provided or works are to be executed; and</p> <p>(b) which has not been fully discharged.</p>
Land	Any beneficial interest in land which is within the area of the relevant authority.
Licences	Any licence (alone or jointly with others) to occupy land in the area of the relevant authority for a month or longer.
Corporate tenancies	<p>Any tenancy where (to the Member's knowledge)—</p> <p>(a) the landlord is the relevant authority; and</p> <p>(b) the tenant is a body in which the relevant person has a beneficial interest.</p>
Securities	<p>Any beneficial interest in securities of a body where—</p> <p>(a) that body (to the Member's knowledge) has a place of business or land in the area of the relevant authority; and</p> <p>(b) either—</p> <p>(i) the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body; or</p> <p>(ii) if the share capital of that body is of more than one class, the total nominal value of the shares of any one class in which the relevant person has a beneficial interest exceeds one hundredth of the total issued share capital of that class.</p>

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LONDON BOROUGH OF TOWER HAMLETS

MINUTES OF THE OVERVIEW & SCRUTINY COMMITTEE

HELD AT 7.00 P.M. ON TUESDAY, 3 JULY 2012

**ROOM C1, 1ST FLOOR, TOWN HALL, MULBERRY PLACE, 5 CLOVE
CRESCENT, LONDON, E14 2BG**

Members Present:

Councillor Ann Jackson (Chair)
Councillor Rachael Saunders (Vice-Chair)
Councillor Tim Archer
Councillor Stephanie Eaton
Councillor Sirajul Islam
Councillor Amy Whitelock
Councillor Helal Uddin
Councillor Judith Gardiner

Other Councillors Present:

Co-opted Members Present:

Canon Michael Ainsworth – (Church of England Diocese Representative)
Mr Mushfique Uddin – (Muslim Community Representative)

Guests Present:

–

Officers Present:

Sarah Barr – (Senior Strategy Policy and Performance Officer,
One Tower Hamlets, Chief Executive's)
Louise Russell – (Service Head Corporate Strategy and Equalities,
Chief Executive's)
Andy Bamber – (Service Head Safer Communities, Communities,
Localities & Culture)
Jill Bell – Head of Legal Services (Environment), Legal
Services
Simone Scott-Sawyer – (Democratic Services)

1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Fozol Miah and Memory Kampiyawo.

2. DECLARATIONS OF INTEREST

There were none.

3. REQUESTS TO SUBMIT PETITIONS

There were none.

4. REQUESTS FOR DEPUTATIONS

There were none.

5. SECTION ONE REPORTS 'CALLED IN'

There were none.

6. REPORTS FOR CONSIDERATION

VARY ORDER OF BUSINESS

The Chair **Moved** that the order of business be varied. Accordingly, item 6.2 was taken first, followed by items 6.1, 7, 8 and 9.

6.1 POLICE COMMISSIONING AND COMMUNITY SAFETY

Andy Bamber, Safer Communities Service Head, Communities, Localities and Culture, tabled a document and gave a PowerPoint presentation for Members on Policing and Crime. The following salient points were highlighted:

- The Police Commissioning and Community Safety was enshrined in the Police Reform and Social Responsibility Act – this created Police and Crime Commissioners;
- The shift from the Metropolitan Police Authority to the Police and Crime Commission was significant;
- There were 24 hour response teams, investigative teams and Safer Neighbourhood teams. There were also support services including custody arrangements, financial and HR teams.

In response to questions by some Members, Andy Bamber made the following points:

- The Council had the ability to call in the Borough Commander and hold him to account;
- The Mayor and the Police and Crime Commissioner had joint responsibility for delivering a national Policing and Crime Plan for

London – this was issued to the Metropolitan Police who in turn issued it to the Borough Commander each year;

- As a partnership, the Council had the responsibility to produce a Community Safety Plan which could influence the Borough Commander's wider agenda taking account of local issues;
- Funding – the Council's vision and objectives needed to fit in with that of the Borough Commander's in order to receive funding streams for local issues;
- Homicide was not investigated by the police, but by a central team geographically based in London;
- Where a borough was considered a "volume" contributor to crime, then it was possible to be able to access funding;
- "Prevent" does not feature as some of the data on this was still being assessed;
- Hate crime did not feature as a stand-alone item at present, although if it were escalated to "serious crime" status this would change. However, between now and March 2013, there was an opportunity for Tower Hamlets Council to influence what was placed on the agenda as regarded "prevent funding";
- There was a structural process in place to feedback local concerns through a number of consultation events taking place in the borough. These local concerns, together with the "volume" crimes statistics ultimately inform and influence the objectives for London and the London Policing Plan;
- Data showing where the highest rate of crime occurred was not readily available, but Mr Bamber endeavoured to retrieve this information. Ward based profile data was available on request from the Borough Commander;
- With reference to Cllr Uddin's concerns about safety priorities, Mr Bamber explained that as a borough, the Council carried out regular strategic assessments. These covered a host of crimes including sensitive crimes affecting communities e.g. drug dealing on estates;
- As far as the manoeuvrability of funding was concerned, these provisions were enshrined in section 92 agreements and were fixed. However, one of the agreements was due to expire in 2013 and a new one was due to start in October. It was important to note that investment must focus on locally agreed priorities.

In response to some concerns raised by the Chair, Mr Bamber endeavoured to produce data on crime detailing common assault, residential burglary, theft etc. He promised to produce a benchmarking document showing how Tower Hamlets compared to the rest of London, looking at crimes including violence, residential burglary, robbery and theft of motor vehicles etc.

Mr Bamber promised to:

- Do a breakdown and produce an analysis on the number of officers dedicated to the borough based on square mileage by September 2012;

- Consider the front counter service – there had been no response to date from the Metropolitan Police about this;
- Evaluate the future of the Safer Neighbourhood teams.

In summary Andy Bamber also agreed to produce data requirements on:

- Police officer benchmark against total notifiable offences (all crimes reported to the police);
- Police officer benchmark on borough size and population;
- Benchmarking of priority crime types across London.

Members agreed to invite the Borough Commander to discuss local Policing issues with the committee in the coming months.

The Chair also requested specific Councillor briefing from the police on local issues arising during the Olympics. Mr Bamber confirmed that there would be a visible presence in every neighbourhood team during this period. Additional policing for the borough could be sought from the Pan-London response team.

RESOLVED:

That the presentation be noted.

6.2 OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME

Sarah Barr, Senior Strategy Policy and Performance Officer referred Members to the workshop which took place on Wednesday 27th June 2012 discussing the work programme.

At the meeting the Committee agreed to focus on four scrutiny reviews in 2012-13: Post-16 attainment, youth unemployment, co-regulation and the accountability of Registered Housing Providers and the allocation of mainstream grants to support the third sector.

Further topics to be dealt with through one off-events or challenge sessions included welfare reform, mental health and housing, crime and policing and street cleanliness.

RESOLVED:

That the officer's verbal presentation be noted.

7. VERBAL UPDATES FROM SCRUTINY LEADS

Cllr Judith Gardiner expressed concern about the Community Safety Plan, and stated that she was disappointed to see that the comments made by full Council had not been picked up in the version submitted to Cabinet. Cllr

Gardiner felt the plan did not address concerns raised in relation to serious violence and vulnerable residents.

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

There were none.

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

Sarah Barr, Senior Strategy Policy and Performance Officer reminded Members of the “World Pride” event organised by London Councils. Further details would be circulated via email the following day.

The meeting ended at 8.55 p.m.

Chair, Ann Jackson

Overview & Scrutiny Committee

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LONDON BOROUGH OF TOWER HAMLETS

MINUTES OF THE OVERVIEW & SCRUTINY COMMITTEE

HELD AT 5.30 P.M. ON TUESDAY, 24 JULY 2012

**THE COUNCIL CHAMBER, TOWN HALL, MULBERRY PLACE, 5 CLOVE
CRESCENT, LONDON, E14 2BG**

Members Present:

Councillor Ann Jackson (Chair)
Councillor Rachael Saunders (Vice-Chair)
Councillor Tim Archer
Councillor Stephanie Eaton
Councillor Sirajul Islam
Councillor Helal Uddin

Other Councillors Present:

Co-opted Members Present:

Canon Michael Ainsworth – (Church of England Diocese Representative)

Guests Present:

Councillor Craig Aston –
Councillor Peter Golds

Officers Present:

David Galpin – (Head of Legal Services (Community), Legal Services, Chief Executive's)
Chris Holme – (Service Head Resources and Economic Development, Development & Renewal)
Isabella Freeman – (Assistant Chief Executive - Legal Services, Chief Executive's)
Frances Jones – (Service Manager OneTower Hamlets, Chief Executive's)
Louise Stamp – (Electoral Services Manager, Chief Executive's)
Simone Scott-Sawyer – (Democratic Services)

1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Amy Whitelock and from the co-opted Member, Memory Kampiyawo.

2. DECLARATIONS OF INTEREST

Councillor Stephanie Eaton declared a personal interest in respect of agenda item 10 as a leaseholder of Island Homes;

Councillor Rachael Saunders declared a personal interest in respect of agenda item 7.3 as she worked for a business in the community.

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 19th June 2012 be approved and signed by the Chair as a correct record of the proceedings.

Matters arising

The Chair referred to the agenda on 19th June, item 9.1, "Strategic Performance and Corporate Revenue ..." with regards to the Carer's report and requested an update on the outcomes as promised by Councillor Alibor Choudhury.

4. REQUESTS TO SUBMIT PETITIONS

There were no petitions.

5. REQUESTS FOR DEPUTATIONS

There were no deputations.

6. SECTION ONE REPORTS 'CALLED IN'

There were none.

7. REPORTS FOR CONSIDERATION

VARIATION OF ORDER OF BUSINESS

The Chair **Moved** that the order of business be varied. Accordingly, item 7.3 was taken first, followed by items 7.2 and 7.1.

7.1 OUTLINE OVERVIEW & SCRUTINY COMMITTEE WORK PROGRAMME

The Chair highlighted the following areas to be reviewed:

- Youth unemployment;
- Post-16 educational attainment;
- Co-regulation and accountability of registered housing providers Supporting the third sector – transparency and value for money in allocation of mainstream grants

The Chair also highlighted a number of proposed Challenge Sessions which were intended to provide an opportunity to bring relevant stakeholders together to focus on issues of interest to the Committee, including mental ill health & housing need and crime & enforcement.

In addition, the Chair stated that members of the Committee remained concerned about the impact of welfare reform on local residents and would work with officers to understand the impact of these changes and develop an appropriate approach to scrutiny of the Council and partners' responses to these changes. It was agreed that this would begin with an initial meeting to be held in September during which members would be briefed on work to date on assessing the impact of changes to welfare benefits.

The following topics would be addressed through spotlight sessions within the Committee's scheduled meetings:

- Local democracy;
- Street cleanliness.

Cllr Saunders relayed some comments from Cllr Whitelock in her absence. She had requested that the focus for the review on post 16 attainment be on educational attainment rather attempting to cover wider associated issues about careers advice. Cllr Saunders also requested that an initial session on the local impact of changes to welfare benefits be scheduled for the early autumn and be advertised to all councillors.

Sarah Barr, Senior Strategy Policy and Performance Officer had agreed at a previous meeting to look into this issue.

RESOLVED:

That the Work Programme be noted.

7.2 SPOTLIGHT ON EMPLOYMENT & ENTERPRISE

Chris Holme, Service Head Resources and Councillor Shafiqul Haque, Cabinet Member for Jobs and Skills were both in attendance.

Cllr Haque referred to The Employment Strategy's five key aims and highlighted the Council's main goals:

1. Making the main employment agencies work together better for local residents;
2. Ensuring the money that was invested in employment was done in a smarter way;
3. Finding ways to engage better with residents who found it difficult to access the mainstream services;
4. Promoting the benefits of work – particularly amongst inactive groups;
5. Doing everything possible to capture as many employment opportunities as possible for local residents.

There were agreed objectives in the Enterprise Strategy that provided an environment for business to flourish including:

- Focussing support on small and medium sized businesses - helping start-up and growth;
- Maximising local procurement;
- Developing the business forum and the Mayor's Employment and Enterprise Board.

This was one of longest and deepest recessions in living memory, which therefore meant that officers worked in the most challenging of environments. However, the challenge was to make every penny count to deliver jobs for local people and business for local suppliers.

Better relations must be forged with Job Centre Plus and the Council was delivering real, sustainable jobs for local people.

Some of the barriers residents faced were language barriers for which there was now additional funding for "English as a Second Language" in this year's budget.

Action points

Chris Holme endeavoured to report back to the Committee on the following:

- *With regards to the increase in unemployment among 50 – 64 year olds, Members were keen to understand the reason for the increase and had asked that an analytical review be conducted;*
- *With reference to the DWP's Work Programme, Members asked what targets had been set and when would information be available about performance of the contractors against these targets;*
- *There were areas of the borough in which economic inactivity rates were particularly high, particularly in the east of the borough. Cllr Uddin asked what was the Council's approach when tackling unemployment in such areas - was there any data/were there any statistics available on this?*

- *In relation to the regeneration funds previously managed by the Council, including the Neighbourhood Renewal Fund and Working Neighbourhoods Fund, Cllr Uddin asked what evaluation had been done on the success of programmes intended to support the developments of sustainable social enterprises in the borough?*

There was a request that the Council look further at what work could be done to encourage employers to offer greater opportunities for flexible working, including part time work. The Chair welcomed Mr Holme's comments on the importance of supporting social enterprise and the third sector as key sectors of the local economy and sought Mr Holme's views on the Council's current approach and whether there was room to further strengthen this work. She highlighted the success which Hackney had had in reducing unemployment despite it having a highly transient population, similar to Tower Hamlets and asked if there was good practice which could be shared by them? She further requested that as information was made available from Census data due to be published in the autumn, that the Committee be kept updated on the profile of economically inactive people in the borough.

The Chair also referred Chris Holme to the Committee's work programme for 2012-13 and highlighted where the aforementioned points tallied with the Council's overall employment and enterprise objectives. She was of the view that it would be useful to get regular updates and have a link with Chris Holme's team, in order to be able to take the Council's objectives forward. She stated that any officer proposals in this regard would be welcome.

RESOLVED:

That the officer's verbal presentation be noted.

7.3 ELECTORAL SERVICES - REGISTRATION OF ELECTORS & CONDUCT OF ELECTIONS

Isabella Freeman, Assistant Chief Executive, Legal Services and Louise Stamp, Electoral Services Manager, were both in attendance. Louise Stamp gave a PowerPoint presentation for Members on Electoral Services and its role in voter registration. In response to some Members' questions, the following points were outlined:

- Trying to ascertain or identify the most effective way of reaching out to the community to encourage residents to respond to the electoral canvass was an on-going priority for the Service. Maintaining an up to date and accurate electoral register was challenging for a number of reasons, including a low response rate to the canvas from people living in private gated housing developments, a problem which was compounded by the transient nature of the borough's population. Letters had been sent to the Managing Agents of private properties in an attempt to encourage responses and to ensure that officers canvassing were able to access the building, but this has not had a significant impact on the response rate;

- To ensure the integrity of the electoral register, a canvass of properties with more than six residents was conducted immediately prior to elections, to remove electors from the register if they no longer resided at properties in the borough;
- The law stated that the information provided by a resident about the people living at the same address must be taken at face value;
- Investigations by the returning officer can only be conducted if there was evidence of some discrepancy;
- In order to tackle the poor responses to canvassers from some residents in the community, outreach work was being carried out and election material written was published in languages other than English, for example Bengali, to ensure large sections of the community were reached;
- Wilful non-responders had been prosecuted attracting a £465 fine and it was hoped that this would act as a deterrent;
- Individual voter registration would be compulsory from 2014. The Council's records would be matched with the records from the DWP. If there were any discrepancies, the information would be rejected and subjected to further verification and checks;
- Prior to the next elections in 2014, pre-meetings would also be arranged with agents to discuss ways of ensuring community liaison, with a view to facilitating the electoral/voting process for residents;
- If registration information appeared to be questionable, electoral officers could request evidence to verify the resident's identity for example by cross referring with a recent utility bill or passport;
- Work had also been carried out at schools and citizenship ceremonies to encourage as many residents as possible to register;
- There was a dedicated officer who performed outreach work, particularly aimed at local Bengali women, explaining the importance of registering the right to vote. The Women's Tower Hamlets Inclusive Network had been contacted to identify women's groups in the borough who could host such outreach activities;
- In order to ascertain whether different registration forms could increase voter registration response rates, a pilot was being conducted with the Cabinet Office Behavioural Rights team whereby simplified forms were sent to a sample of properties. A comparison will be made with registration rates in areas where the normal forms were submitted and the results would be analysed in December 2012.

Members requested that the Assistant Chief Executive report back to the committee on the results of the annual canvas in November and again in February following the completion of the postal vote registration process.

The Chair thanked the officers for their presentation.

RESOLVED:

That the presentation be noted.

8. VERBAL UPDATES FROM SCRUTINY LEADS

Councillor Helal Uddin, Scrutiny Lead Member for Resources

A meeting had been held with Chris Holme, Service Head for Resources, Development and Renewal Directorate, on the scope and timing of the Scrutiny Review on Mainstream Grants. The following points were clarified:

- The process for reviewing and making recommendations on allocation of Mainstream Grants had been revised;
- The new process was approved by Cabinet in March 2012;
- The process for the allocation of grants for 2012 – 15 was due to conclude by the end of September 2012.

With regards to the Review scope and timing, the following points were outlined:

- The Service was committed to ensuring that a transparent process welcomed the engagement of Scrutiny Members in ensuring that transparency was achieved;
- October was considered a suitable time for the Review meetings to take place when the process had been completed, but the issue was still “live”;
- It was suggested that the Council engaged with the Third Sector Advisory Board to identify voluntary organisations to involve in the Review group.

It was anticipated that a more detailed scope for the Review would be developed over the summer.

Councillor Sirajul Islam, Scrutiny Lead Member for Development and Renewal

Cllr Islam had had an introductory meeting with the Corporate Director, Development and Renewal to discuss the work programme. He would be meeting Jackie Odunoye to take the scrutiny review work forward.

RESOLVED:

That the verbal updates be noted.

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

Nil items.

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

The Chair referred to a late Cabinet report tabled for the Committee titled “One Housing Group – integration of Island Homes” requiring an urgent decision by Cabinet on 25th July.

Members were apprehensive about the hasty request for the OSC to agree to the report and questioned why it had not been placed on the Forward Plan and submitted to the Committee through the normal channels. The financial implications were also of concern to some Members. The Chair therefore proposed querying the following points at the Cabinet meeting on 25th July:

- The lack of accounts for 2011 – 12 and whether or not the Housing Group was still viable;
- The lack of a credible explanation as to the tardiness of the report;
- Was the variation to the pension bid as expected – was the Council liable?
- With reference to part three of the appendix, were there any performance issues to take into account?
- Local labour clause – this should be mandatory.

Parent Governor and Co-optee vacancies

Regrettably, the Parent Governor nomination was still outstanding due to a delay with the completion of the elections for Parent Governor representatives.

Similarly, the Co-optee vacancies were still unfilled and it was anticipated that these would be resolved by the next meeting in September.

The meeting ended at 7.35 p.m.

Chair, Ann Jackson

Overview & Scrutiny Committee

Agenda Item 6.1

Committee: Overview and Scrutiny	Date: 4 September 2012	Classification: Unrestricted	Report No:	Agenda Item:
Report of: Assistant Chief Executive (Legal Services) Originating officer(s) David Galpin, Head of Legal Services - Community		Title: Enforcement Wards Affected: All		

1. SUMMARY

- 1.1. On 8 September 2010, Cabinet agreed a council-wide enforcement policy. The policy's implementation has been reviewed by reference to enforcement action carried out in the 2011/2012 financial year. It is considered that the policy is fit for purpose, but that it should be revised in relation to covert investigations, once the Protection of Freedoms Act 2012 takes effect.

2. DECISIONS REQUIRED

Overview and Scrutiny Committee is recommended to:-

- 2.1. Consider and comment on the information set out in the report.

3. BACKGROUND

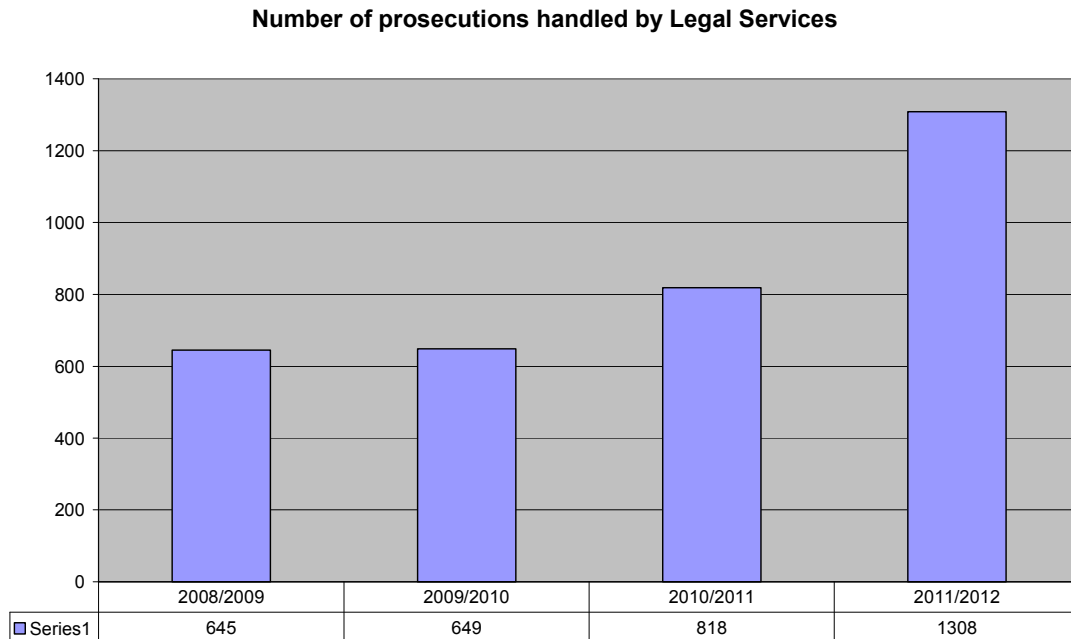
- 3.1. The enforcement policy adopted by the Council on 8 September 2010 introduced five key principles of enforcement, namely –
- **Raising awareness** of the law and its requirements.
 - **Proportionality** in applying the law and securing compliance.
 - **Consistency** of approach
 - **Transparency** about the actions of the Council and its officers.
 - **Targeting** of enforcement action.
- 3.2. This report provides a summary of enforcement activity for the 2011/2012 financial year and an analysis of whether or not such action is consistent with the five expressed principles. Consideration is also given to whether the policy requires revision.

4. **BODY OF REPORT**

4.1. **ENFORCEMENT ACTIVITY: PROSECUTIONS**

4.2. In 2011/2012, the Council completed 1308 prosecutions. This was a significant increase over previous years, as shown in the following chart.

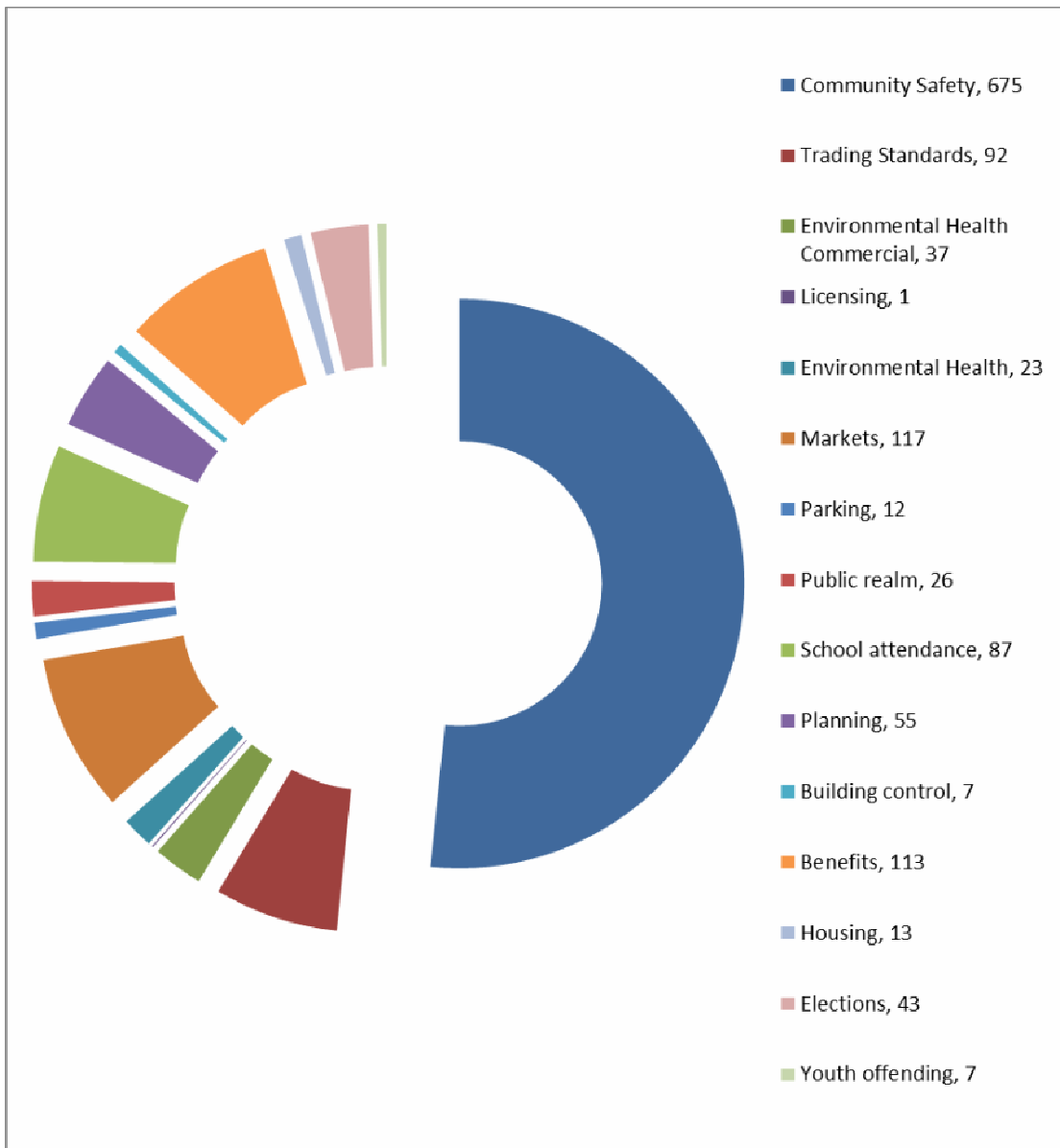
Figure 1



4.3. The prosecution types and outcomes are set out in Appendix 1. Figure 2 shows the breakdown of Council prosecutions in 2011/2012 by reference to broad areas of enforcement.

4.4. The Communities Localities and Culture directorate made the single largest contribution to the Council's prosecutions, with 971 cases (74%). The Tower Hamlets Enforcement Officers contributed 554 cases (42%) of the Council's total prosecutions.

Figure 2 - Council Prosecutions in 2011/2012



- 4.5. The elections cases referred to in Figure 2 involved enforcement by the Council of compliance with the canvass and this work is referred to in more detail in paragraphs 4.77 to 4.81 below. Any allegations of more serious offences related to elections are referred to the Metropolitan Police.
- 4.6. Overall, the Council brought 1,308 prosecutions and obtained 908 convictions. There were 238 cases with in which simple cautions were administered or the

Council obtained other successes. This makes a total of at least 1146 cases (87%) in which successful outcomes were obtained.

- 4.7. Prostitution cases provide an example of where the Council may look for “other successes”. The Council operates the Diversion Scheme pursuant to which prostitutes are given the opportunity to participate in the Safe Exit programme after being charged, rather than the Council pursuing a conviction and fine, potentially forcing re-offending. The programme involves a needs assessment and referral to an appropriate support agency, with the intention of helping individuals get away from prostitution. If the programme is completed, the Council generally discontinues the prosecution. The Council considers the discontinued cases to be successes.
- 4.8. There were 130 cases (10%) in which charges were not served, or were withdrawn or otherwise discontinued after service. There may be a variety of reasons why cases are not proceeded with, such as where new material is made available to the Council that affects the prospects of success in the case.
- 4.9. The Council lost or offered no evidence in just 20 cases, which amounts to 3% of the total cases.
- 4.10. Defendants were ordered to pay the following amounts –
- | | |
|-----------------------|----------|
| • Fines | £166,324 |
| • Costs | £200,457 |
| • Confiscation Orders | £780,944 |
| • Cash seizures | £2,743 |
| • Compensation awards | £138,317 |
- 4.11. In addition to fines, terms of imprisonment were imposed in 71 cases. In 43 of those cases, however, the term was suspended with a requirement that the defendant do unpaid work in the community. In a further 35 cases, Community Orders were imposed with requirements to also do unpaid work. A post-conviction Anti-social Behaviour Order was obtained against a prolific persistent offender who was a street drinker and, when drunk, abused people.
- 4.12. A notable success was the case of SM. This was a joint prosecution undertaken with the Department of Work and Pensions in which the Council was the prosecution agency. The Council’s corporate fraud manager led a multi-disciplinary investigation, which revealed that over a period of six years SM submitted a number of different claims for financial support to different agencies. Specifically, SM submitted: claims to the Council for financial assistance with residential or nursing home fees for his father; claims for income support to the DWP for himself; and claims to the Council for housing and council tax benefits for himself. In making these claims, SM failed to declare savings that he and his father had and which at their highest were in excess of £170,000. SM was

arrested and charged with offences under the Theft Act 1968; the Social Security Administration Act 1992; and the Fraud Act 2006. SM pleaded guilty to a total of seven charges in the Crown Court and was sentenced to 13 months imprisonment on each charge to be served concurrently. In addition, SM was ordered to pay compensation amounting to £116,781.08 being the amount of the overpayments.

4.13. Following investigations by the Housing Options Service the Council prosecuted offenders who made fraudulent homelessness applications under the Housing Act 1996 or fraudulent applications to go on the housing waiting list or both. In each case, the relevant fraud involved the applicant falsely asserting, on the relevant application form, that he or she did not own other property. Between 1st April 2011 and 31st March 2012, six people were convicted of offences relating to such fraudulent applications. One individual was sentenced to 16 months imprisonment, suspended for 2 years, and also ordered to do 100 hours unpaid work. Another individual was sentenced to a 12 month Community Order with a 50 hours unpaid work requirement.

4.14. **ENFORCEMENT ACTIVITY: OTHER THAN PROSECUTIONS**

4.15. **Safer Communities**

4.16. The Council's safer communities service, within the Communities, Localities and Culture directorate, deals with anti-social behaviour, public order, consumer protection and environmental health matters, broadly connected with the Community Plan objectives of A Great Place to Live and A Safe and Cohesive Community.

4.17. The Tower Hamlets Enforcement Officers ("**THEOs**") provide a highly visible, uniformed presence in the borough. The service also works closely with the police and other services across the Council. The work of the THEOs cuts across other enforcement areas referred to below. Particular matters dealt with include: public urination; criminal damage; prostitution; fly posting; licensing; touting, unlicensed street trading; anti-social behaviour; begging; dog fouling; dogs off leads; failures to surrender alcohol; graffiti; highway obstruction; and littering.

4.18. The prosecution work done on behalf of community safety is referred to in section 4 above. Other enforcement work carried out by the THEOs was as follows –

- 962 fixed penalty notices issued
- 1470 occasions of confiscating alcohol (excluding minors)
- 42 occasions of confiscating alcohol from persons under 18.
- 30 occasions of confiscating alcohol from minors under 16.
- 206 counterfeit DVDs seized.

- 10 noise abatement notices issued.
- 4.19. In relation to anti-social behaviour, the Council successfully completed two restorative justice meetings (where the victim and perpetrator engage in mediation to discuss issues and seek to find a resolution, signed 57 anti-social behaviour contracts and issued 83 warning letters in respect of anti-social behaviour contracts. The services issued 164 anti-social behaviour warning letters. One premises closure order was obtained in respect of 101-109 Fairfield Road, E3. This followed youth congregation, littering, shisha smoking and severe noise nuisance in and around the premises.
- 4.20. **Trading standards**
- 4.21. The Council has responsibility for enforcing a variety of consumer protection legislation, including the Trade Marks Act 1994, the Consumer Credit Act 1974, the Consumer Protection Act 1987 and related statutory instruments. The Council's trading standards team seeks to prevent a variety of unlawful trading activity, including: touts offering deals that are not honoured, sales of counterfeit goods; sales of unlabelled goods; schools offering education that they cannot deliver.
- 4.22. The Council's staff spent 12 days visiting off-licences in partnership with the Metropolitan Police Service and with Her Majesty's Revenue and Customs. The Council took the lead in prosecuting a major importer of fake consumer goods, working in partnership with the City of London Police. This led to a conviction in the Crown Court in May 2012 and the offender was sentenced to 33 months imprisonment.
- 4.23. The Council received 5750 consumer complaints in 2011/2012. It recorded 1660 visits to premises. The Council issued 108 simple cautions. The Trading Standards team triggered 11 premises licence reviews under the Licensing Act 2003, resulting in amendment of licence conditions and eight licence suspensions. As a result of the Council's investigations, three web sites were suspended. The Council served five premises closure notices.
- 4.24. **Environmental health commercial**
- 4.25. The Council is responsible for carrying out enforcement action in respect of health and safety matters under the Health and Safety at Work etc Act 1974, food safety under the Food Hygiene (England) Regulations 2006, special treatment premises under the London Local Authorities Act 1991 and smoke free premises under the Health Act 2006. This enforcement work is dealt with primarily in the Council's Communities, Localities and Culture directorate.
- 4.26. The Environmental Health Commercial team has worked with Police and with other Council teams to combat illegal shisha bars.

4.27. In order to identify issues and to work with premises to prevent breaches of the law, the Council carried out 2675 inspections and re-inspections of premises as follows during 2011/2012 –

- 826 health and safety inspections
- 111 health and safety re-inspections
- 1112 food safety inspections
- 626 food safety re-inspections

4.28. The Council issued 2635 written warnings, 2016 in respect of health and safety breaches and 619 in respect of food safety breaches. The Council gave four simple cautions, three in respect of health and safety at work and for breach of a special treatments licence. The Council issued statutory notices, as follows –

- 123 food hygiene improvement notices.
- 16 formal food closures.
- 4 remedial action notices.
- 80 health and safety improvement notices.
- 11 health and safety prohibition notices.

4.29. There were, in addition, five voluntary closures of food premises in circumstances where the Council had inspected and identified breaches. The Council issued 10 fixed penalty notices in respect of smoking at premises required to be smoke free.

4.30. The Council carried out one seizure in a health and safety case and eight seizures of illegally imported food. There were an additional eight cases in which food was voluntarily surrendered to the Council as a result of investigation.

4.31. **Licensing**

4.32. The Council is responsible for administering the Licensing Act 2003. This work is carried out within the Council's Communities, Localities and Culture directorate. In 2011/2012, the Council recorded 354 visits by the Licensing Team of premises in the borough. The Council issued 27 written warnings for licensing infringements and held 24 reviews of licences under the Licensing Act.

4.33. **Environmental health – environmental protection**

4.34. Environmental protection enforcement is dealt with in the Council's Communities, Localities and Culture directorate and covers noise, pollution and other public health matters. Significant pieces of legislation dealt with by the team are the Environmental Protection Act 1990, Control of Pollution Act 1974, Public Health Act 1936, Prevention of Damage by Pests Act 1936 and the Housing Act 2004.

4.35. The service has contributed to partnership working in a variety of ways, including the following –

- Established close working arrangements with Crossrail, the Olympic Delivery Authority, Joint Local Authority Regulatory Services (JLARS), London City Airport, Thames Tideway Tunnel and Building Schools for the Future projects with the objective of minimising noise disturbance from works.
- Work with the Metropolitan Police Service, the Council's planning department, the Fire Service and the Royal borough of Greenwich over licensing applications and conditions.
- Participation in the Licensing Enforcement Forum, and the Entertainment Licensing Safety Advisory Group.
- Participation in the community safety group and close collaboration with the police and THEOs.
- Assisting registered social landlord partners in resolving problems.
- Work with social services in relation to service users with mental health problems.
- Work with the Fire Service to resolve fire safety in housing.
- Work with the housing benefits team that deals with landlords.
- Collaboration with the Dogs Trust on the neutering voucher scheme.

4.36. By way of prevention, the service agreed noise management plans for licensed events, including major events in Victoria Park and the Baishaki Mela. The service worked closely with developers to set noise and pollution limits on major construction projects. The service was also responsible for licensing houses in multiple-occupation and issued 68 licences for this purpose under the Housing Act 2004.

4.37. During 2011/2012, the service routinely sent warning letters to landlords on receipt of complaints regarding housing safety. Three warnings were sent by animal wardens. The service administered three simple cautions in respect of dangerous animals and one simple caution in respect of noise. The service issued 503 enforcement notices, as follows –

- 64 notices under section 61 of the Control of Pollution Act 1974 giving prior consent to noise levels on construction sites
- 11 notices controlling noise on construction sites under section 60 of the Control of Pollution Act 1974
- 135 abatement notices for statutory nuisances under section 80 of the Environmental Protection Act 1990
- 7 notices for cleansing of properties under section 83 of the Public Health Act 1936
- 13 notices under the Prevention of Damage by Pests Act 1936
- 101 improvement notices under section 11 of the Housing Act 2004
- 20 improvement notices under section 12 of the Housing Act 2004

- 26 prohibition orders under section 20 of the Housing Act 2004
 - 10 revoke and vary prohibition orders under section 25 of the Housing Act 2004.
 - 2 emergency remedial action orders under section 40 of the Housing Act 2004
 - 10 overcrowding notices under section 139 of the Housing Act 2004.
 - 104 notices to produce documents under section 235 of the Housing Act 2004.
- 4.38. The Council carried out works in default of compliance with a statutory notice in 16 cases. These included works to disable misfiring alarms, removal of refuse under the Prevention of Damage by Pests Act 1936 and the cleansing of filthy and verminous premises. In 15 cases, the Council applied for warrants to enable entry to premises to carry out works.
- 4.39. The service triggered reviews of premises licences under the Licensing Act 2003 in five cases. The service's representations led to reduction of the hours operated by some premises and in one case the premises licence was revoked.
- 4.40. The service conducted five seizures of property under the Environmental Protection Act 1990 and one seizure of a stray dog under "collar and tag" legislation. 20 dog control enforcement actions are pending from incidents occurring in 2011/2012.
- 4.41. Animal wardens have contributed to raising awareness by two roadshows with the RSPCA at Asda, Roman Road, and one with the Dogs Trust at Victoria Park. The animal wardens contributed to two residents' community days with Island Homes.
- 4.42. Significant achievements in 2011/2012 are as follows –
- Early consultation and discussion with major project and major infrastructure developers has reduced the number of complaints from the public regarding environmental damage.
 - The partnership work of the Licensing Enforcement Forum and other licensing forums has reduced the number of complaints from the public about noise.
 - Working with the Police, THEOs and the Council's ASB team has been useful in highlighting problem areas of work and channelling resources to them.
 - Seizure of drums from nuisance drummers in Brick Lane achieved in cooperation with THEOs.
 - Seizure of a bull terrier from minors in the Watney Market area with police assistance, following extensive complaints including dog fighting from local residents.
 - Increased joint working with all enforcement partners.

- Destruction of a dangerous dog after it came in as stray. There was a history of attack incidents, registered on the exempted dogs register under the Dangerous Dogs Act 1991.

4.43. **Markets**

- 4.44. The Council is responsible for regulating unlawful activities associated with the borough's markets, including offences of unlawful street trading contrary to the London Local Authorities Act 1990. This enforcement work is dealt with by the Markets team within the Council's Communities Localities and Culture directorate.
- 4.45. The Markets team worked with Police, City of London and Hackney Council in relation to its enforcement work. Within the Council the Markets team also worked closely with Trading Standards, the THEOs, Highways and Clean and Green. The Markets team worked with the London Mosque to raise awareness of the law in relation to unlawful street trading activities.
- 4.46. In 2011/2012, the Council issued 479 written warnings in respect of unlawful market activities. The Council confiscated 286 items such as bicycles, DVD's and bric-a-brac associated with unlawful activities.
- 4.47. The prosecution work in respect of markets is set out in section 4 above. A particularly successful case involved a bike theft witnessed by a market officer. Police arrested the offender, who was found to be in breach of bail conditions relating to earlier, similar offences. The offender was convicted and sentenced to four months' imprisonment.

4.48. **Parking**

- 4.49. Parking enforcement is dealt with in the Council's Resources directorate and covers cases of fraud and misuse of parking permits. This may involve persons making false statements to obtain a parking permit, such as a disabled badge, forging a permit or using another person's permit. Such cases may arise under the Road Traffic Regulation Act 1994, the Fraud Act 2006, the Disabled Persons (Badges for Motor Vehicles) (England) Regulations 2000, or the Chronically Sick and Disabled Persons Act 1970. It is not concerned with the issuing of penalty charge notices under the Traffic Management Act 2004 and the Civil Enforcement of Parking Contraventions (England) General Regulations 2007.
- 4.50. The Council conducted daily beat checks and five joint working operations with police. By way of non-prosecution enforcement, the Council carried out the following –
- 9 warnings.
 - 29 simple cautions.

- 76 removals of vehicles.
 - 180 fixed penalty notices.
 - 123 confiscations of disabled badges.
 - 108 confiscations of visitor scratch cards.
- 4.51. The Council assisted other authorities in 12 cases where a fake or fraudulent Tower Hamlets blue badge was used outside the borough.
- 4.52. **Public realm**
- 4.53. The Council's Public Realm service, within the Communities, Localities and Culture directorate, consists of three departments: Clean and Green; Transportation & Highways; and Parking Services.
- 4.54. Public Realm deal with street cleansing, waste and recycling collections, parks maintenance, road and pavement repairs, contract management, environmental crime (includes littering, fly-tipping, graffiti, fly-posting), highways enforcement, community transport services, the provision of cycle lanes and management of street parking, including disabled parking. Services provided by Public Realm are broadly connected with the Community Plan objectives of A Great Place to Live and A Safe and Cohesive Community.
- 4.55. The Streetcare and Commercial Waste THEO team within the Clean and Green department carry out the enforcement function in relation to environmental crime and highways enforcement. They provide a visible, uniformed presence in the borough. The Commercial Waste THEOs mainly concentrate on commercial waste enforcement and work in close partnership with the Council's waste contractor Veolia Environmental Services and other enforcement agencies. Local street care officers provide a front line interface between residents, businesses and other local bodies in order to keep any publicly owned space clean, safe and environmentally friendly. These officers are responsible for the management of street related services. The Streetcare teams are based in local hubs, from which they carry out inspections of parks, play areas and highways. The teams enforce against environmental and highways offences. The teams are also responsible for licensing of temporary structures and road closures.
- 4.56. The prosecution work done on behalf of Clean and Green is referred to in section 4 above under Public Realm. Other enforcement work carried out by the Streetcare and Commercial Waste THEOs during 2011/2012 was as follows –
- 1099 fixed penalty notices (FPN).
 - 1810 warning letters to residents and business.
 - 109 commercial waste-related warning letters.
 - 892 waste investigations.
 - 292 Statutory Notices, as follows: 143 under section 34, Environmental Protection Act 1990; 107 under section 47, Environmental Protection Act

1990; 1 litter clearance notice under the Environmental Protection Act 1990; 41 notices under the Highways Act 1980.

- 20 informal graffiti removal requests.
- 32 graffiti removal notices under the London Local Authorities Act 1995.
- 39 warning letters to beneficiaries of fly-posting.
- 55 warning letters to estate agents for unauthorised signs.
- 265 fly-poster removal notices to beneficiaries of fly-posting.

4.57. Of the 1099 FPNs issued, there were: 820 for depositing litter; 6 for graffiti and fly-posting; 27 for failure to comply with a waste receptacle notice; 71 for failure to produce authority (waste transfer notes); 6 for Wilful obstruction of highway; 1 for depositing a builder's skip on a highway without permission; 6 for failure to secure lighting or other marking of builder's skip; 1 for failure to comply with conditions of skip permission; 1 for erecting scaffolding or other structure without licence; and 160 for displaying advertisement in contravention of regulations. As at 8 May 2012, of the FPNs issued in 2011/2012: 654 have been paid; 131 withdrawn, following successful representations; and 311 remain outstanding, some of which have been processed for prosecution.

4.58. Leading up to the Olympics the Commercial Waste THEOs have been working in partnership with Veolia Environmental Services to remove all trade waste bins from main roads and introduce time-banded collections. The team introduced a voluntary code of conduct for businesses to reduce the impact of enforcement activity. The code highlighted the need for businesses to comply with their duty of care and outlined what actions they could face if they failed to adhere to the code of conduct. The project is ongoing and being rolled out throughout the borough. It has already seen success by reducing clutter, obstruction and litter from the highways. The introduction of two night-time Streetcare officers, has ensured that a uniformed presence is maintained to deal with all sorts of environmental crime.

4.59. **School attendance**

4.60. The Council is responsible for enforcing non-school attendance under the Education Act 1996. This enforcement work is dealt with in the Council's Children's Schools and Families directorate. In addition to prosecuting parents (which cases are referred to in section 4 above), the Council issued a number of written warnings, the total number of which is estimated at 500.

4.61. **Planning**

4.62. The Council is responsible for planning enforcement under the Town and Country Planning Act 1990 and related legislation and statutory instruments. The work is dealt with in the Council's Development and Renewal directorate.

- 4.63. The planning enforcement team worked in partnership with other agencies and Council departments as follows –
- Work with the Environment Agency and Police and, internally, with Clean and Green, Environmental Health, Licensing and Asset Management to prevent use of land at Alisa Street for car-breaking, waste storage and related activities. The land was restored to acceptable condition.
 - Work with Police and, internally, with Licensing and Trading Standards to enforce planning and licensing conditions for premises at Brick Lane.
 - Work with Police and, internally, with Smokefree and Markets to close an illegal Shisha Club at Pennington Street.
- 4.64. The Council issued a number of verbal and written warnings in respect of planning enforcement during 2011/2012, the precise number of which have not been recorded. The Council issued a single simple caution in respect of a tree removal at Chapel House Street. The Council issued 138 statutory notices as follows –
- 58 enforcement notices.
 - 41 planning contravention notices.
 - 2 temporary stop notices.
 - 1 notice to remove an advert.
 - 1 notice to carry out repairs.
 - 1 tree replacement notice.
 - 27 breach of condition notices.
- 4.65. The Council carried out works in default of compliance with statutory notices to remove three roadside illuminated hoardings.
- 4.66. The planning enforcement service made representations in respect of premises licences under the Licensing Act 2003. This led to premises at 60-62 Commercial Street (Gramophone Bar) having hours reduced to mirror planning hours. The license was suspended for 3 months.
- 4.67. Significant achievements in planning enforcement in 2011/2012 were –
- 60 Sutton Street – two successful prosecutions with fines totalling £24,000 and demolition of illegal works (3-storey former public house).
 - 12 Hanbury Street – successful prosecution with a fine and costs of £15,500. Illegal Extensions were removed and the twin ridge roof restored.
 - Roman Road – removal of illegal high level signage (shop and estate agents) and installation of new shop fronts to buildings with commercial units boarded up.
 - 24 Marshfield Street – removal of illegal extension and a pending prosecution.

- Advertisement Project – removal via direct action and voluntarily of some 20 large scale billboards throughout the borough, with work on-going.
- Alisa Street – cessation of illegal uses at St Leonards Wharf and on-going negotiations regarding restoration of the land.
- 101 – 109 Fairfield Road – cessation of illegal shisha club, with buildings now demolished and being redeveloped.

4.68. **Building control**

4.69. The Council is responsible for enforcing the Housing and Building Control Act 1984, the London Building Acts Amendment Act 1939 and related statutory instruments. The work is dealt with in the Council's Development and Renewal directorate. In 2011/2012, the service issued four warning letters and 10 enforcement letters.

4.70. **Benefits**

4.71. The Council is responsible for preventing fraud in respect of benefits that it administers. This work is dealt with in the Council's Resources directorate and involves action under the Social Security Administration Act 1992.

4.72. By way of non-prosecution enforcement, the Council administered the following –

- 54 simple cautions.
- 45 administrative penalties.

4.73. The Council carried out joint working with the Department of Work and Pensions. This led to the Council taking the lead on a successful prosecution, with the Council's legal service acting on behalf of the Council and the DWP. The case led to the defendant being ordered to repay an amount in excess of £100,000.

4.74. **Housing**

4.75. The Council is responsible for preventing fraud in respect of housing allocations and homelessness applications. This work is dealt with in the Council's Development and Renewal directorate and may involve action under the Fraud Act 2006.

4.76. During 2011/2012, the enforcement action focussed on prosecutions. Eight individuals who falsified their housing applications were successfully prosecuted for fraud during this period, as summarised above.

4.77. **Elections**

4.78. During the annual canvass period, it is the duty of the Electoral Registration Officer (ERO) to carry out an annual audit of the Borough of Tower Hamlets to

ascertain if the information currently held on the Register of Electors is correct. The Council enforces compliance with the canvass and this work is carried out in the Chief Executive's directorate. More serious offences related to elections are referred to the Metropolitan Police.

- 4.79. In Tower Hamlets, canvass staff are employed for a period of three months to conduct personal visits to all properties in the borough to assist with completion of the Voter Registration Form. If residents do not respond to the personal visits, the initial form is posted through the letterbox. Staff will then follow up their visits with a reminder form during September and October. If a resident refuses to comply with this statutory duty, a letter is sent confirming that any person failing to provide information in pursuance of this requisition is liable on summary conviction to a fine not exceeding £1,000.
- 4.80. If no response is received from the property after the first two stages of the canvass, a final reminder form is posted out via Royal Mail. Following completion of the annual audit period at the end of November 2011, those properties identified as 'refused to register' who failed to complete the Voter Registration Form are checked against the borough's Council Tax records to confirm the name of the resident, before being passed on to the Legal Services to commence court proceedings.
- 4.81. Figure 2 in section 4 above shows that, in 2011/12, 43 prosecutions were taken by Legal Services for Elections and 42 of those were for failing to return voter registration forms. The Council continues to encourage such residents to enrol. Prior to serving a summons, the Council sends out a letter with a voter registration form asking for its return. If it is not returned then a summons is served with a further voter registration form for completion and advising that, if the form is returned, the proceedings will be withdrawn. Further, at any time up to and including the day of the hearing, the form can be returned and the proceedings withdrawn. 29 persons either returned forms or moved address so that they were no longer required to be registered and the proceedings were withdrawn.
- 4.82. **Youth offending**
- 4.83. The Council is responsible for ensuring compliance in relation to statutory Court Orders made through the Youth Court. In 2011/2012 this work was carried out by the Offending Service (YOS) within Children Schools and Families.
- 4.84. There were at least 160 orders requiring compliance during 2011/2012, including referral orders, youth rehabilitation orders and custodial licence periods. To enforce these orders, the Council follows a specific YOS compliance procedure, in keeping with Ministry of Justice National Standards (NS). This requires the issue of a formal warning letter for each missed appointment deemed to have no reasonable excuse. Three such warnings trigger a compliance panel meeting,

which decides whether the matter be returned to court for breach proceedings. During 2011/2012, at least 253 warning letters were sent. There were 61 breach proceedings prosecuted by the Council which reached an outcome. 7 of these cases were contested, all of which were proved.

5. RAISING AWARENESS

5.1. The Council took a variety of steps during 2011/2012 to raise awareness of the law, which included –

- Holding an event to promote the anti-touting strategy, writing to premises and posting stickers.
- Working with the London Mosque to raise awareness of the law on unlawful street trading.
- Writing to occupiers of premises regarding breaches and potential breaches of the law.
- Participating in public awareness sessions in relation to dog ownership.
- Promoting successes in the area of anti-social behaviour, where appropriate, using the “you said, we did” format. This was done via leaflets, posters and advertisements in East End Life, depending on what was considered proportionate in individual cases.

5.2. The Council actively publicised its enforcement activity throughout 2011/2012. This involved stories in East End Life and media releases about enforcement programmes and enforcement successes. The Council’s Communications Team recorded 47 separate instances where the Council promoted enforcement activity, which are summarised in Appendix 2 to this report.

5.3. This material demonstrates that the Council is taking steps to promote awareness of the law, consistent with the requirements of its enforcement policy. To the extent that the enforcement policy encourages raising awareness, it is proposed that the policy should remain unchanged.

6. CONSISTENCY

6.1. The enforcement policy specifies that –

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.

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.

- 6.2. Numerous examples may be provided in respect of the enforcement action covered in sections 4 and 5 above. It is proposed, however, to give a single example by reference to the enforcement work carried out by electoral services, set out in paragraphs 4.76 to 4.80 above. The work carried out to ensure compliance with the annual canvass involves a clear progression through the following stages: personal visit; delivery of the form; reminder; warning letter; final reminder; and prosecution. If the prosecution leads to return of the canvass form, then the prosecution is withdrawn. This process of enforcement has a clear purpose and is followed consistently based on the underlying purpose rather than the identity of the individual concerned. The methodology is in accordance with the Council's enforcement policy and is capable of explanation to any person who sought to understand the Council's approach.
- 6.3. It is considered that the Council is generally complying with its policy in relation to taking consistent enforcement action and that this element of the policy should remain unchanged.

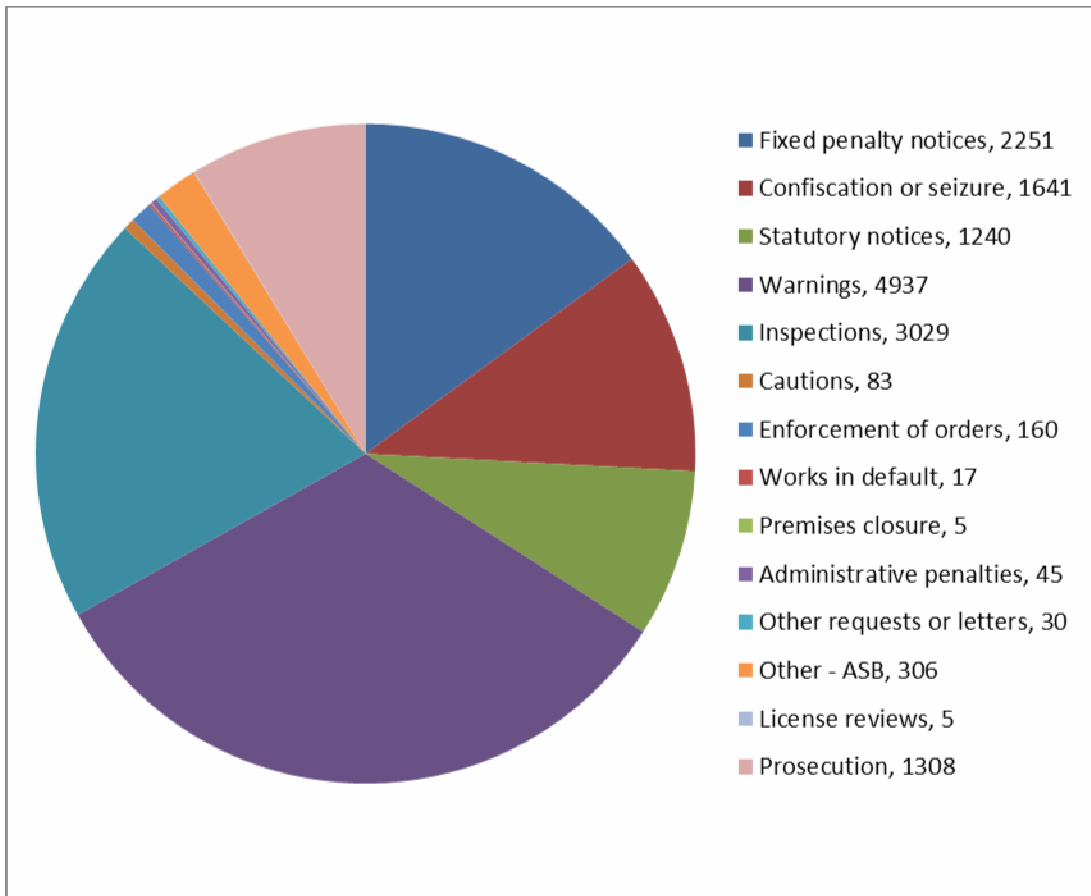
7. TRANSPARENCY

- 7.1. The Council's first step towards transparency is having an enforcement policy that specifies the kind of enforcement action it may take and how it will make decisions about what action to pursue. This helps individuals and businesses understand the Council's decision-making process. It is proposed that the information in this report be published in reports to members so that members of the public can further understand the Council's overall approach to enforcement. To the extent that the enforcement policy encourages raising awareness, it is proposed that the policy should remain unchanged.

