

OVERVIEW & SCRUTINY COMMITTEE

Tuesday, 7 April 2015 at 7.15 p.m., St Paul, Old Ford. St Stephens
Road. E3 5JL

PLEASE NOTE THE VENUE

This meeting is open to the public to attend.

Members:

Chair: Councillor Joshua Peck

Vice Chair: Councillor John Pierce

Councillor Asma Begum	(Scrutiny Lead for Adult Health and Wellbeing)
Councillor Denise Jones	(Scrutiny Lead for Children's Services)
Councillor Dave Chesterton	(Scrutiny Lead for Development and Renewal)
Councillor Peter Golds	(Scrutiny Lead for Law Probity and Governance)
Councillor Mahbub Alam	
Councillor Abjol Miah	(Scrutiny Lead for Resources)
Councillor Muhammad Ansar Mustaqim	

Co-opted Members:

1 Vacancy	(Parent Governor Representative)
Nozrul Mustafa	(Parent Governor Representative)
Victoria Ekubia	(Roman Catholic Church Representative)
Dr Phillip Rice	(Church of England Representative)
Rev James Olanipekun	(Parent Governor Representative)

Deputies:

Councillor Khales Uddin Ahmed, Councillor Sirajul Islam, Councillor Rachael Saunders, Councillor Craig Aston, Councillor Julia Dockerill, Councillor Andrew Wood, Councillor Suluk Ahmed, Councillor Mohammed Mufti Miah and Councillor Md. Maium Miah

[The quorum for this body is 3 voting Members]

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SECTION ONE

WARD

PAGE NUMBER(S)

1. APOLOGIES FOR ABSENCE

To receive any apologies for absence.

2. DECLARATIONS OF DISCLOSABLE PECUNIARY 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 Interim Monitoring Officer.

3. UNRESTRICTED MINUTES

To confirm as a correct record of the proceedings the unrestricted minutes of the meetings of the Overview and Scrutiny Committee held on 3rd and 24th March, 2015 **TO FOLLOW.**

4. REQUESTS TO SUBMIT PETITIONS

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

5. UNRESTRICTED REPORTS 'CALLED IN'

To consider and adjudicate on the 'Call In' relating to the decision of the Mayor in Cabinet held on 4th March, 2015 and called In on 12th March, 2015 detailed at agenda item 5.1 below.

5.1 Allocations Scheme 2015 and Lettings Plan

5 - 26

6. SCRUTINY SPOTLIGHT

To receive a verbal presentation from Circle Housing with a focus on performance.

6.1 Social Housing Provider

7. UNRESTRICTED REPORTS FOR CONSIDERATION

7.1 Civic Centre

TO FOLLOW

7.2 Main Stream Grants (MSG) Programme Update

27 - 92

7.3 Challenge Session Report: Member Involvement in Section 106 decisions and the quality of Section 106 Funded Social Housing

93 - 110

7.4 Challenge Session Report: Improving Cycling Safety

111 - 138

7.5 Complaints and Information Governance Six-Month Report

139 - 144

7.6 Strategic Performance and Budget Report: Quarter 3

145 - 200

8. VERBAL UPDATES FROM SCRUTINY LEADS

(Time allocated – 5 minutes each)

9. 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).

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

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

11. 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

WARD

**PAGE
NUMBER(S)**

12. EXEMPT/ CONFIDENTIAL MINUTES

Nil items

13. EXEMPT/ CONFIDENTIAL REPORTS 'CALLED IN'

There were no decisions of the Mayor in Cabinet 4th March, 2015 in respect of exempt/ confidential reports on the agenda were 'called in'.

Whether any recent exempt/confidential decisions of the Mayor outside Cabinet, taken under executive powers,

were "Called In" will be notified at the meeting.

**14. 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).

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

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

Next Meeting of the Overview and Scrutiny Committee

Tuesday, 12 May 2015 at 7.15 p.m. to be held in St Paul, Old Ford. St Stephens Road. E3 5JL

Agenda Item 2

DECLARATIONS OF INTERESTS - NOTE FROM THE INTERIM 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 Interim 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 Interim Monitoring Officer following consideration by the Dispositions 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 Interim Monitoring Officer of the interest for inclusion in the Register.

Further advice

For further advice please contact:-

Meic Sullivan-Gould, Interim Monitoring Officer, 0207 364 4801

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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Agenda Item 5.1

Committee: Overview & Scrutiny	Date: 7 th April, 2015	Classification: Unrestricted	Report No. 5.1
Report of: Service Head, Democratic Services Originating Officer(s): David Knight, Committee Services Officer		Title: The Allocations Scheme 2015 and Lettings Plan Wards: All	

1. SUMMARY

- 1.1 The attached report “6.1 The Allocations Scheme 2015 and Lettings Plan” was considered by the Mayor in Cabinet on 4 March, 2015 and has been “Called In” with regard to the recommended reduction in the quota of lettings by Councillors Candida Ronald; David Edgar; Andrew Cregan, Marc Francis and Rachel Blake. This is in accordance with the provisions of rule 16 of the Overview and Scrutiny Procedure Rules in Part 4 of the Council’s Constitution.

2. RECOMMENDATION

- 2.1 That the OSC considers
- A. The contents of the attached report, review the Mayor in Cabinet’s decision (provisional, subject to Call In) arising; and
 - B. Decide whether to accept the decision or to refer the matter back to the Cabinet with proposals and reasons.

3. BACKGROUND

- 3.1 The request (received 12 March, 2015) to “call-in” the Mayor in Cabinet’s decision published on 6 March, 2015 was submitted under rule 16 of the Overview and Scrutiny (OSC) Procedure Rules. It was considered by the Interim Monitoring Officer who has delegated responsibility for calling in Cabinet and Mayoral decisions in accordance with agreed criteria.
- 3.2 The Call-In request fulfilled the required criteria and the decision is referred to OSC in order to consider whether or not to refer the matter back to the Cabinet for further consideration.
- 3.3 Implementation of the Cabinet decision is suspended whilst the “Call In” is considered.

4. THE MAYOR IN CABINET’S PROVISIONAL DECISION

- 4.1 The overall report, attached at Appendix 1, considered the Allocations Scheme 2015 and Lettings Plan. However, the Call-In request was specifically about the recommended reduction in the quota of lettings to be allocated to applicants in Band 3 from 10 per cent to 5 per cent. However

for ease, all the Decisions agreed by the Mayor in Cabinet in relation to the report are listed below:-

DECISION

The revised Allocations Scheme went 'live' in April 2013. The report that was considered by the Mayor in Cabinet on 4 March, 2015 served to provide an update on the success of the Scheme's amendments and proposed a number of minor changes to the Scheme and a revised Lettings Plan.

Recommendations:

The Mayor in Cabinet was recommended to:

1. Agree to amend the Allocations Scheme to provide capacity to place homeless applicants on auto bid in the circumstances set out in section 4.10 – 4.14 of the report;
2. Authorise the Corporate Director Development Renewal to set quotas for the proportion of lets to be made to homeless households; and
3. Agree the revised priority target groups for the Lettings Plan set out in section 5.3 of this report.

4.2 Reasons for Decisions

- 4.2.1 The appendix to this report sets out the full reasons for the proposals and they can be seen in the attached appendix to the Cabinet report.

4.3 Alternative Options Considered

- 4.3.1 The appendix to the report set out any alternative options considered and they can be seen in the attached appendix to the Cabinet report.

5. REASONS AND ALTERNATIVE COURSE OF ACTION PROPOSED FOR THE 'CALL IN'

- 5.1 The Call-in requisition signed by the five Councillors listed above gives the following reason for the Call-in:

- 5.1.1 We hereby call-in the Mayor's decision in Cabinet (Wednesday 4th March) with regard to the recommended reduction in the quota of lettings.

- 5.1.2 The recommended reduction in the quota of lettings to be allocated to applicants in Band 3 from 10 per cent to five per cent will have a serious impact on the likelihood of those who are deemed to be "adequately housed" making a successful bid for rehousing. While applicants in this Band includes some adult children of tenants and leaseholders who do have a bedroom of their own, it also includes existing tenants who want to

move to better accommodation **e.g.** those who are currently in flats at high floor levels in tower blocks who want to be nearer to the ground floor. When these applicants are rehoused another flat becomes available for letting to a household on the Waiting List.

5.2 Alternative action proposed:

5.2.1 That the Mayor agrees to the retaining of the existing 10 per cent quota for Band 3 applicants for at least a further 12 months

6. CONSIDERATION OF THE “CALL IN”

6.1 Having met the “Call In” request criteria, the matter is referred to the OSC in order to determine the “Call In” and decide whether or not to refer the matter back to Cabinet for further consideration.

6.2 The following procedure is to be followed for consideration of the “Call In”:

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

N.B. In accordance with the OSC Protocols and Guidance adopted by the Committee at its meeting on 4th June, 2013, any Member(s) who present(s) the “Call In” is (are) not eligible to participate in the general debate.

6.3 It is open to the OSC to either resolve to take no action (which would have the effect of endorsing the original Mayoral decision/s), or to refer the matter back to the Mayor for further consideration setting out the nature of its concerns and possibly recommending an alternative course of action.

7. COMMENTS OF THE CHIEF FINANCIAL OFFICER

7.1 The comments of the Chief Financial Officer are incorporated in the attached report.

8. LEGAL COMMENTS

8.1 The Mayor in Cabinet’s decision has been called-in in accordance with the Overview and Scrutiny Procedure Rules set out in the Council’s Constitution. The alternatives presented in paragraph 2.1 of the recommendations in this report are options available to the Committee under the Overview and Scrutiny Procedure Rules.

8.2 Legal comments relevant to the Mayor’s decision and to the review by the Overview and Scrutiny Committee are set out in the report on which the decision was based.

9. APPENDICES


1. Appendix 1 – The Allocations Scheme 2015 and Lettings Plan

**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

Cabinet 4 March 2015	 TOWER HAMLETS
Report of: Aman Dalvi, Corporate Director – Development & Renewal	Classification: Unrestricted
The Allocations Scheme 2015 and Lettings Plan	

Lead Member	Rabina Khan, Cabinet Member for Housing and Development
Originating Officer(s)	Colin Cormack – Service Head, Housing Options
Wards affected	All wards
Community Plan Theme	A Great Place to Live
Key Decision?	Yes

Executive Summary

The revised Allocations Scheme went ‘live’ in April 2013. This report serves to provide an update on the success of the Scheme’s amendments and proposes a number of minor changes to the Scheme and a revised Lettings Plan for consideration

Recommendations:

The Mayor in Cabinet is recommended to:

- I. Agree to amend the Allocations Scheme to provide capacity to place homeless applicants on autobid in the circumstances set out in section 4.10 – 4.14 of the report
- II. Authorise the Corporate Director Development Renewal to set quotas for the proportion of lets to be made to homeless households
- III. Agree the revised priority target groups for the Lettings Plan set out in section 5.3 of this report

1. REASONS FOR THE DECISIONS

- 1.1 Some important changes were introduced when the Allocations Scheme was last amended in 2013. These principally included bid limits, penalties for refusal of offers and the adoption of residency criteria for joining the housing list. In addition, the choice based lettings IT system was enhanced to enable applicants to place bids using mobile technology, to see property outcome information and, significantly, to gain real time queue positions at the point of bidding, thus enabling applicants to make informed choices.

- 1.2 The recommendations in this report are designed to ensure that the council and its partners continue to make best use of the supply of available social housing.
- 1.3 Some minor policy amendments are proposed as well as revisions to the Lettings Plan. This report recommends the adoption of all of these. The alternative is to either not amend the Policy or to adopt some, but not necessarily all, of the recommended amendments.
- 1.4 In April 2013, non-IT dependent amendments were applied to the Allocations Scheme with those changes needing IT reconfiguration being adopted in the October of that year. The primary aim was to make the service more efficient and accessible for residents by reducing the number of offer refusals thus affording other priority need applicants the opportunity to be rehoused.
- 1.5 Early indications are that the changes have had the desired effect. The aim of the report's recommendation is to build on this success. However, the report also identifies one unintended consequence that has had an adverse impact on homeless applicants.
- 1.6 Finally, the Lettings Plan as agreed by Cabinet in 2013 has also been revised and is outlined in this report for Cabinet to consider and agree.

2. ALTERNATIVE OPTIONS

- 2.1 Some minor policy amendments are proposed and revised Lettings Plan. This report recommends the adoption of all of these. The alternative is to either not amend the Policy or to adopt some, but not necessarily all, of the recommended amendments

3. DETAILS OF REPORT

- 3.1 Analysis undertaken reveals that the policy changes have had the desired outcome. Fewer properties are now being refused. In 2012-2013 47% of offers were refused overall. This has reduced to 33% in 2013/14, which is a 14% reduction in refusals.
- 3.2 With bid limits and penalties for refusal, applicants are bidding sensibly and for properties that they are really interested in. More applicants are now turning up for viewings and the number of 'no shows' have reduced from 13% in 2011/12 to 10% in 2013/14. Shortlisting Officers have been able to reduce the number of multiple viewings that are carried to an average of 3 applicants per viewing as opposed to 6 applicants. This has helped enormously with the shortlisting and lettings process.
- 3.3 The tables in Appendix 1 provide data on housing demand and lets.
- 3.4 The introduction of the residency criteria means only applicants who have lived in this borough for 3 or more years can join the housing register unless there

are extenuating circumstances. As a result of this, around 2,000 out of borough households were removed from the Register.

- 3.5 The changes introduced have had a positive impact as detailed above. However, there is one main area of concern relating to homeless applicants, where lets have reduced over the years.
- 3.6 In 2009/10, the year prior to the earlier 2010 Allocation Scheme amendments, lets to homeless households made up some 36% of all lets. The 2010 amendments saw overcrowded households being awarded the same Band 2 priority as homeless households and it was always anticipated that many more offers to the overcrowded cohort would occur.
- 3.7 It was believed though that, as “older” overcrowded cases were assisted, the numbers of homeless households being offered accommodation would progressively increase. This however has not manifested itself with, after an immediate rise in 2010/11, the percentage lets to homeless households remaining at a consistent figure of around 17%.
- 3.8 This static nature of lets to homeless applicants is having an adverse effect on numbers in temporary accommodation and, significantly, greater reliance on bed and breakfast accommodation. This is despite homeless acceptances not increasing. Best described as a net reduction in homeless lets, this, coupled with difficulties in sourcing affordable temporary accommodation locally, has had a drastic effect on the council’s ability to meet its statutory obligations.
- 3.9 There are currently 143 families with children in bed and breakfast accommodation, 97 of these in excess of the statutory maximum of 6 weeks (January 2015). To address this, Cabinet approval is being sought for the Corporate Director (Development & Renewal) to set lets quota, when necessary. The ability to do this will enable the Council to deal with its legal obligation in moving families out of bed and breakfast accommodation within 6 weeks by ensuring sufficient self-contained temporary accommodation is released by rehousing priority homeless applicants.
- 3.10 Of course, in any one year, the supply of accommodation is finite and, accordingly, the application of any quota to one group of registered applicants such as homeless households would mean less offers of accommodation to other groups of households. As any quota is unlikely to suggest being sourced by accommodation that would otherwise be offered to Band 1 applications, the households likely to experience fewer offers would be the other members of Band 2 i.e. overcrowded households.
- 3.11 For that reason, any quota proposals are recognised as needing to have been subject to due consultation with Common Housing Register partners and residents, the results of this being used to inform the decision both on whether to set a quota and the size of that quota, should its adoption prove necessary.
- 3.12 The next proposal looks at the current Allocation Scheme’s ability for the council to place all homeless households onto autobid if they have not received

an offer within 24 months. Members will be aware that the Autobid mechanism involves the automatic bidding of properties for applicants, the applicant in question having agreed with the council the criteria to be used when automatically bidding (location, property type, etc.). That said, this has been rarely employed, relying as we have on the principle that, if an 'old' household was not bidding, a newer household would succeed.

- 3.13 However, those newer households are generally from other Priority Groups leading to fewer offers than hoped to homeless households. The proposal then is for a more realistic term of years before autobid is applied but, at that point, it will be applied and consistently so. This is being recommended in order to deal with homeless households who are not bidding for properties, or who are only bidding for homes they have no prospect of being offered. Whilst respecting the decision of individuals to conduct themselves in this way, their actions have adverse consequences on others, the silting up of temporary accommodation and the need then to rely on B&B hotels refers.
- 3.14 Officers will rely on existing data to calculate the average waiting time for an offer for any household who is bidding regularly and sensibly i.e. for the type of property they can reasonably expect to be offered. Households who have passed this term without any offer will have their bidding practices examined and, if it is considered that those practices are the reason for the lack of an offer, they will be guided on the ways they can improve their offer prospects.
- 3.15 If, after a 6-month period, those practices are not amended, the household will be placed on autobid for any property that, in the council's view, it would be reasonable to accept, a decision that will have regard to property type, location and any other social, medical or relevant influence.
- 3.16 This proposed change is considered as being a refinement of the existing policy rather than a major change. Registered providers and registered social landlords who are members of the Common Housing Register Partnership have already been consulted on this proposal and have collectively indicated their support for the same.
- 3.17 Further consultation with the participants of the Council's Housing register was considered but, on balance, it was decided this would be of little practical value. The reason for this is two-fold.
- 3.18 Firstly, it would not be possible to inform any equality data. This proposal, if implemented, will be on a case by case basis and, as yet, it is not known which, or indeed how many, households will have this condition applied; it goes to each individual's bidding tactics, or lack of them.
- 3.19 Secondly, the proposals are designed to achieve offers to homeless households that would anyway occur if those households were bidding appropriately. With a finite supply of accommodation, efforts to maximise offers of accommodation to any one cohort is at the cost of not offering accommodation to other cohorts, a prospect likely to secure vested interest comments that risk lending little to the considerations.

3.20 Rather, the proposal is to report on outcomes at the 2016 Lettings Plan and to decide then whether if any continuation of this practice would benefit from being further consulted upon.

4. The Lettings Plan

4.1 In proposing modest changes to specific Priority Target Groups, it is deemed appropriate to first share overall demand and let data. This is presented at Appendix 1.

4.2 Targets were agreed for the Lettings Plan for Band 1 B Priority Targets Groups. The table below outlines outcomes against each of those targets.

Priority Target Group	Target	Demand 10.12 14	Lets 13/14	Lets 14/15
Intensive Community Care and Support Scheme	35	10	25	26
Key Worker Scheme	15	11	20	9
Supported Housing Move On Scheme and HOSTS	75	19	57	40
Applicants Leaving Care	No Target	11	19	21
Sons and Daughters of CHR Partner Landlords	No Target	11	9	10
Armed Forces Personnel	No Target	0	0	0
Foster Carers	8	0	0	0
Retiring from tied housing	No Target	0	0	3
Waiting List Decant	No Target	12	20	17
Totals	133	74	150	126
Band 3 Lets	Original Target	Demand Dec 2014	Lets 13/14	Lets April 14-Nov 14

Across all bed sizes	10%	18112	171	115
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- 4.3 Under the allocations scheme, “Priority Target Groups” are in Band 1 Group B. Cabinet is asked to consider and agree revised targets for each of the priority targets groups as detailed below.

Priority Target Groups

Priority Target Group	Current Target	Proposed Target
Intensive Community Care and Support Scheme	35	35
Key Workers	15	15
Supported Housing Move On Scheme/HOST referrals	75	75
Applicants Leaving Care	No Target	No Target
Sons and Daughters of CHR Partner Landlords	No Target	No Target
Armed Forces Personnel	No Target	No Target
Foster Carers	8	No Target
Retiring from tied housing	No Target	No Target
Waiting List Decant	No Target	No Target
Totals	125	125
Band 3 Lets	Current Target	Proposed Target
Across all bed sizes	10%	5%

- 4.4 Intensive Community Care and Support Scheme: In 2013/14, 25 applicants were rehoused. There are currently 10 applicants waiting to be rehoused. It is proposed to keep the number in the scheme to 35 for 2015/16 to allow the flexibility to deal with any increase in number of applications made because more applicants with learning disability are being included and referred under the scheme. This target will continue to increase opportunities for applicants living in supported accommodation to live independently and will create vacancies for other applicants in need of this type of accommodation
- 4.5 Key Worker Scheme: In 2013/14 20 key workers were rehoused, current demand is 11. Target to remain at 15 as previously agreed by Cabinet but

restricted to applications made from people currently living in Tower Hamlets meeting the residential criteria.

- 4.6 Supported Housing Move On Scheme: In 2013/14, 17 applicants were rehoused and there are currently 11 applicants waiting to be rehoused. Many of these applicants are moving into private sector accommodation, which is why the number of lets and demand has reduced. However, some will still need to be moved into social housing so as to create vacancies for new residents. The maximum target has not been taken up in recent years but there is no proposal to limit the target for 2015/2016. Rather, as with the HOST Team referrals below, the combined figure of 75 will be taken as a maximum and, if sufficient cases matching the category criteria are not identified, properties will be employed on general lets.
- 4.7 HOST Team Referrals: In 2013/14, 40 applicants were rehoused under the rough sleeper's initiative. Private sector accommodation is now being actively sourced for those applicants, which is why demand has significantly reduced. Notwithstanding that, in merging this group with the Supported Housing Move On Scheme group, the target of 75 is preserved for the reasons stated at 4.6 above.
- 4.8 Applicants Leaving Care: In 2013/14, 19 care leavers were rehoused. Some 4 applicants remain waiting. However, no target is proposed as these cases will be rehoused as required.
- 4.9 Sons and Daughters of CHR Landlords. In 2013/14, 9 applicants were rehoused under the severe overcrowding policy provisions or where priority was awarded on medical grounds to a member of the household. There are currently 11 cases waiting under this provision. It is not proposed to set a target to limit the number but to respond to demand in line with the Council's overcrowding reduction strategy.
- 4.10 Foster Carers: No foster carer has been rehoused last year and there is currently no demand under this quota group. No target is proposed as applicants who qualify are accepted under this provision as being in need of urgent need of rehousing.
- 4.11 Retiring from tied housing: In the current financial year, 3 applicants have been rehoused, but none last year. No target is proposed; in these cases there is usually a contractual duty to offer rehousing from tied accommodation on retirement
- 4.12 Waiting List Decant: In 2013/14, 20 applicants were rehoused under this provision and there are currently 11 households waiting to be rehoused. Applicants qualify where they are living with a tenant in accommodation that is to be decanted. No target is proposed as qualifying applicants are offered rehousing as required
- 4.13 Annual Band 3 Quota: It was agreed that an annual quota of lettings be made available for applicants in Band 3. The target was increased to 10% by Cabinet

in direct appreciation that the previous 5% quota had not been delivered. The 10% quota was to make up for the previous year's shortfall in performance. These are applicants who have a local connection but who are not in housing need. It includes private sector tenants who are keen to progress to more secure forms of tenure as well as tenants of Common Housing Register partner landlords who want to move to the same size accommodation. Applicants will be considered in preference date order.

4.14 It was appreciated that these applicants have less chance of moving as they are considered adequately housed. Therefore, this quota target improves their rehousing chances. Commending the return to the 5% quota level is because the lets to this group is numerically close to the 154 lets to homeless households compared to 114 lets to band 3 applicants so far this financial year.

4.15 This % will be spread equally in the ratio of bedroom demand from Band 3 households up to 3-bedroom in size, thus:-

1 Bedroom Need	-	64 [68%]
2 Bedroom Need	-	20 [21%]
3 Bedroom Need	-	11 [11%]

5. COMMENTS OF THE CHIEF FINANCIAL OFFICER

5.1 Following a review of the operation of the policy over the last two years, this report seeks Cabinet approval to amend the Allocations Scheme that was approved by Cabinet in April 2013. It also addresses particular issues that have arisen in relation to homeless applicants.

5.2 As a result of the combination of the increasing numbers of applications to the homelessness section, the scarcity of available temporary accommodation and the high levels of rent charged to the Council, significant budgetary pressures are being faced. This particularly affects the Housing Benefits budget where a growth bid has been submitted as part of the 2015-16 budget process to set aside additional funding of £1.6 million to finance the pressures that arise from the effects of welfare reform, together with the impact that high rents have on the Benefits Subsidy received by the Council. Although the Council has a statutory duty to pay benefits, the level of subsidy that is recouped from the DWP is capped. The proposals in this report should help to mitigate some of these costs through reducing the numbers of homeless applicants that are placed in bed and breakfast accommodation.

5.3 Any costs involved in the implementation of the amended policy will be met from within existing resources.

6. LEGAL COMMENTS

- 6.1 The Council is required to comply with the requirements of Part VI of the Housing Act 1996 when allocating housing accommodation. Section 166A of the Housing Act requires the Council to have a scheme for determining priorities and the procedures to be followed in allocating housing accommodation. The Council is required to allocate housing in accordance with the allocation scheme.
- 6.2 Section 166A of the Housing Act 1996 specifies a number of matters that the Council's allocation scheme must contain. In particular, the scheme must secure that reasonable preference is given to the following categories of people with urgent housing needs –
- People who are homeless
 - People to whom the Council owes a homelessness duty under the Housing Act 1996
 - People occupying insanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions
 - People who need to move on medical or welfare grounds
 - People who would suffer hardship if they were prevented from moving to a particular locality in Tower Hamlets.
- 6.3 The scheme may also give additional preference to these categories of people.
- 6.4 Following the House of Lords decision in *R (on the application of Ahmad) v Newham LBC* [2009] UKHL 14, it is also clear that reasonable preference does not mean absolute priority over everyone else and that a scheme may provide for factors other than those in section 166A to be taken into account in determining which applicants are to be given preference. It is important, however, that such additional factors do not dominate the scheme and that the scheme continues to operate so as to give reasonable preference to the above categories of persons. The Council's existing allocation scheme was framed with these requirements in mind.
- 6.5 The Secretary of State has published statutory guidance under section 169 of the Housing Act 1996 which deals with the making of allocations schemes. The guidance is entitled "Allocation of accommodation: guidance for local housing authorities in England" and was published in June 2012. The Council is required to have due regard to the guidance when carrying out its functions under Part 6 of the Housing Act 1996.
- 6.6 It is clear from the statutory guidance that in setting qualifying criteria or imposing requirements as to classes of persons who will be granted preference, the Council should consider the impacts of those criteria or requirements. This is to ensure that the persons in urgent housing need continue to receive reasonable preference and that any policies adopted do not result in harsh and unexpected impacts.

- 6.7 When setting or amending its allocations scheme, 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 (the public sector equality duty). An equality analysis is required which is proportionate to the impacts of the proposed scheme.
- 6.8 An amendment is proposed to the allocations scheme to vary the circumstances in which automatic bidding is imposed. Section 166A of the Housing Act 1996 requires the Council to consult registered providers of social housing and registered social landlords before making an alteration to the allocations scheme reflecting a major change in policy. The proposed change is considered to be a refinement of the existing policy of applying auto-bidding, rather than a major change. That said, the Council must still consider the impacts of the proposed change, as outlined in paragraphs 6.6 and 6.7 above. It is understood that the decision has been taken that consultation is not required in order to properly understand those impacts and Cabinet will need to be satisfied with that approach.
- 6.9 The Mayor is asked to delegate power to the Corporate Director to impose quotas in respect of lets made to homeless households. Section 9E of the Local Government Act 2000 permits such a delegation to be made. The imposition of such a quota has the potential to impact significantly on other categories under the allocation scheme. Before implementing such a quota, the Corporate Director will have to consider the associated impacts in accordance with the requirements outlined in paragraphs 6.6 and 6.7 above and will have to consider whether consultation is required as outlined in paragraph 6.8 above.
- 6.10 It is consistent with the Council's statutory housing functions and its own allocations scheme for the Council to consider and adopt a Lettings Plan as proposed in the report. The proposed Lettings Plan has been prepared on a rational basis, having regard to the housing demand in the borough and the lettings made in 2013/2014 and 2014/2015. It provides a permissible means of ensuring the Council effectively gives reasonable preference and additional preference to prescribed persons under the allocations scheme and in accordance with the Housing Act 1996. Consistent with the Council's public sector equality duty, the Lettings Plan needs to be subjected to a proportionate level of equality analysis.

ONE TOWER HAMLETS CONSIDERATIONS

The policy changes recommended should assist in keeping families and residents in Tower Hamlets, where they will benefit from their support network, engage with the relevant services as may be appropriate. It will assist with applicants being rehoused more quickly into more suitable accommodation, positively impacting in community cohesion. The proposed changes to auto-bidding have been subject to equality analysis as outlined in the attached checklist. It is not considered that there will be any adverse impacts, or that further analysis will be required. The proposed changes to the Lettings Plan are

considered to be neutral in terms of the protected characteristics in the Equality Act 2010.

SUSTAINABLE ACTION FOR A GREENER ENVIRONMENT

None identified.

RISK MANAGEMENT IMPLICATIONS

None identified.

CRIME AND DISORDER REDUCTION IMPLICATIONS

None identified

EFFICIENCY STATEMENT

Much of the recent policy revisions relate to making the best use of the scarce stock that is social housing. Reducing the number of applicants in temporary accommodation and making the shortlisting process more efficient and effective will have cost benefits some of which is being realised by the current Lettings Organisational Review.

APPENDICES

Appendix 1 – Lets and Demands Data

Appendix 2 – Equality checklist

Local Authorities (Executive Arrangements) (Access to Information) (England) Regulations 2012

Brief description of “background papers”	Name and telephone number of holder and address where open to inspection.
Housing Register Data	Rafiqul Hoque Ext. 0235

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Appendix 1 - Tower Hamlets Housing List - Demand & Lets Data

Demand as of 2nd January 2015

By Bedrooms Required	Total
1	8803
2	4320
3	4995
4	1513
5	162
6	19
7	2
Total	19814

By Band	Total
1A DECANT	179
1A EMERGENCY	56
1A MEDICAL	238
1A UNDER OCCUPIER	1011
1B DECANT	58
1B PRIORITY MEDICAL	275
1B PRIORITY SINGLE HOMELESS	63
1B PRIORITY SOCIAL	60
1B PRIORITY TARGET GROUPS	65
2 OVERCROWDED	7156
2 PRIORITY HOMELESS	1616
3 CHR ADEQUATELY HOUSED TRANSFERS	2949
3 SHR ADEQUATELY HOUSED WAITING LIST	6088
Total	19814

By Ethnicity	Total
Asian	11218
Black	2378
Dual	493
Other	1043
REFUSED	187
White	4495
Total	19814

Lets for period 1 April 2014 to 31 December 2014

By Bedrooms Required	Total
0	59
1	507
2	481
3	232
4	50
5	17
6	1
Total	1347

By Band	Total
1A DECANT	55
1A EMERGENCY	48
1A MEDICAL	62
1A UNDER OCCUPIER	106
1B DECANT	14
1B PRIORITY MEDICAL	72
1B PRIORITY SINGLE HOMELESS	34
1B PRIORITY SOCIAL	47
1B PRIORITY TARGET GROUPS	132
2 OVERCROWDED	486
2 PRIORITY HOMELESS	163
3 CHR ADEQUATELY HOUSED TRANSFERS	14
3 SHR ADEQUATELY HOUSED WAITING LIST	114
Total	1347

By Ethnicity	Total
Asian	686
Black	160
Dual	44
Other	92
White	365
Total	1347

EQUALITY ANALYSIS QUALITY ASSURANCE CHECKLIST


Name of 'proposal' and how has it been implemented (proposal can be a policy, service, function, strategy, project, procedure, restructure/savings proposal)	Revision to Allocations Scheme's "autobid" process – removing the blanket 2-year blanket autobid potential in favour of employing only if households have not gainfully employed their earned chronological priority by bidding for what they can reasonably expect to be offered.
Directorate / Service	Development & Renewal
Lead Officer	Rafiqul Hoque, Service Manager - Lettings
Signed Off By (inc date)	Colin Cormack, Service Head – Housing Options January 2015
Summary – to be completed at the end of completing the QA (using Appendix A)	<div data-bbox="1115 730 1189 810" style="display: inline-block; width: 20px; height: 20px; background-color: green; margin-right: 10px;"></div> Proceed with implementation Based on the findings of the QA checklist it is clear that the proposal does give due regard, in line with the Public Sector Equality Duty (part of the Equality Act 2010). It is evident that the proposal will not have a disproportionate impact on any of the nine protected disabled people. Accordingly, the proposal has low relevance to equalities and a Full Equality Analysis is not required.

Stage	Checklist Area / Question	Yes / No / Unsure	Comment (If the answer is no/unsure, please ask the question to the SPP Service Manager or nominated equality lead to clarify)
1	Overview of Proposal		
a	Are the outcomes of the proposals clear?	Yes	The effect is of removing the potential for a broad brush approach of placing every household on auto bid if, after 2 years, they have not succeeded in securing an offer. Instead, the intention is to only apply this practice to households who have passed that point where, chronologically, they would have received an offer if their bidding strategy had reflected the type of offer they can reasonably expect to be offered,
b	Is it clear who will be or is likely to be affected by what is being proposed (inc service users and staff)? Is there information about the equality profile of those affected?	Yes	Clarity is about who and when. The 'who' will be any homeless household who is not maximising the opportunity to benefit from their respective chronological priority. There is no evidence to suggest one particular cohort is more likely to act in this way of not exploiting their offer potential, It follows then that the proposals, in being applied across the client groups, are not going to impose on any cohort disproportionately. The 'when' is even more significant. The current scheme allows it be applied after two years. The provision is rarely employed but, when it is, the passage of time is not consistent. The proposal is that the time factor will be both realistic, reflecting the average waiting time per property size and, importantly, will be employed consistently to every such case.
2	Monitoring / Collecting Evidence / Data and Consultation		
a	Is there reliable qualitative and quantitative data to support claims made about impacts?	Yes	We know our client profiles and we know are non-bidding household profiles. There are no particular profile differences across the protected characteristics range.
	Is there sufficient evidence of local/regional/national research that can inform the analysis?	Yes	Local data as above

b	Has a reasonable attempt been made to ensure relevant knowledge and expertise (people, teams and partners) have been involved in the analysis?	Yes	Data is gathered and shared by persons specialising in this field and shared with CHR partners
c	Is there clear evidence of consultation with stakeholders and users from groups affected by the proposal?	Partial	Yes with partners, no with stakeholders but the significance of that is low. Remember, the proposal is to remind those who could have had an offer that they need to bid appropriately and, only if that caution is ignored with the autobid mechanism be applied. Currently it can be applied regardless.
3	Assessing Impact and Analysis		
a	Are there clear links between the sources of evidence (information, data etc) and the interpretation of impact amongst the nine protected characteristics?	Yes	But that has confirmed no disproportionate impact
b	Is there a clear understanding of the way in which proposals applied in the same way can have unequal impact on different groups?	Yes	The potential is well understood but, in the event, it is not believed that there will be any disproportionate impact
4	Mitigation and Improvement Action Plan		
a	Is there an agreed action plan?	No	But these proposals will, if implemented, be the subject of retrospective analysis and reporting in each year's Lettings Plan
b	Have alternative options been explored	Yes	To do nothing with continued and adverse consequence on similar, albeit younger (in terms of length of housing application) cohorts of people
5	Quality Assurance and Monitoring		
a	Are there arrangements in place to review or audit the implementation of the proposal?	Yes	See above
b	Is it clear how the progress will be monitored to track impact across the protected characteristics??	Yes	See above
6	Reporting Outcomes and Action Plan		
a	Does the executive summary contain sufficient information on the key findings arising from the assessment?	Yes	

Appendix A

Equality Assessment Criteria

Decision	Action	Risk
As a result of performing the QA checklist, the policy amendments do not appear to have any adverse effects on people who share <i>Protected Characteristics</i> and no further actions are recommended at this stage.	Proceed with implementation	Green: 

Agenda Item 7.2

Committee: Overview and Scrutiny	Date: 7 April 2015	Classification: Unrestricted	Report No: 7.2
Report of: Interim Corporate Director Resources		Title: MSG 2015-18 Programme Update	
Originating officer(s) Dave Clark, Interim Service Head Resources, D&R Everett Haughton Third Sector Programmes Manager		To be completed by author Wards Affected: All Wards	

1. **SUMMARY**

- 1.1 The current Main Stream Grants (MSG) Programme, which funds Third Sector community support activity in the borough was due to end on 31 March 2015. In order to prevent a gap in provision while the new 2015-18 programme was developed an extension up to 5 months (to 31 August 2015) was agreed by the Commissioners on 11 March 2015.
- 1.2 The indicative annual General Fund allocation for the 2015-18 programme is £2.836m. This is based on the base budget for the current 11 funding streams excluding the Early Years' Service awards funded from the Dedicated Schools Grant (DSG).
- 1.3 Following a decision by the School Forum the DSG funds which are ring-fenced for educational purposes will no longer be available to fund the MSG programme. The budget will be redirected to fund statutory early years' provision. Services will however continue to be delivered by external providers including third sector organisations.
- 1.4 In addition, a budget of £242,456 currently funds a Prevention Health and Wellbeing stream which is out of sync with the core elements of the MSG programme. However, it is proposed that the stream is brought into line and that the budget is included in the 2015-18 programme making the total proposed annual programme budget £3,078,456
- 1.5 Development of the 2015-18 programme began in 2014 with the MSG review group first meeting in August. This group, made up of Service Managers and representatives from the Third Sector looked at the strengths and weaknesses of the current programme, the Council's strategic aims, emerging social and economic trends, the current legislative and policy environment and the need to ensure equality across the borough.
- 1.6 A consultation event with the Third Sector took place on 13 October 2014 to look at the priorities for the new programme.

- 1.7 Following this event and continued meetings of the MSG review group 5 themes were developed for the new programme.
- 1.8 The 5 theme specifications were developed and a consultation event held on 11 March 2015, gave an opportunity for local third sector organisations to feed into the process. The deadline for further feedback from the sector is 25 March and the final draft specifications are due to be finalised on 30 March.
- 1.9 The decision on the new programme, including the final specifications, the timeline and governance arrangements are due to be taken by the Commissioners (in a public meeting) on the 22 April 2015.

2. RECOMMENDATIONS

The Overview and Scrutiny Committee is recommended to:

- 2.1 Note the contents of this report, the 5 draft theme specifications, also the ongoing development work to the service specifications.

3. BACKGROUND

- 3.1 The 2012-15 MSG programme continued the same funding streams as the previous 2009-12 programme. It was felt that a more in depth development of the new programme was required. A number of issues and weaknesses had been identified across the current 11 funding streams. These included an imbalance in the spread of provision across wards. In some funding streams resources had been spread too thinly across too many projects; this affects their viability and the quality and impacts of services delivered. In many of the funding streams services are fragmented with a lack of integration and cross-referral between projects.
- 3.2 Tower Hamlets has an extensive and diverse Third Sector. It plays a key role in the delivery of the Tower Hamlets Community Plan and in improving the lives of all those living and working in the borough. The sector is diverse with a broad range of organisations types, approaches and skills. Whilst the sector also faces many challenges it can be effectively mobilised to make a significant contribution to the corporate goals of the Council.
- 3.3 Main Stream Grants are a useful funding mechanism for deploying Third Sector organisations to support the delivery of the Council's key priorities. The funding can be effectively targeted toward specialist service providers in order to meet clearly articulated community needs and grant agreements can be negotiated with successful service providers to maximise the potential achievement of targeted outputs and outcomes.
- 3.4 For clarity it should be understood that MSG is a 'commissioned grant' process where desired service outcomes and other requirements are clearly specified within what is effectively a 'tender document'. Grants are treated as 'restricted funds' within an organisation's accounts and can therefore only be spent on the funded activity.

4. BODY OF REPORT

- 4.1 The attached draft specifications for the 5 themes (Appendices 1 – 5) contain the in depth detail that is being developed to achieve, the key business drivers and the guiding principles and governance arrangements.
- 4.2 This will be the basis for the report to the Commissioners setting out the new MSG programme. It should be noted that the review of the service specifications by offices and the Third Sector, is not due to end until 30th March, as a result there may be some changes. Any appropriate changes, including any feedback from the cross party member forum, will be incorporated within the final report for Commissioners consideration.

Consultation

- 4.3 The various consultation events and meetings involving representatives from the Third Sector, Senior Management and Members are set out below.

Consultation timetable

Activity	Date
Consultation Event – held at York Hall in conjunction with the consultation on the new Community Plan – look at priorities for the new programme	13 October 2014
MSG Review group meetings – attended by Service Managers and representatives from the Third Sector – to input into programme development	Various – August to December 2014
Consultation Event – held at the Atrium – to look at the draft specifications for the new programme	12 March 2015
Further feedback on the draft specifications to be submitted by email	25 March 2015
Cross Party Member Forum – to look at the draft specifications	1 April 2015
Final Consultation meeting – present the final draft specifications	7 April 2015 (tbc)

2015-18 Programme Themes

- 4.5 A review of the current MSG Programme by Service Managers together with results of initial consultation with Third Sector partners has indicated a requirement for a consolidation of the existing 11 funding streams into 5 broad themes. Through these themes, set out below, the Programme will be able to deliver key outcomes that address priorities and objectives from the Community Plan.

- Theme 1: Children and Young People and Families
 - Including educational attainment and vulnerable children, young people and families priorities
- Theme 2: Jobs, Skills and Prosperity
 - Including Routeways to Employment and Social Welfare Advice priorities

- Theme 3: Prevention Health and Wellbeing
- Theme 4: Third Sector Organisational Development
- Theme 5: Community Engagement, Cohesion and Resilience

4.6 Draft specifications were prepared and these were discussed at the Consultation meeting on 12 March 2015.

4.7 The draft specifications are attached as **Appendices 1 – 5**.

Programme Budget

4.8 The annual budget for the current 11 funding streams in the MSG 2012-15 programme is £3.534m. For the new programme the Early Years Services funding (£0.698m) is to be taken out of MSG and delivered through a different mechanism.

4.9 In addition the current ‘Adult Health and Wellbeing’ funding stream which is out of sync with the other 11 streams has a budget of £0.242m.

4.10 This leaves an annual budget for the new 2015-18 programme of £3.078m. This is broken down into the five themes as shown below.

Indicative annual budget allocation 2015/18

Theme	Allocation £m
Children Young People and Families	0.820
Jobs Skills and Prosperity	1.220
Prevention Health and Wellbeing	0.556
	0.242
Third Sector Organisational Development	0.160
Community Engagement Cohesion and Resilience	0.080
Total	3.078

4.11 Additionally, as with the previous MSG Programme, the overall budget will need to be top-sliced in order to provide funding to support Tower Hamlets Council for Voluntary Services (THCVS) and to cater for the continued development and maintenance of the GIFTS grants management system.

Updated Timeline and Process

4.12 The timeline for the decision to approve the new programme is very tight with the key milestones set out below:

- 30 March 2015 – Service Specification Final Meeting Theme leads
- 31 March 2015 – MSG new programme Equality Impact Assessment draft
- 1 April 2015 – Cross Party Member Forum – Draft Specifications
- 7 April 2015 – Draft report for Commissioner’s decision prepared
- 10 April 2015 – Financial and Legal comments provided

- 14 April 2015 – Papers for Commissioners Decision Meeting in Public published
- 16 April 2015 – Cross Party Member Forum – MSG New Programme
- 22 April 2015 - Commissioners Decision

4.13 Once the decision has been made the timeline for launch, assessment and grant award decision is also tight. The new programme is due to start delivery 1 September 2015. This is an updated version of the Timeline set out in the CMT report attached as Appendix 6.

Activity	Target Date / Duration	Comments
Programme Launch -	27 April	
Application period -	27 Apr-29 May 5 weeks	
Assessments - Eligibility checks - Scoring - Quality assurance - Equality Analysis - Recommendations - S151 Sign-off - Draft report	1 Jun – 26 June 4 weeks	This is an extremely challenging duration in which to complete the anticipated level of applications in the traditional way - It is therefore suggested that LBTH officers complete the eligibility stage of the process only - External assessors should then be used to undertake the full assessments which will be done online - LBTH officers would 'quality assure' the external assessments (a 10% sample) - Officers to complete EA - Based on the assessment scores and geographical / beneficiary targeting, LBTH officers would make the grant recommendations
Grant decisions - Finalise report - Take report through decision making process - Publish decision -	29 June – 10 July 2 weeks	This is an extremely challenging duration in which to arrive at the decision - There will be a need to ensure fast-tracking at all stages
Notify Organisations	w/c 13 July	
Appeals - Receive and consider appeals - If appeal warranted then application re-scored - Final decisions by the Commissioners - Notification to those that made appeal	13 Jul – 17 Jul 1 week	Appeals are only to be considered if representation is made in writing against the following: <ul style="list-style-type: none"> • There has been bias in the process • The decision made is one no reasonable person could make
Grant Agreement	20 Jul - 31 Aug	This may be an extremely challenging

Activity	Target Date / Duration	Comments
Negotiations - Negotiate and Grant Offer Letter and sign Agreement	6 weeks	duration in which to complete the process - However, the situation can be improved significantly if officers structure Grant Specifications with agreed funding levels (which are adhered to in the decision making process) and clearly defined standardised outputs
New programme starts	1 September	

5. COMMENTS OF THE CHIEF FINANCIAL OFFICER

- 5.1 This report updates the Members of the Overview and Scrutiny Committee on the proposed arrangements for the operation of the Mainstream Grants Programme for the 2015-16, 2016-17 and 2017-18 financial years.
- 5.2 An annual budget of £3.078 million has been approved by Council for the Mainstream Grants programme for the 2015-16 financial year. The financing elements are shown in the table in paragraph 4.10. It should be noted that although it is assumed that this level of funding is available for the second and third years of the programme (2016-17 and 2017-18), these resources will need to be made available and allocated as part of the annual budget processes for those years. However a three year indicative programme enables effective targeting of the appropriate funding priorities and allows more timely assessment and approval of funding requests.
- 5.3 In accordance with the directions issued by the Secretary of State on the 17th December 2014, as outlined in the report, the Mainstream Grants process and any grant awards resulting from it will ultimately be subject to approval by the Commissioners.
- 5.4 Following agreement by the Commissioners, the 2012-2015 Mainstream Grants programme was extended to 31 August 2015 to allow time for the initiatives and proposals outlined in this report to be progressed. Commitments entered into during the period to 31 August 2015 will have first call against the 2015-16 budget and must be taken into account when assessing the resources available for the remainder of the programme. The award and release of grant payments will be managed to ensure that resources are not exceeded.

6. COMMENTS OF THE HEAD OF LEGAL SERVICES

- 6.1 The proposed grants may be supported under a variety of the Council's statutory powers, depending upon the services offered by the organisations in question.

- 6.2 Section 1 of the Localism Act 2011 gives the Council a general power of competence to do anything that individuals generally may do, subject to specified restrictions and limitations imposed by other statutes. As individuals may provide financial support to community organisations, the general power may support the giving of grants to those organisations, provided there is a good reason to do so and provided there is no statutory prohibition on doing so (which generally there is not).
- 6.3 There may be a good reason for giving a grant if it is likely to further the Council's sustainable community strategy under section 4 of the Local Government Act 2000. The Council's strategy is set out in the Tower Hamlets Community Plan and the following objectives seem particularly relevant to the proposed mainstream grants themes –
- **A prosperous community.** The Council aims to create a Tower Hamlets in which everyone, regardless of their background and circumstances has the aspiration and opportunity to achieve their full potential. At the heart of this theme is a focus on combating social exclusion, reducing poverty and improving the life chances of the borough's residents.
 - **A healthy and supportive community.** The Council aims to support residents to live healthier, more independent lives and reduce the risk of harm and neglect to vulnerable children and adults.
 - **One Tower Hamlets.** The Council aims to reduce poverty and inequality, bring local communities closer together, and provide strong leadership by involving and empowering people and giving them the tools and support to improve their lives.
 - **Community engagement.** The Council aims to support a powerful public, involving local people in how the Tower Hamlets Partnership works.
 - **Efficiency.** The Council aims to deliver value for money services.
 - **Localisation.** The Council aims to deliver services closer to people.
- 6.4 The grant arrangements may be supportive of the Council's general duties in relation to health and wellbeing, which include the following –
- The Council has a general duty under the National Health Service Act 2006 to take such steps as it consider appropriate for improving the health of the people of Tower Hamlets.
 - The Council has duties to promote the wellbeing of children and vulnerable adults under the Children Act 1989, Children Act 2004 and the Care Act 2014. The Children Act 2004 requires the Council to make arrangements to ensure that its functions are discharged having regard to the need to safeguard and promote the welfare of children. The Care Act 2014 places a general duty on the Council to promote an individual's well-being when exercising a function under that Act.
- 6.5 When considering whether or not to make funds available for the purposes specified, the Council should consider whether or not this will be consistent with its best value arrangements. The Council is obliged as a best value authority under 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 Best Value Duty).

- 6.6 Part of complying with the Council’s Best Value duty is ensuring that the Council obtains value for money. Paragraph 3.4 of the main report refers to commissioning of the grants. For clarity the Council must operate a fair and open application procedure to process requests by groups to obtain funding. Requests should be measured against a predetermined set of criteria and the criteria themselves must be fair and transparent. The predetermined criteria must be the only method which is used to determine who obtains a grant and the level of grant based upon the quantity and quality of delivery. It follows that the grant agreements should include a clear monitoring process against defined parameters in order for the Council to demonstrate either that delivery was in line with the application and therefore, the grant achieved its purpose or to provide clear delineation where outcomes were not achieved and the reasons for such failure are apparent.
- 6.7 The main distinction between a commissioned grant and a procured service is the removal of a profit element. Where a grant purports to include profit then it ceases to be a grant and is seen as procurement activity. In the event that a grant is deemed to be procurement activity then the Council would need to comply with its legal obligations in relation to public procurement. This would include compliance with the Council’s Procurement Procedures, as part of discharging its best value duty and complying with the applicable requirements of the Public Contracts Regulations 2015. For these reasons it is important that the mainstream grants process ensures that commissioned grants do not include a profit element. The applications presented by groups should identify the level of grant requested and the specific parts of the project for which funding is being requested (e.g. payment of staff wages, or overheads and utilities etc.) rather than presenting a single request for payment to provide “a service”. This allows the Council to determine that payments are on an “as cost” basis and do not include profit and also to clearly see whether or not there are sums to be reclaimed at the end of the project.
- 6.8 The report refers to the top slicing of the budget in order to pay for the involvement of the CVS. However, it is clear that as a grant this also needs to be subjected to the same application procedure to allow others who could provide similar services the same opportunity to access this part of the funding.
- 6.9 Consideration should also be given to the nature of the services being provided by the CVS and whether or not this is actually a commissioned service. If so then this service should be subjected to an appropriate procurement in accordance with the Procurement Procedures and the law on public procurement, in particular the applicable requirements of the Public Contracts Regulations 2015.
- 6.10 On 17 December 2014, the Secretary of State made directions pursuant to his powers under sections 15(5) and 15(6) of the Local Government Act 1999 (Directions). Paragraph 4(ii) of the Directions stipulates that the Council’s functions in relation to grants will be exercised by appointed Commissioners

until 31 March 2017. Therefore, approval of any grant award must be sought from the Commissioners prior to any award being finalised with the applicant.

- 6.11 When determining what support to provide to community organisations, 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 (the public sector equality duty). The Council must undertake an equality analysis to determine the effect on persons due to a change in the grant themes and may need to consult such that it obtains a proper understanding of the nature of the needs of those affected by the changes. The report indicates that an equality impact assessment is to be completed by 31 March 2015.
- 6.12 Any consultation carried out for the purposes of assessing the impact of the proposed mainstream grants process should comply with the following criteria: (1) it should be at a time when proposals are still at a formative stage; (2) the Council must give sufficient reasons for any proposal to permit intelligent consideration and response; (3) adequate time must be given for consideration and response; and (4) the product of consultation must be conscientiously taken into account. The duty to act fairly applies and this may require a greater deal of specificity when consulting people who are economically disadvantaged. It may require inviting and considering views about possible alternatives.

7. ONE TOWER HAMLETS CONSIDERATIONS

- 7.1 The contribution of Third Sector organisations to delivering One Tower Hamlets objectives and priorities are explicitly recognised in the Council's Third Sector Strategy. Organisations play a key role in delivering services that address inequality, improve cohesion and increase community leadership: the deliveries of these services are real examples of 'One Tower Hamlets' in practice.
- 7.2 The opportunities offered through the Main Stream Grants programme will play a key role in delivering the aims of One Tower Hamlets.
- 7.3 It should be understood that the primary purpose of the Main Stream Grants programme is to 'provide services for local residents. These services include specialist legal advice, employment skills development and supporting elders to deal with mental and physical health issues. Services are provided by Third Sector Organisations.
- 7.4 With the current Main Stream Grant programme scheduled to end on 31 August 2015. This means that the new programme will run from 1 September 2015.

8. APPENDICES

- 8.1 The following appendices form part of this report:

Appendix 1: Theme 1 Children, Young People & Families (Draft)

Appendix 2: Theme 2 Jobs, Skills & Prosperity (Draft)
Appendix 3: Theme 3 Prevention Health & Wellbeing (Draft)
Appendix 4: Theme 4 Third Sector Organisation Development (Draft)
Appendix 5: Theme 5 Community Engagement, Cohesion & Resilience (Draft)



MAIN STREAM GRANTS PROGRAMME 2015/18 GRANT SPECIFICATION

THEME: Children, Young People and Families

1. Basis of Need (objectives of the theme)

Following consultation with a range of stakeholders and a review of existing analyses of need the following strategic priorities have been identified as the focus of the Children, Young People and Families theme:

- **Raising attainment**

Whilst schools in the borough are performing well overall, at above national levels in some areas, there are particular groups of young people who do not reach expected levels of attainment which impacts on their future employment prospects.

Much of the evidence relating to tackling underachievement for specific groups demonstrates that traditional school effectiveness programmes have very limited impact for some children and young people. This suggests that different approaches need to be explored so that we are confident we are meeting the needs of all children and young people and address barriers to achievement comprehensively.

- **Vulnerable children, young people and families**

A significant number of children and young people come to the attention of children's social care annually, a high proportion of which do not require statutory services. They do however require targeted interventions to prevent problems escalating. In addition, a significant number of children and young people have additional needs as they face a range of challenges associated with the impacts of financial deprivation and social isolation. Others may have

problems arising from substance misuse, mental health, disability (including Autism and complex medical needs) or be classified as Young Offenders. Many will also suffer from the various aspects of discrimination that can accompany these factors.

Services are required that complement existing provision as part of a comprehensive system of care and support along with those that provide a range of social and leisure opportunities.

2. Target Outcomes (and likely outputs/activities)

Services will be expected to evidence that they have assisted with delivering the following outcomes:

- Improved levels of participation, educational attainment and progression for children and young people.
- Children and young people are protected from harm and families are supported to provide a safe environment.
- Harmful relationships among peer/gender groups are reduced.
- Improved physical (such as reduced levels of obesity) and emotional health and wellbeing in children and young people.
- Reduced levels of substance misuse and sexual abuse, violent crime (including domestic violence) and anti-social behaviour.

Priority will be given to organisations that provide services that:

- Promote key Child Rights Principles.
- Promote inclusion for vulnerable groups to access mainstream services alongside their peers
- Promote social cohesion between different groups.
- Reach out and engage young people, particularly those who are not engaging with other services and those in areas of low take up.
- Promote, volunteering and citizenship.
- Promoting sports and activities for young people in a community setting.
- Identify and refer young people to other support services such as LBTH Targeted Youth Support Services.

3. Expected Outputs

We expect organisations seeking funding to provide services to set targets in their service proposals for the following outputs where appropriate:

- 100% of service users achieve improved outcomes.
- Percentage of service users per ward cluster.
- 100% of service users achieve personal goals and sustained activity
- Number of users that will be accessing the services.
- Number of service users accessing services for the first time.
- Where applicable, percentage of users retained throughout the programme/project.
- % of service users with 80% or more attendance.
- Record of referring organisation/agency.
- Percentage of service users referred to additional services and record of services referred to.
- 100% of staff who work directly with service users have an enhanced DBS check and are employed under safer recruitment scrutiny.
- 100% of their staff attend training and professional development courses.
- At least one third of a voluntary organisation's management committee (appropriate individuals to be nominated by the organisation) should attend capacity building training .
- All relevant staff are appropriately qualified to deliver services to the target groups.
- 100% recording of user profile data under the nine equality strands analysed to ensure that all the protected groups have equal access to services
 - age
 - disability
 - gender reassignment
 - marriage and civil partnership
 - pregnancy and maternity
 - ethnicity
 - religion and belief
 - gender
 - sexual orientation
- 100% recording of number of users taking up services, using identified Management Information Systems where appropriate.
- Evidence of sustainability planning, e.g. applications to external funding bodies

4. Scope of Activities

We are seeking applications from organisations that are able to deliver services to the Borough's, children, young people and families through a range of innovative, targeted and universal interventions aimed at building resilience, reducing inequalities and providing protection from harm.

Specific activities will include:

- After school provision that supports improved educational attainment, targeted at those at risk of not achieving expected levels.
- Services for vulnerable/excluded children, young people and/or their families to prevent problems escalating delivered as part of a comprehensive and co-ordinates system of care.
- Children's play, sport and indoor/outdoor recreation.
- Multi-disciplinary arts provision.
- Youth development and support services.

Organisations seeking to deliver services will be expected to:

- Demonstrate they have a sound understanding of the needs of children, young people and families and a track record in delivery in the areas specified.
- Develop innovative approaches to supporting the delivery of improved outcomes.
- Deliver person centred services in collaboration with children, young people and/or their families.
- Demonstrate partnership working between those agencies providing services to children, young people and families and young people to ensure services enhance existing provision and that the wider needs of service users are met.
- Ensure increased participation and engagement of hard to reach children, young people and/or families.
- Able to meet the individual needs of children, young people and/or families.
- Some services will require minimum or maximum number of sessions to be delivered at specific times and will also require contacts with a minimum number of children and young people.

Service standards

Providers will also need to demonstrate that they meet the following standards:

- Have in place appropriate policies and procedures, including up to date safeguarding policies.

- Recruitment of appropriately qualified individuals within safer recruitment guidelines. This will include mandatory qualifications required for each grade of Youth Worker, NVQ level 2 for youth worker and NVQ level 3 for youth worker in charge.
- Be compliant with or working towards appropriate accreditation or national quality assurance standards.
- Able to operate activities from safe and secure premises/locations meeting the local Authority's Health and Safety requirements.
- Organisations must ensure there is adequate employer's liability insurance for all staff delivering services; the minimum cover must be £5 million and staff must be paid the London Living Wage.

5. Beneficiaries and Priority Groups to be Targeted

The beneficiaries

All children and young people including, vulnerable and excluded children, young people and/or their families, some of whom will be referred by children's services (including schools).

Youth service organisations will need to work with and offer services for 13 to 19 year olds and up to 25 for SEN and open to all young people.

6. Required Geographic Coverage

We wish to fund services that have a good geographical spread through a range of accessibly located sites within the following ward clusters:

NW Ward Cluster Bethnal Green Spitalfields and Banglatown St Peters Weavers	NE Ward Cluster Bow East Bow West Bromley North Bromley South Mile End
SW Ward Cluster Shadwell St Dunstan's St Katherine's & Wapping Stepney Green Whitechapel	SE Ward Cluster Blackwall & Cubbit Town Canary Wharf Island Gardens Lansbury Limehouse

7. Equality Opportunities

Organisations will be required to deliver inclusive services to all children, young people and/or families with a need however we also expect to fund a small number of services that target specific groups with an identified need.

8. Requirements for Tracking, Onward Referral and Progression

Organisations will be expected to demonstrate that:

- They track progression routes and onward referrals.
- Work in partnership with referring agencies to track overall progress towards achieving improved outcomes.

9. No. of Grants to be Allocated by Type and Size

The funding available for reaching participants within each of the ward clusters will be as follows per annum:

Raising attainment:

- £15,500 for innovative programmes aimed at raising attainment for those at risk of not achieving expected levels for each ward cluster.
- £31,500 for community language programmes for each ward cluster
- £52,250 for provision of a range of inclusive universal and targeted, cultural, environmental and leisure opportunities, which meet the needs of all children and young people, including those with disabilities reaching people across the ward clusters.

Vulnerable children, young people and families:

- £45,000 for services that provide targeted interventions for children, young people and/or families to prevent problems escalating for each ward cluster.
- £60,500 for targeted youth services with a grant value of £15,000 per application per annum to deliver 2 evenings minimum between 6pm to 9pm and to engage 100 young people minimum for each ward cluster.

10. Guidance on Delivery Methods

- Organisations will be expected to deliver programmed and flexible and responsive services during times that allow easy access for service users within the four geographical ward clusters.
- Organisations will be expected to take referrals from partner organisations, such as schools and local authority children's services.

11. Options for Consortium Bidding and Partnership Working (if applicable)

In order to maximise the use of the limited resources available we strongly encourage the development of consortium arrangements between providers where appropriate.

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MAIN STREAM GRANTS PROGRAMME 2015/18

GRANT SPECIFICATION

Draft 10th March 2015

THEME: Jobs, Skills and Prosperity

There are two specific strands under this theme, covering access routes to employment for those furthest from the labour market, and access to advice on social welfare law for those on low income. . Both specifications outlined below are seeking applications than can demonstrate an integrated partnership approach to addressing these two areas of need

Strand 1 – Routeways to Employment Support Services (pages 1 – 7)

Strand 2 Social Welfare Advice Services (pages 8 - 28)

Strand 1 - Routeways to Employment Support Services

1. Basis of Need

The objective of this funding stream is to help increase and integrate the pathways to employment of those local residents either marginalised by the labour market or facing barriers which make this transition difficult

The funding is designed to support services that provide specialist support to address specific barriers to employment including relevant IAG support, accredited and /non-accredited training, volunteering and employment support and referral to other provision where appropriate.

To make best use of limited resources the funding is specifically targeted toward interventions that are evidenced as being effective; innovative approaches that supplements and are integrated with other employment support projects or services.

We particularly encourage applications that target key groups who are furthest from the labour market, including those who are under-represented in employment statistics and whose needs are not currently being addressed by other services.

This includes long-term unemployed or economically inactive residents, particularly people from BME communities; people whose barriers relate to health or disability

particularly mental health; people most likely to be adversely affected by the impacts of recent and proposed welfare reform

Outlined below is a summary of 2014 data on the composition of the claimant count

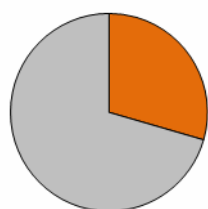
Table 1: Claimants of key out-of-work benefits by 2014 ward cluster

2014 Ward Cluster	Residents	Working Age (16-64)	Key out-of-work benefit claimants	Claimant rate
North East	68,004	49,198	6,051	12.3%
North West	69,346	53,327	5,985	11.2%
South East	76,653	57,493	5,605	9.7%
South West	63,919	47,473	4,649	9.8%
Tower Hamlets	277,923	207,491	22,290	10.7%

Source: NOMIS - DWP Benefit Claimants - working age client group, 2014 ward cluster rates calculated using GLA 2013 round of population projections SHLAA based as a denominator

The composition of the claimant count as of May 2014, by the main reason for claiming a key out-of-work benefit, is as follows:

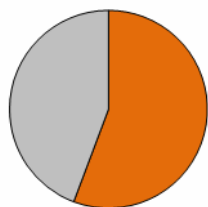
Chart 2: Claimant group of key out of work benefits – May 2014 snapshot



Job Seekers Allowance

6,580 residents
29.5% of those on key out of work benefits
3.3% of the population aged 16 to 64

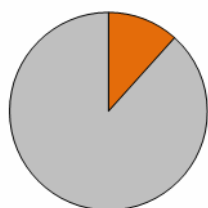
Includes all claimants of JSA



ESA and Incapacity Benefit

12,440 residents
55.7% of those on key out of work benefits
6.2% of the population aged 16 to 64

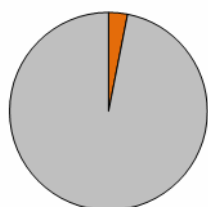
Includes all claimants of ESA and incapacity benefit who are not also claiming JSA



Lone Parents

2,600 residents
11.6% of those on key out of work benefits
1.3% of the population aged 16 to 64

Includes all claimants of out-of-work benefits as a lone parent who are not also claiming ESA, IB or JSA



Others on income related benefit

690 residents
3.1% of those on key out of work benefits
0.3% of the population aged 16 to 64

Includes all others on income related benefit who are not also claiming JSA, ESA, IB or claiming as a lone parent

Source: DWP Benefit Claimants - working age client group

2. Target Outcomes

Proposed services will contribute to the following outcomes:

- Advancement of those residents furthest from the labour market into skills training, employability programmes and jobs.
- Improved employability skills provision with integrated customer-focused advice and guidance delivering holistic support to tackle individual barriers to employment.
- Increased integration of voluntary sector information advice and guidance provision with Council and other funded employment services.

The outcomes will be measured against specific milestones and targets related to individuals' progression from initial baseline assessment of skills and barriers to employment and their advancement towards sustainable work including:

- Engagement and assessment of skills and barriers
- Completion and review of Personal Action Plans
- Participation in accredited and non-accredited training
- Participation in volunteering and /work experience placements
- Job outputs

Priority will be given to activities that:

Increase the engagement of those residents identified as economically inactive and register to take part in employability activity and job search;

Enhance the skills, confidence and motivation of people who are furthest from the labour market;

Increase the number of residents undertaking basic skills training, leading to improved employability skills;

Ensure residents engaged and identified as looking for work are submitted for relevant pre- employment and job related training;

Have flexibility to meet new and emerging needs and respond to the multiple and complex needs of the target groups;

Provide access to volunteering and work experience projects.

Expected Outputs

We expect organisations seeking to provide pathways to employment support services to submit a **method statement** with their application that outlines their proposed model of delivery, including specific milestones and targets related to a

client's advancement towards sustainable work. Organisations are requested to set targets in their service proposals for the following standard outputs where appropriate:

Some of the standard outputs expected to be delivered under this theme are set out below if there are additional project specific outputs that you wish to propose this should be included as part of your application and will need to be clearly defined and evidenced

Outputs

Number of residents initially engaged and assessed
 Number of residents given ongoing employment related support
 Number of residents engaged in accredited training
 Number of residents engaged in confidence building and basic skills
 Number of residents referred to other organisations
 Number of residents referred to Job Brokerage services
 Number of residents into employment with jobs that are sustained for at least 13 weeks,

Where applicable, percentage of users expected to be retained throughout the programme/project.

Number of jobs secured directly by your agency or through progression route referral to a partner agency.

Number of these with jobs that were sustained for 13, 26 and 52 weeks

3. Scope of Activities

Applications will need to provide a detailed outline of the activities they propose and the rationale for prioritising those particular activities, plus a summary of the expected progression routes for participants. Applicants will need to demonstrate a track record of successful interventions with those furthest from the labour market and detail examples of successful outcomes in terms of supporting resident's progression. Applications need to evidence links to and knowledge of other services supporting those furthest from the labour market. Applications will need to demonstrate strong referral processes and engagement with the Council's Integrated Employment Service and to track and monitor in accordance with IES systems.

4. Beneficiaries and Priority Groups to be Targeted

We particularly encourage applications that target key groups who are furthest from the labour market, including those who are disproportionately represented in unemployment statistics and whose needs are not currently being addressed by mainstream funders. This includes long term unemployed or economically inactive residents, particularly women from BME communities, people with health issues or a disability, particularly those with mental health issues; people most likely to be adversely affected by the impacts of recent and proposed welfare reform.

Service providers should be able to evidence the rationale for their targeting of particular groups, the added value they bring to existing services where appropriate;

and need to provide details of the monitoring systems in place to demonstrate the impact of the interventions.

5. Required Geographical Coverage

We wish to fund services that provide a good geographical spread across the borough through a range of accessibly located sites

We specifically wish to fund projects and activities encouraging increased economic engagement in those parts of the borough which have been identified as having the highest levels of unemployment. For details of the areas of highest unemployment levels, please see the briefing document provided at Appendix 1 to this specification.

6. Equal Opportunities

Whilst we are expecting to fund some specific services for particular target groups we expect all service providers to deliver inclusive services.

Organisations must ensure that:

- Activities are open and available to all potential users in the area where the service is being delivered.
- The needs of service users, including linguistic, disability, cultural and religious needs, are taken into consideration in the service provision.
- Activities are operated from safe and secure premises that are accessible to people with disabilities and meet legal Health & Safety requirements.
- Barriers which may exclude individuals from participation are addressed and budgeted for in the proposed activities.
- Applications need to demonstrate that they give due regard to the public sector general equality duty as set out in the Equality Act 2010.
- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act;
- Advance equality of opportunity between people who share a protected characteristic and those who do not;
- Foster good relations between people who share a protected characteristic and those who do not.

7. Requirements for Tracking, Onward Referral and Progression

Applications are required to provide details of the method statement of the tracking and monitoring system they have in place to track individual service user's progression from initial engagement to completion of the intervention

In addition, applications should demonstrate how they will ensure the sustainability of their proposed projects, e.g. funding applications to external funders.

Priority will be given to applications that propose new projects and innovative approaches. Applications from ongoing projects need to demonstrate additionally, e.g. new elements, new partnerships that build on the achievements of the existing project.

Priority will be given to applications that can demonstrate value for money for LBTH, e.g. match funding, enhanced partnership working and pooling of resources.

Output	Definition	Evidence Requirements
Number of residents initially engaged and assessed	First contact with the programme followed by initial assessment of a client's needs	Completed registration form, and assessment of the barriers to employment.
Number of residents given ongoing employment support through the programme	Support must include an assessment of the barriers to employment and a completed individual action plan. Individual reviews tracking progress against the agreed action plan should happen throughout the time on the programme. Support should last for a minimum of 6 weeks.	Completed registration form, an assessment of the barriers to employment and an individual action plan. A record of whether the person receiving support is new to the programme or is an existing user. Individual reviews against the agreed action plan.
Number of residents engaged in accredited training.	Attendance at a programme of accredited training completed	Completed attendance sheets for training, information of training undertaken and the accreditation. Copies of relevant certificates
Number of residents engaged in confidence building and basic skills programmes.	Attendance at a non-accredited course or session.	Completed attendance sheets and information of training / activity undertaken.
Number of residents referred to other organisations	This is a formal referral following an assessment of the client's needs. The organisation the client is referred to must accept and acknowledge the referral. Note this is not the same as 'signposting' where the client is advised of another organisation that might be able to help.	Initial assessment of the client's needs, referral form completed stating the nature of the referral, written acknowledgement from organisation that has accepted the referral.
Number of residents referred to Job Brokerage services	As above but organisation receiving referral must provide a job brokerage service	As above but client should be tracked to confirm whether they were able to get a job. If so this should be reported as an indirect job outcome
Number of residents into employment with jobs that are sustained for at	That a job seeker has commenced a sustainable job that is expected to last beyond a period of 13 weeks following support through the programme	Completed registration form, evidence of action planning and support provided. Supporting evidence from employer to confirm a start date and tracking

Output	Definition	Evidence Requirements
least 13 weeks		at 13, 26 and 52 weeks. Proof of identity and eligibility for work.
Other appropriate outputs based on identified need	Delivery organisations / consortia should define additional outputs in line with above	Evidencing requirements must be specified as above

8. No. of Grants to be Allocated by Type and Size

The indicative budget for this stream is approx. £300K per annum and it is envisaged that in order to ensure that quality assured sustainable activities are delivered that no more than 12 projects will be funded.

9. Delivery Methods

Applicant organisations need to demonstrate that they:

- Plan and deliver flexible and responsive services that are open to everyone, and user-led
- Involve beneficiaries in how they design, run and review their services;
- Work in partnership and are involved in local networks with other groups;
- Use a range of publicity methods and channels to reach potential service users including those that are hard to reach.
- Applicant organisations are required to submit a delivery plan with their application covering the key areas outlined above and identified in (appendix)

10. Partnership Working

In order to develop effective integrated provision to meet the diverse needs of those residents furthest from the labour market, we are keen to support and encourage the development of effective partnership working. We strongly encourage the development of consortium arrangements between providers to maximise both the use of resources as well as ensuring the use of specialist organisational knowledge and expertise in working with the target beneficiary group;

Regardless of this, all applications should details what effective referral links they have with other providers delivering services to those in the community who are most disadvantaged. All applications are also required to detail what other funding they have in place to deliver this project and also what funding they are going to seek to increase the sustainability of the project.

MAIN STREAM GRANTS PROGRAMME 2015/18 GRANT SPECIFICATION

THEME: Jobs, Skills and Prosperity

Strand 2 – Social Welfare Advice Services

1. Basis of Need

Advice and legal services that support vulnerable groups and those on low incomes to access their rights and understand their obligation, play a key role in resolving civil justice problems and helping to mitigate the social, economic and health consequences of those problems

High levels of child poverty and in work poverty, combined with the impacts of welfare reforms, the housing crisis and continued economic austerity, continue to create demand locally for welfare benefits, housing, debt and employment rights advice in particular

2. Target Outcomes and Outputs

In order to meet demand for social welfare advice in Tower Hamlets and provide access through a range of channels, including face to face advice services for those most in need, this funding stream is particularly focusing on funding provision that

- Maximises access for residents to quality assured advice services through a network of generalist and specialist advice providers, that ensure the best use of available resources through effective partnership working

- Provides a high quality advice service and achieves value for money through streamlining the process for people seeking help and advice, through a range of coordinated accessible channels that ensures residents are signposted and referred to the most appropriate source of help in a timely and efficient manner
- Helps ensure the quality and sustainability of Advice Service provision in the borough through providing training and support for advisors and volunteers and promoting effective collaboration between advice projects for the benefit of local residents,
- Demonstrates measureable outcomes for local residents including:
 - empowering residents through informing them of their legal rights and responsibilities particularly in relation to benefits, housing, debt and employment rights legislation
 - maximising the income and take up of welfare benefits and tax credit entitlements by local people, particularly those residents impacted by welfare reforms and low income households moving into work;
 - reducing levels of individual resident's problem debt through providing access to qualified debt advisors and providing follow up support on budget planning
 - Supporting residents to understand their rights and responsibilities and options in relation to housing need and providing legal advocacy where appropriate for those threatened with homelessness

Providers will be required to demonstrate transparently the outcomes of their services and provide evidence of the longer-term benefits of the advice given. They will be required to record and analyse the following information:

- details of financial gains for clients – level of successful appeals and revisions on particular benefits/tax credits; level of debt matters written off/payment renegotiated;
- Details of non-financial outcomes – number of evictions prevented; number of employment matters resolved; number of settlements negotiated etc;
- service users reports and case studies that demonstrate improved problem solving, improved ability to navigate the system, improved health and well-being/financial stability.

As minimum, the provider will ensure that at least 60% of all cases lead to a demonstrably positive outcome for the client. Direct outcomes include:

- Increased benefit and tax credit income
- homelessness prevention and sustaining tenancy

- reduced indebtedness including rent arrears and high interest payments
- prevention and reduction in avoidable costs such as court and enforcement costs
- increased employment sustainability

Indirect outcomes include:

- enhanced well-being and reduced stress
- client empowerment
- increased sense of social and financial inclusion

In order to maximise access and ensure the sustainability and quality of Advice Service provision in the borough, applications will only be considered from organisations involved in partnerships and consortiums that can demonstrate both a track record of positive outcomes for residents and effective collaboration at locality or boroughwide level to meet resident needs

Output Volumes

Providers will be required have an effective computerised system to monitor and quantify the agreed target outputs and comply with the Council's quarterly reporting schedule. Outputs to be monitored include:

- number of sessions delivered and the method of delivery (e.g. appointments, drop-in, telephone, home visit, outreach, etc);
- number of new clients and number of repeat clients;
- breakdown of the types and levels of advice and support given across the different areas of law ;
- profile of users monitored by ethnicity, gender, age, disability, employment /socio economic status and housing status; and
- profile of referrals to other agencies/support services including employment and training.

The general performance targets under this grant will be with reference to the number of new cases/new matter starts (NMS) as well as the number of clients assisted.

This recognises that clients often present with multiple problems and that the time taken with individual clients on different matters can vary significantly depending on the nature of the client or their legal problem. Providers are required to maintain details of the number of clients seen, the number of new Enquiries by area of law dealt with as well as the outcome of the case.

The table below sets out the number of cases an average generalist advice project is expected to deliver based on the information from previous contracts. Please note

that you may apply to deliver more or fewer outputs than listed below. However, if numbers are different you should provide a full explanation of the reasons.

Expected average number of cases / new enquiries by area of law per annum (based on 5% assisted information 70% general help and 25% casework)							
£30,000	£40,000	£50,000	£60,000	£70,000	£80,000	£90,000	£100,000
1200-1365	1600-1800	2000-2273	2400-2727	2800 -3182	3200-3636	3600 -4091	4000 -4545

Due to the demand for Debt, Welfare Benefits and Housing advice in the Borough, it is expected that the 80% of new enquiries will be delivered in at least the following proportions at Welfare Rights 45%, Debt & Money Advice 15% and Housing 20%.

The numbers of new enquiries reported in the monitoring returns must not also be claimed against other funders. If only a limited amount of the legal work for clients is funded from other sources, approval from the Council's funding officer can be sought to cover the additional work required to assist with the client's case (e.g. representation at tribunal etc).

3. Scope of Activities

Social Welfare Advice for the purpose of this specification refers to those categories of law which govern: entitlement to state benefits and tax credits; rights in relation to access to housing and housing disrepair, the management of personal debt; employee's rights at work and access to redress for unfair treatment or discrimination.

This includes projects that provide quality assured generalist or specialist advice services in the above areas of law and respond to the multiple and complex social welfare advice needs of residents in the borough, particularly low income households and vulnerable groups;

To ensure a balanced combination of generalist and specialist services that reflect the diverse needs of local residents, the funding for Social Welfare Advice Service provision is divided into the following 5 service areas of work and specifications for each of the services are set out in the attached appendices.

- Boroughwide Generalist Advice Service (Appendix A)
- Locality /LAP Generalist Advice Service (Appendix B)
- Boroughwide Specialist Advice Service (Appendix c)
- Debt and Money Management Support Project (Appendix D)
- Advice Capacity and Volunteer training Project (Appendix E)

Detailed information on the scope of activities for particular projects is included in the attached appendices

Projects will need to demonstrate how they empower residents including identifying clear linkages and referral routes for their service users to other relevant initiatives including basic skills training, digital and financial inclusion projects, health and advocacy support initiatives as well as specialist legal advice services.

The project to increase the capacity and quality of advice provision in the borough through the provision of a training and placement programme for advice volunteers, will need to demonstrate how they are going to deliver across the different advice agencies in the borough

Access to services and Service standards

As Tower Hamlets population is diverse and consists of many communities, advice Service must demonstrate how they will ensure accessibility for all residents. Services need to be sufficiently integrated to offer clients a choice of access in terms of location, hours of operation and 'access channel' (face to face, telephone, internet, e-mail, etc.). As advice provision is less developed in the east of the borough, with a smaller number of providers based there and less developed travel routes providers will need to clearly identify how they will ensure access to residents in those areas.

Locations should be selected so as to be easily accessible to as many clients as possible from all client groups and communities to access via public transport. Ideally these should be co-located with other public services.

Triage and Referrals Providers will be required to implement a single system of triage across all routes of accessing the service, that will include a triage interview;

a diagnosis of the client's problem(s); brief advice where the problem is resolvable within the triage interview; sign-posting or referral.

It will be a requirement that all clients facing an urgent situation (including imminent proceedings) will be dealt with by an appropriate adviser on the same day as contacting the provider or the next day.

Telephone access - As well as telephone services in normal operating hours, providers will be required to provide a 24-hour answer phone service outside of these hours, setting out as a minimum key information such as its own opening hours; sources of self-help advice, e.g. on-line; and where to obtain advice and assistance for urgent situations

E-mail and web-based services will need to be able to support client self-help through appropriate on-line packages.

Service interface - Providers will be required to demonstrate and ensure a good interface with other services, in particular the Council's contracts for housing advice and mortgage rescue; other local advice providers; national advice services, including those provided through electronic formats; and other public sector services.

Advice Quality Framework - Applicants are required to evidence compliance with an approved Advice Quality standard to demonstrate their suitability to deliver the

service at the appropriate level. In order to be considered for funding under this programme, applicants also need to evidence in their delivery plan:

- a minimum of 3 years' experience in delivering quality marked advice services in welfare benefits, housing and debt and equivalent level of experience in any of the other areas of social welfare law that they are seeking to deliver under this funding;
- that the staff/volunteers engaged in the delivery of the service will have relevant skills, competence and training to ensure up to date accurate advice on issues in relation to resident's legal rights and entitlements;
- that appropriate case file records will be maintained so there is a clear audit trail of the advice and support given to clients;
- the systems and procedures that will be in place to ensure quality and accuracy of advice including arrangements for file reviews and peer review;
- where debt advice proposed: the organisation is registered with the FCA ;
- where immigration advice is proposed: the organisation holds the appropriate OISC exemption to provide advice on immigration issues at that level;
- that they make effective use of the analysis of client data and case monitoring information to be able to recognise trends, and represent and give a voice to service users on any emerging social welfare issues;
- that they have appropriate electronic management information system capacity to meet the recording and monitoring requirements for this funding stream;
- that they provide self-help information and maintain data of local and national information and advice provision for signposting and referral purposes; and
- effective liaison and networking with key relevant statutory and voluntary sector organisations and networks including Tower Hamlets Community Advice Network (THCAN).

Quality Standards

Funding will only **be provided** to those organisations that hold appropriate Advice quality assurance standards and that can evidence how quality is maintained across the service. Applicants will be asked for their quality management framework, including the use made of client feedback; internal quality checks; peer review; external accreditation; best practice and any external standards required for delivering in particular areas of law including those regulatory standards and approvals required for providing debt advice and immigration advice

5 Beneficiaries and Priority Groups to be targeted

We expect all service providers to deliver inclusive service ensure that provision reflects the needs of all potential users in the area, particularly low income residents those groups who are over represented in indices of multiple deprivation and those who experience barriers to accessing services .Linguistic, disability, and cultural

needs need to be taken into consideration in the service provision and partnership arrangements with other providers are encouraged to meet the specific needs of particular communities .

6. Required Geographic Coverage

To ensure a balanced combination of generalist and specialist services that reflect the diverse needs of local residents, the funding for Social Welfare Advice Service provision is divided into both boroughwide and locality provision as detailed in Appendices A to D

For the locality provision we wish to fund projects that have a good geographical spread through a range of accessibly located sites within the following ward clusters:

<p>NW Ward Cluster (LAP 1 and 2) Bethnal Green Spitalfields and Banglatown St Peters Weavers</p>	<p>NE Ward Cluster (LAP 5 and 6) Bow East Bow West Bromley North Bromley South Mile End</p>
<p>SW Ward Cluster (LAP 3 and 4) Shadwell St Dunstan's St Katherine's & Wapping Stepney Green Whitechapel</p>	<p>SE Ward Cluster (LAP 7 and 8) Blackwall & Cubbit Town Canary Wharf Island Gardens Lansbury Limehouse Poplar</p>

7 Types and number of projects to be funded

The indicative budget allocated to the delivery of social welfare advice services in Tower Hamlets is approximately £900, 000 per annum.

The funding is prioritised to deliver integrated partnership projects across following service areas. Specifications for each of the services are set out in the attached appendices.

- 1 x Borough wide Generalist Advice Service (Appendix A)
- 4 x Locality /LAP Generalist Advice Service (Appendix B)
- 1x Borough wide Specialist Advice Service (Appendix c)
- 1x Debt and Money Management Support Project (Appendix D)
- 1x Advice Network Co-ordination and Volunteer training

The proposed amount of funding to be allocated to each area is shown at the end of each of the service specifications. However, these are indicative budget figures and are subject to the final verification of the Council's budget for each financial year.