8. PROPORTIONALITY

- 8.1. The review of the Council's enforcement action in sections 4 and 5 of the report shows that the Council is making full use of the variety of enforcement measures available to it. The Council does not just prosecute in every case, with inspections and warnings forming by far the largest part of the Council's overall enforcement effort (see figure 3).
- 8.2. The Council's approach is tailored to the type of offending conduct. Fraud cases show a much higher tendency to prosecution. In respect of commercial premises, the approach is far more collaborative, with inspections being focussed on assisting premises to prevent breaches. The Council offers prostitutes the opportunity to undergo a support programme, which aims to avoid re-offending rather than punishing individuals.
- 8.3. It is considered that the Council is generally complying with its policy in relation to taking proportionate enforcement action and that this element of the policy should remain unchanged.

Figure 3 - Types of Enforcement Action 2011/2012



9. **TARGETING**

9.1. The enforcement policy requires that the Council's enforcement action should be aligned with the Council's key policies and strategies. The Community Plan provides the primary direction in this regard. It contains the following key themes: –

- A Great Place to Live
- A Prosperous Community
- A Safe & Cohesive Community
- A Healthy and Supportive Community

9.2. The Community Plan has the following four cross-cutting themes:-

- One Tower Hamlets: tackling inequalities and promoting inclusion
- Community Engagement: supporting a powerful public
- Efficiency: delivering value for money services
- Localisation: delivering services closer to people.

- 9.3. The Council's enforcement in respect of parking, benefits and housing is concerned with the fair and efficient allocation of resources. This work contributes directly to the key cross-cutting themes in the Community Plan of One Tower Hamlets and Efficiency.
- 9.4. The Council's enforcement in respect of electoral services is concerned with maintaining an accurate and up to date register. This helps the conduct of elections and to ensure that people resident in the borough exercise their democratic rights. This work contributes directly to the cross-cutting themes of One Tower Hamlets and Community Engagement.
- 9.5. The Council's enforcement in the areas of trading standards, environmental health commercial, markets and licensing protects consumers and helps to maintain a level playing field for local businesses. The continuing work to stop unlawful DVD sellers provides an excellent example. Consumers are protected from poor quality products, some of which don't play at all. Families are protected from vendors who display 18+ and pornographic DVDs alongside products targeted at children. Local businesses that sell or hire DVDs are supported by the removal of unlawful operators who would otherwise undercut them with inferior products. This enforcement work contributes to the key themes of A Great Place to Live and A Prosperous Community.
- 9.6. Enforcement action in the areas of community safety, environmental health, public realm, planning and building control make direct contributions to the environment in Tower Hamlets. For example, by combating nuisance behaviour such as public urination and street prostitution, the Council is making a difference to the everyday experience people have in Tower Hamlets. This is targeted to helping make Tower Hamlets A Great Place to Live.
- 9.7. The Council's work in respect of non-school attendance is designed to promote the education of children in the borough and in this respect helps to achieve the key theme of A Prosperous Community.
- 9.8. This review of enforcement action shows how the Council's enforcement is connected with its Community Plan goals. There are numerous examples in section 5 of this report indicating how the Partnership works together on enforcement. It is considered that the Council is generally complying with its policy in relation to taking targeted enforcement action and that this element of the policy should remain unchanged.

10. PROTECTION OF FREEDOMS ACT 2012

- 10.1. The Protection of Freedoms Act 2012 received royal assent on 1 May 2012. Sections 37 and 38 of the Protection of Freedoms Act have not yet been commenced, but they propose to amend Parts 1 and 2 of the Regulation of

Investigatory Powers Act 2000 (“RIPA”) so as to require local authorities to obtain judicial approval for activities under RIPA. This means that before obtaining or disclosing communications data under Part 1 of RIPA, or conducting covert surveillance under Part 2 of RIPA, the Council will require its own authorisation to be approved by a justice of the peace. This adds an extra layer of approval.

10.2. The changes to be made by the Protection of Freedoms Act 2012 to Part 2 of RIPA permit the Secretary of State to impose additional conditions that a local authority’s authorisation of covert surveillance must meet. The Secretary of State has made the Regulation of Investigatory Powers (Directed Surveillance and Covert Human Intelligence Sources (Amendment) Order 2012, which is due to come into force on 1 November 2012. When the Order takes effect, it will restrict the Council’s use of covert investigation to the following offences –

- An offence punishable by a maximum term of at least 6 months of imprisonment.
- An offence under section 146 of the Licensing Act 2003 (sale of alcohol to children).
- An offence under section 147 of the Licensing Act 2003 (allowing the sale of alcohol to children).
- An offence under section 147A of the Licensing Act 2003 (persistently selling alcohol to children).
- An offence under section 7 of the Children and Young Persons Act 1933 (sale of tobacco etc. to persons under eighteen).

10.3. The Council’s RIPA policies are appended to the enforcement policy. The policies and the guidance in place under those policies will need to be amended to reflect the need to additionally obtain court approval and the limitation on the use of covert investigation to the specified offences.

11. COMMENTS OF THE CHIEF FINANCIAL OFFICER

11.1. This is a report of a review of the Council's council-wide enforcement policy and the enforcement action taken in 2011-12. There are no financial implications arising from the recommendations in this report however the enforcement policy is designed to meet the Council’s requirements to minimise the risk of fraud, error and omission to Council’s services, finances and assets.

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

12.1. This report originates in Legal Services and any necessary legal comments are set out in the body of the report.

13. ONE TOWER HAMLETS CONSIDERATIONS

- 13.1. Enforcement action that complies with the five principles expressed in the enforcement policy should help to achieve the objectives of equality and personal responsibility inherent in One Tower Hamlets.
- 13.2. As specified in section 10 of the report, the Council is targeting its enforcement action with its Community Plan goals, in accordance with the principles expressed in the enforcement policy. This includes action specifically designed to achieve One Tower Hamlets.
- 13.3. 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.
- 13.4. 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.
- 13.5. An equality impact assessment was prepared in respect of the enforcement policy, prior to its adoption. The impact assessment showed that targeted enforcement may in some circumstances fall disproportionately heavily on groups with protected characteristics (eg 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.
- 13.6. The impact assessment included particular examination of the impact of prosecution of street prostitution and DVD offences. In 2011/2012, a further

analysis has been carried out of enforcement action against touting. The results of that analysis are consistent with the findings of the impact assessment carried out prior to adoption of the enforcement policy.

- 13.7. The analysis considered the fact that all the individuals prosecuted for touting have been Asian and the companies are also Asian businesses. The targeting of enforcement action to deal with touting therefore affects this race group. This would not be the result of direct discrimination, that is, the unlawful targeting of such groups contrary to the Race Relations Act 1976. The Council would take this approach irrespective of the race of the tout or restaurant operator. It is instead, an indirect effect arising from the fact that it is a particular ethnic group which operates the restaurant business within that area.
- 13.8. To the extent that there is any indirect adverse effect on a particular race group by reason of touting prosecutions, it is considered to be the consequence of the Council taking targeted enforcement action in pursuit of its lawful objectives as set out in section 2 above (including the Community Plan goals). There is a need to target action to ensure that there is a positive overall benefit not only to the local community but also to the other restaurant businesses in the area who do not employ touts. The action is designed to reduce offending and the associated anti-social behaviour caused by the activities of the touts. Further, as touts offer inducements to customers that are not then honoured, action protects consumers and increases consumer confidence. Part of the work regarding touting is to increase awareness of the problems associated with touting and to persuade businesses to sign up to the anti-touting code.

14. **SUSTAINABLE ACTION FOR A GREENER ENVIRONMENT**

- 14.1. Enforcement action in the areas of community safety, environmental health, public realm, planning and building control make direct contributions to the environment in Tower Hamlets. For example, by combating unlawful development, the Council is making a difference to the appearance of the borough. This is targeted to helping make Tower Hamlets A Great Place to Live.

15. **RISK MANAGEMENT IMPLICATIONS**

- 15.1. Conducting enforcement in accordance with the enforcement policy should help to ensure the Council's actions are appropriate and defensible. It is appropriate to review the enforcement carried out and the effectiveness of the policy.

16. **EFFICIENCY STATEMENT**

- 16.1. The Council's enforcement in respect of parking, benefits and housing is concerned with the fair and efficient allocation of resources. This work contributes directly to the key cross-cutting themes in the Community Plan of One Tower Hamlets and Efficiency.

17. APPENDICES

Appendix 1 – Prosecution case summary
Appendix 2 – Publicity summary

**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.
None	N/A

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Summary of Prosecutions and Outcomes in 2011/2012

Client/Case Type	Cases	Guilty	Simple Caution	Other success	Lost	No Evidence Offered Case dismissed	Not served	Count left to lie on file	Withdrawn	Discontinued
BC - BBR	7	7	0	0	0	0	0	0	0	0
CF - DWPPF	2	2	0	0	0	0	0	0	0	0
CF - HBF	108	97	0	0	0	8	0	3	0	0
CF - Parking Fraud	3	2	0	0	0	0	0	0	1	0
CF - R/NHF	3	3	0	0	0	0	0	0	0	0
CF - RPF	9	0	6	3	0	0	0	0	0	0
Elections	42	13	0	29	0	0	0	0	0	0
Elections CF	1	1	0	0	0	0	0	0	0	0
HO - Homeless	5	4	1	0	0	0	0	0	0	0
HO - Lettings	7	7	0	0	0	0	0	0	0	0
HO - UE	1	0	0	0	0	0	0	0	1	0
NSA	87	67	0	3	0	2	0	0	15	0
Planning - BEN	23	22	0	0	0	0	0	0	1	0
Planning - BOCN	16	16	0	0	0	0	0	0	0	0
Planning - FP	14	0	0	8	6	0	0	0	0	0
Planning - TP	2	1	1	0	0	0	0	0	0	0
PR - C&G - CW	26	5	4	5	5	0	3	0	4	0
SC - EH - DF	2	1	1	0	0	0	0	0	0	0
SC - EH - H&H	15	5	0	9	0	0	0	0	1	0
SC - EH - Waste	6	5	0	0	0	0	0	0	1	0

Summary of Prosecutions and Outcomes in 2011/2012

Client/Case Type	Cases	Guilty	Simple Caution	Other success	Lost	No Evidence Offered Case dismissed	Not served	Count left to lie on file	Withdrawn	Discontinued
SC - EHC - Food Safety	20	17	0	0	0	0	2	0	1	0
SC - EHC - H&S	12	4	3	0	0	0	0	0	5	0
SC - EHC - Smoke Free	5	4	0	0	0	1	0	0	0	0
SC - Licensing	1	1	0	0	0	0	0	0	0	0
SC - Markets - BLC	2	1	1	0	0	0	0	0	0	0
SC - Markets - UST	115	80	16	11	1	0	2	0	4	1
SC - PP - B6	8	5	2	0	0	0	1	0	0	0
SC - PP - CD	1	0	0	0	0	0	0	0	1	0
SC - PP - Dispersal	1	1	0	0	0	0	0	0	0	0
SC - PP - DS	49	12	0	32	0	0	0	0	5	0
SC - PP - FP	1	1	0	0	0	0	0	0	0	0
SC - PP - Gambling	3	0	0	2	0	0	0	0	1	0
SC - PP - Licensing	4	1	0	3	0	0	0	0	0	0
SC - PP - Smoke Free	4	2	0	0	0	0	0	0	2	0
SC - PP - Touting	5	5	0	0	0	0	0	0	0	0
SC - PP - UST	45	41	1	1	0	0	0	0	2	0
SC - THEO - ASBO	1	0	0	1	0	0	0	0	0	0
SC - THEO - Assault	3	3	0	0	0	0	0	0	0	0
SC - THEO - B6	228	175	30	0	0	1	13	0	9	0
SC - THEO - Begging	13	10	1	0	0	0	2	0	0	0

Summary of Prosecutions and Outcomes in 2011/2012

Client/Case Type	Cases	Guilty	Simple Caution	Other success	Lost	No Evidence Offered Case dismissed	Not served	Count left to lie on file	Withdrawn	Discontinued
SC - THEO - DF	5	2	0	1	0	0	0	0	2	0
SC - THEO - DOL	1	1	0	0	0	0	0	0	0	0
SC - THEO - FT	2	1	0	0	0	0	1	0	0	0
SC - THEO - FTSA	42	38	0	0	0	0	2	0	2	0
SC - THEO - Graffiti	1	0	0	0	0	0	1	0	0	0
SC - THEO - HO	9	2	7	0	0	0	0	0	0	0
SC - THEO - LIT	130	101	3	9	3	0	7	0	7	0
SC - THEO - PO	25	16	0	1	0	0	4	0	4	0
SC - THEO - Taxi	1	1	0	0	0	0	0	0	0	0
SC - THEO - Touting	4	2	1	0	0	0	0	0	1	0
SC - THEO - UST	89	69	4	4	1	0	6	0	5	0
SC - TS - CP	1	0	0	1	0	0	0	0	0	0
SC - TS - CPFUT	4	0	0	2	1	0	0	0	1	0
SC - TS - IML	11	9	0	0	2	0	0	0	0	0
SC - TS - Licensing	5	3	0	0	1	0	0	0	1	0
SC - TS - POCA	6	6	0	0	0	0	0	0	0	0
SC - TS - PPDVD	29	7	0	22	0	0	0	0	0	0
SC - TS - Tobacco	19	10	0	6	0	0	0	0	3	0
SC - TS - Trade Marks	17	12	0	3	0	0	0	0	2	0
YOT	7	7	0	0	0	0	0	0	0	0

Summary of Prosecutions and Outcomes in 2011/2012

Client/Case Type	Cases	Guilty	Simple Caution	Other success	Lost	No Evidence Offered Case dismissed	Not served	Count left to lie on file	Withdrawn	Discontinued
	1308	908	82	156	20	12	44	3	82	1

Abbreviation	Meaning
ASBO	Anti-social Behaviour Order
BC - BBR	Building Control - Breach of Building Regulations Prosecutions
BGPS	Bethnal Green Police Station
CCA	Criminal Court of Appeal
CCC	Central Criminal Court
CD	Conditional Discharge
CF - DWPPF	Corporate Fraud - DWP Partnership Fraud prosecutions
CF - HBF	Corporate Fraud - Housing Benefit Fraud Prosecutions
CF - MDP	Corporate Fraud - Misuse of Disabled Parking Permit prosecutions
CF - R/NHF	Corporate Fraud - Residential/ Nursing Home Fraud Prosecutions
CF - RPF	Corporate Fraud - Resident Parking Fraud prosecutions
Elections CF	Election Canvass Fraud prosecution
FPN	Fixed Penalty Notice
HO - Homeless	Housing Options Homeless Fraud prosecutions
HO - Lettings	Housing Options Lettings Fraud prosecutions
HO - UE	Housing Options Unlawful eviction prosecutions

Summary of Prosecutions and Outcomes in 2011/2012

ILCC	Inner London Crown Court
LBTH	London Borough of Tower Hamlets
NSA	Non-school Attendance Prosecutions
Planning - BEN	Planning Breach of Enforcement Notice Prosecutions
Planning - BOCN	Planning Breach of Condition Notice Prosecutions
Planning - FP	Planning Fly Posting Prosecutions
Planning - TP	Planning Tree Preservation Prosecutions
PO	Parenting Order
PR - C&G - CW	Public Realm - Clean & Green - Commercial Waste prosecution
RCC	Reading Crown Court
SC - EH - DF	Environmental Health - Dog Fouling
SC - EH - H&H	Environmental Health Health & Housing Prosecutions
SC - EH - Waste	Environmental Health Waste Prosecutions
SC - EHC - Food Safety	Environmental Health Commercial Food Safety prosecutions
SC - EHC - H&S	Environmental Health Commercial Health & Safety prosecutions
SC - Licensing	Licensing Team prosecutions
SC - Markets - BLC	Markets Breach of License Conditions Prosecutions
SC - Markets - UST	Markets Unlicensed Street Trading Prosecutions
SC - PP - B6	Safer Communities Police Partnership Prosecutions for breach of Byelaw 6 of Byelaws for Good Rule & Government (public urination)
SC - PP - CD	Safer Communities Police Partnership Criminal Damage Prosecutions
SC - PP - Dispersal	Safer Communities Police Partnership Dispersal Zone Prosecutions
SC - PP - DS	Safer Communities Police Partnership Diversion Scheme Prosecutions
SC - PP - FP	Safer Communities Police Partnership Prosecutions for Fly Posting
SC - PP - Gambling	Safer Communities Police Partnership Prosecutions for Street Gaming

Summary of Prosecutions and Outcomes in 2011/2012

SC - PP - Licensing	Safer Communities Police Partnership Prosecutions for Licensing
SC - PP - Smoke Free	Safer Communities Police Partnership Prosecutions for Smoke Free
SC - PP - Touting	Safer Communities Police Partnership Prosecutions for Touting
SC - PP - UST	Safer Communities Police Partnership Prosecutions for Unlicensed Street Trading
SC - THEO - ASBO	Safer Communities - THEO Anti-social Behaviour Order related matters
SC - THEO - Assault	Safer Communities - THEO Prosecutions for assault
SC - THEO - B6	Safer Communities - THEO Prosecutions for breach of Byelaw 6 of Byelaws for Good Rule & Government (public urination)
SC - THEO - Begging	Safer Communities - THEO Prosecutions for begging
SC - THEO - DF	Safer Communities - THEO Prosecutions for dog fouling
SC - THEO - DOL	Safer Communities - THEO Prosecutions for dog off lead on road
SC - THEO - FT	Safer Communities - THEO Prosecutions for fly tipping
SC - THEO - FTSA	Safer Communities - THEO Prosecutions for failure to surrender alcohol
SC - THEO - Graffiti	Safer Communities - THEO Prosecutions for Graffiti
SC - THEO - HO	Safer Communities - THEO Prosecutions for Highway Obstruction
SC - THEO - LIT	Safer Communities - THEO Prosecutions for littering
SC - THEO - PO	Safer Communities - THEO Prosecutions for Public Order (including where offender obstructs THEO)
SC - THEO - Taxi	Safer Communities - THEO Taxi Touting Prosecutions
SC - THEO - Touting	Safer Communities - THEO Restaurant Touting Prosecutions
SC - THEO - UST	Safer Communities - THEO Prosecutions for Unlicensed Street Trading
SC - TS - CP	Trading Standards Consumer Protection prosecution (other than Tobacco related)
SC - TS - CPFUT	Trading Standards Consumer Protection from Unfair Trading Regulations prosecution
SC - TS - ILM	Trading Standards Illegal Money Lending prosecutions

Summary of Prosecutions and Outcomes in 2011/2012

SC - TS - Licensing	Trading Standards Licensing prosecution (does not include Licensing cases where Licensing Team are in fact client)
SC - TS - POCA	Trading Standards Proceeds of Crime Act confiscations
SC - TS - PPDVD	Trading Standards Police Partnership DVD prosecutions
SC - TS - Tobacco	Trading Standards Illicit Tobacco prosecutions
SC - TS - Trade Marks	Trading Standards Trade Marks prosecutions
SCC	Snaresbrook Crown Court
SMC	Stratford Magistrates' Court
SoCC	Southwark Crown Court
TMC	Thames Magistrates' Court
WGCC	Wood Green Crown Court
YOT	Youth Offending Team Breach prosecutions

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PUBLICITY OF ENFORCEMENT ACTION

DATE(S)	EVENT, ISSUE, INITIATIVE	DMT PRIORITY	KEY MESSAGES	CONSULTATION	EEL, PUBLICATIONS	MARKETING	MEDIA	INTERNAL COMMS	CP THEME, MAYOR'S PRIORITY
04/04/2011	Responsible Drinking Borough consultation classes	Community safety	It's not a ban on drinking in public; It gives the council and Police the powers to react to drunken troublemaker.	Letters to target audiences/four consultation events/webpage consultation	EEL article	Brick Lane plasma screens, six sheet posters, THEO, Police information cards	EEL, ELA		A safe and supportive community
06/04/2011	Focus on Environmental Health Officer	Community safety	Encouraging residents and visitors to eat out in Tower Hamlets; Improving the standard of food outlets/showcasing value for money		EEL feature TBC		Media release to local and national media	THN article	A safe and supportive community
06/04/2011 Release issued: 6/4/2011	100th CCTV arrest	Community safety	We are tackling crime and ASB		EEL article		Media release to local media. Coverage in EEL and ELA and Wavestore (web)		Safe and Supportive, crime
06/04/2011 Release issued: 6/4/2011	Fairfield Road - premises closure and eviction	Community safety	We are tackling ASB		EEL release		Media release to local and regional media. Picked up by EEL and EEL Hamony, ELA, Bangla Times, East London News, Bangla Mirror,		Safe and Supportive, crime
12/04/2011 Release issued 13/4/2011	Council and police meet with faith leaders about Cavell squat	Community safety	We are listening to your concerns and dealing with them		EEL article		Media release to local media, EEL, p9		

PUBLICITY OF ENFORCEMENT ACTION

DATE(S)	EVENT, ISSUE, INITIATIVE	DMT PRIORITY	KEY MESSAGES	CONSULTATION	EEL, PUBLICATIONS	MARKETING	MEDIA	INTERNAL COMMS	CP THEME, MAYOR'S PRIORITY
18/04/2011	Food Hygiene Standards - launch of new programme	City Status/Olympics	Encouraging residents and visitors to eat out in Tower Hamlets; Improving the standard of food outlets	Letters to food outlets	EEL article; Rating to be included on all restaurant reviews	Linked with Brick Lane Curry Capital 2012 publicity material	EEL, EIA, Euro Bangla, Bangladesh community, A Great Place to Live	THIN	A safe and supportive community, A Great Place to Live
20/04/2011	Resident/prabes councils (THEOS) response to noise nuisance	Community safety	We are tackling ASB		EEL article		Media release to local media. Coverage in EEL		Safe and Supportive, crime
21/04/2011 Release issued 27/04/2011 (bank holiday week)	Bohemian licence revoked	Community safety	We will take action in response to residents' concerns		EEL article		Media release to local media. Coverage in EEL, EIA, Haringey Independent		Safe and Supportive, crime
04/05/2011	Mossford Street/ Hamlets Way - dealing with youth ASB	Community safety	You said, we did leaflet- we are responding to your concerns about ASB		N/A	Leaflet to local residents	N/A		Safe and Supportive, crime
04/05/2011 Release issued 5 May	Streetcar fined thanks to THEOS	Community safety	We are tackling ASB		EEL article		Media release to local media - Coverage in East End Life		Safe and Supportive, crime

PUBLICITY OF ENFORCEMENT ACTION

DATE (S)	EVENT, ISSUE, INITIATIVE	DMT PRIORITY	KEY MESSAGES	CONSULTATION	EEL, PUBLICATIONS	MARKETING	MEDIA	INTERNAL COMMS	CP THEME, MAYOR'S PRIORITY
09/05/2011	THEO s provide evidence for gang conviction and conviction of graffiti artists	Community safety	THEO s are working with the police to tackle crime		EEL article		Press release to local media (bitwith police). Covered in EastEnd Life		Safe and Supportive, crime
09/05/2011	Canary Wharf sign up to No place for hate' pledge	Community safety	Towerhamlets is no place for hate		EEL article		Media release to local media (bitwith Canary Wharf group). Covered in the Dockland, EastEnd Life and Harmony pages		Safe and Supportive, crime
20/05/2011	Midnight walk of Brick Lane	Community Safety	Working with partners to make Tower Hamlets a safer place to live		To include in EEL community safety edition 27 June				A Great Place to Live
23/05/2011	£25,000 confiscated by court	Cleanliness	Two comm en found in possession of fake designer belts and bags have had more than £25,000 confiscated by Shaftesbury Crown Court.		EEL article		EEL		A Great Place to Live

PUBLICITY OF ENFORCEMENT ACTION

DATE (\$)	EVENT, ISSUE, INITIATIVE	DMT PRIORITY	KEY MESSAGES	CONSULTATION	EEL, PUBLICATIONS	MARKETING	MEDIA	INTERNAL COMMS	CP THEME, MAYOR'S PRIORITY
23/05/2011	Fake Bollywood DVD seller	Cleanliness	Rogue trader sentenced to lengthy period of community service and ordered to pay legal costs for possessing fake Bollywood DVDs.		EEL article		Media release to local media and trade		A Great Place to Live
27/05/2011	Temporary closure of lap dancing club	Community safety	Protecting women from exploitation		EEL		The Sun, EIA		A safe and supportive community
05/09/2011	Sex establishments consultation - 6 weeks	Community Safety	Have your say on striptease premises in the borough	Borough-wide consultation including survey and focus groups. Running for 6 weeks, closing on 17 October. Focus groups scheduled for w/c 26 October.	Article in EEL	Consultation booklet produced and distributed to 1200 stakeholders	Press releases at key points in the 6 week consultation. Launch release issued		Safe and Supportive crime

PUBLICITY OF ENFORCEMENT ACTION

DATE (S)	EVENT, ISSUE, INITIATIVE	DMT PRIORITY	KEY MESSAGES	CONSULTATION	EEL, PUBLICATIONS	MARKETING	MEDIA	INTERNAL COMMS	CP THEME, MAYOR'S PRIORITY
14/09/2011	Anti-touting strategy	Community safety	<p>1 We are working with businesses on Brick Lane to stamp out touting</p> <p>2 Touting on Brick Lane means the area and will not be tolerated</p> <p>3 We listened to residents' concerns about touting and we are responding to them</p> <p>4 Don't encourage touts by engaging with them</p>				<p>Mayor's media launch on Brick Lane. Positive coverage in: BBC London Online, BBC London Radio Breakfast, EIA, EIEL (and Hamory pages), NTV, Channel 4 and ATN Bangla, Eat Out magazine online</p>	THN	Safe and Supportive, crime
18/10/2011	Street drinkers targeted in Operation Lifestyle'	Community safety	<p>Street drinking hotspots have been targeted in Tower Hamlets as part of a council crackdown on anti-social behaviour.</p> <p>We are working in partnership with the police to tackle community safety</p>		EEL article		<p>Media release .East End Life, East London Advertiser, various BME print media</p>		Safe and supportive, ASB
19/10/2011	A court has ordered three men and two women to pay a total of £1170 after they were caught by Tower Hamlets Enforcement	Community safety				Contribution to newsletter	<p>Press release to local media. East End Life, various BME print media</p>		Safe and supportive, ASB

PUBLICITY OF ENFORCEMENT ACTION

DATE(S)	EVENT, ISSUE, INITIATIVE	DMT PRIORITY	KEY MESSAGES	CONSULTATION	EEL, PUBLICATIONS	MARKETING	MEDIA	INTERNAL COMMS	CP THEME, MAYOR'S PRIORITY
	Offers (THEOS), urinating in public during festivals in Victoria Park.								
19/10/2011	Cigarette Vending Machines illegal		Trading Standards test purchasing with 16 yr old to highlight new legislation.		EEL article		Coverage in EEL		A Great Place to Live
21/10/2011	Launch of new CCTV at Stouley Walk. CANCELLED AND REARRANGED, THEN CANCELLED AT REQUEST OF DEPUTY MAYOR	Community safety	Making residents feel safer		EEL article		Coverage in East London news and EastEnd Life		Safe and supportive, ASB
26/10/2011	Newham launches copycat THEOS	Community safety	THEOS backs the way in community safety		EEL article		Media release to local B. Picked up by various BME media		Safe and cohesive, ASB

PUBLICITY OF ENFORCEMENT ACTION

DATE (S)	EVENT, ISSUE, INITIATIVE	DMT PRIORITY	KEY MESSAGES	CONSULTATION	EEL, PUBLICATIONS	MARKETING	MEDIA	INTERNAL COMMS	CP THEME, MAYOR'S PRIORITY
07/11/2011	SNT Newsletter - partnership community safety news submission	Community safety	3 stories: 1. Launch of PTF 2. Launch of responsible drinking borough. 3. Operation Lifestyle			page of stories and photos for back page of SNT newsletter			Safe and cohesive, ASB
07/11/2011	John Murphy ASBO . CANCELLED DUE TO CHANGE OF APPROACH TO PUBLICITY BY COMMUNITY SAFETY LEGAL	Community safety	Raising awareness of work being done to tackle asb and how to report breaches		EEL article	Leaflets and posters	Media release to local media		Safe and supportive, ASB
07/11/2011	Interview with Inspector Gary Anderson, Partnership Taskforce	Community safety	The Partnership taskforce is working our community and making residents feel safer		EEL article		Press release using quotes from article		Safe and Supportive, crime
11/11/2011	Smokeless Tobacco Legislation	Cleanliness	Reminder that smokeless (chewing) tobacco is subject to same legislation as cigarettes		EEL article		EEL Harmony, Bangladesh, Bangla Post, Janamot, Bangla Times, London Bangla, Notun Din, Bangla Mirror		A Great Place to Live
11/11/2011	Latest dealer a day stats	Community safety	We are tackling drug dealing		EEL article		Media release to local and regional		Safe and cohesive

PUBLICITY OF ENFORCEMENT ACTION

DATE(S)	EVENT, ISSUE, INITIATIVE	DMT PRIORITY	KEY MESSAGES	CONSULTATION	EEL, PUBLICATIONS	MARKETING	MEDIA	INTERNAL COMMS	CP THEME, MAYOR'S PRIORITY
18/11/2011	Mayor denands cycle safety in premises	Community safety	Need to make cycling safer; calling on Mayor of London for action		EEL article		Media release to local coverage in EEL, Bangla News, Potika, Jamnot		Safe and cohesive
21/11/2011	License suspension for curry tout restaurants	Community safety	Curry Capital 2012;		EEL article		Media release to local Bengali media. Picked up in EEL and Harmony pages, Bangla Mirror, East London News, Jamnot, Suma, Shamoy24.com		Safe and cohesive
21/11/2011	Deafara Day target is exceeded	Community safety	Community safety is a priority;		EEL article, East London News,		Media release to local Bengali media - coverage in EEL, East London Advertiser, Bangla Mirror, Potika, Bangla Post, East London News,		Safe and cohesive
23/11/2011	Exchanging place	Community safety	HGV awareness event for cycling safety		EEL article		Media release to local Bengali media		A Great Place to Live

PUBLICITY OF ENFORCEMENT ACTION

DATE(S)	EVENT, ISSUE, INITIATIVE	DMT PRIORITY	KEY MESSAGES	CONSULTATION	EEL, PUBLICATIONS	MARKETING	MEDIA	INTERNAL COMMS	CP THEME, MAYOR'S PRIORITY
25/11/2011 - 10/12/2011	White Ribbon Week	Community Safety	Men against men being violent to women		Article in EEL about DV success before the week begins Articles in EEL for white ribbon week flagging up any events the public can attend Question time events in schools/colleges etc - maybe photo opportunity Post week report on weeks events		Media release to local band coverage in EEL	THN coverage of activities within CLC - senior managers stay silent for the day; stalls in MP and AH; screensavers; pre-week article	
28/11/2011	Domestic Violence One Stop Shop	Community safety	Launch of new public facing service provided by council and partners				Press release to local media - police to lead with council to add quote	Poster and story to go up in news/events	Safe and cohesive, ASB

PUBLICITY OF ENFORCEMENT ACTION

DATE (S)	EVENT, ISSUE, INITIATIVE	DMT PRIORITY	KEY MESSAGES	CONSULTATION	EEL, PUBLICATIONS	MARKETING	MEDIA	INTERNAL COMMS	CP THEME, MAYOR'S PRIORITY
Nov 2011	Illegally felled trees in Island Gardens - successful prosecution	Community safety	We will tackle illegal tree felling		EEL article		Media release to local, regional and national media - coverage in EEL	section of website	Safe and cohesive, ASB
Nov 2011	Raising awareness of the work of the DAAT and DIP, in preparation for Substance misuse strategy going to cabinet in mid-December	Community safety	TH DIP and DAAT are the best in the country and are bucking the trend and getting more people into court-enforced treatment programmes		Article on MPACT - to appear in EEL w/c 12 dec				Safe and cohesive, ASB
Beginning Dec 2011	Kerr/Durnell ASBO	Community safety	We are tackling ASB in Bethnal Green			Anonymised action taken			Safe and cohesive
09/12/2011	Outcome of Old Bailey court case for Lei Pan counterfeiting jewellery and handbags		We are working to tackle counterfeiting in the borough		EEL article		Press release to local, regional and national media - court case delayed		Safe and cohesive
Dec 2011	Op Target - outcome of trial and court results	Community safety	We are working in partnership with the police to tackle drug dealing - and getting results		Spread in EEL		Press release to local media		Safe & cohesive

PUBLICITY OF ENFORCEMENT ACTION

DATE (S)	EVENT, ISSUE, INITIATIVE	DMT PRIORITY	KEY MESSAGES	CONSULTATION	EEL, PUBLICATIONS	MARKETING	MEDIA	INTERNAL COMMS	CP THEME, MAYOR'S PRIORITY
Dec 2011	Substance misuse strategy goes to Cabinet	Community safety	New strategy for the borough		EEL article		Press release to local media		Safe and cohesive, ASB
Dec 2011	January SNT Newsletter - partnership community safety news submission	Community safety	Stories to include: the work of the DIP and DAAT			page of stories and photos for back page of SNT newsletter			Safe and cohesive, ASB
24/01/2012	More police officers in Tower Hamlets	Community safety	Priority to reduce crime and ASB in the borough				Media release to local media		Safe and cohesive, ASB
Jan 2012	Scheme to reduce prostitution and ASB in Bethnal Green	Community safety	Highlighting the success of the scheme				Media release to local media - coverage in EEL, East London Advertiser, Bangla News,		Safe and cohesive, ASB
13/01/2012	THEO praised by residents for work in Rampan Street	Community safety	Highlighting the work of THEO S				Media release to local media - coverage in EEL, East London Advertiser, Notun Di, Esat London News		Safe and cohesive, ASB
07/12/2012	Responsible Drinking Borough reducing alcohol related ASB	Community safety	Partnership working between the council and police has led to a significant reduction in reports of alcohol-related antisocial behaviour (ASB) in				Media release to local media - coverage EEL		Safe and cohesive, ASB

PUBLICITY OF ENFORCEMENT ACTION

DATE (S)	EVENT, ISSUE, INITIATIVE	DMT PRIORITY	KEY MESSAGES	CONSULTATION	EEL, PUBLICATIONS	MARKETING	MEDIA	INTERNAL COMMS	CP THEME, MAYOR'S PRIORITY
			Tower Hamlets, new figures show.						
14 Feb 2012	March SNT Newsletter - partnership community safety news submission	Community safety	Stories to include: TBC			page of stories and photos for back page of SNT newsletter			Safe and cohesive, ASB
23/02/2012	TRA thanks THEOS for work on Linthouse Estate	Community safety					Media release to local media - coverage EEL		Safe and cohesive, ASB
06/03/2012	TH gets new powers to close restaurants that tout.	Community safety	This is the latest step by the council to improve Brick Lane and the surrounding area ahead of London 2012				Coverage in EEL, East London Advertiser, East London Lines,		Safe and cohesive, ASB

Agenda Item 6.2

Committee: Overview and Scrutiny	Date: 4 September 2012	Classification: Unrestricted	Report No:	Agenda Item:
Report of: Assistant Chief Executive (Legal Services) Originating officer(s) David Galpin, Head of Legal Services – Community Ruth Dowden, Complaints and Information Manager		Title: Complaints and Information – Annual Report Wards Affected: All		

1. **SUMMARY**

- 1.1. This report presents the annual complaints and information report for consideration by the Overview and Scrutiny Committee.

2. **DECISIONS REQUIRED**

Overview and Scrutiny Committee is recommended to:-

- 2.1. Consider and comment on the information set out in the report in Appendix 1.

3. **BACKGROUND**

- 3.1. The annual report addresses the volume of complaints and information requests received by the Council in the period 1 April 2011 to 31 March 2012, the outcomes of those cases and the standard of performance in dealing with them.

4. **COMMENTS OF THE CHIEF FINANCIAL OFFICER**

- 4.1. This report provides the annual complaints and information report for the period 1st April 2011 to 31st March 2012 to be considered by the Overview and Scrutiny Committee There are no financial implications arising from this report. However In the event that the Council agrees further action in response to this report then officers will be obliged to seek the appropriate financial approval before further financial commitments are made.

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

- 5.1. 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.

- 5.2. It is consistent with good administration for the Council to maintain a corporate complaints system, as it will help the Council to identify, remedy and prevent defects in the discharge of its functions. Such maladministration may involve: delay; incorrect action or failure to take any action; failure to follow procedures or the law; failure to provide information; inadequate record-keeping; failure to investigate; failure to reply; misleading or inaccurate statements; inadequate liaison; inadequate consultation; or broken promises.
- 5.3. The Local Government Act 1974 sets out the functions of a local government ombudsman. An ombudsman may: investigate complaints against councils and some other authorities; and provide advice and guidance on good administrative practice. In broad terms the ombudsman will investigate alleged or apparent maladministration in the discharge of an authority's functions and service failures. An ombudsman cannot force the Council to follow its recommendations, but it can and does write reports following the investigation of complaints, which are made public. The Council may expose itself to further criticism and legal proceedings if it declined to follow an ombudsman recommendation.
- 5.4. The Council is required to deal with requests for information in accordance with the Freedom of Information Act 2000, the Environmental Information Regulations 2004 and the Data Protection Act 1998. The Council is additionally required to comply with the data protection principles under the Data Protection Act 1998 in respect of all personal data for which it is the data controller.

6. ONE TOWER HAMLETS CONSIDERATIONS

- 6.1. The Council is required in the exercise of its functions to have due regard to the need to eliminate unlawful conduct under the Equality Act 2010, the need to advance equality of opportunity and the need to foster good relations between persons who share a protected characteristic and those who don't. The annual complaints and information report in Appendix 1 sets out information relevant to the complaints handling and information requests for consideration by the Committee.

7. SUSTAINABLE ACTION FOR A GREENER ENVIRONMENT

- 7.1. The corporate complaints system and the results of complaints made to the ombudsman help the Council to avoid maladministration and improve service delivery across the full range of Council functions. This means that to the extent the Council has targeted action to achieve a greener environment, the

information set out in the report either evidences efforts made to help achieve those goals or may be used for that purpose.

8. RISK MANAGEMENT IMPLICATIONS

8.1. The report in Appendix 1 sets out risk implications in section 9.

9. EFFICIENCY STATEMENT

9.1. The Council is a best value authority and is obliged by section 3 of the Local Government Act 1999 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”. The Council’s corporate complaints system and information governance framework help it to avoid maladministration and associated adverse consequences. Ensuring that these systems operate effectively through the scrutiny of relevant reporting information should help to promote the delivery of best value in the use of the Council’s resources.

10. APPENDICES

Appendix 1 – Complaints and information annual report

**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.
None	N/A

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Complaints and Information Annual Report

2011-2012

Contents

- Section 1 Introduction
- Section 2 Information Requests
- Section 3 Subject access requests
- Section 4 Corporate Complaints
- Section 5 Adult Social Care Complaints
- Section 6 Children's Social Care Complaints
- Section 7 Ombudsman Complaints
- Section 8 Risk Assessment
- Section 9 Improvement Initiatives

1. INTRODUCTION

- 1.1. This report addresses the volume of complaints and information requests received by the Council in the period 1 April 2011 to 31 March 2012, the outcomes of those cases and the standard of performance in dealing with them.
- 1.2. The Corporate Complaints Team and Information Governance Team were merged in October 2011. The merged team –
 - Processes Freedom of Information and Environmental Information Regulation Requests (see section 2) and Data Protection Subject Access Requests (section 3);
 - Oversees complaints handling at all stages of the Council's Corporate Complaints Procedure (see section 4) and the statutory Adults and Children's Social Care Complaints Procedures (see sections 5 and 6);
 - Deals with the Information Commissioner (see section 2) and the Local Government Ombudsman (see section 7) in relation to complaints escalated to them;
 - Monitors complaints, requests case and policy progression and provides management information on performance; and
 - Investigates some Adults Social Care complaints, stage 2 Children's Social Care complaints, and stage 3 corporate complaints on behalf of the Chief Executive.
- 1.3. Most successful organisations encourage service users to complain, and as such a high volume of complaints is often an indication of a healthy relationship with service users. However, complaints should be resolved at the lowest possible point and the escalation of complaints can indicate difficulties in addressing matters at the service level. With these objectives in mind, the Council has adopted corporate performance standards, designed to ensure complaints are dealt with in a timely fashion. Performance is regularly reviewed by both the corporate management team and elected members. The Complaints and Information team identifies themes and works with the service areas to bring out effective change. The Council performed strongly against its targets for corporate complaints in 2011/2012.
- 1.4. The Freedom of Information Act 2000 (FOIA) was introduced to help bring about a culture of openness within the public sector so that the information held by public authorities is available and accessible to all, both within and outside the communities they serve. It gives the public access to most structured information held by the council, unless it is appropriate for the Council to apply a legal exemption.
- 1.5. A separate but parallel process under the Environmental Information Regulations 2004 (EIR) provides for access to environmental information within the meaning of EU Directive 2003/4/EC. This covers information on –
 - The state of the elements of the environment, such as air and atmosphere, water, soil, land, landscape and natural sites including wetlands, coastal and marine areas, biological diversity and its components, including genetically modified organisms, and the interaction among these elements;

- Factors affecting or likely to affect the elements of the environment, such as noise or waste.
 - Measures (including administrative measures), such as policies, legislation, plans, programmes, environmental agreements, and activities affecting or likely to affect the elements of the environment and factors affecting them.
 - Cost-benefit and other economic analyses and assumptions used within the framework of these measures and activities.
 - Reports on the implementation of environmental legislation.
 - The state of human health and safety, including the contamination of the food chain, where relevant, conditions of human life, cultural sites and built structures inasmuch as they are or may be affected by the state of the elements of the environment or, through those elements, by any of the factors, measures or activities referred to above.
- 1.6. The FOIA and EIR set a deadline of 20 working days for the council to respond to written requests from the public. It is regulated by the Information Commissioner (ICO) and information on the ICO's investigations and decisions is included in section 2. During 2011/2012, the Council exceeded its target for responses made within 20 days, at the same time maintaining a very low escalation rate.
- 1.7. The Data Protection Act 1998 (DPA) governs the collection, storage, and processing of personal data, in both manual and electronic forms. It is regulated by the Information Commissioners Office (www.ico.gov.uk). It requires those who hold personal data on individuals to be open about how the information is used, and requires the Council to process data in accordance with the principles of the Act. Individuals have the right to find out what personal data is held about them, and what use is being made of that information. These 'Subject Access Requests' should be processed by the Council within a period of 40 calendar days.
- 1.8 This report sets out the Council's outputs over the period 1 April 2011 to 31 March 2012.

2. INFORMATION REQUESTS

- 2.1 The general categories of information requests are summarised in section 1 of this report. Information disclosed by the Council to applicants is usually also published on the Council's disclosure log, linked to the Council website. In this way a resource has been built up over time which is available to the public for reference.
- 2.2 Details of FOI requests received by the Council in 2011/2012 are summarised in Figure 1. The Council saw a significant rise in FOI requests in 2011/12. Compared with the previous year the number of requests increased 76% from 768 to 1356. Nevertheless, the performance in responding to requests within the 20 working day statutory deadline improved, from 84% in 2010/11 to 95% in 2011/12. Further work is planned to promote early response and compliance with the deadline.

Figure 1

Freedom of Information Requests	2010/11	2011/12			
	Total	Total	In Time	Late	% In Time
Adults Health & Wellbeing	36	66	65	1	98
Children Schools & Families	185	224	218	6	97
CLC	271	335	329	6	98
Chief Executive's	56	147	126	21	86
D&R	144	204	196	8	96
Resources	220	328	310	18	95
THH	24	52	50	2	96
Total	768	1356	1294	62	95

- 2.3 Whilst the numbers are fewer, there is also an increase in EIR requests processed in the year. The response rates are slower and in an attempt to address this, all requests are being escalated to senior managers at 15 days.

Figure 2

Environmental Information Regulation Requests	2010/11	2011/12			
	Total	Total	In Time	Late	% In Time
Adults Health & Wellbeing	0	0	0	0	0
Children Schools & Families	0	1	1	0	100
CLC	6	14	12	2	86
Chief Executive's	0	0	0	0	0
D&R	11	22	19	3	86
Resources	0	0	0	0	0
THH	0	0	0	0	0
Total	17	37	32	5	86

- 2.4 On receipt of a response to an FOI or EIR request, an applicant may ask for an internal review if dissatisfied with the response provided. Out of the 1356 FOI requests and 37 EIR requests (total 1393 requests) received during 2011/2012, 31 (or 2.25%) were taken to Internal Review. This escalation rate is considered to be low. There were 7 cases (23% of those taken on review) in which the applicant's complaint was upheld in whole or in part following an internal review. Set out below is a summary of the upheld cases.

- **Penalty Charge Notice Wording (FOI 3612).** The applicant requested details about changes to wording on parking tickets. This was answered in full, without exemption. Internal review was requested on the basis that the Council said tickets were not incorrectly worded, and this was partially upheld. The complaint was escalated to the ICO but later closed due to non-response from the complainant.
- **Service Charges 2009/10: Housing Management (THH) (FOI 3927).** The applicant requested a breakdown of costs incurred for the housing management portion of service charge. THH provided some information, but the applicant questioned the thoroughness of the response. The complaint was upheld and more information was provided.
- **Service Charges 2009/10: Market Testing (THH) (FOI 3897).** The applicant requested details of market testing activity. This was initially refused on cost grounds, i.e. that it would take longer than 18 hours to collate. The complaint was partially upheld with some information provided. However, section 41 (information provided in confidence) and section 43 (prejudice to commercial interest) exemptions were applied at the internal review stage.
- **Service Charges 2008/09: Management Fee Excel Spreadsheets (THH) (FOI 4518).** The applicant requested raw data that supported management fee calculations following earlier response to another complaint. THH provided some information, but this was found insufficient at review and additional information was provided.
- **Arrangements for Commercial Waste (EIR 4434).** The applicant sought information regarding commercial waste. The majority of the request was answered in full, but a summary of conclusions to a consultation process was withheld on grounds of commercial sensitivity (under EIR, Regulation 12(5)(e)). The complaint was upheld on review and the report was provided in full.
- **Correspondence regarding planning application on Narrow Street (EIR 4416).** The applicant sought information regarding a planning application and was directed to the planning portal. The request for internal communications was refused under EIR, Regulation 12(4)(e). The request was answered on Day 22. The applicant complained about the application of the exemption, the time taken and the failure to advise of the delay. This was upheld on review, with information provided (redacted to remove personal data) and an apology given for delay.
- **Cost of engagement and recharge to residents (THH) (FOI 4420).** The applicant requested the cost of engagement activities and how they were charged to residents as part of the service charge. THH replied with a breakdown of the costs. An internal review was sought on the basis that gross staff costs were not included. The complaint was upheld and additional information provided.

2.5 The Information Commissioner issued three decision notices against the Council in 2011/2012. There were two notices relating to how the Council handled an FOI request, and one regarding the Council's handling of an EIR request. The summaries from the ICO website are reproduced below.

- **Case Ref: FS50368609, August 2011.** The complainant requested minutes of the meetings of a group set up by the public authority in relation to the regeneration of Roman Road East District Centre. The public authority withheld the information on the basis of the exemptions at sections 36(2)(b) (i) & (ii) and 36(2)(c) of the Act. The Commissioner found that the request should have been addressed under the Environmental Information Regulations 2004 (the EIR). He therefore ordered the public authority to either disclose the information or respond to the request in accordance with its responsibilities under the EIR.
- **Case Ref: FS50368614, September 2011.** The complainant requested information relating to a development lease granted by the public authority. The public authority withheld the relevant information on the basis of section 44(1)(a) (statutory prohibition on disclosure) of the Act and also alternatively relied on the exception at regulation 12(5)(e) of the EIR. The Commissioner found that part of the information was environmental information. He however found both sections 44(1)(a) and regulation 12(5)(e) did not apply and further found the public authority in procedural breach of the Act and the EIR.
- **Case Ref: FER0387971 October 2011.** The complainant requested information relating to complaints received by London Borough of Tower Hamlets (the council) in connection with construction activities or preparations for the 2012 Olympics. The council provided some limited information but refused to provide anything further citing the exemption in section 12 of the FOIA and the exception under regulation 12(4)(b) of the EIR. The Information Commissioner's decision is that the council's calculation of costs was unreasonable and not supported by evidence and therefore section 12 of the FOIA is not engaged. Similarly, he does not find the exception at regulation 12(4)(b) of the EIR engaged. The Information Commissioner requires the public authority to take the following steps to ensure compliance with the legislation: provide advice and assistance to enable the requester to refine his request; and reconsider the complainant's request and either release the requested information to him or issue a further refusal notice which complies with section 17 of the Act and regulation 14 of the EIR.

2.6 The Council does not seek equalities monitoring information at the point of request, as this may be seen as a barrier to information requests. When providing responses, the Council invites applicants to complete a combined customer satisfaction and equalities monitoring questionnaire. Regrettably the volumes of responses (37 in over 4 years) are not sufficiently high to enable significant conclusions to be drawn for the purposes of the Council's public sector equality duty.

3. SUBJECT ACCESS REQUESTS

3.1 The Council has up to 40 calendar days to respond to subject access requests under the Data Protection Act 1998. Details of the requests received are set out in Figure 3.

Figure 3

Subject Access Requests	2010/11	2011/12			
	Total	Total	In Time	Late	% In Time
Adults Health & Wellbeing	23	11	11	0	100
Children Schools & Families	32	47	40	7	85
CLC	10	13	12	1	92
Chief Executive's	8	4	2	2	50
D&R	15	1	1	0	100
Resources	43	115	113	2	98
THH	2	11	11	0	100
Total	133	202	190	12	94

3.2 It can be seen that requests for personal information held by the Council rose 52% from 133 in 2010/11 to 202 in 2011/12. The requests received in the Resources directorate include 42 regarding Benefits, and 66 for Revenues. The majority of Adults Health and Wellbeing and Children School and Families requests are for Social Care records.

3.3 The overall response rate was good, with 94% being answered within the statutory timeframe. There is work to be done to raise this performance even further during 2012/2013.

3.4 Requests for personal identifiable information are collated by the relevant service area, and assessed under the Date Protection Act criteria. The corporate team advise on preparation of files for release, and ensure that appropriate action is taken to safeguard data pertaining to other people and ensure that third party data redacted.

3.5 Some of the files held can be large with significant amounts of data provided by third parties (e.g. medical reports) and or relating to other people (e.g. family members / neighbours). In order for there to be a prompt response to all requests, consideration must be given to the resources required in each directorate or service area to meet the demand.

4. CORPORATE COMPLAINT STATISTICS AND ANALYSIS

4.1 The corporate complaints procedure

4.1.1 The complaints procedure is detailed on the Council's web site, where the Council states "we want to hear from you" and specifies –

- Its desire to give the best possible service;
- That it can only find out what needs to improve by listening to the views of service users and others;
- Its commitment to continuously improving services; and
- Its undertaking to act on what it is told.

4.1.2 The corporate complaints procedure is a three stage process, accepting issues from anyone who wants, or receives, a service from the Council. The exception is where the matter is covered by another channel of redress, such as a legal, or appeal, process (e.g. benefits assessments, parking penalty charges, leasehold matters), or where a statutory procedure exists.

4.1.3 At stages 1 and 2 of the complaints procedure, the matter is addressed by the relevant service managers. At the third and final stage, an independent investigation is conducted by the complaints and information team on behalf of the Chief Executive.

4.1.4 As stated earlier, most social care complaints come under statutory procedures and are detailed in sections 3 and 4. Schools complaints also fall under a separate procedure at Stages 1 and 2, with the final stage coming under the Corporate Complaints Procedure, at stage 3.

4.1.5 The Corporate Management Team and Directorate Management Teams review reports on complaints each quarter in order to focus on areas of concern, both in terms of performance and service quality.

4.2 Volume of complaints

4.2.1 Figure 4 provides summary information about the total number of complaints received by the Council in 2011/2012. Overall, the number of complaints was 8% lower than in the previous year, dropping from 2664 to 2453. The exception was in respect of stage 3 complaints, where there was a slight increase of 2% from 129 to 132. The reason the stage 3 figure was higher is that the internal reviews for FOI requests, are counted in this category.

Figure 4

Volume of Corporate Complaints				
Year	2010/11	2011/12	Variance	
Stage 1	2224	2019	-205	-9%
Stage 2	311	302	-9	-3%
Stage 3	129	132*	3	2%

Total Complaints	2664	2453	-211	-8%
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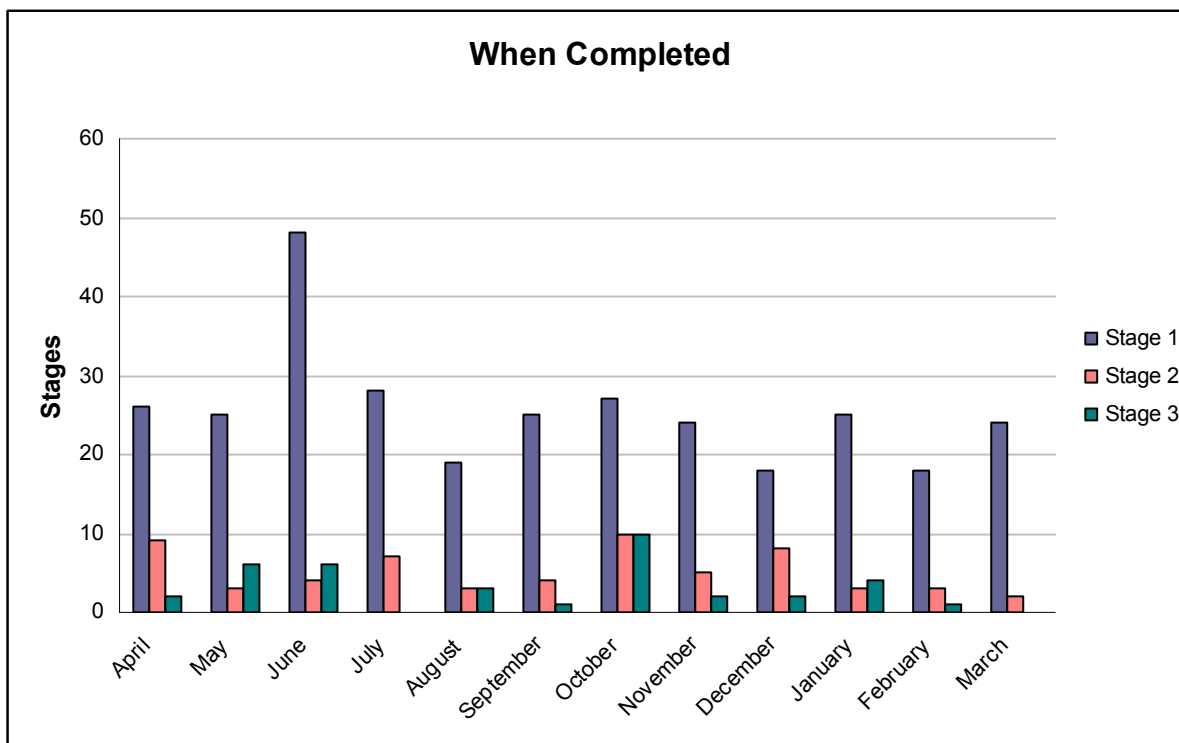
4.2.2 Figure 5 below shows the escalation rates through the stages of the complaints process. Overall, 15% of Stage 1 complaints were escalated to Stage 2 of the complaints process and 5% of Stage 1 complaints were escalated to Stage 3. This demonstrates that by far the greatest proportion of complaints is dealt with at the first stage, which is what the Council would hope to achieve with its complaints handling. The escalation rate of 2.5% for FOI requests compares favourably against the rate of 5% for overall corporate complaints.

Figure 5

Escalation Rates by Directorate 2011/12						
Directorate	Stage 1	Stage 2		Stage 3		Comments
		Stage 2	Escalated from Stage 1	Stage 3	Escalated from Stage 1	
Adults Health & Wellbeing	2	1	50%	1	50%	
Chief Executive's	26	2	8%	1	4%	For the purpose of identifying true escalation rate, FOI Reviews are not counted in the overall escalation rate for complaints
(Chief Executive's FOI reviews)				(31)	(2.25%)	
Children Schools and Families	25	10	40%	4	16%	
CLC	997	123	12%	31	3%	
Development & Renewal	194	40	21%	17	9%	
Resources	289	35	12%	15	5%	
Tower Hamlets Homes	486	91	19%	32	7%	
Total and escalation without FOI	2019	302	15%	101	5%	

4.2.3 Figure 6 (below) demonstrates the seasonal trends and peaks in the reporting of complaints. There is no obvious reason for the peaks, which occur at different times year-on-year. Nevertheless, any increases for individual services are discussed, when they occur, with the relevant managers and are monitored.

Figure 6



4.2.4 Figure 7 shows the rate at which complaints are upheld at stage 1 of the process and the percentage completed on time. During 2011/2012, response times for stage 1 complaints were good, with 91% completed on time. This was ahead of the corporate target of 87%. Performance management through a variety of measures, including distribution to the Corporate Management Team of weekly lists of complaints due and outstanding, and monthly directorate performance figures, have effectively maintained response times at a high level.

Figure 7

Stage 1 Resolutions by Directorate 2011/12											
	Total		Not Upheld		Partially Upheld		Upheld		Withdrawn or Referred On		Completed in time %
Adults Health & Wellbeing	2	0%	1	50%	0	0%	0	0%	1	50%	50%
Chief Executive's	26	1%	7	27%	4	15%	12	46%	3	12%	85%
Children Schools and Families	25	1%	7	28%	4	16%	10	40%	4	16%	76%
CLC	997	49%	410	41%	194	19%	374	38%	19	2%	91%
Development & Renewal	194	10%	133	69%	23	12%	25	13%	13	7%	76%
Resources	289	14%	127	44%	98	34%	61	21%	3	1%	96%
Tower Hamlets Homes	486	24%	271	56%	34	7%	161	33%	20	4%	96%
Total Stage 1 Complaints	2019		956	47%	357	18%	643	32%	63	3%	91%

4.2.5 Figure 8 shows the rate at which complaints are upheld at stage 2 of the process and the percentage completed on time. During 2011/2012, response times for stage 2 complaints were at 88%, slightly ahead of the corporate target of 87% completed in time. At stage 2, the nature of investigation, complexity and issues raised will vary across the services the Council provides.

Figure 8

Stage 2 Resolutions by Directorate 2011/12											
	Total		Not Upheld		Partially Upheld		Upheld		Withdrawn or Referred On		Completed in time %
Adults Health & Wellbeing	1	0%	1	100%	0	0%	0	0%	0	0%	100%
Chief Executive's	2	1%	0	0%	0	0%	2	100%	0	0%	100%
Children Schools and Families	10	3%	6	60%	2	20%	0	0%	2	20%	80%
CLC	123	41%	57	46%	26	21%	39	32%	1	1%	85%
Development & Renewal	40	13%	30	75%	6	15%	1	3%	3	8%	85%
Resources	35	12%	26	74%	5	14%	2	6%	2	6%	94%
Tower Hamlets Homes	91	30%	30	33%	11	12%	46	51%	4	4%	92%
Total Stage 2 Complaints	302		150	50%	50	17%	90	30%	12	4%	88%

4.2.6 Figure 9 shows the rate at which complaints are upheld at stage 3 of the process and the percentage completed on time. During 2011/2012, response times for stage 3 complaints were at 86%, slightly below the corporate target of 87% completed in time. However, overall stage 3 complaint turnaround improved by one percentage point compared with 2010/2011.

Figure 9

Stage 3 Resolutions by Directorate 2011/12											
	Total		Not Upheld		Partially Upheld		Upheld		Withdrawn or Referred On		Completed in time %
Adults Health & Wellbeing	1	1%	1	100%	0	100%	0	0%	0	0%	100%
Chief Executive's	1	1%	1	100%	0	81%	0	0%	0	0%	100%
Chief Executive's FOI Reviews	31	100%	11	35%	8	26%	11	35%	1	3%	81%
Children Schools and Families	4	4%	3	75%	0	0%	0	0%	1	25%	100%
CLC	31	31%	22	71%	5	16%	4	13%	0	0%	97%
Development & Renewal	17	17%	14	82%	2	12%	1	6%	0	0%	82%
Resources	15	15%	11	73%	2	13%	1	7%	1	7%	87%
Tower Hamlets Homes	32	32%	11	34%	9	28%	12	38%	0	0%	81%
Total Stage 3 Complaints	101		63	48%	18	14%	18	14%	2	2%	86%

- 4.2.7 FOI review performance improved dramatically during 2011/201, following the introduction of a new monitoring system. Whilst overall performance was at 81%, the performance for the last 6 months was actually 94% completed in time. Stage 3 response times were also at 81% for THH and THH are reviewing the six cases that were not completed in time, in order to identify issues to be addressed.
- 4.2.8 Volumes of stage 3 complaints peaked in 2009/10 (184 cases), against 120 in 2008/09 and 129 in 2010/11. If the FOI reviews are taken out of the total, then those complaints progressing through the complaints procedure amounted to 101 in 2011/12.

4.3 Corporate Complaints by Service Area

- 4.3.1 Set out in Appendix 1 are charts providing a breakdown of the stage 1 corporate complaints in each directorate by reference to service area. Some services are recorded by reference to the structure that applied at the start of 2011/2012. Changes in structure made in the course of 2011/2012 or subsequently will be updated for the current year.
- 4.3.2 Adults Health and Wellbeing
- 4.3.3 Corporate complaints against Adults Health and Wellbeing relate to non-statutory processes and are very few in number. Only two such complaints were received in 2011/12.
- 4.3.4 Chief Executive's
- 4.3.5 The volume of complaints in the Chief Executive's directorate is low in all sections. There was a reduction in complaints received by Electoral Services in 2011/2012, compared with the previous year. The number of complaints received by that team depends upon whether an election was held in the reporting period and two were held in 2010/11.
- 4.3.6 Children's Schools and Families
- 4.3.7 Corporate complaints against Children's Schools and Families relate to non-statutory processes and are Children's Services complaints were low in number, see figure 11 below.
- 4.3.8 Communities Localities and Culture (CLC)
- 4.3.9 CLC receives the greatest number of corporate complaints of all directorates, which is to be expected having regard to the range of services it provides to the community. The most recent Annual Residents Survey showed a general increase in public satisfaction with many services, and the importance attached to these issues.
- 4.3.10 There was an increase in recycling complaints in 2011/2012 compared with 2010/2011. The Council carries out 926,000 household recycling collections per year. In 2011/12, the number of households from which collections are made increased by 2,200. The number of complaints received represents less than 0.0002 complaints per

collection. The slight uplift that did occur was probably the result of a change in the recycling round collection days. During the bedding down period the service anticipated some impact on complaint levels and a spike in recycling complaints is evident in the middle of the year, following which numbers dropped back below earlier levels. Overall, however the impact was minimal given the volume of customer transactions.

- 4.3.11 Domestic refuse complaints rose in 2011/2012 compared with the previous year. Out of the 75 complaints, 72 were in relation to missed collections. The number of missed collections equates to 0.007% of the total number of collections that take place. There was an increase in domestic refuse complaints in the middle of the year, following which numbers of complaints dropped back below pre-September levels. As with recycling, the increase is likely to have resulted from the collection day changes.
- 4.3.12 Street cleansing complaints rose in 2011/2012. This followed a particularly low number of such complaints in 2010/2011, as street cleansing complaints that year had fallen 18% from 2009/2010 and 50% from the level in 2008/2009. There was an increase in complaints across the summer months of 2011, which accounts for most of the overall 2011/2012 increase. Levels of complaints had dropped again by the final quarter of the year. However, overall the numbers of complaints remain very low compared with the scale of the service.
- 4.3.13 254 stage 1 parking complaints were received during 2011/12, an increase of 92 complaints over the previous year. At the same time, the volume of parking tickets issued rose from 103,000 during 2010/11, to 112,000 tickets in 2011/12. The total number of complaints for the year 2011/12 represents just 0.23% (less than a quarter of a percent) of the total volume of PCN's issued and less than the 9% increase in the number of parking tickets issued for the year.
- 4.3.14 Complaints about events rose in 2011/12 compared with 2010/2011, although the numbers of these complaints were not large in overall terms. At the same time, Environmental Health figures show an overall decline in the number of noise complaints in 2011/12 compared with 2010/11. This indicates that measures to reduce nuisance and a reduction in the number of events are having a positive effect. The introduction of a free ticket offer (Victoria Park) has resulted in a new line of complaints, mostly with regard to not being eligible to receive an event ticket. Excluding the ticket offer related complaints (which represent 12% of stage 1's), the total number of complaints received represents less than 0.1% of the population that lives within a quarter of a mile of Victoria Park. Whilst the sensitivity of the issue is acknowledged, for the purposes of assessing any strategically significant trend in the figures for complaints this figure is so low that the volume of complaints is not considered to be such.
- 4.3.15 Whilst the increases in complaints about recycling, domestic refuse and parking all need to be addressed, the variations are not considered to have strategic significance, taking into account the volume of services provided without complaint. The increase in recycling, domestic refuse and street cleansing complaints should be considered against the background of population increases in the borough. Following the 2011 census, it is estimated that the population in Tower Hamlets was 254,100 on 27 March

2011, a 29.6% increase from the 2001 census results. The GLA population projections have not been updated following the census but the 2011 projections suggest 3.8% growth in 2010, 2.5% growth in 2011 and 2.5% growth in 2012. These increases provide relevant context and may be particularly significant in relation to public realm services. The Council nevertheless welcomes the feedback from residents received through the complaints process and will use this to help refine and improve services.

4.3.16 Development and Renewal

4.3.17 Complaints regarding Planning Applications have remained at a similar level and those against Homeless Services and Lettings have fallen from the previous year's level.

4.3.18 Resources

4.3.19 In the Resources directorate, services with a high rate of direct customer contact have the highest volume of complaints. During 2011/2012 there was a decrease in complaints for the Contact Centre and One Stop Shops compared with the previous year. This reflects an emphasis on successfully resolving customer queries which is also demonstrated by increased customer satisfaction across these services. Mystery shopping, customer satisfaction surveying and individual staff monitoring will continue to be used to further improve services and reduce complaints, particularly in the area of staff conduct.

4.3.20 Council Tax experienced a rise in contact in 2011/2012 from account holders who reported being unable to meet payments. Whilst every effort is made to reach an agreement on repayment schedules, officers also need to pursue payment to ensure that levels of collection are maintained and Council services are protected.

4.3.21 Tower Hamlets Homes

4.3.22 Housing-related complaints fell overall in 2011/2012. This is noticeable in a number of key areas, with a major reduction in repair issues. This is part due to a change in contractor and also a proactive response to initial service failure reports. The Customer Service Team are actively liaising with contractors over late arrivals and missed appointments to deliver satisfactory outcomes for residents thus negating the need for recourse to the complaints procedure. Within the current contract there is a first time fix clause which is being used to drive up performance. This is resulting in improved customer satisfaction rating since the contract commenced in April 2011. The ASB service and repairs are now integrated into the Neighbourhood Housing Offices and the management structure allows for better coordination of response to any issues arising.

4.4 Stage 3 complaints

4.4.1 There are a number of issues that are only considered at the final stage of the corporate complaints procedure and in this sense the procedure is used as a final appeal. Stage 3 Estate Parking complaints are, in essence, a final stage appeal against vehicle removal. Challenges to FOI and EIR requests are also considered at stage 3.

4.4.2 As indicated earlier in the report, the numbers of stage 3 complaints were relatively unchanged overall in 2011/2012 compared with the 2010/2011. There was a slight increase in the number completed on time (from 85% to 86%), with the average response time remaining at 17 days per complaint. The escalation rates from stage 1 to stage 3 of the complaints process have fallen from 8% in 2009/10 and 6% in 2010/11, to 5% in 2011/12.

Figure 10

Stage 3 Complaints Response Times						
Financial Year	Total Answered	Completed in Time		Answered outside timescale		Average response times (days)
2010/11	129	109	85%	20	15%	17
2011/12	132	114	86%	18	14%	17

4.4.3 The rate at which complaints were upheld or partially upheld at stage 3 was slightly higher in 2011/2012 at 42% compared with 36% in 2010/2011. However, there is actually little movement in this rate between the years and the change is not considered to be particularly significant.

4.4.4 Figures 11 and 12 provide information about the areas in which complaints were upheld and where the greatest increases and decreases are to be found. The fall in estate parking complaints accounts for the overall change in volume (and indeed was the reason for the increase in the previous year).

Figure 11

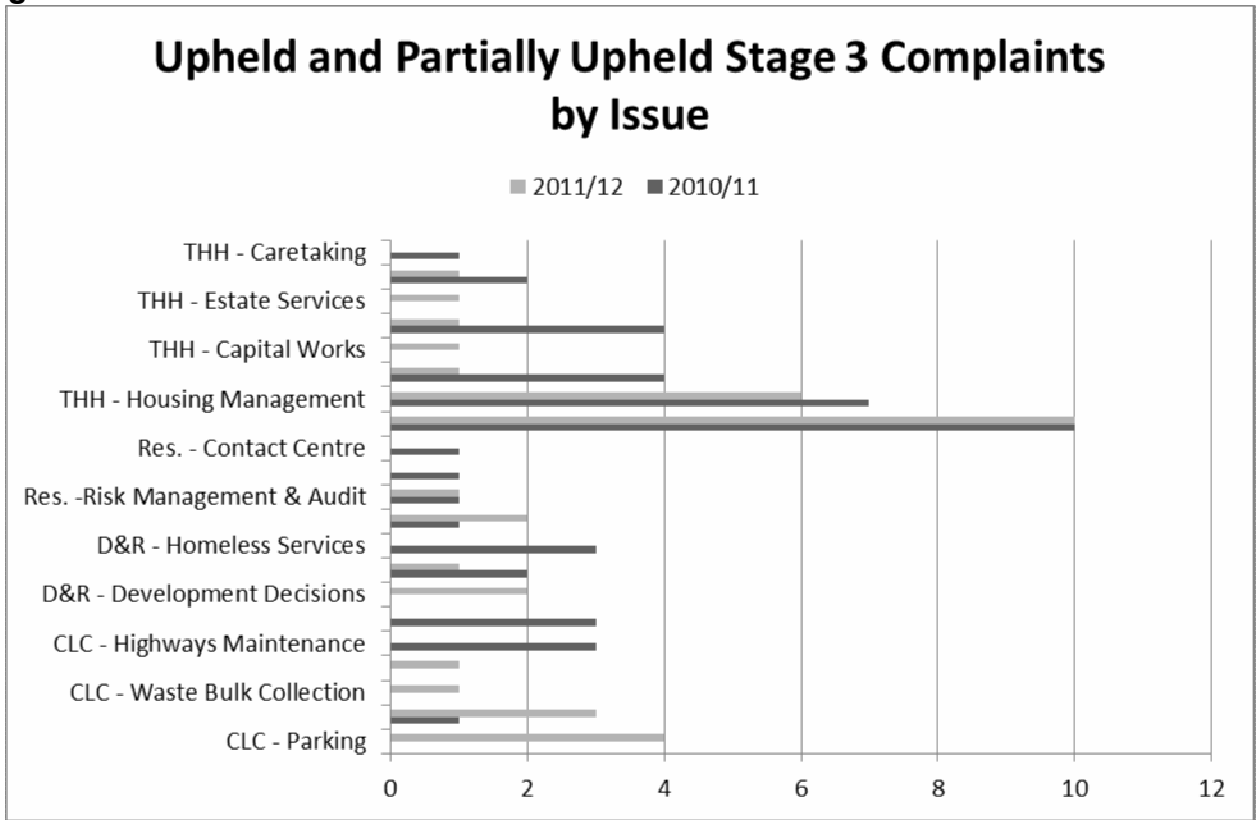
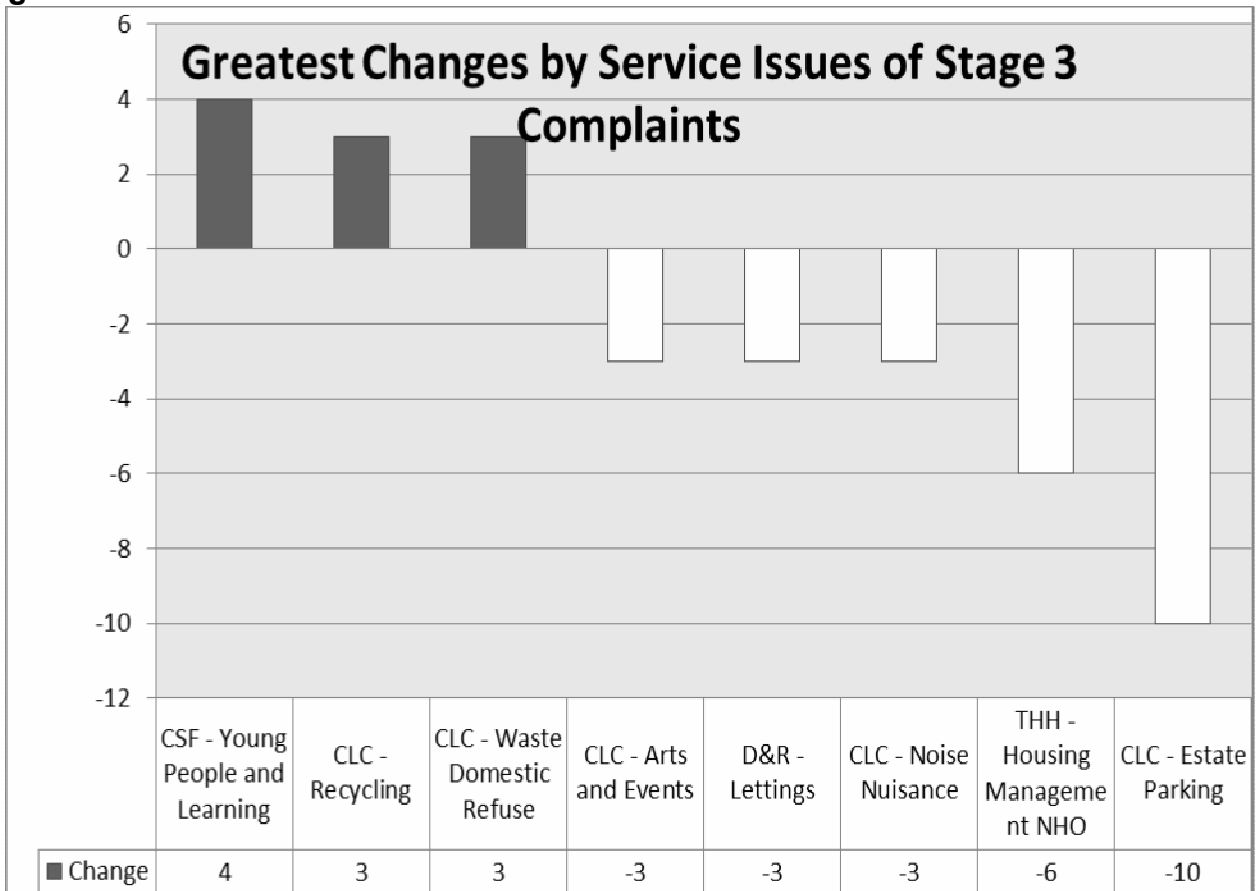


Figure 12



4.4.5 The Council sometimes makes a compensation payment to a complainant. This will be done in cases where a complaint is upheld and an apology or some other action is considered to be an insufficient remedy. Figure 13 shows a summary of compensation payments made by the Council at stage 3 during the past three years. This shows a continuing fall in compensation payments, both in the number of payments made and the total value of that compensation.

Figure 13

	Number of stage 3 cases warranting compensation	Total value of Compensation
2011/12	7	£3,350
2010/11	15	£4,455
2009/10	30	£5,345

4.4.6 Summary of Key Issues in upheld stage 3 complaints

- 4.4.7 Three complaints were investigated at stage 3 regarding missed collections for general waste and or recycling. It is unusual for such complaints not to be resolved at earlier stages and, as set out in section 4.3.10, contractual changes have been made that should reduce future complaints and escalation. A further complaint was upheld regarding inflexibility in the bulk collection service and an exemption was made for a resident who had moved within the same street, and still required a collection from his previous address.
- 4.4.8 The staff operating a CCTV vehicle were reminded of the need to park with consideration and lawfully when operating the vehicle.
- 4.4.9 A complaint was upheld regarding delay in planning enforcement. The Council relied in the early stages of enforcement action upon a commitment from the landlord to submit a retrospective planning application and failed to check that this was submitted until the complaint was received. A further complaint was upheld in which the total number of representations received for an application was recorded and the issues raised were reflected within the report, but there was an error in recording the numbers for and against. Other elements of this complaint were not upheld.
- 4.4.10 A previously repudiated insurance claim was processed in respect of a leak, where the likely cause was later accepted on the basis of new information.
- 4.4.11 Following the death of a resident, squatters gained access to the deceased's property. Poorly coordinated eviction processes and a lack of effective communication with the family resulted in the resident's property being destroyed or stolen. A payment of £2,000 was made to the family along with a sincere apology for the errors made.
- 4.4.12 Eight repairs-based complaints were upheld, including two concerning water penetration and two about heating and hot water, for which £400, and £250 were paid in compensation.

4.5 Complaints service user profiles

4.5.1 The service can be accessed by email, in person, phone, post, and web-form. A breakdown of access methods is provided in Figure 14 below.

Figure 14

Breakdown of Stage 1 how complaints are received				
How Received	2010/11		2011/12	
Phone	965	44%	651	32%
In Person	11	0%	8	0%
Post	269	12%	241	12%
Email	815	37%	924	46%
Web	164	7%	195	10%
Total Complaints	2224		2019	

4.5.2 Web and email usage increased by 12 percentage points, from 44% in 2010/11 to 56% in 2011/12. The corresponding fall occurred in the use of telephone, from 44% to 32%.

4.5.3 The Council tries to collect equalities data to follow trends and analyse the impact of services on sectors of the community. Collection rates vary and although they are increasing year on year for most strands, the percentage known is not yet high enough to allow meaningful analysis for some strands (e.g. Religion and Sexual Orientation). Improvements in collection rates have been small, if at all, despite follow up emails being sent to request data.

Figure 15 - % of data known for equalities strands

	2009/10	2010/11	2011/12
Age	41%	43%	46%
Disability	44%	47%	48%
Ethnicity	61%	65%	66%
Gender	100%	100%	100%
Religion	32%	32%	32%
Sexual Orientation	23%	28%	28%

4.5.4 The level of non-response presents challenges in terms of equality analysis. For example, Figure 16 sets out a breakdown of complaints by reference to ethnicity. It is thought that overall the volume of complaints does not vary significantly from the projected Borough population. However, the volume of complaints for which ethnicity is not known still has the potential to mask the true position.

Figure 16

Stage 1 Complaints by Ethnicity			
	2010/11	Borough Projection	2011/12

Asian	623	28.0%	36.6%	390	19.3%
Black	112	5.0%	6%	74	3.7%
Mixed /Dual Heritage	15	0.7%		10	0.5%
White	709	31.9%	51%	487	24.1%
Other	9	0.4%	36.6%	14	0.7%
Declined	130	5.8%		131	6.5%
Not Known	626	28.1%		913	45.2%
Total Stage 1 Complaints	2224			2019	

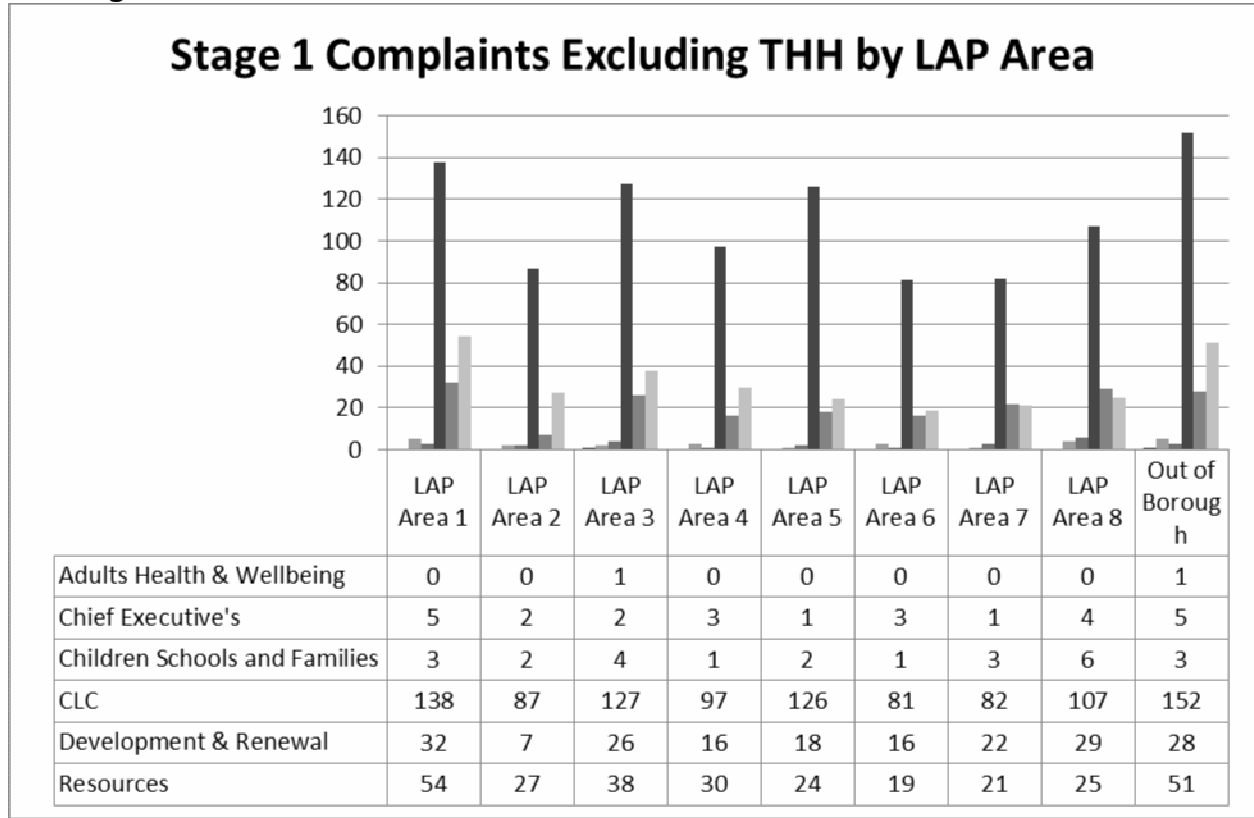
4.5.5 The one area in which there is complete data, is in relation to gender. The data are summarised in Figure 17 and show that men are somewhat over-represented compared to the expected population position. It is noticeable that the proportion of male complainants taking matters through to the final stages of the complaints procedure is greater than for women. This is the case year after year. It may be difficult to identify the underlying causes for the identified disparity, but consideration can be given to this in the current year.

Figure 17

Complaints by Gender 2011/12						
	Stage 1		Stage 2		Stage 3	
Female	880	43.6%	117	38.7%	43	32.6%
Male	1139	56.4%	185	61.3%	89	67.4%
Totals	2019		302		132	

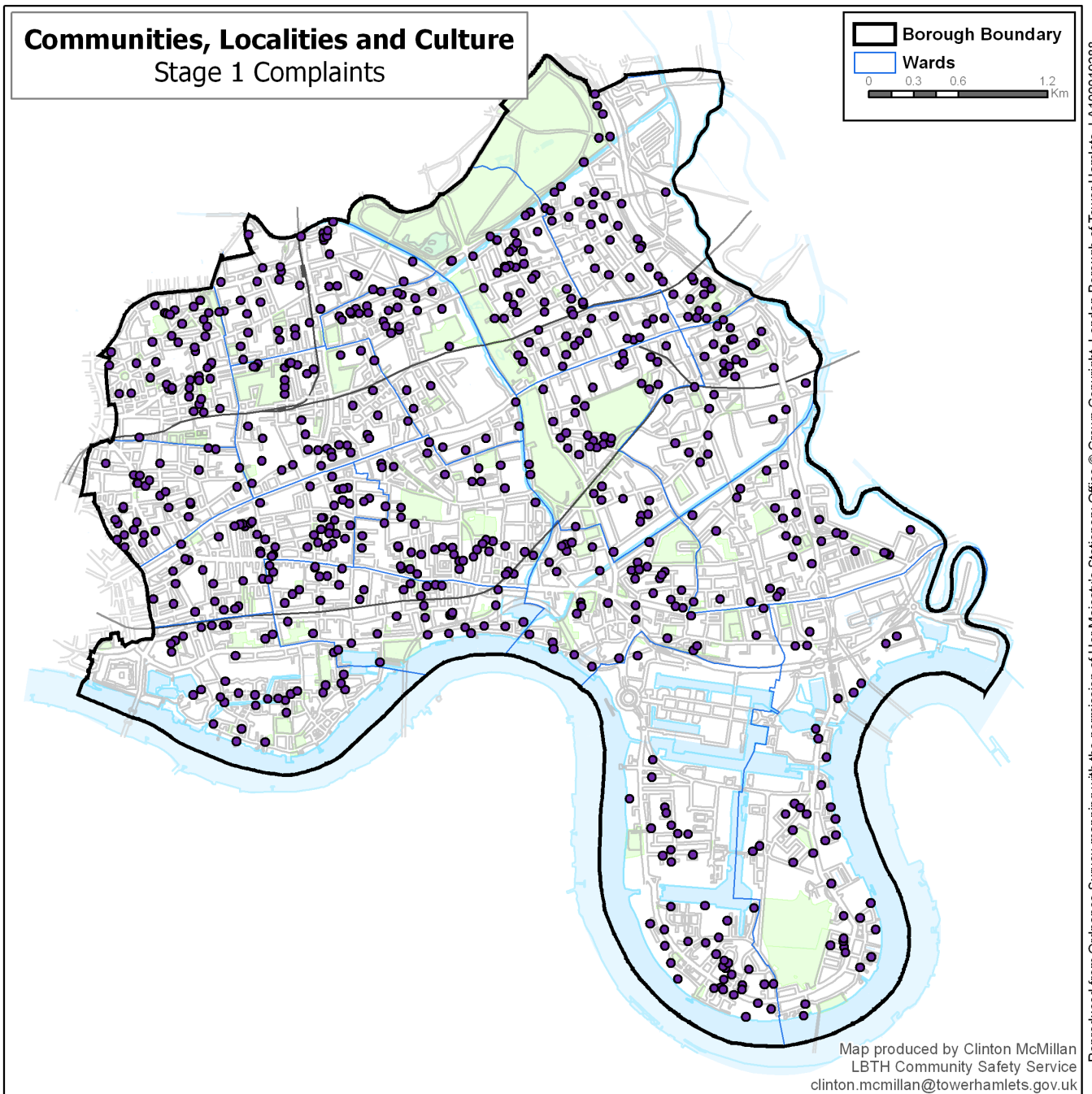
4.5.6 Figure 18 shows the volume of complaints by LAP for stage 1, under each directorate. THH is excluded from this data as the volumes are determined by the location of the housing stock managed by THH. The figures show there is not one particular LAP area that experiences significantly higher complaints than others.

Figure 18



4.5.7 It is possible to map the geographical spread of complaints along with other service data to pinpoint hotspots and service issues requiring attention. An example of this type of mapping is included in figure 19 below. Examination of similar maps for each directorate show a similar broad, even spread of complaints. There is no identifiable skew in the distribution of complaints, although service specific reports over shorter time periods may prove beneficial to the given service.

Figure 19



5. Adults Social Care Complaints

5.1 Procedure, volumes and timeliness

5.1.1 The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009, made under the Health and Social Care (Community Health and Standards) Act 2003, set out the process for considering adult social care and health complaints. The key principles require Local Authorities to:-

- consider adult social care complaints once only;
- involve the complainant in agreeing the method and likely timeframe for the investigation;
- establish desired outcomes; and
- provide a unified approach to joint investigations with partner bodies.

5.1.2 The revised statutory complaint procedures came into place for adult social care complaints on 1 April 2009 and the procedure can be found on the Council's website.

5.1.3 The Council places a strong emphasis on the informal resolution of complaints and in assisting social care teams in effectively managing and resolving complaints.

5.1.4 Some matters will always be raised direct with the service and resolved without recourse to a formal complaint procedure. In order to capture important data from these interactions, we have produced a pro forma for services to hold their records. Use of this method of recording has increased over the year and data is intended to be used in future reports.

5.1.5 The procedure allows one stage of investigation only, although the form this takes is agreed in the light of the issues raised. A variety of methods have been used, including round table meetings, formal interview and file reviews, and liaison between the service manager and the complainant. Key to resolving matters has been the emphasis on identifying a resolution plan with the complainant.

5.1.6 Figure 20 below compares the year on year volumes and shows a rise in complaints in 2011/2012. The Local Government Ombudsman reports a rise in volume of adult social care complaints country-wide, and partly attributes this to their own publicity campaign, targeted at older people. The most significant rise in complaints in 2011/2012 was for older people, as shown in Figure 21.

Figure 20

Volume of Adult Social Care Complaints				
Year	2010/11	2011/12	Variance	
	37	66	29	78%
Total Complaints	37	66	29	78%

Figure 21

Adults Social Care Complaints by user group													
	2010/11	Variance		2011/12		Not Upheld		Partially Upheld		Upheld		Withdrawn or Referred On	
Commissioning Services	2	-1	-50%	1	2%	1	100%	0	0%	0	0%	0	0%
Disability and Health	10	4	40%	14	21%	6	43%	6	43%	0	0%	2	14%
Elders	15	28	187%	43	65%	19	44%	8	19%	12	28%	4	9%
Learning Disabilities	2	1	50%	3	5%	1	33%	1	33%	1	33%	0	0%
OT Services	6	-3	-50%	3	5%	2	67%	1	33%	0	0%	0	0%
Resources	2	0	0%	2	3%	2	100%	0	0%	0	0%	0	0%
Totals	37	29	78%	66	100%	31	47%	16	24%	13	20%	6	9%

5.1.7 The complaints procedure does not specify timescales for completion, as these are agreed at the outset of each case. In order to provide monitoring information we are capturing data of complaints closed within 10 working day brackets. Figure 22 indicates that 52 of the 66 complaints were completed within 20 working days, and at 79%, this is the same proportion as in 2010/11 (29 out of 37 complaints). This performance needs to improve.

Figure 22

Adults Social Care Complaints - By Performance														
Complaints Answered	Totals	Within 10 working days		Within 20 working days		Within 30 Working Days		Within 40 Working Days		Within 50 Working Days		Over 70 Days		Average Days to Complete
2010/11 QTR:1	4	2	50%	1	25%	1	25%	0	0%	0	0%	0	0%	15
2010/11 QTR:2	15	7	47%	4	27%	1	7%	3	20%	0	0%	0	0%	16
2010/11 QTR:3	5	1	20%	3	60%	1	20%	0	0%	0	0%	0	0%	17
2010/11 QTR:4	13	5	38%	6	46%	2	15%	0	0%	0	0%	0	0%	13
2011/12 QTR:1	14	5	36%	3	21%	4	29%	1	7%	0	0%	1	7%	22
2011/12 QTR:2	22	15	68%	4	18%	1	5%	1	5%	1	5%	0	0%	12
2011/12 QTR:3	10	6	60%	3	30%	1	10%	0	0%	0	0%	0	0%	11
2011/12 QTR:4	20	10	50%	6	30%	4	20%	0	0%	0	0%	0	0%	12

5.1.8 Figure 22 gives an indication of the varying volume of adult social care complaints over the past two years, broken down by quarter.

5.1.9 Services were reorganised during the period reported into the following areas: First response; Re-ablement; and Long Term Response. Some issues of changes and transition are reflected in the increase in complaints received in the second quarter. Complaints are reported for the year under the user group structure in place at the

beginning of the reporting period. The categories set by service user group reflect the old structure and will be updated for 2012/13 to reflect the structure implemented in August 2012. The rate by which complaints are upheld is highest amongst Disability and Health and Elders, and this is the group whose services were most affected by the restructuring.

5.2 Reason For Complaints

5.2.1 Figure 23 provides a summary of the reasons for which people complained.

Figure 23

Adults Social Care Complaints by Reason														
	2010/11		Variance		2011/12		Not Upheld		Partially Upheld		Upheld		Withdrawn or Referred On	
Access to Service	0	5	0%	5	8%	3	60%	0	0%	1	20%	1	20%	
Challenge Assessment Decision	13	17	131%	30	45%	18	60%	7	23%	3	10%	2	7%	
Conduct / Competence	10	-2	-20%	8	12%	3	38%	2	25%	1	13%	2	25%	
Policy / Procedure	0	1	0%	1	2%	0	0%	1	100%	0	0%	0	0%	
Records / Info Held	0	2	0%	2	3%	2	100%	0	0%	0	0%	0	0%	
Service Delay / Failure	13	5	38%	18	27%	4	22%	6	33%	7	39%	1	6%	
Service Quality	1	1	100%	2	3%	1	50%	0	0%	1	50%	0	0%	
Totals	37	29	78%	66	100%	31	47%	16	24%	13	20%	6	9%	

5.2.2 The number of complaints challenging assessment decisions rose in 2011/12 from the previous year. Complaints concerning delay or service failure rose and this requires close attention to ensure that assessed needs are being met. Case summaries of complaints upheld are contained in section 5.4. However, the Directorate has maintained the same eligibility criteria for adult social care for the last five years. Work is underway to raise people's understanding of this criterion – for example a new leaflet on this was published and distributed around the borough in September 2011. The Ombudsman has also seen a rise in social care complaints across the country and has led a publicity campaign to raise awareness of service users' rights to complain.

5.3 Access and Profiles

5.3.1 The number of people making adult social care complaints by email has increased in volume and as a proportion of the overall contact methods. The overall proportion of complaints received by post and telephone fell slightly. This is a new development, as social care complaints have historically been received predominantly by telephone or post. Figure 24 shows the breakdown.

Figure 24

Breakdown of how Adults Social Care Complaints are received				
How Received	2010/11		2011/12	
Email	4	11%	19	29%
In Person	1	3%	3	5%
Phone	18	49%	23	35%
Post	14	38%	21	32%
Total Complaints	37	100%	66	100%

5.3.2 Figure 25 below provides a breakdown of adult social care complaints by reference to ethnicity. It indicates that there was an increase in complaints from Asian service users in absolute and percentage terms. Overall, however, the number and proportion of complaints received was not at variance with the proportion of Asian service users. At the same time there were no issues of discrimination reported.

Figure 25

Adults Social Care Complaints - By Ethnicity				
	2010/11		2011/12	
Asian	6	16%	15	23%
Black	6	16%	8	12%
Not Known	4	11%	7	11%
White	21	57%	36	55%
Totals	37		66	

5.4 Summary of key issues in upheld cases

- 5.4.1 A complaint identified that the service user's son had not been invited to the annual review, and his involvement would have helped the process.
- 5.4.2 There was a delay in setting up a day care place one day per week and this was impacting upon the services user and his wife who was the main carer.
- 5.4.3 Delays in establishing the transition to personalisation and direct payments occurred in four cases and systems are now in place to ensure timely processing. A review of the process will also be undertaken to see if it can be streamlined to speed up the process.
- 5.4.4 The launch of the new "customer journey" in adult social care saw an increase in the number of people requesting an assessment, which in turn had an impact on staff capacity. Timescales are being closely monitored for people going through the new "customer journey" in the Directorate, and the responsibilities and configuration of each team is being reviewed to ensure that delays are minimised."

- 5.4.5 In three cases reassessment was offered where service users disputed the amount of support assessed as required. Regarding the number of challenges to assessment decisions, the Directorate has maintained the same eligibility criteria for adult social care for the last five years. Work is underway to raise people's understanding of this criterion – for example a new leaflet on this was published and distributed around the borough in September 2011.
- 5.4.6 Poor communication over the hospital discharge of one service user led to services not being in place, although this was quickly rectified.
- 5.4.7 A carer's assessment not correctly completed was seen to impact on both the carer and the level of service requires by the service user. This was rectified and the assessment amended to reflect the actual need.

6. CHILDREN'S SOCIAL CARE COMPLAINTS

6.1 Procedures

6.1.1 There is a legal requirement under the Children Act 1989 for local authorities to have a system for receiving representations and complaints by, or on behalf of, people who use social care services and their carers.

6.1.2 The Children's Complaints Procedure has three stages –

- **Stage 1 Complaints – Initial.** Team Managers are required to provide a written response to complaints within 10 working days. There is a possible extension to 20 working days to allow for a local resolution and where complaints are complex.
- **Stage 2 Complaints – Formal.** Investigations should be completed within 25 working days. However this can be extended to 65 working days in negotiation with the complainant due to the complexity of complaints. An Independent Person is appointed to oversee formal complaints at Stage 2 relating to children and young people. This is a legislative requirement under the Children Act 1989 and ensures that there is an impartial element. The report is passed to the Head of Service and an internal adjudication meeting is held before the report and outcomes are shared with the service user.
- **Stage 3 Complaints – Independent Review Panel.** An Independent Review Panel can review the case in the presence of the complainant and Service Head, and where appropriate make recommendations to the relevant Director.

6.2 Complaint volumes

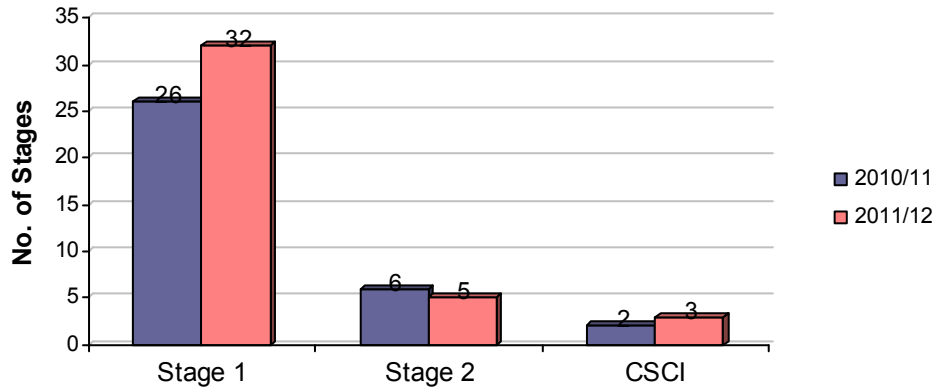
6.2.1 The number of children's social care complaints rose slightly in 2011/2012 as shown in Figure 26 compared to 2010/2011. However, children's social care complaint volumes had fallen in 2010/11 from 47 in 2009/2010. The increase in 2011/2012 did not get back to the 2009/2010 level. There was no discernible pattern underlying service failure giving rise to the increase of 6 complaints from 2010/2011 to 2011/2012.

Figure 26

Volume of Children's Social Care Complaints				
Year	2010/11	2011/12	Variance	
Stage 1	26	32	6	23%
Stage 2	6	5	-1	-17%
CSCI	2	3	1	50%
Total Complaints	34	40	6	18%

6.2.2 The number of complaints completed at each stage in 2011/2012 is shown in Figure 27.

Figure 27



6.3 Complaint Response Times

6.3.1 Figure 28 sets out the response times for stage 1 complaints. It shows that 66% of Stage 1 complaints in Children’s Social Care were answered within the 10 working day time scale, and 94% completed in the extended times scale. This shows a rise in performance compared with 2010/2011. Two complaints were answered outside of the timescales and the average response time was 6.5 working days.

Figure 28

Stage 1 Children's Social Care Complaints - By Performance								
	Total	Answered within 10 working days		Answered within 20 working days		Answered outside timescale		Average response times (days)
2010/11	26	16	62%	23	88%	3	12%	7
2011/12	32	21	66%	30	94%	2	6%	6.5

6.3.2 The Council aims to respond to 15% of stage 2 complaints within 25 working days and to 87% within 65 working days. Figure 29 shows that there is a significant improvement from 2010/11, with 80% of stage 2 complaints completed within the 65 working day deadline.

Figure 29

Stage 2 Children Schools and Families Social Care Complaints - By Performance								
	Total	Answered within 25 working days		Answered within 65 working days		Answered outside timescale		Average response times (days)
2010/11	6	0	0%	2	33%	4	67%	71
2011/12	5	1	20%	3	80%	2	20%	52

6.3.3 Complaints in Children's Social Care are often complex and the regulations require the Council to appoint an independent person to oversee the investigation. This can create challenges in managing response times. However, the Complaints and Information team continues to strive to improve this performance and works closely with the Children's Rights Officer to ensure effective liaison with the young person.

6.4 Reason for Complaint

6.4.1 The areas on which complaints have been recorded at each stage are set out in figures 30 to 32 below.

Figure 30

Stage 1 Children's Social Care Complaints by Section														
	2010/11		Variance		2011/12		Not Upheld		Partially Upheld		Upheld		Withdrawn or Referred On	
Child Looked After & Leaving Care	9	3	33%	12	38%	9	75%	0	0%	3	25%	0	0%	
Child Protection and Reviewing	0	2		2	6%	2	100%	0	0%	0	0%	0	0%	
Children's Resources	6	-4	-67%	2	6%	1	50%	0	0%	1	50%	0	0%	
Fieldwork Services	10	2	20%	12	38%	10	83%	0	0%	2	17%	0	0%	
Integrated Services Children Disability	1	3	300%	4	13%	2	50%	2	50%	0	0%	0	0%	

Figure 31

Stage 2 Children's Social Care Complaints by Section														
	2010/11		Variance		2011/12		Not Upheld		Partially Upheld		Upheld		Withdrawn or Referred On	
Child Looked After & Leaving Care	1	1	100%	2	40%	1	50%	1	50%	0	0%	0	0%	
Children's Resources	2	-2	-100%	0	0%	0	0%	0	0%	0	0%	0	0%	
Fieldwork Services	3	0	0%	3	60%	1	33%	1	33%	0	0%	1	33%	

Figure 32

Review Panel Children's Social Care Complaints by Section														
	2010/11		Variance		2011/12									
Child Looked After & Leaving Care	0	1		1		1	33%	1	100%					
Children's Resources	1	-1	-100%	0	0%	0	0%	0	0%					
Fieldwork Services	1	1	100%	2	67%	2	100%							

6.4.2 Fieldwork services have received the highest number of complaints at Stage 1 and Stage 2, as is expected. This is due to the potentially contentious nature of the service and the large number of service users.

6.4.3 Section 6.5 contains a summary of the key issues upheld.

6.4.4 Figure 33 sets out general reasons underlying children’s social care complaints. It shows that the highest number of complaints in Children’s Social Care remains “challenging assessments decisions” which may result in re-assessment, if it is found that there were issues in the original assessment process.

Figure 33

Stage 1 Children's Social Care Complaints by Reason														
	2010/11		Variance		2011/12		Not Upheld		Partially Upheld		Upheld		Withdrawn or Referred On	
Alleged Discrimination	1	-1	-100%	0	0%	0	0%	0	0%	0	0%	0	0%	
Challenge Assessment Decision	9	4	44%	13	41%	9	69%	1	8%	3	23%	0	0%	
Conduct / Competence	8	1	13%	9	28%	7	78%	1	11%	1	11%	0	0%	
Records / Info Held	0	1	0%	1	3%	1	100%	0	0%	0	0%	0	0%	
Service Delay / Failure	4	5	125%	9	28%	7	78%	0	0%	2	22%	0	0%	
Service Quality	4	-4	-100%	0	0%	0	0%	0	0%	0	0%	0	0%	
Total Stage 1 Complaints	26	6	23%	32	100%	24	75%	2	6%	6	19%	0	0%	

6.5 Service User Profiles

6.5.1 Figure 33 shows the volumes of complaints for each ethnic group. The volumes are low and there have been no indications that the complaints have been made following an experience of discrimination.

Figure 33

Stage 1 Children's Social Care Complaints - By Ethnicity				
	2010/11		2011/12	
Asian	3	12%	6	19%
Black	4	15%	2	6%
Mixed /Dual Heritage	0	0%	1	3%
White	17	65%	13	41%
Other	1	4%	0	0%
Not Known	1	4%	9	28%
Declined	0	0%	1	3%
Total Stage 1 Complaints	26		32	

6.6 Summary of key issues in upheld complaints.

- 6.6.1 A referral was made to Haringey concerning a private fostering arrangement. Although the correct procedure was followed, a final notification should have been given to let the carer know that the referral was to be made the following day.
- 6.6.2 An apology was given when a mistake was made by a day centre facilitating contact which led to the children not having contact with their mother at the arranged time.
- 6.6.3 A young person with disabilities complained that effective action was not taken to support transition to adult services. This was complicated by her move out of borough and liaison took place to set up suitable resource in the new locality.
- 6.6.4 A further complaint resulted in a financial assessment being arranged for a family.
- 6.6.5 Three complaints went to independent review panel in the year.

6.7 Review Panel Complaints

- 6.7.1 Following the findings of an independent review panel, a father was provided with an ex-gratia payment in support of his set-up expenses in providing accommodation for his son. Some errors occurred in communicating with the father during a period of ill health when it was difficult for him to maintain contact with social services and his son.
- 6.7.2 Significant changes were made in relation to core assessment and recording of its distribution following a complaint about non-resident family member's details being included. Also the service devised better information on core assessment processes.
- 6.7.3 The complaint from a father expressing concern over his son moving (voluntarily) to live with his mother in another borough could have been progressed with more haste and information sharing with the other borough was also identified as deficient. Before reaching review panel the service made improvements to the processes and a further apology was issued.

7. LOCAL GOVERNMENT OMBUDSMAN (LGO) COMPLAINTS

7.1 The Local Government Ombudsman

7.1.1 The Local Government Ombudsman is an independent watchdog appointed to oversee the administration of local authorities. The LGO considers complaints (usually) after the complainant has exhausted the internal complaints procedure, or the adults' or children's complaints procedures, as appropriate. The LGO also deals with education matters.

7.1.2 Set out below are details of the complaints closed by the Ombudsman in 2011/2012, the findings and the Council's response times to new enquiries.

7.2 Complaints Closed by the Ombudsman.

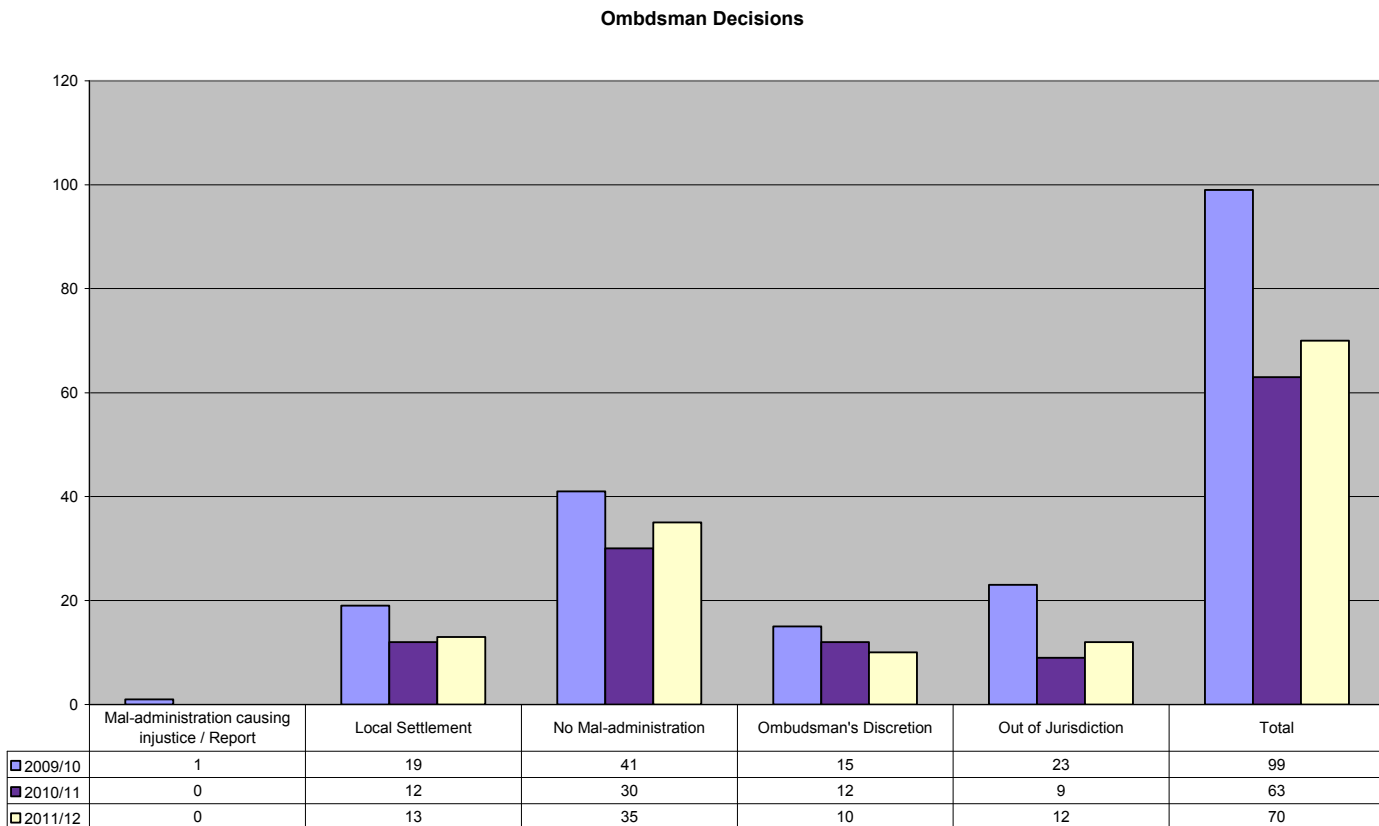
7.2.1 The Ombudsman introduced new categories for clarifying complaints during 2011/2012. The first three classifications indicate matters that were not investigated. For example, these cases may be determined by considering the information provided by the complainant, or by the Council providing the earlier complaints documentation. The second group records outcomes of complaints investigated by the Ombudsman, and the final category is matters concluding in a formal report. The penultimate classification, Injustice remedied during enquiries is the equivalent of the previous category, Local Settlement.

Figure 34

Complaints Determined By Ombudsman 2011 /12		
Investigation Type	Decision Category	Number of Decisions
Not Investigated	No power to investigate	4
	No reason to use exceptional powers to investigate	8
	Investigation not justified & Other	10
Investigated	Not enough evidence of fault	14
	No or minor injustice & Other	21
	Injustice remedied during enquiries	13
Report	Report	0
Total		70

7.2.2 Figure 35 records the decisions made by the LGO and shows there were no findings of maladministration made against the Council.

Figure 35



7.2.3 Due to the variance in recording categories, Figure 36 focuses on the overall volumes received in the past 3 years and the numbers settled. Whilst the Ombudsman has yet to release comparative figures across all authorities for 2011/12, the proportion settled by Tower Hamlets is some way lower than the national average in past years, which falls at around 23 to 25%.

Figure 36

	Number of Cases Closed	Number where settlement is achieved	Proportion settled
2009/10	99	19 (+ 1 report)	20%
2010/11	63	12	19%
2011/12	70	13	18.5%

7.2.4 Figures 37 and 38 overleaf show local settlements by directorate, and by directorate and division respectively. It is rare for a service to experience more than one settlement, indicating that errors are usually one-off rather than systemic faults. Tower Hamlets Homes have seen a strong improvement in the number of complaints settled.