8 Partnership/Consortium approaches

In order to achieve more coordinated social welfare advice provision, the Council is seeking to support organisations that work in partnership with other providers to deliver good quality advice services. Ideally we would like to see a range of accessible provision across the borough, with large and small organisations working together in a lead provider model to ensure a co-ordinated holistic approach to meet identified need.

The specification therefore requires good partnership and referral links with other advice providers and key stakeholders to encourage early intervention and targeting of services to meet those most in need. This will help ensure:

- greater co-ordination of services to help meet demand
- reduction in potential duplication of services
- increased sharing of best practice
- increased access to advice through improved signposting and referrals
- consistent quality and standards of service
- enhanced access for excluded communities to frontline advice services
- increased capacity of the advice sector to meet identified need

All providers will be required to actively engage in THCAN, the borough's community legal advice network and to develop partnership with community-based groups that provide information and initial advice as part of their wider remit e.g. BME groups, disability groups and other community groups.

9 Requirements for Tracking, Onward Referral and Progression

Providers will be required have an effective computerised system to monitor and quantify the agreed target outputs and comply with the Council's quarterly reporting schedule. Areas to be monitored include:

- number of sessions delivered and the method of delivery (e.g. appointments, drop-in, telephone, home visit, outreach, etc.);
- number of new clients and number of repeat clients;
- breakdown of the types and levels of support given;
- number of users taking up services and the pattern of take-up across the different advice areas;
- profile of users monitored by ethnicity, gender, age, disability, employment /socio economic status and housing status; and

- profile of referrals to other agencies/support services including employment and training.

Providers will be required to demonstrate transparently the outcomes of their services and provide evidence of the longer-term benefits of the advice given. They will be required to record and analyse the following information:

- details of financial gains for clients – level of new benefits/tax credits claimed level of debt matters written off/payment renegotiated;
- details of non-financial outcomes – number of evictions prevented; number of employment matters resolved; number of settlements negotiated etc.;
- service users reports and case studies that demonstrate improved problem solving, improved ability to navigate the system, improved health and well-being/financial stability.

Providers will be required to:

- actively seek service user views and maintain appropriate records of service user feedback including any comments and/or complaints and to demonstrate how such feedback is shaping service delivery;
- evidence social policy activity – production of case studies highlighting impact of policy and practice; participation in strategic forums, responding to consultation on local issues;
- to complete an annual self-assessment review on their performance against the agreed delivery plan and targets and to outline any proposed changes in delivery to meet service demand;
- to evidence assessment of impact of the agency's work, assessment of performance against agreed output targets and an evaluation of outcomes achieved and to evidence effective cross sector partnership activity in their annual monitoring review.

10 Delivery Plan and Service Planning

Organisations will need to provide a Delivery Plan with the completed application form which sets out in detail how all the requirements of the contract will be met. The plan should include details of:

- the proposed delivery model for assessing and managing demand including details of triage service, diagnostic interview and referral arrangements;
- the proposed access channels, opening hours, outreach sessions, pro bono sessions, including frequency of sessions, and location of sessions organised with partner organisations;

- how services will be publicised and what efforts will be made to raise awareness of services to potential service users and other stakeholders;
- the proposed number of staff and volunteers engaged in the delivery of the service and the training supervision and file review arrangements;
- the systems and procedures that the service has in place to ensure quality and accuracy of advice including arrangements for file reviews and peer review;
- how work will be monitored and outcomes evaluated;
- how the service will plan for and respond to likely changes in client demand from social welfare reforms;
- any initiatives to empower service users to deal with similar social welfare problems should they arise in the future;
- how beneficiaries and stakeholders will be involved in the design, running and reviewing of their services;
- partnerships, referral arrangements with other providers, involvement in local networks that enhances the service provided;
- consortium management arrangements;
- any proposals to bring in additional funding to deliver legal advice services in Tower Hamlets which will complement the services to be provided.

Details of strategic and business planning to ensure the stability and sustainability of the project;

- arrangements to ensure that services are accessible to all residents, particularly those who are socially excluded, including residents with specific support or access needs;
- how they maximise the capacity of the service to meet local need and demand (e.g. pro bono evening sessions, use of trained volunteers etc.);
- how they empower service users to deal with similar social welfare problems should they arise in the future;

Appendix A

SPECIFICATION FOR BOROUGH – WIDE GENERALIST ADVICE SERVICES

Scope of Service

General help level advice services primarily across welfare benefits, housing and debt categories of social welfare law. The service will also provide advice across all other areas of social welfare law

The generalist advice service will provide initial diagnosis of presenting and associated legal problems and the provision of general advice, assistance and information, including any associated correspondence. Where appropriate, advisors will refer issues requiring specialist legal advice or representation to specialist advisers through local and national networks.

The borough – wide service provider will also be responsible for collating social policy returns from other advice agencies and providing regular feature articles promoting access to advice services.

Service Quality Standards

Organisations/consortiums wishing to be considered for funding under this programme need to demonstrate that they meet the CLS Quality Mark and general service delivery standards for advice services set out on page 3.

Type of Service

Provision of advice at, General Help and Casework levels across all areas of social welfare law. The borough-wide provider is also required to provide information and briefings on advice issues for the general public through a range of accessible channels on a quarterly basis and highlight any social policy issues.

Geographical Coverage

Boroughwide service delivered from accessible sites including outreach sites where there are identified gaps in provision.

Delivery Methods

In order to meet demand it is expected that advice services will be delivered through a range of access channels to the minimum level detailed below:

- Open Door Access – Drop in advice service with a minimum of 25 hours per week day with at least one session set outside normal working hours.
- Telephone Access – 10 hours per week minimum
- Appointments – 15 hours per week minimum
- On line advice service

The provider will need to establish systems for collation and provision of Information and briefings on advice issues, including collating information from other local advice agencies in relation to social policy trends.

Delivery Plan

Organisations will need to provide a Delivery Plan, which sets out how they will meet the requirements of the contract and how they will work with other advice providers

and stakeholders to ensure co-ordinated advice provision including outreach in the borough.

Partnership Working

Applicants for the Generalist borough-wide provision must demonstrate strong links with other advice agencies and key stakeholders in the voluntary and statutory sector. including partnership arrangements with the main minority language advice providers in the Borough (particularly Somali , Chinese , Vietnamese as well as languages spoken by newer migrants) They must demonstrate a commitment to working with the locality advice providers to ensure effective co-ordination and information sharing on service capacity and delivery issues to avoid duplication and ensure effective referrals, through involvement in planning outreach sessions and attending the locality/LAP partnership meetings for example.

There is also a need to identify the proposed processes and protocols for ensuring regular review of signposting and referrals arrangements with other agencies.

Additionally, applicants need to identify how they will work with locality agencies to ensure there is no duplication of services and that the scope for improving service and meeting demands for advice service across the borough is regularly reviewed. Applicants will also need to identify how they will support residents through the welfare reforms including referral arrangements with employment support agencies and other referral agencies

Output Volumes

Based on information from previous contracts the projected number of cases per annum is 5000-6000 (based on 20% assisted information; 60% general help and 20% casework).

Please note that providers may apply to deliver more or fewer outputs than listed based on the available budget below. However if the proposed number of cases or the percentages for the different levels of advice is different you should provide a full explanation of the reasons.

Expected Outcomes

As minimum, providers will ensure that:

- at least 60% of all cases lead to a demonstrably positive outcome for the client;

- debt levels, including rent arrears, are reduced for individual clients as a consequence of the services provided;
- tenancies have been sustained and homelessness has been prevented in 70% of relevant cases;
- increased benefit and tax credit income;
- increased awareness of residents and service providers of advice service provision;
- 85% of clients who respond to client satisfaction monitoring, rate the quality of the Services provided by the provider and its partners as “Good” or “Very Good”.

Budget

The award for the borough-wide partnership contract including specific language provision is expected to be in the region of £245,000 per annum.

In order to meet the diverse language needs of the various smaller communities and new residents in the borough applicants will need to identify the partner agencies in their consortium that will help ensure that the borough generalist services to meet the needs of the following community groups:

Chinese and Vietnamese, Somali, new migrant communities with specific language needs

Appendix B

SPECIFICATION FOR LOCALITY BASED GENERALIST ADVICE SERVICES

Scope of Service

Organisations will be expected to deliver general help level advice services primarily across welfare benefits, housing and debt categories of social welfare law. It is envisaged that some matters will also be dealt across other areas of social welfare law including family, consumer and immigration.

The generalist advice service will provide initial diagnosis of presenting and associated legal problems and the provision of general advice, assistance and information, including any associated correspondence. Where appropriate, advisors will refer any issues requiring specialist legal advice or representation to specialist advisers through local and national networks.

Organisations must demonstrate a commitment to working in partnership with other advice providers to ensure effective co-ordination and information sharing on service capacity and delivery issues to avoid duplication and ensure effective referrals.

Service Quality Standards

Organisations/consortiums wishing to be considered for funding under this programme need to demonstrate that they meet the CLS Quality Mark and general service delivery standards for advice services set out on page 3.

Type of Service

Advice at General Help and Casework level across the following priority areas of social welfare law:

- Welfare Rights including advice re entitlements, better off calculations
- Debt and Money Advice – including assistance with priority debts, repayment negotiations and producing personal financial statements
- Housing Advice – including, repairs, possession proceedings and tenancy issues

The Council recognise that there is a need for some flexibility to provide support in other areas of social welfare law including employment, immigration and education plus areas of new and emerging needs. Applicants should highlight which if any of these additional areas of law they propose to deliver advice in and demonstrate evidence of need in those areas.

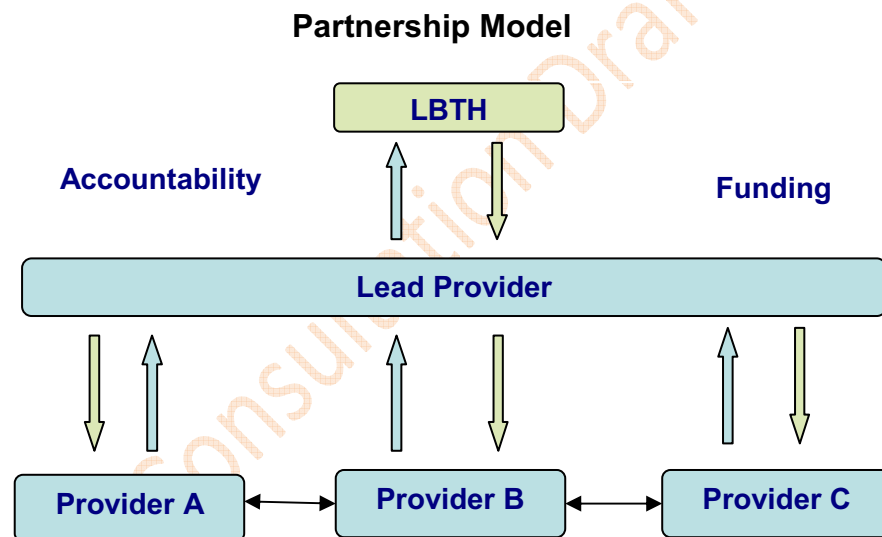
All project proposals need to specify which categories of law will be provided at General Help and which will be provided at Casework level. For Casework Level applicants need to provide evidence of need for the provision and demonstrate their ability to deliver.

Partnership lead provider model

In order to achieve more coordinated social welfare advice provision, the Council is seeking to support organisations that work in partnership with other providers to deliver good quality advice services. To meet the requirements of the locality advice provision specifications, organisations will need to form/join an existing advice partnership or consortium.

Each partnership/consortium needs to identify a lead provider who as the contract holder will be accountable to LBTH. **The lead provider will be responsible** for the overall quality of the advice provision including undertaking file reviews.

The partnership needs to ensure that the role of each partner is clearly identified and that there is shared ownership of and commitment to the partnership with clear accountability mechanisms in place. Each partnership is required to have systems in place to regularly review advice needs and demand across the locality area. Partnerships are also required to liaise with key stakeholders including RSL's and local community groups to promote awareness of the advice service provision and early identification of problems.



Geographical Coverage

Partnerships /Consortiums can bid to deliver service to cover one or more of the following areas –

<p>NW Ward Cluster (LAP 1 and 2) Bethnal Green Spitalfields and Banglatown St Peters Weavers</p>	<p>NE Ward Cluster (LAP 5 and 6) Bow East Bow West Bromley North Bromley South Mile End</p>
<p>SW Ward Cluster (LAP 3 and 4) Shadwell St Dunstan's St Katherine's & Wapping Stepney Green</p>	<p>SE Ward Cluster (LAP 7 and 8) Blackwall & Cubbit Town Canary Wharf Island Gardens Lansbury</p>

Whitechapel	Limehouse Poplar
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Delivery Methods

In order to meet demand it is expected that services will be delivered through a range of access channels as detailed below:

- Open Door Access - Drop in advice service with a minimum of 14 hours per week across each LAP area. Sessions should be spread across the geographic area throughout the week with at least one session set outside normal working hours;
- Telephone Access - 10 hours per week minimum for initial advice and signposting for new clients/enquiries;
- Appointments - 14 hours per week minimum.

Delivery agencies are also required to provide information on and access to relevant self-help information leaflets, on-line advice websites and national telephone help lines. Preference may be given to a provider(s) able to demonstrate they can offer more than the minimum number of hours per week and that they can offer a range of outreach services within the locality areas. They also need to identify how they will work with partner agencies to ensure there is no duplication of services and that the scope for improving service and meeting demands for advice service across the borough is regularly reviewed. Appropriate referral and service review arrangements need to be in place with boroughwide providers. Delivery agencies will also need to identify how they will support residents through the welfare reforms including referral arrangements with employment support agencies and other referral agencies.

Delivery Plan

Organisations will need to include the above details in partnership working arrangements section of the Delivery Plan as well as setting out how they will meet the requirements of the contract as detailed in page 2.

Output Volumes

Providers are required to maintain details of the number of clients seen, the number of N new enquiries assisted with and the number of hours of advice delivered as well as the outcome of the case. Due to the demand for Debt, Welfare Benefits and Housing advice in the Borough, it is expected that the 80% of new enquiries will be delivered in the following proportions Welfare Rights 45%, Debt & Money Advice 15% and Housing 20%.

Based on the information from previous contracts the projected number of cases per annum is 2000 -2500 (10% assisted information; 70% general help and 20% casework).

Please note that providers may apply to deliver more or fewer outputs than listed based on the available budget below. However, if the proposed number of cases / new enquiries or the percentages for the different levels of advice is different you should provide a full explanation of the reasons.

Expected outcomes

- at least 60% of all cases lead to a demonstrably positive outcome for the client
- debt levels, including rent arrears, are reduced for individual clients
- tenancies have been sustained and homelessness has been prevented
- increased benefit and tax credit income
- increased referrals to appropriate employment and training support, particularly for households impacted by the “benefit cap
- 85% of clients who respond to client satisfaction monitoring, rate the quality of the services provided by the provider and its partners as “Good” or “Very Good”

Budget

Awards for the ward cluster/ paired LAP contract are expected to be in the region of £80,00 - £100,000 per ward cluster/paired LAP area with adjustments to reflect the needs and provision in particular areas including areas with most wards

Appendix C

SPECIFICATION FOR THE PROVISION OF BOROUGHWIDE SPECIALIST ADVICE SERVICES

Scope of Service

Provision of specialist advice and casework to individual residents. Provision of second-tier advice and support to generalist agencies, to assist them in dealing with complex cases up to and including representation, convening specialist forums to provide legal updates and briefings on relevant areas of law and policy to front line advisers.

Service Quality Standards

Organisations/consortiums wishing to be considered for funding under this programme need to demonstrate that they meet the Specialist general service delivery standards set out on page 3 of this document.

Type of Service

Provider(s) will be required to provide access to free specialist legal advice in the following priority areas of law:

- Welfare Rights particularly in relation to Right to Reside and DLA /PIP changes
- Debt and Money Advice
- Housing Advice
- Employment rights

Due to the demand for Debt, Welfare Benefits and Housing advice in the borough, it is expected that at least 70% of all new enquiries will be delivered in these areas of law

The Council recognise that there is a need for some flexibility to provide support in areas of new and emerging needs. Any agency wishing to provide specialist advice in another area not listed above would have to provide evidence of need for the provision and demonstrate ability to deliver.

Referrals and Second tier service

Specialist advice provider(s) are required to have systems in place to take referrals from other advice agencies, community groups and statutory agencies etc.

Specialist provider(s) will also be required to provide second-tier advice and support to generalist advice providers through telephone advice and access to training, information sharing

We also recognise that changes in the advice landscape may arise during the funding period that could impact upon the availability of specialist services across

Tower Hamlets. As a consequence, changes to the services specification may need to be negotiated with the successful provider during the period of the contract.

Geographical Coverage

Provider(s) of specialist advice services will be expected to demonstrate effective partnership working with other advice agencies to ensure that the service is accessible on a borough-wide basis.

Delivery Methods

A Provider will be required to provide services through a range of methods:

- Open Door Access – 15 hours per week minimum. Sessions should be spread throughout the week with at least one session set outside normal working hours. Sessions must have a minimum duration of 2 hours
- Telephone Access – 15 hours per week minimum
- Appointments – 20 hours per week minimum
- Representation – 30 number of matters per year
- Second Tier Support - 70 hours per year given to support other advice agencies

Delivery Plan

Organisations will need to include details of partnership working arrangements in the Delivery Plan as well as setting out how they will meet the requirements of the contract as detailed in page 2. The provider will also be required to demonstrate their referral arrangement and support to other advice agencies including support with individual case law queries, file reviews and briefings.

Output Volume

Providers are required to maintain details of the number of clients advised, the number of N new enquiries MS assisted with and the number of hours of advice delivered as well as the outcome of cases. Due to the demand for Debt, Welfare Benefits and Housing advice in the Borough, it is expected that the 80 % of new enquiries MS will be delivered in the following proportions Welfare Rights 45%, Debt & Money Advice 15% and Housing 25%.

Based on the information from previous contracts the projected number of new enquiries at specialist casework per annum is 1,000. Potential providers of this service should indicate the number of hours to be allocated across areas of law and types of delivery method, based on their experience of levels of demand by area of law. Please note that providers may apply to deliver more or fewer outputs than listed based on the available budget below. However, if the proposed number of cases or the percentages for the different levels of advice is different you should provide a full explanation of the reasons.

Expected Outcomes

As minimum, the provider will ensure that:

- at least 60% of all cases lead to a demonstrably positive outcome for the client
- that 80% of clients who respond to client satisfaction monitoring, rate the quality of the Services provided by the provider and its partners as “Good” or “Very Good”

Budget The level of award for the borough wide contract is expected to be in the region of £150,000 per annum.

Appendix D

SPECIFICATION FOR THE PROVISION OF DEBT ADVICE and MONEY MANAGEMENT SUPPORT

Scope of Service

The project will adopt a proactive approach to supporting households with multiple debt problems with debt management advice, including support with budget management and applying for individual grant to support them with dealing with particular debts.

Support will include regular reviews of a client's financial circumstances and debt action plans, help to maximise their income plus referrals to appropriate support networks, financial literacy and other relevant workshops to improve their financial capability skills.

Service Quality Standards

Organisations/consortiums wishing to be considered for funding under this programme need to demonstrate that they meet the Specialist CLS Quality Mark in debt advice and general service delivery standards set out on page 3 of this document.

Type of Service

Provision of specialist debt advice and casework to individual residents.

Providers will also be required to offer appointments to debt advice service users who require additional 1:1 support to become more financially stable and confident.

The service will particularly target people with recurring debt problems and will support them in managing their finances to prevent debt problems escalating. The project will offer supervised placements to trained volunteer money mentors.

The project will provide a resource to generalist advice providers through providing a referral route for clients who need additional support with managing their debt repayment plan. It will also provide information and training on money management and basic budgeting for front line advisers and will promote the sharing of good practice and resources on debt management support.

Geographical Coverage

Provider(s) will be expected to demonstrate effective partnership working with other advice agencies to ensure that the service is accessible on a borough-wide basis. This will include outreach services with key stakeholder agencies based on identified need and demand for the service in that area.

Delivery Methods

Provider(s) will be required to provide the service through open door access and appointments. Sessions should be spread throughout the week with at least one session set outside normal working hours. The Provider will take referrals from advice agencies and other stakeholders.

Partnership Working

Applicants must demonstrate strong links with other advice agencies and key stakeholders in the borough. They need to identify the proposed processes and protocols for ensuring regular reviews of signposting and referrals arrangements with other agencies to identify scope for improving service and meeting demands for this service across the borough. Organisations must ensure effective coordination and information sharing on service capacity and delivery issues and ensure effective referrals and outreach provision.

Delivery Plan

Applications will need to provide a Delivery Plan which sets out how they will meet the requirements of the contract as detailed in page 2. The delivery plan will include resources that the provider/consortium can bring to the bid including any existing provision that can complement the initiative.

Output Volume

The provider(s) will be required to maintain details of the number of clients seen, the number of hours of support delivered as well as the outcome of the case, it is anticipated that a minimum of 200 residents a year will be provided with money management support.

Please note that providers may apply to deliver more or fewer outputs than listed based on the available budget below. However, if the proposed number of cases is different you should provide a full explanation of the reasons.

Expected Outcomes

As minimum, the provider will ensure that:

- at least 60% of all cases lead to a demonstrably positive outcome for the client;
- debt levels, including rent arrears, must have reduced for individual clients as a consequence of the services provided; and,
- 85% of clients who respond to client satisfaction monitoring, rate the quality of the Services provided as “Good” or “Very Good”.

Budget

The award for the debt advice and money management support contract is expected to be in the region of £40,000 per annum.

Appendix E

Advice Network Co-ordination and Volunteer training

Scope of Service

The project will help support and increase the capacity, quality and integration of advice provision in the borough through

Co-ordinating and delivering a programme of volunteer advice skills training course including six monthly placements across a range of social welfare advice agencies in the borough

The project will also promote early intervention and self help through promotion of information and self help materials on welfare advice issues on the THCAN website which can be used by all providers and residents

This will include

Maintaining ,updating and promoting the THCAN website

Working in conjunction with the specialist providers to update and disseminate comprehensive factsheets, and information updates on welfare benefits issues, housing law issues , debt advice issue, employment law issues and other relevant areas of social welfare law

Coordinating THCAN Advice Providers Forum to promote information sharing and opportunities to discuss best practice on new initiatives or particular challenges will also support the coordination

Outputs

The provider will be required to provide and maintain details of

- the number of volunteers trained and the number of agencies supported with placements

- the number of factsheets, and information updates on welfare benefits issues, housing law issues , debt issues
- Analytics of number of hits on THCAN website including most frequently accessed pages
- Mailing list for advice providers and other key stakeholders

Expected Outcomes

As minimum, the provider will ensure that:

- at least 50% of all volunteers achieve a recognised advice training qualification
- ,that at least 5 agencies have their capacity increased through volunteer placements
- 80% of agencies who respond to satisfaction monitoring, rate the quality of the factsheets and briefing information on THCAN website as “Good” or “Very Good”.

Budget

The award for the Advice Network Co-ordination and Volunteer training contract is expected to be in the region of £35,000 per annum.

Consultation Draft



MAIN STREAM GRANTS PROGRAMME 2015/18 GRANT SPECIFICATION

THEME: Provision of Prevention, Health and Wellbeing Services

1. Basis of Need and scope of activities

We are seeking applications from Third Sector organisations based in Tower Hamlets that bring about the outcome of improved health and wellbeing of vulnerable adults and families, young people in transition, older people and those with disabilities including sensory and learning disabilities, living in Tower Hamlets and that in particular:

- enhance the lives of people, who may be at risk of, or are already experiencing, social isolation or gradually losing their independence
- address low levels of participation in sport and physical activity and associated health risks in some parts of the borough
- support their wellbeing through healthy lives activities including healthy eating and health promotion/awareness sessions
- retain a knowledge of other services supporting the above target groups in order to provide basic information, advice and signposting and facilitate access to other relevant services
- increase community cohesion

2. Target Outcomes

Proposed services will contribute to the following outcomes:

- Improved health, (including mental health and dementia), and wellbeing in adults, including older adults
- Reduced loneliness and social isolation
- Greater sense of community cohesion
- Increased knowledge about where to go for information and advice

Priority will be given to activities that:

- Increase number of vulnerable residents, as outlined in paragraph 1, leading healthier lifestyles through improved diets, taking regular exercise and related activities, including attending lunch clubs (for those aged 50+)
- Improve emotional health and wellbeing of the adult population of Tower Hamlets
- Reduce loneliness and social isolation
- Contribute to greater community cohesion
- Increase knowledge about where to go for advice and information
- Improve health and well-being through access to cultural activities that brings people together, allows for self-expression including projects around memory and cross generational activity
- have flexibility to meet new and emerging needs and respond to the multiple and complex needs of the intended target groups;
- provide access to volunteering and intergenerational projects
- improve the capacity of local sports clubs, in particular:
 - to improve the skills of coaches working with older people at all coaching levels
 - to improve the skills of coaches at higher qualification levels
 - to enhance the sport offer for people with disabilities
- activities that increase the level of physical activity amongst those residents who are currently inactive, to raise activity levels to at least 3 x 30 minutes of moderate levels of physical activity as defined by Sport England

3. Expected Outputs

We expect organisations seeking to provide prevention/health and wellbeing services to set targets in their service proposals for the following outputs where appropriate:

- Number of new users that will be accessing the services
- Numbers of existing users that will be accessing the services
- Where applicable, percentage of users retained throughout the programme/project
- 100% of staff who work directly with service users have an enhanced DBS check and are employed under safer recruitment scrutiny
- 100% of staff attend training and professional development courses
- At least one third of a voluntary organisation's management committee (appropriate individuals to be nominated by the organisation) should attend capacity building training
- 100% recording of user profile data under the nine protected characteristics
 - age
 - disability
 - gender reassignment
 - marriage and civil partnership
 - pregnancy and maternity
 - ethnicity

- religion and belief
- gender
- sexual orientation

- 100% recording of number of users taking up services
- Evidence of sustainability planning, e.g. applications to external funding bodies

4. Expected Other Outcomes

We expect organisations seeking funding to demonstrate how their service will contribute towards making a difference to the following performance indicators, some of which are contained within the Government's Single Data List¹, and others which are contained within the Council's Strategic Plan² and the Public Health Outcomes Framework Indicators (PHOFI)³.

Indicator	Short Description
Strategic 615	% of people who believe people from different backgrounds get on well together in their local area (Annual Residents Survey)
No reference	Adult participation in sport and active recreation (Active People Survey)
No reference	Maintain the average level of walking within the borough (indicator currently under development)
PHOFI	Improving the wider determinants of health: social connectedness
PHOFI	Health improvement: self-reported wellbeing
PHOFI	Health improvement: proportion of adults 'inactive'
PHOFI	Health improvement: adults achieving at least 150 minutes of physical activity per week
PHOFI	Health improvement: falls & injuries in the over 65s
PHOFI	Healthcare public health and preventing premature mortality: health related quality of life for older people
PHOFI	Healthcare public health and preventing premature mortality: hip fractures in over 65s

We will require organisations seeking funding, to collect baseline information on new service users e.g. on levels of physical activities, smoking status, consumption of

¹ <https://www.gov.uk/government/publications/single-data-list>

² http://www.towerhamlets.gov.uk/lgsi/800001-800100/800022_community_plan/strategic_plan_2014-15.aspx

³ <http://www.phoutcomes.info/>

fruit/vegetables, increased health and wellbeing etc. so that future evaluation measures can be assessed against these.

Providers will notice that some of the above indicators are measured through national surveys. As such we recognise that providers will not be able to directly attribute their activities to survey results. However, we expect service proposals to outline how service activities contribute to improving performance against the Council's and Strategic Partnerships national indicators.

Providers should develop and outline methods for demonstrating their contribution to appropriate indicators. For example, in the case of physical activity we would expect to see service proposals focusing on those members of the community who are currently inactive and engage them in the recommended amount of physical activity. Activities should target those who are inactive rather than providing services for those who are already engaging in physical activities.

Service providers should be able to evidence this targeting and need to have appropriate systems in place to demonstrate their contribution in monitoring returns. For example increased mental health and wellbeing can be measured by using the Short Warwick Edinburgh Mental Well-Being Scale; further information can be found at <http://www2.warwick.ac.uk/fac/med/research/platform/wemwbs/>

Similar targeting and refining of services may be required in relation to other national indicators. Detailed definitions of the Single Data List can be found at:

<http://www.communities.gov.uk/localgovernment/decentralisation/tacklingburdens/singledatalist/>

5. Beneficiaries and Priority Groups to be Targeted

Vulnerable families, young people in transition, older people and those with disabilities, and mental health/dementia problems, where need can be demonstrated and evidenced in the area(s) of delivery.

6. Required Geographic Coverage

We wish to fund services that provide a good geographical spread across the borough through a range of accessibly located sites.

7. Geographic Coverage of Physical Activity Projects

We specifically wish to fund projects and activities encouraging increased levels of physical activity in those parts of the borough which have been identified as having the lowest levels of participation. Preference will therefore be given to services provided in areas of lowest participation as identified through the Sport England Active People Survey.

8. Geographical Coverage of Projects Aimed at People Aged 50+

We specifically wish to fund projects and activities that address specific issues that are more prevalent in some parts of the borough such as social isolation and the prevalence of falls.

9. Quality Standards

Organisations must have Quality Assurance Standards appropriate to the area of work for which funding is being sought, or have plans to obtain appropriate Standards within the first year of funding.

- Staff and volunteers involved in service delivery must have enhanced Disclosure and Barring Service checks in place and be suitable to carry out their assigned job activities.
- Staff and volunteers must also have appropriate training, accreditations, qualifications and experience to provide the proposed services.
- Organisations must have appropriate health and safety and first aid procedures including appropriately qualified staff in place.
- Organisations must also have a successful track record of delivering similar services in the borough.
- Organisations should as far as possible support the Mayor's priority around local employment by encouraging volunteering and employment of local residents.
- The service provision is able to operate in compliance with an approved quality assurance standard, for example PQASSO quality assurance framework for small voluntary organisations/charities, to enable an appropriate level of service delivery.

Organisations wishing to bid to provide sports/physical activities will have to demonstrate that:

- Individuals engaged in the delivery of projects to raise levels of physical activity to have the following qualifications and registrations:
 - Level 2 coaching
 - Level 2 on the Register of Exercise Professionals
- Able to meet the language needs of clients through the use of bi-lingual staff, volunteers or use of translation services where required.

Organisations wishing to bid for older people lunch club services with the provision of meals will have to demonstrate that:

- Premises are registered with the Council's Environmental Health Team (foodsafety@towerhamlets.gov.uk, 0207 364 5008) and have achieved a minimum food hygiene rating of three
- There is a commitment to achieve at least a standard level Food for Health award.

- Where meals are supplied by external caterers/restaurants, they need to have a food hygiene rating of at least three and hold at least the standard level Food for Health award.
- A service user contribution is collected for each hot meal served. The minimum value of this is determined by the Council. This is currently set at £2.40, which is the same contribution made by someone who meets eligibility criteria (under FACS) for a community meal through the meals on wheels service.

10. Equal Opportunities

Organisations must ensure that:

- Activities are open and available to all potential users in the area where the service is being delivered. However, we would like to give consideration to funding such services which encourage the meeting and coming together of people from a variety of backgrounds.
- The needs of service users, including linguistic, disability, cultural and religious needs, are taken in to consideration in the service provision;
- They operate activities from safe and secure premises that are accessible to people with disabilities and meet legal Health & Safety requirements;
- Barriers which may exclude individuals from participation are addressed and budgeted for in the proposed activities.
- In particular, in relation to increasing levels of physical activity, activities for women from ethnic minority backgrounds should be a key feature.
- Whilst we are expecting to fund specific services for people with disabilities and for older people, we expect all service providers to deliver inclusive services (where funding streams are not targeted specifically).

Applications also need to demonstrate that they give due regard to the public sector general equality duty as set out in the Equality Act 2010:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

11. Requirements for Tracking, Onward Referral and Progression

- A new regime of monitoring, standardised across all Mainstream Grant funding streams, is due to be introduced in time for the MSG 2015-18 programme.
- In addition, applications should demonstrate how they will ensure the sustainability of their proposed projects, e.g. funding applications to external funders.
- Priority will be given to applications that propose new projects and innovative approaches. Applications from ongoing projects need to demonstrate additionality, e.g. new elements, new partnerships that build on the achievements of the existing project.

- Priority will be given to applications that can demonstrate value for money for LBTH, e.g. match funding, enhanced partnership working and pooling of resources.

12.No. of Grants to be Allocated by Type and Size

- *To be added post grants meeting, once budget has been agreed.*

13.Guidance on Delivery Methods

We wish to fund services that are well publicised, including the times when activities will take place, where they will take place and relevant contact details; the use of a wide range of publicity methods is required.

We require all successful organisations to advertise their service on the Council's eMarketplace and evidence what other publicity methods are being used to reach potential service users, including those that are hard to reach.

Applicant organisations will also need to demonstrate that they:

- Involve local people and beneficiaries in how they design, run and review their services;
- Plan and deliver flexible and responsive services that are open to everyone, and user-led
- Follow the key principles of respect, dignity, and rights of vulnerable people
- Ensure cultural sensitivity and appropriateness in the delivery of services
- Work in partnership and are involved in local networks with other groups;

14.Options for Consortium Bidding and Partnership Working

As the demand for prevention, health and wellbeing services increases, we look to enhance service provision through supporting and encouraging the development of partnership working. We strongly encourage the development of consortium arrangements between providers to maximise both the use of resources as well as ensuring the use of specialist organisational knowledge and expertise in working with the target beneficiary group; some of our priorities are designed with this in mind. Service providers should also develop effective referral links with other providers delivering services to those in the community who are most disadvantaged. We also would like to strongly encourage organisations to work innovatively in partnership with other organisations/agencies as well as encourage accessing external funding to increase the sustainability of projects.

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MAIN STREAM GRANTS PROGRAMME 2015/18 GRANT SPECIFICATION

THEME: Third Sector Organisational Development

1. Basis of Need

This theme supports the aim of the Voluntary and Community Sector Strategy (July 2013) which is to *'Support the sector's role in achieving One Tower Hamlets and providing excellent services which will improve the quality of life of local people'*. The following five key objectives emanate from this.

1. VCS shaping strategy and services
2. Building strong community leadership and social capital
3. VCS resilience and financial sustainability
4. Strategic commissioning and co-production
5. Monitoring evaluating and demonstrating impact

Local Voluntary and Community Sector Organisations provide extremely important areas of service delivery to residents of Tower Hamlets. It is therefore essential that these organisations are capable of delivering to the highest possible standards.

A key aspect of this MSG Theme is to provide support to front-line delivery groups to build their capacity and help them improve the efficiency and effectiveness of the services that they offer.

We therefore want to support projects that support the locally based voluntary and community sector to better meet the existing and emerging needs of borough residents. To this end we are inviting organisations to apply under two priorities.

Priority 1 - to provide support to council funded organisations

Organisations that require support will be referred by the Council. It is expected that these will be supported through training or one-to-one advice that enables them to:

- improve financial and management systems and procedures
- improve project management processes and arrangements
- improve monitoring and evaluation systems

- effectively manage staff and volunteers
- ensure that organisational governance procedures are being adhered to

Priority 2 - to provide support generally to organisations based in the borough

This includes providing activities and services that support Tower Hamlets voluntary and community sector organisations to provide quality and legally compliant services for the local community.

This may include group-based training workshops/seminars, one-to-one advice sessions or the provision of consultancy-type services that enable local voluntary and community groups and organisations to:

- access funding and resources
- achieve service appropriate and organisational quality standards
- comply with the legal and governance requirements
- attract, retain and effectively manage staff and volunteers
- improve financial and operational management systems and procedures
- develop and implement effective business, finance and project plans
- better monitor, evaluate and demonstrate the impact of their work

We will also consider supporting other appropriate activities such as:

- accredited work related training courses aimed at those working within local voluntary and community sector organisations
- specialist services designed to support local voluntary and community groups provide accessible services to borough residents

Please note the budget for this theme does not provide grants for applicants to strengthen their own organisation or staff team.

2. Target Outcomes

Key outcomes sought through this theme are:

- Increased number of local VCS organisations with Quality Assurance Accreditations
- Increased levels of external grant funding secured by local VCS organisations
- Increased number of VCS organisations with key governance policies, strategies, processes, procedures and action plans in place such as:
 - Business plan
 - Financial procedures
 - Fundraising strategy
 - Volunteer recruitment and training strategy
 - Equal opportunity policy
 - Safeguarding policy
- Increase in the number of organisations able to effectively manage grant funded activities and better demonstrate the impact of their work

We expect applicants to specify the changes (outcomes) that will happen as a result of your proposed activity. We also expect your outcomes to be SMART (specific, measurable, achievable, realistic and time-based). For example:

- By the end of the project will have enabled 50 organisations to access financial resources;
- By December 85% of participants will have achieved a work related accreditation
- By the end of each term 15 people will have increased confidence in using accounting software to manage their organisations finances

Outputs

The standard outputs expected to be delivered under this theme are set out below along with the definition and evidence requirements.

Output	Definition	Evidence Requirements
Number of organisations supported	Number of organisations supported: <i>this is expected to be a minimum of 28 hours of one-to-one support</i>	<ul style="list-style-type: none"> - Name and details of the organisation - Objectives of support clearly stated - Details of the support given to meet objectives - Written action plan, note of the meetings, correspondence with the organisation - Number of hours of support should be documented - Completed attendee evaluation form(s)
Number of organisations receiving training	Number of organisations receiving training: <i>these are expected to be a minimum of 3.5 hours (half-day) participatory workshop sessions catering for (a) number of key individuals representing various organisations (b) a number of members of a single organisation</i>	<ul style="list-style-type: none"> - Details of the training sessions including topic(s) covered, trainer's details, date, venue etc. - Agreed session objectives - Name and details of attendees - Names of organisation(s) - Completed evaluation form(s)
Number of organisations with accredited training	Number of VCS organisations or members of organisations that have been supported through the project to gain a training accreditation: <i>this can include an organisational accreditation such as PQASSO, or an accreditation for a key individual within the organisation which could have the effect of improving the organisation's governance/performance</i>	<ul style="list-style-type: none"> - Name and details of the organisation and individual if appropriate - Details of accreditation and awarding body - Details of support provided including dates, times and nature of support - Copy of accreditation certificate

Output	Definition	Evidence Requirements
Number of organisations advised	Number of organisations advised: <i>this is expected to be a minimum 2 hours one-to-one advice for the organisation but could involve a number of staff from that organisation</i>	<ul style="list-style-type: none"> - Name, and details of the organisation - Details of the issues(s) being addressed - Details of the advice provided - Date and time of the session - Completed evaluation form(s)
Other appropriate outputs based on identified need	Delivery orgs/consortia should define additional outputs in line with above	- Evidencing requirements must be specified as above

Project specific outputs can be included as part of your application. These will need to be clearly defined as outlined above.

3. Scope of Activities

Organisations applying to this fund must be able to evidence that they operate with an appropriate level of quality. Examples of evidencing quality include:

- a nationally recognised quality standard for the proposed service, such as NAVCA Quality Award standard 2; or,
- accreditation as a training provider to provide proposed courses; and,
- staff involved with delivering the proposed activities have relevant qualifications, skills, knowledge and competency.

4. Beneficiaries and Priority Groups to be Targeted

Voluntary & community sector organisations based in and / or delivering services in the borough. Staff members within these organisations can also be supported in line with the outputs described above.

The borough has a broad spectrum of organisations, some of which have been developed specifically to provide services to particular niche groups within the community including for example specific ethnic communities such as Somalis', women, under-5's or older people.

Successful bidders will need to clearly demonstrate within their application, that they have the necessary knowledge, skills and capabilities to provide opportunities to meet the needs of a diverse range of organisations.

5. Required Geographical Coverage

We wish to ensure that there are activities which provide opportunities for organisations based throughout the borough and are therefore looking for projects that are able to operate effectively on a borough-wide basis.

6. Equal Opportunities

All activities must be provided in a safe and secure environment and meet appropriate health & safety and access requirements.

Access to the various training and support opportunities must be made available to all sections of the local community and the Council will need to be assured by applicants, that they will have the breadth of knowledge, skills and capability to deliver such services.

It is envisaged that this may be best achieved through formal partnership working or through arrangements whereby successful bidders utilise the knowledge and expertise of specialist local or regional organisations. Additionally, successful applicants will need to demonstrate a good understanding of other important aspects of ensuring equality of access to the activities and services provided including the timing and location of sessions and other support that may be required.

7. Requirements for Tracking, Onward Referral and Progression

It is an essential requirement that successful projects keep detailed records of organisations supported including the names and details of individuals involved in the various sessions and initiatives.

Successful projects will also need to provide details of 'onward referrals' where supported organisations/individuals are referred on to other agencies for ongoing advice or support. In this regard, the onward referral will need to be tracked by the project so that they are able to report on the longer-term progress which is related to their initial support. Applicants must show how they might refer beneficiaries in relation to other Themes.

8. No. of Grants to be Allocated by Type and Size

The annual budget for this theme is in the region of £160,000. It is anticipated that 2 consortia projects will be supported as outlined below.

i. Project (a) – **Supporting organisations in receipt of Council grant:**

This project will primarily focus on supporting organisations to improve their project management skills and expertise including ensuring that related governance systems are in place and being adhered to.

Some organisations will be referred to the project by the Council's grants officers. Other funded organisations should be able to approach the project direct for support.

The total grant available for this project is in the region of £60,000 per year. This funding is envisaged as supporting a small consortium.

ii. Project (b) – **General support to front line delivery groups:**

This project will be free to support any local VCS organisation but with a focus on those regarded as small/medium size groups (*small: annual turnover up to £100k; Medium: £100k to £500k*).

The total grant available for this project is in the region of £90,000 per year. This funding is envisaged as supporting a small consortium.

9. Delivery Methods

The Council expects the required support activities and services to be provided in a variety of ways dependent on need by members of a small consortium.