Figure 37

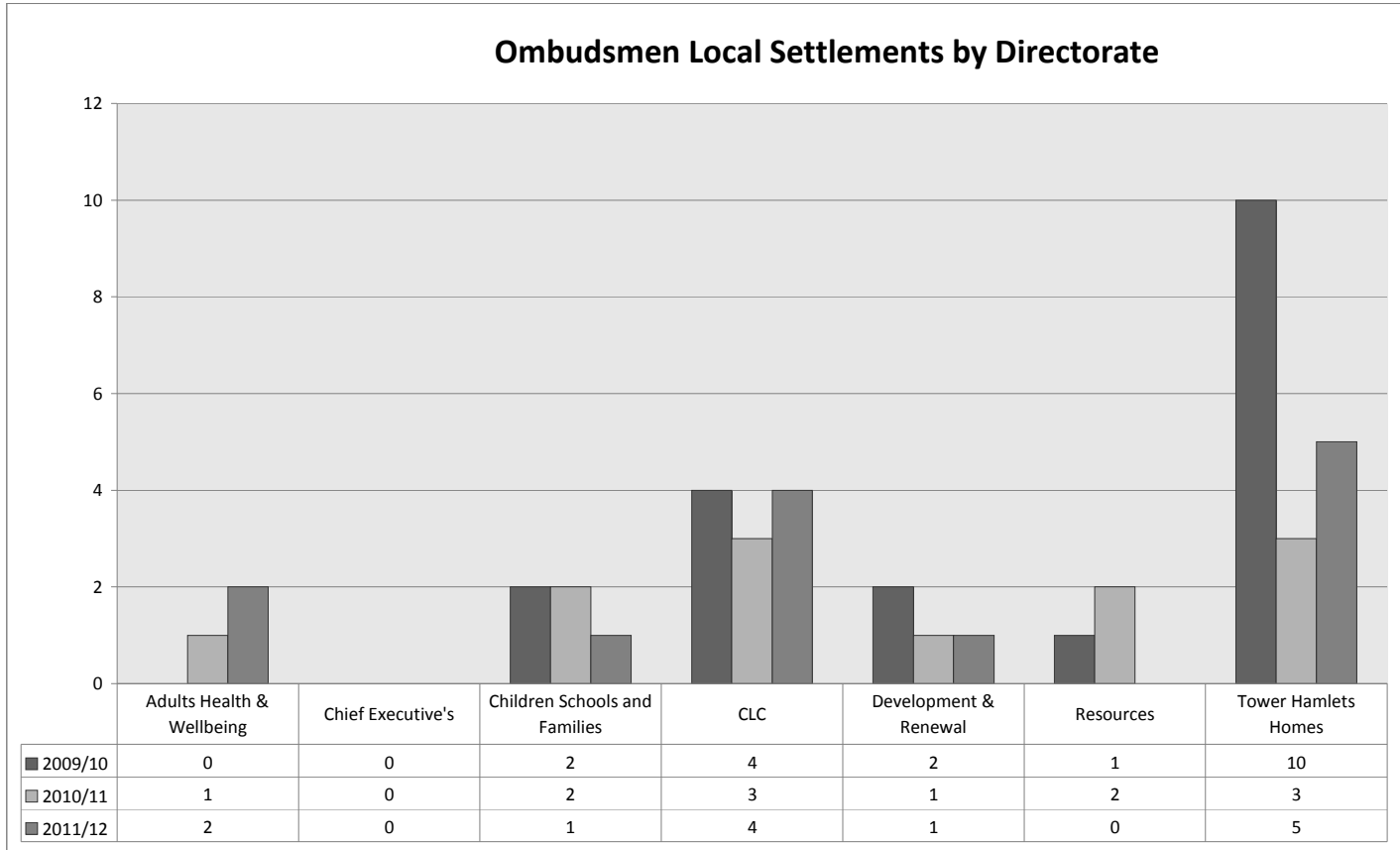
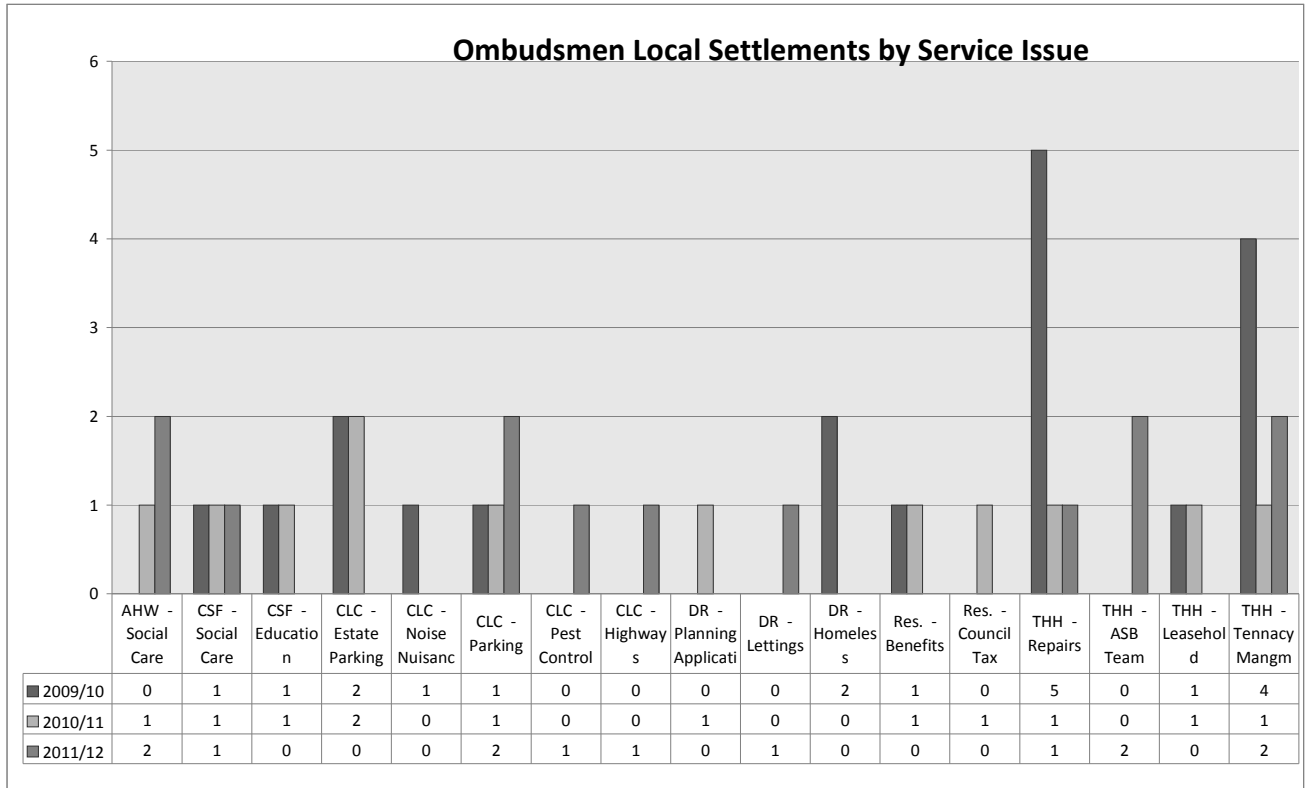


Figure 38



7.3 Summary of Local Settlements

- 7.3.1 A total of £2,690 was paid in compensation during 2011/12 across 8 of the 13 Local Settlements. In 2010/11, £2,550 was paid in compensation during across 12 Local Settlements, and in 2009/10, £5,650 was paid over 18 Local Settlements. Summaries of the Local Settlements are set out below.
- 7.3.2 A claim that paint was left on a vehicle by the Council's road marking contractor was initially sent to the wrong contractor, resulting in delay. There was also a delay in the insurance team dealing with claim direct, and £120 was paid in compensation.
- 7.3.3 As an informal representation for a PCN was not responded to, an agreement was made to cancel the charge.
- 7.3.4 The Council agreed that better clarity could be provided on the conditions of Half Day Exemption permits and committed to review the documents.
- 7.3.5 In one case involving a leaseholder, there was delay in providing information on service charges and carrying out repairs to a window sill. £500 was paid as a credit to the service charge account.
- 7.3.6 On a wide ranging Children's Social Care complaint, £150 compensation was paid regarding a wrongly addressed letter. Other matters were not upheld, as the risk assessment was properly carried out.
- 7.3.7 In Adults Social Care, following the delay of one month in processing Direct Payments, the equivalent amount was later paid to the carer.
- 7.3.8 Delays occurred in progressing action on ASB, and although there were special considerations needed in respect of family causing noise, £600 compensation was paid and an action plan drawn up to resolve. A second case of ASB had a similar outcome, with £300 paid in compensation and action agreed.
- 7.3.9 In an unusual lettings complaint, £500 was paid for the lost opportunity in bidding for a suitable property, when the complainant's application was incorrectly deemed to have been withdrawn. Also better communication regarding bidding and auto-bid options would have helped achieve a better service.
- 7.3.10 One case highlighted that a misunderstanding between Housing officers and Social Services could have avoided the need to force entry. £400 was paid in compensation.

7.4 Response times

- 7.4.1 The Ombudsman maintains statistics of the time taken for the first response from the initial enquiry, which are published nationally. Tower Hamlets is consistently one of the better performing London Boroughs, responding well under the Ombudsman's 28 day target. Figure 39 provides details of the Council's response times in the past four years.

Figure 39

Response Times		
	No of First Enquiries	Average no of days to respond
2008/09	50	19.3
2009/10	56	19.6
2010/11	38	19.1
2011/12	35	18.5

7.4.2 The prompt turn-around time is usually reflected in all directorates, although there have been a few more delayed cases this year and performance can improve in some directorates. Figure 40 provides a breakdown of response times by directorate.

Figure 39

	Number	Days to respond	% in time, Internal target	% in time, Ombudsman target
Adults Health and Wellbeing	5	20	80%	100%
Children Schools & Families	8	19.8	75%	88%
CLC	6	20	67%	83%
Development & Renewal	6	18.8	83%	83%
Resources	2	14.5	100%	100%
THH	10	22.3	70%	80%
TOTAL	37	18.5	76%	86%

7.4.3 The Local Government Ombudsman's Annual Review will follow with the next report.

8. RISK ASSESSMENT

- 8.1 There are on-going risks associated with complaints handling. A complaint may lead to an Ombudsman ruling, judicial review or other legal remedy over justified complaints. The Council is also at risk from spurious or malicious complaints if these are not identified and handled appropriately. These eventualities could result in financial and reputational costs to the Council. The probability of something significant occurring is considered to be low and the impact medium. These risks are owned by the relevant corporate director for each service area.
- 8.2 By way of mitigation, the Complaints process should encourage the earliest possible resolution of complaints. Tracking first Stage complaints through the Siebel database will encourage and support officers to do this. The back up and co-ordinated working of the Complaints and Information team, Insurance and Legal Services serve to support decision-making within Directorates on complaint issues. The Council has policies in place on Complaint Handling, Compensation and Redress, and Dealing with Persistent and Vexatious Complainants.
- 8.3 The most significant risk associated with information governance is that the Council might breach its obligations under the Data Protection Act 1998 so as to improperly disclose personal data. The Information Commissioner has fined local authorities amounts from £30,000 to £130,000 for those sorts of information security breaches. Failure to otherwise meet FOI, EIR or DPA obligations to provide data can result in the Information Commissioner issuing a notice against the Council or a fine being imposed. The likelihood of a breach occurring is considered to be medium and the potential impact would also be medium.
- 8.4 By way of mitigation, audits have been conducted and the Information Governance Framework sets out the Council's policies, procedures and toolkits for managing data effectively. The Complaints and Information team is actively involved in promoting effective data handling. Training is in place for all staff and security incidents are recorded and monitored. Directorates are being encouraged to carry out their own risk assessments in relation to their records management and information security.

9. IMPROVEMENT AND DEVELOPMENT INITIATIVES

9.1 Quality Standards Accreditation

9.1.1 The Complaints Service has held accreditation to the Customer Service Excellence standard since 2009. The service will seek to include the Information Governance functions in a fresh accreditation by March 2013.

9.2 Information Governance Framework

9.2.1 The Council's information governance policy framework was reviewed in December 2011, grouping all of the Council's policies regarding information management together in a single cohesive framework. The framework is available on the intranet and set out in a grid linking the core policies and processes. It is being cascaded via senior managers and should impact on the way information is held, and therefore located for the various information requests.

9.2.2 Information security incidents are documented and where appropriate, lessons learnt. An information security audit has led to several developments around the management of paper-based information to improved systems of creating, holding and disposing of records.

9.2.3 The team provides information governance advice on projects. Recently officers were involved in work with Skillsmatch and A4E and has advised on intelligence sharing with the policy. The team is scheduled to develop a revised procedure for potentially violent persons, as well as working with the THEOs to ensure appropriate governance around body-mounted cameras.

9.3 Protective Marking and EGRESS

9.3.1 The Council is piloting a new secure e-mail service called EGRESS which allows secure communications to be made to all organisations and individuals who are not covered by the authority's existing GCSx¹ provision. 200 users are currently testing the software, and the schema for marking all information / documentation so that it is handled appropriately and securely. Following evaluation, later this year, a proposal to roll out secure email and protective marking will be taken forward. If successful a full awareness programme will commence and web-based training is currently in development to support the workshop and briefing sessions.

9.3.2 Additionally the team provides the administration for all new GCSx users, and provides advice on secure information sharing, as well as the development of information sharing agreements with other organisations.

9.4 Training and Awareness

9.4.1 The team continues to promote all aspects of information governance through a training and awareness programme. Popular lunchtime seminars for Information

¹ Government Connect Secure Extranet, and allows Councils to send secure email to each other and central government.

Security and Records Management complimented the corporate training course. Web-based training is also in development.

- 9.4.2 Direct feedback is also given to assist managers to improve the quality of their complaint investigations and responses, as well as tailored courses on complaints handling and resolution.

9.5 External relationships

- 9.5.1 Members of the Complaints and Information team represent the Council on the board of Data Share London, a London Councils initiative. They also participate regularly at Information Security for London, the London Information Rights Forum and the Information and Records Management Society Local Government group meetings.

- 9.5.2 As members of the Public Sector Complaints Network (Corporate Complaints), and regional networks for Social Care complaints, the team work with other authorities on key policy and practice issues in terms of complaints handling.

9.6 Transparency

- 9.6.1 The Complaints and Information team lead for the Council in compliance with the Code of Recommended Practice for Local Authorities². Expenditure over £500 is published on a monthly basis, and information on senior staff salaries has also been proactively published. There is on-going work on organisational charts and the publication of the pay policy.

- 9.6.2 Direct feedback is also given to assist managers to improve the quality of their investigations and responses, as well as tailored course on complaints handling.

9.7 Monitoring Complaints

- 9.7.1 Weekly outstanding lists are circulated to Directors and the Chief Executive. Detailed monthly monitoring is also distributed. Quarterly reports on quality issues and service improvements arising from complaints are discussed at the Corporate Management Team and Directorate Management Teams. Twice each year, information is submitted to the Overview and Scrutiny Committee and the Standards Committee.

- 9.7.2 A similar 'due and outstanding' process is being implemented for information requests, and monitoring data included in the quarterly, half yearly and annual reports.

9.8 Publicity

- 9.8.1 The team ensures that complaints publicity is widely distributed to ensure effective access across the community. This includes linking with advocacy agencies and support groups to promote access. In addition the team measure knowledge within the local community of how to access the procedures to ensure the effectiveness of publicity.

² <http://www.communities.gov.uk/publications/localgovernment/transparencycode>

9.8.2 The complaints procedures for Adults' and Children's Social Care place an increased emphasis on publicity in order to ensure that service users have a voice. The Complaints Team have a role in informing people of their right to complain and in empowering them to use the complaints procedure effectively. To this end the team is engaging with community groups to promote access and have joint publicity with NHS partners for social care.

9.9 Effective Learning Outcomes from Complaints

9.9.1 Effective complaints procedures can help the whole authority improve the delivery of services by highlighting where change is needed.

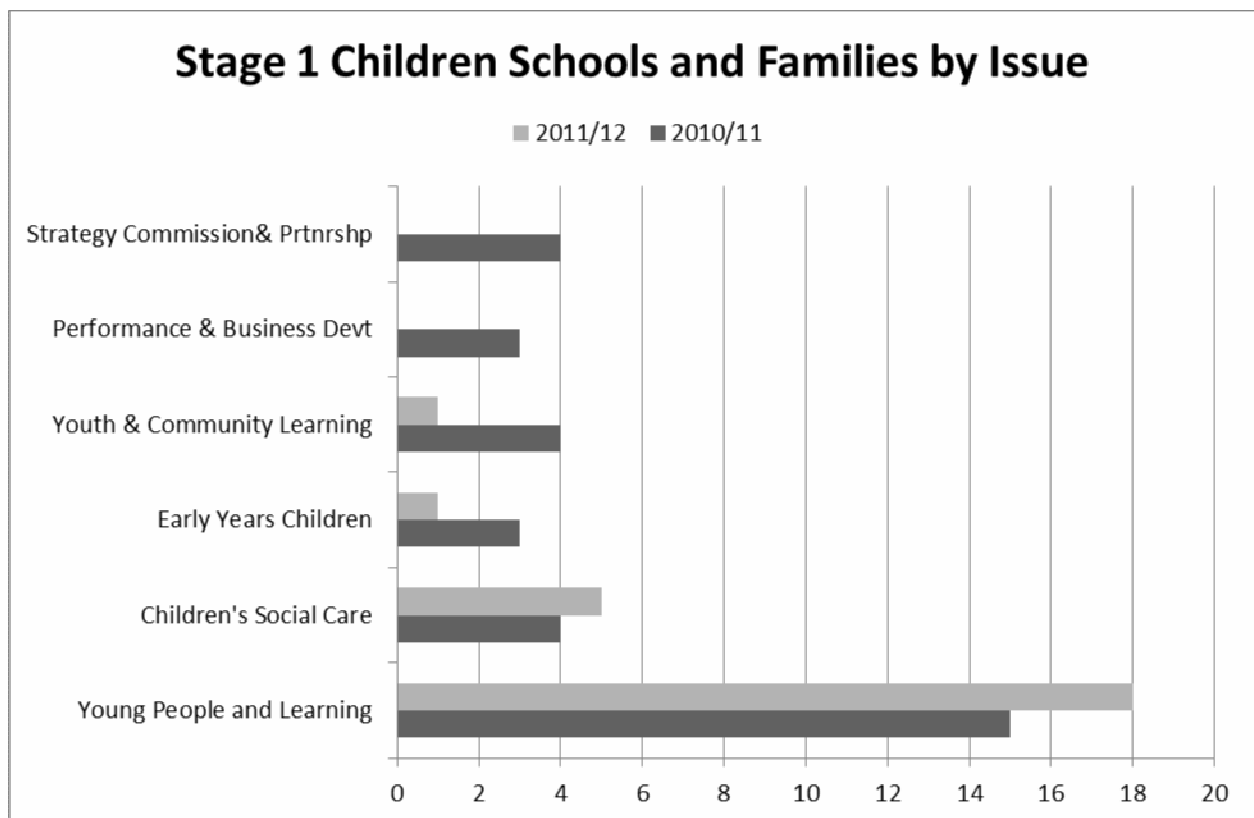
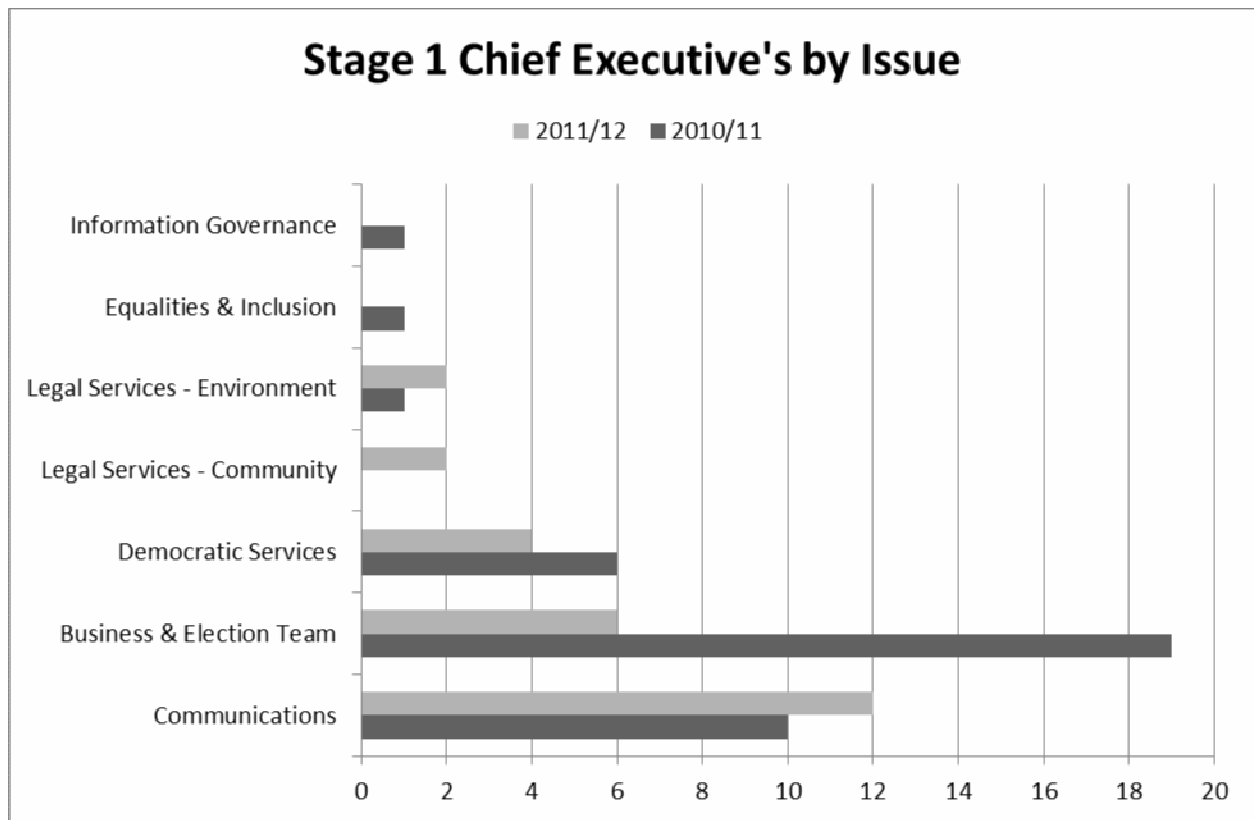
9.9.2 Lessons learnt from complaints are considered by the Corporate Management Team in quarterly monitoring reports.

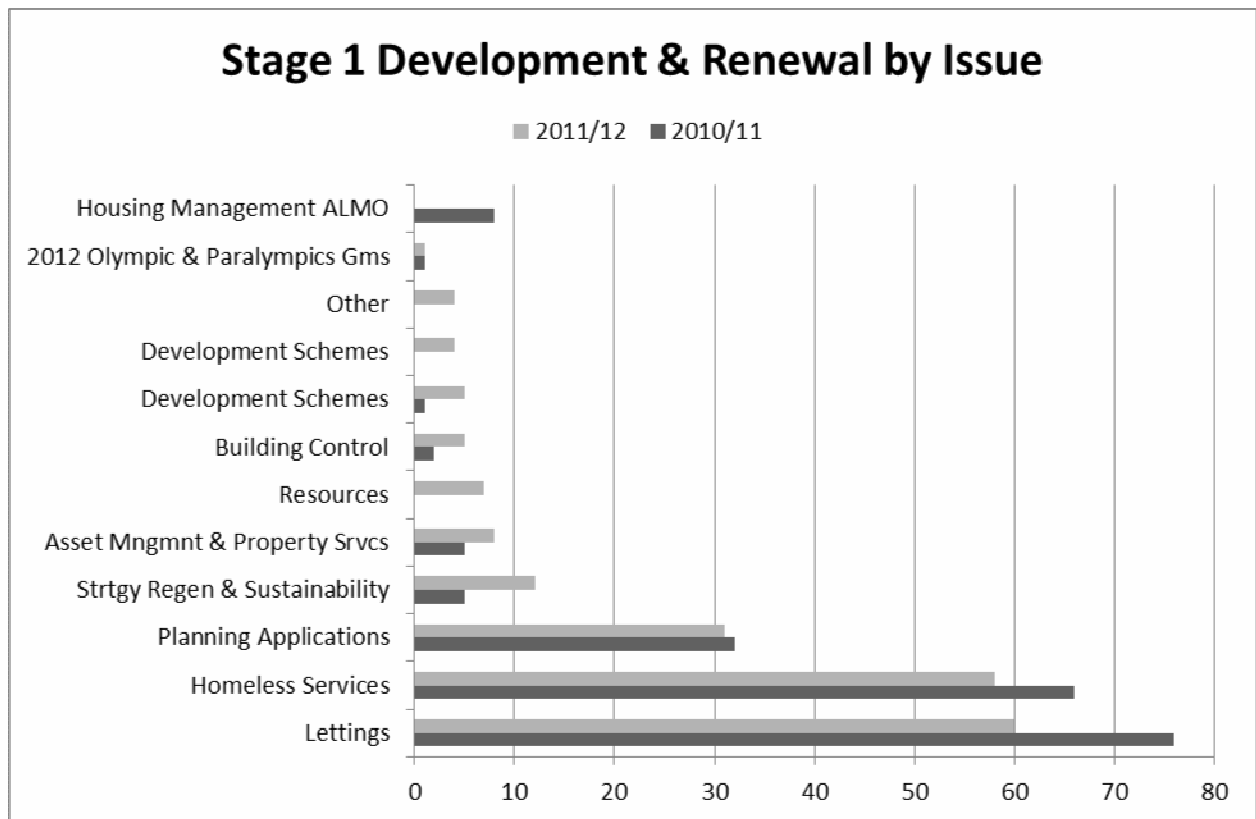
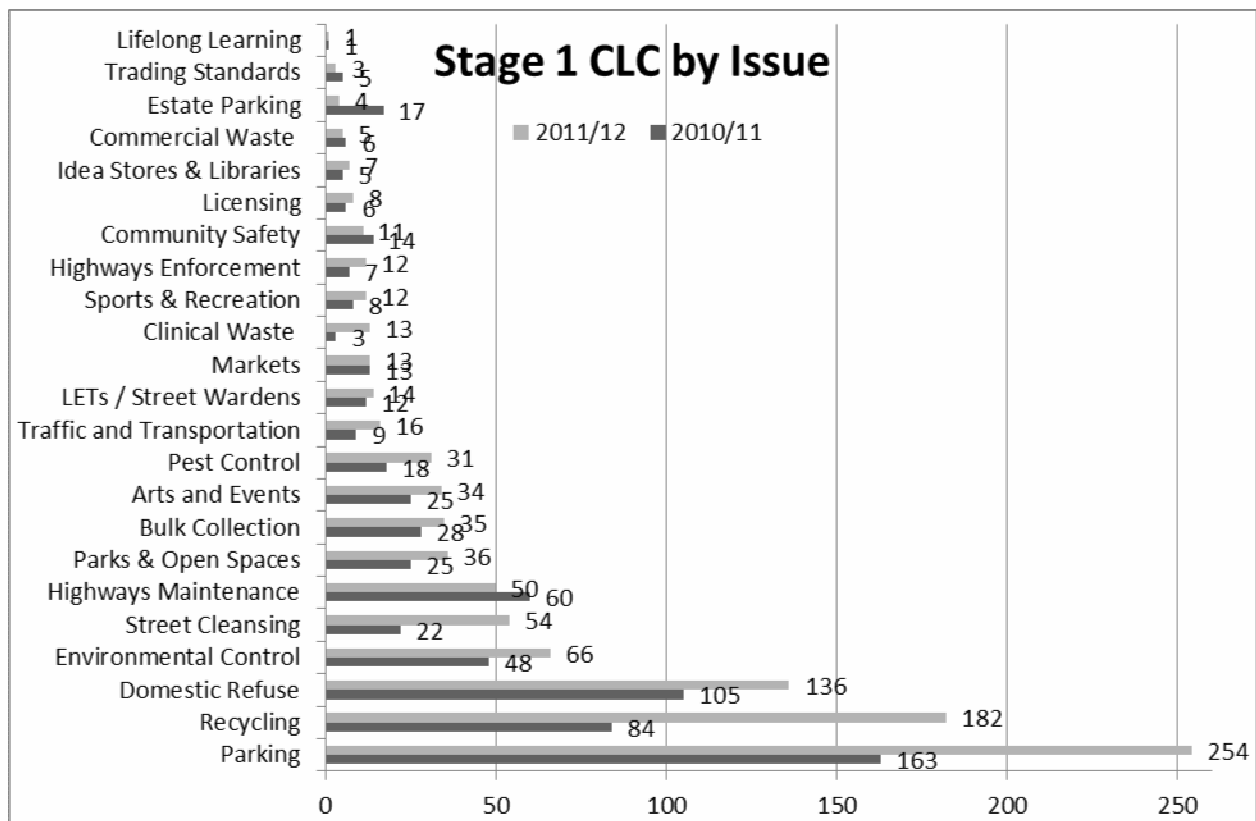
9.9.3 The Complaints Team ensures that lessons learned from complaints are highlighted and fed back to improve service delivery. For example complaints investigations have highlighted the need to review policy guidance. Lessons learned from complaints investigations are also fed back to staff in supervision to enable discussion about improvements, any additional training required and learning points.

9.10 Equalities Monitoring

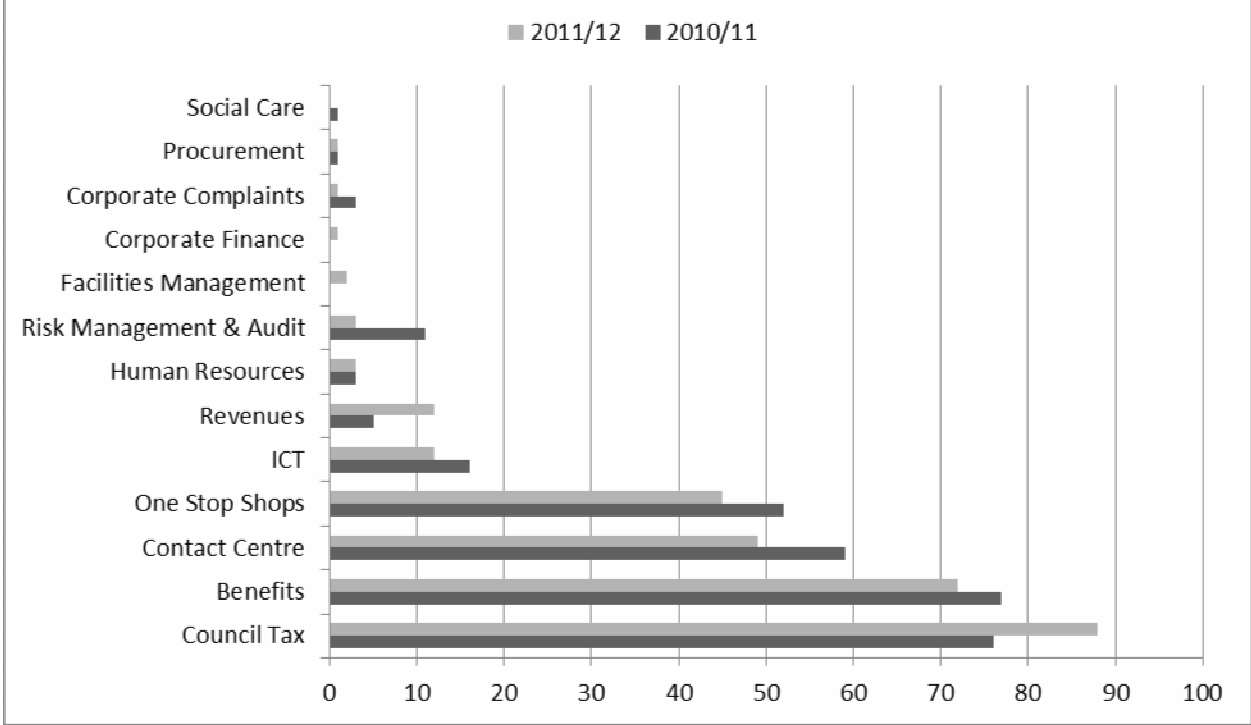
9.10 Issues and concerns on equalities issues are explored on an individual case basis, in revising policy and in 2010/11 the service conducted further Equalities Impact Assessments and has a detailed plan to improve access. Any equalities issues raised as part of a complaint are also tracked to identify service issues and improvements.

APPENDIX 1 – CORPORATE COMPLAINTS BY DIRECTORATE

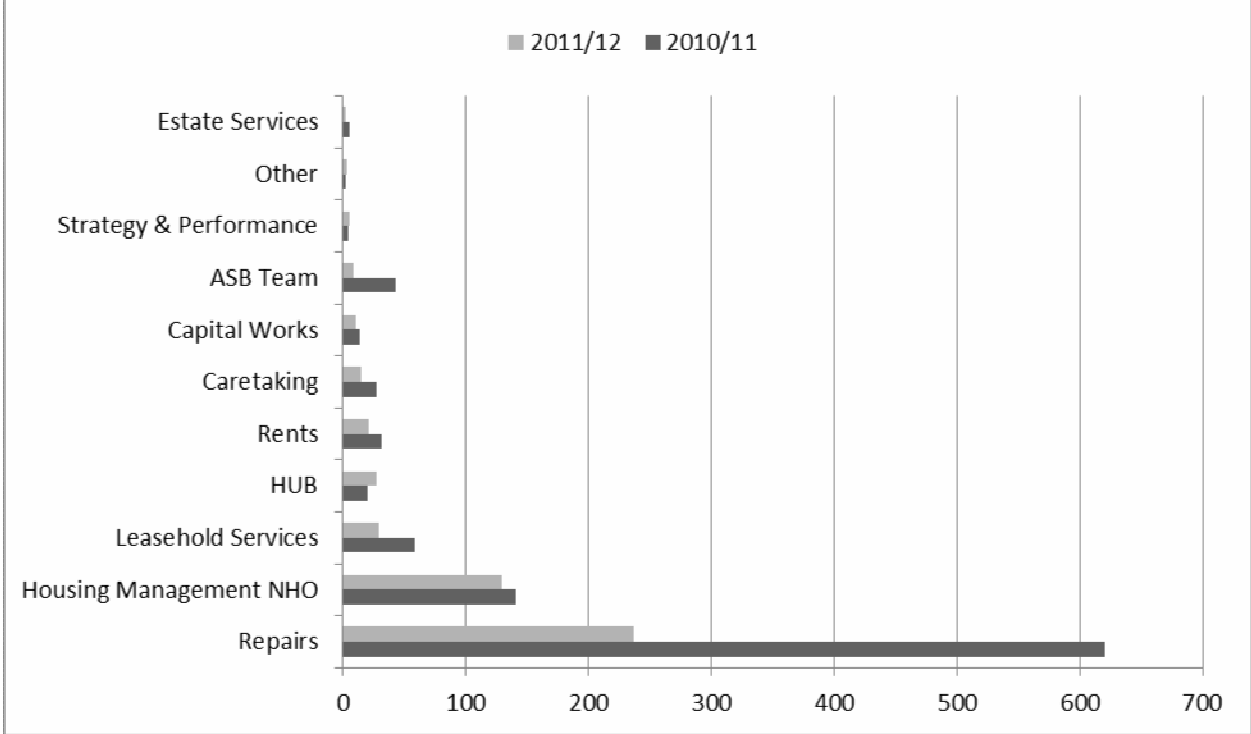




Stage 1 Resources by Issue



Stage 1 Tower Hamlets Homes by Issue



Agenda Item 6.3

Committee/Meeting: Overview & Scrutiny	Date: 4th September 2012	Classification: Unrestricted	Report No:
Report of: Corporate Director Resources		Title: Strategic Performance and Corporate Revenue and Capital Budget Monitoring Q1 2012/13 (Month 3)	
Originating officer(s) Alan Finch, Service Head Financial Services, Risk & Accountability Louise Russell, Service Head Corporate Strategy and Equality		Wards Affected: All	

Community Plan Theme	All
Strategic Priority	All

1. **SUMMARY**

1.1 This monitoring report details the financial position of the Council at the end of Quarter 1 compared to budget, and service performance against targets. This includes year-end projection updates for the:

- General Fund Revenue and Housing Revenue Account;
- Capital Programme; together with
- An overview of performance for all of the reportable strategic measures.

1.2 Finance Overview

1.2.1 General Fund

As at the end of June 2012, a breakeven position is forecast for the year end on an overall net budget of £292m.

1.2.2 HRA

The HRA is projecting an overall underspend. Further information on this is provided both in Section 3 and Appendix 3 of this report.

1.2.3 Capital Programme

Directorates have spent 12.2% of their capital budgets for the year (£22.8m against budgets of £186.4m). Programme slippage of £18.1m is currently being projected, due in the main part to delays in procurement on the decent homes backlog programme, the costs of which will instead be incurred in future years. Further information is provided in section 4 of the report and Appendix 4.

1.3 Strategic Measures

The Strategic Measures Set enables the Council to monitor progress against our priorities. Of the 17 measures reportable this quarter (including subset of measures), 11 (65%) are at or exceeding the standard target (lower bandwidth), with 6 (35%) meeting or exceeding the stretched target (GREEN).

1.4 More detailed performance and financial information is contained in the following report appendices:

- Appendix 1 - lists budget/target adjustments (including virements) for the General Fund and for the capital budget
- Appendix 2 - provides the budget outturn forecast by Directorate and explanations of any major variances.
- Appendix 3 - provides the budget outturn forecast and explanations of major variances for the HRA.
- Appendix 4 – provides details of the capital programme and explanations of any major variances
- Appendix 5 – provides an overview of performance for all of the reportable strategic measures.

2. **DECISIONS REQUIRED**

Committee is recommended to:

- 2.1. Note the Quarter 1 2012/13 performance; and
- 2.2. Note the Council's financial position as detailed in sections 3 and 4 and Appendices 1-4 of this report.

3. REVENUE

3.1 The following table summarises the current expected outturn position for the General Fund.

SUMMARY	Latest Budget £'000	Budget to Date £'000	Actual to Date £'000	Variance to Date £'000	Forecast Outturn £'000	Variance £'000
Adults Health and Wellbeing	98,056	17,060	17,006	-54	98,056	0
Chief Executive	8,668	2,167	2,109	-58	8,668	0
Children, Schools and Families	89,270	22,318	22,872	554	89,270	0
Communities, Localities and Culture	70,494	15,844	10,364	-5,480	70,494	0
Development and Renewal	19,957	5,066	4,871	-195	19,957	0
Resources	11,527	2,882	2,792	-90	11,527	0
Corporate Costs / Capital Financing	-5,706	0	150	150	-5,706	0
Total	292,266	65,337	60,164	-5,173	292,266	0

3.2 Year-to-date variances are explained in the detailed budget analysis in Appendix 2.

3.3 **Adults, Health and Wellbeing** **NIL**
A breakeven position is forecast for the financial year.

3.4 **Chief Executive** **NIL**
A breakeven position is forecast for the financial year.

3.5 **Children, Schools and Families** **NIL**
The Directorate is reporting that it will be able to operate within budget for 2012/13. Most budget managers are reporting a nil variance with some underspends reported. Some savings are still to be delivered at this stage of the financial year which is in line with expenditure.

The £2.4m school specific contingency fund will not be drawn down until sometime in the Autumn term.

- 3.6 Communities, Localities & Culture** **NIL**
 A breakeven position is forecast for the financial year. At the end of month three, Communities Localities & Culture are forecasting a breakeven position. The variance to date of £5.5 million relates mainly to Waste Treatment £4.2m. This variance is due to delays in the submission of invoices from contractors. This is a timing difference along with the other variances, which once resolved will allow budgets to be profiled over the course of the year.
- 3.7 Development and Renewal** **NIL**
 A breakeven position is forecast for the financial year.
- 3.8 Resources** **NIL**
 A breakeven position is forecast for the financial year.
- 3.9 Corporate Costs & Capital Financing** **NIL**
 A breakeven position is forecast for the financial year.
- 3.10 Housing Revenue Account (HRA)** **£0.3m underspend**
 The overall projected HRA underspend relates to a projected underspend on the energy budget, as it was anticipated that 2012/13 gas & electricity prices would increase by 30%, whereas in fact bulk gas prices in 2012/13 will be 13% higher, and bulk electricity will be 2% lower. Both the budget and patterns of energy consumption will continue to be closely monitored. A detailed analysis of the HRA is attached as Appendix 3.
- 3.11 Income Collection Performance Targets**

Details of income collection during 2012/13 are shown below.

Income Stream	Collected in 2011/12 %	2012/13 Target to 30.06.12 %	2012/13 Collected to 30.06.12 %	Direction of Travel
Business Rates	99.40	24.49	32.66	↑
Central Income	93.00	70.00	76.00	↑
Council Tax	95.40	23.80	25.81	↑
Housing Rents	99.61	99.60	98.77	↓
Service Charges	£12.850m (102%)	£4.0m	£4.10m (102.5%)	↑

Welfare reform changes have begun to impact on the rental income collected, particularly in areas of housing benefit payments as well tenants receiving benefits, both have reduced compared with the same period last year. However, income collection on the whole is currently exceeding targets and is forecast to remain this way throughout year.

CAPITAL

- 4.1 The capital budget now totals £186.4m, increased from the £185.4m approved by Cabinet in February 2012. This is mainly due to the inclusion of unspent budgets from 2011/12 carried forward into 2012/13.
- 4.2 Details of all the changes to the capital budget are set out in Appendix 1.
- 4.3 Total capital expenditure to the end of Quarter 1 represented 12.2% of the revised capital programme budget for 2012/13 as follows:

	Annual Budget as at 30-Jun-12	Spent to 30-Jun-12	% Budget Spent
	£m	£m	%
TOTALS BY DIRECTORATE:			
Communities, Localities and Culture	14.017	1.184	8.4%
Children, Schools and Families	16.419	2.533	15.4%
Resources	0.128	0.000	0.0%
Adults, Health and Wellbeing	0.402	-0.007	-1.7%
Development and Renewal	13.719	0.661	4.8%
Building Schools for the Future (BSF)	65.244	12.480	19.1%
Housing Revenue Account (HRA)	66.432	5.974	9.0%
Corporate GF provision for schemes under development	10.000	0.000	0.0%
GRAND TOTAL	186.360	22.824	12.2%

This compares with 12.1% at the same stage last year.

- 4.4 Projected capital expenditure for the year compared to budget is as follows:

	Annual Budget as at 30-Jun-12	Projection 31-Mar-13	Forecast Variance
	£m	£m	£m
TOTALS BY DIRECTORATE:			
Communities, Localities and Culture	14.017	14.017	0.000
Children, Schools and Families	16.419	16.419	0.000
Resources	0.128	0.128	0.000
Adults, Health and Wellbeing	0.402	0.242	-0.160
Development and Renewal	13.719	13.719	0.000
Building Schools for the Future (BSF)	65.244	70.137	4.893
Housing Revenue Account (HRA)	66.432	53.637	-12.795
Corporate GF provision for schemes under development	10.000	0.000	-10.000
GRAND TOTAL	186.360	168.298	-18.063

Programme slippage of £18.1m is currently being projected, due in the main part to delays in procurement on the decent homes backlog programme, the costs of which will instead be incurred in future years. This figure also includes a £10m provision for General Fund capital schemes.

4. STRATEGIC PERFORMANCE MEASURES

2011/12 Final Outturn Reporting Update

- 5.1 Since the year end performance reporting was undertaken, final outturns for the following outstanding performance measures is now available.

Percentage of household waste sent for reuse, recycling and composting (NI192)

At 27.51%, the year-end outturn met the standard target and was 0.2 percentage points higher than last year.

Percentage of overall Council housing stock that is non-decent (NI158)

Non-decency of Council stock currently stands at 65.98% against a standard target of 65.27% and a stretched target of 64.49%. It has always been recognised that for 2011/12 there would be a significant increase in the level of non-decent homes due to many building elements reaching the end of their useful life. There are 12,517 homes which make up the Council's housing stock. A programme is in place that will bring non-decency of Council stock down to 10.86% by April 2015.

Number of households who considered themselves as homeless and for whom housing advice casework intervention resolved their situation (S201)

856 homelessness preventions were made through housing advice and casework in 2011/12. This equates to approximately 8.19 preventions per 1,000 households which is below the stretched target but above the standard target. The Council is currently working with its partners to develop a new homelessness strategy.

- 5.2 Due to time lags in reporting, there are several strategic measures still to report final outturns for 2011/12. These are:
- Young people from low income backgrounds progressing to higher education (NI106);
 - Rate of proven re-offending by adults under probation supervision (NI18);
 - Number of people that have stopped smoking (NI123); and
 - All age, all-cause mortality (NI120).

Strategic Performance Measures – Quarter 1 (March-June 2012)

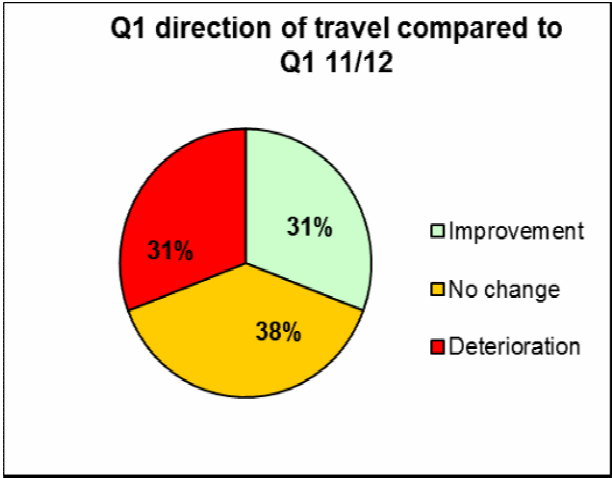
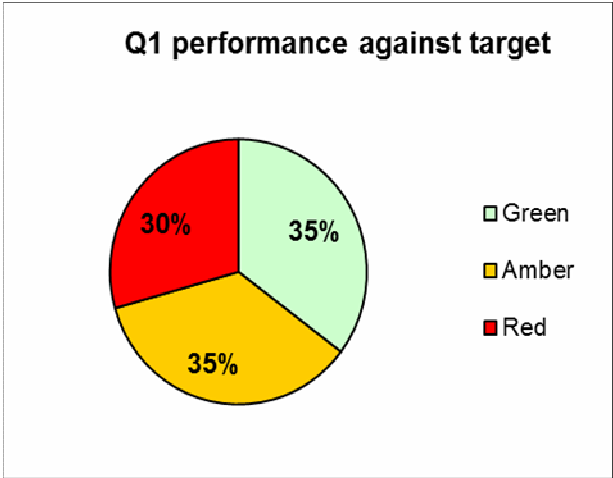
- 5.3 The strategic measures enable the Council to monitor progress against its priorities outlined in the Strategic Plan. The Strategic Measures Set reflects the Council's continued commitment to set itself stretching targets. It is reviewed on an annual basis as part of the refresh of the Strategic Plan to

ensure that it remains fit for purpose. Where necessary, there will also be in-year reviews of the measures.

5.4 Appendix 5 illustrates the latest performance against our strategic measures. Performance against the current stretching target is measured as either 'Red', 'Amber' or 'Green' (RAG). Should performance fall below standard target – indicated as the dotted red line, it is marked as 'Red'. Should it be at or above the standard target, but below the stretched target – indicated as the solid green line, it is 'Amber'. Where performance is at or above the stretched target, it is 'Green'. Performance is also measured against the equivalent quarter for the previous year, as a 'direction of travel'. Where performance is deteriorating compared to the same time last year, it is indicated as a downward arrow ↓, if there is no change (or less than 5% change) it is neutral ⇔, and where performance has improved compared to the previous year, it is indicated as an upward arrow ↑.

5.5 The number of strategic measures available for reporting fluctuates between periods due to the different reporting frequencies of the measures. Of the 47 measures in the Strategic Set, including subset of measures, 17 are reportable this quarter. Of these:

- 6 (35%) are meeting or exceeding their stretched target (Green), with 1 of these an improvement from last year (↑);
- 6 (35%) are above the standard target but below the stretched target (Amber), with 3 of these improving (↑) and 1 deteriorating (↓) compared to last year's performance;
- 5 (30%) are below the standard target (Red), with performance remaining unchanged for 2 measures and deteriorating for 2 measures (↓); and
- 4 indicators do not have comparable data for this time last year and therefore no direction of travel information can be produced.



- 5.6 There are a couple of strategic performance measures which report on a quarterly basis but Q1 data is currently not available due to a time lag in reporting. These are:
- Percentage of household waste sent for reuse, recycling and composting (NI192)
 - Number of Smoking Quitters (NI123)

5.7 **Performance Summary**

The following sections detail our performance under three key headings:

- High performing areas;
- Areas of improvement; and
- High risk areas

High Performing Areas

5.8 The following measures exceeded their stretched targets.

- *Affordable Homes*
The number of affordable homes delivered (gross).
- *Tackling Overcrowding*
The number of overcrowded families rehoused, lets to overcrowded households.
- *Tackling Worklessness*
JSA Claimant Rate (gap between the borough & London average rate).
- *Crime*
Rate of residential burglary incidents – per 1,000 households and the rate of motor vehicle crime incidents per 1,000 population.
- *Social Care*
Social care clients and carers in receipt of self-directed support

Areas of Improvement

5.9 In addition to those measures where we have exceeded our targets, two measures have also improved compared to last year.

- *Workforce to Reflect the Community*
Percentage of senior staff that are from an ethnic minority
Percentage of senior staff that have a disability
- *Tackling Worklessness*
Overall employment rate – gap between the Borough and London average rate

High Risk Areas

5.10 As part of the monitoring of our performance each quarter, analysis is undertaken to identify those measures at risk of not achieving their annual targets. This includes measures that are below their standard target and have

deteriorated since the corresponding quarter for the previous year. This quarter, the following measures have been identified as high risk, with commentary provided below.

- *NEETS*
16-19 year olds who are not in education, employment or training (NEET)
- *Social care*
Carers receiving needs assessment or review and a specific carer's service, or advice and information

Performance Outturns

- 5.11 The Council's performance against all strategic measures reportable this quarter is outlined below.

One Tower Hamlets

Customer Access Overall Satisfaction

Customer satisfaction with telephone contact remains unchanged at 90%, within the target standard. Customer satisfaction is not driven by any single factor but a number of factors will have impacted on performance for the quarter including (a) drop in number of surveys carried out which tends to flatten out satisfaction, (b) increase in repeat/chase-up calls, particularly for housing repairs, which tends to drive down overall satisfaction and (c) increased wait times for callers since the early June/post Bank Holiday period.

Number of working days/shifts lost to sickness absence per employee

The number of days lost to sickness absence per employee has begun to deteriorate this quarter. To address this, the Corporate Absence Management Panel (CAMP) has been re-established and directorate sickness absence management panels have been asked to consider developing local targets for service areas in order to ensure sickness cases are dealt with consistently and robustly. Specific action is being developed in respect of sickness returns. Sickness reporting and sickness management are areas which are being looked at as part of the adoption of improved HR IT systems.

Percentage of senior staff that are women

The standard target has been missed. The introduction of Navigate provides opportunities for staff to develop their skills so that they can successfully apply for senior level posts, and also provides an opportunity to improve the representation of women in senior level posts. The nominations for Navigate will be scrutinised by the People Board with a view to considering the potential impact on our aspirations around Workforce to Reflect the Community.

Percentage of senior staff that are from an ethnic minority

The percentage of LP07 or above staff that are from an ethnic minority has improved both since last month and since the same period last year. The outturn remains below the stretched target but above the standard target.

A number of new initiatives have been agreed as part of the Workforce to Reflect the Community programme to further improve these indicators going forward.

Percentage of senior staff that have a disability

3.38% of staff members who are LP07 and above have identified themselves as having a disability. This is an improvement in performance on both last month and from this time last year. The stretched target for this measure is 5.5% with a standard target of 2.96%. This data is based on response rates from the on-line staff equalities monitoring audit form. Only around half of the total number of LP07 or above staff responded to the disability question. Human Resources are working to improve the response rate to this question.

A Great Place to Live

The number of affordable homes delivered (gross)

282 units of new affordable housing were produced this quarter, significantly above the stretched target for Quarter 1. This is primarily due to the delivery of one large scheme at Bow Cross estate.

It is anticipated that our annual performance for affordable housing will only just achieve the standard target figure of 600. The total predicted output for the year is currently 616, although with many units due to complete in Q4, further progress detail will be available later on in the year regarding potential slippage .

Number of social rented housing completions for family housing (gross)

There were 51 social rented housing completions for family housing this quarter, exceeding the standard target of 40 completions for quarter 1, though below the stretched target. We are forecasting 154 social rented family units to be completed by the end of 2012/13, which will be 6 units short of the standard target.

The number of overcrowded families rehoused (lets to overcrowded households)

531 overcrowded households were rehoused in quarter 1, significantly exceeding the stretched target by over 70%. We are on course to meet the Mayor's target of rehousing 1,000 overcrowded households this year.

A Prosperous Community

16-19 year olds who are not in education, employment or training (NEET)

The NEET figure for June 2012 is 5.2%, equating to 360 young people who are not in education, employment or training in Tower Hamlets. This means we have missed our stretched target of 4.5% by 0.7 % point.

NEET figures historically rise in the summer due to young people leaving school at the end of Year 11. Figures tend to decrease again during September and October once learner start dates are confirmed and recorded onto our data management systems.

Although our performance has deteriorated in comparison to this time last year, with a % point difference of 0.6%, this is also the case in the majority of other London boroughs. We rank mid-table when benchmarked against the other boroughs that make up the East London Partnership (Barking & Dagenham, Greenwich, Newham, Redbridge, Bexley, Havering, & Lewisham).

Furthermore, the way we collect and report this measure changed in November 2011, which may have affected our performance. Firstly, the cohort now covers academic age and so includes 19 year olds who were not previously counted. Secondly, the cohort is now based on residency which means Tower Hamlets students attending college out of borough are now also counted in the Tower Hamlets figures.

Actions being taken to improve performance include:

- The Targeted Youth Support Team and Information, Advice and Guidance Service will be at all schools on GCSE results day to provide support, collect data and share information.
- Tracking of young people who are NEET, including through door-knocking, will be taking place during August.
- Destination data will be updated on our data-management systems during September and October.

Overall employment rate – gap between the Borough and London average rate

The overall gap between the Tower Hamlets and the London-wide employment rate is closing (from 8.3 percentage points in June 2011 to 7.5 percentage points in June 2012). The employment rate for the borough increased by 0.2 percentage points over this period, whilst the London employment rate decreased by 0.1 percentage point. Tower Hamlets employment rate now stands at 60.5%.

Jobseekers Allowance (JSA) claimant rate (gap between the Borough and London average rate (working age)

The gap between the borough's JSA claimant rate and the London rate is closing and is currently 1.9 percentage points. This exceeds the stretched target of 2 percentage points. Over the last quarter the borough has seen a 0.3 percentage point decrease in its JSA claimant rate.

A Safe and Cohesive Community

Rate of personal robbery incidents per 1,000 population

There were 1.4 personal robbery incidents per 1,000 population this quarter, this equates to 324 incidents, and is slightly higher than the stretched target of 1.3 incidents per 1,000 population, but above the standard target. We are just above the London average of 1.12, however our performance compares favourably with the other Olympic Boroughs: Greenwich (0.6%), Barking & Dagenham (0.9%), Hackney (1.5%), Waltham Forest (1.5%), Newham (1.9%).

Rate of residential burglary incidents per 1,000 households

There were 3.05 residential burglary incidents per 1,000 households this quarter, equating to 279 actual incidents. The borough has exceeded its stretched target in reducing the number of residential burglary incidents. Our performance compares favourably with the London average of 4.45 incidents per 1,000 households, and we have fewer incidents than the other Olympic Boroughs: Barking & Dagenham (6.07), Waltham Forest (5.62), Newham (4.58), Greenwich (4.34), and Hackney (3.667).

Rate of motor vehicle crime incidents per 1,000 population

There were 2.95 motor vehicle crimes per 1,000 population this quarter, equating to 701 actual incidents. The borough has exceeded its stretched target in reducing motor vehicle crime in Q1. Our performance compares favourably with the London average of 3.25 incidents per 1,000 population and the other Olympic Boroughs: (Waltham Forest (4.62), Hackney (4.57), Newham (4.47), Barking & Dagenham (3.23), Greenwich (2.8).

Rate of violence with injury crimes per 1,000 population

There were 2.43 violence with injury crimes per 1,000 population this quarter, equating to 577 actual incidents, the borough's figures are higher than the London average of 1.95 incidents per 1,000 population. Although Tower Hamlets has not met its standard target, trend data shows that nearly all London Boroughs have seen an increase in violence with injury crimes compared to the last financial quarter.

A Healthy and Supportive Community

Carers receiving needs assessment or review and a specific carer's service, or advice and information (%)

Performance is lower than expected for this quarter, with 6.7% of carers receiving an assessment, review or specific service, compared to a target of 8.63%. A number of commissioned providers have yet to submit their datasets, which will affect the quarter 1 outturn. Once this information has been received, the outturn will be updated.

Proportion of people using social care who receive self-directed support, and those receiving direct payments (%)

39.8% of social care clients and carers were in receipt of self-directed support and direct payments at Q1, exceeding the stretched target. This equates to 1492 clients / carers receiving self-directed support.

6. COMMENTS OF THE CHIEF FINANCIAL OFFICER

- 6.1 Under Financial Regulations it is the responsibility of senior managers to spend within budgets and, where necessary, management actions will need to be taken over the remainder of the financial year to avoid overspend.
- 6.2 Any overspend we incur at the end of 2012/13, or at any time over the forthcoming period, will risk the financial position and would increase the savings targets required to meet spending cuts, with a potential impact on front-line services. The projected figures at this stage do not indicate that this is a significant risk.

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

- 7.1 The report provides performance information, including by reference to key performance indicators and the budget. It is consistent with good administration for the Council to consider monitoring information in relation to plans and budgets that it has adopted.
- 7.2 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.
- 7.3 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 and capital budgets as set out in the report.

- 7.4 When considering its performance, the Council must have due regard to the need to eliminate unlawful conduct under the Equality Act 2010, the need to advance equality of opportunity and the need to foster good relations between persons who share a protected characteristic and those who don't. Relevant information is set out in section 8 of the report and officers must consider the need for equality analysis when carrying out any action in discharge of the Council's functions.

8. ONE TOWER HAMLETS CONSIDERATIONS

The Council's Strategic Plan and 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.

9. SUSTAINABLE ACTION FOR A GREENER ENVIRONMENT

There are a number of strategic performance measures relating to the environment which will report later in the year.

10. RISK MANAGEMENT IMPLICATIONS

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.

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.

The explanations provided by the Directorates for the budget variances also contain analyses of risk factors.

11. CRIME AND DISORDER REDUCTION IMPLICATIONS

The Strategic Indicator set contains a number of community safety measures under the Safe & Cohesive theme.

12. EFFICIENCY STATEMENT

Efficiencies for 2012/13 are incorporated within the estimated forecast outturn.

13. APPENDICES

- Appendix 1 - lists budget/target adjustments (including virements) for the General Fund and for the capital budget
- Appendix 2 - provides the estimate budget outturn forecast by Directorate for the General Fund and explanations of any major variances.
- Appendix 3 - provides the budget outturn forecast and explanations of major variances for the HRA.
- Appendix 4 – provides details of the capital programme and explanations of any major variances
- Appendix 5 – provides an overview of performance for all of the reportable strategic measures.

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

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Control Budget 2012-13									
2012-13 Original Budget at Cash Prices									
	Total General Fund	Adults, Health and Wellbeing	Children Schools and Families	Communities, Localities and Culture	Development and Renewal	Chief Executive's	Resources	Corporate/ Capital	Central Items
	292,265,595	98,224,219	89,830,451	68,442,875	20,210,279	8,810,700	8,748,968	13,459,542	(15,461,439)
Inflation	0			1,025,139					(1,025,139)
Allocation of approved Growth - Freedom Passes etc	0			600,000					(600,000)
Allocation of approved Growth - Landfill Tax	0			871,000					(871,000)
Future Sourcing - Consolidation of IT budgets	0	(168,000)	(560,443)	(445,380)	(253,000)	(143,200)	2,297,299	(727,276)	
Graduate Management	0						480,800		(480,800)
Total Adjustments	0	(168,000)	(560,443)	2,050,759	(253,000)	(143,200)	2,778,099	(727,276)	(2,976,939)
Revised Current Budget 2012-13	292,265,595	98,056,219	89,270,008	70,493,634	19,957,279	8,667,500	11,527,067	12,732,266	(18,438,378)

Capital Control Budget 2012/13										
Item	Total Capital Budget	Adults, Health and Wellbeing	Building Schools For the Future	Chief Executive's/Resour ces	Children Schools and Families	Communities, Localities and Culture	Corporate	Development and Renewal	Housing Revenue Account	
2012-13 Original Budget at February 2012 Cabinet	185,366,156	345,000	68,776,961	0	29,394,000	6,195,000	10,000,000	10,279,195	60,376,000	
Carry forward 2011/12	6,253,621	56,726	(5,792,588)	127,873	1,474,416	891,836	0	3,439,805	6,055,553	
Quarter 1 Adjustments										
New Schemes Approved	2,498,488	0	0	0	1,224,488	1,274,000	0	0	0	
Budget Re-profiled	5,759,358	0	0	0	120,000	5,639,358	0	0	0	
Existing Scheme budget adjustment	(13,517,295)	0	2,259,691	0	(15,793,728)	16,742	0	0	0	
Total Adjustments	994,172	56,726	(3,532,897)	127,873	(12,974,824)	7,821,936	0	3,439,805	6,055,553	
Revised Current Budget 2012-13	186,360,328	401,726	65,244,064	127,873	16,419,176	14,016,936	10,000,000	13,719,000	66,431,553	

CORPORATE MONTHLY BUDGET MONITORING - JUNE 2012

	FULL YEAR								
	Original Budget £'000	Latest Budget £'000	Budget to Date £'000	Actual to Date £'000	Variance to Date £'000	Previous Forecast Outturn £'000	Latest Forecast Outturn £'000	Variance (Latest Budget to Latest Forecast Outturn) £'000	%
ADULTS HEALTH & WELLBEING									
Expenditure	112,906	113,000	20,577	20,590	13	115,387	117,420	4,420	4
Income	(14,682)	(14,944)	(3,517)	(3,584)	(67)	(17,331)	(19,364)	(4,420)	30
Net Expenditure	98,224	98,056	17,060	17,006	(54)	98,056	98,056	0	0
CHIEF EXECUTIVE'S									
Expenditure	15,859	16,341	4,085	4,183	98	16,482	16,341	0	0
Income	(7,050)	(7,673)	(1,918)	(2,074)	(156)	(7,673)	(7,673)	0	0
Net Expenditure	8,809	8,668	2,167	2,109	(58)	8,809	8,668	0	0
CSF GENERAL FUND									
Expenditure	154,893	154,264	38,566	28,698	(9,868)	153,978	155,194	930	0
Income	(65,063)	(64,994)	(16,249)	(5,826)	10,423	(64,708)	(65,924)	(930)	0
Net Expenditure	89,830	89,270	22,318	22,872	554	89,270	89,270	(0)	(0)
COMMUNITIES, LOCALITIES & CULTURE									
Expenditure	111,691	114,101	26,051	18,221	(7,829)	114,191	114,101	0	0
Income	(43,248)	(43,607)	(10,207)	(7,857)	2,350	(43,252)	(43,607)	0	0
Net Expenditure	68,443	70,494	15,844	10,364	(5,480)	70,939	70,494	0	0
DEVELOPMENT & RENEWAL									
Expenditure	80,331	80,504	20,203	19,889	(314)	80,078	80,546	42	0
Income	(60,119)	(60,547)	(15,137)	(15,018)	119	(60,119)	(60,588)	(42)	0
Net Expenditure	20,212	19,957	5,066	4,871	(196)	19,959	19,957	0	0
RESOURCES									
Expenditure	325,713	329,151	82,288	85,159	2,872	326,943	328,673	0	0
Income	(316,964)	(317,624)	(79,406)	(82,366)	(2,960)	(316,486)	(317,146)	0	0
Net Expenditure	8,749	11,527	2,882	2,792	(90)	10,457	11,527	0	0
CORPORATE COSTS & CAPITAL FINANCING									
Expenditure	394	(3,311)	599	1,093	494	(2,831)	(3,311)	0	0
Income	(2,395)	(2,395)	(599)	(943)	(345)	(2,395)	(2,395)	0	0
Net Expenditure	(2,001)	(5,706)	0	150	150	(5,226)	(5,706)	0	0
TOTAL									
Expenditure	801,786	804,049	192,368	177,833	(14,537)	804,229	808,963	5,392	1
Income	(509,520)	(511,784)	(127,032)	(117,668)	9,364	(511,964)	(516,698)	(5,392)	1
Net Expenditure	292,266	292,266	65,337	60,164	(5,173)	292,266	292,266	(0)	(0)
CSF SCHOOLS BUDGET (DSG)									
Expenditure	318,580	346,682	86,671	32,465	(54,206)	318,690	346,642	(41)	(0)
Income	(318,580)	(346,682)	(86,671)	1,395	88,066	(318,690)	(346,641)	41	(0)
Net Expenditure	0	0	0	33,860	33,859	0	0	0	(0)

CORPORATE MONTHLY BUDGET MONITORING - JUNE 2012

FULL YEAR

ADULTS, HEALTH & WELLBEING

Explanation of any variance that is considered to be significant and all variances greater than £100k Proposed mitigating action and dates

Variance

(Latest Budget to

Latest Forecast

Outturn)

%

	Original Budget £'000	Latest Budget £'000	Budget to Date £'000	Actual to Date £'000	Variance to Date £'000	Previous Forecast Outturn £'000	Latest Forecast Outturn £'000	Variance (Latest Budget to Latest Forecast Outturn) %	Proposed mitigating action and dates
A53 Commissioning and Strategy M&A									
Expenditure	198	206	20	21		1	186	(20)	
Income	(30)	(38)			0	(38)	(18)	20	(53)
Net Expenditure	168	168	20	21		1	168	0	0
Vote Budget Manager: D.Cohen Budget Risk: Low Date forecast last reviewed:									
A04 Preventative Technology									
Expenditure			0	(39)	(39)	0		0	0
Income					0	0		0	0
Net Expenditure	0	0	0	(39)	(39)	0	0	0	0
Vote Budget Manager: K.Sugars Budget Risk: Low Date forecast last reviewed:									
A05 Carers Grant									
Expenditure	1,041	1,181	250	251	1	1,041	1,181	0	0
Income	(140)	(140)			0	(140)	(140)	0	0
Net Expenditure	1,041	1,041	250	251	1	1,041	1,041	0	0
Vote Budget Manager: B.Disney Budget Risk: Medium Date forecast last reviewed:									
A07 Older People Commissioning									
Expenditure	25,330	25,330	2,850	2,873	23	25,830	25,480	130	1
Income	(4,482)	(4,482)	(380)	(384)	(4)	(4,945)	(4,524)	(42)	1
Net Expenditure	20,848	20,848	2,470	2,489	19	20,885	20,936	88	0
Vote Budget Manager: B.Disney Budget Risk: High Date forecast last reviewed:									
A08 Learning disabilities Commissioning									
Expenditure	21,147	21,039	3,950	3,951	1	21,838	23,120	2,081	10
Income	(3,687)	(3,687)	(2,000)	(2,010)	(10)	(4,437)	(5,703)	(2,016)	55
Net Expenditure	17,460	17,352	1,950	1,941	(9)	17,401	17,417	65	0
Vote Budget Manager: B.Disney Budget Risk: High Date forecast last reviewed:									
A44 Mental Health Commissioning									
Expenditure	9,640	9,435	1,720	1,729	9	9,840	9,951	516	5
Income	(1,886)	(1,962)	(40)	(40)	0	(1,989)	(1,968)	(6)	0
Net Expenditure	7,754	7,473	1,680	1,689	9	7,851	7,983	510	7
Vote Budget Manager: R.Fradgley Budget Risk: High Date forecast last reviewed:									
A45 Physical Disabilities Commissioning									
Expenditure	7,264	7,265	1,850	1,849	(1)	8,105	9,234	1,969	27
Income	(1,714)	(1,715)	(25)	(26)	(1)	(2,210)	(2,917)	(1,202)	70
Net Expenditure	5,550	5,550	1,825	1,823	(2)	5,895	6,317	767	14
Vote Budget Manager: B.Disney Budget Risk: Medium Date forecast last reviewed:									
A46 HIV Commissioning									
Expenditure	214	214	100	104	4	174	106	(108)	(50)
Income				(55)	(55)		(55)		0
Net Expenditure	214	214	100	49	(51)	174	51	(163)	(76)
Vote Budget Manager: B.Disney Budget Risk: High Date forecast last reviewed:									

FULL YEAR

ADULTS, HEALTH & WELLBEING

Explanation of any variance that is considered to be significant and all variances greater than £100k Proposed mitigating action and dates

Variance (Latest Budget to Latest Forecast Outturn) %

	Original Budget £'000	Latest Budget £'000	Budget to Date £'000	Actual to Date £'000	Variance to Date £'000	Previous Forecast Outturn £'000	Latest Forecast Outturn £'000	Variance (Latest Budget to Latest Forecast Outturn) %	
A47 Access to Resources	1,076	1,125 (49)	295	295	0	1,121	1,125 (49)	0	
Expenditure Income									
Net Expenditure	1,076	1,076	295	295	0	1,121	1,076	0	Vote Budget Manager: D.Ingram Budget Risk: Low Date forecast last reviewed:
A48 Strategic Commissioning	508 (96)	508 (96)	120 35	118 37	(2)	469 (96)	492 (96)	(16)	
Expenditure Income									
Net Expenditure	412	412	155	155	0	373	396	(16)	Vote Budget Manager: B.Disney Budget Risk: Low Date forecast last reviewed:
A50 Supporting People	13,962	14,301	4,500	4,425	(75)	14,055	13,416	(885)	
Expenditure Income									
Net Expenditure	13,962	14,301	4,500	4,425	(75)	14,055	13,416	(885)	Vote Budget Manager: C Kilpatrick Budget Risk: Medium Date forecast last reviewed:
A55 Quality and Performance	703 (50)	703 (50)	170	173	3	676 (60)	676 (180)	(27)	
Expenditure Income									
Net Expenditure	653	653	170	173	3	616	496	(157)	Vote Budget Manager: K.Sugars Budget Risk: Low Date forecast last reviewed:
A56 Social Services I.T.	356	356	25	26	1	356	541 (194)	185	
Expenditure Income									
Net Expenditure	356	356	25	26	1	356	347	(9)	Vote Budget Manager: K.Sugars Budget Risk: Low Date forecast last reviewed:
A58 Technical Resources	901 (23)	955 (23)	95 (40)	94 (40)	(1)	959 (41)	959 (41)	4	
Expenditure Income									
Net Expenditure	878	932	55	54	(1)	918	918	(14)	Vote Budget Manager: K.Sugars Budget Risk: Medium Date forecast last reviewed:
A59 Corporate Services	2,307 (470)	2,139 (470)	100 (1,000)	103 (1,000)	3	1,052 (470)	1,464 (22)	(675)	
Expenditure Income									
Net Expenditure	1,837	1,669	(900)	(897)	3	582	1,442	(227)	Vote Budget Manager: P.Thorogood Budget Risk: Medium Date forecast last reviewed:
A61 Business Supp & Prog Management	710 (150)	748 (138)	170	170	0	809 (152)	809 (292)	61	
Expenditure Income									
Net Expenditure	560	610	170	170	0	657	517	(93)	Vote Budget Manager: K.Sugars Budget Risk: Medium Date forecast last reviewed:
A62 Strategy and Policy	122 (67)	122 (67)	30	32	2	123 (67)	123 (67)	1	
Expenditure Income									
Net Expenditure	55	55	30	32	2	56	56	1	Vote Budget Manager: K.Sugars Budget Risk: Low Date forecast last reviewed:
Commissioning & Strategy	85,479 (12,655)	85,627 (12,917)	16,245 (3,450)	16,175 (3,518)	(70)	86,654 (14,505)	88,843 (16,266)	3,216	
Expenditure Income									
Net Expenditure	72,824	72,710	12,795	12,657	(138)	72,149	72,577	(428)	(0) Service Head: D.Cohen

FULL YEAR

ADULTS, HEALTH & WELLBEING

Explanation of any variance that is considered to be significant and all variances greater than £100k Proposed mitigating action and dates

Variance (Latest Budget to Latest Forecast Outturn) %

Original Budget £'000 Latest Budget to Date £'000 Budget to Date £'000 Actual to Date £'000 Variance to Date £'000

Previous Forecast Outturn £'000 Latest Forecast Outturn £'000

Latest Budget to Latest Forecast Outturn %

Expenditure	380	380	85	84	(1)	402	402	22	6	
Income					0			0	0	
Net Expenditure	380	380	85	84	(1)	402	402	22	6	H.Green Low
Vote Budget Manager: H.Green Budget Risk: Low Date forecast last reviewed: 6										
A15 Occupational Therapy	431	431	(1,700)	(1,702)	(2)	444	444	13	3	
Expenditure					0			0	0	
Income					0			0	0	
Net Expenditure	431	431	(1,700)	(1,702)	(2)	444	444	13	3	C.Squire Medium
Vote Budget Manager: C.Squire Budget Risk: Medium Date forecast last reviewed: 3										
A16 Community Equipment Service	1,169	1,169	230	230	0	1,226	1,226	57	5	
Expenditure					0			0	0	
Income	(250)	(250)			0	(250)	(250)	0	0	
Net Expenditure	919	919	230	230	0	976	976	57	6	C.Squire High
Vote Budget Manager: C.Squire Budget Risk: High Date forecast last reviewed: 6										
A31 Adult Resources Sub Div M&A	99	99	20	21	1	95	96	(3)	(3)	
Expenditure					0			0	0	
Income					0			0	0	
Net Expenditure	99	99	20	21	1	95	96	(3)	(3)	C.Oates Low
Vote Budget Manager: C.Oates Budget Risk: Low Date forecast last reviewed: 3										
A31 Physical Disabilities Establishments	549	549	70	70	0	524	521	(28)	(5)	
Expenditure					0			0	0	
Income	(1)	(1)			0	(1)	(1)	0	0	
Net Expenditure	548	548	70	70	0	523	520	(28)	(5)	C.Oates Medium
Vote Budget Manager: C.Oates Budget Risk: Medium Date forecast last reviewed: 5										
A33 Older People Day Centres	1,619	1,619	315	316	1	1,619	1,622	3	0	
Expenditure					0			0	0	
Income	(37)	(37)	(5)	(7)	(2)	(37)	(37)	0	0	
Net Expenditure	1,582	1,582	310	309	(1)	1,582	1,585	3	0	C.Oates Medium
Vote Budget Manager: C.Oates Budget Risk: Medium Date forecast last reviewed: 3										
A34 Home Care	4,074	4,074	950	992	42	4,768	4,779	705	17	
Expenditure					0			(705)	1,602	
Income	(44)	(44)			0	(738)	(749)	0	0	
Net Expenditure	4,030	4,030	950	992	42	4,030	4,030	0	0	C.Oates High
Vote Budget Manager: C.Oates Budget Risk: High Date forecast last reviewed: 0										
A02 Disabilities & Health Divisional M&A	175	175	60	61	1	174	255	80	46	
Expenditure					0			(96)	0	
Income					0			(96)	0	
Net Expenditure	175	175	60	61	1	174	159	(16)	(9)	K.Marks Low
Vote Budget Manager: K.Marks Budget Risk: Low Date forecast last reviewed: 9										
A13 Learning Dis Sub Division M&A	83	83	20	21	1	83	83	0	0	
Expenditure					0			0	0	
Income	(35)	(35)	(10)	(9)	1	(35)	(35)	0	0	
Net Expenditure	48	48	10	12	2	48	48	0	0	S.Howard Low
Vote Budget Manager: S.Howard Budget Risk: Low Date forecast last reviewed: 2										

FULL YEAR

ADULTS, HEALTH & WELLBEING

Explanation of any variance that is considered to be significant and all variances greater than £100k Proposed mitigating action and dates

Original Budget £'000 Latest Budget £'000 Budget to Date £'000 Actual to Date £'000 Variance to Date £'000 Previous Forecast £'000 Latest Forecast £'000 Variance (Latest Forecast to Latest Forecast Outturn) £'000 %

	Original Budget £'000	Latest Budget £'000	Budget to Date £'000	Actual to Date £'000	Variance to Date £'000	Previous Forecast £'000	Latest Forecast £'000	Variance (Latest Forecast to Latest Forecast Outturn) £'000	%	Proposed mitigating action and dates
A14 Learning Dis Assess & Care Mngmt	976 (204)	976 (204)	245 (50)	244 (51)	(1)	976 (204)	1,174 (403)	198 (199)	20 98	S.Howard Medium
Net Expenditure	772	772	195	193	(2)	772	771	(1)	(0)	Vote Budget Manager: Date forecast last reviewed:
A19 Adult Protection	310 (38)	310 (38)	35	37	2	276 (36)	276 (56)	(34) (18)	(11) 47	A.Tyrer Low
Net Expenditure	272	272	35	37	2	240	220	(52)	(19)	Vote Budget Manager: Date forecast last reviewed:
A23 Mental Health Sub Division M&A	92 (90)	92 (90)	25	23	(2)	92 (45)	92 (45)	0 45	0 (50)	S.Diffee Medium
Net Expenditure	2	2	25	23	(2)	47	47	45	2,250	Date forecast last reviewed:
A24 Area Mental Health Teams	2,458 (277)	2,458 (277)	520	542	22	2,568 (245)	2,560 (245)	102 32	4 (12)	S.Diffee Medium
Net Expenditure	2,181	2,181	520	542	22	2,323	2,315	134	6	Vote Budget Manager: Date forecast last reviewed:
A25 Mental Health Day Centres	477 (34)	477 (34)	95	94	(1)	477 (103)	477 (103)	0 35	0 (103)	L.A.Johnson Medium
Net Expenditure	443	443	95	97	2	479	478	35	8	Vote Budget Manager: Date forecast last reviewed:
A27 Learning disabilities Day Centre	472 (5)	418 (5)	100 (1)	103 (1)	3	472 (5)	349 (3)	(69) 2	(17) (40)	S.Howard Medium
Net Expenditure	467	413	99	102	3	467	346	(67)	(16)	Vote Budget Manager: Date forecast last reviewed:
A37 Emergency Duty Social Work Service	231 (20)	231 (20)	110 (1)	111 (1)	1	429 (21)	440 (160)	209 (140)	90 700	I.Williamson Medium
Net Expenditure	211	211	109	110	1	408	280	69	33	Vote Budget Manager: Date forecast last reviewed:
A81 First Response	2,229 (102)	2,229 (102)	540	541	1	2,229 (102)	2,229 (136)	0 (34)	0 33	Leah Drake Medium
Net Expenditure	2,127	2,127	540	541	1	2,127	2,093	(34)	(2)	Vote Budget Manager: Date forecast last reviewed:
A82 Reablement	2,341 (126)	2,341 (126)	550	566	16	2,560 (345)	2,341 (126)	0 0	0 0	Christine Oates Medium
Net Expenditure	2,215	2,215	550	566	16	2,215	2,215	0	0	Vote Budget Manager: Date forecast last reviewed:
A83 Longer Term Support - Social Care	2,385 (126)	2,385 (126)	595	592	(3)	2,385 (126)	2,334 (126)	(51) 0	(2) 0	A.Tyrer Medium
Net Expenditure	2,385	2,385	595	592	(3)	2,385	2,334	(51)	(2)	Vote Budget Manager: Date forecast last reviewed:

FULL YEAR

ADULTS, HEALTH & WELLBEING

Explanation of any variance that is considered to be significant and all variances greater than £100k Proposed mitigating action and dates

	Original Budget £'000	Latest Budget £'000	Budget to Date £'000	Actual to Date £'000	Variance to Date £'000	Previous Forecast Outturn £'000	Latest Forecast Outturn £'000	Variance (Latest Budget to Latest Forecast Outturn)		K.Marks
								£'000	%	
A84 Longer Term Support - OT	933	933	180	182	2	990	990	57	6	
Expenditure										
Income										
Net Expenditure	933	933	180	182	2	990	990	57	6	C Squire Medium
Vote Budget Manager:										
Budget Risk:										
Date forecast last reviewed:										
Adult Social Care	21,483	21,429	3,045	3,128	83	22,789	22,690	1,261	160	
Expenditure										
Income	(1,263)	(1,263)	(67)	(66)	1	(2,062)	(2,341)	(1,078)	0	
Net Expenditure	20,220	20,166	2,978	3,062	84	20,727	20,349	183	1	Service Head:
A66 Learning and Development	587	587	0	2	2	587	587	0	0	
Expenditure										
Income										
Net Expenditure	587	587	0	2	2	587	587	0	0	P.Thorogood Medium
Vote Budget Manager:										
Budget Risk:										
Date forecast last reviewed:										
A71 Finance Services	1,500	1,500	320	318	(2)	1,500	1,443	(57)	(4)	
Expenditure										
Income	(764)	(764)			0	(764)	(757)	7	(1)	
Net Expenditure	736	736	320	318	(2)	736	686	(50)	(7)	P.Thorogood Medium
Vote Budget Manager:										
Budget Risk:										
Date forecast last reviewed:										
00 Support Services Holding A/C	3,857	3,857	967	967	0	3,857	3,857	0	0	
Expenditure										
Income										
Net Expenditure	3,857	3,857	967	967	0	3,857	3,857	0	0	P.Thorogood Low
Vote Budget Manager:										
Budget Risk:										
Date forecast last reviewed:										
Other	5,944	5,944	1,287	1,287	0	5,944	5,887	(57)	(4)	
Expenditure										
Income	(764)	(764)	0	0	0	(764)	(757)	7	(1)	
Net Expenditure	5,180	5,180	1,287	1,287	0	5,180	5,130	(50)	(1)	Service Head:
TOTAL FOR ADULTS HEALTH & WELLBEING	112,906	113,000	20,577	20,590	13	115,387	117,420	4,420	4	
Expenditure										
Income	(14,682)	(14,944)	(3,517)	(3,584)	(67)	(17,331)	(19,364)	(4,420)	30	
Net Expenditure	98,224	98,056	17,060	17,006	(54)	98,056	98,056	0	0	Director:
Energy Costs (excluding schools, tenants, leaseholders)			8	2	(6)					

2% to 5%
Amber
>5% Red

CORPORATE MONTHLY BUDGET MONITORING - JUNE 2012

FULL YEAR

CHIEF EXECUTIVES

Explanation of any variance that is considered to be significant and all variances greater than £100k
Proposed mitigating action and dates

Original Budget £'000 Latest Budget £'000 Budget to Date £'000 Actual to Date £'000 Variance to Date £'000 Previous Forecast £'000 Latest Forecast £'000 Variance (Latest Budget to Latest Forecast Outturn) %

	Original Budget £'000	Latest Budget £'000	Budget to Date £'000	Actual to Date £'000	Variance to Date £'000	Previous Forecast £'000	Latest Forecast £'000	Variance (Latest Budget to Latest Forecast Outturn) %	
C14 Communications	2,658 (2,627)	2,618 (2,627)	655 (657)	780 (707)	126 (50)	2,658 (2,627)	2,618 (2,627)	0 0	0 Risk with achievement of income target but expected to manage within budget during the year. Vote Budget Manager: Takki Sulaiman Budget Risk: Medium Date forecast last reviewed: 13/07/2012
Net Expenditure	31	(9)	(2)	73	(9)	31	(9)	0	
TOTAL FOR COMMUNICATIONS	2,658 (2,627)	2,618 (2,627)	655 (657)	780 (707)	126 (50)	2,658 (2,627)	2,618 (2,627)	0 0	
C16 Strategy & Performance	1,504	1,484	371	431	75	1,504	1,484	0	0 Service Head: Takki Sulaiman
Net Expenditure	31	(9)	(2)	73	(9)	31	(9)	0	
C54 Corporate Strategy & Equalities	665 (9)	656 (9)	164 (2)	72 (15)	(92) (13)	665 (9)	656 (9)	0 0	Vote Budget Manager: Louise Russell Budget Risk: Low Date forecast last reviewed: 26/07/2012
Net Expenditure	656	647	162	57	(105)	656	647	0	
TOTAL FOR STRATEGY & PERFORMANCE	2,169 (9)	2,140 (9)	535 (2)	503 (15)	(32) (13)	2,169 (9)	2,140 (9)	0 0	
C57 Legal Services	3,336 (3,519)	3,311 (3,519)	828 (880)	924 (976)	96 (96)	3,336 (3,519)	3,311 (3,519)	0 0	0 Service Head: Louise Russell
Net Expenditure	(183)	(208)	(52)	(52)	0	(183)	(208)	0	Vote Budget Manager: Sue Hayes Budget Risk: Low Date forecast last reviewed: 13/07/2012
C58 Electoral Registration	708 0	693 0	173 0	130 0	(43) 0	708 0	693 0	0 0	Vote Budget Manager: Sue Hayes Budget Risk: Low Date forecast last reviewed: 13/07/2012
Net Expenditure	708	693	173	130	(43)	708	693	0	
C60 Borough Elections	30 0	28 0	7 0	30 0	23 0	30 0	28 0	0 0	Vote Budget Manager: Sue Hayes Budget Risk: Low Date forecast last reviewed: 13/07/2012
Net Expenditure	30	28	7	30	23	30	28	0	
C82 Business Unit Support team	94 0	714 (623)	179 (156)	189 (155)	11 (23)	718 (623)	714 (623)	0 0	Vote Budget Manager: Sue Hayes Budget Risk: Low Date forecast last reviewed: 13/07/2012
Net Expenditure	94	91	23	34	11	95	91	0	
C84 Information Governance & Complaints	519 (409)	516 (409)	129 (102)	104 (79)	(25) 23	519 (409)	516 (409)	0 0	Vote Budget Manager: David Galpin Budget Risk: Low Date forecast last reviewed: 13/07/2012
Net Expenditure	110	107	27	25	(2)	110	107	0	
TOTAL FOR LEGAL, ELECTORAL SERVICES & BUSINESS SUPPORT	4,687 (3,928)	5,262 (4,551)	1,316 (1,138)	1,377 (1,210)	62 (72)	5,311 (4,551)	5,262 (4,551)	0 0	0 Service Head: Isabella Freeman
Net Expenditure	759	711	178	167	(11)	760	711	0	

FULL YEAR

CHIEF EXECUTIVES

Explanation of any variance that is considered to be significant and all variances greater than £100k

Proposed mitigating action and dates

	Original Budget £'000	Latest Budget £'000	Budget to Date £'000	Actual to Date £'000	Variance to Date £'000	Previous Forecast		Latest Forecast		Variance (Latest Budget to Latest Forecast)		Budget Risk:	Date forecast last reviewed:
						Outturn £'000	Outturn £'000	Outturn £'000	Outturn £'000	£'000	%		
C56 Registration of Births, Deaths													
Expenditure	774	758	190	181	(9)	774	758	0	0	0			
Income	(479)	(479)	(120)	(142)	(22)	(479)	(479)	0	0	0			
Net Expenditure	295	279	70	39	(31)	295	279	0	0	0			Johns Williams Low 18/07/2012
C62 Democratic Services													
Expenditure	2,609	2,602	651	621	(30)	2,609	2,602	0	0	0			
Income	(7)	(7)	(2)	0	2	(7)	(7)	0	0	0			
Net Expenditure	2,602	2,595	649	621	(28)	2,602	2,595	0	0	0			Johns Williams Low 18/07/2012
C78 Demo Representation & Mgt													
Expenditure	861	861	215	215	(0)	861	861	0	0	0			
Income	0	0	0	0	0	0	0	0	0	0			
Net Expenditure	861	861	215	215	(0)	861	861	0	0	0			Johns Williams Low 18/07/2012
TOTAL FOR DEMOCRATIC & REGISTRARS SERVICES													
Expenditure	4,244	4,221	1,055	1,017	(38)	4,244	4,221	0	0	0			
Income	(486)	(486)	(122)	(142)	(21)	(486)	(486)	0	0	0			
Net Expenditure	3,758	3,735	934	875	(59)	3,758	3,735	0	0	0			Johns Williams
C80 Corporate Management													
Expenditure	2,101	2,098	525	506	(19)	2,100	2,098	0	0	0			
Income	0	0	0	0	0	0	0	0	0	0			
Net Expenditure	2,101	2,098	525	506	(19)	2,100	2,098	0	0	0			Isabella Freeman Low 14/07/2012
TOTAL FOR CHIEF EXECUTIVES													
Expenditure	15,859	16,339	4,085	4,183	98	16,482	16,339	0	0	0			
Income	(7,050)	(7,673)	(1,918)	(2,074)	(156)	(7,673)	(7,673)	0	0	0			
Net Expenditure	8,809	8,666	2,167	2,109	(58)	8,809	8,666	0	0	0			Isabella Freeman

Energy Costs
(excluding schools, tenants, leaseholders)

0

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CORPORATE MONTHLY BUDGET MONITORING - JUNE 2012

FULL YEAR

CHILDREN, SCHOOLS AND FAMILIES
(Dedicated Schools Grant)

Explanation of any variance that is considered to be significant and all variances greater than £100k

Proposed mitigating action and dates

	Original Budget £'000	Latest Budget £'000	Budget to Date £'000	Actual to Date £'000	Variance to Date £'000	Previous Forecast Outturn £'000	Latest Forecast Outturn £'000	Variance (Latest Budget to Latest Forecast Outturn) £'000	%	
TOTAL FOR PRE-PRIMARY EDUCATION										
Expenditure	4,968	4,968	1,242	744	-498	4,968	4,968	0	(0)	The expenditure / income to date, whilst not in line with the notional budget to date, is within the budget manager's expectation and has been factored into his/her forecast.
Income	-103	-103	-26	-15	11	-103	-103	0	0	
Net Expenditure	4,865	4,865	1,216	729	-487	4,865	4,865	0	(0)	Service Head Budget Risk: Date forecast last reviewed: Kate Bingham High 18.07.2012
TOTAL FOR PRIMARY EDUCATION DSG										
Expenditure	150,741	158,329	39,582	10,964	-28,618	150,741	158,329	0	0	The expenditure / income to date, whilst not in line with the notional budget to date, is within the budget manager's expectation and has been factored into his/her forecast.
Income	-4,841	-12,429	-3,107	-210	2,897	-4,841	-12,429	0	0	
Net Expenditure	145,900	145,900	36,475	10,754	-25,721	145,900	145,900	0	0	Service Head Budget Risk: Date forecast last reviewed: Kate Bingham High 18.07.2012
TOTAL FOR SECONDARY EDUCATION DSG										
Expenditure	123,161	143,527	35,882	13,319	-22,563	123,161	143,527	0	0	The expenditure / income to date, whilst not in line with the notional budget to date, is within the budget manager's expectation and has been factored into his/her forecast.
Income	-17,729	-38,095	-9,524	-544	8,980	-17,729	-38,095	0	0	
Net Expenditure	105,432	105,432	26,358	12,775	-13,582	105,432	105,432	0	0	Service Head Budget Risk: Date forecast last reviewed: Kate Bingham High 18.07.2012
TOTAL FOR SPECIAL EDUCATION DSG										
Expenditure	13,972	14,120	3,530	894	-2,636	13,972	14,120	0	0	The expenditure / income to date, whilst not in line with the notional budget to date, is within the budget manager's expectation and has been factored into his/her forecast.
Income	-911	-1,059	-265	-13	252	-911	-1,059	0	0	
Net Expenditure	13,061	13,061	3,265	881	-2,384	13,061	13,061	0	0	Service Head Budget Risk: Date forecast last reviewed: Kate Bingham High 18.07.2012

FULL YEAR

CHILDREN, SCHOOLS AND FAMILIES
(Dedicated Schools Grant)

Explanation of any variance that is considered to be significant and all variances greater than £100k
Proposed mitigating action and dates

Variance (Latest Budget to Latest Forecast Outturn) %
Previous Forecast Outturn £'000
Latest Forecast Outturn £'000
Variance to Date £'000
Actual to Date £'000
Budget to Date £'000
Latest Budget £'000
Original Budget £'000

	Expenditure	Income	Net Expenditure	Original Budget £'000	Latest Budget £'000	Budget to Date £'000	Actual to Date £'000	Variance to Date £'000	Previous Forecast Outturn £'000	Latest Forecast Outturn £'000	Variance (Latest Budget to Latest Forecast Outturn) %	Explanation of any variance that is considered to be significant and all variances greater than £100k Proposed mitigating action and dates
G17 Support For Learning Serv DSG	3,773	-897	2,876	3,773	3,773	943	945	2	3,857	3,857	84	The expenditure / income to date, whilst not in line with the notional budget to date, is within the budget manager's expectation and has been factored into his/her forecast.
											10	
											(0)	Vote Budget Manager: Liz Vickere Budget Risk: Medium Date forecast last reviewed: 18.07.2012
G29 Pupil Referral Unit	4,924	-727	4,198	4,924	4,924	1,231	1,010	-221	4,910	4,910	-14	
											0	
											(0)	Vote Budget Manager: Stephen Pugh Budget Risk: High Date forecast last reviewed: 18.07.2012
H10 Learning & Achievement M & A DSG	908		908	908	908	227	908	681	908	908	0	Duplicate postings of DSG support G10 in May, Corrected June 2012.
											0	
											0	Vote Budget Manager: Anne Canning Budget Risk: Low Date forecast last reviewed: 18.07.2012
H11 Early Years Service DSG	3,853		3,853	3,853	3,853	963	1,822	859	3,853	3,853	0	The expenditure / income to date, whilst not in line with the notional budget to date, is within the budget manager's expectation and has been factored into his/her forecast.
											0	
											0	Vote Budget Manager: Monica Forty Budget Risk: Low Date forecast last reviewed: 18.07.2012
H16 Special Educ Needs DSG	8,587	-2,316	6,272	8,587	8,587	2,147	93	-2,054	8,601	8,450	-138	Recoupment
											181	
											(8)	
											43	Vote Budget Manager: David Carroll Budget Risk: Medium Date forecast last reviewed: 18.07.2012
H18 Educ Psychology Serv DSG	188	0	188	188	188	47	188	141	188	188	0	Full year DSG transferred
											0	
											0	Vote Budget Manager: David Carroll Budget Risk: Low Date forecast last reviewed: 18.07.2012
H27 14-19 Years DSG	0	0	0	0	0	0	0	0	0	0	0	
											0	
											0	Vote Budget Manager: DI Wame Budget Risk: Medium Date forecast last reviewed: 18.07.2012
H78 Pupil Admissions & Excl DSG	892	-152	740	892	892	223	237	14	859	859	-33	
											(4)	
											0	
											(4)	Vote Budget Manager: Terry Bryan Budget Risk: Low Date forecast last reviewed: 18.07.2012
TOTAL FOR LEARNING & ACHIEVEMENT	23,125	-4,092	19,034	23,125	23,125	5,781	5,203	-578	23,175	23,024	-101	
											(2)	
											(0)	Service Head:
Net Expenditure	19,034	19,034	4,758	7,380	18,934	2,621	18,934	19,025	-9			Anne Canning

FULL YEAR

CHILDREN, SCHOOLS AND FAMILIES
(Dedicated Schools Grant)

Explanation of any variance that is considered to be significant and all variances greater than £100k Proposed mitigating action and dates

	Original Budget £'000	Latest Budget £'000	Budget to Date £'000	Actual to Date £'000	Variance to Date £'000	Previous Forecast Outturn £'000	Latest Forecast Outturn £'000	Variance (Latest Budget to Latest Forecast Outturn) £'000	%		
H55 Children Looked After DSG	289	289	72	55	-17	349	349	60	21		
Expenditure						-60	-60	-60	0		
Income						289	289	289	0		
Net Expenditure	289	289	72	55	-17	289	289	0	0	Vote Budget Manager: Shahid Tilly Low 18.07.2012	
Budget Risk: Date forecast last reviewed:											
H62 Attendance & Welfare Service	55	55	14	55	41	55	55	0	0		
Expenditure						0	0	0	0		
Income						55	55	55	0		
Net Expenditure	55	55	14	55	41	55	55	0	0	Vote Budget Manager: David Hough Low 18.07.2012	
Budget Risk: Date forecast last reviewed:											
TOTAL FOR CHILDRENS SOCIAL CARE	344	344	86	110	24	344	344	60	18	0	Service Head: Children's Social Care
H79 CSF Resources Mangt DSG	1,037	1,037	259	824	564	1,037	1,037	0	0		
Expenditure						-36	-36	-36	0		
Income						1,037	1,037	1,037	0		
Net Expenditure	1,037	1,037	259	824	564	1,037	1,037	-36	(3)	Vote Budget Manager: Kate Bingham Low 18.07.2012	
Budget Risk: Date forecast last reviewed:											
H83 CSF Human Resources DSG	1,232	1,232	308	407	99	1,232	1,232	0	0		
Expenditure						0	0	0	0		
Income						1,232	1,232	1,232	0		
Net Expenditure	1,232	1,232	308	407	99	1,232	1,232	0	0	Vote Budget Manager: Mark Keeble High 18.07.2012	
Budget Risk: Date forecast last reviewed:											
TOTAL FOR CHILDRENS SERVICES RESOURCES	2,269	2,269	567	1,231	663	2,269	2,233	-36	(2)	Service Head: Kate Bingham	
Budget Risk: Date forecast last reviewed:											
TOTAL FOR EXTERNAL FUNDING (H68)	-290,905	-290,905	-72,726	0	72,726	-290,806	-290,860	45	(0)	Net forecast underspend of £66k will result in a lower drawdown of grant than originally planned.	
Expenditure						0	0	0	0		
Income						2,269	2,269	2,269	0		
Net Expenditure	-290,905	-290,905	-72,726	0	72,726	-290,806	-290,860	45	(0)	Service Head: Kate Bingham High 18.07.2012	
Budget Risk: Date forecast last reviewed:											
TOTAL FOR CSF SCHOOLS BUDGET (DSG)	318,580	346,682	86,671	32,465	-54,206	318,690	346,642	-41	(0)		
Expenditure						-318,690	-346,641	-41	(0)		
Income						318,690	346,642	41	(0)		
Net Expenditure	0	0	0	33,860	33,860	0	0	0	0	Director: Isobel Cattermole	
Budget Risk: Date forecast last reviewed:											
Energy Costs (excluding schools, tenants, leaseholders)											

CORPORATE MONTHLY BUDGET MONITORING - JUNE 2012

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CHILDREN, SCHOOLS AND FAMILIES
(General Fund Budget)

FULL YEAR

Explanation of any variance that is considered to be significant and all variances greater than £100k

Proposed mitigating action and dates

	Original Budget £'000	Latest Budget £'000	Budget to Date £'000	Actual to Date £'000	Variance to Date £'000	Previous Forecast Outturn £'000	Latest Forecast Outturn £'000	Variance (Latest Budget to Latest Forecast Outturn) %	
								£'000	%

TOTAL FOR PRE-PRIMARY EDUCATION GF										
Expenditure	46	46	11		-11	46	46	0	0	
Income			0		0	0	0	0	0	
Net Expenditure	46	46	11	0	-11	46	46	0	0	Service Head Budget Risk: Date forecast last reviewed: Kate Bingham Low 18.07.2012
TOTAL FOR PRIMARY EDUCATION GF										
Expenditure	4,975	4,975	1,244		-1,244	4,975	4,975	0	0	
Income			0		0	0	0	0	0	
Net Expenditure	4,975	4,975	1,244	0	-1,244	4,975	4,975	0	0	Service Head Budget Risk: Date forecast last reviewed: Kate Bingham Low 18.07.2012
TOTAL FOR SECONDARY EDUCATION GF										
Expenditure	6,767	6,767	1,692		-1,691	6,767	6,767	0	0	
Income			0		0	0	0	0	0	
Net Expenditure	6,767	6,767	1,692	0	-1,691	6,767	6,767	0	0	Service Head Budget Risk: Date forecast last reviewed: Kate Bingham Low 18.07.2012
TOTAL FOR SPECIAL EDUCATION GF										
Expenditure	1,015	1,015	254		-254	1,015	1,015	0	0	
Income			0		0	0	0	0	0	
Net Expenditure	1,015	1,015	254	0	-254	1,015	1,015	0	0	Service Head Budget Risk: Date forecast last reviewed: Kate Bingham Low 18.07.2012
G10 Learning & Achievement M & A GF										
Expenditure	244	244	61	55	-6	244	244	0	0	
Income	-160	-160	-40	-160	-120	-160	-160	0	0	
Net Expenditure	84	84	21	-105	-126	84	84	0	0	Duplicate DSG support from H10 in May. Corrected in June. Vote Budget Manager: Budget Risk: Date forecast last reviewed: Anne Camming Low N/A
G11 Early Years Service GF										
Expenditure	3,829	3,829	957	572	-385	3,829	3,829	0	0	
Income	-3,454	-3,444	-861	-610	251	-3,444	-3,444	0	0	
Net Expenditure	385	385	96	-38	-134	385	385	0	0	Vote Budget Manager: Budget Risk: Date forecast last reviewed: Monica Forty Low 20.06.2012
G12 Local Authority Day Nurseries										
Expenditure	2,996	2,989	747	582	-166	2,989	2,989	0	0	
Income	-2,573	-2,566	-641	-13	628	-2,566	-2,566	0	0	
Net Expenditure	424	424	106	568	463	424	424	0	0	Vote Budget Manager: Budget Risk: Date forecast last reviewed: Monica Forty Low 20.06.2012

CORPORATE MONTHLY BUDGET MONITORING - JUNE 2012

**CHILDREN, SCHOOLS AND FAMILIES
(General Fund Budget)**

FULL YEAR

Explanation of any variance that is considered to be significant and all variances greater than £100k

Proposed mitigating action and dates

	Original Budget £'000	Latest Budget £'000	Budget to Date £'000	Actual to Date £'000	Variance to Date £'000	Previous Forecast £'000	Latest Forecast £'000	Variance (Latest Budget to Latest Forecast) £'000	% (Latest Forecast to Latest Forecast) %	
G13 Childrens Centres										
Expenditure	11,114	10,987	2,747	1,767	-880	10,987	10,985	-2	(0)	The expenditure / income to date, whilst not in line with the notional budget to date, is within the budget manager's expectation and has been factored into his/her forecast.
Income	-10,020	-9,892	-2,473	-24	2,449	-9,892	-9,896	-4	0	
Net Expenditure	1,095	1,095	274	1,743	1,469	1,095	1,089	-6	(1)	Vote Budget Manager: Mohammed Joili Low Date forecast last reviewed: 18.07.2012
G14 School Improvement Primary										
Expenditure	674	672	168	154	-14	672	672	0	0	
Income	-476	-476	-119	-157	-38	-476	-476	0	0	
Net Expenditure	198	196	49	-4	-53	196	196	0	0	Vote Budget Manager: Monica Forty Low Date forecast last reviewed: 20.06.2012
G16 Special Educational Needs GF										
Expenditure	3,996	3,995	999	667	-331	3,999	4,016	21	0	1 Payment of invoices to transport suppliers one month in arrears (CC 81055)
Income	-125	-125	-31	-130	-99	-177	-177	-52	42	Full year DSG allocation transferred into 81550 £124K
Net Expenditure	3,871	3,870	967	537	-430	3,822	3,839	-17	(1)	Vote Budget Manager: David Carroll High Date forecast last reviewed: 18.07.2012
G18 Educational Psychology Serv GF										
Expenditure	1,685	1,682	421	337	-84	1,682	1,682	0	0	The expenditure / income to date, whilst not in line with the notional budget to date, is within the budget manager's expectation and has been factored into his/her forecast.
Income	-854	-854	-214	-191	22	-854	-854	0	0	
Net Expenditure	830	828	207	146	-61	828	828	0	0	Vote Budget Manager: David Carroll Low Date forecast last reviewed: 20.06.2012
G20 School Governance & Information										
Expenditure	328	319	80	45	-35	319	319	0	0	
Income	-50	-50	-13	-8	4	-50	-50	0	0	
Net Expenditure	278	269	67	36	-31	269	269	0	0	Vote Budget Manager: Hania Franek Low Date forecast last reviewed: 20.06.2012
G21 One O'Clock Clubs										
Expenditure	0	0	0	0	0	0	0	0	0	
Income	0	0	0	0	0	0	0	0	0	
Net Expenditure	0	0	0	0	0	0	0	0	0	Vote Budget Manager: Part of G13 Low Date forecast last reviewed: 20.06.2012
G22 Student Awards										
Expenditure	0	0	0	0	0	0	0	0	0	
Income	0	0	0	0	0	0	0	0	0	
Net Expenditure	0	0	0	0	0	0	0	0	0	Vote Budget Manager: DI Waime Low Date forecast last reviewed: 20.06.2012
G26 School Improvement Secondary										
Expenditure	2,925	2,849	712	239	-473	2,918	2,849	-69	(0)	The expenditure / income to date, whilst not in line with the notional budget to date, is within the budget manager's expectation and has been factored into his/her forecast.
Income	-1,090	-1,022	-256	-618	-663	-1,090	-1,022	68	0	
Net Expenditure	1,835	1,827	457	-379	-836	1,827	1,827	0	(0)	Vote Budget Manager: Anne Camming Medium Date forecast last reviewed: 20.06.2012
G27 14 to 19 Year GF										
Expenditure	0	0	0	0	0	0	0	0	0	
Income	0	0	0	0	0	0	0	0	0	
Net Expenditure	0	0	0	0	0	0	0	0	0	Vote Budget Manager: part of G26 Medium Date forecast last reviewed: 20.06.2012

CORPORATE MONTHLY BUDGET MONITORING - JUNE 2012

3

FULL YEAR

CHILDREN, SCHOOLS AND FAMILIES
(General Fund Budget)

Explanation of any variance that is considered to be significant and all variances greater than £100k

Proposed mitigating action and dates

	Original Budget £'000	Latest Budget £'000	Budget to Date £'000	Actual to Date £'000	Variance to Date £'000	Previous Forecast £'000	Latest Forecast £'000	Variance (Latest Budget to Latest Forecast Outturn) %	
G30 Arts & Music Service	1,562	1,562	390	337	-53	1,562	1,562	0	0
	-1,419	-1,419	-355	-11	344	-1,419	-1,419	0	0
Net Expenditure	143	143	36	326	290	143	143	0	0
Budget Risk: Karen Brock / Shabbir Ahmed Date forecast last reviewed: 20.06.2012									
G33 E-Learning			0	13	13			0	0
			0	0	0			0	0
Net Expenditure	0	0	0	13	13	0	0	0	0
Budget Risk: Ceased Date forecast last reviewed: Medium									
G34 Excellence In Cities			0	0	0			0	0
			0	0	0			0	0
Net Expenditure	0	0	0	0	0	0	0	0	0
Budget Risk: Ceased Date forecast last reviewed: Low									
G41 Further Education & Training			0	0	0			0	0
			0	0	0			0	0
Net Expenditure	0	0	0	0	0	0	0	0	0
Budget Risk: Ceased Date forecast last reviewed: High									
H11 Support for Learning Service			0	0	0			0	0
			0	0	0			0	0
Net Expenditure	0	0	0	0	0	0	0	0	0
Budget Risk: Liz Vickerte Date forecast last reviewed: 20.06.2012 Low									
G78 Pupil Admissions & Excls GF	1,060	1,060	265	158	-107	873	943	-117	(11)
			0	0	0			0	0
Net Expenditure	1,060	1,060	265	158	-107	873	943	-117	(11)
Budget Risk: Terry Bryan Date forecast last reviewed: Medium This figure now includes the savings that will result from the changes to the local authorities travel assistant policies.									
TOTAL FOR LEARNING AND ACHIEVEMENT	30,423	30,188	7,547	4,926	-2,621	30,073	30,090	-98	(0)
	-20,221	-20,009	-5,002	-1,924	3,078	-20,129	-20,065	-56	0
Net Expenditure	10,201	10,179	2,545	3,002	457	9,944	10,025	-154	(2)
Service Head: Anne Ganning									
G37 Youth & Community Learning M&A	269	269	67	42	-26	269	337	68	25
			0	0	0			0	0
Net Expenditure	269	269	67	42	-26	269	337	68	25
Budget Risk: Mary Durkin Date forecast last reviewed: 18.07.2012 Low									
G19 Parental Engagement & Support	2,029	1,997	499	377	-122	2,024	2,024	27	1
	-421	-398	-99	-47	53	-425	-425	-27	7
Net Expenditure	1,607	1,599	400	330	-70	1,599	1,599	0	0
Budget Risk: Jill McGinley Date forecast last reviewed: 20.06.2012 High									

CORPORATE MONTHLY BUDGET MONITORING - JUNE 2012

FULL YEAR

**CHILDREN, SCHOOLS AND FAMILIES
(General Fund Budget)**

Explanation of any variance that is considered to be significant and all variances greater than £100k

Proposed mitigating action and dates

	Original Budget £'000	Latest Budget £'000	Budget to Date £'000	Actual to Date £'000	Variance to Date £'000	Previous Forecast Outturn £'000	Latest Forecast Outturn £'000	Variance (Latest Budget to Latest Forecast Outturn) %	
G39 Youth & Connexions Service									
Expenditure	8,862	8,814	2,204	1,422	-782	8,814	8,950	136	2
Income	-3,296	-3,296	-824	-89	735	-3,296	-3,404	-107	3
Net Expenditure	5,566	5,518	1,379	1,332	-47	5,518	5,547	29	1
H40 Careers Service									
Expenditure	1,281	1,281	320	245	-75	1,281	1,284	4	0
Income	-1,122	-1,122	-280	-33	247	-1,122	-1,125	-3	0
Net Expenditure	159	159	40	212	173	159	159	0	0
G41 Healthy Lives									
Expenditure	442	441	110	81	-29	414	414	-27	(6)
Income	-282	-282	-71	-71	71	-252	-252	30	(11)
Net Expenditure	160	159	40	81	41	162	162	3	2
G42 Community Languages Services									
Expenditure	1,093	1,093	273	267	-6	1,093	1,093	0	0
Income	-306	-306	-77	-160	-84	-306	-306	0	0
Net Expenditure	786	786	197	107	-90	786	786	0	0
G43 Out-of-Hours Learning & Study									
Expenditure	0	0	0	0	0	0	0	0	0
Income	0	0	0	0	0	0	0	0	0
Net Expenditure	0	0	0	0	0	0	0	0	0
G44 Extended Schools									
Expenditure	0	0	0	0	0	0	0	0	0
Income	0	0	0	0	0	0	0	0	0
Net Expenditure	0	0	0	0	0	0	0	0	0
G45 Play									
Expenditure	0	0	0	0	0	0	0	0	0
Income	0	0	0	0	0	0	0	0	0
Net Expenditure	0	0	0	0	0	0	0	0	0

CORPORATE MONTHLY BUDGET MONITORING - JUNE 2012

FULL YEAR

**CHILDREN, SCHOOLS AND FAMILIES
(General Fund Budget)**

Explanation of any variance that is considered to be significant and all variances greater than £100k

Proposed mitigating action and dates

	Original Budget £'000	Latest Budget £'000	Budget to Date £'000	Actual to Date £'000	Variance to Date £'000	Previous Forecast		Latest Forecast		Variance (Latest Budget to Latest Forecast Outturn)		%	Proposed mitigating action and dates
						£'000	£'000	£'000	£'000	£'000	£'000		
G60 Youth Offending Service													
Expenditure	1,913	1,910	477	459	-18	2,087	2,087	177	9				
Income	-717	-717	-179	179	179	-806	-910	-192	27				
Net Expenditure	1,196	1,192	298	459	161	1,281	1,177	-15	(1)				Stuart Johnson Medium 18.07.2012
G69 Communications													
Expenditure	0	0	0	0	0	0	0	0	0				
Income	0	0	0	0	0	0	0	0	0				
Net Expenditure	0	0	0	0	0	0	0	0	0				No longer in CSF
TOTAL FOR YOUTH AND COMMUNITY LEARNING													
Expenditure	15,889	15,805	3,951	2,893	-1,058	15,981	16,189	384	2				
Income	-6,146	-6,122	-1,531	-330	1,201	-6,207	-6,422	-300	5				
Net Expenditure	9,743	9,682	2,421	2,563	143	9,774	9,767	84	1				Mary Durkin
G69 Childrens Social Care M&A													
Expenditure	169	169	42	96	54	214	214	44	26				
Income	0	0	0	0	0	0	0	0	0				
Net Expenditure	169	169	42	96	54	214	214	44	26				Helen Lincoln Low 20.06.2012
G60 Child Protection & Reviewing													
Expenditure	2,634	2,627	657	535	-122	2,634	2,580	-47	(2)				The expenditure / income to date, whilst not in line with the notional budget to date, is within the budget manager's expectation and has been factored into his/her forecast.
Income	0	0	0	-2	-2	0	0	0	0				
Net Expenditure	2,634	2,627	657	533	-124	2,634	2,580	-47	(2)				Ann Roach High 18.07.2012
G51 Childrens Res M&A													
Expenditure	826	825	206	166	-40	824	824	0	(0)				
Income	0	0	0	0	0	0	0	0	0				
Net Expenditure	826	825	206	166	-40	824	824	0	(0)				Hilary Bull Low 20.06.2012
G52 Childrens Res Residential													
Expenditure	1,856	1,845	461	378	-83	1,890	1,810	-35	(2)				
Income	0	0	0	0	0	0	0	0	0				
Net Expenditure	1,856	1,845	461	378	-83	1,890	1,810	-35	(2)				Hilary Bull Low 18.07.2012
G53 Childrens Res Family Placement													
Expenditure	3,106	3,102	776	576	-200	3,072	3,072	-30	(1)				The expenditure / income to date, whilst not in line with the notional budget to date, is within the budget manager's expectation and has been factored into his/her forecast.
Income	-66	-66	-17	-37	-21	-89	-89	-23	35				
Net Expenditure	3,040	3,036	759	538	-221	2,983	2,983	-53	(2)				Hilary Bull Low 20.06.2012

CORPORATE MONTHLY BUDGET MONITORING - JUNE 2012

CHILDREN, SCHOOLS AND FAMILIES
(General Fund Budget)

FULL YEAR

Explanation of any variance that is considered to be significant and all variances greater than £100k

Proposed mitigating action and dates

Variance
(Latest Budget to
Latest Forecast
Outturn) %Latest
Forecast
Outturn
£'000Previous
Forecast
Outturn
£'000Variance
to Date
£'000Actual to
Date
£'000Budget to
Date
£'000Latest
Budget
£'000Original
Budget
£'000Latest
Budget
£'000Budget to
Date
£'000Actual to
Date
£'000Variance
to Date
£'000Latest
Forecast
Outturn
£'000Previous
Forecast
Outturn
£'000Variance
(Latest Budget to
Latest Forecast
Outturn) %