10. Partnership Working

Applicants are expected to be able to demonstrate existing links with organisations in the borough. This must include detailing how they work with other Tower Hamlets second-tier VCS organisations including, involvement in appropriate local networks.

Only consortia bids will be considered for this Theme. All partners in a consortium bid must:

- meet the Council' basic grant eligibility criteria;
- have the powers within their governing document to provide infrastructure services for other organisations; and,
- have evidence of an appropriate quality standard.

Consultation DRAFT



MAIN STREAM GRANTS PROGRAMME 2015/18 GRANT SPECIFICATION

THEME: Community Engagement Cohesion and Resilience

1. Basis of Need

The Council has a duty to foster good relations between groups as part of the Equality Duty on all public sector organisations. In Tower Hamlets this means promoting cohesion across a diverse population and in an area facing high levels of poverty and disadvantage.

This funding stream is about supporting and nurturing activities that promote cohesion and also build the capacity of local groups and people to create, lead and deliver projects on behalf of their communities. This is with the aim of improving the sustainability of projects that are supported within this theme.

Consistently high numbers of people report that they feel the borough is a place where people from different backgrounds get on well together (Annual Residents Survey). This continues to be an important marker of cohesion in the context of a diverse borough where for example over 90 languages are recorded as mother tongue or second languages in schools.

Often described as hyper-diverse, the profile of the borough includes the largest proportion of Muslim residents in any local authority area in the country. Another characteristic is of a high level of churn in the wider population with many people making Tower Hamlets a port of arrival from other countries. Current national and international issues such as extremism and migration could have an impact locally.

There have been serious flashpoints such as the vigilante activities dubbed the 'Muslim' and 'Christian' patrols that have had the potential to challenge community relationships. Long term investment in the development of strong community networks and on-going engagement are key tools in ensuring communities are able to withstand any setbacks or challenges posed by incidents such as these.

Local communities face additional challenges because of the high levels of poverty and worklessness in many wards across the borough. Poor health outcomes which are often linked to unemployment are all issues that have the potential to affect the confidence and resilience of communities to these broader issues and this could be

exacerbated by Welfare Reform which is reducing the support available to these communities.

The experience of past regeneration and partnership work that has aimed to improve local areas has highlighted the need for bottom up and co-produced solutions for changes to be more sustainable.

The Council has in place a number of programmes and frameworks covering the different challenges described above which are used to engage and support local people to develop positive projects for their communities. It is proposed that this MSG funding stream is combined with the One Tower Hamlets fund I which has provided small grants for projects designed to bring together residents to either: address specific local issues which undermine cohesion; and/or bring communities together through exhibitions, cultural activities and celebrations that help to break down the barriers to understanding between different faiths, cultures and beliefs.

2. Target Outcomes (and likely outputs/activities)

We specifically wish to fund local organisations which will:

- Engage local community groups and residents in taking ownership of, and collective responsibility in responding to local issues
- Promote greater involvement of local residents in developing solutions to local issues
- Bring people of different backgrounds together to develop strong and positive relationships through positive interactions;
- Identify and celebrate local identities and culture and engage wider communities as part of these projects
- Ensure the sustainability of projects through developing new and emerging community leaders who can speak for the interests of their community, recognising the multi faith, non-faith and different cultural background of the peoples of the borough, articulating shared values and concerns, and being able to calm any emerging tensions.
- Equip individuals and groups to act positively for the wider benefit of their communities
- Be involved in 2 council sponsored Action Learning workshops and a closing seminar towards the end of the programme to feedback on project outcomes, and lessons learned.

3. Scope of Activities

This theme will be a small grants programme for localised activities. We are interested in supporting projects which bring together residents and local organisations, and also which develop social capital and community leadership.

Key activities that will be considered under this theme include projects that achieve a geographic spread of activities across the borough. Potential activities include:

- projects that celebrate local life and share cultures through relevant events and projects
- local interventions that tackle estate and ward level priorities and concerns
- events that bridge communities and build cohesion
- projects that develop community organising and community leadership skills
- projects that improve the engagement opportunities for diverse groups
- projects that involve people in local decision-making

4. Beneficiaries and Priority Groups to be Targeted

Cohesion is a borough wide issue and there is a wide scope of potential beneficiaries. The priority will be to fund projects that have a cohesion and cross-cultural, intergenerational, engagement or capacity building focus. Projects that work with key equality groups with particular needs as defined by protected characteristics and the Borough Equality Analysis will be prioritised.

5. Required Geographic Coverage

We will seek to fund projects and activities to achieve a good geographical spread of initiatives across the Borough, responding to any particular local issues from the Ward Profiles or identified by local communities.

6. Equality Opportunities

Projects that work with key equality groups with particular needs as defined by protected characteristics and the Borough Equality Analysis will be prioritised.

Groups and organisations must ensure that activities and services are open and available to and inclusive of all potential users in the area where the activity is being delivered. The aim is to fund projects which specifically enable the meeting and coming together of people from a variety of backgrounds.

Barriers which may exclude individuals from participation must be appropriately addressed as part of project development process.

7. Requirements for Tracking, Onward Referral and Progression

Project monitoring in line with standard MSG monitoring arrangements, appropriate to the size and scale of funding, clarifying evidence of the outputs and outcomes agreed. Evaluation report reviewing impact of the programme on the Theme aims.

8. No. of Grants to be Allocated by Type and Size

£105K per annum is available for this theme. Allocations of funding between £5-10K will be made on an annual basis.

9. Guidance on Delivery Methods

Projects will need to deliver One Tower Hamlets objectives as outlined in the Target Outcomes section above and the Getting On Together toolkit, in terms of the type of activity and how it will meet objectives.

Partnership and consortium working are actively encouraged particularly for any unincorporated groups who may have community project ideas.

Applicants should demonstrate that they involve potential beneficiaries in how they design, run and review projects and services. Activities and services should be delivered in ways that are responsive to customer needs addressing barriers to participation, involvement and cohesion;

Neighbourhood Agreements provide a vehicle for co-ordinating activities at ward or smaller geographies and will be encouraged. A [toolkit](#) is available for residents to use in preparing and developing Neighbourhood Agreements.

10. Options for Consortium Bidding and Partnership Working

The emphasis will be on supporting a diverse range of projects across as many wards as possible. There is scope for consortia and partnership arrangements to ensure inclusivity and local coverage.

Agenda Item 7.3

Committee: Overview & Scrutiny	Date: 7th April 2015	Classification: Unrestricted	Agenda Item: 7.3
Report of: Service Head Corporate Strategy & Equality, Louise Russell Originating officer(s) Louise Fleming, Strategy, Policy & Performance Officer, Corporate Strategy & Equality		Title: The quality of S106 funded social housing – Scrutiny Challenge Session Wards Affected: ALL	

1. **SUMMARY**

- 1.1 This report submits the report and recommendations of the scrutiny challenge session for consideration by the Overview and Scrutiny Committee.

2. **RECOMMENDATIONS**

The Overview and Scrutiny Committee is recommended to:-

- 2.1 Agree the draft report and the recommendations contained in it.
- 2.2 Authorise the Service Head for Strategy & Equality to amend the draft report before submission to Cabinet, after consultation with the scrutiny review group.

3. **BACKGROUND**

- 3.1 The challenge session took place on 22nd January 2015. Overview and Scrutiny identified a concern amongst some Councillors and residents that the social housing being built in the borough through these agreements is not robust enough, with materials being used which are not suitable for high density housing with a much greater intensity of use than private dwellings. During the election campaign of 2014, councillors out canvassing witnessed, at first-hand, the wear and tear on some of the properties, many of which were less than 15 years old, and heard from residents that this was having a detrimental effect on their quality of life.
- 3.2 The focus of the challenge session was therefore to explore whether there was an issue with the design and build quality of some of the affordable housing in the borough provided through S106 planning obligations; and, if so, what changes to planning policy, practice or procedures could be made to address these concerns, whilst still ensuring the continued provision of affordable housing in the

Borough. The session was chaired by Cllr Dave Chesterton, Scrutiny Lead for Development and Renewal.

3.3 The objectives of the challenge session were to answer the following questions:

- Is there an issue with the design and build quality of some affordable housing in the Borough?
- Is it possible to improve quality?
- Can the Development Committee Members have any influence over driving up quality and improving what the Council gets for its S106 contribution.

3.4 The report with recommendations is attached at Appendix 1. Four recommendations have been made:

RECOMMENDATION 1:

The Council investigate the feasibility of adopting a minimum design standard, developed with the Tower Hamlets Housing Forum, governing materials specification, enforced through the planning process, as part of its refresh of the Local Plan.

RECOMMENDATION 2:

The Council reinvigorate the LBTH Developers Forum and encourage developers to identify and work with a Registered Provider from the Council's preferred list earlier on in the planning application process.

RECOMMENDATION 3:

The Council work in partnership with Registered Providers through the Tower Hamlets Housing Forum to develop specific expertise in contracting for and managing high density developments, and to encourage reinvestment of money into existing housing stock.

RECOMMENDATION 4:

The Council consider options and resources available to monitor and enforce compliance with S106 legal agreements.

3.5 Once agreed, the Working Group's report will be submitted to Cabinet for a response to the recommendations.

4. BODY OF REPORT

4.1 Please refer to appendix one for the content of the report.

5. COMMENTS OF THE CHIEF FINANCIAL OFFICER

5.1 There are no financial implications as a result of the recommendations contained within section 2.1 and 2.2 of this report.

5.2 However, under section 3.4 the report makes a number of potential recommendations to Cabinet in respect of improving the quality of social housing. There are likely to be financial implications associated with implementing these recommendations – these will need to be quantified, appropriate resources identified and relevant approval sought through the council budget policy framework.

6. LEGAL COMMENTS

- 6.1 The Council is required by section 9F of the Local Government Act 2000 to have an Overview and Scrutiny Committee and to have executive arrangements which ensure the committee has specified powers. Consistent with that 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, as appropriate, in connection with the discharge of any functions.
- 6.2 This report makes a number of recommendations which aim to investigate what the Council can do to through the planning process to improve the design and build quality of affordable housing in the borough. This work would focus on what can be achieved through the refresh of the Local Plan or through s106 agreements. The report also recommends partnership working with the LBTH Developer's Forum and Registered Providers to support the ultimate objective of driving up the quality of affordable housing.
- 6.3 Any amendments to the Council's Local Plan would need to go through the statutory procedure set out in The Planning and Compulsory Purchase Act 2004 and The Town and Country Planning (Local Planning) (England) Regulations 2012. This includes inter alia extensive consultation and an independent examination. Any review should commence with the preparation of an evidence base which looks at the extent and cause of the current problems. The Council will need to carefully consider the extent to which the internal build quality can be controlled through planning policy and the ability to enforce this through the planning process.
- 6.4 Any planning obligation aimed at improving the quality of affordable housing would need to meet the policy tests for planning obligations set out in Regulation 122 of the Community Infrastructure Levy Regulations 2010 (and also included in the National Planning Policy Framework). This provides that planning obligations can only constitute a reason for granting planning permission where they are necessary to make the development acceptable in planning terms, directly related to the development and are fairly and reasonably related in scale and kind to the development. The Council would also need to ensure that the obligations are enforceable.

6.5 Before deciding to proceed with any new policy or direction, the Council must have due regard to the need to eliminate unlawful conduct under the Equality Act 2010 (e.g. discrimination), 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 public sector equality duty). There is information in the report relevant to these considerations.

7. **ONE TOWER HAMLETS CONSIDERATIONS**

7.1 The scrutiny report's recommendations support the Council's One Tower Hamlets aims, including to reduce inequality. The Council has strategic objectives to provide good quality affordable housing and to improve the quality of housing. The scrutiny report identifies an inequality relating to housing tenure. The report sets out concerns that some affordable housing, built by private developers under S106 agreements, may not be fit for purpose. The report's recommendations propose a number of actions to help address this.

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

8.1 There are no direct environmental implications arising from the report or recommendations.

9. **RISK MANAGEMENT IMPLICATIONS**

9.1 There are no direct risk management implications arising from the report or recommendations.

10. **CRIME AND DISORDER REDUCTION IMPLICATIONS**

10.1 There are no direct crime and disorder reduction implications arising from the report or recommendations.

**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.
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None

12. **APPENDICES**

Appendix 1 – The Quality of S106 funded Social Housing Scrutiny Challenge Session Report

**The Quality of S106 funded Social Housing
Scrutiny Challenge Session Report**



**London Borough of Tower Hamlets
March 2015**

Councillor Dave Chesterton

Chair of the challenge session, Overview and Scrutiny Lead for Development and Renewal

Much of the social housing built since the millennium is not fit for purpose; I fear we may be building the first slums of the 21st Century. To be specific I'm referring to social housing built by private developers under s.106 agreements and handed over to Housing Associations to manage. These properties, generally high rise and high density, simply aren't robust enough to cope with their intensity of use.

I'm not suggesting developers are setting out to build inferior accommodation for social housing. Indeed it appears from the evidence received in the challenge session that the materials and components are broadly similar across both developer's social and private housing. The problem arises because of intensity of use brought about by high occupancy. Private housing is generally under occupied by people out all week at work and often away at weekends. Social housing is generally over occupied by families in residence 24 hours a day seven days a week. The wear and tear generated by those occupying social housing is massively greater than those occupying private housing.

Housing Associations building their own social housing are well aware of the demands their residents will place on their properties. Their experience leads them to use the most robust materials and equipment. The lifetime costs of getting the specification right from the start is well understood; paying a little more for the building is rewarded by reduced maintenance costs over time.

Private developers have little or no experience of social housing and are generally more interested in build costs than future maintenance because they have no ongoing involvement with the properties they build. Building to a price often means using materials and installing equipment that will quickly fail; such as lifts, door entry, security systems and plasterboard walls in stairwells and communal corridors.

Housing Associations that have experienced these problems with s.106 social housing have learned their lesson; they are unlikely to take on s.106 schemes again. Housing Associations new to Tower Hamlets that are competing to get in on the housing boom in the borough will agree to almost anything. Of course in time they too will recognise their mistake. Unfortunately there appears to be an almost never ending supply of Housing Associations willing to take on s.106 schemes in the borough, and unless checked the cycle will continue.

The losers in all of this are the residents of this s.106 social housing. They move into what appears to be a wonderful new apartment only to find in a relatively short period that they have simply swapped one form of poor housing for another.

We must intervene in this madness. Deregulation leaves us with only limited options, but there appears to be support from the more experienced Housing Associations for the introduction of minimum standards for robustness. It is possible that the introduction of such standards may slightly reduce the overall numbers of social housing provided; but it is better to build properties to last than to be forced to find huge sums of money in the future to put right these mistakes.

Summary of recommendations

RECOMMENDATION 1:

The Council investigate the feasibility of adopting a minimum design standard, developed with the Tower Hamlets Housing Forum, governing materials specification, enforced through the planning process, as part of its refresh of the Local Plan.

RECOMMENDATION 2:

The Council reinvigorate the LBTH Developers Forum and encourage developers to identify and work with a Registered Provider from the Council's preferred list earlier on in the planning application process.

RECOMMENDATION 3:

The Council work in partnership with Registered Providers through the Tower Hamlets Housing Forum to develop specific expertise in contracting for and managing high density developments, and to encourage reinvestment of money into existing housing stock.

RECOMMENDATION 4:

The Council consider options and resources available to monitor and enforce compliance with S106 legal agreements.

1. INTRODUCTION

- 1.1 Tower Hamlets has one of the highest population densities in inner London. By 2025 it is projected that there will be a further 43,275 new homes in the borough (equating to 2,885 per year) in line with the Government's housing targets set out in the London Plan. However, housing affordability is low in comparison to national standards, and existing social housing quality (in terms of decency) has been low but is now improving. Housing need, both in terms of quality and quantity, is one of the most significant drivers for change in the borough.
- 1.2 One of the primary means of delivery of affordable housing is through on site provision made by a developer, secured through a legal agreement between the developer and the Local Planning Authority pursuant to Section 106 of the Town and Country Planning Act 1990 (as amended) when planning permission is granted.
- 1.3 Section 106 of the Act sets out provision for a legal agreement to be drawn up between the developer of a piece of land and the Local Planning Authority (LPA) to mitigate the impacts of a development to benefit the local community and support local infrastructure, through "planning obligations". These obligations can restrict the use of the land; require specific activities to be carried out on the land; require the land to be used in a specific way; or require a sum of money to be paid to the Authority on a specified date or dates.
- 1.4 Section 106 agreements (as these are commonly known) are the main way for LPAs to deliver affordable housing, including social housing. This element of a development will then be sold on to a Registered Provider (RP) to be managed. RPs are non-profit making organisations which are run independently from councils, and are the main developers of new homes in the social housing sector. They are part funded and regulated by the government, through the Homes and Communities Agency, and raise the rest of the money they need for developing homes from bank and private finance institutions, and their own revenue streams. There are more than 50 housing associations working in Tower Hamlets, managing over 30,000 homes.
- 1.5 There is concern amongst some councillors and residents that the social housing being built in the borough through these agreements is not robust enough, with materials being used which are not suitable for high density housing with a much greater intensity of use than private dwellings. Councillors speaking to residents on their doorsteps witness this at first-hand, seeing for themselves the wear and tear on some of the properties, many of which are less than 15 years old, and hearing from families where this is having a detrimental effect on their quality of life. Residents raised a number of common issues with the build quality of this social housing, including:
- Failing lifts
 - Faulty door entry security systems
 - Thin plasterboard internal walls

- Poor quality fire doors and general door furniture
- Inadequate waste and recycling systems
- Communal floor coverings, including bare concrete floors
- Social housing entrances in side streets/alleys ('poor doors').

All of these have implications for noise insulation, fire safety, and the general appearance of the property.

- 1.6 Councillors learnt through discussions with Registered Providers that the developers control the design process and pick their partners. There is anecdotal evidence that some RPs withdraw from contract negotiations when they become aware of insufficient design specifications which would lead to a development being difficult and costly to maintain. The quality of the housing is affecting the residents' quality of life and the main outcome to be achieved from the challenge session was to ultimately improve the quality of such social housing in the Borough.
- 1.7 The aim of the challenge session was to explore whether there was an issue with the design and build quality of some of the affordable housing in the borough provided through S106 planning obligations; and, if so, what changes to planning policy, practice or procedures could be made to address these concerns, whilst still ensuring the continued provision of affordable housing in the Borough. The session was chaired by Cllr Dave Chesterton, Scrutiny Lead for Development and Renewal. It took place on Thursday 22nd January 2015.
- 1.8 The session was attended by:

Cllr Dave Chesterton	Overview and Scrutiny Lead, Development and Renewal (Blackwall and Cubitt Town Ward)
Cllr Denise Jones	Overview and Scrutiny Lead for Children's Services (St Katharine's and Wapping Ward)
Cllr Muhammad Ansar Mustaqim	Overview and Scrutiny Committee Member (St Peter's Ward)
Geoff Pearce	Executive Director of Regeneration and Development, Swan Housing
Sandra Fawcett	Executive Director of Housing, Swan Housing
Peter Exton	Director of Asset Management, Tower Hamlets Community Housing (THCH)
Frank Vickery	Former Assistant Chief Executive, East Thames Group
Peter Halpenny	Development Director, Ballymore UK
Peter McCall	Construction Director, Ballymore UK
Paul Maton	Estates Director, Ballymore Asset Management Ltd
Jackie Odunoye	Service Head, Strategy Regeneration and Sustainability, LBTH
Owen Whalley	Service Head for Planning and Building Control, LBTH
Paul Buckenham	Development Manager, Planning and Building Control, LBTH
Mark Cairns	Senior Strategy, Policy and Performance Officer, Corporate Strategy and Equality, LBTH
Louise Fleming	Strategy, Policy and Performance Officer, Corporate Strategy & Equality, LBTH

- 1.8 The challenge session took the format of an evening meeting which was held in the Town Hall and open to the public. The session was publicised in East End Life.
- 1.9 The agenda for the session began with an introduction to the key issues under review by Councillor Chesterton. Following this, attendees heard from representatives of Swan Housing and Tower Hamlets Community Housing (THCH), two of the Council's preferred RPs. They talked about their history of working with developers and the Council and common issues with high density developments. Attendees then heard from representatives of Ballymore UK, who had extensive experience of building and managing mixed tenure housing developments in the Borough. They spoke about their specifications and how they ensured quality in their development.
- 1.10 A presentation from the Council's Service Head, Planning and Building Control addressed the core questions under review and suggested ways in which the Council could strengthen the current policy framework. All presentations were followed by a question and answer session. The challenge session concluded with a summing up of the issues and recommendations by Councillor Chesterton.

2. NATIONAL, REGIONAL AND LOCAL PLANNING POLICY BACKGROUND

Planning Obligations

- 2.1 The National Planning Policy Framework (NPPF), published in March 2012, sets out the Government's planning policies for England and provides guidance for Local Authorities as to how those policies should be applied. Paragraph 203 of the Decision Making Section states that LPAs should consider whether a development which is unacceptable in planning policy terms could be made acceptable through the use of conditions or planning obligations. Planning obligations should only be used in instances where a planning condition cannot be used to address the impact of a development. Planning obligations can be used to tackle specific problems, such as restricting what the premises can be used for, or requiring a developer to get specific approval for aspects of the development, such as the materials to be used, before proceeding. The authority has to give reasons for the conditions.
- 2.2 Further, the Planning Practice Guidance states that all planning obligations must be fully justified and evidenced. Where affordable housing contributions are being sought, obligations should not prevent development from going forward by making the development financially unviable. LPAs should be flexible in their approach and take into account specific site circumstances. Contributions should not normally be sought from developments of 10 residential units or less.
- 2.3 A restriction or requirement imposed under a s106 planning obligation is enforceable by injunction. If there is a breach of a requirement in a planning obligation the LPA may enter the land and carry out the operations; and recover any expenses reasonably incurred.

Affordable Housing

- 2.4 The NPPF defines Affordable Housing as social rented, affordable rented and intermediate housing, provided to eligible households whose needs are not met by the market. Eligibility is determined by taking into account local incomes and local house prices. Affordable housing should remain at an affordable price for future eligible households.
- Social rented – this is owned by Local Authorities and private registered providers. Guideline target rents are determined through the national rent regime.
 - Affordable rented – this is housing which is let by local authorities or private registered providers of social housing to households who are eligible for social rented housing. Rent is subject to rent controls that require a rent of no more than 80% of the local market rent (including service charges where applicable)
 - Intermediate housing – these are homes for sale and rent provided at a cost above social rent but below market levels subject to the criteria in the affordable rented definition above. These can include shared ownership and other low cost homes for sale and intermediate rent.

Design

- 2.5 In the NPPF, Part 7 of Achieving Sustainable Development (Requiring Good Design) places a responsibility on LPAs to plan positively for the achievement of high quality and inclusive design for all development. The Framework goes on to suggest that LPAs should consider using design codes where they could help deliver high quality outcomes. However, those design policies should avoid being too prescriptive and should provide guidance on the overall scale, density, massing, height, landscape, layout, materials and access.
- 2.6 The Planning Practice Guidance to support the NPPF, which is published online and updated regularly, contains specific guidance on design. Under Part 3 (What is a well-designed place?) it states that a well-designed place should be functional and fit for purpose, delivered in a way that achieves value for money in relation to lifetime costs. It also states that a well-designed place should be adaptable and resilient. Places that are easy to manage tend to be more resilient, for example where maintenance is supported by good access and easy to maintain, hard wearing materials.

Viability

- 2.7 The NPPF advises that to ensure viability, the costs of any requirements for affordable housing, infrastructure contributions or other planning obligations should not, when taking account of the normal cost of development and mitigation, prevent competitive returns to a land owner and developer to enable the development to be deliverable. This is the subject of a “viability assessment” for each development, normally submitted (confidentially) to the LPA to support negotiations prior to determining a planning application.
- 2.8 The Planning Practice Guidance on viability goes further to say that Local Plans should be presented in the context of the local market. However this should not undermine the ambition for high quality design, but this should be tested against the likelihood of delivery. Viability is important where planning obligations are concerned. All decisions must be underpinned by an understanding of viability. Where the viability of a development is in question, LPAs should exercise flexibility in applying policy requirements wherever possible. When carrying out a viability assessment, a number of variables are taken into consideration, including land values, construction costs, sales values and rental yields, , percentages of affordable housing, and the build period. Changing any of the variables will have an impact on a development’s viability.

London Policy

- 2.9 The London Housing Strategy, published in June 2014, sets out the Mayor of London’s long term strategy to build approximately 42,000 new homes per year. Of those, 17,000 should be affordable. The Strategy acknowledges that it is not just the number of houses being built that is important, but that the quality of those homes performs well for the occupants and stands the test of time.

- 2.10 The London Plan, which is the Spatial Development Strategy for Greater London, was published in July 2011 and sets out the strategic vision of the Mayor of London in relation to the quality and design of housing developments. The Plan addresses high level considerations such as minimum space standards in line with the Lifetime Home standards. The Mayor addressed other aspects of housing design through the Housing Supplementary Planning Guidance (SPG), which drew on the London Design Guide for Affordable Housing.
- 2.11 The Mayor of London's London Housing Design Guide, as adopted through the Housing Supplementary Planning Guidance, encourages the creation of attractive homes and neighbourhoods, without segregation by type or tenure. The London Housing Design Guide focuses on standards to improve the internal design of new homes and sets out minimum space standards including ceiling heights, room sizes and levels of usable integrated storage. The design guide has also reduced the number of requirements to which developers must refer from more than 300 to 90. The design standards have been adopted as planning policy through the London Plan. They are the first design standards to apply to new homes across all tenures and have been incorporated into the specification of all major house builders and registered providers operating in London. All bids from providers for the Homes and Communities Agency (HCA) 2015-18 affordable homes programme must be based on full compliance with the design standards. However these minimum standards do not address the type of materials to be used internally within the units.

The Council's Policy

- 2.12 The Tower Hamlets Local Plan consists of the Core Strategy, adopted in September 2010, and the Managing Development Document (adopted April 2013) and provides policies to guide and manage development in the Borough. Part 4 of the Core Strategy (Strengthening Neighbourhood Wellbeing) sets out the Council's strategic vision for ensuring that all housing in Tower Hamlets is high quality, well designed, energy efficient and durable. Paragraph 4.5 of Part 4 states that new homes in the Borough will take into account national and regional guidance on design standards.
- 2.13 The Managing Development Document (MDD) builds on the Council's Core Strategy objectives and provides a planning tool to support the delivery of affordable housing, jobs, parks, schools and other important services. DM3 in the MDD states that affordable housing should be built to the same standards and should share the same level of amenities as private housing; and that development should maximise the delivery of affordable housing on-site. Policy DM4 sets out detailed policies for considering design quality in new developments.
- 2.14 The Council's Planning Obligations Supplementary Planning Document (SPD), which was adopted in January 2012, explains the Council's approach to planning obligations, including when they will be sought and how they will be calculated. Planning obligations for affordable housing will be sought for all major residential development over 10 units. The SPD also sets out a framework for the monitoring and implementation of S106 agreements.

The Role of the Council's Development and Strategic Development Committees

- 2.15 The Council's Development Committee, made up of seven Members of the Council, and reflecting the political balance of the Council, meets once a month to consider and determine applications for planning permission made under the Town and Country Planning Act 1990. The Committee performs a quasi-judicial function and applications are determined having regard to national, regional and local planning policy. Officer recommendations to grant planning permission, where affordable housing is a requirement, are subject to the prior completion of a S106 legal agreement to secure planning obligations in line with the heads of terms set out in the Committee report. The Council's Strategic Development Committee performs a similar role to the Development Committee, but has terms of reference to consider planning applications for larger scale development proposals.

3. KEY FINDINGS AND RECOMMENDATIONS

Common problems with higher density housing

- 3.1 The session began by exploring the prevalence of the problems described by councillors. Representatives of Swan Housing identified some common issues in developments resulting from S106 agreements with poorer design specifications, such as:
- Plasterboard being used for party walls and communal areas, which had an impact on sound insulation
 - Aluminium entrance doors which are not strong enough to withstand the level of use
 - Lift equipment which failed regularly
 - Water based paint, which was not hardwearing enough and became marked
 - Carpets and flooring not designed for a larger footfall and therefore wearing out in places
 - Balcony decks not being strong enough and breaking
- 3.2 Swan and Ballymore also gave examples of poor mechanical installations, design and workmanship which could also sometimes be found in such developments. An example acknowledged by Ballymore was its development at Blackwall Way. The developer stated that lessons have been learnt in the nine years since this development had been built.
- 3.3 In exploring the reasons for these problems, the RPs and developer present pointed to the fact that foot traffic in affordable and social housing is often much heavier than in private housing, and materials are subject to greater wear. Choices of design components used in these developments do not always reflect this, and Swan has spent a significant amount of money replacing components earlier than expected.
- 3.4 This in turn has an impact on service charge to residents, which ultimately impact on some of the most vulnerable. Tower Hamlets Community Housing (THCH) added that alongside reduced durability, the parts used by developers for such developments are often cheaper and sourced abroad. In the event of repairs being needed, this often means longer waiting times for replacements to be shipped and therefore for repairs to be finalised for residents.

Input of RPs in specifications

- 3.5 The session considered how and why there is a mismatch between RPs' preferred building specifications, and what is implemented for affordable housing provided through S106. Two important and connected elements to this were identified: the use of lower specifications by developers, and the willingness of RPs to take such developments on. RP attendees at the session agreed that that some developers build the affordable housing units using lower specifications for a number of reasons – inexperience regarding the higher wear to which the materials will be subjected, a desire to keep costs down, and possibly because they have no long-term interest in the development, as it will be managed by others. Though undesirable, this

practice is incentivised by a market of RPs being willing to accept S106 schemes in order to meet their delivery programme targets.

- 3.6 As an example, Swan representatives acknowledged that in its early days, it had entered into S106 agreements with developers without being selective or assertive about design and build specifications, in order to grow its presence in Tower Hamlets. As a result, Swan often has to replace components in such developments twice in a 5-7 year period, rather than the once that would be expected. This increases both management costs and the dissatisfaction of the customers, and so Swan no longer takes on S106 developments. It would consider them again in the future, but only if it was possible to exert more influence and control over their design and construction specification. Swan's experience is that by managing the construction of housing itself, the results are often better, as it has relationships built up with suppliers of better quality materials and components.
- 3.7 RPs may have a better understanding of the design and build requirements for a development of social housing than some developers, and this should influence the specification. Indeed, THCH do not currently take on any S106 developments unless their design specification has been used. However, in spite of this, an issue remains where other RPs do not take the same stance. Challenge session members were concerned that some inexperienced RPs did not fully realise the consequences of accepting design specifications which were not of a high standard, and the problems for residents would continue.

Local authority influence and limitations

- 3.8 The Council's Planning and Building Control Service Head advised that there are a range of national and local planning policy requirements and tools available to influence housing design quality. Planning policies focus on external appearance, materials and the relationship of buildings and spaces to one another. In terms of housing quality, planning policies and the development management process can influence internal space standards, access to daylight, aspect and outlook. The planning system has historically not focused on internal build standards or materials, as internal alterations to buildings do not require planning permission. However development viability is a material consideration, and viability assessments include consideration of overall construction costs, though do not impose requirements which would influence the quality matters concerning councillors. The Service is also responsible for ensuring that all building work complies with national Building Regulations. However, these ensure structural integrity and fire safety only, and do not prescribe detailed design.
- 3.9 Given the demand for affordable housing in Tower Hamlets, and ambitious targets set by the GLA regarding numbers of houses to be built, policies are aimed at optimising supply. Officers accepted that there is a problem with the quality of some affordable housing, particularly given the densities that are now being delivered, however they felt further evidence was needed to assess the nature and extent of this and whether newer development exhibits better construction and fit out standards.
- 3.10 The Service Head for Strategy, Sustainability and Regeneration suggested that, RPs have a key role to play in influencing quality through their decisions

on whether or not to take on low-specification developments. Although the council has a list of preferred RPs, developers are free to contract with any provider regardless of their track record in this regard.

Recommendations

- 3.11 There was agreement amongst all attendees at the session that RPs should influence the specification of S106 developments, and enabling and ensuring their input earlier in the process is important – ideally at the outset. This requires RPs to insist on better design specifications before taking on developments.
- 3.12 The attendees discussed requiring this as part of the S106 agreement for a development, and agreeing the specification in the planning assessment or viability assessment stage. However, Ballymore advised that this would probably be resisted by developers. Officers advised that planning permission goes with the land and is not personal to the applicant and hence permission could not be refused on the basis of a developer not engaging with an RP early on.
- 3.13 It was proposed that a better solution would be to have a local minimum design standard governing the durability of materials, to which all developers must sign up. It is unknown at present if the council has the power to make quality of internal building materials and construction costs a material planning consideration, or influence this otherwise through planning policy, and this requires legal advice.
- 3.14 However, even if so, the council would need to consider the effect this would have on the viability of S106 schemes. Swan expressed the view that using better components would not cost developers much more; and, due to lower lifetime maintenance costs being incurred by RPs, it would be in developers' best interests in the long run. Initial sampling of recent viability appraisals drawn upon in the session indicated that increasing building costs would result in a reduction in affordable units of between 1% and 7%. If accurate, this would impact on delivery against housing targets.
- 3.15 Council officers suggested that further consideration be given to developing a Tower Hamlets minimum standard in design, including seeking legal advice. This should be undertaken as part of the refresh of the Local Plan, carrying out consultation with appropriate stakeholders and with the input of the council's Development Committee.
- 3.16 A representative from Tower Hamlets Community Homes (THCH) pointed out that the general direction of government policy was currently to reduce the perceived regulatory burden on developers in order to speed up delivery of new homes. Hence any proposals to introduce more restrictive policies could be challenging in this context.
- 3.17

<p>RECOMMENDATION 1: The Council investigate the feasibility of adopting a minimum design standard, developed with the Tower Hamlets Housing Forum, governing materials specification, enforced through the planning process, as part of its refresh of the Local Plan.</p>

- 3.18 Whilst it may not be possible to impose obligations upon developers to allow RPs to influence specifications, it is nonetheless in the interests of residents for this to happen. Developers should work with RPs to ensure housing is fit for its purpose, and RPs should understand and recognise the importance of ensuring an adequate specification for high density housing, and insist upon this in contracting with developers. The council should therefore work with both sets of stakeholders to influence this.

RECOMMENDATION 2:

The Council reinvigorate the LBTH Developers Forum and encourage developers to identify and work with a Registered Provider from the Council's preferred list earlier on in the planning application process.

RECOMMENDATION 3:

The Council work in partnership with the Registered Providers through Tower Hamlets Housing Forum to develop specific expertise in contracting for and managing high density developments.

- 3.19 Ballymore suggested that the council should increase monitoring and enforcement of S106 obligations, as some developers would try to extricate themselves from arrangements. Officers stated that there was a need to look into what powers the Council would have when the agreements were not adhered to. The Council's current resource of planning enforcement officers would not be sufficient to monitor the level of detail being proposed by the Challenge Session. However, if there was a minimum design specification in place and additional resources to monitor compliance with it, remedying issues of non-compliance with any clauses in a legal agreement would ultimately require Court action. Therefore any changes would affect resources available in Legal Services.

RECOMMENDATION 4:

The Council consider options and resources available to monitor and enforce compliance with S106 legal agreements.

Agenda Item 7.4

Committee: Overview & Scrutiny	Date: 7 April 2015	Classification: Unrestricted	Agenda Item: 7.4
Report of: Louise Russell, Service Head for Corporate Strategy and Equality Originating officer(s) Shamima Khatun, Strategy, Policy and Performance Officer Corporate Strategy and Equality		Title: Improving Cycling Safety Wards Affected: ALL	

1. **EXECUTIVE SUMMARY**

- 1.1 This report presents the Overview and Scrutiny Committee with a summary of the findings of a Scrutiny Challenge session held in January 2015 to help identify cost effective measures that can be implemented to improve cycling safety. It sets out a number of recommendations to improve practice and performance in this area.

2. **RECOMMENDATIONS**

- 2.1 Overview and Scrutiny Committee is recommended to:
- Agree the draft report and the recommendations contained within it for submission to Cabinet; and
 - Authorise the Service Head for Corporate Strategy and Equality to amend if necessary the draft report before submission to Cabinet, after consultation with the Challenge Session chair.

3. **BACKGROUND**

- 3.1 In recent years, cycling has grown in popularity for both work and pleasure. The Government aims to make cycling a more convenient, attractive and realistic choice for short journeys, especially those made to work and school. It cites the need to reduce congestion, improve health outcomes and create more pleasant places to live as key issues that cycling can help address. The increased popularity of cycling has also been helped by the success of British cyclists in the London Olympics, during which Tower Hamlets was a host borough, and the Tour de France.
- 3.2 However, as cycle usage has grown, the potential for conflict with other road users including motorists and pedestrians, together with the overall safety of cyclists, has become an area of increasing concern.

- 3.3 High profile pan-London movements such as the London Cycling Campaign's 'Space for Cycling' look to change the emphasis and ensure better conditions for cyclists in London. In 2013, the Mayor of London published his 'Vision for Cycling in London' – a strategy that intends to “normalise” cycling and make it an integral part of the capital's transport system. This includes the implementation of dedicated cycle lanes and the central London cycle hire scheme which demonstrate the emphasis on cycling as a credible and feasible alternative to other forms of road transport.
- 3.4 Recognising the mounting concern over road safety for cyclists in the borough, particularly given the rise in fatalities on busy arterial roads and the importance of cycling as a viable means of increasing physical activity, the scrutiny challenge session focused on considering the issue of cycle safety, chaired by Cllr John Pierce, the scrutiny lead member for Communities, Localities and Culture.
- 3.5 The aim of the challenge session was to assess all transport interventions and policy in relation to cycle safety and draw on good practice from partners and other local authorities in London. The session also sought to identify causes of cyclists' safety concerns and barriers preventing people from cycling or from cycling more frequently.
- 3.6 The session was underpinned by three core questions:
- a) What has been the general response to date from cyclists in the borough to the measures introduced both in terms of training and infrastructure improvements?
 - b) What further cost-effective measures can the council implement to improve cycle safety?
 - c) What issues/areas of concern do cyclists want the council to address specifically that have not already been acknowledged in the London Cycling Campaign ward asks for Tower Hamlets?

The Group also considered examples of practice in other London boroughs.

- 3.7 The report of the Challenge Session is attached as Appendix A. It provides a summary of the findings of the Review Group and makes ten recommendations to improve practice in this area:
- 1. The council produces an enhanced plan for cycling in Tower Hamlets to ensure that the borough is at the forefront of this agenda.

2. The council explores the costs and feasibility of an affordable scheme in partnership with the borough's registered providers for the provision of secure estate cycle parking.
3. The council works with local schools and Sustrans to incorporate route plans proposed by young people into the enhanced plan for cycling in Tower Hamlets as part of the consultation process.
4. Support for the 'Safer Lorries Safer Cycling' scheme is the policy of the council and the council should now sign the pledge.
5. The council imposes a 20mph speed limit on all residential and borough roads and the council should work with the police to ensure that 20mph is enforced.
6. The council publicises annual spend on its cycling agenda.
7. The council consults residents and ward members on the London Cycling Campaign's proposal to keep the road to the south of Victoria Park open for longer and explore ways to influence the park's statutory opening hours.
8. The development of a cycle friendly borough is treated as a priority by the council.
9. The council better influences developers to provide greater cycle parking facilities for their developments.
10. The council works with TfL to roll out more cycle specific signals across the borough.

4. COMMENTS OF THE CHIEF FINANCIAL OFFICER

- 4.1 There are no direct financial implications arising from the recommendations to this committee as detailed in section 2.1
- 4.2 However, the ten recommendations to Cabinet that are detailed in section 3.7 above are likely to involve some additional cost to the Council. These costs will need to be quantified and the necessary funding identified before the recommendations can be implemented.

5. LEGAL COMMENTS

- 5.1 The Council is required by section 9F of the Local Government Act 2000 to have an Overview and Scrutiny Committee and to have executive arrangements which ensure the committee has specified powers. Consistent with that 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, as appropriate, in connection with the discharge of any functions.

- 5.2 The recommendations in the report appear to be capable of being carried out within the Council's powers, although the following matters should be noted.
- 5.3 In 2011 the Council prepared its Second Local Implementation Plan "LIP2" in accordance with statutory requirements under section 145 Greater London Authority Act 1999. The LIP2 is consistent with the London Transport Strategy and was approved by the Mayor of London. Any enhanced plan for cycling will need to sit alongside the Council's LIP2 complement its objectives, which are to:
- i. To promote a transport environment that encourages sustainable travel choices for all;
 - ii. To ensure the transport system is safe and secure for all in the borough;
 - iii. To ensure the transport system is efficient and reliable in meeting the present and future needs of the borough's population and economy;
 - iv. To ensure transport is accessible for all; and
 - v. To encourage smarter travel behaviour.
- 5.4 Care must be taken with any commitment to the Safer Lorries Safer Cycling scheme, to ensure that the Council continues to comply with its legal obligations in relation to public procurement. Any selection criteria for haulage contracts must be objective, related to the subject matter of the procurement and non-discriminatory. The Council must also act proportionately. A commitment to only contract with haulage companies who sign up to the scheme may not meet these requirements. It may be preferable to limit any commitment to the scheme to use in evaluation of tenders.
- 5.5 On 4 February 2015, Cabinet agreed to proceed with the implementation of a 20mph limit on the majority of the Borough's roads pursuant to an experimental traffic order which shall take effect for a period not exceeding 18 months. The proposed start date for this order is 13 April 2015.
- 5.6 The opening hours of Victoria Park are presently governed by byelaws, which would need to be amended if a successful amendment to the park's opening hours is to be implemented.
- 5.7 When considering any recommendations, consequent upon the review, the Committee 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

(the public sector equality duty). There is some information in the report relevant to these considerations.