G54	Childrens Res Commissioning	Expenditure	15,003	15,003	3,751	2,785	-965	14,800	14,799	-203	(1)	This budget shows an underspend as it is based on an average LAC figure of 310. However as the LAC numbers reduce the remaining cases are more complex which incur additional costs. In addition the numbers of Mother & Baby placements has doubled this month from 3 to 6. It should be noted that this is a very volatile budget. It only takes one or two high cost placements to materially affect the projected spend. Monitoring is undertaken monthly.
		Income	-214	-214	-54	-11	43	-214	-214	0	0	
		Net Expenditure	14,789	14,789	3,697	2,775	-923	14,586	14,585	-203	(1)	Vote Budget Manager: Budget Risk: Date forecast last reviewed:
												Hiary Bull High 18.07.2012
G55	Children Looked After GF	Expenditure	2,332	2,318	579	482	-98	2,323	2,323	5	0	
		Income			0	0	0	0	0	0	0	
		Net Expenditure	2,332	2,318	579	482	-98	2,323	2,323	5	0	Vote Budget Manager: Budget Risk: Date forecast last reviewed:
												Jenny Boyd Medium 20.06.2012
G56	Leaving Care	Expenditure	2,596	2,587	647	513	-133	2,587	2,535	-52	(2)	
		Income	-129	-129	-32	-3	30	-129	-76	53	(41)	
		Net Expenditure	2,468	2,458	615	511	-104	2,458	2,459	-1	0	Vote Budget Manager: Budget Risk: Date forecast last reviewed:
												Shahid Tilly Medium 18.07.2012
G57	Fieldwork Advice & Assessment	Expenditure	5,409	5,371	1,343	981	-362	5,390	5,390	19	0	The expenditure / income to date, whilst not in line with the notional budget to date, is within the budget manager's expectation and has been factored into his/her forecast.
		Income	-236	-236	-59	-2	57	-322	-321	-86	36	
		Net Expenditure	5,174	5,136	1,284	979	-305	5,068	5,069	-67	(1)	Vote Budget Manager: Budget Risk: Date forecast last reviewed:
												Paul McGee High 18.07.2012
G58	Children with Disabilities	Expenditure	4,693	4,689	1,172	1,339	167	4,939	4,925	236	5	The expenditure / income to date, whilst not in line with the notional budget to date, is within the budget manager's expectation and has been factored into his/her forecast.
		Income	-964	-964	-241	241	241	-1,214	-1,214	-250	26	
		Net Expenditure	3,729	3,725	931	1,339	408	3,725	3,711	-14	(0)	Vote Budget Manager: Budget Risk: Date forecast last reviewed:
												Khalida Khan Medium 18.07.2012
G59	Emergency Duty Team	Expenditure	440	434	108	107	-1	464	464	31	7	
		Income	-22	-22	-5	5	5	-22	-22	0	0	
		Net Expenditure	418	412	103	107	4	443	443	31	7	Vote Budget Manager: Budget Risk: Date forecast last reviewed:
												Paul McGee Low 20.06.2012
G61	Children with Mental Health	Expenditure	1,581	1,580	395	180	-215	1,580	1,580	0	0	The expenditure / income to date, whilst not in line with the notional budget to date, is within the budget manager's expectation and has been factored into his/her forecast.
		Income	-34	-34	-8	8	8	-34	-34	0	0	
		Net Expenditure	1,548	1,547	387	180	-207	1,547	1,547	0	0	Vote Budget Manager: Budget Risk: Date forecast last reviewed:
												Bill Williams Low N/A
G62	Attendance & Welfare Serv GF	Expenditure	2,116	2,111	528	411	-116	2,109	2,109	-2	(0)	
		Income	-845	-845	-211	-55	156	-845	-845	0	0	
		Net Expenditure	1,271	1,266	317	356	40	1,264	1,264	-2	(0)	Vote Budget Manager: Budget Risk: Date forecast last reviewed:
												David Hough Low 20.06.2012

CORPORATE MONTHLY BUDGET MONITORING - JUNE 2012

**CHILDREN, SCHOOLS AND FAMILIES
(General Fund Budget)**

FULL YEAR

Explanation of any variance that is considered to be significant and all variances greater than £100k

Proposed mitigating action and dates

	Original Budget £'000	Latest Budget £'000	Budget to Date £'000	Actual to Date £'000	Variance to Date £'000	Previous Forecast Outturn £'000	Latest Forecast Outturn £'000	Variance (Latest Budget to Latest Forecast Outturn) %	
H57 Family Support & Protection	5,496	5,483	1,371	1,148	-223	5,408	6,528	1,045	19
Expenditure									The expenditure / income to date, whilst not in line with the notional budget to date, is within the budget manager's expectation and has been factored into his/her forecast.
Income	-1,083	-1,078	-269	-278	-8	-1,078	-2,148	-1,070	99
Net Expenditure	4,413	4,405	1,101	870	-231	4,330	4,381	-24	(1)
Vote Budget Manager: Sukriti Sen Budget Risk: Low Date forecast last reviewed: 18.07.2012									
G75 IT Social Care	705	542	136	95	-40	527	527	-15	(3)
Expenditure									
Income	-347	-347	-87	-87	0	-347	-347	0	0
Net Expenditure	359	196	49	95	46	181	181	-15	(8)
Vote Budget Manager: Andrew Cross Budget Risk: Low Date forecast last reviewed: 20.06.2012									
TOTAL FOR CHILDRENS SOCIAL CARE	48,964	48,687	12,172	9,792	-2,379	48,762	49,682	995	2
Expenditure									
Income	-3,939	-3,933	-983	-387	597	-4,293	-5,310	-1,376	35
Net Expenditure	45,025	44,754	11,188	9,406	-1,783	44,469	44,372	-381	(1)
Service Head: Jenny Boyd									
G66 Transformation Project	103	102	26	30	5	101	101	-2	(1)
Expenditure									
Income			0	0	0	0	0	0	0
Net Expenditure	103	102	26	30	5	101	101	-2	(1)
Vote Budget Manager: Anthony Walters Budget Risk: Low Date forecast last reviewed: 20.06.2012									
G71 Strategy & Policy	818	817	204	148	-57	778	778	-39	(5)
Expenditure									
Income	-26	-26	-7	-7	0	-14	-14	12	(45)
Net Expenditure	792	791	198	148	-50	764	764	-27	(3)
Vote Budget Manager: Lavia Richards Budget Risk: Low Date forecast last reviewed: 20.06.2012									
G74 Equalities Development	605	604	151	41	-110	604	604	0	0
Expenditure									
Income			0	0	0	0	0	0	0
Net Expenditure	605	604	151	41	-110	604	604	0	0
Vote Budget Manager: Sasta Miah Budget Risk: Low Date forecast last reviewed: 20.06.2012									
TOTAL FOR DIRECTOR'S SERVICES	1,526	1,523	381	219	-162	1,483	1,483	-40	(3)
Expenditure									
Income	-26	-26	-7	0	7	-14	-14	12	(45)
Net Expenditure	1,500	1,497	374	219	-156	1,469	1,469	-28	(2)
Service Head: Isobel Cattermole									
G79 CSF Resources Mangt GF	246	240	60	62	2	240	240	0	0
Expenditure									
Income	-47	-47	-12	-12	0	-47	-47	0	0
Net Expenditure	199	193	48	62	14	193	193	0	0
Vote Budget Manager: Kate Bingham Budget Risk: Low Date forecast last reviewed: 18.07.2012									
G67 Commissioned Services	1,927	1,924	481	414	-67	1,924	1,924	0	0
Expenditure									
Income	-1,257	-1,257	-314	-25	289	-1,257	-1,257	0	0
Net Expenditure	670	667	167	389	222	667	667	0	0
Vote Budget Manager: Karen Badgery Budget Risk: Low Date forecast last reviewed: 20.06.2012									

CORPORATE MONTHLY BUDGET MONITORING - JUNE 2012

3

FULL YEAR

CHILDREN, SCHOOLS AND FAMILIES
(General Fund Budget)

Explanation of any variance that is considered to be significant and all variances greater than £100k

Proposed mitigating action and dates

Variance
(Latest Budget to Latest Forecast
Outturn) %

£'000

£'000

£'000

£'000

£'000

£'000

£'000

£'000

£'000

£'000

£'000

£'000

£'000

£'000

£'000

	Original Budget	Latest Budget	Budget to	Actual to	Variance	Previous	Latest	Variance	
	£'000	£'000	Date	Date	to Date	Forecast	Forecast	(Latest Budget to Latest Forecast	Explanation of any variance that is considered to be significant and all variances greater than £100k
					£'000	Outturn	Outturn	Outturn) %	Proposed mitigating action and dates
					£'000	£'000	£'000		
G68 Major Government Grant Funding					11	11	0	0	
Expenditure					0	0	0	0	
Income					0	0	0	0	
Net Expenditure	0	0	0	11	11	0	0	0	David Tully Low 20.06.2012
G70 Childrens Information Systems									
Expenditure	291	290	72	59	-14	291	291	1	
Income					0	0	0	0	
Net Expenditure	291	290	72	59	-14	291	291	1	Iqbal Vaza Low 20.06.2012
G72 Programme Management									
Expenditure	175	174	43	32	-11	167	167	-7	(4)
Income					0	0	0	0	
Net Expenditure	175	174	43	32	-11	167	167	-7	(4) John Mitchell Low 20.06.2012
G80 Information & Support Services									
Expenditure	358	356	89	67	-22	356	356	0	
Income					6	6	0	0	
Net Expenditure	358	356	89	73	-16	356	356	0	Chris Cauty Low N/A
G84 Building Dev & Tech Service									
Expenditure	6,553	6,553	1,638	87	-1,551	6,534	6,534	-19	(0)
Income	-32	-32	-8	8	8	-32	-32	0	
Net Expenditure	6,521	6,521	1,630	87	-1,543	6,502	6,502	-19	(0) Asset rentals of £6m won't be posted in line with budget profile Pat Watson High 20.06.2012
G82 Childrens Services Finance									
Expenditure	949	948	237	229	-8	987	987	39	4
Income	-183	-183	-46	-20	26	-222	-222	-39	21
Net Expenditure	766	765	191	209	18	765	765	0	David Tully High 20.06.2012
G83 CSF Human Resources GF									
Expenditure	1,810	1,810	453	567	114	1,810	1,810	0	
Income	-250	-250	-63	63	63	-250	-250	0	
Net Expenditure	1,560	1,560	390	567	177	1,560	1,560	0	Mark Keeble High 18.07.2012
G86 Professional Dev Centre									
Expenditure	685	685	171	100	-72	683	682	-3	(0)
Income	-594	-594	-149	-242	-93	-543	-543	51	(9)
Net Expenditure	91	91	23	-142	-165	140	139	49	54 £309k of the annual budget includes support services, asset rentals, rates and cleaning; the spend on these won't be per the budget profile Clare Goodbody Medium 18.07.2012

CORPORATE MONTHLY BUDGET MONITORING - JUNE 2012

**CHILDREN, SCHOOLS AND FAMILIES
(General Fund Budget)**

FULL YEAR

Explanation of any variance that is considered to be significant and all variances greater than £100k

	Original Budget £'000	Latest Budget £'000	Budget to Date £'000	Actual to Date £'000	Variance to Date £'000	Previous Forecast £'000	Latest Forecast £'000	Variance (Latest Forecast - Latest Budget) £'000	% (Latest Forecast - Latest Budget) / Latest Budget	Proposed mitigating action and dates
G87 Contract Services										
Expenditure	13,996	13,996	3,499	2,960	-539	13,371	13,393	-603	(4)	The expenditure / income to date, whilst not in line with the notional budget to date, is within the budget manager's expectation and has been factored into his/her forecast. Catering surplus forecast of £36k to go to DSG.
Income	-13,996	-13,996	-3,499	-2,251	1,248	-13,371	-13,393	603	(4)	
Net Expenditure	0	0	0	709	709	0	0	0	0	Vote Budget Manager: Michael Hales Budget Risk: High Date forecast last reviewed: 18.07.2012
H82 Holding Account & Support Services										
Expenditure	-34	-51	-13	2,764	2,776	325	376	427	(844)	Forecast spend includes planned savings of £125k, £17k for holding a/c deficits and the offset of £166k for savings elsewhere in the department. The actual spend to date includes the central recharges waiting for
Income	-39	-211	-53		53	-172	-172	39	(19)	
Net Expenditure	-73	-262	-65	2,764	2,829	153	204	466	(178)	Vote Budget Manager: David Tully Budget Risk: High Date forecast last reviewed: 20.06.2012
H87 Building & Technical Services										
Expenditure	740	740	185	173	-12	741	741	1	0	
Income	-740	-740	-185	-111	74	-741	-751	-11	1	
Net Expenditure	0	0	0	62	62	0	-10	-10	0	Vote Budget Manager: Neil Bartlett Budget Risk: High Date forecast last reviewed: 18.07.2012
TOTAL FOR CHILDRENS SERVICES RESOURCES	27,696	27,664	6,916	7,526	609	27,428	27,500	-164	(1)	
Income	-17,138	-17,310	-4,327	-2,643	1,684	-16,634	-16,666	644	(4)	
Net Expenditure	10,558	10,354	2,589	4,882	2,294	10,794	10,834	480	5	Service Head: Kate Bingham
G88 Revenue Holding Accounts										
Expenditure	17,594	17,594	4,398	3,342	-1,057	17,447	17,447	-147	(1)	The variances relate to the relief premises trading account (cc 89104); 8 posts deleted wef 31 May to reflect decreased achievable income. £17k funded from Contingency H82.
Income	-17,594	-17,594	-4,398	-542	3,856	-17,430	-17,447	147	(1)	
Net Expenditure	0	0	0	2,799	2,799	17	0	0	0	Vote Budget Manager: Various Budget Risk: Various Date forecast last reviewed: 20.06.2012
G85 CCN Pooled Budgets										
Expenditure			0	0	0			0	0	
Income			0	0	0			0	0	
Net Expenditure	0	0	0	0	0	0	0	0	0	Vote Budget Manager: Khalida Khan Budget Risk: Low Date forecast last reviewed: 20.06.2012
TOTAL FOR HOLDING ACCOUNTS										
Expenditure	17,594	17,594	4,398	3,342	-1,057	17,447	17,447	-147	(1)	
Income	-17,594	-17,594	-4,398	-542	3,856	-17,430	-17,447	147	(1)	
Net Expenditure	0	0	0	2,799	2,799	17	0	0	0	Service Head: Steve Liddicott
TOTAL FOR CSF GENERAL FUND										
Expenditure	154,893	154,264	38,566	28,698	-9,868	153,978	155,194	930	1	The expenditure / income to date, whilst not in line with the notional budget to date, is within the budget manager's expectation and has been factored into his/her forecast.
Income	-65,063	-64,994	-16,249	-5,826	10,423	-64,708	-65,924	-930	1	
Net Expenditure	89,830	89,270	22,318	22,872	554	89,270	89,270	0	(0)	Director: Isobel Cattermole

Energy Costs (excluding schools, tenants, leaseholders)	56	43	(13)							
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COMMUNITIES, LOCALITIES & CULTURE		Original Budget	Latest Budget	Budget to Date	Actual to Date	Variance to Date	Previous Forecast	Latest Forecast	Variance (Latest Budget to Latest Forecast)	Explanation of any variance that is considered to be significant and all variances greater than £100k
		£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	Proposed mitigating action and dates
E01 Management & Admin	Expenditure	3,617	3,615	904	910	6	3,617	3,615	0	Variance to date due to timing/budget profiling issues
	Income	(3,617)	(3,613)	(903)	(568)	335	(3,617)	(3,613)	0	
	Net Expenditure	0	2	1	342	342	0	2	0	Vote Budget Manager: Robin Beattie Budget Risk: Low Date forecast last reviewed: June 2012
E02 Olympics	Expenditure	225	265	208	71	(137)	265	265	0	Variance to date reflects timing delay in processing one high value invoice
	Income	0	(40)	(40)	(45)	(5)	(40)	(40)	0	
	Net Expenditure	225	225	168	26	(142)	225	225	0	Vote Budget Manager: Robin Beattie Budget Risk: Low Date forecast last reviewed: June 2012
Strategy & Resources Total	Expenditure	3,842	3,880	1,112	981	(130)	3,882	3,880	0	
	Income	(3,617)	(3,653)	(943)	(613)	330	(3,657)	(3,653)	0	
	Net Expenditure	225	227	169	368	200	225	227	0	0 Service Head Budget Risk: Low Date forecast last reviewed: June 2012
E10 Public Realm M&A	Expenditure	719	718	180	139	(41)	719	718	0	Variance to date due to timing/budget profiling issues
	Income	(728)	(719)	(180)	0	180	(719)	(719)	0	
	Net Expenditure	(9)	(1)	(0)	139	139	0	(1)	0	Vote Budget Manager: Jamie Blake Budget Risk: Low Date forecast last reviewed: June 2012
E12 Transportation & Highways	Expenditure	11,134	11,296	1,726	972	(754)	11,333	11,296	0	Variance to date reflects incorrect profile which does not take account of timing issues in processing large volume payments
	Income	(4,607)	(4,607)	(1,152)	(177)	975	(4,607)	(4,607)	0	
	Net Expenditure	6,527	6,689	574	795	220	6,726	6,689	0	Vote Budget Manager: Margaret Cooper Budget Risk: High Date forecast last reviewed: June 2012
E23 Clean & Green	Expenditure	31,633	33,192	8,298	2,602	(5,696)	33,218	33,192	0	Variance to date reflects timing delays in processing high value invoices
	Income	(7,103)	(7,103)	(1,776)	(265)	1,510	(7,103)	(7,103)	0	
	Net Expenditure	24,530	26,089	6,522	2,337	(4,185)	26,115	26,089	0	Vote Budget Manager: Simon Baxter Budget Risk: High Date forecast last reviewed: June 2012
E23 Concessionary Fares	Expenditure	7,968	8,564	2,151	2,110	(41)	8,568	8,564	0	
	Income	0	0	0	0	0	0	0	0	
	Net Expenditure	7,968	8,564	2,151	2,110	(41)	8,568	8,564	0	Vote Budget Manager: John Chilton Budget Risk: Low Date forecast last reviewed: June 2012
E24 Parking Control	Expenditure	7,856	7,856	1,809	1,643	(166)	7,856	7,856	0	Variance to date due to delayed income
	Income	(7,856)	(7,856)	(3,847)	(3,435)	412	(7,856)	(7,856)	0	
	Net Expenditure	0	0	(2,038)	(1,792)	246	0	0	0	Vote Budget Manager: John Chilton Budget Risk: Low Date forecast last reviewed: June 2012
Public Realm Total	Expenditure	59,310	61,626	14,164	7,466	(6,698)	61,694	61,626	0	
	Income	(20,299)	(20,284)	(6,959)	(3,877)	3,077	(20,285)	(20,284)	0	
	Net Expenditure	39,011	41,342	7,209	3,589	(3,621)	41,409	41,342	0	0 Service Head Budget Risk: Low Date forecast last reviewed: June 2012

COMMUNITIES, LOCALITIES & CULTURE

Explanation of any variance that is considered to be significant and all variances greater than £100k

Proposed mitigating action and dates

	Original Budget £'000	Latest Budget £'000	Budget to Date £'000	Actual to Date £'000	Variance to Date £'000	Previous Forecast Outturn £'000	Latest Forecast Outturn £'000	Variance		Budget Manager:	Budget Risk:	Date forecast last reviewed:
								(Latest Budget to Latest Forecast Outturn) £'000	%			
E80 Safer Communities Management												
Expenditure	151	151	38	(33)	(71)	151	151	0	0			
Income	(155)	(155)	(39)	0	39	(155)	(155)	0	0	Andy Bamber	Low	June 2012
Net Expenditure	(4)	(4)	(1)	(33)	(32)	(4)	(4)	0	0			
E81 Community Safety Partnership, DV & HC												
Expenditure	2,425	2,565	246	169	(77)	2,425	2,565	0	0			
Income	(322)	(393)	(40)	0	41	(322)	-393	0	0	Emily Fieran-Reed	Medium	June 2012
Net Expenditure	2,104	2,172	206	170	(36)	2,103	2,172	0	0			
E83 Enforcement & Intervention												
Expenditure	2,434	2,336	572	589	17	2,434	2,336	0	0			
Income	(195)	(195)	(43)	(21)	22	(196)	(196)	0	0	Colin Perrins	Medium	June 2012
Net Expenditure	2,238	2,140	529	568	39	2,238	2,140	0	0			
E84 Drugs Action Team												
Expenditure	5,732	5,704	1,387	1,269	(118)	5,732	5,704	0	0			
Income	(4,161)	(4,161)	(116)	(248)	(132)	(4,161)	(4,161)	0	0	Rachael Sadegh	Low	June 2012
Net Expenditure	1,571	1,543	1,271	1,020	(250)	1,571	1,543	0	0			
E85 Env Commercial Services												
Expenditure	4,337	4,588	1,064	972	(93)	4,337	4,588	0	0			
Income	(1,345)	(1,630)	(325)	(520)	(196)	(1,345)	(1,630)	0	0			
Net Expenditure	2,992	2,958	739	451	(288)	2,992	2,958	0	0			
E86 Env Health Protection Services												
Expenditure	4,221	4,205	947	852	(95)	4,221	4,205	0	0			
Income	(923)	(923)	(128)	(158)	(30)	(923)	(923)	0	0	Andrew Weaver	Medium	June 2012
Net Expenditure	3,299	3,282	819	694	(125)	3,298	3,282	0	0			
Safer Communities Total												
Expenditure	19,300	19,548	4,255	3,817	(437)	19,300	19,548	0	0			
Income	(7,101)	(7,458)	(691)	(948)	(256)	(7,102)	(7,458)	0	0			
Net Expenditure	12,199	12,091	3,563	2,870	(694)	12,198	12,091	0	0	Andy Bamber		
E40 Divisional Management												
Expenditure	134	129	32	48	16	134	129	0	0			
Income	(134)	(134)	(33)	(5)	29	(134)	(134)	0	0	Heather Bonfield	Low	June 2012
Net Expenditure	0	(5)	(1)	43	45	0	(5)	0	0			
E41 Idea Stores												
Expenditure	8,401	8,168	1,793	1,767	(27)	8,401	8,168	0	0			
Income	(1,233)	(1,233)	(297)	(32)	265	(1,233)	(1,233)	0	0			
Net Expenditure	7,168	6,935	1,496	1,735	238	7,168	6,935	0	0			
E42 Sports & Physical Activity												
Expenditure	3,892	3,965	705	777	72	3,976	3,965	0	0			
Income	(338)	(348)	(13)	145	158	(348)	(348)	0	0			
Net Expenditure	3,555	3,616	692	922	230	3,628	3,616	0	0			

COMMUNITIES, LOCALITIES & CULTURE		Budget to Date				Variance to Date		Latest Forecast		Variance (Latest Budget to Latest Forecast)		Proposed mitigating action and dates	
		Original Budget	Budget to Date	Actual to Date	Variance to Date	Previous Forecast	Latest Forecast	Latest Forecast	Latest Forecast	Latest Forecast	Latest Forecast		
		£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000		
E43 Parks & Open Spaces		Expenditure	3,153	720	481	(239)	3,185	3,170	0	0	0	Variance to date due to timing issues on payment of grounds maintenance invoices	
		Income	(221)	(52)	(38)	14	(221)	(221)	0	0	0		
		Net Expenditure	2,932	668	442	(225)	2,964	2,949	0	0	0	Vote Budget Manager: Michael Rowan Budget Risk: Medium Date forecast last reviewed: June 2012	
E44 Arts & Events		Expenditure	2,261	545	683	137	2,261	2,268	0	0	0	Variance to date reflects timing issues/profiling of event income	
		Income	(984)	(265)	(854)	(589)	(984)	(984)	0	0	0	Date forecast last reviewed: June 2012	
		Net Expenditure	1,278	280	(171)	(451)	1,277	1,275	0	0	0	Vote Budget Manager: Steve Murray Budget Risk: Low Date forecast last reviewed: June 2012	
E45 Mile End Park		Expenditure	763	174	150	(24)	763	759	0	0	0		
		Income	(763)	(191)	(229)	(38)	(763)	(763)	0	0	0		
		Net Expenditure	0	(17)	(79)	(62)	0	(5)	0	0	0	Vote Budget Manager: Michael Rowan Budget Risk: Low Date forecast last reviewed: June 2012	
E47 Lifelong Learning		Expenditure	5,219	1,097	806	(291)	5,219	5,219	0	0	0	Variance to date due to timing/budget profiling issues	
		Income	(3,553)	(53)	(26)	27	(3,553)	(3,553)	0	0	0	Date forecast last reviewed: June 2012	
		Net Expenditure	1,666	1,044	780	(264)	1,666	1,666	0	0	0	Vote Budget Manager: Judith St John Budget Risk: Low Date forecast last reviewed: June 2012	
Cultural Services Total		Expenditure	23,824	5,066	4,712	(354)	23,939	23,667	0	0	0		
		Income	(7,225)	(904)	(1,039)	(135)	(7,236)	(7,236)	0	0	0		
		Net Expenditure	16,599	4,162	3,672	(489)	16,703	16,431	0	0	0	Heather Bonfield Service Head Budget Risk: Medium Date forecast last reviewed: June 2012	
E49 Service Integration		Expenditure	404	101	53	(48)	404	404	0	0	0		
		Income	0	0	0	0	0	0	0	0	0		
		Net Expenditure	404	101	53	(48)	404	404	0	0	0	Shazia Hussain Service Head Budget Risk: Medium Date forecast last reviewed: June 2012	
E50 Fleet Management		Expenditure	922	395	422	27	922	922	0	0	0	Variance to date due to timing/budget profiling issues	
		Income	(922)	(154)	(300)	(146)	(922)	(922)	0	0	0	Date forecast last reviewed: June 2012	
		Net Expenditure	0	241	122	(119)	0	0	0	0	0	Vote Budget Manager: Margaret Cooper Budget Risk: Low Date forecast last reviewed: June 2012	
E51 Passenger Transport		Expenditure	4,937	1,210	1,022	(188)	4,937	4,937	0	0	0	Variance to date due to timing differences with payment of invoices	
		Income	(4,937)	(831)	(904)	(74)	(4,937)	(4,937)	0	0	0	Date forecast last reviewed: June 2012	
		Net Expenditure	0	379	118	(261)	0	0	0	0	0	Vote Budget Manager: Margaret Cooper Budget Risk: Low Date forecast last reviewed: June 2012	
E52 DSO Vehicle Workshop		Expenditure	456	114	84	(30)	456	456	0	0	0		
		Income	(456)	(94)	(44)	50	(456)	(456)	0	0	0		
		Net Expenditure	0	20	40	20	0	0	0	0	0	Vote Budget Manager: Margaret Cooper Budget Risk: Low Date forecast last reviewed: June 2012	
E82 Street Trading		Expenditure	2,314	578	277	(302)	2,314	2,314	0	0	0	Variance to date due to timing/budget profiling issues	
		Income	(2,314)	(579)	(745)	(166)	(2,314)	(2,314)	0	0	0	Date forecast last reviewed: June 2012	
		Net Expenditure	0	(1)	(468)	(468)	0	0	0	0	0	Vote Budget Manager: Gavin Dooley Budget Risk: Medium Date forecast last reviewed: June 2012	
TOTAL FOR COMMUNITIES, LOCALITIES & CULTURE		Expenditure	111,691	114,101	18,221	(7,829)	114,191	114,101	0	0	0		
		Income	(43,248)	(43,607)	(10,207)	(7,857)	(43,252)	(43,607)	0	0	0		
		Net Expenditure	68,443	70,494	15,844	(5,488)	70,939	70,494	0	0	0	Stephen Halsey Director	
Energy Costs (excluding schools, tenants, leaseholders)			113	120	23 of 31	7							

CORPORATE MONTHLY BUDGET MONITORING - JUNE 2012

FULL YEAR

DEVELOPMENT & RENEWAL
(General Fund)

Explanation of any variance that is considered to be significant and all variances greater than £100k

Proposed mitigating action and dates

	Original Budget £'000	Latest Budget £'000	Budget to Date £'000	Actual to Date £'000	Variance to Date £'000	Previous Forecast Outturn £'000	Latest Forecast Outturn £'000	Variance (Latest Budget to Latest Forecast Outturn) %	
J04 BC Revenue	574 (347)	531 (398)	133 (100)	170 (39)	37 (60)	574 (347)	531 (398)	0 0	
Net Expenditure	227	132	33	130	97	227	132	0	Vote Budget Manager: Budget Risk: Owen Whalley Low
J06 Development Decisions	1,848 (1,967)	1,764 (1,967)	441 (492)	406 (487)	(35) 4	1,848 (1,967)	1,764 (1,967)	0 0	
Net Expenditure	(120)	(203)	(51)	(81)	(30)	(120)	(203)	0	Vote Budget Manager: Budget Risk: Owen Whalley High
K99 Building Control Trading Account	1,000 (1,000)	1,000 (1,000)	250 (250)	180 (188)	(70) 63	1,000 (1,000)	1,000 (1,000)	0 0	
Net Expenditure	0	0	0	(7)	(7)	0	0	0	Vote Budget Manager: Budget Risk: Owen Whalley High
J04 Application Support	505 (287)	869 (817)	217 (204)	115 (203)	(102) 2	505 (287)	869 (817)	0 0	Changes in the budget - virement from Land Charges - incorporated into application support services
Net Expenditure	218	52	13	(87)	(100)	218	9	0	Vote Budget Manager: Budget Risk:
J05 Planning Projects & Initiative	0 0	0 0	0 0	42 (42)	42 (42)	0 0	42 (42)	42 (42)	
Net Expenditure	0	0	0	0	0	0	0	0	Vote Budget Manager: Budget Risk:
J46 Conservation, Strategic Planning and Transport	1,795 (90)	2,077 (366)	519 (92)	319 92	(200) (109)	1,795 (90)	2,077 (366)	0 0	
Net Expenditure	1,705	1,710	428	319	(109)	1,705	1,705	0	Vote Budget Manager: Budget Risk:
J47 PBC Management	261 (48)	261 (48)	65 (12)	63 0	(3) 12	261 (48)	261 (48)	0 0	
Net Expenditure	213	213	53	63	10	213	213	0	Vote Budget Manager: Budget Risk:
K98 Local Land Charges Account	492 (430)		0 0	0 0	0 0	492 (430)		0 0	budget moved to application support
Net Expenditure	61	0	0	0	0	61	0	0	Vote Budget Manager: Budget Risk: Owen Whalley High
TOTAL FOR DEVELOPMENT & BUILDING CONTROL	6,474 (4,170)	6,502 (4,598)	1,626 (1,149)	1,295 (959)	(331) 191	6,474 (4,170)	6,544 (4,640)	42 (42)	
Net Expenditure	2,304	1,904	476	336	(140)	2,304	1,304	0	0 Service Head: Owen Whalley

FULL YEAR

DEVELOPMENT & RENEWAL
(General Fund)

Explanation of any variance that is considered to be significant and all variances greater than £100k
Proposed mitigating action and dates

Variance (Latest Budget to Latest Forecast Outturn) %
Previous Forecast Outturn £'000
Latest Forecast Outturn £'000
Actual to Date £'000
Budget to Date £'000
Latest Budget £'000
Original Budget £'000

	Original Budget £'000	Latest Budget £'000	Budget to Date £'000	Actual to Date £'000	Variance to Date £'000	Previous Forecast Outturn £'000	Latest Forecast Outturn £'000	Variance (Latest Budget to Latest Forecast Outturn) %	Proposed mitigating action and dates
J08 Programmes and Projects Funding									
Expenditure	25	25	6	64	58	25	25	0	0 Ocean Regeneration Trust - costs funded by reserves
Income	0	0	0	0	0	0	0	0	0 Reserves re: Ocean Regeneration Trust
Net Expenditure	25	25	6	64	58	25	25	0	Vote Budget Manager: Chris Holme Budget Risk: Low
J12 Resources									
Expenditure	2,158	2,158	539	628	88	2,158	2,158	0	0 Variance related to special project staff costs - funded by earmarked reserves and Trading Accounts
Income	(559)	(559)	(140)	(105)	35	(559)	(559)	0	0 Reserves drawdown to finance one off project spend, Recharges to capital for one off project costs
Net Expenditure	1,599	1,599	400	523	123	1,599	1,584	0	Vote Budget Manager: Chris Holme Budget Risk: Low
TOTAL FOR RESOURCES	2,183	2,183	546	692	146	2,183	2,183	0	
	(559)	(559)	(140)	(105)	35	(559)	(559)	0	
Net Expenditure	1,624	1,624	406	587	181	1,624	1,624	0	Service Head: Chris Holme
J14 Management & Support Services									
Expenditure	1,425	1,542	463	1,450	987	1,172	1,542	0	0 Support services recharge to be re-allocated
Income	(20)	(20)	(5)	(3)	2	(20)	(20)	0	0 Recharge to HRA
Net Expenditure	1,405	1,449	362	1,446	1,084	1,152	1,449	0	Aman Dalvi Budget Risk: Low
J16 Asset Management									
Expenditure	1,724	1,674	418	410	(6)	1,724	1,674	0	0 Additional projected costs on Community Buildings funded by reserves
Income	(643)	(643)	(161)	(115)	46	(643)	(643)	0	0 Reserves drawdown for community buildings works
Net Expenditure	1,081	1,031	258	295	38	1,081	1,031	0	Service Head: Ann Sutcliffe Budget Risk: Medium
J18 Olympics									
Expenditure	672	672	168	67	(101)	672	672	0	
Income	(87)	(87)	(22)	90	112	(87)	(87)	0	
Net Expenditure	585	585	146	157	11	585	585	0	Service Head: Chris Holme Budget Risk: Low
J20 Strategy, Regeneration and Sustainability									
Expenditure	7,528	7,528	1,882	667	(1,215)	7,528	7,528	0	0 Underspend on Barkentine facility charge payments to EDF - within contract / One off project spend - funded by grant. - Forecast also includes New Home Bonus £4.3m Transfer to Reserve to finance Decent Homes Capital programme.
Income	(1,737)	(1,737)	(434)	(414)	20	(1,737)	(1,737)	0	
Net Expenditure	5,792	5,792	1,448	253	(1,195)	5,792	5,792	0	Service Head: Jackie Odunoye Budget Risk: Medium

FULL YEAR

DEVELOPMENT & RENEWAL
(General Fund)

Explanation of any variance that is considered to be significant and all variances greater than £100k

Proposed mitigating action and dates

	Original Budget £'000	Latest Budget £'000	Budget to Date £'000	Actual to Date £'000	Variance to Date £'000	Previous Forecast Outturn £'000	Latest Forecast Outturn £'000	Variance (Latest Budget to Latest Forecast Outturn) %	
J22 Housing Regeneration	368 (420)	368 (420)	92 (105)	107 (9)	15 (96)	368 (420)	368 (420)	0 0	0 Ocean Residents Wardens and project staff costs - funded by reserve 0 Ear Marked Reserves drawdown to fund NDC staff / Recharge to major capital programme: Blackwell Reach, Cortal Street, Ocean NDC programme
Net Expenditure	(52)	(52)	(13)	98	111	(52)	(52)	0	Jackie Odumoye Medium Budget Risk:
J24 Employment & Enterprise	2,128 (1,145)	2,206 (1,145)	552 (286)	472 (249)	(79) (249)	2,128 (1,145)	2,206 (1,145)	78 0	
Net Expenditure	983	1,061	265	223	(42)	983	1,061	78	Chris Holme Low Budget Risk:
J26 Lettings	2,610 (1,480)	2,610 (1,480)	652 (370)	610 (333)	(43) (333)	2,610 (1,480)	2,610 (1,480)	0 0	
Net Expenditure	1,129	1,129	282	276	(6)	1,129	1,129	0	Colin Cormack Low Budget Risk:
J30 BSF Programme	1,155	1,155	289	312	23	1,155	1,155	0	Project staff costs - recharged to BSF capital - this is reflected in the income
Net Expenditure	215	215	54	(238)	(292)	215	215	0	Ann Sutcliffe Medium Budget Risk:
J32 Admin Buildings	20,136 (18,289)	20,136 (18,289)	5,034 (4,572)	5,732 (4,568)	698 (4)	20,136 (18,289)	20,136 (18,289)	0 0	
Net Expenditure	1,848	1,848	462	1,164	702	1,848	1,848	0	Ann Sutcliffe Low Budget Risk:
J34 Depots	371 (459)	371 (459)	93 (115)	43 (81)	(50) (33)	371 (459)	371 (459)	0 0	
Net Expenditure	(88)	(88)	(22)	(39)	(17)	(88)	(88)	0	Ann Sutcliffe High Budget Risk:
J40 Homeless & Housing Advice	31,274 (30,121)	31,274 (30,121)	7,818 (7,530)	7,589 (7,693)	(230) (163)	31,274 (30,121)	31,274 (30,121)	0 0	Underspend due to vacant posts / Increase rental - charges based on increase in number of homeless clients, recovered from rental income. Forecast include increase in bad debt provision
Net Expenditure	1,153	1,153	288	(105)	(393)	1,153	1,153	0	C.Cormack High Budget Risk:
TOTAL FOR DEVELOPMENT & RENEWAL	78,049	78,222	19,633	19,444	(188)	77,796	78,264	42	
Net Expenditure	17,980	17,725	4,508	4,453	(55)	17,727	17,725	0	Director:
									Jackie Odumoye

FULL YEAR

**DEVELOPMENT & RENEWAL
(General Fund)**

Explanation of any variance that is considered to be significant and all variances greater than £100k
Proposed mitigating action and dates

SERVICE TRANSFER TO/FROM OTHER DIRECTORATES

	Original Budget £'000	Latest Budget £'000	Budget to Date £'000	Actual to Date £'000	Variance to Date £'000	Previous Forecast Outturn £'000	Latest Forecast Outturn £'000	Variance (Latest Budget to Latest Forecast Outturn) %	
J48 Third Sector Team - transfer from CE	2,282 (50)	2,282 (50)	571 (13)	445 (26)	(126) (14)	2,282 (50)	2,282 (50)	0 0	Potential risks - of £200k because employee budget transferred understated
Net Expenditure	2,232	2,232	558	418	(140)	2,232	2,310	0	Vote Budget Manager: Chris Holme Budget Risk: High

REVISED TOTAL FOR DEVELOPMENT & RENEWAL

Expenditure	80,331	80,504	20,203	19,889	(314)	80,078	80,546	42	Key risks: Third sector employee costs, potential forecast risks of £200k.
Income	(60,119)	(60,547)	(15,137)	(15,018)	119	(60,119)	(60,588)	(42)	
Net Expenditure	20,212	19,957	5,066	4,872	(195)	19,959	19,957	0	Director: Aman Dalvi

Energy Costs (excluding schools, tenants, leaseholders)

296,825

270,667

(28,158)

Includes only Council's Admin buildings and Depot. These costs are recharged across the directorates as part of the accommodation costs

FULL YEAR

Explanation of any variance that is considered to be significant and all variances greater than £100k

Proposed mitigating action and dates

RESOURCES

	Original Budget £'000	Latest Budget £'000	Budget to Date £'000	Actual to Date £'000	Variance to Date £'000	Previous Forecast Outturn £'000	Latest Forecast Outturn £'000	Variance (Latest Budget to Latest Forecast Outturn) £'000	%	
R34 Internal Audit	814 (817)	805 (817)	201 (204)	242 (275)	41 (71)	814 (817)	805 (817)	0 0	0 0	The budget to date versus the actuals to date reflects accruals and audit contract expenditure to be incurred later in the year.
Net Expenditure	(3)	(12)	(3)	(33)	(30)	(3)	(12)	0	0	Vote Budget Manager: Minesh Jani Low Date forecast last reviewed: 16/07/2012
R40 Risk Management	575 (575)	575 (575)	144 (144)	97 (85)	(47) (59)	575 (575)	575 (575)	0 0	0 0	Vote Budget Manager: Minesh Jani Low Date forecast last reviewed: 16/07/2012
Net Expenditure	0	0	0	12	12	0	0	0	0	Vote Budget Manager: Minesh Jani Low Date forecast last reviewed: 16/07/2012
TOTAL FOR AUDIT & RISK	1,389 (1,392)	1,380 (1,392)	345 (348)	339 (360)	(6) (12)	1,389 (1,392)	1,380 (1,392)	0 0	0 0	
R36 Council Tax & NDR	38,050 (35,705)	37,960 (35,705)	9,490 (8,926)	8,385 (7,821)	(1,105) (1,105)	38,050 (35,705)	37,960 (35,705)	0 0	0 0	0 Service Head: Minesh Jani
Net Expenditure	2,345	2,255	564	564	0	2,345	2,255	0	0	Vote Budget Manager: Roger Jones Medium Date forecast last reviewed: 26/07/2012
R42 Debtors Income Service	910 (910)	904 (910)	226 (228)	206 (234)	(20) (7)	910 (910)	904 (910)	0 0	0 0	Vote Budget Manager: Roger Jones Low Date forecast last reviewed: 16/07/2012
Net Expenditure	0	(6)	(2)	(28)	(27)	0	(6)	0	0	Vote Budget Manager: Roger Jones Low Date forecast last reviewed: 16/07/2012
R44 Cashiers	398 (398)	380 (398)	95 (100)	147 (69)	52 (31)	398 (398)	380 (398)	0 0	0 0	Vote Budget Manager: Roger Jones Low Date forecast last reviewed: 16/07/2012
Net Expenditure	0	(18)	(5)	78	83	0	(18)	0	0	Vote Budget Manager: Roger Jones Low Date forecast last reviewed: 16/07/2012
R48 Information Services	7,487 (6,906)	10,943 (7,599)	2,736 (1,900)	2,612 (1,917)	(124) (17)	9,196 (6,906)	10,943 (7,599)	0 0	0 0	The budget to date versus the actuals to date variance reflects anticipated expenditure to be incurred as the ICT contract progresses during 2012-13.
Net Expenditure	581	3,344	836	695	(141)	2,290	3,344	0	0	Vote Budget Manager: Manjit Soroya Low Date forecast last reviewed: 16/07/2012
R50 Customer Access	5,339 (2,305)	5,253 (2,272)	1,313 (968)	1,270 (466)	(43) (102)	5,339 (2,305)	5,253 (2,272)	0 0	0 0	The budget to date versus the actuals to date reflects accruals and SLA income to be received during the financial year.
Net Expenditure	3,034	2,981	745	804	59	3,034	2,981	0	0	Vote Budget Manager: Claire Symonds Medium Date forecast last reviewed: 26/07/2012
R54 Housing Benefits	249,924 (249,429)	249,924 (249,429)	62,481 (62,357)	65,547 (65,423)	3,066 (3,066)	249,924 (249,429)	249,924 (249,429)	0 0	0 0	Vote Budget Manager: Steve Hill Medium Date forecast last reviewed: 26/07/2012
Net Expenditure	495	495	124	124	0	495	495	0	0	Vote Budget Manager: Steve Hill Medium Date forecast last reviewed: 26/07/2012
R58 Benefits Admin	7,251 (6,216)	7,151 (6,216)	1,788 (1,554)	2,062 (1,828)	274 (274)	7,251 (6,216)	7,151 (6,216)	0 0	0 0	Vote Budget Manager: Steve Hill Low Date forecast last reviewed: 26/07/2012
Net Expenditure	1,035	935	234	234	0	1,035	935	0	0	Vote Budget Manager: Steve Hill Low Date forecast last reviewed: 26/07/2012

RESOURCES

Explanation of any variance that is considered to be significant and all variances greater than £100k

Proposed mitigating action and dates

	Original Budget £'000	Latest Budget £'000	Budget to Date £'000	Actual to Date £'000	Variance to Date £'000	Previous Forecast Outturn £'000	Latest Forecast Outturn £'000	Variance (Latest Budget to Latest Forecast Outturn) £'000	%	
R60 Reprographics	478	478	120	122	(74)	3	478	478	0	0
Expenditure	(478)	(478)	(120)	(74)	(48)	46	(478)	(478)	0	0
Income	0	0	0	48	48	0	0	0	0	0
Net Expenditure	0	0	0	0	0	0	0	0	0	0
Vote Budget Manager:										Steve Burr
Budget Risk:										Low
Date forecast last reviewed:										16/07/2012
R70 ICT Client	0	540	135	77	(58)	540	540	540	0	0
Expenditure	0	0	0	0	0	0	0	0	0	0
Income	0	0	0	0	0	0	0	0	0	0
Net Expenditure	0	540	135	77	(58)	540	540	540	0	0
Vote Budget Manager:										Manjit Soroya
Budget Risk:										Low
Date forecast last reviewed:										16/07/2012
TOTAL FOR CUSTOMER ACCESS & ICT	309,837	313,533	78,383	80,428	2,045	311,608	313,055	313,055	0	0
Expenditure	(302,347)	(303,007)	(75,752)	(77,832)	(2,080)	(301,869)	(302,529)	(302,529)	0	0
Income	7,490	10,526	2,632	2,596	(36)	9,739	10,526	10,526	0	0
Net Expenditure	1,081	984	246	305	59	1,081	984	984	0	0
Expenditure	(1,081)	(1,081)	(270)	(329)	(59)	(1,081)	(1,081)	(1,081)	0	0
Income	0	(97)	(24)	(24)	0	0	(97)	(97)	0	0
Net Expenditure	0	446	112	96	(16)	446	446	446	0	0
Expenditure	(445)	(445)	(111)	(114)	(3)	(445)	(445)	(445)	0	0
Income	1	1	0	(18)	(18)	1	1	1	0	0
Net Expenditure	1,527	1,430	358	401	44	1,527	1,430	1,430	0	0
Expenditure	(1,526)	(1,526)	(382)	(443)	(62)	(1,526)	(1,526)	(1,526)	0	0
Income	1	(96)	(24)	(42)	(18)	1	(96)	(96)	0	0
Net Expenditure	2,431	2,412	603	583	(20)	2,431	2,412	2,412	0	0
Expenditure	(2,446)	(2,446)	(612)	(611)	1	(2,446)	(2,446)	(2,446)	0	0
Income	(15)	(34)	(9)	(28)	(20)	(15)	(34)	(34)	0	0
Net Expenditure	255	255	64	89	25	255	255	255	0	0
Expenditure	0	0	0	0	0	0	0	0	0	0
Income	0	0	0	0	0	0	0	0	0	0
Net Expenditure	255	255	64	89	25	255	255	255	0	0
Vote Budget Manager:										Alan Finch
Budget Risk:										Low
Date forecast last reviewed:										18/07/2012
TOTAL FOR CORPORATE FINANCE & NDC	2,686	2,667	667	672	5	2,686	2,667	2,667	0	0
Expenditure	(2,446)	(2,446)	(612)	(611)	1	(2,446)	(2,446)	(2,446)	0	0
Income	240	221	55	61	6	240	221	221	0	0
Net Expenditure	965	492	123	750	627	492	492	492	0	0
Expenditure	0	0	0	(627)	(627)	0	0	0	0	0
Income	965	492	123	123	0	492	492	492	0	0
Net Expenditure	965	492	123	123	0	492	492	492	0	0
Vote Budget Manager:										Alan Finch
Budget Risk:										Low
Date forecast last reviewed:										18/07/2012
TOTAL FOR BUSINESS DEVELOPMENT	965	492	123	750	627	492	492	492	0	0
Expenditure	0	0	0	(627)	(627)	0	0	0	0	0
Income	965	492	123	123	0	492	492	492	0	0
Net Expenditure	965	492	123	123	0	492	492	492	0	0
Vote Budget Manager:										Ekbal Hussain
Budget Risk:										Low
Date forecast last reviewed:										20/07/2012
TOTAL FOR BUSINESS DEVELOPMENT	965	492	123	123	0	492	492	492	0	0
Expenditure	0	0	0	0	0	0	0	0	0	0
Income	965	492	123	123	0	492	492	492	0	0
Net Expenditure	965	492	123	123	0	492	492	492	0	0
Vote Budget Manager:										Ekbal Hussain
Budget Risk:										Low
Date forecast last reviewed:										20/07/2012

FULL YEAR

Explanation of any variance that is considered to be significant and all variances greater than £100k

Proposed mitigating action and dates

RESOURCES

	Original Budget £'000	Latest Budget £'000	Budget to Date £'000	Actual to Date £'000	Variance to Date £'000	Previous Forecast Outturn £'000	Latest Forecast Outturn £'000	Variance (Latest Budget to Latest Forecast Outturn) £'000	%	
R90 HR Strategy										
Expenditure	967	967	242	219	(23)	967	967	0	0	
Income	(968)	(968)	(242)	(242)	0	(968)	(968)	0	0	
Net Expenditure	(1)	(1)	(0)	(23)	(23)	(1)	(1)	0	0	Vote Budget Manager: Simon Kilbey Budget Risk: Low Date forecast last reviewed: 11/07/2012
R92 HR Consultancy										
Expenditure	1,721	1,721	430	498	68	1,721	1,721	0	0	
Income	(1,723)	(1,723)	(431)	(380)	51	(1,723)	(1,723)	0	0	0 variance to date due to outstanding recharges to Adults for training expenses.
Net Expenditure	(2)	(2)	(1)	118	119	(2)	(2)	0	0	Vote Budget Manager: Simon Kilbey Budget Risk: Low Date forecast last reviewed: 11/07/2012
R94 HR Operations										
Expenditure	4,678	4,663	1,166	1,246	80	4,678	4,663	0	0	
Income	(4,672)	(4,672)	(1,168)	(1,177)	(9)	(4,672)	(4,672)	0	0	
Net Expenditure	6	(9)	(2)	69	71	6	(9)	0	0	Vote Budget Manager: Simon Kilbey Budget Risk: Low Date forecast last reviewed: 11/07/2012
R96 PAS Schemes										
Expenditure	1,261	1,692	423	465	42	1,261	1,692	0	0	
Income	(1,274)	(1,274)	(319)	(540)	(222)	(1,274)	(1,274)	0	0	0 variance to date due to additional income to support agreed training programs.
Net Expenditure	(13)	(82)	(96)	(75)	(180)	(13)	(82)	0	0	Vote Budget Manager: Simon Kilbey Budget Risk: Low Date forecast last reviewed: 11/07/2012
TOTAL FOR HR SERVICES	8,628	8,628	2,261	2,428	167	8,627	9,043	0	0	
Income	(8,637)	(8,637)	(2,159)	(2,339)	(180)	(8,637)	(8,637)	0	0	
Net Expenditure	(9)	(9)	89	(13)	(10)	(9)	(9)	0	0	0 Service Head:
Expenditure	681	605	151	141	(10)	614	605	0	0	Simon Kilbey
Income	(616)	(616)	(154)	(154)	0	(616)	(616)	0	0	
Net Expenditure	65	(11)	(3)	(13)	(10)	(2)	(11)	0	0	Vote Budget Manager: Junu Begum Budget Risk: Low Date forecast last reviewed: 20/07/2012
TOTAL FOR RESOURCES	325,713	329,151	82,288	85,159	2,872	326,943	328,672	0	0	
Income	(316,964)	(317,624)	(79,406)	(82,366)	(2,960)	(316,486)	(317,146)	0	0	
Net Expenditure	8,749	11,527	2,882	2,793	(89)	10,457	11,526	0	0	0 Director:
Energy Costs (excluding schools, tenants, leaseholders)										Chris Naylor

CORPORATE REVENUE OUTTURN - JUNE 2012

		FULL YEAR										
CORPORATE COSTS & CAPITAL FINANCING		Original Budget £'000	Latest Budget £'000	Budget to Date £'000	Actual to Date £'000	Variance to Date £'000	Previous Forecast Outturn £'000	Latest Forecast Outturn £'000	Variance (Latest Budget to Latest Forecast Outturn) %	Explanation of any variance that is considered to be significant and all variances greater than £100k		
		£'000	£'000	£'000	£'000	£'000	£'000	£'000	%	Proposed mitigating action and dates		
CORPORATE COSTS & CAPITAL FINANCING		15,855	15,127	3,717	1,093	(2,624)	15,127	15,127	0			
Expenditure		(2,395)	(2,395)	(599)	(943)	(345)	(2,395)	(2,395)	0			
Income		13,460	12,732	3,118	150	(2,968)	12,732	12,732	0			
Net Expenditure		(15,461)	(18,438)	(3,118)	0	3,118	(17,958)	(18,438)	0			
Contingency and Below the line items		(2,001)	(5,706)	0	150	149	(5,226)	(5,706)	0	C Naylor		
Net Expenditure		(17,462)	(24,144)	(3,118)	150	3,118	(23,958)	(24,144)	0			
Energy Costs (excluding schools, tenants, leaseholders)		0	0	0	0	0	0	0	0			

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FULL YEAR

DEVELOPMENT & RENEWAL (Housing Revenue Account)

Explanation of any variance that is considered to be significant and all variances greater than £100k

Proposed mitigating action and dates

	Original Budget £'000	Latest Budget £'000	Budget to Date £'000	Actual to Date £'000	Variance to Date £'000	Previous Forecast Outturn £'000	Latest Forecast Outturn £'000	Variance (Latest Budget to Latest Forecast Outturn) £'000	%	
DIRECTLY CONTROLLED INCOME BUDGETS										
Dwelling & Non Dwelling Rents										
Income	(66,696)	(66,696)	(16,674)	(17,214)	(540)	(66,696)	(66,696)	0	0	At this stage in the year Tower Hamlets Homes is projecting dwelling rent income to be equal to the budget.
Net Income	(66,696)	(66,696)	(16,674)	(17,214)	(540)	(66,696)	(66,696)	0	0	RISK: Right to Buy applications received in Q1 of 2012/13 are much higher than this time last year. If a large number of Right to Buy applications proceed to the sale stage over the remainder of the year there will be pressures on this budget.
Vote Budget Manager: Tower Hamlets Homes Budget Risk: Low										
Tenant & Leaseholder Service Charges										
Income	(16,861)	(16,861)	(11,790)	(12,015)	(225)	(16,860)	(16,820)	41	(0)	The year to variance is due to charges for Major Works invoices currently being included in the actuals to date. It is forecast that year-end income will be equal to the budget although the forecast is subject to an element of uncertainty as the 2011-12 actualisation process is still to be finalised.
Net Income	(16,861)	(16,861)	(11,790)	(12,015)	(225)	(16,860)	(16,820)	41	(0)	
Vote Budget Manager: Tower Hamlets Homes Budget Risk: High										
INDIRECT INCOME BUDGETS										
Investment Income Received										
Income	(190)	(190)	0	0	0	(190)	(190)	0	0	
Net Income	(190)	(190)	0	0	0	(190)	(190)	0	0	
Vote Budget Manager: Chris Holme Budget Risk: Low										
General Fund Contributions										
Income	(166)	(166)	0	0	0	(115)	(115)	51	(31)	
Net Income	(166)	(166)	0	0	0	(115)	(115)	51	(31)	
Vote Budget Manager: Chris Holme Budget Risk: Low										
Total Income	(83,913)	(83,913)	(28,464)	(29,229)	(765)	(83,861)	(83,821)	92	(0)	
Net Income	(83,913)	(83,913)	(28,464)	(29,229)	(765)	(83,861)	(83,821)	92	(0)	

**DEVELOPMENT & RENEWAL
(Housing Revenue Account)**

Explanation of any variance that is considered to be significant and all variances greater than £100k

Proposed mitigating action and dates

	Original Budget £'000	Latest Budget £'000	Budget to Date £'000	Actual to Date £'000	Variance to Date £'000	Previous Forecast Outturn £'000	Latest Forecast Outturn £'000	Variance (Latest Budget to Latest Forecast Outturn) £'000	%	
DIRECTLY CONTROLLED EXPENDITURE BUDGETS										
Repairs & Maintenance	21,410	21,410	5,221	4,724	(497)	21,410	21,417	7	0	The year to date variance is due to timing differences on the specialist contracts which cover planned maintenance and servicing.
Net Expenditure	21,410	21,410	5,221	4,724	(497)	21,410	21,417	7	0	Vote Budget Manager: Tower Hamlets Homes Budget Risk: High
Supervision & Management	25,215	25,215	4,219	4,724	506	24,235	24,203	(1,012)	(4)	The year-end projected underspend arises as it is forecast that capital fee income recharged at year-end from capital to revenue will be higher than budgeted. Any underspend within this budget heading will enable revenue resources to be set aside to finance part of the non grant element of the Decent Homes capital programme, as agreed by Cabinet in September 2011 - this is reflected in the increased revenue contribution to capital outlay below.
Net Expenditure	25,215	25,215	4,219	4,724	506	24,235	24,203	(1,012)	(4)	Vote Budget Manager: Chris Holme Budget Risk: Low
Special Services, Rent Rates & Taxes	17,109	17,109	3,567	3,102	(465)	16,803	16,773	(336)	(2)	It is forecast that the energy budget will underspend by £0.3m due to the fact that when this budget was set it was anticipated that 2012/13 gas & electricity prices would increase by between 20% and 40%, whereas in fact bulk gas prices in 2012/13 will be only 13% higher than in 2011/12, and bulk electricity will be 2% lower. However, this underspend may be partly offset by expenditure incurred due to the (relatively) cold weather experienced for the first few months of 2012/13, which has led to communal heating being kept on. This budget will continue to be closely monitored.
Net Expenditure	17,109	17,109	3,567	3,102	(465)	16,803	16,773	(336)	(2)	Vote Budget Manager: Tower Hamlets Homes Budget Risk: Medium
INDIRECT EXPENDITURE BUDGETS										
Provision for Bad & Doubtful Debts	900	900	0	0	0	900	900	0	0	
Net Expenditure	900	900	0	0	0	900	900	0	0	Vote Budget Manager: Chris Holme Budget Risk: Medium
Capital Financing Charges	20,771	20,771	0	0	0	21,983	21,983	1,212	6	The projected overspend is due to the projection that 2012/13 non-dwellings depreciation will be higher than originally anticipated when the budget was set in February. This however, will be matched by a corresponding increase in the amount transferred from the Major Repairs Reserve (below). In addition, it is anticipated that a higher than budgeted revenue contribution to capital outlay will be made, as outlined in 'Supervision & Management' above.
Net Expenditure	20,771	20,771	0	0	0	21,983	21,983	1,212	6	Vote Budget Manager: Chris Holme Budget Risk: High
TOTAL EXPENDITURE	85,405	85,405	13,006	12,551	(456)	85,331	85,276	(129)	(0)	
Net Expenditure	85,405	85,405	13,006	12,551	(456)	85,331	85,276	(129)	(0)	
TOTAL NET	1,492	1,492	(15,458)	(16,678)	(1,221)	1,470	1,455	(37)	(0)	
Contributions from Reserves	(1,492)	(1,492)	0	0	0	(1,758)	(1,758)	(266)	18	The transfer from the Major Repairs Reserve will increase due to a higher than budgeted non-dwellings depreciation charge (see Capital Financing Charges above).
Net Expenditure	(1,492)	(1,492)	0	0	0	(1,758)	(1,758)	(266)	18	
TOTAL FOR HOUSING REVENUE ACCOUNT	0	0	(15,458)	(16,678)	(1,221)	(288)	(303)	(303)	18	Director: Aman Dalvi

CAPITAL MONITORING Q1

SUMMARY	Budget at 30-Jun-12	Spend to 30-Jun-12	Projection 31-Mar-13	% Budget Spent	Projected Variance from Budget
	£m	£m	£m	£m	£m
Communities, Localities and Culture	14.017	1.184	14.017	8.4%	0.000
Children, Schools and Families	16.419	2.533	16.419	15.4%	0.000
Resources/Chief Executive's	0.128	0.000	0.128	0.0%	0.000
Adults, Health and Wellbeing	0.402	-0.007	0.242	N/A	-0.160
Development & Renewal	13.719	0.661	13.719	4.8%	0.000
Building Schools for the Future	65.244	12.480	70.137	19.1%	4.893
HBA	66.432	5.974	53.637	9.0%	-12.794
Corporate GF provision for schemes under development	10.000	0.000	0.000	0.0%	-10.000
GRAND TOTAL	186.360	22.824	168.299	12.2%	-18.061

CAPITAL MONITORING Q1

COMMUNITIES, LOCALITIES AND CULTURE

	Budget at 30-Jun-12	Spend to 30-Jun-12	Projection to 31/3/13	% Budget Spent	Projected Variance from Budget	REASONS FOR VARIANCES TO DATE	REASONS FOR PROJECTED VARIANCES
	£m	£m	£m	£m	£m		
Transport							
TfL schemes including safety, cycling and walking	3.535	0.284	3.535	8.0%	0.000	Schemes progressing as per programme	
Public Realm Improvements	0.010	0.032	0.010	320.5%	0.000	Scheme complete, miscoded costs to be corrected	
Highway improvement programme	1.000	0.045	1.000	4.5%	0.000	Works progressing as per programme, awaiting invoices	
Developers Contribution	1.837	0.073	1.837	4.0%	0.000	Schemes are being reviewed and designed	
OPTEMS	0.735	-	0.735	0.0%	0.000	Schemes at design stage and works will be post Olympics	
Hackney wick & Fish Island Improvements	0.250	-	0.250	0.0%	0.000	Awaiting invoices	
Parks							
Millwall Park/Island Gardens	0.005	0.002	0.005	31.3%	0.000		
Poplar Park	0.044	-	0.044	0.0%	0.000	Scheme being reviewed	
Schoolhouse Lane Multi Use Ball Games Area	0.007	-	0.007	0.0%	0.000	Awaiting invoices	
Bethnal Green Improvements	0.030	-	0.030	0.0%	0.000	Scheme being reviewed	
Victoria Park Masterplan	1.382	0.252	1.382	18.2%	0.000		
Victoria Park - Changing Block Extension & Upgrade	0.325	-	0.325	0.0%	0.000	Awaiting S106 sign off before submission of PID	
Cotton Street Open Space Landscape Improvements	0.043	-	0.043	0.0%	0.000	Scheme being reviewed	

	Budget at 30-Jun-12	Spend to 30-Jun-12	Projection to 31/3/13	% Budget Spent	Projected Variance from Budget	REASONS FOR VARIANCES TO DATE	REASONS FOR PROJECTED VARIANCES
	£m	£m	£m	£m	£m		
Culture and major projects							
Brady Centre	0.002	-	0.002	N/A	0.000	Awaiting invoices	
Tennis courts	0.026	0.009	0.026	34.3%	0.000		
Mile End Leisure Centre - Security Enhancements	0.002	-	0.002	0.0%	0.000	Scheme being reviewed	
Bartlett Park	0.035	-	0.035	0.0%	0.000	Works being programmed	
Mile End Stadium Track resurfacing	0.043	-	0.043	0.0%	0.000	Awaiting invoices	
Public Art Projects	0.250	-	0.250	0.0%	0.000	Scheme progressing as per programme	
Mile End Park Capital	0.007	0.003	0.007	46.4%	0.000	Scheme progressing as per programme	
Bancroft Library	0.614	0.006	0.614	1.0%	0.000	Contract for Lift has been let and the contract for roof works are being tendered	
Watney Market Ideas Store	2.766	0.377	2.766	13.6%	0.000	Scheme progressing as per programme	
Culture - LPP	0.008	-	0.008	0.0%	0.000	Orders issued, works progressing	
Major Projects - LPP	0.095	-	0.095	0.0%	0.000	Orders issued, works progressing	
Other							
ICTV Improvement and Enhancement	0.300	0.103	0.300	34.4%	0.000		
Generators @ Mulberry Place & Anchorage Hse	0.011	0.002	0.011	13.6%	0.000	Scheme progressing as per programme	
Contaminated land survey and works	0.242	-	0.242	0.0%	0.000	Works being programmed	
Litter Bins	0.150	-	0.150	0.0%	0.000	Fully committed, awaiting delivery of bins	
Essential Health & Safety	0.263	-	0.263	0.0%	0.000	Works being programmed	
CLC TOTAL	14.017	1.184	14.017	8.4%	0.000		

CAPITAL MONITORING Q1

CHILDREN, SCHOOLS AND FAMILIES

	Budget at 30-Jun-12	Spend to 30-Jun-12	Projection 31-Mar-13	% Budget Spent	Projected Variance from Budget	REASONS FOR VARIANCES TO DATE	REASONS FOR PROJECTED VARIANCES
	£m	£m	£m	£m	£m		
Condition & Improvement	1.265	0.197	1.265	15.6%	-		
Bishop Challoner - Community Facilities	0.600	-	0.600	0.0%	-	Payment not anticipated until Q3	
Bishop's Square	0.300	-	0.300	0.0%	-	Contractor on site - payment by Q3	
Basic Need/Expansion	12.791	2.146	12.791	16.8%	-		
Sure Start	0.001	-	0.001	0.0%	-	Final accounts to be agreed.	
Primary Capital Programme	0.592	0.156	0.592	26.3%	-		
Lukin St - Land purchase from Network Rail	0.768	-	0.768	0.0%	-	Payment not anticipated until Q3	
Osmani - Redevelopment	0.007	0.004	0.007	N/A	-	Final payments against completed project. (Spend resourced by Condition & Improvements)	
RCCO	0.010	-	0.010	0.0%	-	Project spend uncertain - company under Administration	
Short Breaks	0.034	0.030	0.034	90.3%	-	Completion of 11-12 projects	
Youth Service (BMX Mile End)	0.052	-	0.052	0.0%	-	Main project delayed to avoid Olympic period	
CSF TOTAL	16.419	2.533	16.419	15.4%	0.000		

CAPITAL MONITORING Q1
CHIEF EXECUTIVE & RESOURCES

	Budget at 30-Jun-12	Spend to 30-Jun-12	Projection to 31/3/13	% Budget Spent	Projected Variance from Budget	REASONS FOR VARIANCES TO DATE	REASONS FOR PROJECTED VARIANCES
	£m	£m	£m	%	£m		
Priority Service Remediation/Backup Expansion	0.128	0.000	0.128	0%	0.000	As a result of the partnership, only the most essential remediation work was prioritised, and outstanding investment needed will be assessed by partner and GCSX and PC DSI health checks over coming months, funds need to be retained for CCNs/charges we get from partner for remediation, GCSX PC DSI compliance work	
TOTAL CHIEF EXEC/RESOURCES	0.128	0.000	0.128	0%	0.000		

CAPITAL MONITORING Q1
ADULTS, HEALTH AND WELLBEING

	Budget at 30-Jun-12	Spend to 30-Jun-12	Projection to 31/3/13	% Budget Spent	Projected Variance from Budget	REASONS FOR VARIANCES TO DATE	REASONS FOR PROJECTED VARIANCES
	£m	£m	£m	%	£m		
Mental health services	0.057	-0.007	0.057	-11%	0.000	Orders not yet been raised from stock condition survey data	
Improving the Care Home Environment for Older People	0.020	0.000	0.020	0%	0.000	Will be spent on 69/71 Old Ford Road Residential Home. Various works can be issued. Works to be confirmed from Stock Condition Survey data and site visit.	
Mobile Care/Telehealth Equipment	0.100	0.000	0.100	0%	0.000	Awaiting new procurement contract to be signed in early August 2012. It is still anticipated that £100k will be spent this year.	
Ronald Street Roof Replacement	0.065	0.000	0.065	0%	0.000	Approval given to programme works. Works to be programmed with BaTs for end of September/early October.	
Development of Learning Disability Hubs	0.160	0.000	0.000	0%	-0.160	There was an expectation that the Authority would need to contribute to the development and refurbishment of further Learning Disability hubs within the Borough. At this time, it is expected that providers have adequate and suitable accommodation which will be fit for purpose for service delivery. This will be reviewed at the end of quarter three, once the tender for Learning Disability day services is concluded.	
AHWB TOTAL	0.402	-0.007	0.242	-1.6%	-0.160		

CAPITAL MONITORING Q1
DEVELOPMENT AND RENEWAL

	Budget at 30-Jun-12	Spend to 30-Jun-12	Projection to 31/3/13	% Budget Spent	Projected Variance from Budget	REASONS FOR VARIANCES TO DATE	REASONS FOR PROJECTED VARIANCES
	£m	£m	£m	%	£m		
Millennium Quarter	0.384	0.158	0.384	41%	0.000	Quarterly fluctuations. Expected to be within budget by year end.	
Bishops Square	0.150	0.000	0.150	0%	0.000	Quarterly fluctuations. Expected to be within budget by year end.	
Town Centre & High Street Regeneration	0.147	0.000	0.147	0%	0.000	Quarterly fluctuations. Expected to be within budget by year end.	
Whitechapel Centre	0.005	0.003	0.005	47%	0.000	Final phase payments.	
Regional Housing Pot	3.230	0.032	3.230	1%	0.000	There is a report elsewhere on this agenda concerning the Regional Housing Pot funding of the redevelopment of St. Clement's Hospital. For the purposes of this monitoring report, expenditure is assumed to be in line with budget, but future reports will be amended to reflect any Cabinet decision.	
Affordable Housing Measures	2.900	0.000	2.900	0%	0.000	Potential schemes are being evaluated	
High Street 2012	5.332	0.287	5.332	5%	0.000	Quarterly fluctuations. Expected to be in line with overall budget by year end.	
Disabled Facilities Grant	0.989	0.172	0.989	17%	0.000	Outturn anticipated in line with budget.	
Private Sector Improvement Grant	0.015	0.010	0.015	65%	0.000	There is a report elsewhere on this agenda seeking the adoption of a capital estimate in respect of Private Sector Improvement Grants. For the purposes of this monitoring report, expenditure is assumed to be in line with budget, but future reports will be amended to reflect any Cabinet decision.	
Genesis Housing	0.363	0.000	0.363	0%	0.000	It is anticipated that the Local Authority Grant payment to Gemini Housing Group will be fully paid in 2012-13. The contribution will be paid in accordance with HCA grant conditions.	
Installation of Automatic Energy Meters	0.149	0.000	0.149	0%	0.000	Delays with selected supplier, hence nil expenditure in Quarter 1. Expected resolution in second quarter.	
Facilities Management (DDA)	0.053	0.000	0.053	0%	0.000	Expenditure expected to be fully incurred by year end.	
D&R TOTAL	13.719	0.661	13.719	4.8%	0.000		

CAPITAL MONITORING Q1

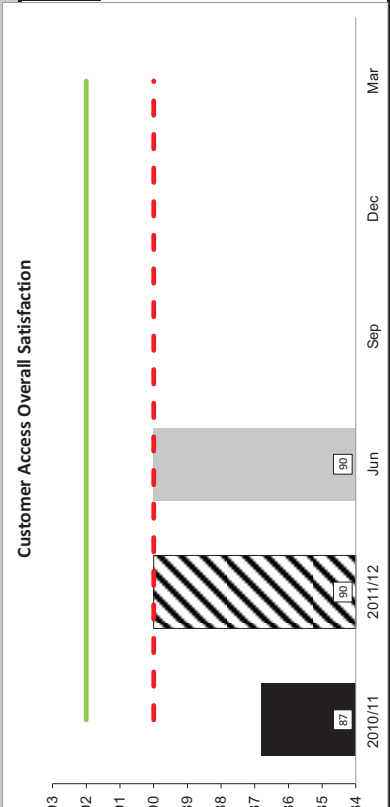
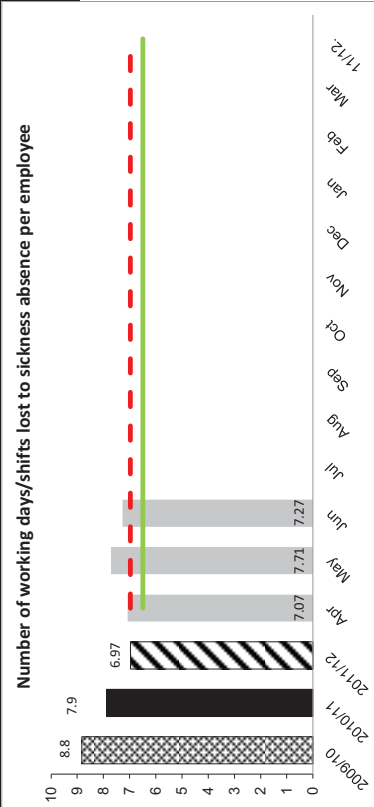
HOUSING REVENUE ACCOUNT (HRA)

	Budget at 30-Jun-12	Spend to 30-Jun-12	Projection to 31/3/13	% Budget Spent	Projected Variance from Budget	REASONS FOR VARIANCES TO DATE	REASONS FOR PROJECTED VARIANCES
	£m	£m	£m	%	£m		
Decent Homes Backlog	27.794	3.077	16.500	11%	-11.294	Expenditure in the first quarter met the requirements of the GLA to maximise grant funding (£11 million in total for 2012-13). However, changes to the procurement process has meant that expenditure during 2012-13 will be significantly less than profiled in September 2010, with a realistic spend in the range of £16.5 million.. Apart from the GLA grant element, the resources are not time limited and will be carried forward into later years of the programme, and it is anticipated that works carried forward will be undertaken early in 2013-14.	
Housing Capital Programme	17.578	0.521	16.078	3%	-1.500	Quarterly spend fluctuations.	It is anticipated that £1.5 million of resources that were carried forward from 2011-12 will not be utilised in 2012-13 and will therefore be redirected to finance Decent Homes works in later years of the programme.
Clean New Deal for Communities	12.819	1.970	12.819	15%	0.000		
Resources available - Non Decent homes Schemes to be developed	1.673	0.000	1.673	0%	0.000	Resources available to finance non-decent homes works if required.	
Council Housebuilding Initiative	0.556	0.000	0.556	0%	0.000		
Blackwall Reach	6.012	0.405	6.012	7%	0.000	Quarterly Fluctuations. Future quarters spend expected to bring budget spend back into line if anticipated leaseholder buybacks are completed.	
HRA Total	66.432	5.974	53.637	9.0%	-12.794		

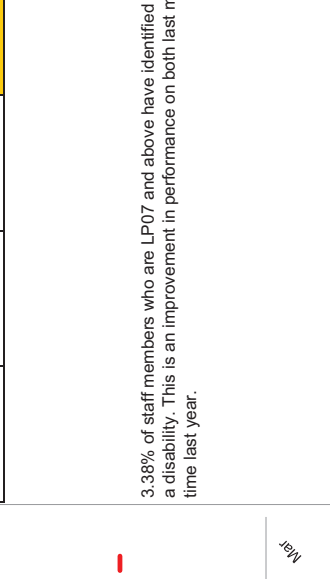
CAPITAL MONITORING Q1
BUILDING SCHOOLS FOR THE FUTURE (BSF)

	Budget at 30-Jun-12	Spend to 30-Jun-12	Projection to 31/3/13	% Budget Spent	Projected Variance from Budget	REASONS FOR VARIANCES TO DATE	REASONS FOR PROJECTED VARIANCES
	£m	£m	£m	%	£m		
# BSF Design and Build Schemes	60.416	12.129	66.369	20.1%	5.953		Elements of the Design and Build programme brought forward. This variance will be met by future years budget: Project forecast to be within whole life budget allocation
ICT infrastructure schemes	3.308	0.351	2.248	10.6%	-1.060	Quarterly spend fluctuations.	ICT programme items have been reprofiled and hence taking place later than originally planned. Projected to meet overall programme targets and forecast to be within budget over the life of the project.
Wave 5 BSF (previously LPP)	1.520	0.000	1.520	0.0%	0.000	Spend usually occurs near year end, hence nil spend in Q1.	
BSF Total	65.244	12.480	70.137	19.1%	4.893		

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Description	Annual Stretched Target (2012/13)	Q1 Stretched Target (Apr-Jun 2012/13)	Q1 Actual (Apr-Jun 2012/13)	Variance (performance against Q1 target)	Direction of Travel (comparing 12/13 and 11/12 actual)								
<p>One Tower Hamlets</p> <p>Customer Access Overall Satisfaction</p> <p>Measured in: % Good Performance: Higher</p>  <p>Customer Access Overall Satisfaction</p> <table border="1"> <caption>Customer Access Overall Satisfaction Data</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2010/11</td> <td>87</td> </tr> <tr> <td>2011/12</td> <td>90</td> </tr> </tbody> </table>	Year	Value	2010/11	87	2011/12	90	92	92	90	AMBER	↔		
Year	Value												
2010/11	87												
2011/12	90												
<p>Number of working days/shifts lost to sickness absence per employee (nr)</p> <p>Measured in: Number (the aggregate of working days lost due to sickness absence divided by the average number of FTE staff) Good Performance: Lower</p>  <p>Number of working days/shifts lost to sickness absence per employee</p> <table border="1"> <caption>Number of working days/shifts lost to sickness absence per employee Data</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>8.8</td> </tr> <tr> <td>2010/11</td> <td>7.9</td> </tr> <tr> <td>2011/12</td> <td>6.97</td> </tr> </tbody> </table>	Year	Value	2009/10	8.8	2010/11	7.9	2011/12	6.97	6.5	6.5	7.27	RED	↔
Year	Value												
2009/10	8.8												
2010/11	7.9												
2011/12	6.97												
<p>The number of days lost to sickness absence per employee has begun to deteriorate this quarter. To address this the Corporate Absence Management Panel (CAMP) has been re-established and directorate sickness absence management panels have been asked to consider developing local targets for service areas in order to ensure sickness cases are dealt with consistently and robustly. Specific action is being developed in respect of sickness returns. Sickness reporting and sickness management are areas which are being looked at as part of the adoption of improved HR IT systems.</p>													

Description	Stretch Target	Standard Target	Annual Stretched Target (2012/13)	Q1 Stretched Target (Apr-Jun 2012/13)	Q1 Actual (Apr-Jun 2012/13)	Variance (performance against Q1 target)	Direction of Travel (comparing 12/13 and 11/12 actual)
<p>Percentage of LP07 or above Local Authority staff that are women (%)</p> <p>Measured in: % Good Performance: Higher</p>		<p>50</p>	<p>50</p>	<p>45</p>	<p>RED</p>		
<p>As the staff turnover rate is so low, the opportunity for movement is quite limited. The introduction of NAVIGATE provides opportunities for staff to develop their skills so that they can successfully apply for senior level posts, and also provides an opportunity to improve the representation of women in senior level posts. The nominations for NAVIGATE will be scrutinised by People Board with a view to considering the potential impact on our aspirations around Workforce to Reflect the Community.</p>	<p>Percentage of earners that are LP07 or above of LA staff that are from an ethnic minority</p> <p>Measured in: % Good Performance: Higher</p>		<p>30</p>	<p>30</p>	<p>24</p>	<p>AMBER</p>	
<p>Percentage of LP07 or above Local Authority staff that are from an ethnic minority (%)</p> <p>Measured in: % Good Performance: Higher</p>	<p>The percentage of senior staff from an ethnic minority has improved both since last month and since the same period last year. The outturn remains below stretched target but above the standard target.</p>						


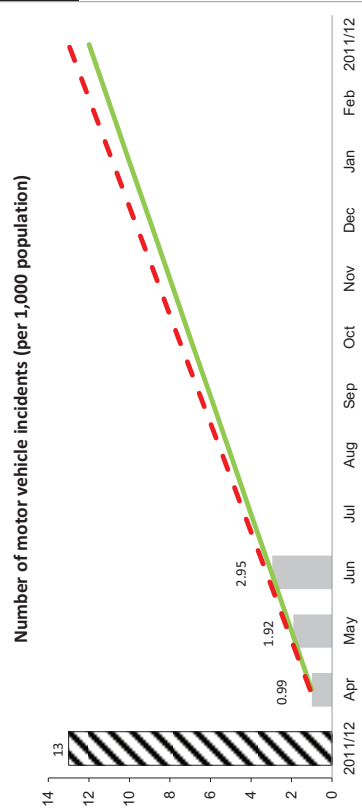
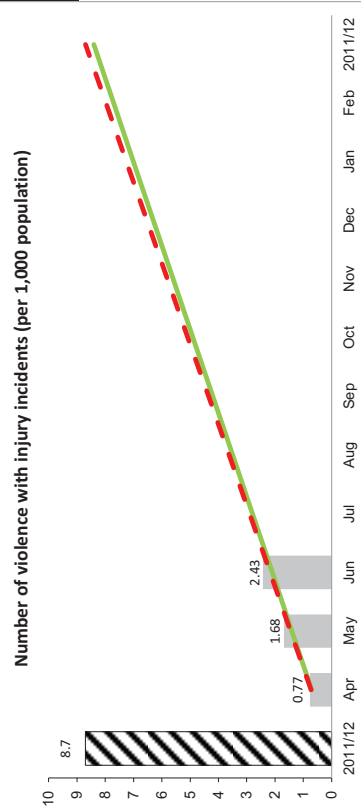
Description	Annual Stretched Target (2012/13)	Q1 Stretched Target (Apr-Jun 2012/13)	Q1 Actual (Apr-Jun 2012/13)	Variance (performance against Q1 target)	Direction of Travel (comparing 12/13 and 11/12 actual)																																
<p>Percentage of LP07 or above Local Authority staff who have a disability (excluding those in maintained schools) (%)</p> <p>Measured in: % Good Performance: Higher</p>	5.5	5.5	3.38	AMBER	↑																																
<p>Percentage of earners that are LP07 or above of LA staff that have a disability</p>  <table border="1"> <caption>Percentage of earners that are LP07 or above of LA staff that have a disability</caption> <thead> <tr> <th>Month</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>2</td> </tr> <tr> <td>2010/11</td> <td>2</td> </tr> <tr> <td>2011/12</td> <td>2.96</td> </tr> <tr> <td>Apr</td> <td>2.17</td> </tr> <tr> <td>May</td> <td>3.01</td> </tr> <tr> <td>Jun</td> <td>3.38</td> </tr> <tr> <td>Jul</td> <td></td> </tr> <tr> <td>Aug</td> <td></td> </tr> <tr> <td>Sep</td> <td></td> </tr> <tr> <td>Oct</td> <td></td> </tr> <tr> <td>Nov</td> <td></td> </tr> <tr> <td>Dec</td> <td></td> </tr> <tr> <td>Jan</td> <td></td> </tr> <tr> <td>Feb</td> <td></td> </tr> <tr> <td>Mar</td> <td></td> </tr> </tbody> </table>	Month	Percentage (%)	2009/10	2	2010/11	2	2011/12	2.96	Apr	2.17	May	3.01	Jun	3.38	Jul		Aug		Sep		Oct		Nov		Dec		Jan		Feb		Mar		<p>3.38% of staff members who are LP07 and above have identified themselves as having a disability. This is an improvement in performance on both last month and from this time last year.</p>				
Month	Percentage (%)																																				
2009/10	2																																				
2010/11	2																																				
2011/12	2.96																																				
Apr	2.17																																				
May	3.01																																				
Jun	3.38																																				
Jul																																					
Aug																																					
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Feb																																					
Mar																																					

Description	Stretch Target	Standard Target	Annual Stretched Target (2012/13)	Q1 Stretched Target (Apr-Jun 2012/13)	Q1 Actual (Apr-Jun 2012/13)	Variance (performance against Q1 target)	Direction of Travel (comparing 12/13 and 11/12 actual)
Great Place to Live							
<p>Number of affordable homes delivered (gross)</p> <p>Measured in: Number (the sum of social rent housing and intermediate housing - low cost home ownership and intermediate rent) Good Performance: Higher</p>			817	204.25	282	GREEN	
<p>Number of social rented housing completions for family housing (gross figures only)</p> <p>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</p>			225	56.25	51	AMBER	<p>282 units of new affordable housing were produced this quarter, significantly above the stretched target for Quarter 1. This is primarily due to the delivery of one large scheme at Bow Cross estate.</p> <p>There were 51 social rented housing completions for family housing this quarter, exceeding the minimum standard of 40 completions for quarter 1, though below the overall target.</p>
<p>The number of overcrowded families rehoused, lets to overcrowded households</p> <p>Measured in: Number (count of lets to overcrowded housing applicants and tenants of CHR partner landlords lacking one or more bedrooms) Good Performance: Higher</p>			1200	300	531	GREEN	<p>531 overcrowded families were rehoused in quarter 1, significantly exceeding the stretched target by over 70%.</p>

Description	Standard Target		Q1 Actual (Apr-Jun 2012/13)	Q1 Stretched Target (Apr-Jun 2012/13)	Variance (performance against Q1 target)	Direction of Travel (comparing 12/13 and 11/12 actual)
	Stretch Target	Standard Target				
Prosperous Community						
<p>16 to 19 year olds who are not in education, employment or training (NEET) (%)</p> <p>Measured in: % Good Performance: Lower</p>			4.5	4.5	RED	→
<p>The June NEET rate is 5.2%. This equates to 360 young people who are not in Education, Employment or Training in Tower Hamlets. Although our performance has deteriorated, so has the majority of other London boroughs, and we rank mid-table when we benchmark ourselves against the East London Partnership boroughs of Barking & Dagenham (6.3%), Greenwich (6%), Newham (5.3%), Redbridge (3.7%), Bexley (3.8%), Havering (4.7%) and Lewisham (3.7%).</p>						
<p>Overall employment rate - gap between the Borough and London average rate (working age) (%)</p> <p>2012/13 - Lower: Maintain the current gap between the Borough and London average rate (-10%) Upper: Reduce the gap to 7.3%</p> <p>Measured in: % Good Performance: Gap - Lower</p>			7.3	7.3	AMBER	↑
<p>The overall gap between the Tower Hamlets and the London-wide employment rate is closing from 8.3 percentage points in June 2011 to 7.5 percentage points in June 2012. The borough's employment rate is currently 60.5%, and the London rate 68.0%.</p>						

Description	Annual Stretched Target (2012/13)	Q1 Stretched Target (Apr-Jun 2012/13)	Q1 Actual (Apr-Jun 2012/13)	Variance (performance against Q1 target)	Direction of Travel (comparing 12/13 and 11/12 actual)
<p>JSA Claimant Rate (gap between the Borough and London average rate (working age) (%)</p> <p>2012/13 - Lower: Maintain the gap between the Borough and London average rate (2.5ppts) Upper: Reduce the gap to 2ppts</p> <p>Measured in: %</p> <p>Good Performance: Gap - Lower</p>	2	2	1.9	GREEN	↔
<p>Gap between the Borough and London average Job Seekers Allowance (JSA) claimant rate</p>					
<p>The gap between the borough's JSA claimant rate and the London rate is closing and is currently 1.9ppts, exceeding the target.</p> <p>The borough's JSA claimant rate is currently 6.0% and the London rate 4.1%.</p>					

Description	Legend				Annual Stretched Target (2012/13)	Q1 Stretched Target (Apr-Jun 2012/13)	Q1 Actual (Apr-Jun 2012/13)	Variance (performance against Q1 target)	Direction of Travel (comparing 12/13 and 11/12 actual)													
	Stretch Target	Standard Target																				
Safe and Cohesive Community																						
<p>Rate of personal robbery incidents 1,000 population</p> <p>Measured in: Number (No. of personal robbery incidents/total population x 1000) Good Performance: Lower</p>	<table border="1"> <caption>Rate of personal robbery incidents (per 1,000 population)</caption> <thead> <tr> <th>Month</th> <th>Actual</th> <th>Stretch Target</th> <th>Standard Target</th> </tr> </thead> <tbody> <tr> <td>2011/12 Apr</td> <td>0.43</td> <td>0.43</td> <td>0.43</td> </tr> <tr> <td>2011/12 May</td> <td>0.88</td> <td>0.88</td> <td>0.88</td> </tr> <tr> <td>2011/12 Jun</td> <td>1.36</td> <td>1.36</td> <td>1.36</td> </tr> </tbody> </table>	Month	Actual	Stretch Target	Standard Target	2011/12 Apr	0.43	0.43	0.43	2011/12 May	0.88	0.88	0.88	2011/12 Jun	1.36	1.36	1.36	5.2	1.3	1.4	AMBER	N/A
Month	Actual	Stretch Target	Standard Target																			
2011/12 Apr	0.43	0.43	0.43																			
2011/12 May	0.88	0.88	0.88																			
2011/12 Jun	1.36	1.36	1.36																			
<p>There have been 1.4 personal robbery incidents per 1,000 population this quarter, this equates to 324 incidents, and is slightly higher than the stretched target of 1.3 incidents per 1,000 population.</p>																						
<p>Rate of residential burglary incidents per 1,000 households</p> <p>Measured in: Number (No. of residential burglary incidents/total population x 1000) Good Performance: Lower</p>	<table border="1"> <caption>Rate of residential burglary incidents (per 1,000 households)</caption> <thead> <tr> <th>Month</th> <th>Actual</th> <th>Stretch Target</th> <th>Standard Target</th> </tr> </thead> <tbody> <tr> <td>2011/12 Apr</td> <td>0.92</td> <td>0.92</td> <td>0.92</td> </tr> <tr> <td>2011/12 May</td> <td>1.94</td> <td>1.94</td> <td>1.94</td> </tr> <tr> <td>2011/12 Jun</td> <td>3.05</td> <td>3.05</td> <td>3.05</td> </tr> </tbody> </table>	Month	Actual	Stretch Target	Standard Target	2011/12 Apr	0.92	0.92	0.92	2011/12 May	1.94	1.94	1.94	2011/12 Jun	3.05	3.05	3.05	15.9	4.2	3.1	GREEN	N/A
Month	Actual	Stretch Target	Standard Target																			
2011/12 Apr	0.92	0.92	0.92																			
2011/12 May	1.94	1.94	1.94																			
2011/12 Jun	3.05	3.05	3.05																			
<p>There have been 3.05 residential burglary incidents per 1,000 households this quarter, equating to 279 actual incidents. The borough has exceeded its stretched target in reducing the number of residential burglary incidents. Our performance compares favourably with the London average of 4.45 incidents per 1,000 households</p>																						

Description		Annual Stretched Target (2012/13)	Q1 Stretched Target (Apr-Jun 2012/13)	Q1 Actual (Apr-Jun 2012/13)	Variance (performance against Q1 target)	Direction of Travel (comparing 12/13 and 11/12 actual)
<p>Rate of motor vehicle crime incidents per 1,000 population</p> <p>Measured in: Number (No. of residential burglary incidents/total population x 1000) Good Performance: Lower</p>		12	3	2.95	GREEN	N/A
<p>Rate of violence with injury crimes per 1,000 population</p> <p>Measured in: Number (No. of residential burglary incidents/total population x 1000) Good Performance: Lower</p>		8.4	2.1	2.43	RED	N/A

There have been 2.95 motor vehicle crimes per 1,000 population this quarter, equating to 701 actual incidents. The borough has exceeded its stretched target in reducing the number of this type of crime. Our performance compares favourably with the London average of 3.25 incidents per 1,000 population.

There have been 2.43 violence with injury crimes per 1,000 population this quarter, equating to 577 actual incidents. The borough's figures are higher than the London average of 1.95 incidents per 1,000 population. Although Tower Hamlets has not met its standard target, trend data shows that nearly all London boroughs have seen an increase in violence with injury crimes compared to the last financial quarter.

Description	Stretch Target	Standard Target	Annual Stretched Target (2012/13)	Q1 Stretched Target (Apr-Jun 2012/13)	Q1 Actual (Apr-Jun 2012/13)	Variance (performance against Q1 target)	Direction of Travel (comparing 12/13 and 11/12 actual)
Healthy and Supportive Community							
<p>Carers receiving needs assessment or review and a specific carer's service, or advice and information (%)</p> <p>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)</p> <p>Good Performance: Higher</p>			34.5	8.63	6.7	RED	↑
<p>Carers receiving needs assessment or review and a specific carer's service, or advice and information</p> <p>Performance is lower than expected for this quarter, with 6.7% of carers received an assessment, review or specific service, compared to a target of 8.63%. A number of commissioned providers have yet to submit their datasets, which will affect the quarter 1 outcome.</p>			68.6	38.6	39.8	GREEN	↔
<p>Social care clients and carers in receipt of Self Directed Support</p> <p>Measured in: % (Number of adults, older people and carers receiving social care through a Direct Payment (and/or an Individual Budget) in the year to 31st March per 100,000 population aged 18 or over)</p> <p>Good Performance: Higher</p>	<p>39.8% of social care clients and carers per 100,000 population were in receipt of self directed support at Q1, exceeding our stretched target for this measure.</p>						

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Agenda Item 6.4

Committee: Overview and Scrutiny	Date: 4 th September 2012	Classification: Unrestricted	Report No.	Agenda Item No.
Report of: Frances Jones, Service Manager One Tower Hamlets, Chief Executive's Directorate Originating Officer: Sarah Barr – Senior Strategy Policy and Performance Officer One Tower Hamlets Service Chief Executive's Directorate		Title: Scrutiny review update: <i>Supporting New Communities, Case Study of the Somali Community</i> Wards: All		

1. SUMMARY

- 1.1 During the 2010-11 municipal year the Overview and Scrutiny Committee carried out a scrutiny review of the support available for new communities in the borough, using the Somali community as a case study. This review was completed in May 2011 and its recommendations submitted to Cabinet in October 2011. The review and the subsequent action plan are attached at Appendix 1.
- 1.2 At the Overview and Scrutiny Committee meeting on 4th September, members will be given a presentation, updating the Committee on progress in implementing these recommendations. A summary of these updates is given at Appendix 2.

2. RECOMMENDATIONS

- 2.1 The Overview and Scrutiny Committee is asked to note the update and consider any further actions they would like to recommend.

3. COMMENTS OF THE CHIEF FINANCIAL OFFICER

- 3.1 There are no specific financial implications emanating from this report but in the event that the council agrees further action in response to this report's recommendations then officers will be obliged to seek the appropriate financial approval before further financial commitments are made

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

- 4.1 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 and for the Committee to be informed of progress made against any agreed action.

5. ONE TOWER HAMLETS CONSIDERATIONS

- 5.1 The original scrutiny review working group report made a number of recommendations to improve the way the Council meets the needs of new and small communities in the borough, who at times are hard to reach. The review identified specific areas for further development including greater voice and representation for these communities through various forums as a means to reduce inequality and increase community leadership. Recommendations also centred on increasing cohesion by encouraging third sector organisations to work in partnership when applying for bids in order to increase cross cultural working.
- 5.2 There are no specific One Tower Hamlets considerations arising from the recommendations in the cover report.

6. SUSTAINABLE ACTION FOR A GREENER ENVIRONMENT

- 6.1 There are no specific SAGE implications arising from the recommendations in the cover report.

7. RISK MANAGEMENT IMPLICATIONS

- 7.1 There are no specific risk management implications arising from the recommendations in the cover report.

8. CRIME AND DISORDER REDUCTION IMPLICATIONS

- 8.1 There are no specific Crime and Disorder Reduction implications arising from the recommendations in the cover report.

9. EFFICIENCY STATEMENT

- 9.1 There are no specific efficiency implications arising from the recommendations in the cover report.

10. APPENDICES

Appendix 1: Supporting New Communities, Case Study of the Somali Community (original scrutiny review)

Appendix 2: May 2012 Update: Supporting New communities, Case Study of the Somali Community

**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.

None

n/a

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Appendix One:
**Supporting New Communities, Case Study of the
Somali Community**



**London Borough of Tower Hamlets
May 2011**

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Background	11
Key Findings	
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- Access to Services	20
- Voice and Representation	24
- Community Cohesion	26
Conclusion	28

Acknowledgments

The Working Group would like to thank the officers and partners that supported this review. The views and perspectives of all those involved have been fundamental in shaping the final recommendations. We would like to particularly thank the service users that participated in the various focus groups and so willingly shared their experiences with us. We hope that this report goes some way in responding to the many issues they raised.

Working Group Chair:

Councillor Ahmed Omer

Working Group Members:

Councillor Kosru Uddin
Councillor Judith Gardiner
Councillor Kabir Ahmed

Other Elected Members

Councillor Lesley Pavitt

Co-opted Members:

Vaughan Jones	Chief Executive, Praxis
Selma Piro	Resident Steering Group Member, Local Area Partnership 3

Scrutiny and Equalities:

Hafsha Ali	Joint Acting Service Head, Scrutiny and Equalities
Afazul Hoque	Scrutiny Policy Manager
Mohammed Ahad	Scrutiny Policy Officer
Farhana Khan	Administration Assistant, Scrutiny and Equalities

London Borough of Tower Hamlets:

Abid Hussain	Third Sector and External Funding Manager
Ali Ahmed	Third Sector Strategy officer
Andy Scott	Employment and Enterprise Manager
Betal Amore	Strategy Support Officer, Commissioning and Strategy
Christine Oates	Service Manager, Adult Resources
Dinor Hossain	Service Head, Youth and Connexions
Hannah Bailey	Strategy and Policy manager, Adult Health and Wellbeing
Hasan Faruq	Interim Service Development Manager
Jane Connolly	Senior School Development Advisor
John Coker	Strategic Housing Manager

Kevin Kewin	Deputy Service Head, Strategy and Performance
John Roog	Service Head, Older People
Maura Farrelly	Community Resources Officer, Advice and Anti-Poverty
Mohamed Salah	Somali Youth Development Worker
Nassar Miah	Policy Officer, Strategy and Performance

External:

Department for Communities and Local Government

Jane Everton - Deputy Director, Preventing Violent Extremism

Greater London Authority

Dick Williams - Senior Policy Officer, Immigration and Asylum

Karin Housing

Ibrahim Ali

Mayfield House Somali Day Care Centre

Ahmed Hersi – Day Care Manager

Migrants Rights Network

Don Flynn - Director

NHS Tower Hamlets

Andrew Attfield – Associate Director Health and Employment

Chris Lovitt – Associate Director Public Health

Ocean Somali Community Association

Abdi Hassan

Asha Affi

Sahra Omer

Praxis

Alex Sutton – Community Development Lead

Mohamed Ismail – Community Support Officer

Prevent Team, Tower Hamlets Police

PC Iain Galloway

PC Ian Kershaw

Social Action for Health

Hana Xassan – Outreach / Mentor

Somali Education and Cultural Project

Mohamed Liban

Somali Integration Team

Safia Jama

Sherihan Hassan

Somali Lone Parent Project

Fardousa Abdullahi

Somali Senior Citizens Club, Granby Hall

Ali Hersi

TELCO

Ruhana Ali

Tower Hamlets Council for Voluntary Services

Gemma Cossins – Development Officer

John Baker – Board Member

Tower Hamlets Somali Organisation Network

Isman Warsama

Women’s Health and Family Service, Brady Centre

Bilan Said – Diabetes Manager

Fomsia Duale – Somali Older Women Development Worker

Jo Weller - Director

Contributions to focus groups were received from the following organisations and their service users:

- Ocean Somali Community Association
- Somali Integration Team
- Somali Senior Citizens Club, Granby Hall
- Somali Luncheon Club, Mayfield House
- Women’s Health and Family Service, Brady Arts Centre
- Praxis

Chair's Foreword

One Tower Hamlets is our aspiration to reduce poverty and inequality, bring local communities closer together and providing strong leadership by involving and empowering people and giving them the tools and support to improve their lives.

We have one of the most diverse boroughs in London; the borough has historically been a settling ground for migrants and new communities. Today, we still see new communities making the borough their home. But how do we as a Council support these new communities? How do we engage with them? And how do we integrate them into mainstream society? These were some of the key questions that led me to undertake a scrutiny review on what more we can do to support new communities in the borough, particularly considering a period where local authorities have less money to spend.

I was keen to use the Somali community as a case study to see what more we could do for new and small communities. The Working Group went out into the community and spoke to women, young people who attend youth centres, older people who attend luncheon clubs and also third sector organisations that work with our Somali residents. We also heard from the Department for Communities and Local Government, the Greater London Authority and the Migrants Rights Network on programmes currently being delivered nationally and regionally to support new communities. Evidence was also received from Council Officers on our current approach to supporting new and small communities. Can I take this opportunity to thank everyone for their valuable contributions in shaping our recommendations.

Our recommendations focused on local concerns which have emerged from the extensive engagement we undertook with different groups. We have highlighted the need to better understand new and small communities and this was linked to having better data to inform policy and service development. Better access to services was also highlighted and in particular how we engage with new and small communities and the role of advocacy work. The voice and representation of new and small communities was also key, particularly how the Council and third sector organisations can facilitate a platform for these communities to speak out and become community leaders and champions. Finally we have made recommendations around community cohesion and the need for our services to work closer together rather than just concentrating on specific communities, this is not to say that specialised services aren't needed in some instances.

I see this piece of work as a start to us better supporting new communities. I have recognised the important impact the public sector finance will have on local service provision and therefore it is now more important than ever to help new communities integrate and access services they require rather than being sidelined. I hope the Mayor and his Cabinet fully consider our recommendations.

Cllr Ahmed Omer
Scrutiny Lead, One Tower Hamlets

Recommendations

The working group recommendations set out the areas requiring consideration and action by the Council and the Tower Hamlets Partnership to support new communities in the borough.

Understanding the Needs of New and Small Communities

- R1 That the Chief Executive's Directorate supports the Council and Partnership to better understand the needs of new and small communities by:
- Developing more sophisticated data gathering techniques so we know the demographics of our communities better. This data should then be used to plan policy and service developments.
 - Undertake consultation exercises to pick out common needs between new and small communities and use this when planning mainstream services.
 - Amend the equalities analysis template and guidance to include how mainstream services will meet the needs of new and small communities in the borough.

Access to Services

- R2 That the Employment Strategy and subsequent action plans specifically outline how it will support new and small communities access employment with key public sector organisations
- R3 That the Third Sector Team and the Council for Voluntary Services supports advocacy work in the borough aimed at new and small communities. This should include mapping which organisations currently deliver advocacy work and how this can be improved through greater joined up and partnership working.
- R4 That the Corporate Communications Team refreshes how it engages and reaches out to new and small communities and explores innovative methods of communication considering a reduction in public finances.
- R5 That the Chief Executive's Directorate ensures any new communities welcome packs are updated and refreshed on an annual basis and this is easily available and acts as the first point of call for new communities to access local services.

Voice and Representation

- R6 That the Citizen Engagement Strategy clearly outlines how the Partnership will engage with new and small communities in the borough.

- R7 That the Third Sector Team, The Partnership and the Tower Hamlets Council for Voluntary Services capacity build community organisations to act as a mechanism to encourage greater voice and representation within small and new communities and develop pathways to which their voice can be heard, such as through area based forums.

Community Cohesion

- R8 That the Third Sector Team and the Tower Hamlets Council for Voluntary Services encourage and support third sector organisations to work in partnership and build consortiums when applying for bids in order to increase cross cultural working and promote greater cohesion.
- R9 That the Council's procurement and commissioning process encourages greater integration and cohesion between communities by including elements of how prospective organisations will be inclusive of new communities during the tendering process.

1. Tower Hamlets has one of the most diverse communities in the country, its demographics have changed dramatically in the past half century with the Huguenots, Irish, Jews, Bangladeshis and, more recently, Somalis making the borough their home. The purpose of this review was to look at how the Council and partners meet the needs of new communities that settle in the borough and how it meets the requirements of the borough's smaller existing communities. The review used the Somali Community as a case study and examined three key areas:

- Identify methods of increasing access to service provisions for new communities
- Increase the voice and representation of new communities, particular in community leadership positions
- Examine how the Partnership can continue to meet the needs of new communities considering a period of efficiency savings

2. The Working Group held the following meetings and visits;

Review meeting 1

- Members agreed the scoping document for the review and heard evidence from the Department for Communities and Local Government, Greater London Authority and the Migrant Rights Network on the national and regional context of new communities and what support was currently available to them.

Review meeting 2

- The Working group heard evidence on the Council's current approach to meeting the needs of new communities and considered current statistics relating to new communities in the borough.
- Evidence was received from the Equalities Team, Strategy and Performance and Third Sector and External Funding teams.

Review meeting 3

- A round table discussion was held with various service providers based in the borough to identify what services were currently being delivered to meet the needs of the Somali community and new communities in the borough.
- Evidence was received from those working in education, employment, youth services, policing, housing and supporting elder people.

Review meeting 4 – Focus Group 1

- The first focus group took place with young people from the Somali community to hear their concerns. A total of 17 young people attended this session which also included representation from the Council's youth service.

Review meeting 5 – Focus Group 2

- A focus group took place at the Grandby Day Care Centre's Luncheon Club with 8 service users from the older Somali Community participating.

Review meeting 6 – Focus Group 3

- A focus group with 5 service users took place at the Council run Mayfield House day care centre. Evidence was also given by the Adult, Health and Wellbeing Directorate at this session.

Review meeting 7 – Focus Group 4

- Members heard from a group of 9 elder women from the Somali community at the Brady Centre's Women's Health and Family Support Project.

Review meeting 8 – Focus Group 5

- The final focus group meeting took place with third sector organisations that are involved in delivering services for the Somali community in the borough in order to identify possible gaps in services as well as how services can work closer together considering a period of efficiency savings.

Review meeting 9 – Focus Group 6

- Members visited Praxis to find out about the work carried out by the organisation to support new communities as well as some of the challenges that are currently being faced locally in these areas.

Review meeting 10

At this final session Members discussed and agreed draft recommendations for the review.

3. The final report of this review will be presented to the Overview and Scrutiny Committee. The Mayor and his Cabinet will then prepare an action plan outlining their response to the recommendations which will be monitored by the Overview and Scrutiny Committee on a six monthly basis.

Background

National context

4. Migration to the United Kingdom and the emergence of new communities in the country is common. Recent figures from the Office for National Statistics show that net migration to the UK rose by 36% in 2010 to 226,000 with 572,000 entering the UK and 346,000 emigrating¹.
5. The statistics can further be explored in that²:
 - Of those granted settlement in the UK in 2009, 68% were dependants of those already living in the country
 - Migrants from the Indian sub-continent made up to largest proportion of settlement grants, 34%. Of the remainder 25% were from Africa and 21% from elsewhere in Asia
 - The number of Polish migrants coming to the UK in 2009 fell 22% to 118,675, from 151,870 in 2008
 - But the number from Latvia and Lithuania increased considerably - the former from 6,005 to 16,020, and the latter from 10,550 to 15,815
 - Nearly a quarter of all births, 24.6%, in 2009 were to mothers born outside the UK
 - In the London borough of Newham, which has the highest number of births to foreign-born mothers in the country, the figure was 75.7%
6. The Working Group heard from Don Flynn, Director at the Migrants Rights Network (MRN) who suggested that the top 10 nationalities registering for National Insurance numbers in 2009/10 were from India, Poland, Lithuania, Latvia, Pakistan, Bangladesh, Romania, France, Nigeria and Nepal. Furthermore, 66.9% of non-UK citizens were employed compared to 70.1% of UK citizens. Reasons for this included the fact that there is a younger age profile of new migrants and a high number are economic migrants.
7. Jane Everton from the Department for Communities and Local Government presented on the Coalition government's policy on supporting new communities and neighbourhood working in general through its Big Society Agenda. The notion that greater power be given to local authorities was a key aspect. Local people knew their community best and hence service delivery should be determined at a local level by how local authorities feel best rather than have central government dictate to them where they should spend.
8. Although there would be a reduction in funding, it was highlighted that there would be more freedom on how this money was spent rather than local authorities having to worry about feeding back to central government and responding to a number of National Indicators and targets. The decentralisation of power coupled with greater flexibility in spending also meant fewer ring fenced funds; an example here included the Migration Impact Grant, which has now been mainstreamed. Members heard that a bottom up approach would be used

¹ <http://www.statistics.gov.uk/pdfdir/mig0211.pdf>

² <http://www.bbc.co.uk/news/uk-11094468>

to identify and solve local priorities and issues. However if issues could not be solved at a local neighbourhood level then central government could be engaged with in order to overcome local problems when and where needed.

9. The Greater London Authority currently has a programme of support to help integrate new communities into mainstream society. According to the most recent estimates, 32% of London's residents and nearly 36% of its workforce were born outside the UK. At the last census in 2001, 27% of Londoners were born abroad. The skills of migrants make a massive contribution to London's economy; the average migrant has more qualifications than those born in the city. Migrants play a big role London's workforce; in 2007 68% of care assistants and 48% of social workers were born outside the UK. The NHS is highly reliant on doctors and nurses from overseas. London's catering industry, essential to its role as a tourist destination, also relies heavily on migrant labour. Workers from abroad in many sectors help drive the growth that makes London the powerhouse of Britain's economy.

10. The Mayor's refugee integration strategy is at the core of this and includes the London Strategic Migration partnership and the Migrant and Refugee Advisory Panel. The strategy has seven core themes which includes English, housing, employment and skills, health, children and young people, community safety and community development. The strategy is currently in its second year; however its first year actions included the following which are relevant to this review:
 - Access to services for new communities:
 - ensure housing information is available to refugees
 - support establishment of mental health practitioners forum for better access to mental health

 - Integrating young people from new communities into mainstream services:
 - Ensure that 14-19 service meet the needs of refugee children and young people
 - Support engagement by refugee children and young people through peer outreach

 - Increasing the voice and representation of new communities:
 - Promote access to volunteering and mentoring opportunities for refugees

11. The Working Group at the outset identified the Somali Community as a case study for this review. Somalis have migrated to the UK since the late nineteenth century. The first Somalis came to live in England in the 1880s as seamen in the British Merchant Navy, usually settling in major ports around the UK. Recent research indicates that the Somali community are one of the largest refugee

communities in London. According to Harris (2004)³, there have been Somali arrival patterns in the UK in different phases and stages.

12. The initial stages of settlement began in the nineteenth century, during the colonial association with the northern part of Somalia (formerly Somaliland). By the turn of the twentieth century there was a sizeable presence of the Somali community in the dockland areas of London, Cardiff, and Liverpool, with smaller settlements in Newport, Southampton, Bristol, Hull, and South Shields. The second stage of the early settlement began at the end of the 1950s. The demand for seamen reduced, but economic growth in Britain meant that there were opportunities for employment in the steel and coal industries. Somali communities began to re-settle and move to areas such as Sheffield, Manchester and Bristol. It was during this time that the present Somali community was established in Tower hamlets.
13. Although this review will look particularly at the Somali community as a case study, the context of the many waves of migration amongst this group is similar to that of asylum seekers and migrants from other communities. For example the outbreak of civil war in 1971 coupled with economic opportunities for migrants had also led the Bangladeshi community to the UK.

Local context

14. Tower Hamlets has a unique demographic profile even in comparison to other diverse boroughs across Britain. In 2001 just over half the population was White British, a third was Bangladeshi and the rest of the population was made up of a large number of much smaller but significant ethnic minority communities including African, Caribbean, Somali, Indian and Chinese communities. New migrants continue to move into the borough with some of the highest numbers coming from Bangladesh, Poland, Australia, Lithuania, India, France and Italy⁴.
15. Since 2001 the population of Tower Hamlets has grown significantly from 202,000 to around 239,000, four times higher than the rate of increase across London as a whole. Over the next 10 to 15 years the borough is expected to see the largest and fastest growth in population in London; by 2012 the population is expected to rise by 9% and by 2026 by a further 27%. This huge growth in population is not however expected to change dramatically the relative proportions of the White British and Bangladeshi communities living in Tower Hamlets will continue to account for approximately a half and a third of the population.
16. Although smaller minority communities will continue to account for a much smaller proportion of the population than White British and Bangladeshi groups, in absolute terms the increase in the numbers of people from smaller BME groups living in the borough will be significant. Over the next few years a 9% rise in the White British population, a 6% rise in the Bangladeshi population and an 11% percent rise in all other smaller minority groups. Of the smaller communities

³ The Somali Community in the UK: What we know and how we know it, Harris, H. (2004)

⁴ New Communities in Tower Hamlets: Characteristics, Trends and Challenges, Praxis, 2007

the biggest change expected is in the Chinese population (18%) and the smallest change amongst the Black Caribbean population (0%)⁵

17. The term 'new migrant' refers to people who migrated to Britain within the last five years. Research on new migrants in Tower Hamlets shows that there is a growing trend of people emigrating to the borough from Bangladesh and Somalia. However the rate of people arriving from Eastern Europe is higher and increasing, particularly from Lithuania and Poland. A less steep increase is evident in people from Latin America particularly Columbia and Brazil. In addition there are other new communities from a wide range of different countries, but frequently in small numbers, which suggests a tendency towards hyper diversity in the population.
18. The trend of newcomers from refugee and asylum seeking communities continues, but it is not as steep as that of those entering from the "Accession 8" (Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Slovakia and Slovenia) countries which joined the European Union in 2008. Findings also confirm that new communities tend to be young (under 40) and that there are more women than men.
19. There are three main reasons why people come to live in Tower Hamlets:
 - Social networks including friends or family already living in the area
 - Employment opportunities
 - Availability of comparatively affordable accommodation
20. Contrary to assumptions many new communities, including those from Eastern Europe, intend to stay in the borough for a long time. This development suggests that people from these communities will be increasingly represented in take up of services including housing, healthcare and schools. With the exception of those from Latin America, new communities tend to be relatively less well qualified than other groups living in Tower Hamlets; 15% have no qualifications and 55% have only graduated from secondary school. There are some differences between people of different regional origin. For example, 22% of Eastern Europeans have some sort of diploma and 20% of Latin Americans have a first degree. Many newly arrived communities experience extremely high levels of unemployment. Local research confirms that levels of unemployment among new communities varies significantly, with rates varying from 79% of people from Africa, 58% from Asia and 36% from European Union Accession states.
21. Although some research has been carried out on the Somali community nationally there is not a substantial amount of literature on the Somali community. Some of the research and report findings are as follows;
22. The London Metropolitan University carried out a 'Needs Assessment of Somali Young People Living in Tower Hamlets'⁶ (2001). The assessment identified:

⁵ London Borough of Tower Hamlets, Race Equality Scheme, 2009 - 2012

⁶ http://www.londonmet.ac.uk/depts/dass/research/cser/papers_reports/

- High levels of unemployment and patterns of long-term unemployment across the Somali population;
- High levels of dependence on state welfare and support;
- An over-representation of Somalis in manual forms of work and an under-representation in managerial employment; and
- A very limited presence and impact on the local economy as the Somali population lacks any extensive economic footprint in terms of business owned and the size of business establishment owned.

23. In another research carried out by the London Metropolitan University about the Somali Children's Educational Progress and Life Experiences in the UK⁷ found that:

- London hosts the largest Somali community, with Camden/Islington/Haringey, Ealing/Brent and Tower Hamlets/Newham/Redbridge being the largest areas of settlement.
- Outside London the largest communities are in Liverpool, Manchester, Sheffield, Cardiff and Leicester. Many cities have smaller Somali communities.