6. ONE TOWER HAMLETS CONSIDERATIONS

- 6.1 Fear of traffic is a key barrier to cycling for many people. Providing attractive, safe and convenient cycling infrastructure will remove key obstacles to cycling for all sections of the community, in particular women, children, older people and those with disabilities. All of these groups are currently under-represented among cyclists in the borough.
- 6.2 As real and perceived danger from traffic is reduced, cycling will become a realistic mode of travel for all, increasing opportunities to access jobs, training, services and leisure opportunities. Many of our residents face financial constraints. Cycling is much more widely accessible than private car ownership in that it is relatively inexpensive to access, yet provides similar benefits of flexible point to point travel.
- 6.3 Making cycling genuinely safe and welcoming for all sections of the community will increase opportunities for regular physical activity, social interaction and leisure, with known positive impacts on physical and mental health and wellbeing.

7. SUSTAINABLE ACTION FOR A GREENER ENVIRONMENT

- 7.1 Cycle infrastructure schemes and the introduction of traffic management measures can be difficult to integrate into the surrounding environment. Any scheme should ensure that it is designed so as to fit into the character and surroundings of the area affected both as a whole and in the individual elements of the scheme.

8. RISK MANAGEMENT IMPLICATIONS

- 8.1 There are no direct risk management implications arising from the report or recommendations.

9. CRIME AND DISORDER REDUCTION IMPLICATIONS

- 9.1 There are no direct crime and disorder reduction implications arising from the report or recommendations.

10. APPENDICES

Appendix 1 – Improving Cycling Safety

Appendix 2 – London Cycling Campaign Ward Asks for Tower Hamlets

APPENDIX ONE

**Improving Cycling Safety
Scrutiny Challenge Session Report**



**London Borough of Tower Hamlets
March 2015**

Chair's Foreword

The council is committed to ensuring that the borough is safe for the cyclists that use them and the people that are considering this mode of travel. This scrutiny review looks at the progress the council has made to date in this area.

The review invited experts from across London to share their knowledge and learning on how we can make the London Borough of Tower Hamlets one of the safest boroughs in London for cycling.

Over the last few years we have sadly seen a number of fatalities on our roads. This makes our aspiration more urgent day by day. With more and more of our borough's residents looking to cycling to and from work and to cycle for leisure and recreation, it is right we do all we can to make our community safer.

As a ward councillor, I see the rise of childhood obesity and the spiralling costs for travel across our community. We must make it easier and safer for residents to cycle and to keep their bikes in our neighbourhoods.

I would like to thank everyone who participated in this review. The experts who inspired us for what could be achieved. The cycling campaigns that have ensured that cycle safety is a growing priority for this council and the officers who worked to make this happen.

I hope that councillors from across the political parties can work together to turn the recommendations in this report into a reality and make sure we stop the fatalities on our roads.

Cllr John Pierce

Recommendations

RECOMMENDATION 1:

The council produces an enhanced plan for cycling in Tower Hamlets to ensure that the borough is at the forefront of this agenda.

RECOMMENDATION 2:

The council explores the costs and feasibility of an affordable scheme in partnership with the borough's registered providers for the provision of secure estate cycle parking.

RECOMMENDATION 3:

The council works with local schools and Sustrans to incorporate route plans proposed by young people into the enhanced plan for cycling in Tower Hamlets as part of the consultation process.

RECOMMENDATION 4:

Support for the 'Safer Lorries Safer Cycling' scheme is the policy of the council and the council should now sign the pledge.

RECOMMENDATION 5:

The council imposes a 20mph speed limit on all residential and borough roads and the council should work with the police to ensure that 20mph is enforced.

RECOMMENDATION 6:

The council publicises annual spend on its cycling agenda.

RECOMMENDATION 7:

The council consults residents and ward members on the London Cycling Campaign's proposal to keep the road to the south of Victoria Park open for longer and explore ways to influence the park's statutory opening hours.

RECOMMENDATION 8:

The development of a cycle friendly borough is treated as a priority by the council.

RECOMMENDATION 9:

The council better influences developers to provide greater cycle parking facilities for their developments.

RECOMMENDATION 10:

The council works with TfL to roll out more cycle specific signals across the borough.

1. INTRODUCTION

- 1.1 In recent years, cycling has grown in popularity for both work and pleasure. The Government aims to make cycling a more convenient, attractive and realistic choice for short journeys, especially those made to work and school. It cites the need to reduce congestion, improve health outcomes and create more pleasant places to live as key issues that cycling can help address. The increased popularity of cycling has also been helped by the recent success of British cyclists in the London Olympics, during which Tower Hamlets was a host borough, and the Tour de France.
- 1.2 However, as cycle usage has grown, the potential for conflict with other road users including motorists and pedestrians, together with the overall safety of cyclists, has become an area of increasing concern.
- 1.3 High profile pan-London movements such as the London Cycling Campaign's 'Space for Cycling' look to change the emphasis and ensure better conditions for cyclists in London. In 2013, the Mayor of London published his 'Vision for Cycling in London' – a strategy that intends to “normalise” cycling and make it an integral part of the capital's transport system.¹ This includes the implementation of dedicated cycle lanes and the central London cycle hire scheme which demonstrate the emphasis on cycling as a credible and feasible alternative to other forms of road transport.
- 1.4 In February 2012, the Government announced £8 million of funding to Sustrans – a British charity promoting sustainable transport - for projects to enhance cycle routes across England; and a further £7 million allocated to the Cycle Rail Working Group for investment in infrastructure improvements to support integration between cycle and rail stations.
- 1.5 Recognising the mounting concern over road safety for cyclists in the borough, particularly given the rise in fatalities on busy arterial roads and the importance of cycling as a viable means of physical activity, the scrutiny challenge session focused on considering the issue of cycle safety.
- 1.6 The aim of the challenge session was to assess all transport interventions and policy in relation to cycle safety and draw on good practice from partners and other local authorities in London. The session also sought to identify causes of cyclists' safety concerns and barriers preventing people from cycling or from cycling more frequently. In the process it was hoped that cost effective measures could be identified, that can be implemented to improve cycling safety.
- 1.7 The session was chaired by Councillor John Pierce. It took place on Thursday 29th January 2015.
- 1.8 The session was attended by:

Cllr John Pierce	Vice chair of Overview & Scrutiny Committee and Challenge Session Chair
Cllr Rachael	Ward Councillor for Mile End

¹GLA. (2013). *THE MAYOR'S VISION FOR CYCLING IN LONDON: An Olympic Legacy for all Londoners.*

Saunders	
Cllr Alibor Choudhury	Cabinet Member for Resources
Jamie Blake	Service Head, Public Realm; LBTH
Margaret Cooper	Head of Transport & Highways, LBTH
Tom Rawlings	Road Safety Engineer, LBTH
Robert Morton	Transportation Engineer, LBTH
Ahmed Hassan	Engineering Graduate, LBTH
Simon Castle	Roads and Transport Command, Cycle Safety Team - Metropolitan Police
Simon Wickenden	Traffic Management Officer, Metropolitan Police
James Scott	Senior Project Officer (Bike It), Sustrans
Amy Berkhout	Bike It Officer for Tower Hamlets, Sustrans
Paul Lavelle	Principal Technical Planner (Cycling), Transport for London
Ben Kennedy	Principal Transport Planner, Hackney Council
Tyler Linton	Senior Sustainable Transport Planner, Hackney Council
Owen Pearson	Co-ordinator, Tower Hamlets Wheelers
Terry Patterson	Campaigns Officer, Tower Hamlets Wheelers
Gerry Matthews	Member of Tower Hamlets Wheelers
Tom Bogdanowicz	Senior Policy and Development Officer, London Cycling Campaign
Mark Cairns	Senior Strategy, Policy and Performance Officer; LBTH
Shamima Khatun	Strategy, Policy and Performance Officer; LBTH

- 1.9 The agenda for the session included an introduction to the key issues under review by Cllr John Pierce followed by presentations and discussion on a range of issues. This included whether the current strategies and policies in place address the need for strategically coordinated cycle provision and safety, and what barriers impede the successful development of the council's cycling strategy.
- 1.10 The session was underpinned by three core questions:
- a) What has been the general response to date from cyclists in the borough to the measures introduced both in terms of training and infrastructure improvements?
 - b) What further cost-effective measures can the council implement to improve cycle safety?
 - c) As a cyclist, what issues/areas of concern do you want the council to address specifically that has not already been acknowledged in the London Cycling Campaign ward asks for Tower Hamlets?

2. BACKGROUND

National and regional context and policy

- 2.1 While bicycle use as the main form of transport for getting to work increased in recent years, urban areas have witnessed higher increases in cycle usage. In London, cycle use on main roads during the 2012/13 financial year was 176% higher than in 2000. Cycle commuting has shown a substantial increase across the capital, but growth is concentrated in inner and central London. Hackney has not only witnessed the largest rise in cycle use in the last ten years, at present it is the local highway authority with the highest level of cycle commuting in the country (Tower Hamlets statistics are covered in the section – local context and policy).
- 2.2 According to the 2011 Census, there were 3.6 million people living in London who were in employment in March 2011, and of this figure, 4 per cent used a bicycle to travel to work. The numbers of Londoners cycling to work doubled between 2001 to 2011 from 77,300 to 155,300. This was a much faster rate of growth than the overall rise in workers, which was 36 per cent. Neighbouring borough Hackney had by far the largest proportion of residents cycling to work with 15 per cent of the total.
- 2.3 There is a mixed picture regarding trends for cycling safety in recent years. Cycling was 61% per cent safer in 2012 than it was in 2002 (measured nationally, per mile travelled).² However, the perception is that it remains significantly riskier than some other travelling modes such as driving, walking and public transport. The attitudes of road users, layout and speed limits on roads can conspire to make cycling feel more dangerous.
- 2.4 Furthermore, the Department for Transport (DfT) reports that the number of cyclists seriously injured in the UK has increased in recent years, faster than the rise in cyclists on the roads. For example:
- The number of cyclists killed increased by 10% from 107 in 2011 to 118 in 2012; and
 - The number of cyclists reported to have been seriously injured increased by 4% from 3,085 in 2011 to 3,222 in 2012³.
- 2.5 The London Mayor's Vision for Cycling document articulates how it intends to create a 'Central London Grid' of bike routes, focussing on four key outcomes:
1. A Tube network for the bike
 2. Safer streets for the bike
 3. More people travelling by bike
 4. Better places for everyone.

Over the next ten years spending on progressing the cycling agenda in London will total £913 million, almost triple the previously planned levels. A lot of this investment will focus on infrastructure improvements to routes and junctions, tying into the second element of this delivery plan: Safer streets.

²The National Cycling Charity. (2015). *Cycling Statistics*. [On-line]. <http://www.ctc.org.uk/resources/ctc-cycling-statistics>

³Department for Transport. (2015). *Cycling*. [On-line]. <http://think.direct.gov.uk/cycling.html>

- 2.6 The Mayor of London's Cycle Safety Action Plan looks to address the following identified danger points:
- Better junctions – spending on the Better Junctions programme will be significantly increased and improvements to the worst junctions will be prioritised to improve the safety of cyclists around large vehicles.
 - Safer lorries and vans – the Greater London Authority and Transport for London will assist boroughs and businesses across London, including developers and utility companies, to ensure that they work together to lever their buying powers with contractors to ensure their vehicles are adequately equipped to protect cyclists.
 - 20mph limits, training, awareness and enforcement – expanding the Metropolitan Police's Cycle Task Force by more than a quarter (from 39 to 50 officers) to improve enforcement against antisocial road user behaviour, provide safety education, and offer training and information.

2.7 The London Plan is the strategic plan setting out an integrated social, economic and environmental framework for the future development of London, looking forward 15-20 years. The Plan sets out the policy framework for the Mayor of London's involvement in major planning decisions and the London-wide context within which individual boroughs must set their local planning policies. Within this, policy 3C.21 (Improving conditions for cycling) states that borough development policies should:

- Identify and implement high quality, direct, cycling routes, where possible segregated from motorised traffic, giving access to public transport nodes, town centres and key land uses
- Ensure that routes are segregated from pedestrians as far as practical, but are not isolated
- Identify, complete and promote the relevant sections of the London Cycle Network Plus, and other cycling routes
- Take account of measures identified in the TfL Cycling Action Plan
- Encourage provision of sufficient, secure cycle parking facilities within developments.

Local context and policy

Local Take-up

- 2.8 Tower Hamlets experienced the biggest percentage increase in London for residents cycling to work between 2001 at 2,213 to 2011 to 7,785 representing a 251.8% increase. Simultaneously, the population increased from 196,121 to 254,100, a 29.6% increase.
- 2.9 7 per cent of Tower Hamlets residents now travel to work by bicycle – the 6th highest figure for London boroughs - and grew from 3% in 2001 when the borough had the 8th highest levels.
- 2.10 The council lobbied TfL to extend its Central London Cycle Hire scheme across the borough and contributed to the funding and delivery of the initiative which was completed up to the A12 by March 2012. Further extension of the scheme to cover the Olympic Park is currently being developed and will include additional stations in the east of the borough.

The council maintains 5 cycle counters to monitor the level of cycling through the borough. Data from these indicate a steady increase in numbers cycling in the borough.

Tower Hamlets Cycling Plan

- 2.11 'Cycling Connections'⁴ sets out the cycling strategy for Tower Hamlets until 2020, and aims to boost the number of people choosing to cycle in order to improve fitness, reduce road congestion and help the environment.
- 2.12 As part of this plan, the council has outlined the key cycling objectives for the borough to:
- Maximise the role of cycling as a priority form of travel to reduce traffic congestion and improve air quality
 - Provide safe, convenient, efficient and attractive cycling conditions across Tower Hamlets
 - Improve awareness and understanding of the benefits of cycling amongst all road users, employers, service providers and local citizens
 - Improve health by increasing levels of physical activity through cycling projects in the borough.
- 2.13 The council's plan identifies both insufficient cycle parking and a lack of adequate cycle routes as areas for action. In relation to the latter of these, the council seeks to ensure that cycle routes are implemented and evaluated to the highest standards, using TfL's London Cycle Design Standards (LCDS), and the Cycle Route Implementation and Stakeholder Plan (CRISP) process to evaluate and monitor the quality of the existing routes in the borough, which include:
- The London Cycle Network+ (LCN+), a network of radial and orbital routes for cyclists covering the whole of London. This forms part of the larger London Cycle Network and is an attempt at refining this network in terms of its priority strategic routes. In Tower Hamlets, there are six LCN+ routes.
 - TfL Cycle Superhighways (CS), a set of high profile radial routes into central London including CS2, which runs from Barking to Tower Hill via the A13 and Cable Street. Recently, the Mayor of London announced plans to upgrade CS2 and launched a public consultation on introducing kerb and wand separated cycle tracks along the whole route and new junctions to separate cyclists from other traffic. The council has formally responded to this consultation, urging TfL to review its proposals regarding the upgrade from Aldgate to Bow; and expressing its concerns about the safety implications of these planned changes for all road users (including cyclists) and how these will operate in practice. It has also commented on the area wide impacts, particularly in the Whitechapel market vicinity.
 - The SustransConnect 2 network of priority routes for walkers and cyclists.

⁴LBTH. (2009). *Cycling Connections: The Cycling Plan for Tower Hamlets*.

- Greenways, a network of routes running through parks, forests, waterways and quiet residential streets.
 - Other walking and cycling routes such as those at Victoria Park and Stepney.
- 2.14 The council engages closely with local cycling organisations such as the Tower Hamlets Wheelers, a London Cycling Campaign affiliate in the borough, to promote cycling.
- It also works closely with the public to identify cycle theft hotspots, and raises cyclists' awareness of bike security through a number of initiatives such as encouraging bike users to register their bicycle model details at 'Immobilise' and providing information on good quality locks and cycle insurance.
- 2.15 Various cycle training programmes are run in the borough as part of the council's educational endeavours. It promotes 'Inclusive Cycling for All' and offers safe cycle training to people who have specific training requirements. Moreover, the council has provided a range of cycle training schemes for a number of years, including giving free cycle training to all children from year groups 6 to 13. One-to-one cycling training is also offered to adults, up to Level 3 of the National Standard, to equip the borough's residents with the skills and training to cycle competently on its streets.
- 2.16 The 'Bike It' project is led by Sustrans and was launched in September 2008. Each academic year, it focused on ten schools in the borough. The main aim of the project was to tackle childhood obesity through increasing physical activity via cycling to school.
- 2.17 The primary funding source for the Tower Hamlets Cycle Plan is TfL. The annual TfL funding bids form the main funding stream to implement non-LCN+ local schemes including local cycle routes, cycle parking and training, promotional events and awareness raising schemes. Alternative sources include developer contributions from Section 106 agreements. According to the London Plan, "major new developments should provide new, high quality, segregated pedestrian and cycle routes, which are direct and provide good connections to the existing pattern of streets, and to bus stops and stations" (Mayor of London, 2004).

Other local cycling measures

- 2.18 Around 85 per cent of the borough is located within local 20pmh zones. The majority of these areas have experienced a reduction in the total number of casualties through road accidents.
- 2.20 The London Cycling Campaign's (LCC) 2014 'Space for Cycling' campaign aimed to persuade local councils in Greater London to adopt ward-specific cycling improvements, suggested by their borough groups (in collaboration with local people). Prior to the elections in May 2014, the Mayor of Tower Hamlets signed up to deliver these 'ward asks', and regular liaison meetings involving local cycling representatives have now been established to enable progress on the action plan and other cycle initiatives to be coordinated.

2.21 In 2013, Tower Hamlets Council committed additional funding to a series of Accelerated Delivery Initiatives which included cycling improvements and pothole repairs (with a view to improving riding conditions for cyclists). The cycling improvements delivered in 2013-14 included public bike pumps, a schools outreach cycling programme, on-street and workplace cycle parking spaces, cycle permeability schemes, and pothole repairs.

2.22 Awards for local success

The council's work in relation to supporting cycling in the borough has been recognised with a range of awards in recent years. These include:

- 2015 London Transport Awards
Shortlisted for Contribution to Sustainable Transport – for Derbyshire Street scheme
- 2014 London Cycling Campaign Award
Youth Sector Cycling Champion – Tower Hamlets BMX Club
- 2013 London Cycling Campaign Awards
Best Schools Cycling Project – Virginia Primary
Best Cycling Initiative – Sustrans Connect 2 highly commended
- 2011 London Transport Award
Achievements in Cycling – Oceans 11 Women's Cycle Project
- London Cycling Campaign Award
Best Cycle Facility – BWB Suspended cycle and foot path Bow Flyover
- 2010 London Transport Award
Cycle Improvements – Healthy Borough projects with NHS & Bikelt
- London Cycling Campaign Awards
Best Community Cycling Initiative – Tower Hamlets Cycle Club
Best Cycling Initiative for Children – Streets of Growth
Best Workplace Cycling Initiative – Tower Hamlets Council Cycle User Group

3. KEY FINDINGS AND RECOMMENDATIONS

Cyclists' response to training and infrastructure improvements

- 3.1 In the challenge session, officers highlighted the infrastructure that has been developed by the council, which includes a long-established and relatively extensive network of cycle routes (detailed in the background section). Work to improve and augment these routes is in progress, along with improvements to make the borough more cycle-friendly within the funding available.
- 3.2 During the past year, the council's cycle infrastructure improvement work has concentrated on working with TfL on a detailed design for the Cycle Superhighway 2 review, Bow roundabout interim improvements, Quietway routes, an East-West Cycle Route and safer junctions for Cycle Superhighway 3. Further work includes implementation of a number of cycle permeability improvements to filter cyclists through the local road network where many roads are dead-ends; complementary measures helping to improve cyclists' safety, such as proactive road maintenance and slower speed initiatives; and developing actions resulting from the LCC 'Space for Cycling' ward asks,⁵ in discussion with the Tower Hamlets Wheelers.
- 3.3 While there is a lot of work still to do, the council has made progress, and has been recognised with a range of awards in the past few years, from both the London Cycling Campaign and the London Transport Awards. Indeed, at the session the Tower Hamlets Wheelers welcomed the new relationship that had been forged with the council, strengthened from consultations undertaken on the ward asks.
- 3.4 One of the issues Tower Hamlets faces is that approximately 80% of residents live in flats, with attendant difficulties in owning and storing bicycles. The council has worked with TfL to mitigate this by lobbying for an expansion of the cycle hire scheme in the borough, so that in total there are 200 docking stations throughout Tower Hamlets. In addition, the council has installed cycle parking lockers within estates, over 300 secure lockers on roads, 700 on-street cycle stands and introduced cycle bollards in Victoria Park.

RECOMMENDATION 1:

The council produces an enhanced plan for cycling in Tower Hamlets to ensure that the borough is at the forefront of this agenda.

- 3.5 At the session, the Chair stated that other inner London boroughs such as Hackney and Southwark have already started supporting RSLs and housing associations in their locality to supply estate cycle parking, and in some instances financially contribute towards implementation. The Chair suggested that a joint borough-wide agreement for the provision of secure cycle storage for residents be explored with Tower Hamlets registered providers. The Chair highlighted that because of stock transfer of housing estates in Tower Hamlets, residents may be unaware of which landlord is responsible for cycle storage. This could lead to a situation where there will be multiple different cycle storage schemes across the borough which may lead to confusion.

⁵Please refer to Appendix 2 for full details on the 'ward asks'.

- 3.6 The council will need to review its current primary source(s) of funding for cycling projects such as LIP allocations from TfL and Section 106 contributions, and consider pursuing match funding opportunities like cycling grants. The latter, by nature, are difficult to predict since it is often dependent on a competitive bidding process – it is therefore more feasible for the council to look into options for subsidising the provision of secure cycle storage in partnership with registered providers in the borough.

RECOMMENDATION 2:

The council explores the costs and feasibility of an affordable scheme in partnership with the borough’s registered providers for the provision of secure estate cycle parking.

- 3.7 There is a wide range of cycle training provision for adults and children available in the borough (highlighted in the background section of this report). In 2013-14 alone, 2661 children and 145 adults were trained, and family cycle training has also been recently introduced in Tower Hamlets.
- 3.8 Representatives from Sustrans presented on the training initiatives which their organisation offers, centred on encouraging modal shift⁶ and creating communities, such as the ‘Bike It’ scheme outlined in the background section. They emphasised the importance of parental engagement in cycle training in schools, in order to tackle fears around cycling. Their strategies involve supporting school teachers to take on the role of ‘champion trainer’, to create a sustainable programme of development.
- 3.9 Citing William Davis Primary School as a case study, Sustrans emphasised the positive impact of effective activities on a young person’s personal development. For example, classroom sessions and ride to school events can increase take-up of cycling and foster confidence so that participants can become peer role models within schools. Sustrans also encourages young people to get involved in route planning. The success of Sustrans’s approach to achieving a step change in modal use through intergenerational and community work was commended by the Review Group, which expressed a desire for the council to continue its commitment to offer cycle training to people of all ages and abilities in the borough.

RECOMMENDATION 3:

The council works with local schools and Sustrans to incorporate route plans proposed by young people into the enhanced plan for cycling in Tower Hamlets as part of the consultation process.

Measures to improve cycle safety

- 3.10 The Head of Transport & Highways reiterated that Tower Hamlets had the biggest inner London reduction in the percentage of cyclists killed and

⁶Persuading people to become less car-dependent and to use more sustainable modes of transport

seriously injured, and that cycle casualties was a cross cutting issue which the council needs to work closely with TfL to address.

- 3.11 Cyclists present questioned progress by the council on a pledge to support the regional 'Safer Lorries Safer Cycling' scheme. In 2013, HGVs were involved in 9 out of 14 incidents in London leading to cyclist fatalities, and the Mayor of London has requested TfL to look at ways in which lorries can be made safer for cyclists and pedestrians. TfL and London Councils have proposed to prohibit HGVs over 3.5 tonnes that are not fitted with safety equipment, including side guards and extended view mirrors, from driving in the London Low Emission Zone, even if those vehicles are exempt from the national regulations which require this equipment. They estimate that if the ban was introduced, cyclist and pedestrian fatalities and casualties would be prevented.
- 3.12 The council supports the scheme's principle, and already meets most of the requirements including offering cyclist awareness training and provision of safety. However, the Mayor's position is that he cannot commit to sign the pledge until the wording is modified very slightly, to prevent the council being obliged to disqualify non-compliant bids prior to evaluation from potential contractors who would be affected by the scheme. As it stands, this could risk deterring such contractors from tendering for council contracts.
- 3.13 In light of this, officers should investigate how other councils are able to meet the obligations of all of the pledges. It may be necessary to disqualify non-compliant bids prior to evaluation from potential contractors to ensure our streets are safe for cyclists.

RECOMMENDATION 4:
Support for the 'Safer Lorries Safer Cycling' scheme is the policy of the council and the council should now sign the pledge.

- 3.14 The Metropolitan Police provided an overview of the Cycle Task Force Safety Team, funding for which is provided by TfL. The Metropolitan Police holds approximately 20 cycle marking events each year in the borough, with over 700 bicycles marked, and in partnership with the council hosts 8 Exchanging Places HGV cycle safety events annually, attracting over 200 cyclists. Furthermore, the council contributed to the Metropolitan Police initiative 'Operation Safeway' in 2013, to support raising awareness of safe cycling and driving for all road users.
- 3.15 The council also commissions, through TfL, courses for drivers from its major transport-based contractors, and plans to extend this to its Passenger Service drivers, subject to availability. Furthermore, all new council procurements require contractors to be accredited under the Freight Operator Recognition Scheme - waste management and highways contractors are already accredited, and the council is planning this for its Passenger Service fleet. The council continues to work with its contractors through the contract management and monitoring process to improve standards.

- 3.16 Another important tool in improving cyclist safety is the speed limit. The council is looking at proposals to reduce this to 20mph across the borough, on all roads except for the A12 and Limehouse Link/Aspen Way. This could make limits more consistent and easy to follow for road users, and has the potential to make Tower Hamlets' roads safer and encourage more walking and cycling.
- 3.17 The Red Route Network (TLRN) managed by TfL is also being considered for speed reductions through negotiation with TfL, including the A11, Burdett Road and the A13. There is approximately 29km of TLRN within Tower Hamlets compared with 280km of roads managed by the council, yet in 2013, two thirds of the incidents resulting in cyclists being killed or seriously injured took place on the TLRN.
- 3.18 Representatives from Hackney pointed to the limit of 20mph on all residential roads in their borough which is part of their overall package of measures to support cycling.

RECOMMENDATION 5:
The council imposes a 20mph speed limit on all residential and borough roads and the council should work with the police to ensure that 20mph is enforced.

Other issues for cyclists

- 3.19 The Chair sought clarification on the Local Implementation Plan process and the opportunities for funding cycling that this presented the council. The Head of Transport & Highways explained that an element of LIP funding is allocated for cycle infrastructure and currently stands at £2.5 million, with £300,000 specifically set aside for cycling hotspots and additional schemes which benefit other road users as well.
- 3.20 Tower Hamlets Wheelers suggested that clarity and greater transparency regarding year on year funding and expenditure was important, and that this information should be in the public domain. The Service Head for Public Realm reminded the Review Group that funding is variable due to Section 106 agreements which affect proportionate and absolute spending figures. However, the Chair agreed that this would be helpful overall to assess the priority being given to cycling by the council.

RECOMMENDATION 6:
The council publicises annual spend on its cycling agenda.

- 3.21 Noting the success of the cycle lane running through Victoria Park, both the LCC and Tower Hamlets Wheelers suggested extending the opening hours of the park to keep the road south of it open for longer. However, there is an Act of Parliament which requires the council to open and close Victoria Park

from sunrise to sunset, which no by-law would be able to supersede. This Act of Parliament has been in place since the nineteenth century and is in relation to the land being owned by the Queen. Consulting the community on change of hours would leave the council at risk of falsely building resident expectations on a subject which cannot be changed. Furthermore, this presents problems for the community and council such as putting residents at risk of accidents as the park has no lighting at night and is unmanaged during these hours. If an accident was to occur to a cyclist, it would also prove difficult for emergency vehicles to reach them. Leaving the park which has undergone a multi-million pound investment programme in recent years, open till late also exposes it to the risk of vandalism and possible anti-social behaviour in that area. There is also no budget to manage the park out of daylight hours or to install lighting.

- 3.22 However, given Victoria Park's popularity with cyclists and the added benefit which extending hours potentially provides to their safety, the council should explore ways to influence the park's statutory opening hours.

RECOMMENDATION 7:
The council consults residents and ward members on the London Cycling Campaign's proposal to keep the road to the south of Victoria Park open for longer and explore ways to influence the park's statutory opening hours.

- 3.23 As a neighbouring borough, Hackney shares many of the characteristics of Tower Hamlets including its population density, diversity and a high level of deprivation. The session heard from the Principal Transport Planner at Hackney Council on its approach to cycling to support transport affordability, reduce congestion, and tackle inequality and high levels of obesity.
- 3.24 Long term political support in that authority, along with a proactive and informed cycling group, has resulted in a more cycling-friendly culture within the organisation as a whole, as well as across the borough. This has led to a holistic approach which includes filtered permeability (modal filtering),⁷ sustained investment in the public realm and targeted events and behaviour change campaigns such as cycle loans. Traffic calming measures such as 20mph zones on all residential roads has complemented this methodology, in addition to significant amounts of investment in cycle parking.
- 3.25 Tower Hamlets has delivered solutions to improve cycle safety such as minor permeability schemes and cycle parking lockers. The Mayor of Tower Hamlets has pledged to make 'Tower Hamlets the most cycle friendly borough in London'. The council has also carried out targeted work with the borough's communities through the 'Bike It' behavioural change programme, and is looking to impose traffic calming measures, such as the 20mph speed limit on residential roads, as well as continued investment in cycle training.
- 3.26 Hackney Council officers promoted their Council's policy to provide sustainable travel options for employees and customers. It also has a fleet of bikes for its staff to use to travel across its borough. This resource has

⁷Points that cyclists and pedestrians can pass, but not people in cars

enabled officers to understand the needs of those residents who cycle. Similarly, Tower Hamlets Council also has its own fleet of bicycles for staff to use and regularly explores ways to encourage and support sustainable travel amongst its employees.

- 3.27 The Mayor has also pledged to provide an extra 1,000 car parking spaces across the borough. This policy will make it more difficult for the council to achieve its aspiration of making the borough cycle friendly, although the additional capacity provided may potentially relieve pressure on existing demand and therefore help reduce CO2 emissions produced by vehicles searching for parking spaces. This may also reduce the risk of vehicles colliding with cyclists or competing for the same road space. Therefore, the council should investigate the impact that providing an extra 1,000 car spaces will have on making Tower Hamlets the most cycle friendly borough in London.

RECOMMENDATION 8:

The development of a cycle friendly borough is treated as a priority by the council.

- 3.28 Work carried out with new housing and commercial developments is also key. Hackney's approach is similar to that of Waltham Forest Council, which requires all new developments to have "future proof" levels of cycle parking and access to realise their 'mini-Holland' ambition. The LCC believed that developers should contribute towards paying for cycle parking facilities.

RECOMMENDATION 9:

The council better influences developers to provide greater cycle parking facilities for their developments.

- 3.29 The representative from Transport for London talked about the impact that greening our streets and designing a 'streets for all' approach to developing our highways. It was also discussed how councils can design out conflict on roads and use cycle specific signals, like the UK's first low level signals for cyclists installed at Bow Roundabout by the Mayor of London. These lights have a cyclist phase to guard against conflict with moving and turning motor traffic.

RECOMMENDATION 10:

The council works with TFL to roll out more cycle specific signals across the borough.

4. CONCLUSION

- 4.1 Improving cycling safety is essential in encouraging the current level of cycling in the borough and realising the Mayor of London's vision of a 'cyclised' city. The ten recommendations contained in this report aim to meet the aspiration of making Tower Hamlets a cycle friendly borough, and are based on good practice and an emerging consensus in London about the aspects of that practice across a range of measures including engineering, enforcement and education that should be considered for adoption by the council. These are important not just for cyclists but for all users as investment in cycling has the potential to improve the quality of place.

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Action Plan for delivery of LCC Ward Asks

LCC Ward Asks	Agreed action	Delivery
<p>Bethnal Green: Protected Space for cycling on Mile End Road</p>	<p>TfL are developing proposals for protected space for cycling along the length of the A11 between Aldgate and Bow which the Council has lobbied for over the past two years. Officers and Wheelers representatives shared their observations and concerns about the proposal and will continue this dialogue during the consultation period. On this stretch there were particular concerns about :</p> <ul style="list-style-type: none"> • the break in the segregated facility due to restricted road width along the Ocean estate frontage which Council officers will seek to find an alternative solution; • the inadequacy of the junction at Bancroft Road for cyclists joining the westbound lane – a fully signalled junction will be requested; • Council officers will investigate the potential for an off-route solution to the problem of cyclists riding contraflow long the footway between Whitman Rd and Queen Mary entrance. 	<p>TfL:2015/16</p>
<p>Weavers: Make Columbia Road Market a Liveable Town centre with cycle and pedestrian access to, and through the area</p>	<p>No proposals in LIP Delivery Plan as yet. Officers agreed to work with Wheelers to develop the Wheelers proposal into an area scheme within the constraints of the market and conservation area, focussing on the market as a destination. This proposals could link closely to Tranche 2 Quietway proposals being brought forward by TfL with the Boroughs giving a potential funding source.</p>	<p>LBTH 2015/16/17</p>
<p>Spitalfields: Allow two way cycling on Brick Lane.</p>	<p>This proposal is unlikely to meet with public approval due to parking and delivery requirements on both sides and level of pedestrian demand. However the Council has commissioned a review of the potential for 2-way cycling in the Spitalfields area which it will release for discussion with Wheelers to develop a plan for future action.</p>	<p>LBTH Dec 2014</p>
<p>St Peter's:</p>	<p>The Council is already developing junction improvement schemes to address road safety</p>	<p>LBTH: Bid 5/9/14</p>

Protected space for cycling on Cambridge Heath road with a safe junction at Bethnal Green.	at Bethnal Green / Cambridge Heath Road junction and Hackney Road / Cambridge Heath Road junction. The Quietway Tranche 1 proposal may also provide additional protection on the southern section and these schemes could then be extended in future along the rest of the route. This will be a longer term plan to be submitted for LIP funding.	Works to junctions 2015/16 – 16/17
Bow West: Protected Space for cycling on Bow Road	TfL are developing proposals for protected space for cycling along the length of the A11 between Aldgate and Bow which the Council has lobbied for over the past two years. Officers and Wheelers representatives shared their observations and concerns about the proposal and will continue this dialogue during the consultation period. On this stretch there were particular concerns about:- <ul style="list-style-type: none"> • Floating bus stop designs causing pedestrian / cyclist conflict; • Access to/from the segregated lane for cyclists using the flyover being restricted by the island segregator; • Future designs for Bow roundabout 	TfL: 2015/16
Bow East: Remove through traffic from Tredegar Road and the surrounding area	Removing through traffic from important local distributor roads would not be feasible without huge disbenefits to a wider area but other solutions are under consideration to address the objective of improving conditions for cyclists on Tredegar Road. Officers will share proposals for buildouts along this route with the Wheelers for discussion.	LBTH 2014/15
Whitechapel: Remove through motor traffic from Vallance Road, New Road and Cannon Street Road	Removing through traffic from important local distributor roads would not be feasible without huge disbenefits to a wider area but other solutions are under consideration to address the objective of improving conditions for cyclists travelling north-south in this area. Officers will additionally review waiting and loading arrangements along Cannon Street Road and rat-running in Rampart Street to address specific issues raised by the Wheelers. Officers will present emerging proposals to The Wheelers for consultation.	LBTH 2014/15 onwards
Stepney Green: Safe cycle access to Sir John Cass Redcoat School and Stepney City Farm	An area-wide improvements plan for schools cycle access in Stepney as part of the Stepney Schools Partnership coordinated by Sustrans has been developed with the local community. Although this bid was not approved by TfL, the Council will look to allocate some LIP funding from 2015/16 onwards to deliver these schemes and will provide the Wheelers with background information on the overall bid prior to further	LBTH 2015/16 onwards

	discussion.	
St Dunstons: Safe cycle access to schools around Ben Jonson Road	The Stepney Schools Partnership proposals (as above) will also be complemented by a corridor enhancement scheme for Ben Johnson Road which will integrate with the regeneration of the surrounding area. Officers will provide the Wheelers with background information on these proposals prior to further discussion for delivery of works from 2015/16 onwards.	LBTH 2015/16 onwards
Shadwell: Protected Space for Cycling on Cable Street	TfL are developing proposals for minor improvements to problem areas on Cable Street and Horseferry Road which the Council has lobbied for over the past two years. These proposals are due to be issued for public consultation in January 2015 for implementation by the end of the year. The Council is developing an outline vision for an enhanced proposal for a Cycle Street which seeks to build on the Wheelers' "filtered permeability proposals". This would aim to remove further conflict between traffic and cyclists, as well as tackling other local issues such as speeding traffic and pedestrian safety. The Council looks forward to working closely with the Wheelers on this proposal.	TfL / LBTH 2014/15
St Katharine's and Wapping: Allow 24-hour access on the Greenway through King Edwards Park	Access to King Edward Memorial Park will shortly be restricted due to the proposed construction site for the Thames Tideway Tunnel which will be in place 2016-2022. During the latter part of this timetable, consultation will take place on the proposed plans for reinstatement and enhancement of the park when the provision for a 24hour route can be considered. In the meantime officers will seek to provide better signage for a 24 hour alternative route.	LBTH 2015/16
Limehouse: Protected Space for cycling on Horseferry Road (E14)	TfL are developing proposals for minor improvements to problem areas on Cable Street and Horseferry Road which the Council has lobbied for over the past two years. These proposals are due to be issued for public consultation in January 2015 for implementation by the end of the year. The Wheelers suggested an alternative bypass for St James Gardens could be provided which officers have asked TfL to consider prior to consultation: this would alleviate the Horseferry Road issue.	TfL 2015 /16
Mile End: Protected space for cycling on Burdett Road	TfL are understood to be developing a proposal for an enhanced cycle facility along this route. They are looking to go out to consultation Oct / Nov 2015 with a view to construction in summer 2016.	TfL 2016/17
Bromley North: Protected Space for cycling at Bow Roundabout	TfL are developing proposals for further improvements to cycle and pedestrian facilities at Bow roundabout. Two schemes are under consideration - an interim scheme providing fully protected routes through the existing roundabout which is deliverable within 18	TfL 2015/16

	months and a major junction improvement which could be brought forward in 5 years. Consultation on the interim scheme is now expected in March 2015 with completion of the scheme by May 2016, complementing the CS2 upgrade work.	
Bromley South: Install protected space for cyclists along both Devons Road and Devas Street	No proposals have as yet been developed for a route on this alignment and improving quieter parallel routes may be more feasible. It was agreed to jointly develop proposals for this in the future programme	LBTH 2016/17
Lansbury: Safe and convenient route from all of Lansbury ward to Lea River Park	The Council is working with LLDC and LB Newham on the proposed Leaway riverside path from Stratford to Leamouth taking into account access routes to it from the surrounding area.	LBTH, HARCA & LLDC 2014/15 onwards
Poplar: Provide a safe, inviting and clear route for Cycle Superhighway S3 in Bromley South centre	The detail of this request were unclear. Wheelers undertook to review this “ask” and clarify the issues to be addressed.	Wheelers
Canary Wharf: Reinstall the riverside path at West Ferry Circus and create a cycle crossing across South Dock.	The riverside path at Westferry Circus is on land owned by Canary Wharf Group and has been reopened at present, however security concerns may require its closure in future. LBTH will review planning conditions on maintain access to this site. A new Pedestrian bridge crossing from Marsh Wall to Canary Wharf is currently being developed	LBTH 2017/18
Blackwall and Cubitt Town: Protected Space for cycling on Manchester Road and Preston's Road	There are no current proposals in LIP Delivery Plan as yet but a good scheme could be developed along this stretch for future delivery 2016 (onwards funding permitting). This may be able to tie in with plans for Tranche 2 Quietway routes.	LBTH 2016/17
Island Gardens: Protected Space for cycling on Manchester Road and Preston's Road	There are no current proposals in LIP Delivery Plan as yet but a good scheme could be developed along this stretch for future delivery 2016 (onwards funding permitting). This may be able to tie in with plans for Tranche 2 Quietway routes.	LBTH 2016/17

Agenda Item 7.5

Committee: Overview & Scrutiny	Date: 7 April 2015	Classification: Unrestricted	Report No: 7.5
Report of: <i>Corporate Director Law Probity and Governance</i> Originating officer(s) David Galpin, Service Head- Legal Services, Ruth Dowden, Complaints and Information manager		Title: Complaints and Information 6 Month Update Report Wards Affected: ALL	

1. **SUMMARY**

- 1.1. This report provides outline information regarding the Council's handling of complaints and information requests in the first half of 2014/2015.

2. **RECOMMENDATIONS**

The Overview and Scrutiny Committee is asked to –

- 2.1 Consider and comment on the contents of the report.

3. **BACKGROUND**

- 3.1 It is good practice for the Council to consider its performance in both complaints handling and responses to information requests. An annual report is prepared which provides more detailed information, but this six-month report provides an overview of the direction of travel, summarising volumes and performance at a high level.

- 3.2 Some key features of the report are as follows –

- A 15% rise in FOI requests in the first quarter saw performance dip to 77%.
- Whilst volumes of FOI requests remained high in the second quarter, an improvement in performance to 91% was achieved
- SAR performance rose from 45% in quarter 1 to 76% in quarter 2

- The Council's performance in respect of information requests remains subject to close monitoring, both internally and by the Information Commissioner's Office.
- Performance on responding to corporate complaints remains broadly on target with for all stages of the corporate complaints process.
- The second quarter saw a dip in performance for adult social care complaints, with 66% completed in 20 working days.
- There is a need to improve performance in respect of children's social care complaints and complaints to the local government ombudsman.

4. Freedom of Information

4.1. The statutory response time is 20 working days from the day after receipt and the Council sets a target of 95% in time. The Information Commissioner considers performance below 85% sufficiently poor to warrant intervention.

FOI & EIR Requests Received April to September 2014

2014/15	Requests	Closed In Time		Closed Out of Time	Running	Stopped
Apr	200	163	82%	36	0	1
May	171	123	73%	45	0	3
Jun	168	125	76%	40	0	3
July	192	168	89%	21	0	3
Aug	182	162	90%	18	0	2
Sep	157	142	93%	10	0	5
Total	1070	883	84%	170	0	17

4.2. The table above shows that the performance in the first three months of the municipal year was poor. There was a step increase in the volume of requests (22%) against the previous year, which may account for the drop in performance.

4.3. Performance in quarter 1 averages at 77% in time, but quarter 2 saw a marked improvement starting in July 2014 (with 89%) rising to 93% in September 2014, and averaging 91% over the quarter.

4.4. On 10 September 2014, the Information Commissioner's Office (ICO) commenced a three month monitoring period capturing performance from 1 September to 30 November 2014. This followed the receipt of complaints by the ICO about turn-around times. This could well have been the result of the Council's dip in performance in quarter 1.

4.5. The 22% increase in volume of requests against 2013/14 has been consistent over the half year reported .

4.6. The improved performance in quarter 2 is encouraging but needs to be sustained in the second half of 2014/2015 if the Council is to achieve an overall acceptable level of performance for the year. The cumulative performance for the first half is 84% on time, which is marginally below the level of performance in 2013/14 (85%).

5. Subject Access Requests

- 5.1 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.

Subject Access Requests Received April to September 2014

2014/15	Requests	Closed In Time		Closed Out of Time	Running	Stopped
Apr	15	6	50%	6	0	3
May	15	5	36%	9	0	1
Jun	16	6	50%	6	0	4
Jul	14	10	83%	2	0	2
Aug	17	13	93%	1	0	3
Sep	32	22	73%	1	7	2
Total	109	62	66%	25	7	15

- 5.2 As with the FOI Requests, the quarter 1 Subject Access Request performance was significantly below the expected standard, averaging 45% completed within the 40 calendar day statutory time-limit.
- 5.3 The second quarter was more encouraging, with an average of 80% completed within the deadline. It is still short of the corporate target of 95% completed in time and below the ICO standard too.
- 5.4 The year to date performance of 66% is better than the 57% achieved overall last year. There are action plans in place in the key demand areas to ensure that performance continues to improve and is sustained.

6. Corporate Complaints

- 6.1 The tables below set out the volumes and performance of corporate complaints for the first two quarters of the year 2014/15. The performance target for all three stages is 88% completed in time.
- 6.2 Stage 1 corporate complaints were completed 87% in time in the first quarter and 91% in the second quarter.

Stage 1 Complaints - Performance	2014/15 Qtr: 1					2014/15 Qtr: 2				
	Closed	Days to Close	Closed in Time		Upheld/ Part Upheld	Closed	Days to Close	Closed in Time		Upheld/ Part Upheld
CLC	257	8	242	94%	36%	321	8	299	93%	36%
Development & Renewal	4	8	4	100%	50%	18	8	14	78%	44%
ESCW	2	13	1	50%	50%	5	18	4	80%	60%
LPG	13	9	12	92%	46%	9	13	6	67%	33%
Resources	60	4	59	98%	48%	43	5	43	100%	44%
Tower Hamlets Homes	194	10	141	73%	45%	204	9	177	87%	49%
Total	530	9	459	87%	41%	600	8	543	91%	42%

6.3 The stage 2 complaint performance was less satisfactory in the first quarter with 79% completed in time, with an improvement to just below target in quarter 2, at 87% in time.

Stage 2 Complaints - Performance	2014/15 Qtr: 1					2014/15 Qtr: 2				
	Closed	Days to Close	Closed in Time		Upheld/ Part Upheld	Closed	Days to Close	Closed in Time		Upheld/ Part Upheld
CLC	30	16	29	97%	43%	44	16	39	89%	34%
Development & Renewal						6	15	4	67%	17%
ESCW										
LPG	4	35	1	25%	25%	1	24	0	0%	0%
Resources	5	14	5	100%	20%	4	14	4	100%	0%
Tower Hamlets Homes	33	20	22	67%	58%	32	16	29	91%	72%
Total	72	19	57	79%	47%	87	16	76	87%	45%

6.4 For stage 3 complaints, performance was above target for both quarters (93% and 89%). There was a significant rise in the volume of FOI Internal Reviews over the period (7 in Q1, 23 in Q2) accounting for the increase in overall stage 3 volumes (rising to 56) in the second quarter. The time taken to complete these reviews is being closely monitored, given the rise in number.

Stage 3 Complaints - Performance	2014/15 Qtr: 1					2014/15 Qtr: 2				
	Closed	Days to Close	Closed in Time		Upheld/ Part Upheld	Closed	Days to Close	Closed in Time		Upheld/ Part Upheld
CLC	12	20	10	83%	42%	8	18	8	100%	13%
Development & Renewal	5	21	4	80%	40%	9	20	8	89%	56%
ESCW										
LPG	1	17	1	100%	0%					
LPG - FOI Reviews	7	15	7	100%	57%	23	16	19	83%	39%
Resources	3	18	3	100%	0%	3	18	3	100%	0%
Tower Hamlets Homes	14	19	14	100%	57%	13	19	12	92%	31%
Total	42	19	39	93%	45%	56	18	50	89%	34%

7. Statutory Adult Social Care complaints

7.1. The Statutory Adults Social Care procedure does not set a fixed timeframe for resolution. It is considered more appropriate to tailor the investigation and timeframe to the individual complaint.

Complaints Answered	Totals	Within 10 working days		Within 20 working days		Within 30 Working Days		Answered outside timescale	Average Days to Complete
2013/14 QTR:2	15	9	60%	4	87%	2	13%	2	11
2014/15 QTR:1	13	6	46%	5	84%	2	15%	2	12
2014/15 QTR:2	15	5	33%	5	66%	2	13%	5	22

7.2. Monitoring occurs against time bands of 10 working days and the aim is to achieve 88% in 20 working days or an agreed longer timeframe should this be necessary. The cumulative figures for complaints closed in 20 working days has fallen in quarters 1 and 2. In the second quarter three complaints ran significantly over time. Volumes remain constant and the dip in performance needs to be addressed.

7.3. More detailed consideration on receipt of the individual complaint and time required to resolve will help address this performance issue.

8. Statutory Children's Social Care complaints

8.1 This statutory procedure sets two timescales at stage 1, and the performance targets are 50% and 88% for the lower and upper time-limit respectively.

Stage 1	Total	Answered within 10 working days		Answered within 20 working days		Answered outside timescale		Average response times (days)
2013/14 QTR: 2	13	9	69%	12	92%	1	8%	5
2014/15 QTR: 1	14	5	36%	10	71%	4	29%	12
2014/15 QTR: 2	16	6	38%	12	75%	4	25%	12

8.2 The table above shows neither target being met for stage 1 in the first two quarters.

8.3 There has only been one stage two complaint closed in the six-month period and no stage 3 review panels.

9. Ombudsman Complaints.

9.1 The Council sets an internal target for submission of the Council's first response to the Ombudsman's enquiries. Of the 17 enquiries received from the Local Government Ombudsman (12) and Housing Ombudsman (5), 13 or 76% were completed in internal target of 21 calendar days.

9.2 14 or 82% were completed in the Ombudsman's target of 28 calendar days.

9.3 Full and structured responses from the services concerned are required to drive up the response rate.

10. ANY IMPLICATIONS

10.1 Finance comments

10.2 There are no financial implications arising from the recommendations within this report.

10.3 Legal comments

10.4 There are no additional legal implications arising from the report.

11 CONCLUSIONS

The Overview and Scrutiny Committee is asked to –

11.1 Consider and comment on the contents of the report.

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

There are no background papers

Agenda Item 7.6

Committee: Overview and Scrutiny Committee	Date: 7th April 2015	Classification: Unrestricted	Report No: 7.6
Report of: Corporate Director Resources Originating officer(s) Kevin Miles, Chief Accountant, & Kevin Kewin, Service, Manager, Strategy, policy & Performance	Title: Strategic Performance and Corporate Revenue and Capital Monitoring Q3 2014/15 (Month 9) Wards Affected: N/A		

Executive Summary

This monitoring report details the financial outturn position of the Council at the end of Quarter 3 compared to budget, and service performance against targets. This includes projected year-end position for the:

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

Recommendations:

The Overview and Scrutiny Committee is recommended to:

- Consider and comment on the matters set out in the report.

1. Summary

1.1 This report appends the monitoring report for Cabinet which details the financial position of the Council at the end of December 2014 (Month 9) compared to budget. The report includes details of;

- General Fund Revenue and Housing Revenue Account;
- Capital Programme;
- Performance for strategic measures

This report is due to be tabled before Cabinet on 8th April 2015.

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

- 2.1 The comments of the Chief Financial Officer can be found under section 8 of the attached report to Cabinet. This details the Financial Regulations and the responsibility of senior managers to spend within budgets.

3. **LEGAL COMMENTS**

- 3.1 The Council is required by section 9F 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.
- 3.2 Consistent with this obligation, Article 6 of the Council's Constitution provides that the Overview and Scrutiny Committee may review and scrutinise the performance of the Council in relation to its policy objectives and performance targets. The provision of quarterly performance information is consistent with this function.

4. **ONE TOWER HAMLETS CONSIDERATIONS**

Considerations dealing with the delivery of the One Tower Hamlets theme are included within the attached report.

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

An element of the attached report monitoring report deals with environmental milestones within the 'Great Place to Live' theme.

6. **RISK MANAGEMENT IMPLICATIONS**

Risk Management implications are detailed within the attached report.

7. **CRIME AND DISORDER REDUCTION IMPLICATIONS**

There are no specific crime and disorder reduction implications in the attached report.

8. **EFFICIENCY STATEMENT**

Efficiencies for 2014/15 are incorporated within the estimated forecast outturn.

9. APPENDICES


- **Strategic Performance and Corporate Revenue and Capital Monitor Q3 2014/15 (Month 9).**
 - Appendix 1 - lists budget/target adjustments (including virements) for the General Fund and capital budget movements
 - 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 a summary of the 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 the preparation of this report.

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Cabinet 8 th April 2015	 TOWER HAMLETS
Report of: Corporate Director Resources	Classification: Unrestricted
Strategic Performance and Corporate Revenue and Capital Monitor Q3 2014/15 (Month 9)	

Lead Member	Cabinet Member for Resources. Cllr Alibor Choudhury
Originating Officer(s)	Kevin Miles, Chief Accountant. Louise Russell, Service Head, Corporate Strategy and Equality
Wards affected	All
Community Plan Theme	All
Key Decision?	No

Executive Summary

This monitoring report details the financial outturn position of the Council at the end of Quarter 3 compared to budget, and service performance against targets. This includes the projected year-end position for the:

- General Fund Revenue, Housing Revenue Account and Capital Programme; and
- An overview of Quarter 3 performance for the reportable Strategic Measures.

Recommendations:

The Mayor in Cabinet is recommended to:

- Note the Council's financial performance compared to budget for 2014/15 as detailed in Sections 3 to 6 and Appendices 1-4 of this report
- Approve the use of specific reserves set aside for ICT infrastructure works as set out in paragraph 4.7.
- Review and note the 2014/15 quarter 3 performance for reportable Strategic Measures in section 7 and Appendix 5.

1. REASONS FOR THE DECISIONS

1.1. Good financial practice requires that regular reports be submitted to Council/Committee setting out the financial position of the Council against budget, and its service performance against targets.

1.2. The regular reporting of the Strategic Performance and Corporate Revenue and Capital Budget Monitoring should assist in ensuring that Members are able to scrutinise officer decisions.

2. ALTERNATIVE OPTIONS

2.1. The Council reports its annual outturn position against budget for both revenue and capital net spend. It also reports its strategic performance.

2.2. Significant variations, trends and corrective action are reported in the body and appendices of the report. No alternative action is considered necessary beyond that included below and this report is produced to ensure that Members are kept informed about decisions made under the delegated authority.

3. DETAILS OF THE REPORT

3.1 This monitoring report details the financial position of the Council at the end of December 2014 (Month 9) compared to budget. The report includes details of;

- General Fund Revenue and Housing Revenue Account;
- Capital Programme; and
- Performance for strategic measures

3.2 General Fund

As at the end of December 2014, the net projected General fund outturn position is £295.685m. This represents on a £1.702m overspend, this is approximately 0.6%, on the approved budget of 293.933m.

The current position is summarised below

Narrative	£m
Budget	293.933
Education, Social Care and Wellbeing Overspend	1.025
Resources – Housing Benefit Adjustment	1.600
Corporate and Central – Additional Income	(0.800)
Other Movements	(0.073)
Forecast Outturn	295.685

ESCW have identified the factors driving the overspend and will keep CMT updated on the latest position and action taken to minimise the impact. A growth bid is being sought to cover the overspend arising from Housing Benefit Subsidy.

3.3 HRA

The HRA is projecting an underspend position of 0.74 m 2014/15. This is less than 1.0% of the total budgeted income of £90.6m.

3.4 Capital Programme

Directorates have spent 36% of their capital budgets for the year (£70.3m against budgets of £192.5m). Further information is provided in section 6 of the report and Appendix 4.

3.5 More detailed financial information is contained in the following report appendices:

- Appendix 1 - lists Revenue and Capital budget / target adjustments (including virements).
- Appendix 2 - provides the General Fund budget outturn forecast by Directorate. This is shown at service area level and contains explanations of any major variances.
- Appendix 3 – provides the budget outturn forecast for the HRA
- Appendix 4 – provides the projected Capital Monitoring outturn position

- Appendix 5 – provides a summary of the Strategic Measures

4 **FINANCE OVERVIEW**

4.1 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
Law, Probity and Governance	9,291	6,968	7,643	675	9,233	(58)
Communities, Localities and Culture	79,122	55,012	55,978	966	79,122	0
Development and Renewal	15,682	11,820	15,387	3,567	15,682	0
Education, Social Care and Wellbeing	222,309	177,435	168,818	(8,617)	223,334	1,025
Resources	7,386	5,541	3,656	(1,885)	8,971	1,585
Corporate Costs / Capital Financing	(39,857)	(29,892)	11,240	41,132	(40,657)	(800)
Total	293,933	226,884	262,722	35,838	295,685	1,752

4.2 Year-to-date variances are explained in the detailed budget analysis in Appendix 2. The summary position for each service directorate is set out below.

4.3 **Law Probity and Governance** **£58k Underspend**

The LP&G directorate is showing a small underspend as a result of vacancies in the Corporate Management structure.

4.4 **Communities, Localities & Culture** **Nil**

A breakeven position is forecasted for this financial year

4.5 **Development and Renewal** **Nil**

The D&R directorate is forecasting a nil outturn for the financial year

4.6 Education, Social Care and Wellbeing

£1.025m Overspend

The extent of the financial pressures being experienced, principally by Adults Social Care packages is such that there is insufficient grants and reserves to cover the whole forecast amount, however the forecast has been revised down to an overspend of £1.025m for the Period 9 Corporate Budget Monitor from a projected overspend of £1.507m in the previous period.

There remain risks affecting the budget position, some of which may improve the position; others may make the position worse.

Pressures experienced within Adults Social Care at the end of the third quarter are significant, particularly within Learning Disability, Physical Disability and Mental Health care packages. After the use of reserves, available grants and in year savings assumptions, the current pressures in the directorate can be contained to an overspend of £1.0m. This has decreased from the quarter 2 position of £1.9m. This is partly as a result of extensive work to refine and revisit the make-up of care packages through challenge panel processes implemented by the Adults Social Care Financial Recovery Group.

The Financial Recovery Group has been established to work through the policy, process, systems, service and financial issues associated with restoring management and financial control for Adults Social Care. The work that this group oversees will be vital to restoring stability and visibility to the financial issues for ASC packages.

The Schools Budget is reporting an improved position, again, with forecast unallocated DSG at year-end now looking to be £4.999m.

4.7 Resources

Overspend £1.585m

The Resources directorate is forecasting an overspend of £1.585m.

The cost of the homelessness service is captured within the Housing Benefits Vote (R54). The authority receives central government subsidy to offset spend on providing temporary accommodation to residents who find themselves homeless. With the introduction of welfare reform changes in 2013/14 and the benefits cap, the amount of subsidy the authority can claim against temporary accommodation costs has significantly reduced. In addition, spiralling private sector rental costs within the borough mean that the actual cost of providing temporary accommodation has also been increasing. The combined effect of spiralling rents and tightening of subsidy rules has created a growth pressure within this service. In 2013/14 the growth pressure on a total budget of £28m was estimated at £1m. An appropriate provision was made and the actual growth materialised.

In 2014/15 the position has been reviewed with colleagues in D&R where the homeless service actually sits, and an additional pressure of £1.6m has been identified. Funding for this will need to be agreed in 2014/15 to avoid the potential overspend of £1.6m. It is likely that private sector rent within the borough will continue to increase and further growth in excess of £1m will be required in 2015/16 onwards. Provision for this is being incorporated into the 2015/16 budget.

In June 2014, specific earmarked reserves for ICT infrastructure works were approved and set aside as part of the 2013/14 accounts closure process. Approval is now being sought for the utilisation of £400k of these reserves in order to upgrade the Council's operating systems.

The balance represents net effect of a number of small variances across the directorate.

4.8 Corporate Costs & Capital Financing Additional Income £0.8m

Investment balances have been higher than expected due to Government grants being paid earlier in the year; capital expenditure slippage until later in the year; and a slightly higher interest return on longer term investments.

Spend to date variance is due to items such as depreciation and minimum revenue provision which are processed at year-end.

5. Housing Revenue Account £0.74m underspend

The overall projected HRA underspend is the net result of a number of variances, the main ones being that rental income is forecast to be lower than budgeted; this is due to the high number of Right to Buy sales that are taking place – in the first nine months of the year there have been 187 Right to Buy sales, compared to 40 sales during the same period last year. Energy costs are still forecast to be lower than budgeted due to energy prices being lower than anticipated when the budget was set, although this is a volatile area and costs may increase if there is a period of prolonged cold weather. In addition, the 2014/15 budget includes £1.3m in respect of additional costs due to an increase in employer pension contributions and current forecasts are that the actual increase in costs will be lower than budgeted, however this underspend is offset by a projected reduction in capital fee income to the HRA due to underspends in the HRA capital programme. It should be noted that the HRA includes a budgeted revenue contribution to capital (RCCO) of just under £10m. The use of these resources is dependent on the HRA capital outturn for the year; if this funding is

not used in 2014/15 then it will be ear-marked and carried forward to finance capital commitments in future years.

6 **CAPITAL**

- 6.1 The capital budget for 2014/15 now totals £192.5m, decreased from the £197.7m reported at the end of September 2014.
- 6.2 Details of all the changes to the capital budget are set out in Appendix 1.
- 6.3 Total capital expenditure to the end of Quarter 3 represented 36% of the revised capital programme budget for 2014/15 as follows:

	Annual Budget as at 31-Dec-14	Spent to 31-Dec-14	% Budget Spent
	£m	£m	%
TOTALS BY DIRECTORATE:			
Education, Social Care and Wellbeing	21.643	12.259	57%
Communities, Localities and Culture	8.313	3.830	46%
Development and Renewal	20.240	8.311	41%
Building Schools for the Future (BSF)	14.481	11.896	82%
Housing Revenue Account (HRA)	115.866	33.963	29%
Corporate	12.000	0.018	0%
GRAND TOTAL	192.543	70.277	36%

This compares with 37% at the same stage last year. Although this is a seemingly low percentage of budget spent for 9 months into the year, spend tends to be heavily profiled to the end of a year.

The main schemes which contribute to this figure are:

- Housing Capital Programme (4% of £19.7m annual budget spent)**

This budget is managed by Tower Hamlets Homes and covers work outside of the ongoing Decent Homes programme such as heating, lifts and door entry systems, roofing, windows etc. with investment need assessed by stock condition surveys. Due to the Authority focusing on the Decent Homes programme, the majority of the expenditure will be incurred in 2015/16. The 2014/15 budget is projected to slip by £15.6m to 15/16 so variance against profiled budget is in line with annual projection.
- Whitechapel Civic Centre (0% of £12.0m annual budget spent)**

The payment to acquire the site has gone through in in the final quarter of 2014/15.

- **Blackwall Reach (11% of £4.7m annual budget spent)**

The Blackwall Reach represents a £13m capital commitment over a number of financial years. Due to delays in acquiring all the leasehold interests it is forecast that this scheme will slip into 2015/16.

- **Multi Faith Burial Grounds (0% of £3.0m annual budget spent)**

Following consideration of a report by Cabinet in February 2015 regarding a new burial site it is envisaged that the £3m will be spent in 2014/15. Expenditure can only begin once approval is gained.

- **Fuel Poverty and Insulation Works on HRA Properties (0% of £3.6m annual budget spent)**

Delays have arisen on this project due to changes in the Government's Energy Companies Obligations (ECO) scheme which resulted in the Council's partner (British Gas) withdrawing from the proposed project. The Council has however, secured alternative ECO funding from EDF, with formal contracts being entered into on 20 November. Due to these delays, it is forecast that this scheme will not fully spend in 2014/15 and will slip into 2015/16.

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

	Annual Budget as at 31-Dec-14	Projection 31-Dec-14	Forecast Variance
	£m	£m	£m
TOTALS BY DIRECTORATE:			
Education, Social Care and Wellbeing	21.643	16.886	-4.757
Communities, Localities and Culture	8.313	7.358	-0.955
Development and Renewal	20.240	13.563	-6.677
Building Schools for the Future (BSF)	14.481	14.481	0.000
Housing Revenue Account (HRA)	115.866	72.437	-43.429
Corporate	12.000	9.500	-2.500
GRAND TOTAL	192.543	134.225	-58.318

Programme slippage of £58.3m is currently being projected. The projection does not reflect an underspend but is due to timing differences between years. Any amount of slippage will be spent in future years. The main reasons for the variance are as follows:

- **Decent Homes Backlog (£21.6m)**

The Decent Homes programme totals £181m, which includes £94.5m of Decent Homes backlog grant funding. The scheme is being managed in accordance with GLA grant conditions with the 2014/15 grant amount being £46m. It is forecast that the 2014/15 budget will not be fully spent this year, although the

GLA grant element will be maximised with the Authority's own resource contribution slipping into 2015/16.

- **Housing Capital programme (£15.6m)**

See explanation in paragraph 5.3 above.

- **Section 106 schemes within D&R (£3.1m)**

This capital estimate represents a ring-fenced s106 payment to Barts NHS Trust in respect of Wellington Way Health Centre and the resources will be carried forward until the NHS Trust draw down these funds, which is now expected to take place in 2015/16.

- **Fuel Poverty and Insulation Works (£2.9m)**

See explanation in paragraph 6.3 above.

- **Blackwall Reach (£2.8m)**

See explanation in paragraph 6.3 above.

- **Basic Need/Expansion (£2.6m)**

Slippage has occurred on major school expansion projects as the sites for new expansions are to be reviewed.

6.5 The total approved budget, taking into account the whole life of all capital schemes, is currently £914.5m against which spend of £912.0m is forecast, resulting in a variance of £2.5m underspend. This is because it is anticipated that the cost of the new town hall site will be less than the £12m budget set aside to cover the purchase costs.

	All years budget as at 31-Dec-14	Projection (all years)	Variance
	£m	£m	£m
Education, Social Care and Wellbeing	93.711	93.711	0.000
Communities, Localities and Culture	72.037	72.037	0.000
Development and Renewal	34.395	34.395	0.000
Building Schools for the Future (BSF)	334.163	334.163	0.000
Housing Revenue Account (HRA)	368.225	368.225	0.000
Corporate GF provision for schemes under development	12.000	9.500	-2.500
GRAND TOTAL	914.531	912.031	-2.500

6.6 Capital receipts received in 2014/15 from the sale of Housing and General Fund assets up to 31st December 2014 are as follows:

Capital Receipts		
	£m	£m
Sale of Housing assets		
Receipts from Right to Buy (187 properties)	20.942	
less pooled amount paid to DCLG	-1.182	19.760
Sale of General Fund assets		
Overage Payments (Wapping Lane)	0.680	0.680
Total		20.440

Retained Right to Buy receipts must be set aside to meet targets on housing provision as set out in regulations governing the pooling of housing capital receipts, so they must be ringfenced for this purpose and are not available for general allocation.

7. **STRATEGIC PERFORMANCE MEASURES**

7.1 The strategic measures enable the Council to monitor progress against its priorities outlined in the Strategic Plan. The strategic measures reflect the Council's continued commitment to set itself stretching targets. They are 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.

7.2 **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 better than the standard target, but worse than the stretched target – indicated as the solid green line - it is 'Amber'. Where performance is at or better than 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, or no statistically significant change for survey measures) it is neutral ↔, and where performance has improved compared to the previous year, it is indicated as an upward arrow ↑.

2013/14 Final Outturn Reporting Update

7.3 The final outturn is being reported for one health measure (Excess weight in 4-5 year olds). There is one measure where the 2013/14 outturns are still unavailable.

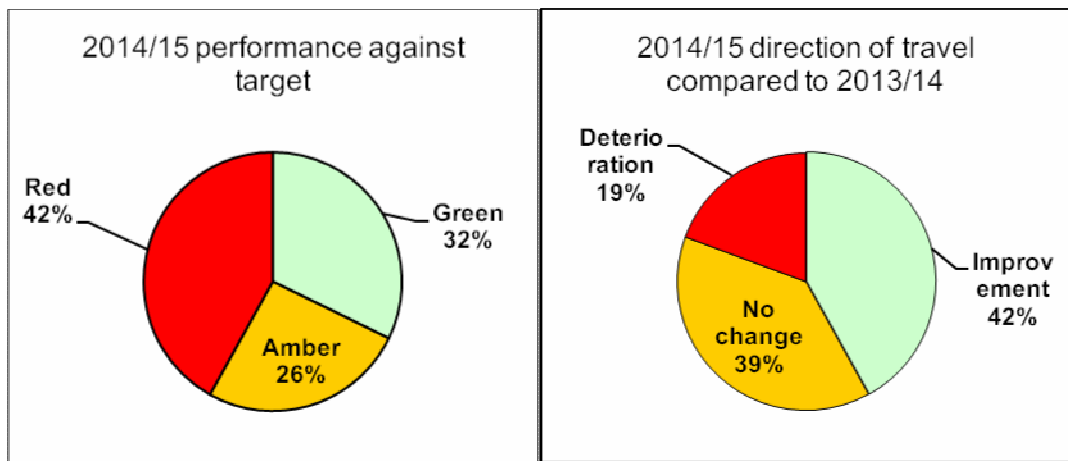
Rate of violence with injury crimes – DV and non-DV– due to recent changes within the Metropolitan Police, data relating to violence with injury measures is not currently available.

Strategic Performance Measures – Quarter 3 (October-December 2014)

7.4 The number of strategic measures available for reporting fluctuates between periods due to the different reporting frequencies of the measures. Of the 56 measures in the Strategic Set, including subset of measures, 32 are reportable this quarter (including Quarter 2 and 2013/14 year end data).

7.5 For new or significantly changed measures, it is not usually possible to measure direction of travel (because previous quarters are not available); as a result, the proportions allocated to each direction arrow are based on a total of 31. For performance against target (RAG status), proportions are based on 31 measures.

- 10 measures (32%) are meeting or exceeding their stretched target (Green), with eight of these an improvement from last year (↑) and two remaining unchanged (↔);
- 8 (26%) are above the standard target but below the stretched target (Amber), with five of these improving (↑), and three remaining unchanged (↔);
- 13 (42%) are below the standard target (Red), with no change for six measures (↔), six deteriorating (↓), and one a new measure with no measurable direction of travel;
- One indicator does not have comparable data for this time last year and therefore no direction of travel information can be produced. One indicator does not have a target and so no RAG can be produced.



- 7.6 There are several strategic performance measures which report on a quarterly basis but Q3 data is currently not available due to a time lag in reporting. Q2 data has been provided in the report and appendix for one measure:
- Percentage of household waste sent for reuse, recycling and composting.

Performance Summary

The following sections detail our performance under two key headings:

- High performing and areas of improvement
- High risk areas

High Performing Areas – Quarter 3

- 7.7 Measures that exceeded their stretched target or have improved compared to quarter 3 last year include:

Percentage of LP07 or above Local Authority staff who are from an ethnic minority – performance is 25.19 percent exceeding the standard target of 23.91 percent. There has been an increase of 3.07 percentage points in performance since December 2013/14. The MentorWise mentoring scheme has now been launched, providing an addition to the range of initiatives to help support and encourage staff progression.

Percentage of LP07 or above Local Authority staff who have a disability – performance is 7.8 percent exceeding the stretch target of 6.9 percent. There has been a significant increase (1.49 percentage points) in performance since December 2013/14. The target has been exceeded as a direct result of a drive to improve declaration rates amongst managers, and the provision of clearer examples of the wide spectrum of disabilities.

Percentage of council tax collected – performance is 72.52 percent; the stretch target has been exceeded by 1.19 percentage points.

Percentage of non-domestic rates collected – performance is 87.12; the stretch target has been exceeded by 12.12 percentage points.

Key Stage 2 pupil attainment in Reading, Writing and Maths – 82 percent of pupils achieved the standard compared to 78 percent in the previous year. This final outturn is one percentage point higher than the provisional figures reported in Q2. The stretch target of 79 percent was exceeded.

Percentage of 16-19 year olds who are not in education, employment or training (NEET) – 3.4 percent of the 16-19 cohort are NEET, the stretch target has been exceeded by 0.9 percentage points. There has been a 1.5 percentage point improvement since December 2013/14.

Overall employment rate – gap – the gap between the borough's employment rate and the London average has reduced to 3.7 percent. The stretched target of 6.3 percent has been exceeded. In quarter 3 last year, the gap was 5.9 percent, equating to a 2.9 percentage point improvement.

JSA claimant – rate the gap between the borough's JSA claimant rate and the London average has reduced to 0.6 percent, and the stretched target has been met. In December 2013 the gap was 1 percent, equating to a 0.4 percent point improvement since this time last year.

MOPAC 7 crimes: Number of Robbery incidents, number of Burglary incidents, and number of thefts from a Motor Vehicle incidents, number of thefts from the person, Total MOPAC 7 crimes

The Met Police targets have now been applied to these measures. Performance is better than stretch target for three measures, better than the standard target for one measure and one measure is off target but there have been fewer incidents compared to this time last year:

- *Number of Robbery incidents* – there were 878 offences of this crime type between April-December 2014. Performance is worse than the stretch target 863 but the outturn was above the standard target of 938. There were 97 fewer offences compared to this time last year
- *Number of Burglary incidents* – there were 1,766 offences of this crime type between April-December 2014. Performance is better than the stretch target of 1,808, and there were 256 fewer offences compared to this time last year
- *Number of Thefts from a Motor Vehicle incidents* – at 1,156 offences, performance is better than the stretch target of 1,253. In addition, 224 fewer offences of this crime type were committed this year compared to last

- *Number of Theft from the Person incidents* – there were 961 offences of this crime type to December 2014, which is better than the stretch target of 1,029. In addition there were 268 fewer offences compared to this time last year
- *Total MOPAC 7 incidents* – there were 9,308 offences of this crime type to December 2014: although there were more offences than the standard target of 9,403, there were still 309 fewer crimes this year compared to the same period last year.

Percentage of ethnic minority background children leaving care who are adopted – 5 percent of BME children who have left care were adopted, the standard target has been exceeded by 1 percentage point, and this outturn is also 1 percentage point higher than the December 2013/14 outturn.

Self-directed support – 61.7 percent of people using social care receive self-directed support or a direct payment. The standard target was met; however the stretch target of 70 percent was missed. Although this represents deterioration since last quarter, compared to this time last year performance has improved by 3 percentage points.

High Risk Areas – Quarter 3

- 7.8 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. These measures are set out below. Performance Review Group will consider each of these further (alongside all off-track measures) and whether additional remedial action is required.
- 7.9 **Number of working days / shifts lost to sickness absence per employee** – In December, sickness absence was 7.54 days, and the outturn was 0.98 days off the standard target of 6.47 days. In addition there has been a deterioration in performance compared to December 2013 when sickness absence was 7.04 days. From March 2015, briefings will be provided for all managers on managing sickness absence. Additionally, guidance which has been circulated for use in the D&R and CLC Directorates will be distributed Council-wide. This guidance sets out the triggers and main actions to be taken at the various stages of the procedure and acts as a prompt to managers to continue to actively manage sickness absence.
- 7.10 **Number of affordable social rented housing completions for family housing** – The standard target of 200 housing completions was missed by 84. In addition there were 6 fewer homes built compared to this time last year. The service expects that the full year figures will be within the annual target range (between 267-387 units), as completions currently forecasted for quarter 4 meet their GLA 2011-15 grant funded programme deadlines.

7.11 **Achievement of 5 or more A*-C grades at GCSE or equivalent including English and Maths**– The final year end outturn of 59.7 percent is 1.7 percentage points higher than what was provisionally reported at Q2. However performance is below the standard target of 64.7 percent and 6.7 percentage points lower than last year’s outturn. Changes to the methodology at KS4 have led to widespread drops in performance this year, with a national fall of 5.8 percentage points to 53.4%. In Tower Hamlets, this fall was 5.0 percentage points, meaning that we remain well above the national average but slightly below the London average of 61.5%.

7.12 **MOPAC7 measures: Number of violence with injury offences, Number of theft of a motor vehicle offences, Number of vandalism / criminal damage offences**

The standard target for three MOPAC7 measures were missed and the outturns were higher than during the same period in 2013/14. The outturns are year to date (April-December 2014). Comments from the MPS will be provided in Q4.

- *Violence with Injury offences* - outturn 2,094 compared to a standard target of 1,762 (332 more offences compared to this time last year).
- *Theft of a Motor Vehicle offences* – outturn 693 compared to a standard target of 647 (64 more offences compared to this time last year)
- *Vandalism / Criminal Damage offences* – outturn was 1,760 compared to a standard target of 1,595 (140 more offences compared to this time last year)

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

8.1 Under Financial Regulations it is the responsibility of senior managers to spend within budgets and, where necessary, management action will need to be taken over the remainder of the financial year to avoid overspend.

8.2 Any overspend incurred during 2014/15, will risk the financial position of the Council and would increase the savings targets within the MTFP, with a potential impact on services.

8.3 The current forecast overspend in ESCW is being reviewed by the Financial Recovery Group and the overall position will be reported through ongoing monitoring. Further work will be done to validate the extent of the cost pressures, and in the short term, the overspend can be contained with corporate contingencies. Any cost pressures that are replicated in future years will be considered as part of the budget and MTFP process.

9 **LEGAL SERVICES COMMENTS**

- 9.1 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.
- 9.2 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.
- 9.3 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.
- 9.4 When considering its performance and any procurement, 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 (the public sector equality duty). Relevant information is set out in section 7 of the report and officers must consider the need for equality analysis when carrying out any action in discharge of the Council’s functions.

10. 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 and are measured by a variety of strategic indicators.

11. SUSTAINABLE ACTION FOR A GREENER ENVIRONMENT

An element of the monitoring report deals with environmental milestones within the Great Place to Live theme.

12. 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.

13. CRIME AND DISORDER REDUCTION IMPLICATIONS

The Strategic Indicator set contain a number of crime and disorder items under the Safe & Cohesive theme, however there are no specific crime and disorder reduction implications.

14. EFFICIENCY STATEMENT

Efficiencies for 2014/15 are incorporated within the estimated forecast outturn.

Linked Reports, Appendices and Background Documents

Linked Reports

None

Appendices

- Appendix 1 - lists budget/target adjustments (including virements) for the General Fund and capital budget movements
- 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 a summary of the Strategic Measures

Background Documents – Local Authorities (Executive Arrangements) (Access to Information) (England) Regulations 2012

None

Originating Officers and Contact Details

Name	Title	Contact for information
Kevin Miles	Chief Accountant ext. 6791	Brian Snary - Interim Financial Accountant ext. 5323
Louise Russell	Service Head, Corporate Strategy and Equality ext.3267	Kevin Kewin – Service Manager, Strategy, Policy and Performance ext.4075

CONTROL BUDGET 2014/15 (as at end of Period 9)	Total General Fund	Education, Social Care and Wellbeing	Communities, Localities and Culture	Development and Renewal	Law, Probity and Governance	Resources	Corporate Costs	Central Items
2014/15 Original Budget at Cash Prices	293,933,495	218,270,376	77,869,763	15,035,000	9,471,532	7,535,755	19,755,703	(54,004,634)
Corporate Landlord Model (Vote A58 Technical Resources)	0	(665,959)		665,959				
14/15 Budget re-alignment to reflect impact of previous Council decision (Nov 2012)	0	190,549	106,524	21,000				(318,073)
Council Tax Benefit - Growth Allocation 2013/14 Budget	0					486,000	(41,000)	(445,000)
14/15 Budget re-alignment to reflect impact of previous Council decision (July 2014) - Boishakhi Mela	0		100,000					(100,000)
14/15 Budget re-alignment to reflect impact of previous Council decision (June 2014) - New Lunchclub Development	0	152,000						(152,000)
14/15 Budget re-alignment to reflect impact of previous Council decision (June 2014) - Mayor's Priority Lunch Clubs	0	76,000						(76,000)
Concessionary Fares Growth - Approved 7th March 2014 Full Council	0		558,000					(558,000)
Support Services 2014/15 - Technical Adjustment	0	1,232,080	647,470	191,849	(179,791)	(1,891,608)		
Employee Budget Transfer to HR Strategy	0	(56,400)				56,400		
Housing Benefit - Growth Allocation 2013/14 Budget	0					1,000,000		(1,000,000)
Reversal of Depot MTFP Savings undelivered	0		200,000					(200,000)
Additional Funding for Free School Meals proposal - 26th March (Mayoral Executive Decision)	0	510,000					(510,000)	
Prudential Borrowing Charges	0	(76,168)	(374,952)				451,120	
Depreciation Charges	0	2,676,920	(39,597)	(231,963)		(550,857)	(1,854,503)	
Local Ward Forum to Cover Costs of Implementing and Administering the Local Partnership Forums	0		53,514					(53,514)
Customer Access Growth in Service	0					245,000		(245,000)
Agilisys ICT Contract - Inflation Increase	0					505,000		(505,000)
	0							
	0							
Total Adjustments	0	4,039,022	1,250,959	646,845	(179,791)	(150,065)	(1,954,383)	(3,652,587)
Revised Current Budget 2014/15	293,933,495	222,309,398	79,120,722	15,681,844	9,291,741	7,385,690	17,801,320	(57,657,221)

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Corporate Monthly Budget Monitoring	Budget Original	Budget Current	Budget To Date	Actuals	Variance To Date	Forecast Current	Variance Forecast v. Budget	% Variance Forecast v. Budget	Comments
December 2014	£'000	£'000	£'000	£'000	£'000	£'000	£'000	%	
CHE Directorate of Law, Probity and Governance									
GEN General Fund Account									
Expenditure	17,480	17,634	13,226	14,047	820	17,462	-172	-0.98%	
Income	-8,008	-8,343	-6,258	-6,404	-146	-8,229	114	-1.37%	
Net Expenditure	9,472	9,291	6,968	7,643	674	9,233	-58	-0.62%	
Net Expenditure Directorate: CHE	9,472	9,291	6,968	7,643	674	9,233	-58	-0.62%	
COM Communities & Localities									
GEN General Fund Account									
Expenditure	133,293	135,227	92,026	94,011	1,985	134,987	-239	-0.18%	
Income	-55,423	-56,105	-37,014	-38,034	-1,020	-55,866	239	-0.43%	
Net Expenditure	77,870	79,122	55,012	55,978	966	79,121	-0	0.00%	
Net Expenditure Directorate: COM	77,870	79,122	55,012	55,978	966	79,121	-0	0.00%	
COP Corporate Cost and Central Items									
GEN General Fund Account									
Balance Sheet	-54,005	-57,657	-43,243	303	43,546	-57,657	0	0.00%	
Capital Expenditure	7,095	7,518	5,639	2,429	-3,210	7,518	0	0.00%	
Expenditure	14,361	11,983	8,987	10,168	1,181	11,983	0	0.00%	
Income	-1,700	-1,700	-1,275	-1,660	-385	-2,500	-800	47.06%	
Net Expenditure	-34,249	-39,856	-29,892	11,240	41,132	-40,656	-800	2.01%	
Net Expenditure Directorate: COP	-34,249	-39,856	-29,892	11,240	41,132	-40,656	-800	2.01%	
DEV Development & Renewal									
GEN General Fund Account									
Expenditure	72,020	72,502	54,435	58,236	3,801	73,373	871	1.20%	
Income	-56,319	-56,820	-42,615	-42,849	-234	-57,691	-871	1.53%	
Net Expenditure	15,701	15,682	11,820	15,387	3,567	15,682	0	0.00%	
Net Expenditure Directorate: DEV	15,701	15,682	11,820	15,387	3,567	15,682	0	0.00%	
ESW Education, Social Care & Wellbeing									
GEN General Fund Account									
Balance Sheet	0	0	0					0.00%	
Expenditure	269,097	279,371	213,214	199,503	-13,711	287,358	7,987	2.86%	
Income	-51,493	-57,116	-35,779	-30,685	5,094	-64,078	-6,962	12.19%	
Net Expenditure	217,604	222,255	177,435	168,818	-8,617	223,280	1,025	0.46%	
Net Expenditure Directorate: ESW	217,604	222,309	177,435	168,818	-8,617	223,334	1,025	0.46%	
RES Resource Services									
GEN General Fund Account									
Expenditure	329,438	297,867	223,398	230,956	7,558	300,019	2,152	0.72%	
Income	-321,905	-290,481	-217,857	-227,300	-9,443	-291,048	-567	0.20%	
Net Expenditure	7,533	7,386	5,541	3,656	-1,885	8,971	1,585	21.46%	
Net Expenditure Directorate: RES	7,533	7,386	5,541	3,656	-1,885	8,971	1,585	21.46%	
Net Expenditure Total	293,931	293,933	226,884	262,722	35,838	295,685	1,752	0.60%	

Law Probity and Governance - Summary by Service Area

This directorate is projected to show a small underspend of 58K at year end, although there are variances within the separate votes lines, overall these will be contained with the overall net budget for LPG. A drawdown from reserves is required to cover the expenditure incurred in area C13 Legal services - Vote C58 Electoral Registration.