24. The social welfare issues emerged among research is mostly, unemployment and extreme poverty;

- Male unemployment is probably in excess of 70%.
- Overcrowded housing is also an issue highlighted in many studies. Clearly there are implications for school aged children as it is difficult to study in a severely overcrowded house.

25. The Tower Hamlets Partnership commissioned a report on the Somali Community in July 2009⁸ with the main research findings revealing a community of increasing numbers while exact numbers were difficult to confirm but some difficulties in terms of accessing some services. The report highlighted that:

- **Language barrier** is a major issue for access to Council services
- **Cultural barrier** there are certain beliefs and perceptions that also contribute to preventing some Somalis from tapping into services. This inadvertently creates a lack of integration and community cohesion. In addition it is believed that some Somalis often make negative comparisons between services here and those they experienced in Somalia.
- **Communication:** there is a concern echoed by the Somali residents that there is an increasing gap between the service provider's consultation groups and the Somali community; the community's lack of involvement in Council-led initiatives is evident.

⁷ http://www.londonmet.ac.uk/library/y24534_3.pdf

⁸ Tower Hamlets Somali Community Research, Isman Warsama, July 2009

Tower Hamlets Community Plan

26. The importance of new communities in the borough is highlighted in the Tower Hamlets Community Plan⁹ which states:

'Tower Hamlets is one of the most ethnically diverse areas in the country. About half of the total population are from black and minority ethnic communities, and around 110 different languages are spoken by our school pupils. There are many new communities moving into the borough which will contribute to a changing community profile over the next ten years. Our population is expected to reach nearly 300,000 by 2020.'

'Delivering improvements for all our residents means a focus on easily available and high quality support services for key groups - such as older people, 'looked-after' children, youngsters leaving care, disabled people, offenders, victims of domestic violence, those with drugs and alcohol issues, homeless people and new communities. Research also shows us that it is not enough simply to provide a strong set of services to tackle deep disadvantage affecting all age groups. The most disadvantaged often fall through the net. What enables people to access and stay engaged with services are qualities such as resilience, confidence, and the ability to develop strong relationships.'

⁹ http://www.onetowerhamlets.net/your_community_plan.aspx

Key Findings

27. A number of research methods were used to gather evidence for this review. Members heard evidence from experts in the field on migration and the impact of new communities both nationally and regionally through meetings with the Department for Communities and Local Government, the Greater London Authority and the Migrants Rights Network. The Working Group was also keen to go out into the community and speak to residents. As the Somali community were used as a case study on how the Council can increase support for new communities the Working Group undertook a number of focus groups with various residents within the Somali community including young people, the elderly, women and third sector organisations that work with this community.
28. The information gathered from the meetings and focus groups together with secondary research taken from best practice of other local authorities in how they meet the needs of new communities were used to formulate the key findings for this review and the subsequent recommendations.

Understanding the Needs of New and Small Communities

29. At the various focus groups it was clear that residents within the Somali community felt that the needs of new and small communities were not entirely being met. Residents highlighted that a number of researches had been undertaken on small communities but very little action was delivered. At the evidence gathering session with Council Officers it was noted that a key reason for the lack of understanding on the needs of new and small communities was due to the availability of good data.
30. Members heard about data gathering techniques to identify the numbers from new and smaller communities as well as the Somali community in general. At present the diversity indicators that are primarily used include Country of birth and Ethnic group. However Faith, Language, Nationality and National identity have also been used recently to identify a resident's background.
31. The Migrants Rights Network (MRN) stated that in terms of support available to new communities there was a poor evidence base at a Central Government level, however local government knew their communities better. This was attributed also to poor data and the over reliance on the ten-yearly census figures which were not sensitive to shorter-term population movements. It was also noted that there was a high concentration of worklessness amongst migrants due to restrictions to social housing, child benefits and other public funded benefits. MRN highlighted a number of challenges facing local and national government. There was now a process of transition from migrants to long term ethnic minority communities in the UK. This also occurred in the 1970s and 1980s and is happening again now, however with a more diverse range of communities who have their own personal needs which have to be met.
32. The 2001 Census counted at least 130 different migrant populations in the borough (i.e. populations of ten or more people born in one country). One half of the population in the borough was from a BME group with Tower Hamlets having

a high proportion of BME residents compared to the London average (50 vs. 35 per cent). One third of residents were Bangladeshi which is by far the largest Bangladeshi population both in London and England.

33. A key issue for the borough was not knowing the number of residents from the Somali community. A reason for this was due to the fact that the Somali community still come under the banner of 'African'. Although the ethnic group question in the Census has increased from 9 categories in 1991 to 16 categories in 2001 and now 18 categories for 2011, Somali's still come under the African ethnicity strand. It was noted that the Office for National Statistics decides on which new ethnicity categories to add on the Census. ONS took into consideration areas such as user views, consultation on ethnicity questions which attracted 600 replies and how comparable the strands are to previous Census.
34. There was a big demand for new categories with the strong argument that the Black African group needed more detailed information as it included those such as Somalis, Nigerians and the Sudanese. Having scored the different new ethnicities it was however decided that 'Gypsy or Irish Traveller' and 'Arab' would be added as new ethnicities to the Census. However the 2011 census does have a number of new questions such as Main language, Proficiency in spoken English, National identity, Year of arrival and Passports held in order to identify a persons' background.
35. The complexity of trying to find out how many Somalis lived in the borough was highlighted with various organisations having their own estimates as detailed below:

Summary of numbers and inferred percentages of Somalis living in Tower Hamlets		
DATA SOURCE	NUMBERS	AS % OF TH POPULATION
2001 Census – Born in Somalia	1,353	0.7%
Experian origins 2008 (based on names on GP register)	2,081	0.9%
Hospital admissions data (2008)	4,114	1.7%
Local Authority housing data (2008)	5,808	2.4%
Schools data (2008)	5,324	2.2%
Academic research & voluntary sector estimates – various (2004)	8 – 12,000	3.3% - 5.0%

Source: Somali Population in Tower Hamlets: A Demographic Analysis, Tower Hamlets PCT (December 2008). Report concludes that likely figure is somewhere between 2-3 per cent of population (~5,000 residents).

36. As it was difficult to understand the needs of the communities when service planning due to a lack of up to date and correct data the Working Group felt that more sophisticated data gathering techniques were needed when developing policies and planning services.

37. In a period where public sector funds have been reduced, Members also felt that such data, along with more consultation with new and small communities, could be used to identify common needs between communities which could then be used when planning mainstream services. This was seen as a key part of this review in that mainstream services needed to be more inclusive.

38. The Working Group suggested that it would be useful to replicate how the Bangladeshi community empowered and built itself and transfer this to other smaller communities. There was a need to look at the commonality between different communities and mainstream those areas as the foundation was already in place. In addition to this it was also highlighted that there was too many instances of organisations working with their own communities and not enough cross community working and there was a real need for this. This point was very much linked to the mainstream Vs Specialist debate. The Department for Health¹⁰ suggests two main approaches to commissioning or developing services which meet the needs of minority groups:

- A service which is specifically and exclusively designed for a particular group. This may be a standalone service, or one which forms part of a mainstream service.
- Mainstream services which are able to be flexible and skilled enough to meet the needs of all older people.

39. In looking at BME services the debate is about whether, and when, a “culturally specific” service should be developed, or whether it is sufficient that mainstream services should be “culturally competent”.

40. Southampton City Council¹¹ developed a new communities strategy following recognition that there had been a significant increase in migrant workers to the city which had an impact on service delivery. The key objectives of the strategy were to understand the needs of the community and allow this to influence service delivery:

- Co-ordinating thematic working groups for health, education, employment, housing, children’s services, media, and community safety.
- Providing outreach support to specific communities (i.e. [EU](#) Accession States, Kurdish, and Somali communities).
- Mapping new communities living in the city.
- Providing basic information on employment rights, health, children’s education and accommodation.
- Mainstreaming provision of services to new communities.

¹⁰ http://www.dhcarenetworks.org.uk/library/Resources/Housing/Support_materials/Reports/Minority_Groups_in_ECH.pdf

¹¹ <http://www.coventry.ac.uk/researchnet/d/331/a/1658>

41. The institute for Community Cohesion at Coventry University highlighted the strategy as good practice with its key success including:

- Increasing understanding and goodwill between new and existing communities living in the inner city, resulting in reduced community tensions
- Creation of community groups to address issues of concern specific to particular new communities.
- Greater awareness and confidence in exercising basic rights, particularly employment rights.
- Greater community engagement by new communities, particularly in sports.
- Researching and mapping the profile of new communities.
- Distribution of Myth busting material and CD Rom on new communities.

42. It was felt that a number of these successes could be utilised in the borough to aid services to be more inclusive and also encourage residents from new and small communities to access mainstream services.

R1 That the Chief Executive's Directorate supports the Council and Partnership to better understand the needs of new and small communities by:

- Developing more sophisticated data gathering techniques so we know the demographics of our communities better. This data should then be used to plan policy and service developments.
- Undertake consultation exercises to pick out common needs between new and small communities and use this when planning mainstream services.
- Amend the equalities analysis template and guidance to include how mainstream services will meet the needs of new and small communities in the borough.

Access to Services

43. At a number of focus group sessions residents highlighted that access to services was a key barrier faced by the Somali community. The Working Group heard from the elderly and women from the Somali community who felt that the Bangladeshis could access services easier than them due to the amount of front line staff who were from the Bangladeshi community. Language barrier was seen as being crucial here in accessing services.

44. In addition to this the Working Group heard, particularly during the focus group with young people and third sector organisations, of the lack of Somali's in the public sector and in particular within the Council and NHS. It was also noted that

the borough did not have any Somali Police Officers. Concerns were raised by residents who felt that the public sector had targets of attracting residents from the BME community into employment but these targets were being met by getting mostly those from the Bangladeshi community into employment.

45. A number of researches have been undertaken on the Somali community which has highlighted the issues of unemployment and worklessness. This review has again highlighted this as well as the frustration from those who participated in the focus group who aired concerns that very little was being done about it. A study by Sheffield Hallam University¹² stated that there are no readily available figures on employment or unemployment among the Somali population, but anecdotal evidence suggests very high levels (over 70%) of unemployment. Some of the major barriers to employment included the expectation and experience of discrimination, language barriers, lack of recognition for academic and professional qualifications gained in Somalia; and the decline of industries in which Somali people traditionally worked.
46. A number of projects nationally can be identified which specialise in engaging with new and small communities in order to help residents acquire the relevant knowledge and skills for the labour market, one of which includes the Coventry Ethnic Minority Action Partnership.

Coventry Ethnic Minority Action Partnership (CEMAP) - Working to employment Workshops¹³

CEMAP exists to promote harmony, leading to prosperity, within and between all communities in Coventry. Specifically CEMAP aims to work with people, organisations and agencies to improve the delivery of services to Ethnic Minority Communities in Coventry.

CEMAP brings together people, organisations and groups from within the Voluntary and Community Sector and the Statutory Sector with a specific focus on Ethnic Minority issues. The network celebrates the coming together of people from diverse ethnic Minority communities, including the New Communities, different Faith Groups, voluntary organisations and colleagues from the Statutory Sector to improve the quality of life for all Coventry residents

The Working to employment Workshops are part of CEMEPs employment programme aimed at unemployed people from BME and new communities in Coventry. They provide a wide selection of workshops that help residents overcome barriers to work and provide skills to increase chances of successful employment.

47. With the Working Neighbourhood Fund coming to an end and reduction in public sector finances, Members felt this could have a detrimental effect on those from new and small communities. It was felt that support for these communities needed to be preserved and that the pending employment strategy should clearly

¹² http://www.somalicommunity.org.uk/files/SOMALi_Housing.pdf

¹³ <http://www.vacoventry.org.uk/working-towards-employment-training-programme>

outline how the needs of residents from new and small communities would be met in the labour market.

R2 That the Employment Strategy and subsequent action plans specifically outline how it will support new and small communities access employment with key public sector organisations

48. During the focus group session with residents it was brought to the attention of the Working Group during the focus group sessions with residents and in particular that of advocacy and support. At the session with Third Sector organisations it was clear that those around the table were not sure who else was delivering advocacy work aimed specifically at the Somali community as well as how many Somali advocacy workers existed in the borough. This suggested a lack of co-ordinated or joined up working between third sector organisations.

49. The importance of advocacy support and in particular bespoke advocacy support to new communities is well documented. The Advocacy Resource Exchange¹⁴ states that:

'There is a significant need for BME advocacy to be developed as it is well documented that Communities described in the term "BME" can often experience widespread racial harassment and racist crime, and are over represented on almost all levels of social exclusion. Additionally it is well evidenced that people from minority ethnic groups experience poorer health than their white counterparts.'

50. Although the Working Group felt that advocacy in the borough was being delivered to new and small communities in both empowering the guiding them it was felt that peer advocacy support and an increased role for faith organisations in delivering advocacy support would be beneficial. The borough has many organisations such as MIND, Praxis and numerous smaller organisations all delivering advocacy support but the key however was to identify which organisations were currently delivering advocacy work and manage this by making sure those organisations were aware of each other and the services they deliver.

51. On a London wide level MRN highlighted access to specific services as an issue as this was withheld until the individual had been granted specific status (such as indefinite leave) even though the person might be paying full tax and National Insurance contributions. This increases pressures on low income families and prolongs the period in which they might be living in poverty. MRN stated that there was a need for programmes to address the housing needs of migrants. On a final note a specific problem which faced London was that there were in the region of 500,000 long term undocumented migrants living in the Capital. There was little prospect of significantly reducing this figure through enforcement action

¹⁴ www.advocacyresource.org.uk/gen2-file.php?id=28

in the foreseeable future. MRN suggested that consideration should be given to supporting the London Mayors advocacy of regularisation programmes.

R3 That the Third Sector Team and the Council for Voluntary Services supports advocacy work in the borough aimed at new and small communities. This should include mapping which organisations currently deliver advocacy work and how this can be improved through greater joined up and partnership working.

52. How the Council engages with new communities was another area which was widely discussed by the Working Group. Members felt that the East End Life was a good tool but one dedicated Somali page wasn't enough. However it was noted that it was not possible for the paper to be expanded to include all languages and the notion that questions remain on the future of the paper considering national guidelines on the production of Council newspapers.

53. Members felt that better communication was needed in order to engage with new and small communities that were hard to reach. Members questioned how the Council were engaging with those such as the Chinese community and the increasing Brazilian community in the borough.

54. West Yorkshire Police undertook research funded through the Migration Impact Fund to look at how they could engage with hard to reach migrants. The research identified that most bilingual people, particularly those with links abroad, use the internet (email, skype, facebook etc) as their main form of communication with friends and family as it is inexpensive and easily accessible through home computers, cafes, mobile phones and libraries. The use of new technology was therefore seen as key to engage with small and new communities in the borough as well as publicising at internet cafes which are excessively used by new migrants in the borough.

R4 That the Corporate Communications Team refreshes how it engages and reaches out to new and small communities and explores innovative methods of communication considering a reduction in public finances.

55. Welcome packs typically give introductory information about the local area, and more general information about living in the UK. Some packs are designed for all new arrivals to an area, others are especially relevant to particular groups, for instance refugees, asylum seekers or migrant workers. Members heard at the session on the Council's current approach to supporting new communities that a new communities pack were devised a few years ago as part of a pilot scheme by both the Council in partnership with Praxis which still exists both online and in hard copy. It was however felt that this needed to be updated and readily available through other local organisations and the Council's website.

56. Welcome packs for new communities are very common in most local authorities. Lincolnshire County Council¹⁵ created a welcome pack for residents from new communities as a response to identified needs in the community. The pack focuses on giving basic information and signposting to further information to enable people to live, learn, work and play safely in Lincolnshire. A steering group with representatives from across the service areas had been involved in the development of the pack including; the Ethnic Minority Achievement Service, Fire & Rescue, Culture & Adult Education, Chief Executives and Adults Social Care teams. Initially the packs were in English, Polish, Portuguese, Latvian and Lithuanian and were made available in Libraries, receptions, schools and other public facing outlets.
57. In addition to this a number local authorities including Bedfordshire, Luton, Suffolk and Watford have used the migration Impact Fund¹⁶ as a means to devise welcome packs for residents from new communities and migrants.

R5 That the Chief Executive's Directorate ensures any new communities welcome packs are updated and refreshed on an annual basis and this is easily available and acts as the first point of call for new communities to access local services.

Voice and Representation

58. The Council is currently refreshing how it engages with citizens in the borough. A scrutiny review was undertaken at the beginning of the current municipal year to feed into the citizen engagement strategy with recommendations around the need to engage hard to reach communities and the use of innovative methods of engagement considering a cut in public sector finances.
59. Members felt that the citizen engagement strategy provided an opportunity to consider the role of new communities and how we engage and involve them into society. This was seen as key to integration rather than communities living together but in parallel lives.
60. The Working Group suggested that Local Area Partnership (LAP) steering groups needed to be better co-ordinated in order to take into consideration the many different communities in the borough. It was suggested that if communities haven't accessed the LAP steering groups or governance arrangements such as this then they were probably not settled communities. It was highlighted that every community has to have a champion, although at different levels. An example here was the Bengali community which has champions in the higher end in terms of Councillors in decision making positions. The importance of community leadership positions for those from new and small communities was also noted in order to make sure those communities were settled. In particular it was highlighted that greater work needs to be done in order to attract residents

¹⁵ <http://www.lincolnshire.gov.uk/residents/community-and-living/equality-and-diversity/migrant-workers-and-new-arrivals-welcome-pack/>

¹⁶ <http://www.dacorumcvs.org.uk/downloads/MIF%20report%202010.pdf>

from these communities into School Governor positions and on the board of local housing associations.

61. The importance of community development and increasing the voice and representation of new communities is well noted. A recent study by Oxford University¹⁷, on behalf of the Greater London Authority, suggested the importance of the role of migrant community organisations, which need support, as well as the key role of local authority community development – but also the need to harness the potential contribution of a wider range of stakeholders, including trade unions and employers. These stakeholders have the capacity to promote the voice of migrants, to reach the ‘hardest to reach’ migrants, to provide support and leadership in this field, and to create spaces where migrants and others can interact and build a shared future for all Londoners.
62. Further research by the Joseph Rowntree Foundation¹⁸ shows that new communities want their views to be heard, and they want to participate. For many new arrivals, ‘being heard’ means being recognised, having a safe space to meet, providing mutual support and gaining the knowledge, confidence and skills to engage more widely. New communities experience a number of common barriers, such as lack of information, difficulties in the use of English, lack of time, or barriers to recognition, making it more difficult for them to get involved or be heard. These barriers are exacerbated by the growing fluidity and fragmentation of governance structures. This complexity poses problems enough for established communities who are already used to navigating their way around. For new arrivals the shifting landscape of service provision and governance is even more bewildering, making community engagement correspondingly more problematic.
63. Much of the emphasis on community engagement is directed at the neighbourhood level but research suggests that area based forums are not the most appropriate level for some new communities who are geographically dispersed, and because many of their concerns – e.g. jobs, refugee/asylum status and language skills are managed outside the neighbourhood. New residents are less likely to be represented in democratic processes and are also less likely to approach their local councillor for support.

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| R6 | That the Citizen Engagement Strategy clearly outlines how the Partnership will engage with new and small communities in the borough. |
| R7 | That the Third Sector Team, The Partnership and the Tower Hamlets Council for Voluntary Services capacity build community organisations to act as a mechanism to encourage greater voice and representation within small and new communities and develop pathways to which their voice can be heard, such as through area based forums. |

¹⁷ <http://www.london.gov.uk/sites/default/files/An%20evidence%20base%20on%20migration%20and%20integration%20in%20London.pdf>

¹⁸ Community Engagement and Community Cohesion, Joseph Rowntree Foundation, June 2008

Community Cohesion

64. During the focus group sessions it was noted that there was widespread concerns in terms of community cohesion amongst different communities in the borough. At the session with young people and women it was highlighted that gang conflicts between Somali and Bangladeshi young people both in and out of School was common and an increasing problem. This was echoed at the session with third sector organisations. Members felt that with the Council continuing to fund organisations to work primarily with their own communities, this was supporting segregation and was a barrier to integration. It was felt that, particularly with the current reduction in public services which may effect smaller third sector organisations, consortiums of organisations should be built with different demographics in order to promote better cohesion. There were concerns from small organisations that this may lead to them ceasing to exist, however it was noted that all organisations should still have a right to exist in any consortium.



Focus group sessions with residents from the Somali Community

65. Members agreed that there was a greater need for inter community working and a greater sharing of resources between different communities. In addition to this there was also a need to educate Youth Workers to integrate different communities both inside and outside of community centres. The Working Group stating that there was cross organisational working but not enough cross cultural working which was the key issue that needed to be resolved.

66. Community cohesion has been an important policy of both the current and previous governments. In 2006, the Government commissioned a review of community cohesion, led by the Commission of Integration and Cohesion (ICoCo)¹⁹ under the leadership of Ealing Borough Council's then Chief Executive, Darra Singh. The Commission explored examples of good practise and looked at what additional support was needed to help local communities flourish and thrive.

¹⁹ <http://www.tameside.gov.uk/communitycohesion>

67. As of 2006, every local authority in the UK has had a statutory responsibility to explore local issues surrounding community cohesion and put together a tangible local delivery plan for delivering and effectively monitoring projects that bring local people together. Local authorities are asked to lead a 'whole council approach' to community cohesion; ensuring that all of the council's principal services are engaged with the agenda and are delivering cohesion through their everyday activities.
68. The Working Group noted that although some great work had taken place in the borough to promote cohesion, a lot still needed to be delivered in tackling issues between minority and smaller communities as the focus groups suggested. The Cantle Review²⁰ which highlighted the findings into the 2001 riots between White and Asian communities in Oldham, Burnley and Bradford concluded that residential and institutional segregation had contributed to tensions between local communities. The report identified the danger of divided communities living parallel lives, a term that has been synonymous with cohesion discourse ever since. Members related this to Tower Hamlets where concerns exist that different communities are living together but with very little integration and once again, the local authority was promoting this by funding organisations to work within their own communities.

- R8 That the Third Sector Team and the Tower Hamlets Council for Voluntary Services encourage and support third sector organisations to work in partnership and build consortiums when applying for bids in order to increase cross cultural working and promote greater cohesion.
- R9 That the Council's procurement and commissioning process encourages greater integration and cohesion between communities by including elements of how prospective organisations will be inclusive of new communities during the tendering process.

²⁰ <http://www.oldham.gov.uk/cantle-review-final-report.pdf>

Conclusion

69. Tower Hamlets has one of the most diverse communities in the country and has historically been a settling ground for new communities and even today we still see new communities coming to Tower Hamlets and making the borough their home. Using the Somali community as a case study this review looked at how the Council and partners meet the needs of new communities that settle in the borough and how it meets the requirements of the borough's smaller existing communities.
70. Evidence was received from a variety of local, regional and national organisations on some of the work being delivered to support new communities. This included Council Officers, Praxis, the Greater London Authority and the Department for Communities and Local Government. From the outset the Working Group made it clear that a key part of this review was to engage with local residents and hear their opinions and concerns. To this end a total of 6 focus groups were organised with those including the elderly, women, young people and third sector organisations.
71. Recommendations centres on three key areas. It was felt that the Council needed to understand the needs of new and small communities more. A reason for this was due to the lack of up to date data on new communities which could be used to plan services. It was therefore suggested that sophisticated data gathering techniques on the demographics of our communities should be devised to act as a basis for service and policy development.
72. Access to services was also highlighted as an important area and in a period where Councils have less money to spend we need to make sure that our mainstream services are inclusive as much as possible and meet the needs of all communities but it was also acknowledged that some services still need to cater for specific communities. Members also felt that the Council needed to refresh how it communicates with new communities; particularly those who are hardest to reach with the upcoming Citizen Engagement Strategy clearly state how we will do this.
73. On a final note during the focus groups sessions, community cohesion was an area that many residents had concerns about. The Working Group felt that the Council needed to do more to encourage different communities to engage and work with each other rather than in parallel and isolation to one another. The Working Group therefore recommends that the Council encourages consortiums of third sector organisations with different demographics to bid together for funding.

Scrutiny and Equalities in Tower Hamlets

To find out more about Scrutiny in Tower Hamlets:

Please contact:

Scrutiny Policy Team
Tower Hamlets Council
6th Floor, Mulberry Place
5 Clove Crescent
London E14 2BG

Telephone: 020 7364 4636

E-mail: scrutiny@towerhamlets.gov.uk

Web: www.towerhamlets.gov.uk/scrutiny

Appendix Two:

Scrutiny Review Action Plan – Supporting New Communities, case study of the Somali Community

SCRUTINY REVIEW ACTION PLAN – SUPPORTING NEW COMMUNITIES

Recommendation	Response / Comments	Responsibility	Date
<p>R1 That the Chief Executive’s Directorate supports the Council and Partnership to better understand the needs of new and small communities by:</p> <ul style="list-style-type: none"> Developing more sophisticated data gathering techniques so we know the demographics of our communities better. This data should then be used to plan policy and service developments. 	<ul style="list-style-type: none"> Publish Research Briefing on data on Overseas National Insurance Registrations. Publish Updated Population Statistics Research Briefing. Publish findings of the 2011 Population Count. Agree programme of analysis for the 2011 Census data once this is published by the Office for National Statistics in August 2012. 	<p>Juanita Haynes Senior Research Officer, Corporate Research Unit</p>	<p>July 2011</p> <p>August 2011</p> <p>October 2011</p> <p>February 2012</p>

<ul style="list-style-type: none"> Undertake consultation exercises to pick out common needs between new and small communities and use this when planning mainstream services. Amend the equalities analysis template and guidance to include how mainstream services will meet the needs of new and small communities in the borough. 	<p>Review our existing approach to explore ways of ensuring that our consultation methodology meets the needs of the new and small communities</p> <p>Although we don't have a specific section around new and small communities, we do have sections around socio-economic inequalities, race and religion and belief. This would cover the needs of new and small communities and ensure we have shown 'due regard' in terms of the equality act 2010.</p>	<p>Takki Sulaiman Service Head Communications and Marketing</p> <p>Paul Gresty Strategy, Policy and Performance Officer, One Tower Hamlets Service</p>	<p>March 2012</p> <p>March 2012</p>
<p>R2 That the Employment Strategy and subsequent action plans specifically outline how it will support new and small communities access employment with key public sector organisations</p>	<p>The recently adopted Employment Strategy outlines the direction for the council and its partners. The indicative action plan contains specific actions regarding projects which will support new and small communities. Where services are available from mainstream, the council will signpost individuals to access them. Additionally projects focusing on women and worklessness, key disadvantaged groups and geographic areas are in development to ensure that accessible services are available to communities that experience multiple barriers to skills and employment.</p>	<p>Andy Scott Employment and Enterprise manager</p>	<p>March 2012</p>

<p>R3 That the Third Sector Team and the Council for Voluntary Services supports advocacy work in the borough aimed at new and small communities. This should include mapping which organisations currently deliver advocacy work and how this can be improved through greater joined up and partnership working.</p>	<p>The Third Sector Team will undertake a mapping of Advocacy Services provided by local voluntary and community organisations</p> <ul style="list-style-type: none"> • The Third Sector Team will contact TH CVS to ascertain: <ul style="list-style-type: none"> - Whether they are aware of any other organisations providing advocacy services - What support is available to local organisations to encourage joined-up and partnership working • Provide the O&S Committee with an update 	<p>Maura Farrelly Community Resources Officer - Advice and Anti-Poverty</p> <p>Third Sector Development Manager</p> <p>Ali Ahmed Third Sector Strategy Officer</p>	<p>July 2011</p> <p>August 2011</p> <p>September 2011</p>
<p>R4 That the Corporate Communications Team refreshes how it engages and reaches out to new and small communities and explores innovative methods of communication considering a reduction in public finances.</p>	<p>We will need to review our existing activity and adjust our approach where appropriate.</p> <p>The service will review its approach to obtaining media coverage to ensure publications associated with smaller and new communities are included in our media plans.</p> <p>In addition East End Life will work closely with the Equalities and Third Sector Teams to ensure the activities of a wide range of community groups are reflected in the news output of the paper.</p>	<p>Takki Sulaiman Service Head Communications and Marketing</p>	<p>April 2012</p>

<p>R5 That the Chief Executive's Directorate ensures any new communities welcome packs are updated and refreshed on an annual basis and this is easily available and acts as the first point of call for new communities to access local services.</p>	<p>The Council will support the New Residents and Refugees Forum to update and refresh the new communities welcome pack on an annual basis.</p> <p>An online version of the welcome pack is also available for ease of access; this will also be updated regularly.</p> <p>The Council and the New Residents and Refugees Forum will continue to use the welcome packs as a guide for new communities, particularly migrants who are locating to the borough.</p>	<p>Robert Driver Strategy, Policy and Performance Officer, One Tower Hamlets Service</p>	<p>March 2012</p>
<p>R6 That the Citizen Engagement Strategy clearly outlines how the Partnership will engage with new and small communities in the borough.</p>	<p>The Citizen Engagement Strategy aims to simplify and support effective citizen engagement which supports service improvement in partner organisations. The Strategy is being developed following extensive consultation with residents, third sector representatives, partners and our Councillors. The Strategy will consider how we engage hard to reach groups and new communities particularly through recognising the role of third sector organisations as local engagement 'agents'. The development of local governance arrangements will also consider how involve minority groups in the decision making process.</p>	<p>Afazul Hoque Senior Strategy, Policy & Performance Officer</p>	<p>March 2012</p>
<p>R7 That the Third Sector Team, The Partnership and the Tower Hamlets Council for Voluntary Services capacity build community organisations to act as a mechanism to encourage greater voice and representation within small</p>	<p>As per the response to recommendation 6 it will be important to work with third sector organisations to ensure minority groups are represented and have access to participate in the decision making process. The review of the Partnership Governance arrangements also provides opportune time to consider representations of third sector in the Community Plan Delivery Groups.</p>	<p>Afazul Hoque Senior Strategy, Policy & Performance Officer</p>	<p>March 2012</p>

	and new communities and develop pathways to which their voice can be heard, such as through area based forums.	The Third Sector team will ensure that small organisations and those from new communities have the opportunity to be involved with the development of the Third Sector Strategy Refresh.	Ali Ahmed Third Sector Strategy Project Officer	July 2012
R8	That the Third Sector Team and the Tower Hamlets Council for Voluntary Services encourage and support third sector organisations to work in partnership and build consortia when applying for bids in order to increase cross cultural working and promote greater cohesion.	<p>When designing grant programme specifications the Third Sector Team encourages organisations to work in partnership and build consortia when applying for funding.</p> <p>The current MSG funding round for 2011-13 has explicitly stated that partnership approaches are encouraged and that proposals need to meet the diverse needs of residents in the borough. Example MSG Advice specification.</p>	Abid Hussain Third Sector and External Funding Manager	March 2012
R9	That the Council's procurement and commissioning process encourages greater integration and cohesion between communities by including elements of how prospective organisations will be inclusive of new communities during the tendering process.	<p>The Council's Procurement Service is currently working on advice to be included in the Contracting Toolkit, on the social issues to consider in the contracting process. This guidance will be made available to all staff involved in awarding and managing contracts, and will include reference to encouraging integration and cohesion between communities, and promoting inclusion of new communities.</p> <p>The Tollgate process, which assesses all supplies and services contracts over £250,000, and all capital works contracts over £5,000,000, has been amended, to include examination of this issue.</p>	Hugh Sharkey Service Head Procurement & Corporate Programmes	September 2011

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**Appendix 2: Supporting New Communities, Case Study of the Somali Community
Update: May 2012**

Recommendation	Response / Comments	Responsibility	Update June 2012
<p>R1: That the Chief Executive's Directorate supports the Council and Partnership to better understand the needs of new and small communities by:</p> <ul style="list-style-type: none"> Developing more sophisticated data gathering techniques so we know the demographics of our communities better. This data should then be used to plan policy and service developments Undertake consultation exercises to pick out common needs between new and small communities and use this when planning mainstream services. Amend the equalities analysis template and guidance to include how mainstream services will meet the needs of new and small communities in the borough. 	<p>Publish Research Briefing on data on Overseas National Insurance Registrations.</p> <ul style="list-style-type: none"> • Publish Updated Population Statistics Research Briefing. • Publish findings of the 2011 Population Count. • Agree programme of analysis for the 2011 Census data once this is published by the Office for National Statistics in August 2012. <p>Although we don't have a specific section around new and small communities, we do have sections around socio-economic inequalities, race and religion and belief. This would cover the needs of new and small communities and ensure we have shown 'due regard' in terms of the equality act 2010.</p>	<p>Juanita Haynes Senior Research Officer, Corporate Research Unit</p> <p>Paul Gresty Strategy, Policy and Performance Officer, One Tower Hamlets Service</p>	<p>Complete</p> <p>Research briefing in National Insurance Registrations published and accessible via the intranet.</p> <p>Population Key facts briefing published but will be updated once 2011 Census is released from July 2012 onwards</p> <p>Data from the Population Count has been used to inform a wide range of service delivery priorities. The finalised report will be uploaded on to the Corporate Research Team intranet pages.</p>

<p>R2: That the Employment Strategy and subsequent action plans specifically outline how it will support new and small communities access employment with key public sector organisations</p>	<p>The recently adopted Employment Strategy outlines the direction for the council and its partners. The indicative action plan contains specific actions regarding projects which will support new and small communities. Where services are available from mainstream, the council will signpost individuals to access them. Additionally projects focusing on women and worklessness, key disadvantaged groups and geographic areas are in development to ensure that accessible services are available to communities that experience multiple barriers to skills and employment.</p>	<p>Andy Scott Employment and Enterprise manager</p>	<p>Ongoing</p> <p>The Employment Strategy action plan contained some early actions to work with disengaged Women from diverse background and age groups to identify aspiration, knowledge and individual needs with regard to entering the labour market. It also highlighted a major underserved group of those residents who are workless but not claiming a work related benefit. The Employment & Enterprise team has worked alongside the voluntary and community sector to: Develop and introduce a pilot programme “Women and Worklessness” to explore the disengagement, barriers to skills and work, and the routeway to jobs for 5 groups of Bangladeshi and Somali Women. An evaluation of this programme will inform further programme development toward diverse women’s groups and also feed into the Councils wider Equalities research. The Employment & Enterprise team have developed and introduced the “Working Start” Programme to specifically focus on residents who are detached from mainstream services and find it challenging to engage with job advice services. This programme launched in December 2011 and will place over 150 local resident into jobs. Over two years. Lastly the Council are currently developing a geographic based multi- agency programme which will focus on the central area of the</p>
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			<p>Borough to maximise the engagement of disadvantaged individuals and communities whilst minimising duplication of delivery services. It is expected this programme will launch in the Summer of 2013. The UK economy is not in a strong place currently and the access to public sector jobs idea was written when the public sector could be a useful source of job vacancies. With the onset of austerity this is not a practical volume solution, however vacancies will be generated as part of the economic recovery and we shall continue to access and promote those to local residents.</p>
<p>UR3: That the Third Sector Team and the Council for Voluntary Services supports advocacy work in the borough aimed at new and small communities. This should include mapping which organisations currently deliver advocacy work and how this can be improved through greater joined up and partnership working.</p>	<p>The Third Sector Team will undertake a mapping of Advocacy Services provided by local voluntary and community organisations.</p> <ul style="list-style-type: none"> • The Third Sector Team will contact TH CVS to ascertain: • Whether they are aware of any other organisations providing advocacy services • What support is available to local organisations to encourage joined-up and 	<p>Maura Farrelly Community Resources Officer - Advice and Anti-Poverty Ali Ahmed Third Sector Strategy Officer</p>	<p>Complete</p> <p>A mapping of Advocacy Services provided by local voluntary and community organisations was completed in July 2011</p> <p>THCVS is currently working with AHWB to support front line organisations to improve collaboration and develop partnerships and consortia to help meet the information and advocacy needs of vulnerable residents in the Borough.</p>

	<p>partnership working</p> <ul style="list-style-type: none"> • Provide the O&S Committee with an update 		
<p>R4: That the Corporate Communications Team refreshes how it engages and reaches out to new and small communities and explores innovative methods of communication considering a reduction in public finances.</p>	<p>The service has limited resources to invest in new activity however we are able to review our existing activity and adjust our approach where appropriate.</p> <p>The service will review its approach to obtaining media coverage to ensure publications associated with smaller and new communities are included in our media plans.</p> <p>In addition East End Life will work closely with the Equalities and Third Sector Teams to ensure the activities of a wide range of community groups are reflected in the news output of the paper.</p>	<p>Takki Sulaiman Service Head Communications and Marketing</p>	<p>Complete</p> <p>The Communications Team is actively using social media - a new way of reaching out to and engaging communities in the borough. It's also a more innovative way of communicating given current financial pressures. The council's Twitter feed has more than 2,000 followers.</p> <p>We have also developed My.TowerHamlets, an interactive media tool accessed via the council's website that enables individuals to access information about key issues they select, in the way the wish to receive this information (ie texts or emails).</p> <p>In addition, we continue to issue media releases through all our media outlets (local, regional, trade, translated in Bengali and distributed to all interested media outlets) promoting messages around One Tower Hamlets, including specifically the following one developed with colleagues in Equalities and included in East End Life about the issue of engaging with new communities.</p>

Agenda Item 6.5

Committee: Overview and Scrutiny	Date: 04 September 2012	Classification Unrestricted	Report No:	Agenda Item No:
Report of: Service Head Democratic Services Originating Officer(s): Angus Taylor, Principal Committee Officer, Democratic Services		Title Overview & Scrutiny Committee Membership, Appointment of Scrutiny Lead Members, Co-options to Overview and Scrutiny Committee, Health Scrutiny Panel Membership & Appointments Update. Ward(s) affected: All		

1. Summary

- 1.1 This report provides the Overview and Scrutiny Committee (OSC) with details of its revised membership, following a review of proportionality and revised allocation of places on committees, carried out by the Full Council at its meeting held on 11 July 2012. The OSC is requested to note its revised membership.
- 1.2 It requests the OSC to again consider the appointment of a Scrutiny Lead Member for Communities Localities & Culture, in accordance with the Council's Constitution (as amended), necessary as a result of the revised membership arising from the review of proportionality and revised allocation of places referred to above.
- 1.3 The report provides the OSC with an update on the current position in relation to the co-option of representatives in respect of education matters.
- 1.4 It provides the Overview and Scrutiny Committee (OSC) with a summary of the appointments and co-options made by it to the membership of the HSP in June 2012. It also details the proposed revisions to the membership of the HSP, following a review of proportionality and revised allocation of places on committees, carried out by the Full Council at its meeting held on 11 July 2012. The OSC is requested to note and endorse these revisions and subsequently note its final current membership.

2. Recommendations

That the Overview & Scrutiny Committee:

- 2.1 Note its revised Membership, as set out in Appendix 1 to this report;

- 2.2 Consider appointment, from amongst its membership, of a Lead Scrutiny Member for the Communities, Localities & Culture portfolio for the remainder of the Municipal Year 2012/13;
- 2.3 Note the current position in relation to the co-option of representatives in respect of education matters, as set out at paragraphs 4.1 to 4.3 and Appendix 1 of this report;
- 2.4 Note and endorse the requested revision to Labour Group representation on the HSP for the remainder of the Municipal Year 2012/13. Also to subsequently note the final current membership of the HSP as set out in Appendix 4 to the report.

3. OSC - Membership Update

- 3.1 At the Annual General Meeting of the full Council held on 16 May 2012, the Authority approved the proportionality, establishment of the Committees and Panels of the Council and appointment of Members thereto. Following the Council AGM, in accordance with protocol, the OSC noted terms of reference, Membership and Quorum.
- 3.2 Subsequently, the full Council, at its meeting held on 11 July 2012, carried out a review of proportionality following a change in the political composition of the Council, and agreed a revised allocation of places on committees. This involved a reduction in the number of Labour Group members on some committees and a corresponding increase in the number of places available to 'ungrouped' members. As a result of this review, the Labour Group's representation on the OSC has reduced from 6 to 5 Members. There is a corresponding increase (from 1 to 2) in the number of places on the Committee available for 'ungrouped' Members. The Conservative and Respect Groups' representation is unchanged at 1 Member each.
- 3.3 Subsequently the Labour Group confirmed their revised appointments to committees in accordance with the new allocations with the Service Head Democratic Services including that Councillor Judith Gardiner would be the Member to stand down from OSC. The Labour Group's continuing representatives on the OSC would be Councillors Ann Jackson, Rachael Saunders, Sirajul Islam, Amy Whitelock and Helal Uddin.
- 3.4 The Service Head Democratic Services has confirmed that expressions of interest have been invited from the 'ungrouped' Councillors to fill the vacant position on the OSC, and that as and when any such expressions are received, the Assistant Chief Executive Legal Services had delegated authority to agree the appointment after consultation with the Speaker of the Council. To date there have been no expressions of interest and there remains 1 vacant position on the OSC available for 'ungrouped' Members.

- 3.5 The OSC, at its meeting held on 19 June 2012, agreed the election of Councillor Rachael Saunders as Vice- Chair of the OSC for the Municipal Year 2012/13.
- 3.6 The OSC is invited to note its revised Membership, as set out in Appendix 1 to the report.

4. Scrutiny Lead Portfolios Update

3.1 The OSC, at its meeting held on 19 June 2012, considered and agreed Scrutiny Lead Portfolios based on the Council’s Directorates Plan and following appointments to those portfolios for the Municipal Year 2012/13:

- Adults, Health & Wellbeing – Councillor Rachael Saunders;
- Chief Executive’s – Councillor Tim Archer;
- Development & Renewal – Councillor Sirajul Islam;
- Children, Schools & Families – Councillor Amy Whitelock;
- Resources – Councillor Helal Uddin;
- Communities, Localities & Culture – Councillor Judith Gardiner.

3.2 As a result of the review of proportionality/ revised allocation of places on committees and Labour Group confirmation of its revised appointments to committees in accordance with this, referred to in paragraphs 3.2 – 3.4 above, Councillor Judith Gardiner has stood down from the OSC. Consequently her appointment by the OSC as Scrutiny Lead Member for Communities, Localities & Culture, has expired and the position is now vacant.

3.3 It is therefore necessary for OSC, either at today’s meeting or a subsequent meeting, to again consider appointment of a Lead Scrutiny Member for the Communities, Localities & Culture portfolio from amongst its membership.

4. Co-option of Education and other Representatives to Overview and Scrutiny Committee

4.1 The OSC, at its meeting held on 19 June 2012, considered a report “Appointment of Scrutiny Lead Members, Co-options to Overview and Scrutiny Committee, Health Scrutiny Panel Terms of Reference and Appointments” (agenda item 8.2) which advised it of the statutory and constitutional provisions and requirements relating to the co-option of representatives in respect of education matters (set out at Appendix 2 for ease of reference). Accordingly the OSC agreed the co-option of nominated representatives as set out in the table below:

Church of England Diocese representative	Reverend Michael Ainsworth
Roman Catholic Diocese of	A nomination is awaited

Westminster representative	
Parent Governor representative	Memory Kampiyawo
Parent Governor representative	A nomination is awaited
Parent Governor representative	A nomination is awaited
Muslim Community Representative	Mr Mushfique Uddin

4.2 The OSC, at its meeting held on 24 July 2012, was informed that the vacancies for co-opted Parent Governor and faith representatives remained unchanged.

4.3 The lead Officer in the Policy and Performance Section advises that a ballot of Parent Governors is currently underway, with a view to securing nominations for the 2 vacant places available for Parent Governor representatives, and this has delayed the appointments. However, it is hoped that the nominations will be available in time for the October OSC to agree the co-options. The lead Officer also advises that efforts continue to secure a nomination for the vacant Roman Catholic faith representative.

4.4 The OSC is invited to note the current position in relation to the co-option of representatives in respect of education matters, as set out in paragraphs 4.1 to 4.3 above and Appendix 1 to the report.

5. Health Scrutiny Panel – Establishment and Appointment of Members

5.1. A report considered by the OSC on 19 June 2012, as set out above at para 4.1, advised it of the statutory and constitutional provisions and requirements relating to the establishment of the Health Scrutiny Panel (HSP) and its associated Terms of Reference and Quorum (set out at Appendix 3 for ease of reference).

5.2 The report also informed the OSC that:

- At the Annual General Meeting of the full Council, held on 16 May 2012, the HSP had been established for the Municipal Year 2012/13 with a membership numbering 7, and an allocation of places in accordance with overall proportionality requirements as follows: 5 Majority Group Members (Labour), 1 Minority Group Member (Conservative) and 1 Minority Group Member (Independent).
- The exact membership of the Health Scrutiny Panel remained a matter for the determination of the OSC (provided it was congruent with proportionality requirements and other specific constitutional provisions, including the requirement that the Scrutiny Lead Member for Adults Health and Wellbeing must be appointed as a member and Chair of the HSP).

- 5.3 Accordingly the OSC (19 June 2012) noted the establishment of the HSP, its total membership and the allocation of places between the political groups; and also agreed the following appointments to the HSP for the Municipal Year 2012/13:
- Councillor Rachael Saunders [Chair] (Labour)
 - Councillor Denise Jones (Labour)
 - Councillor Lesley Pavitt (Labour)
 - Councillor Md. Abdul Mukit, MBE (Labour)
 - Councillor Abdal Ullah (Labour)
 - Councillor Dr Emma Jones (Conservative)
 - Councillor Gulam Robbani (Ungrouped)
- 5.4 The OSC (19 June 2012) also agreed the co-option of David Burbridge and Amjad Rahi from the Tower Hamlets Local Involvement Network to the membership of the HSP for the Municipal Year 2012/13, in accordance with constitutional provisions.
- 5.5 Subsequently, the full Council, at its meeting held on 11 July 2012, carried out a review of proportionality following a change in the political composition of the Council, and agreed a revised allocation of places on committees/ panels etc to which these rules apply. This involved a reduction in the number of Labour Group members on some committees/ panels etc and a corresponding increase in the number of places available to 'ungrouped' members. As a result of this review, the Labour Group's representation on the HSP has reduced from 5 to 4 Members. There is a corresponding increase (from 1 to 2) in the number of places on the HSP available for 'ungrouped' Members. The Conservative Group's representation is unchanged at 1 Member.
- 5.6 Subsequently the Labour Group confirmed their revised nominations for appointment to committees in accordance with the new allocations with the Service Head Democratic Services including that Councillor Abdal Ullah would be the Member to stand down from HSP. The Labour Group's nominations for continuing representatives on the HSP would be Councillors Rachael Saunders, Denise Jones, Lesley Pavitt and Md Abdul Mukit MBE; and nominations for continuing deputies would be Councillors Zenith Rahman, Abdal Ullah (Councillor Amy Whitelock standing down) and Motin Uz-Zaman. Accordingly the OSC is requested to note and endorse the requested revision to Labour Group representation on the HSP for the remainder of the Municipal Year 2012/13.
- 5.7 The previous nominations of Conservative and Ungrouped Councillors (and their deputies) on the HSP for the Municipal Year 2012/13 remain unchanged and therefore their subsequent OSC (19 June 2012) appointment remains current.
- 5.8 The Service Head Democratic Services has confirmed that expressions of interest have been invited from the 'ungrouped' Councillors to fill the vacant position on the HSP, and that as and when any such expressions are received, the Assistant Chief Executive Legal Services had delegated

authority to agree the appointment after consultation with the Speaker of the Council. To date there have been no expressions of interest and there remains 1 vacant position on the HSP available for 'ungrouped' Members.

5.9 The OSC (19 June 2012) co-option of representatives to the membership of the HSP for the Municipal Year 2012/13 also remains unchanged.

5.10 The HSP, at its meeting held on 26 June 2012, agreed the election of Councillor Denise Jones as Vice- Chair of the OSC for the Municipal Year 2012/13.

5.11 The OSC is invited to note and endorse the requested revision to Labour Group representation on the HSP for the remainder of the Municipal Year 2012/13. Also to subsequently note the final current membership of the HSP as set out in Appendix 4 to the report.

9. Comments of the Chief Financial Officer

9.1 There are no specific financial implications arising from the reports recommendations but in the event that the Council agrees further action in response to this report's recommendations then officers will be obliged to seek the appropriate financial approval before further financial commitments are made.

10. Concurrent report of the Assistant Chief Executive (Legal)

10.1 Section 21 of the Local Government Act 2000 requires authorities to set up an Overview and Scrutiny Committee. The report properly informs the Committee of revisions to its Membership following a review of proportionality and revised allocation of places on committees, carried out by the Full Council at its meeting held on 11 July 2012.

11. One Tower Hamlets Considerations

11.1 Equal opportunities and reducing poverty will be central to the work of the OSC. The report ensures the Committee is properly informed of changes to its composition.

11.2 The establishment of the Health Scrutiny Panel may contribute to the reduction of any health inequalities that exist in the borough.

12. Sustainable Action for a Greener Environment

12.1 There are no specific SAGE implications arising from the recommendations in the report.

13. Risk Management Implications

13.1 The appointment of Scrutiny Lead Members, Co option of representatives in respect of education matters and establishment of the Health Scrutiny Panel

is necessary for the Overview and Scrutiny Committee to meet its statutory and constitutional obligations and in particular the functions conferred on the Council by section 102(3) of the Local Government Act 1972 and also section 21 of the Local Government Act 2000 and the Health and Social Care Act 2001.

14. Crime and Disorder Reduction Implications

- 14.1 There are no specific Crime and Disorder Reduction implications arising from the recommendations in the report.

15. Appendices

Appendix 1 Revised Overview and Scrutiny Committee Membership 2012/13

Appendix 2 Statutory and constitutional provisions and requirements relating to the co-option of representatives in respect of education matters

Appendix 3 Statutory and constitutional provisions and requirements relating to the establishment of the Health Scrutiny Panel (HSP) and its associated Terms of Reference and Quorum.

Appendix 4 Revised HSP Membership 2012/13 if endorsed by OSC

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

Brief description of "background paper"

If not supplied
Name and telephone
number of holder

n/a

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Appendix 1

OVERVIEW AND SCRUTINY COMMITTEE (Nine members of the Council plus six co-opted members)

(Current at 04 September 2012)

Labour Group (5)	Conservative Group (1)	Respect Group (1)	Others (2)	Co-opted Members (Appointed by the 19 June 2012 OSC)
<p>Cllr Ann Jackson (Chair) Cllr Sirajul Islam Cllr Rachael Saunders (Vice-Chair) Cllr Helal Uddin Cllr Amy Whitelock</p> <p>Deputies:- TBC</p>	<p>Cllr Tim Archer</p> <p>Deputies:- Cllr Peter Golds Cllr David Snowdon</p>	<p>Cllr Fozol Miah</p> <p>Deputy:- Cllr Harun Miah</p>	<p>Cllr Stephanie Eaton (LD) (1 vacancy)</p> <p>Deputies:- TBC</p>	<p>Mr Mushfique Uddin – Muslim Community representative Vacancy – Roman Catholic Diocese of Westminster representative Canon Michael Ainsworth - Church of England Diocese representative Parent Governor representatives:- <ul style="list-style-type: none"> • Memory Kampiyamo • 2 Vacancies </p>

APPENDIX 2

Co-option of Education and other Representatives to Overview and Scrutiny Committee

Extract from the report considered by the 19 June 2012 OSC, at agenda item 8.2, "Appointment of Scrutiny Lead Members, Co-options to Overview and Scrutiny Committee, Health Scrutiny Panel Terms of Reference and Appointments" advising it of the statutory and constitutional provisions and requirements relating to the co-option of representatives in respect of education matters:

- 4.1 Section 21(10) of the Local Government Act 2000 provides that an overview and scrutiny committee of a local Council may include persons who are not members of the Council. This provision empowers, rather than obliges, local authorities to have co-opted members on their overview and scrutiny committees.
- 4.2 However Schedule 1 to the LGA 2000 also has effect in relation to the Council's executive arrangements. Paragraph 7 of Schedule 1 makes provision for overview and scrutiny committees to have church representatives. The Council must have a Church of England co-opted member on its overview and scrutiny committee if the committee's functions relate wholly or partly to education functions and if the Council maintains one or more Church of England Schools. Similarly, the Council must have a Roman Catholic representative on its overview and scrutiny committee if the committee's functions relate wholly or partly to education functions/ and if the Council maintains one or more Roman Catholic schools.
- 4.3 Paragraph 7 of Schedule 1 to the LGA 2000 also deals with appointment of the church representatives. The Church of England representative must be nominated by the Diocesan Board of Education for any Church of England diocese which falls wholly or partly in Tower Hamlets. The Roman Catholic representative must be a nominated by the bishop of any Roman Catholic diocese which falls wholly or partly in Tower Hamlets.
- 4.4 Paragraph 9(4) of Schedule 1 to the LGA 2000 sets out power for the Secretary of State to make regulations requiring local authorities to have representatives of parent governors at maintained schools included on their overview and scrutiny committees. The Secretary of State has made the Parent Governor Representatives (England) Regulations 2001 in pursuit of these powers. Regulation 3 provides that a local education Council shall appoint at least two, but not more than five, parent governor representatives to any overview and scrutiny committee that has functions which relate wholly

or partly to any education functions which are the responsibility of the Council's executive. The Regulations specify the process for electing representatives.

4.5 Consistent with the statutory provisions, the Council's Constitution provides in Part 3 "Responsibility for Functions", for the membership of the overview and scrutiny committee to include a Church of England representative, a Roman Catholic representative and two Parent Governor representatives. The Constitution also provides for the committee to have a non-voting Muslim faith representative, although this is not a statutory requirement.

4.6 The Constitution as amended (Part 4 – "Rules of Procedure", Section 4.5 – "Overview and Scrutiny Procedure Rules", Paragraph 4 "Education Representatives" Rule 4.1 states that "The Overview and Scrutiny Committee must include in its membership the following voting representatives in respect of education matters:

- One Church of England diocese representative;
- One Roman Catholic diocese representative; and
- Three parent governor representatives elected under the procedures contained in the Parent Governor Representatives (England) Regulations 2001."

Rule 4.2 states that "The Committee may also include a Muslim representative in a non-voting capacity. "

Rule 4.3 states that "These members may speak but not vote on any other (i.e. non educational) matters. "

APPENDIX 3

Health Scrutiny Panel: Establishment, Terms of Reference and Quorum

Extract from the report considered by the 19 June 2012 OSC, at agenda item 8.2, “Appointment of Scrutiny Lead Members, Co-options to Overview and Scrutiny Committee, Health Scrutiny Panel Terms of Reference and Appointments” advising it of the statutory and constitutional provisions and requirements relating to the establishment of the Health Scrutiny Panel and the Terms of Reference and quorum thereof:

Establishment

- 5.2 The Constitution states that the Annual Council Meeting will establish “such other committees/panels as it considers appropriate to deal with matters which are neither Executive Functions nor reserved to the Council”.
- 5.3 The Council’s Constitution refers to the establishment of “a standing Sub-Committee to discharge the Council’s functions under the Health and Social Care Act 2001 to be known as the Health Scrutiny Panel”. The reference to the Health and Social Care Act 2001 is out of date and this should be taken as a reference to the National Health Service Act 2006 and the Local Authorities (Overview and Scrutiny Committees Health Scrutiny Functions Regulations) 2002.

6. Terms of Reference and Quorum

- 6.1 The Health Scrutiny Panel will undertake the Council’s functions under the Health and Social Care Act 2001 and consider matters relating to the local health service as provided by the NHS and other bodies including the Council:
- (a) To review and scrutinise matters relating to the health service within the Council’s area and make reports and recommendations in accordance with any regulations made thereunder;
 - (b) To respond to consultation exercises undertaken by an NHS body; and
 - (c) To question appropriate officers of local NHS bodies in relation to the policies adopted and the provision of the services.

- 6.2 The quorum will be 3 voting members.

8. Co-option of Representatives to the Health Scrutiny Panel

- 8.1 The Overview and Scrutiny Procedure Rules state that:

“The Overview and Scrutiny Committee will be responsible for approving co-opted Members for the Scrutiny Panels. Co-opted Members will be non-voting.”

Appendix 4**HEALTH SCRUTINY PANEL**

(Seven members of the Council to be appointed by the Overview & Scrutiny Committee)

(Current at 04 September 2012)

Labour Group (4)	Conservative Group (1)	Respect Group (0)	Others (2)	Co-opted Members (Appointed by the 19 June 2012 OSC):-
Cllr Rachael Saunders (Chair) Cllr Denise Jones (Vice-Chair) Cllr Md. Abdul Mukit, MBE Cllr Lesley Pavitt Deputies:- Cllr Zenith Rahman Cllr Abdal Ullah Cllr Motin Uz-Zaman	Cllr Dr Emma Jones Deputies:- Cllr Peter Golds	n/a	Cllr Gulam Robbani (Ind) (1 vacancy) Deputies:- TBC	Mr David Burbridge (Tower Hamlets Local Involvement Network) Mr Amjad Rahi (Tower Hamlets Local Involvement Network)