	Budget Original	Budget Current	Budget To Date	Actuals	Forecast Current	Variance Forecast v. Budget	% Variance Forecast v. Budget	Service Area Explanation
Service Area: C11 Corporate Management								
Expenditure	2,006	2,317	1,738	1,559	2,197	(120)	-5.2%	This underspend is due to vacancy held within LPG (former Chief Executive post)
Income	0	0	0	0	0	0	0.0%	
Net Expenditure	2,006	2,317	1,738	1,559	2,197	(120)	-5.2%	
Service Area: C13 Legal Services								
Expenditure	5,116	5,062	3,797	4,432	5,082	20	0.4%	Expenditure to date due to election activities and will require a drawdown of earmarked reserves at year end.
Income	(3,964)	(4,283)	(3,212)	(3,156)	(4,299)	(16)	0.4%	
Net Expenditure	1,152	779	585	1,276	783	4	0.5%	
Service Area: C18 Communications								
Expenditure	2,575	2,554	1,916	2,320	2,554	0	0.0%	Additional expenditure due to recent media activity - will be contained within overall LPG budget.
Income	(2,499)	(2,553)	(1,915)	(1,976)	(2,423)	130	-5.1%	
Net Expenditure	76	1	1	344	131	130	13000.0%	
Service Area: C19 Registrars & Democratic Services								
Expenditure	4,651	4,643	3,482	3,563	4,617	(26)	-0.6%	
Income	(522)	(517)	(388)	(439)	(517)	0	0.0%	
Net Expenditure	4,129	4,126	3,094	3,124	4,100	(26)	-0.6%	
Service Area: C20 Business Support								
Expenditure	873	834	625	595	844	10	1.2%	
Income	(866)	(833)	(625)	(625)	(833)	0	0.0%	
Net Expenditure	7	1	0	(30)	11	10	1000.0%	
Service Area: C54 Corporate Strategy & Equalities								
Expenditure	2,259	2,224	1,668	1,578	2,168	(56)	-2.5%	Underspend represents posts left vacant.
Income	(157)	(157)	(118)	(208)	(157)	0	0.0%	
Net Expenditure	2,102	2,067	1,550	1,370	2,011	(56)	-2.7%	
Directorate Summary								
Net Expenditure	17,480	17,634	13,226	14,047	17,462	(172)	-1.0%	
Net Income	(8,008)	(8,343)	(6,258)	(6,404)	(8,229)	114	-1.4%	
Net Variance	9,472	9,291	6,968	7,643	9,233	(58)	-0.6%	

Communities & Localities - Summary by Service Area

Overall this directorate is projected to be on budget at year end. The detail shows a variance to date of 1.0m and this is mostly attributable to recharged income and timing differences arising from the receipt and payment of contractors invoices in the Public Realm and Safer Communities Service areas. The department is monitoring the pattern of significant payments and receipts with a view to improving the quality of the budget profiling.

	Budget Original	Budget Current	Budget To Date	Actuals	Forecast Current	Variance Forecast v. Budget	% Variance Forecast v. Budget	Service Area Explanation
Service Area: CPR Public Realm (Parking Control)								
Expenditure	7,808	7,808	5,666	5,440	7,808	0	0.0%	This is the Parking Control account. This account makes a transfer to the General Fund at Year end. Variance to date reflects timing of income receipts.
Income	(7,808)	(7,808)	(11,608)	(13,006)	(7,808)	0	0.0%	
Net Expenditure	0	0	(5,942)	(7,566)	0	0	0.0%	
Service Area: CAL Cultural Services								
Expenditure	24,168	24,471	15,671	17,788	24,476	5	0.0%	Variance to date is a result of depreciation charges being posted earlier than anticipated.
Income	(8,521)	(8,569)	(2,913)	(2,889)	(8,574)	(5)	0.1%	
Net Expenditure	15,647	15,902	12,758	14,899	15,902	0	0.0%	
Service Area: CMS CLC Management & Support								
Expenditure	3,248	3,192	2,372	2,454	3,248	56	1.8%	Recharges processed Quarterly - No impact on outturn
Income	(3,248)	(3,192)	(2,043)	(2,065)	(3,248)	(56)	1.8%	
Net Expenditure	0	0	329	389	0	0	0.0%	
Service Area: CPR Public Realm								
Expenditure	62,027	63,411	45,024	44,920	63,111	(300)	-0.5%	Variance to date is due to the earlier posting of depreciation and recharges as well as delays in contract payments to large suppliers Income differs to the variance to date because of the timing of receipts.
Income	(20,503)	(21,119)	(12,048)	(10,862)	(20,819)	300	-1.4%	
Net Expenditure	41,524	42,292	32,976	34,058	42,292	0	0.0%	
Service Area: CSC Safer Communities								
Expenditure	35,516	35,765	22,858	23,203	35,765	0	0.0%	
Income	(15,343)	(15,417)	(8,402)	(9,212)	(15,417)	0	0.0%	
Net Expenditure	20,173	20,348	14,456	13,991	20,348	0	0.0%	
Service Area: CSI Service Integration								
Expenditure	526	580	435	206	580	0	0.0%	
Income	0	0	0	0	0	0	0.0%	
Net Expenditure	526	580	435	206	580	0	0.0%	
Directorate Summary								
Expenditure	133,293	135,227	92,026	94,011	134,988	0	0.0%	
Income	(55,423)	(56,105)	(37,014)	(38,034)	(55,866)	0	0.0%	
Net Variance	77,870	79,122	55,012	55,977	79,122	0	0.0%	

Corporate Cost and Central Items - Summary by Service Area

This service represents the corporate centre.

	Budget Original	Budget Current	Budget To Date	Actuals	Forecast Current	Variance Forecast v. Budget	% Variance Forecast v. Budget	Service Area Explanation
Corporate Costs & Central Items								
Expenditure	21,456	19,501	14,626	12,597	19,501	0	0%	The income variance of 800k relates to investment income. Spend to date variance is due to items such as depreciation and minimum revenue provision being processed at year-end
Income	(1,700)	(1,700)	(1,275)	(1,660)	(2,500)	(800)	47%	
Central Items	(54,005)	(57,657)	(43,243)	0	(57,657)	0	0%	
Net Expenditure	(34,249)	(39,856)	(29,892)	10,937	(40,656)	(800)	2%	

Development & Renewal - Summary by Service Area

Overall this directorate is projected to be on budget at year end.

	Budget Original	Budget Current	Budget To Date	Actuals	Forecast Current	Variance Forecast v. Budget	% Variance Forecast v. Budget	Service Area Explanation
Service Area: JAM Corporate Property & Capital Delivery								
Expenditure	17,159	17,020	12,827	13,786	17,038	18	0.1%	Administrative Buildings : Will be fully recharged at year end
Income	(16,521)	(16,521)	(12,391)	(13,256)	(16,488)	33	-0.2%	
Net Expenditure	638	499	436	530	550	51	10.2%	
Service Area: JEE Economic Development								
Expenditure	3,236	3,212	2,409	2,798	3,236	24	0.7%	
Income	(1,518)	(1,494)	(1,120)	(180)	(1,518)	(24)	1.6%	
Net Expenditure	1,718	1,718	1,289	2,618	1,718	0	0.0%	
Service Area: JES Resources								
Expenditure	6,938	7,057	5,292	10,203	7,600	543	7.7%	A Resources overspend of 180K will be fully recovered by recharges. The balance relates to Payments made under and EU funded projects which will be recovered from the grant making body at year end.
Income	(709)	(709)	(532)	(499)	(1,219)	(510)	71.9%	
Net Expenditure	6,229	6,348	4,760	9,704	6,381	33	0.5%	
Service Area: JHO Housing Options								
Expenditure	34,492	35,018	26,261	24,173	35,017	0	0.0%	
Income	(30,565)	(31,090)	(23,318)	(22,334)	(31,090)	0	0.0%	
Net Expenditure	3,927	3,928	2,943	1,839	3,927	0	0.0%	
Service Area: JPB Planning & Building Control								
Expenditure	6,536	6,536	4,902	4,537	6,804	268	4.1%	Variance relates to viabilitypendviability study – within the Planning Development area – which will be recovered from the developer
Income	(4,728)	(4,728)	(3,546)	(6,020)	(5,087)	(359)	7.6%	
Net Expenditure	1,808	1,808	1,356	(1,483)	1,717	(91)	-5.0%	
Service Area: JRS Regen Strategy and Sustainability								
Expenditure	3,659	3,659	2,744	2,739	3,678	19	0.5%	
Income	(2,278)	(2,278)	(1,708)	(555)	(2,289)	(11)	0.5%	
Net Expenditure	1,381	1,381	1,036	2,184	1,389	8	0.6%	
Directorate Summary								
Net Expenditure	72,020	72,502	54,435	58,236	73,373	871	1.2%	
Net Income	(56,319)	(56,820)	(42,615)	(42,844)	(57,691)	(871)	1.5%	
Net Variance	15,701	15,682	11,820	15,392	15,681	0	0.0%	

Education, Social Care & Wellbeing - Summary by Service Area

This area is projecting a overspend of £1.025 at year end, whilst this is down from the £1.9M projected at the end of period 6, officers are continuing to monitor the position and implement corrective process to further improve the final outturn.

	Budget Original	Budget Current	Budget To Date	Actuals	Forecast Current	Variance Forecast v. Budget	% Variance Forecast v. Budget	Service Area Explanation
Service Area: GLA Learning & Achievement								
Expenditure	74,082	74,154	51,916	17,497	71,253	(2,901)	-3.9%	Schools transactions posted at year end
Income	(2,496)	(2,513)	(1,884)	68	(2,820)	(307)	12.2%	
Net Expenditure	71,586	71,641	50,032	17,565	68,433	(3,208)	8.3%	
Service Area: GRE ESCW Resources								
Expenditure	4,960	4,880	3,660	721	4,960	80	1.6%	Schools transactions posted at year end
Income	(323,927)	(323,927)	(2,864)	0	(320,750)	3,177	-1.0%	
Net Expenditure	(318,967)	(319,047)	796	721	(315,790)	3,257	-1.0%	
Service Area: GSC Childrens Social Care								
Expenditure	344	786	590	338	374	(412)	-52.4%	
Income	0	(363)	(272)	0	0	363	-100.0%	
Net Expenditure	344	423	318	338	374	(49)	-11.6%	
Service Area: GSH Schools								
Expenditure	283,842	283,842	160,428	197,977	283,842	0	0.0%	
Income	(36,805)	(36,805)	(54)	(1,621)	(36,805)	0	0.0%	
Net Expenditure	247,037	247,037	160,374	196,356	247,037	0	0.0%	
Service Area: ACS Commissioning & Health								
Expenditure	21,814	23,337	17,502	15,394	21,086	(2,251)	-9.6%	Savings achieved through supporting people block contracts and other commissioned services. Overspends showing on Access to Resources (259K) and Corporate Services (250K) due to staff previously funded by S256.
Income	(818)	(1,950)	(1,462)	(516)	(1,595)	355	-18.2%	
Net Expenditure	20,996	21,387	16,040	14,878	19,491	(1,896)	-8.9%	
Service Area: APH Public Health								
Expenditure	31,080	31,590	23,693	13,756	31,828	238	0.8%	The Public Health overspend has increased by a further £0.235m in month 9. Such an overspend is due to slippage of expenditure commitments on various public health schemes. There has been an increase of £1.3m on Public Health accruals for 2013/14 which has reduced the underspend for last year to £1.4m. The 2014/15 overspend will be covered by the Public Health reserve (currently £1.570m). Any underspend in public grant must be used within two financial years otherwise it will impact our ability to draw down the same level of Public Health grant. Public Health grant is a ring-fenced grant and as such any underspends can be clawed back. The last two financial months have seen a change of the forecast by £0.600 which indicates potential uncertainty in the forecast process.
Income	0	0	0	(100)	(239)	(239)	0.0%	
Net Expenditure	31,080	31,590	23,693	13,656	31,589	(1)	0.0%	

	Budget Original	Budget Current	Budget To Date	Actuals	Forecast Current	Variance Forecast v. Budget	% Variance Forecast v. Budget	Service Area Explanation
Service Area: ASC Adults Social Care								
Expenditure	79,419	80,916	60,701	57,640	87,948	7,033	8.7%	This represents an increase of £1.691m from the previous month's forecast. The main reason behind this significant increase in overspend is the review of care packages, the correction of miscoding and the issue of an un-aligned Adult Social Care budget. As such the true social care pressure is £8.583m which represents an increase of £0.504m in the forecast. The main reason behind the pressure is an increase on client transport, in particular on the client taxi forecast.
Income	(4,886)	(6,368)	(4,775)	(4,256)	(8,852)	(2,484)	39.0%	
Net Expenditure	74,533	74,548	55,926	53,384	79,096	4,549	6.1%	
Service Area: GDS ESCW Directors Services								
Expenditure	493	437	327	170	369	(68)	-15.6%	This primarily relates to a revision of staffing costs in the Equalities Development cost centre.
Income	0	0	0	0	0	0	0.0%	
Net Expenditure	493	437	327	170	369	(68)	-15.6%	
Service Area: GLA Learning & Achievement								
Expenditure	27,003	27,712	20,834	16,725	27,014	(698)	-2.5%	Vote G13 (Children's Centres) is currently showing a £115k overspend, this is primarily due to the £160k approved carry forward not as yet showing on the system, factoring this into the equation would lead to a slight underspend for G13. Additionally G26 currently has a £665k underspend. This is due to unspent Mayor's Higher Education Awards monies (which are awaiting the Commissioners' approval) and additional grant monies for the Newly Qualified Teachers and London School Excellence Fund schemes. The underspend for G26 would've been higher but for a significant overspend in the Mayor's Education Awards, which if current profile spend was to remain consistent, would lead to an overall scheme overspend exceeding £200k.
Income	(6,730)	(7,461)	(4,897)	(5,429)	(7,445)	16	-0.2%	
Net Expenditure	20,273	20,251	15,937	11,296	19,569	(682)	-3.4%	
Service Area: GRE ESCW Resources								
Expenditure	45,282	48,491	36,574	43,793	51,502	3,011	6.2%	Majority of variance relates to increased trading activity on contract services and claims for maternity pay which receive matched funding
Income	(33,972)	(35,749)	(20,676)	(18,732)	(39,740)	(3,991)	11.2%	
Net Expenditure	11,310	12,742	15,898	25,061	11,762	(980)	-7.7%	

	Budget Original	Budget Current	Budget To Date	Actuals	Forecast Current	Variance Forecast v. Budget	% Variance Forecast v. Budget	Service Area Explanation
Service Area: GSC Childrens Social Care								
Expenditure	50,240	50,743	38,083	35,858	51,466	723	1.4%	The reported overspend has increased from that reported in period 7 (£1.691m), this is primarily due to £129k being returned from the Independent Domestic Violence Adviser grant (IDVA), to the Home Office. Children's Social Care is expected to overspend, due to base budget savings in 2014/15, the challenging vacancy factor targets and despite the recent reduction in numbers, an increase compared to forecast, in the number of Children Looked After. The service is currently facing a potential overspend of £1.806m. Taking into account drawdown of grants and reserves this could be mitigated down to a £104k overspend.
Income	(5,087)	(5,588)	(3,969)	(1,652)	(6,207)	(619)	11.1%	
Net Expenditure	45,153	45,155	34,114	34,206	45,259	104	0.2%	
Service Area: GSH Schools								
Expenditure	13,766	16,145	15,500	16,169	16,145	0	0.0%	
Income	0	0	0	0	0	0	0.0%	
Net Expenditure	13,766	16,145	15,500	16,169	16,145	0	0.0%	
GF Directorate Summary								
Expenditure	632,325	643,033	429,808	416,038	647,787	4,755	0.7%	
Income	(414,721)	(420,724)	(40,853)	(32,238)	(424,453)	(3,729)	0.9%	
Net Expenditure	217,604	222,309	388,955	383,800	223,334	1,026	0.5%	

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Resources - Summary by Service Area

The significant variance on this directorate is due to the ongoing issue on the housing benefit. This is being addressed and full detail is included below.

	Budget Original	Budget Current	Budget To Date	Actuals	Forecast Current	Variance Forecast v. Budget	% Variance Forecast v. Budget	Service Area Explanation
Service Area: R10 Director of Resources								
Expenditure	660	710	532	562	691	(19)	-2.7%	
Income	(654)	(709)	(531)	(531)	(654)	55	-7.8%	
Net Expenditure	6	1	1	31	37	36	-10.4%	
Service Area: R11 Customer Access								
Expenditure	4,499	4,516	3,387	2,983	4,279	(237)	-5.2%	Variance attributable to vacant posts
Income	(2,119)	(2,119)	(1,589)	(795)	(1,996)	123	-5.8%	reduction of recharges services to CLC
Net Expenditure	2,380	2,397	1,798	2,188	2,283	(114)	-4.8%	
Service Area: R12 Corporate Finance								
Expenditure	3,714	4,282	3,211	2,952	4,282	0	0.0%	
Income	(2,374)	(4,126)	(3,095)	(2,855)	(4,126)	0	0.0%	
Net Expenditure	1,340	156	116	97	156	0	0.0%	
Service Area: R13 Human Resources								
Expenditure	8,323	8,758	6,569	6,711	8,671	(87)	-1.0%	Net variance due to delay in the recruitment of trainees
Income	(7,790)	(8,695)	(6,521)	(6,833)	(8,684)	11	-0.1%	
Net Expenditure	533	63	48	(122)	(13)	(76)	-120.6%	
Service Area: R14 ICT								
Expenditure	11,565	11,468	8,601	8,483	12,623	1,155	10.1%	
Income	(11,458)	(11,433)	(8,574)	(8,579)	(12,554)	(1,121)	9.8%	
Net Expenditure	107	35	27	(96)	69	34	97.1%	
Service Area: R15 Revenue Services								
Expenditure	40,964	8,780	6,583	5,697	9,049	269	3.1%	Expenditure relates to upgrade to AIMS software which processes income. This will be recouped from services through recharges
Income	(38,650)	(6,149)	(4,611)	(2,945)	(6,419)	(270)	4.4%	
Net Expenditure	2,314	2,631	1,972	2,752	2,630	(1)	0.0%	
Service Area: R16 Procurement								
Expenditure	873	748	561	663	820	72	9.6%	
Income	(1,409)	(747)	(560)	(653)	(790)	(43)	5.8%	
Net Expenditure	(536)	1	1	10	30	29	2900.0%	

	Budget Original	Budget Current	Budget To Date	Actuals	Forecast Current	Variance Forecast v. Budget	% Variance Forecast v. Budget	Service Area Explanation
Service Area: R17 Risk Assessment								
Expenditure	1,267	1,309	982	5,157	1,642	333	25.4%	Additional spend on the Tenancy Fraud Activities will be funded from grant income.
Income	(1,335)	(1,391)	(1,043)	(1,972)	(1,669)	(278)	20.0%	Grant income for Tenancy Fraud Work.
Net Expenditure	(68)	(82)	(61)	3,185	(27)	55	-67.1%	
Service Area: R19 Benefits								
Expenditure	256,622	256,341	192,256	198,350	256,361	20	0.0%	The Council procures accommodation on behalf of Homeless families, mainly from private sector landlords. The Council will award benefits (Non HRA Rent Rebates) to those families that are housed in this way, however the amount that the government funds is limited by the Local Housing Allowance set at 2011 levels, less 10%. Rental levels for private sector temporary accommodation is significantly above these levels. The Council is facing pressure from increasing numbers of families, attempting to procure accommodation within London, and continuous increases in private sector rents levels. In 2014/15 the position has been reviewed with the Housing Options Service, and a cost pressure of £2.6m has been identified. The 2014/15 budget contained £1m to allow for growth in this area, and funding for an extra £1.6m needs to be agreed to avoid an overspend. It is likely that private sector rent within the borough will continue to increase and further growth in excess of £1m will be required in 2015/16 onwards. Provision for this is being incorporated into the 2015/16 budget proposals.
Income	(255,646)	(254,646)	(190,984)	(201,075)	(253,046)	1,600	-0.6%	
Net Expenditure	976	1,695	1,272	(2,725)	3,315	1,620	95.6%	
Service Area: R62 Transformation Projects								
Expenditure	479	489	367	(968)	1,129	640	130.9%	Additional 'Invest to save' expenditure on the Councils savings programme - will be funded from earmarked reserves (efficiency reserve).
Income	0	0	0	(870)	(640)	(640)	0.0%	Drawdown from Efficiency Reserve to be processed
Net Expenditure	479	489	367	(1,838)	489	0	0.0%	
Service Area: R99 Rechargeable Works								
Expenditure	472	466	349	366	472	6	1.3%	
Income	(470)	(466)	(349)	(192)	(470)	(4)	0.9%	
Net Expenditure	2	0	0	174	2	2	0.0%	
Directorate Summary								
Net Expenditure	329,438	297,867	223,398	230,956	300,019	2,152	0.7%	
Net Income	(321,905)	(290,481)	(217,857)	(227,300)	(291,048)	(567)	0.2%	
Net Variance	7,533	7,386	5,541	3,656	8,971	1,585	21.5%	

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Corporate Monthly Budget Monitoring		Original Budget	Current Budget	Budget to Date	Hard Comms	Actuals	Variance to Date	Current Forecast	Variance Current Forecast v. Current Budget	% Variance Current Forecast v. Current Budget	Explanation of any variance that is considered to be significant and all variances greater than £100k
December 2014	HRA	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	%	
Service Area: HRA Housing Revenue Account											
INCOME											
DIRECTLY CONTROLLED INCOME BUDGETS											
Dwelling & Non Dwelling Rents											
	Income	-72,438	-72,438	-54,329	0	-51,310	-3,019	-71,540	898	-1.24%	It is forecast that rental income will be lower than budgeted due to a higher than previously assumed level of Right to Buy sales; when setting this budget it was assumed that 100 Right to Buy sales would take place in 2014/15; as at the end of December 2014, 187 sales had taken place and the forecast now assumes that there will be 230 sales in 2014/15. In addition, the level of voids is slightly higher than assumed in the budget - this includes long-term voids held for regeneration purposes. RISK: If more than 230 Right to Buy sales take place in 2014/15 then rental income will be lower than currently projected.
	Net Expenditure	-72,438	-72,438	-54,329	0	-51,310	-3,019	-71,540	898	-1.2%	
Tenant & Leaseholder Service Charges											
	Income	-17,901	-17,901	-16,253	0	-15,633	-620	-18,443	-542	3.03%	Leaseholder Service Charge income is forecast to be £500k higher than budgeted due to additional income being received as a result of the 2013/14 actualisation (£250k), the large number of right to buy sales, which will add to the in-year income (£150k), and income from court fees on cases won (£150k).
	Net Expenditure	-17,901	-17,901	-16,253	0	-15,633	-620	-18,443	-542	3.0%	
INDIRECTLY CONTROLLED INCOME BUDGETS											
Investment Income Received											
	Income	-168	-168	-120	0	0	120	-164	4	-2.38%	
	Net Expenditure	-168	-168	-120	0	0	120	-164	4	-2.4%	
Contributions Towards Expenditure											
	Income	-115	-115	-86	0	0	86	-115	0	0.00%	
	Net Expenditure	-115	-115	-86	0	0	86	-115	0	0.0%	
TOTAL INCOME		-90,622	-90,622	-70,788	0	-66,943	-3,433	-90,262	360		

Corporate Monthly Budget Monitoring		Original Budget	Current Budget	Budget to Date	Hard Comms	Actuals	Variance to Date	Current Forecast	Variance Current Forecast v. Current Budget	% Variance Current Forecast v. Current Budget	Explanation of any variance that is considered to be significant and all variances greater than £100k
December 2014	HRA	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	%	
EXPENDITURE											
DIRECTLY CONTROLLED EXPENDITURE BUDGETS											
Repair & Maintenance											
	Expenditure	22,388	22,388	16,722	573	15,584	-1,138	21,260	-1,128	-5.04%	It is currently forecast that this budget will underspend in 2014/15, this is mainly due to the fact that over £800k of works on stairwells programmed for the second half of the year are now likely to be undertaken in 2015/16. In addition, high number of Right to Buy sales taking place this year means that the number of tenanted properties is reducing, leading to a lower number of repairs needed with a corresponding impact on the forecast expenditure.
	Net Expenditure	22,388	22,388	16,722	573	15,584	-1,138	21,260	-1,128	-5.0%	
Supervision & Management	Expenditure	22,004	22,004	17,510	0	19,227	1,717	23,186	1,182	5.37%	It is forecast that capital fee income to the HRA will be lower than budgeted, due to projected slippage on the HRA capital programme.
	Net Expenditure	22,004	22,004	17,510	0	19,227	1,717	23,186	1,182	5.4%	
Special Services, Rents, Rates & Taxes	Expenditure	15,746	15,746	10,631	32	8,236	-2,395	14,454	-1,292	-8.21%	It is currently forecast that there will be a substantial underspend on the energy budget although this budget will be closely monitored.
	Net Expenditure	15,746	15,746	10,631	32	8,236	-2,395	14,454	-1,292	-8.2%	
INDIRECTLY CONTROLLED EXPENDITURE BUDGETS											
Provision for Bad Debts											
	Expenditure	1,400	1,400	1,050	0	0	-1,050	1,400	0	0.00%	This budget was increased in order to mitigate against the risk that bad debt would increase due to welfare reform, but due to delays in implementing some of the reforms it is currently anticipated that the full level of provision will not be needed in 2014/15. However, the final position will not be known until the end of the year when the bad debt provision is calculated.
	Net Expenditure	1,400	1,400	1,050	0	0	-1,050	1,400	0	0.0%	
Capital Financing Charges											
	Expenditure	29,084	29,084	21,813	0	15,735	0	29,222	138	0.47%	This budget assumes a Revenue Contribution to Capital (RCCO) of just under £10m; if this budget is not all needed to fund the HRA capital programme in 2014/15 then the resulting underspend will carry forward in HRA balances and be earmarked to be used to fund capital in future years.
	Net Expenditure	29,084	29,084	21,813	0	15,735	0	29,222	138	0.5%	
TOTAL EXPENDITURE		90,622	90,622	67,726	605	58,782	-2,866	89,522	-1,100	-1.2%	
Contribution from Reserves		0	0	0	0	0	0	0	0	0.00%	
TOTAL HRA		0	0	-3,062	605	-8,161	-6,299	-740	-740		

Capital Monitoring Q3

	All Years		In Year - 14/15					FY Total	All Years	
	Approved Budget	Spend to 31st March 2014	Revised Budget 14/15	Spent to Q3	Projected Spend	Projected Variance	Spend (%)	Budget	Projected Spend	Variance
	£m	£m	£m	£m	£m	£m	%	£m	£m	£m
Education, Social Care and Wellbeing	93.711	50.539	21.643	12.259	16.886	-4.758	57%	21.530	93.711	0.000
Communities, Localities and Culture	72.037	53.099	8.313	3.830	7.358	-0.955	46%	10.624	72.037	0.000
Development & Renewal	34.395	12.126	20.240	8.311	13.563	-6.677	41%	2.030	34.395	0.000
Building Schools for the Future	334.163	319.459	14.481	11.896	14.481	0.000	82%	0.223	334.163	0.000
Corporate	368.225	117.349	115.866	33.963	72.437	-43.428	29%	135.010	368.225	0.000
	12.000	0.000	12.000	0.018	9.500	-2.500	0%	0.000	9.500	-2.500
Grand Total	914.531	552.572	192.543	70.277	134.225	-58.318	36%	169.417	912.031	-2.500

Quarter 3 Capital Monitoring 2014-15

	All Years		In Year - 14/15					Future Years (FY)		FY Total	All Years			
	Total Approved Budget	Spend to 31st March 2014	Revised Budget 14/15	Spend to Q3	Projected Spend	Projected Variance	2014/15 Spend (%)	REASONS FOR CURRENT YEAR VARIANCES	15/16	16/17 Onwards	Budget	Projected Spend	Variance	Variance %
	A	B	C	D	E	E-C	D /C		F	G	H = F+G	I	I-A	
	£m	£m	£m	£m	£m	£m	%		£m	£m	£m	£m	£m	%
Education, Social Care and Wellbeing (ESCW)														
Mental health services	0.222	0.107	0.115	0.059	0.115	- 0.000	51%	Expenditure on Pritchards Rd due Q4	-	-	-	0.222	-	0%
E-Marketplace purchase and delivery	0.074	-	0.074	0.059	0.074	-	79%		-	-	-	0.074	-	0%
Tele Care/Telehealth Equipment	0.300	0.088	0.212	-	0.100	- 0.112	0%	Full spend not anticipated in current year but will be spent in future years.	-	-	-	0.300	-	0%
Development of Learning Disability Hubs	0.508	-	0.508	0.467	0.508	-	92%	Project works complete.	-	-	-	0.508	-	0%
ADULTS TOTAL	1.105	0.195	0.909	0.585	0.797	- 0.112	64%		-	-	-	1.105	-	0%
Condition & Improvement	3.610	2.210	1.400	0.242	0.716	- 0.684	17%	Late cabinet report (June meeting cancelled) led to delays to projects planned for summer holiday. Budget provision for statutory requirements and health and safety works not called on.	-	-	-	3.610	-	0%
Bishop Challoner - Community Facilities	0.600	-	0.600	-	-	- 0.600	0%	Project discussions on-going between LBTH and Diocese	-	-	-	0.600	-	0%
Universal Free School Meals - Kitchen Upgrade	0.383	-	0.383	0.259	0.363	- 0.020	68%		-	-	-	0.383	-	0%
Basic Need/Expansion	80.811	42.513	16.768	10.708	14.170	- 2.598	64%	Slippage on major expansion projects as approvals not given and sites for new expansions to be reviewed.	14.200	7.330	21.530	80.811	-	0%
Sure Start	0.848	0.842	0.006	0.010	0.010	0.004	163%	Final account settled.	-	-	-	0.848	-	0%
Primary Capital Programme	4.747	4.650	0.097	0.031	0.111	0.014	32%	Final account still under negotiation, may go to arbitration	-	-	-	4.747	-	0%
Swanley School (Crossrail funded)	0.350	-	0.350	0.350	0.350	-	100%	Completed	-	-	-	0.350	-	0%
RCCO	0.010	-	0.010	-	0.010	-	0%	Contractor went into administration awaiting resolution.	-	-	-	0.010	-	0%
Youth Service (BMX Mile End)	0.042	0.036	0.006	-	0.006	- 0.000	0%		-	-	-	0.042	-	0%
Provision for 2yr Olds	1.207	0.094	1.113	0.075	0.353	- 0.760	7%	Awaiting approvals under new grant arrangements	-	-	-	1.207	-	0%
ESCW TOTAL	93.711	50.539	21.643	12.259	16.886	- 4.757	57%		14.200	7.330	21.530	93.711	-	0%

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Communities, Localities & Culture

All Years		In Year - 14/15					REASONS FOR CURRENT YEAR VARIANCES	Future Years (FY)		FY Total	All Years			
Total Approved Budget	Spend to 31st March 2014	Revised Budget 14/15	Spend to Q3	Projected Spend	Projected Variance	2014/15 Spend (%)		15/16	16/17 Onwards	Budget	Projected Spend	Variance	Variance %	
A	B	C	D	E	E-C	D/C		F	G	H = F+G	I	I-A		
£m	£m	£m	£m	£m	£m	%		£m	£m	£m	£m	£m	%	
Transport														
TfL schemes including safety, cycling and walking	16.248	10.400	2.755	1.227	2.755	-	45%	3.093	-	3.093	16.248	-	0%	
Public Realm improvements	1.560	0.465	1.095	0.136	1.000	- 0.095	12%	Purchases for Grounds Maintenance no longer required.	-	-	-	1.560	-	0%
Bartlett Park Masterplan - Highways	1.732	0.032	0.345	-	0.345	-	0%	1.355	-	1.355	1.732	-	0%	
Highway improvement programme	3.078	2.078	1.000	0.840	1.000	-	84%	-	-	-	3.078	-	0%	
Developers Contribution	5.393	2.421	1.248	0.488	0.853	- 0.395	39%	S106 PIDs have not yet been approved at PCOP	1.724	-	1.724	5.393	-	0%
OPTEMS	0.837	0.306	0.331	0.288	0.331	-	87%	0.200	-	0.200	0.837	-	0%	
Transport Total	28.848	15.702	6.774	2.978	6.284	- 0.490	44%	6.372	-	6.372	28.848	-	0%	
Parks														
Millwall Park/Island Gardens	0.206	0.203	0.003	-	0.003	-	0%	-	-	-	0.206	-	0%	
Poplar Park	0.200	0.161	0.040	0.004	0.040	-	11%	-	-	-	0.200	-	0%	
Schoolhouse Lane Multi Use Ball Games Area	0.100	0.093	0.007	-	0.007	-	0%	-	-	-	0.100	-	0%	
Victoria Park Masterplan	9.997	9.997	-	0.073	-	-	N/A	-	-	-	9.997	-	0%	
Victoria Park sports hub	2.486	0.330	0.030	0.027	0.030	-	89%	2.126	-	2.126	2.486	-	0%	
Christ Church Gardens	0.350	-	-	-	-	-	N/A	0.350	-	0.350	0.350	-	0%	
Mile End Hedge	0.165	0.031	0.134	0.104	0.134	-	78%	-	-	-	0.165	-	0%	
Conversion of Lawn area to York stone paving	0.055	-	-	-	-	-	N/A	0.055	-	0.055	0.055	-	0%	
Bartlett Park	0.057	0.054	0.000	-	0.000	-	0%	0.002	-	0.002	0.057	-	0%	
Cemetery Lodge	0.071	-	-	0.002	-	-	N/A	0.071	-	0.071	0.071	-	0%	


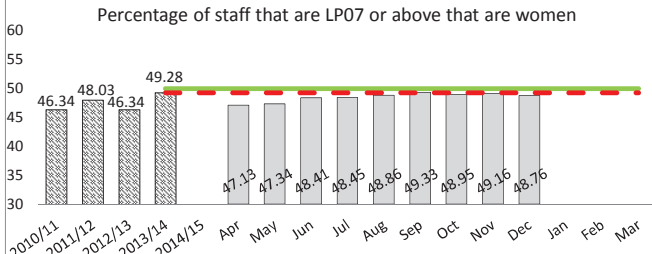
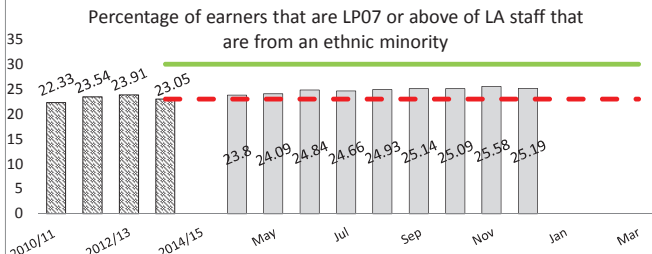
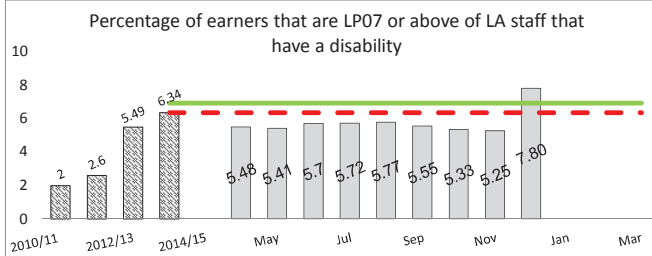

	All Years		In Year - 14/15					REASONS FOR CURRENT YEAR VARIANCES	Future Years (FY)		FY Total	All Years		
	Total Approved Budget	Spend to 31st March 2014	Revised Budget 14/15	Spend to Q3	Projected Spend	Projected Variance	2014/15 Spend (%)		15/16	16/17 Onwards	Budget	Projected Spend	Variance	Variance %
	A	B	C	D	E	E-C	D/C		F	G	H = F+G	I	I-A	
	£m	£m	£m	£m	£m	£m	%		£m	£m	£m	£m	£m	%
Albert Gardens	0.025	0.000	-	-	-	-	N/A	0.025	-	0.025	0.025	-	0%	
Parks Total	13.712	10.869	0.214	0.210	0.214	-	98%	2.629	-	2.629	13.712	-	0%	
Culture and major projects														
Brady Centre	0.245	0.244	0.001	-	0.001	-	0%	-	-	-	0.245	-	0%	
Tennis courts	0.116	0.104	0.012	-	0.012	-	0%	-	-	-	0.116	-	0%	
Mile End Leisure Centre - Security Enhancements	0.200	0.198	0.002	-	0.002	-	0%	-	-	-	0.200	-	0%	
Mile End Stadium Track resurfacing	0.376	0.245	0.004	-	0.004	-	0%	0.127	-	0.127	0.376	-	0%	
Public Art Projects	0.250	0.011	-	-	-	-	N/A	0.239	-	0.239	0.250	-	0%	
Mile End Park Capital	0.219	0.145	0.028	0.041	0.028	-	146%	0.046	-	0.046	0.219	-	0%	
Banquet Library Phase 2b	0.645	0.449	0.052	0.037	0.052	-	71%	0.145	-	0.145	0.645	-	0%	
Watney Market Ideas Store	4.401	4.344	0.057	0.042	0.057	-	74%	-	-	-	4.401	-	0%	
Watney Market Landscaping	0.235	0.228	0.007	-0.034	0.007	-	0%	Awaiting invoice.	-	-	-	0.235	-	0%
Culture - LPP	0.254	0.246	0.008	-	0.008	-	0%	-	-	-	0.254	-	0%	
Major Projects - LPP	18.067	18.058	0.009	0.009	0.009	-	102%	-	-	-	18.067	-	0%	
St Georges Pool	0.106	-	0.010	0.010	0.010	-	95%	0.096	-	0.096	0.106	-	0%	
Brick Lane Mural	0.045	-	-	-	-	-	N/A	0.045	-	0.045	0.045	-	0%	
Banglatown Art Trail & Arches	2.021	1.485	0.286	-0.004	-	-0.286	0%	Review of budget and scheme is currently underway.	0.250	-	0.250	2.021	-	0%
Provision of an outdoor gym	0.025	-	0.025	0.025	0.025	-	102%	-	-	-	0.025	-	0%	
Stepney Green Astro Turf	0.451	0.009	0.442	0.420	0.442	-	95%	-	-	-	0.451	-	0%	



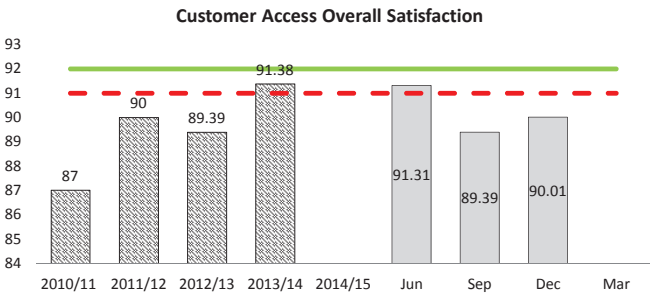
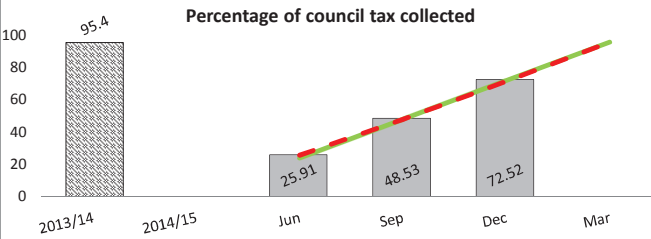
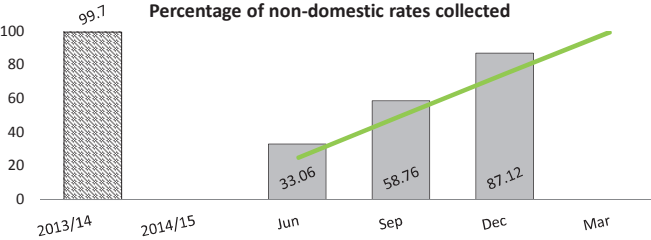
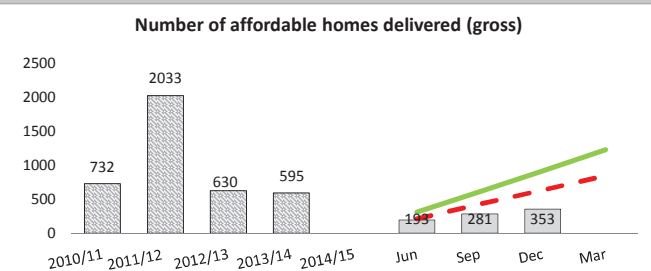
All Years		In Year - 14/15					Future Years (FY)		FY Total	All Years				
Total Approved Budget	Spend to 31st March 2014	Revised Budget 14/15	Spend to Q3	Projected Spend	Projected Variance	2014/15 Spend (%)	REASONS FOR CURRENT YEAR VARIANCES	15/16	16/17 Onwards	Budget	Projected Spend	Variance	Variance %	
A	B	C	D	E	E-C	D/C		F	G	H = F+G	I	I-A		
£m	£m	£m	£m	£m	£m	%		£m	£m	£m	£m	£m	%	
John Orwell Sports Centre	0.296	-	0.116	0.091	0.116	-	79%		0.180	-	0.180	0.296	-	0%
St. John's Gardens Tennis Courts	0.070	-	-	-	-	-	N/A		0.070	-	0.070	0.070	-	0%
Culture and Major projects total	28.022	25.765	1.059	0.637	0.772	- 0.286	60%		1.198	-	1.198	28.022	-	0%
Other														
CCTV Improvement and Enhancement	0.601	0.422	0.179	0.004	0.000	- 0.179	2%	S106 PID has not yet been approved at PCOP	-	-	-	0.601	-	0%
Generators @ Mulberry Place & Anchorage House	0.250	0.241	0.009	-	0.009	-	0%		-	-	-	0.250	-	0%
Contaminated land survey and works	0.604	0.099	0.079	-	0.079	-	0%		0.426	-	0.426	0.603	-	0%
Other Total	1.455	0.762	0.267	0.004	0.088	- 0.179	2%		0.426	-	0.426	1.455	-	0%
CL TOTAL	72.037	53.099	8.313	3.830	7.358	- 0.955	46%		10.624	-	10.624	72.037	-	0%
Development & Renewal														
Millennium Quarter	0.387	0.061	0.326	-	0.326	-	0%	Full spend has been projected as, although this scheme has finished there may be some final payments necessary.	-	-	-	0.387	-	0%
Bishops Square /Bethnal Green Terrace	0.641	0.495	0.146	0.056	0.146	0.000	38%		-	-	-	0.641	-	0%
Town Centre & High Street Regeneration	0.208	0.068	0.140	-	0.140	- 0.000	0%		-	-	-	0.208	-	0%
Whitechapel Centre	0.067	0.064	0.003	-	0.003	-	0%		-	-	-	0.067	-	0%
Regional Housing Pot	7.080	1.012	6.068	5.387	6.068	-	89%		-	-	-	7.080	-	0%


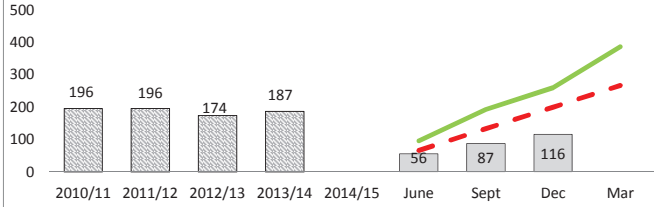
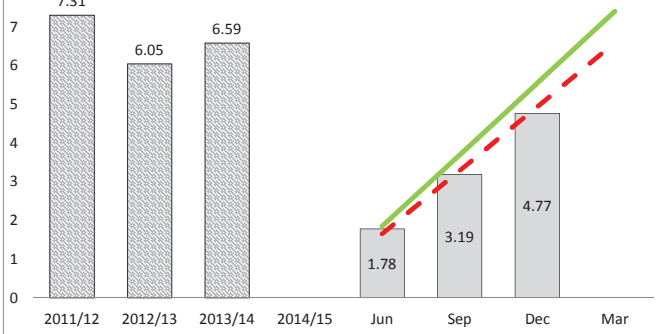
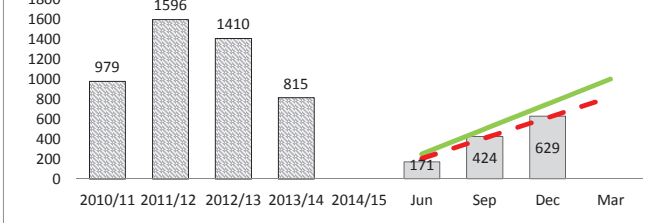
All Years		In Year - 14/15					REASONS FOR CURRENT YEAR VARIANCES	Future Years (FY)		FY Total	All Years			
Total Approved Budget	Spend to 31st March 2014	Revised Budget 14/15	Spend to Q3	Projected Spend	Projected Variance	2014/15 Spend (%)		15/16	16/17 Onwards	Budget	Projected Spend	Variance	Variance %	
A	B	C	D	E	E-C	D/C		F	G	H = F+G	I	I-A		
£m	£m	£m	£m	£m	£m	%		£m	£m	£m	£m	£m	%	
High Street 2012	9.133	6.619	2.514	0.601	0.851	- 1.663	24%				9.133	-	0%	
Disabled Facilities Grant	4.429	1.982	0.967	0.820	0.967	-	85%		0.750	0.730	1.480	4.429	-	0%
Private Sector Improvement Grant	2.650	1.244	0.856	0.047	0.075	- 0.781	5%	Resources are ring-fenced and any underspends will be carried forward into 2015/16 to fund ongoing commitments.	0.550	-	0.550	2.650	-	0%
General Housing	0.363	-	0.363	0.363	0.363	-	100%		-	-	-	0.363	-	0%
Installation of Automatic Energy Meters	0.092	0.095	- 0.003	0.015	0.015	0.018	N/A		-	-	-	0.092	-	0%
Facilities Management (DDA)	0.074	0.022	0.052	-	-	- 0.052	0%		-	-	-	0.074	-	0%
Multi Faith Burial Grounds	3.000	-	3.000	-	3.000	-	0%	Following consideration of a report by Cabinet in February 2015 regarding a new burial site it is envisaged that the £3m will be spent in 2014/15.	-	-	-	3.000	-	0%
Faith buildings	2.000	0.292	1.708	0.194	0.628	- 1.080	11%	The Community Faith Buildings Support Scheme was allocated a total of £3m (of which £2m is within the Council's capital programme) which includes an element for management and administration. £600,000 was committed to organisations in Round 1 of the scheme (June 2013) and it is anticipated that this will be fully spent within this financial year. It is expected that decisions on Round 2 will be taken within this financial year - £1.3m has been allocated to this round. Although the funds will be committed it is highly unlikely to be fully spent within the financial year. A maximum of 25% of the Round 2 allocation is likely to be spent within this financial year.	-	-	-	2.000	-	0%
S106 Schemes	4.271	0.170	4.101	0.830	0.982	- 3.119	20%	This capital estimate represents a ring-fenced s106 payment to Barts NHS Trust in respect of Wellington Way Health Centre and the resources will be carried forward until the NHS Trust draw down these funds, which is now expected to take place in 2015/16.	-	-	-	4.271	-	0%
D&R TOTAL	34.395	12.126	20.240	8.311	13.563	- 6.677	41%		1.300	0.730	2.030	34.395	-	0%
Buildings Schools for the Future														
BSF Design and Build Schemes	311.380	300.390	10.990	8.629	10.990	-	79%		-	-	-	311.380	-	0%


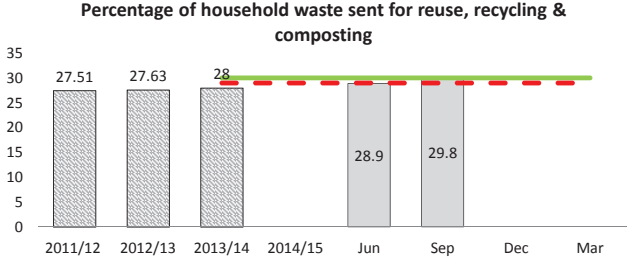
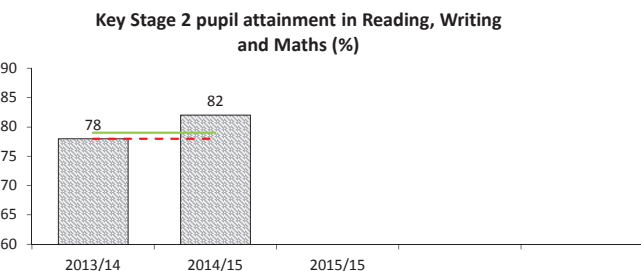
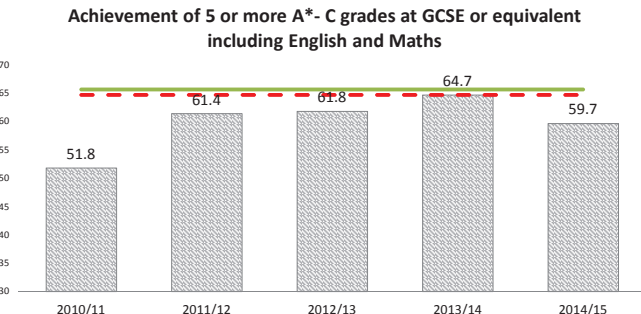
	All Years		In Year - 14/15					REASONS FOR CURRENT YEAR VARIANCES	Future Years (FY)		FY Total	All Years		
	Total Approved Budget	Spend to 31st March 2014	Revised Budget 14/15	Spend to Q3	Projected Spend	Projected Variance	2014/15 Spend (%)		15/16	16/17 Onwards	Budget	Projected Spend	Variance	Variance %
	A	B	C	D	E	E-C	D/C		F	G	H = F+G	I	I-A	
	£m	£m	£m	£m	£m	£m	%		£m	£m	£m	£m	£m	%
ICT infrastructure schemes	22.783	19.070	3.491	3.267	3.491	-	94%	0.223	-	0.223	22.783	-	0%	
BSF Total	334.163	319.459	14.481	11.896	14.481	-	82%	0.223	-	0.223	334.163	-	0%	
Housing Revenue Account														
Decent Homes Backlog	184.986	62.836	73.550	28.752	52.000	- 21.550	39%	48.601	-	48.601	184.986	-	0%	
							<p>The Decent Homes programme totals £181m, which includes £94.5m of Decent Homes backlog grant funding. The scheme is being managed in accordance with GLA grant conditions with the 2014/15 grant amount being £46m. It is forecast that the 2014/15 budget will not be fully spent this year, although the GLA grant element will be maximised with the Authority's own resource contribution slipping into 2015/16.</p>							
Housing Capital Programme	76.158	26.460	19.688	0.844	4.098	- 15.590	4%	15.010	15.000	30.010	76.158	-	0%	
							<p>This budget is managed by Tower Hamlets Homes and covers work outside of the ongoing Decent Homes programme such as heating, lifts and door entry systems, roofing, windows etc with investment need assessed by stock condition surveys. Due to the Authority focusing on the Decent Homes programme, the majority of the expenditure will be incurred in 2015/16.</p>							
Ocean New Deal for Communities	25.036	17.337	7.698	2.068	7.698	-	27%	-	-	-	25.036	-	0%	
							<p>This is an ongoing scheme for Ocean Block H leaseholder repurchase and decant costs, and there is flexibility to utilise resources between years as required. The remainder of the current year budget is anticipated to be spent in Q4 in order to meet the RSL's grant condition that vacant possession of the properties is secured by March 2015.</p>							
Blackwall Reach	14.419	9.754	4.665	0.493	1.850	- 2.815	11%	-	-	-	14.419	-	0%	
							<p>The Blackwall Reach represents a £13m capital commitment over a number of financial years. Due to delays in acquiring all the leasehold interests it is forecast that this scheme will slip into 2015/16.</p>							
Poplar Baths and Dame Colet House	15.180	-	-	-	-	-	N/A	5.991	9.189	15.180	15.180	-	0%	
Fuel Poverty and Insulation Works on HRA Properties	4.307	0.700	3.607	-	0.719	- 2.888	0%	-	-	-	4.307	-	0%	
							<p>Due to delays in the energy supplier finalising the contract with the council, it is forecast that this scheme will not fully spend in 2014/15 and will slip into 2015/16.</p>							
New Affordable Housing at Bradwell St Garages	3.058	0.133	2.050	1.002	2.320	0.270	49%	0.875	-	0.875	3.058	-	0%	
							<p>These new build schemes are fully funded and will be managed in line with the GLA's grant condition.</p>							


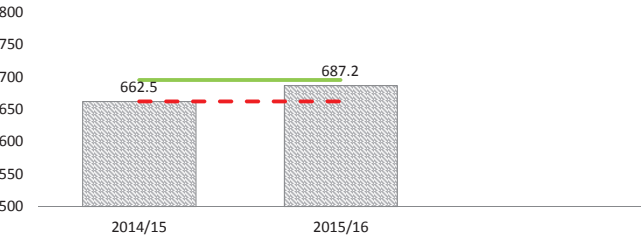
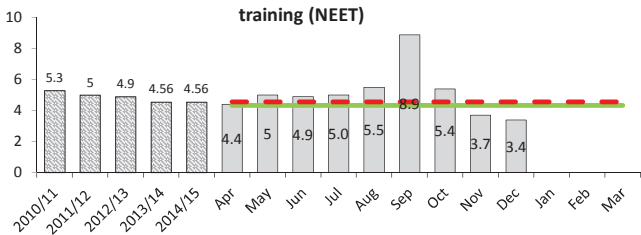

	All Years		In Year - 14/15					REASONS FOR CURRENT YEAR VARIANCES	Future Years (FY)		FY Total	All Years		
	Total Approved Budget	Spend to 31st March 2014	Revised Budget 14/15	Spend to Q3	Projected Spend	Projected Variance	2014/15 Spend (%)		15/16	16/17 Onwards	Budget	Projected Spend	Variance	Variance %
	A	B	C	D	E	E-C	D/C		F	G	H = F+G	I	I-A	
	£m	£m	£m	£m	£m	£m	%		£m	£m	£m	£m	£m	%
New Affordable Housing -Ashington Estate East	11.470	0.036	0.500	0.175	0.298	- 0.202	35%	These new build schemes are fully funded and will be managed in line with the GLA's grant condition.	3.530	7.404	10.934	11.470	-	0%
New Affordable Housing -Extensions	3.610	0.008	0.592	0.036	0.342	- 0.250	6%	These new build schemes are fully funded and will be managed in line with the GLA's grant condition.	3.010	-	3.010	3.610	-	0%
Short Life Properties	1.700	0.084	1.616	0.594	1.212	- 0.404	37%	This scheme is to refurbish 12 short-life properties and bring them back into use as rented stock. The resources will be carried forward into 2015/16 when the scheme is forecast to complete.	-	-	-	1.700	-	0%
D&R Indicative Schemes as agreed at Budget Council	2.000	-	1.900	-	1.900	-	0%		0.100	-	0.100	2.000	-	0%
Watts Grove	26.300	-	-	-	-	-	N/A		10.520	15.780	26.300	26.300	-	0%
HRA Total	368.225	117.349	115.866	33.963	72.437	- 43.428	29%		87.637	47.373	135.010	368.225	-	0%
Whitechapel Civic Centre	12.000	-	12.000	0.018	9.500	- 2.500	0%	It is anticipated that the cost of the new town hall site will be less than the £12m budget set aside to cover the purchase costs. The acquisition of the new site went through in Jan 2015 so is not included within costs to 31/12/14.	-	-	-	9.500	- 2.500	-21%
Corporate Total	12.000	-	12.000	0.018	9.500	- 2.500	0%		-	-	-	9.500	- 2.500	-21%
Total	914.532	552.572	192.543	70.278	134.225	- 58.318	36%		113.984	55.433	169.417	912.032	- 2.500	-0.3%


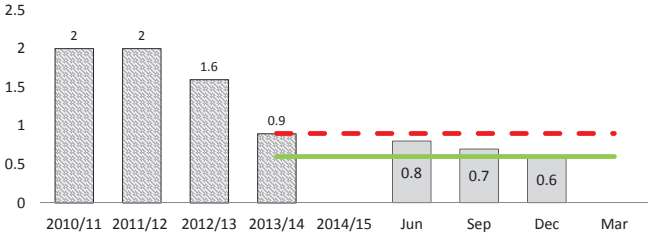
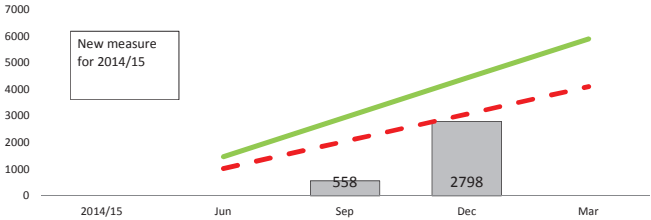
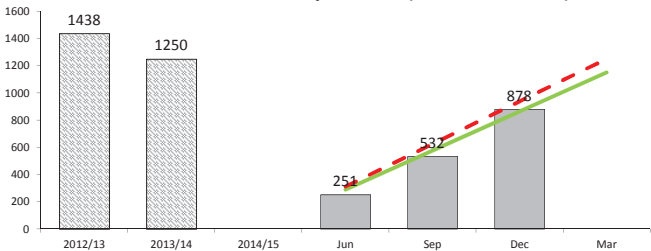
Description		Annual Actual (2013/14)	Annual Stretched Target (2014/5)	Annual Standard Target (2014/5)	Q3 Stretched Target (Oct-Dec)	Q3 Standard Target (Oct-Dec)	Q3 Actual	Variance (performance against Q3 stretch target)	Direction of Travel (comparing 13/4 and 14/5 actual)
One Tower Hamlets									
Percentage of LP07 or above Local Authority staff that are women (%) Measured in: % Good Performance: Higher		49.28	50.00	50.00	50.00	49.28	48.76	RED	↔
The percentage for the quarter is 48.76% against a stretch target of 50%. This represents 123.06 FTE that are women out of a total of 252.36 FTE at LP07 and above. This is a reduction since the last quarter, which was 49.33% but compared to the same period for last year is an improvement (47.15%). Due to the small numbers of staff at this level, a small change can have a dramatic impact on the percentages.									
Percentage of LP07 or above Local Authority staff that are from an ethnic minority (%) Measured in: % Good Performance: Higher		23.05	30.00	23.91	30.00	23.91	25.19	AMBER	↑
The percentage for the quarter is 25.19% against a stretch target of 30%. This represents 63.56 FTE that are BME out of a total of 252.36 FTE at LP07 and above. This is a small improvement compared to the last quarter, which was 25.14% and represents good progress compared to the previous year for the same period (22.19%). It is also worth noting that in the next quarter the base for this indicator is likely to change with employment options and restructures. MentorWise, a mentoring scheme, has been launched that will further add to the range of initiatives to help support and encourage staff to develop and progress.									
Percentage of LP07 or above Local Authority staff who have a disability (excluding those in maintained schools) (%) Measured in: % Good Performance: Higher		6.34	6.90	6.34	6.90	6.34	7.80	GREEN	↑
The percentage for the quarter is 7.80% against a target of 6.9%. This represents 17.6 FTE disabled staff out of a total of 225.76 FTE staff at LP07 and above. The target has been exceeded as a direct result of a drive to improve declaration rates amongst managers. Managers were emailed to revisit their personal profile in HR ResoureLink and encouraged to make a declaration either as having or not having a disability. Additionally, managers were provided clearer examples of the wide spectrum of disabilities from hidden to mental.									
Number of working days/shifts lost to sickness absence per employee Measured in: Number (the aggregate of working days lost due to sickness absence divided by the average number of FTE staff) Good Performance: Lower		6.47	6.10	6.47	6.10	6.47	7.54	RED	↓
DMTs receive monthly reports on managers' compliance with sickness absence reports. From March 2015, briefings will be provided for all managers on managing sickness absence. Additionally, a bullet-pointed guidance document which has been circulated for use in the Development and Renewal and Communities, Localities and Culture Directorates will be distributed Council-wide. This guidance sets out the triggers and main actions to be taken at the various stages of the procedure and acts as a prompt to managers to continue to actively manage sickness absence.									


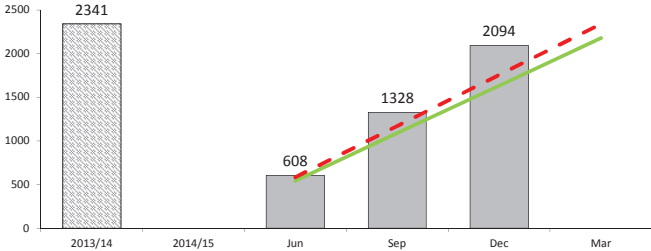
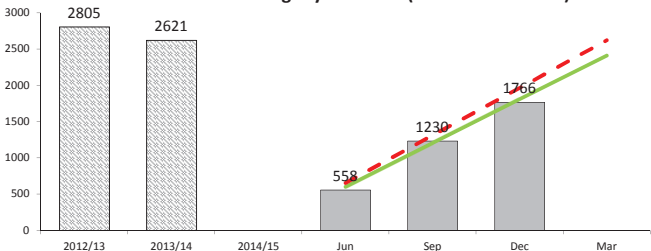
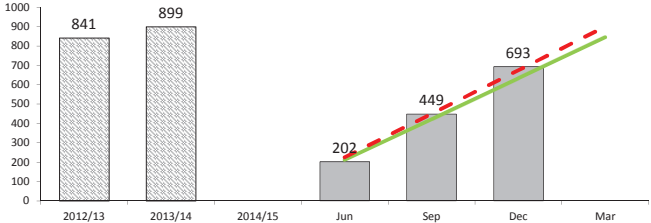
Description	 Stretch Target  Standard Target	Annual Actual (2013/14)	Annual Stretched Target (2014/5)	Annual Standard Target (2014/5)	Q3 Stretched Target (Oct-Dec)	Q3 Standard Target (Oct-Dec)	Q3 Actual	Variance (performance against Q3 stretch target)	Direction of Travel (comparing 13/4 and 14/5 actual)
Customer Access Overall Satisfaction (telephone contact) Measured in: % Good Performance: Higher	 <p>Customer Access Overall Satisfaction</p> <p>Bar chart showing satisfaction percentages from 2010/11 to Mar 2014/15. Values: 87, 90, 89.39, 91.38, 91.31, 89.39, 90.01. Stretch target at 91.38, standard target at 90.01.</p>	91.38	92.00	91.00	92.00	91.00	90.01	RED	↔
Although off target, customer satisfaction has improved since Q2 from 89.39% rating the service "good" to 90.01%. The number of surveys was also up to just under 5,000. Of 4,915 customers surveyed, 4,425 rated the service they received as "good". Wait times for Q3 were also reduced from the Q2 peak, which will have helped to improve satisfaction.									
Percentage of Council Tax Collected Measured in: % Good Performance: Higher	 <p>Percentage of council tax collected</p> <p>Bar chart showing council tax collection percentages from 2013/14 to Mar 2014/15. Values: 95.4, 25.91, 48.53, 72.52. Stretch target at 95.4, standard target at 72.52.</p>	95.40	95.60	95.50	71.70	71.33	72.52	GREEN	↔
Council Tax collection is going well and remains on target.									
Percentage of Non-Domestic Rates Collected Measured in: % Good Performance: Higher	 <p>Percentage of non-domestic rates collected</p> <p>Bar chart showing non-domestic rates collection percentages from 2013/14 to Mar 2014/15. Values: 99.1, 33.06, 58.76, 87.12. Stretch target at 99.1, standard target at 87.12.</p>	99.7	99.5	Not Set	75.00	Not Set	87.12	GREEN	↔
Target exceeded.									
Great Place to Live									
Number of affordable homes delivered (gross) Measured in: Number (the sum of social rent housing and intermediate housing - low cost home ownership and intermediate rent) Good Performance: Higher	 <p>Number of affordable homes delivered (gross)</p> <p>Bar chart showing the number of affordable homes delivered from 2010/11 to Mar 2014/15. Values: 732, 2033, 630, 595, 195, 281, 353. Stretch target at 195, standard target at 353.</p>	595	1231	850	923	637	353	RED	↔
Tower Hamlets has a strong track record of housing delivery and continues to provide among the highest number of affordable homes in the country. 353 affordable units have been delivered ending Q3, similar to performance levels this time last year (351 units). Whilst the Q3 outturn of 72 affordable units is below the quarterly target of between 212 and 308 units, it is anticipated that the end of year outturn will be within the target range. Our current prediction is for the completion of 1197 affordable units in this financial year, exceeding the lower bandwidth (standard) target by 40%. However, as is always stated, the distribution of completions will never fall into an equal four quarter split and there is nothing that the council can do to influence this. In 14/15 there will be a more than usually skewed delivery pattern with 71% of completions occurring in Quarter 4. This is due to the large number of schemes in receipt of grant from the GLA's 2011-15 programme which have to complete by March 2015, and which have therefore had to accelerate their programmes to achieve this completion date. Many of these schemes are due to complete in the last days of March.									


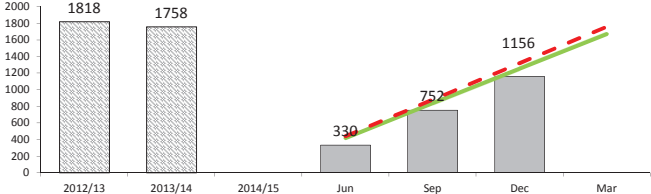
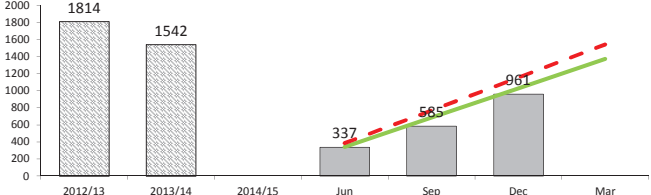
Description		Annual Actual (2013/14)	Annual Stretched Target (2014/5)	Annual Standard Target (2014/5)	Q3 Stretched Target (Oct-Dec)	Q3 Standard Target (Oct-Dec)	Q3 Actual	Variance (performance against Q3 stretch target)	Direction of Travel (comparing 13/4 and 14/5 actual)
<p>Number of affordable social rented housing completions for family housing (gross)</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>	<p>No of affordable social rented housing completions for family housing (gross)</p> 	187	387	267	260	200	116	RED	↓
<p>The numbers of family units for rent is below the target figure for the quarter, but this is a consequence of the overall delivery of affordable units being low this quarter. We expect that the whole year figures will come within our targets for both the affordable and family rent indicators, as completions currently forecasted for quarter 4 meet their GLA 2011-15 grant funded programme deadlines.</p>									
<p>The number of households who considered themselves as homeless, who approached the local authority's housing advice service(s), and for whom housing advice casework intervention resolved their situation.</p> <p>Measured in: The number of cases assisted through successful casework intervention divided by the number of thousand households in the local authority area. Good Performance: Higher</p>	<p>Homelessness Prevention</p> 	6.59	7.40	6.59	5.55	4.92	4.58	RED	↔
<p>518 homelessness preventions were made this quarter. The borough continues to face a severe shortage of affordable private sector properties available to homeless households as an alternative to pursuing a statutory homeless application and the problem continues to increase. Consequently, our ability to prevent homelessness by securing an alternative tenancy has diminished immensely. We have improved the incentive provided to landlords so they will let their admittedly small number of properties available at, or close to, Local Housing Allowance levels via the council to one of our customers rather than let them to a member of the general public. We have also seen a rise in the number of preventions through negotiations with friends and relatives this quarter, persuading families that the best option for all is for the threatened homeless client should remain in their current accommodation. Nevertheless, proportionately, this is not sufficient to temper the increase in landlords evicting their benefit-dependent tenants as they can pitch their rents at higher rents to high earners. Where possible, though, we continue to negotiate with Housing Benefit to resolve arrears problems and to negotiate with landlords to ensure tenants can remain in their properties and thus prevent homelessness.</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>	<p>Lets to overcrowded families</p> 	815	1000	820	750	615	629	AMBER	↔
<p>629 overcrowded families have been rehoused ending Q3, 23 lets higher than this time last year. The quarter 3 lower bandwidth (standard) target of 615 lets has also been exceeded by 2%. Although the number of total lets is greater compared to this time last year, it is still low compared to previous years. As we operate a choice based lettings scheme we have very little influence over the outcome of lets as offers are made in priority order, with an increased demand from other higher priority applicants who are not overcrowded. This has been compounded by the increased number of lets to Band 3 applicants who are adequately housed. Housing options are being promoted to residents, through daily housing advice to applicants, mutual exchange events, and Lettings Open Day events, especially those that are overcrowded to ensure lets are maximised to them.</p>									


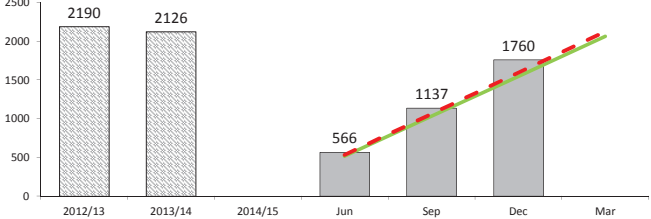
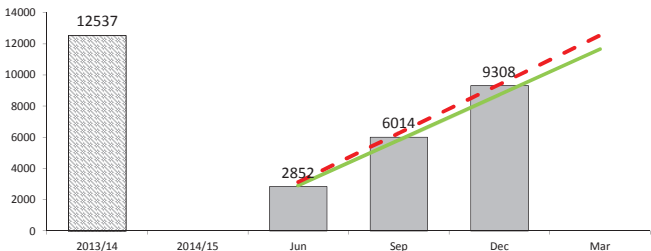
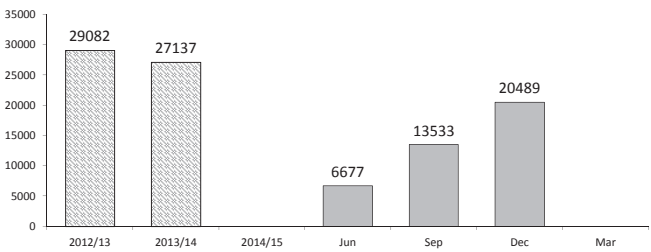
Description		Annual Actual (2013/14)	Annual Stretched Target (2014/5)	Annual Standard Target (2014/5)	Q3 Stretched Target (Oct-Dec)	Q3 Standard Target (Oct-Dec)	Q3 Actual	Variance (performance against Q3 stretch target)	Direction of Travel (comparing 13/4 and 14/5 actual)
<p>Percentage of household waste sent for reuse, recycling and composting</p> <p>Measured in % Good performance: Higher</p>		28.00	30.00	29.00	30.00	29.00	29.80	AMBER	↔
<p>The household recycling, composting and reuse rate has increased from 28.9% in Quarter 1 to 29.8% in Quarter 2. This result is very slightly below the stretch target of 30% and significantly higher than the lowest bandwidth target of 29%. We will continue to strive to lift our performance by working with Veolia to direct resources into targeting areas that require improvement.</p>									
Prosperous Community									
<p>Key Stage 2 pupil attainment in Reading, Writing and Maths (KS2 RWM) (%)</p> <p>Measured in: % Good Performance: Higher</p>		82	79	78	n/a	n/a	82	GREEN	↑
<p>Annual Outturn: Based on final DFE 2014 Performance Table data, 82% of KS2 pupils have achieved L4 or above in Reading, Writing and Maths, an increase of 4% points since last year, and above the upper target of 79%, and the national average of 79%.</p>									
<p>Achievement of 5 or more A*-C grades at GCSE or equivalent including English and Maths.</p> <p>Measured in % Good performance: Higher</p>		59.7	65.7	64.7	n/a	n/a	59.7	RED	↓
<p>Final performance published in DFE Performance Table was 59.7%. Changes to the methodology for KS4 have led to widespread drops in performance. There have been a number of significant changes to the exams this year: Pupils were not allowed to sit some exams early; for English there has been less focus on coursework, and the speaking & listening component is no longer counted; "First entry counts" – results, even at higher grades, are no longer counted. Nationally, performance against the same measure fell from 59.2% to 53.4%, a drop of 5.8% points, meaning that Tower Hamlets remains well above the national average, and that our drop in performance is slightly less than national change (5.0% points, from 64.7%). In London, the year-on-year change in performance varies from -8.9% points to +1.6% points, with an average decrease of 3.6% points down to 61.5% - meaning Tower Hamlets is still slightly below the London average. However we are just above the Inner London average of 59.5%.</p>									


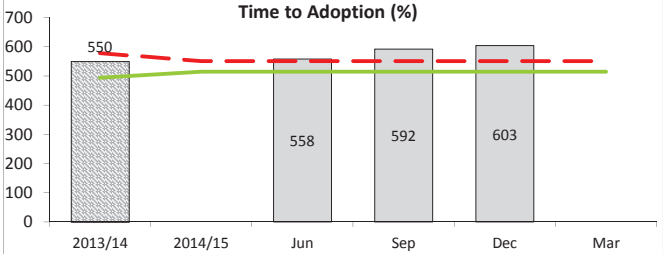
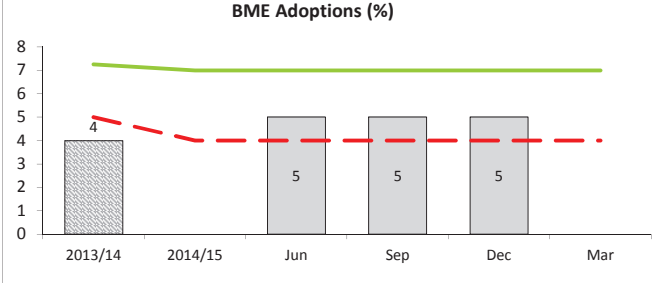
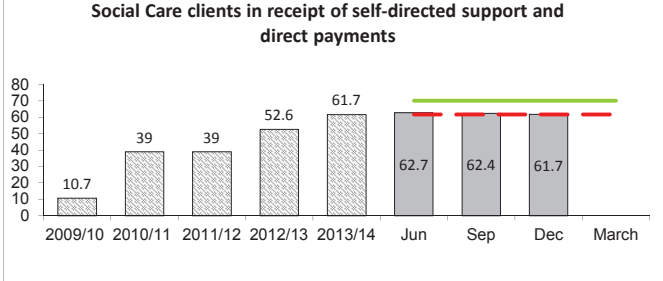
Description		Annual Actual (2013/14)	Annual Stretched Target (2014/5)	Annual Standard Target (2014/5)	Q3 Stretched Target (Oct-Dec)	Q3 Standard Target (Oct-Dec)	Q3 Actual	Variance (performance against Q3 stretch target)	Direction of Travel (comparing 13/4 and 14/5 actual)
A Level Average Points Score per student in Tower Hamlets. Measured in % Good performance: Higher		662.5	695.6	662.5	n/a	n/a	687.2	AMBER	↔
Final performance published in DFE Performance Table was 687.2, which is an increase of 24.7 points from 2013 and above the minimum target, and close to the upper target, for 2014. The gap between TH and the national average (for state schools and colleges) of 772.7 has closed by 34.4 points.									
16 to 19 year olds who are not in education, employment or training (NEET) (%) Measured in % Good Performance: Lower		4.56	4.33	4.56	4.33	4.56	3.40	GREEN	↑
Target exceeded.									
Overall employment rate - gap between the Borough and London average rate (working age) (%) Measured in % Good Performance: Gap - Lower		6.7	6.3	6.7	6.3	6.7	3.7	GREEN	↑
Employment rate: Tower Hamlets: 68.1 London average: 71.87 Gap between TH and London: 3.7pp The employment rate shows a positive trend again. The employment rate gap between TH and the London average has further reduced by 0.8pps since last quarter's update. The employment rate at 68.1% is the highest it has been for the borough since recording began in 2004 with a 4.2pp increase since Dec 2013. The data for the employment rate is taken from the Annual Population Survey, which provides survey based estimates, the methodology of which means that there may be variations in outturns and confidence levels from one quarter to the next.									


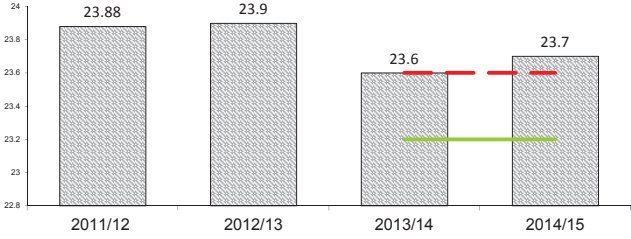
Description		Annual Actual (2013/14)	Annual Stretched Target (2014/5)	Annual Standard Target (2014/5)	Q3 Stretched Target (Oct-Dec)	Q3 Standard Target (Oct-Dec)	Q3 Actual	Variance (performance against Q3 stretch target)	Direction of Travel (comparing 13/4 and 14/5 actual)
<p>JSA Claimant Rate (gap between the Borough and London average rate (working age) (%))</p> <p>Measured in: % Good Performance: Gap - Lower</p>	<p>Gap between the Borough and London average Job Seekers Allowance (JSA) claimant rate</p> 	0.9	0.6	0.9	0.6	0.9	0.6	GREEN	↑
<p>Labour Market: number of job starts for Tower Hamlets Residents</p> <p>Measured in: % Good Performance: Higher</p>	<p>Labour Market: number of job starts for Tower Hamlets residents</p> 	n/a	5,900	4,100	4,425	3,075	2,798	RED	n/a
Safe and Cohesive Community									
<p>Number of Robbery incidents (MOPAC 7 measure)</p> <p>Measured in: Number (part of the MOPAC set. Including personal and business properties) Good Performance: Lower</p>	<p>Total number of Robbery Offences (MOPAC7 measure)</p> 	1,250	1,150	1,250	863	938	878	AMBER	↑
<p>MOPAC stands for Mayor's Office for Policing and Crime. Stretch target is an 8% reduction on last year's annual outturn set by the Community Safety Partnership. Comments will be provided by the MPS in quarter 4.</p> <p>Data taken from the met.police.uk website indicates that for the period between April-December 2014 there were 878 robbery offences compared to 975 in the same period last year.</p>									

Description		Annual Actual (2013/14)	Annual Stretched Target (2014/5)	Annual Standard Target (2014/5)	Q3 Stretched Target (Oct-Dec)	Q3 Standard Target (Oct-Dec)	Q3 Actual	Variance (performance against Q3 stretch target)	Direction of Travel (comparing 13/4 and 14/5 actual)
<p>Number of Violence with Injury incidents (MOPAC 7 measure)</p> <p>Measured in: Number (part of the MOPAC set. Murder, wounding/GBH, assault with injury) Good Performance: Lower</p>	<p>Total Violence with Injury</p> 	2,341	2,177	2,341	1,633	1,756	2,094	RED	↓
<p>Stretch target is a 10% reduction on last year's annual outturn set by the Community Safety Partnership. Comments will be provided by the MPS in quarter 4.</p> <p>Data taken from the met.police.uk website indicates that for the period between April-December 2014 there were 2,094 violence with injury offences compared to 1,762 in the same period last year.</p>									
<p>Number of Burglary Incidents (MOPAC 7 measure)</p> <p>Measured in: Number (part of the MOPAC set. Theft or attempted theft from residential or non-residential property) Good Performance: Lower</p>	<p>Total number of Burglary Offences (MOPAC7 measure)</p> 	2,621	2,411	2,621	1,808	1,966	1,766	GREEN	↑
<p>Stretch target is an 8% reduction on last year's annual outturn set by the Community Safety Partnership. Comments will be provided by the MPS in quarter 4.</p> <p>Data taken from the met.police.uk website indicates that for the period between April-December 2014 there were 1,766 burglary offences compared to 2,022 in the same period last year.</p>									
<p>Theft of a Motor Vehicle (MOPAC 7 measure)</p> <p>Measured in: Number (part of the MOPAC set) Good Performance: Lower</p>	<p>Total number of Theft of a Motor Vehicle Offences (MOPAC7 measure)</p> 	899	845	899	634	674	693	RED	↓
<p>Stretch target is a 6% reduction on last year's annual outturn set by the Community Safety Partnership. Comments will be provided by the MPS in quarter 4.</p> <p>Data taken from the met.police.uk website indicates that for the period between April-December 2014 there were 693 theft of a motor vehicle offences compared to 629 in the same period last year.</p>									

Description		Annual Actual (2013/14)	Annual Stretched Target (2014/5)	Annual Standard Target (2014/5)	Q3 Stretched Target (Oct-Dec)	Q3 Standard Target (Oct-Dec)	Q3 Actual	Variance (performance against Q3 stretch target)	Direction of Travel (comparing 13/4 and 14/5 actual)
<p>Theft from a Motor Vehicle (MOPAC 7 measure)</p> <p>Measured in: Number (part of the MOPAC set) Good Performance: Lower</p>	<p>Total number of Theft from a Motor Vehicle Offences (MOPAC7 measure)</p> 	1,758	1,670	1,758	1,253	1,319	1,156	GREEN	↑
<p>Stretch target is a 6% reduction on last year's annual outturn set by the Community Safety Partnership. Comments will be provided by the MPS in quarter 4.</p> <p>Data taken from the met.police.uk website indicates that for the period between April-December 2014 there were 1,156 thefts from a motor vehicle offences compared to 1,380 in the same period last year.</p>									
<p>Theft from the Person (MOPAC 7 measure)</p> <p>Measured in: Number (part of the MOPAC set) Good Performance: Lower</p>	<p>Total number of Theft from the Person Offences (MOPAC7 measure)</p> 	1,542	1,372	1,542	1,029	1,157	961	GREEN	↑
<p>Stretch target is a 11% reduction on last year's annual outturn set by the Community Safety Partnership. Comments will be provided by the MPS in quarter 4.</p> <p>Data taken from the met.police.uk website indicates that for the period between April-December 2014 there were 961 theft from the person offences compared to 1,229 in the same period last year.</p>									

Description		Annual Actual (2013/14)	Annual Stretched Target (2014/5)	Annual Standard Target (2014/5)	Q3 Stretched Target (Oct-Dec)	Q3 Standard Target (Oct-Dec)	Q3 Actual	Variance (performance against Q3 stretch target)	Direction of Travel (comparing 13/4 and 14/5 actual)
<p>Vandalism (criminal damage) (MOPAC 7 measure)</p> <p>Measured in: Number (part of the MOPAC set) Good Performance: Lower</p>	<p>Total number of Criminal Damage Offences (MOPAC7 measure)</p> 	2,126	2,062	2,126	1,547	1,595	1,760	RED	↓
<p>Stretch target is a 3% reduction on last year's annual outturn set by the Community Safety Partnership. Comments will be provided by the MPS in quarter 4.</p> <p>Data taken from the met.police.uk website indicates that for the period between April-July 2014 there were 1,760 vandalism / criminal damage offences compared to 1,620 in the same period last year.</p>									
<p>Total MOPAC 7 incidents</p> <p>Measured in: Number (includes MOPAC 7 crimes: robbery, burglary, criminal damage, theft from and theft of a motor vehicle, theft from the person, violence with injury) Good Performance: Lower</p>	<p>MOPAC 7 Total</p> 	12,537	11,659	12,537	8,744	9,403	9,308	AMBER	↑
<p>This measure is a total of the MOPAC 7 measures: robbery, burglary, criminal damage, theft from a motor vehicle, theft of a motor vehicle, theft from the person and violence with injury. Stretch target is a 7% reduction on last year's annual outturn set by the Community Safety Partnership. Comments will be provided by the MPS in quarter 4.</p> <p>Data taken from the met.police.uk website indicates that for the period between April-December 2014 there were 9308 total MOPAC7 offences compared to 9617 in the same period last year ie fewer total actual incidents last year.</p>									
<p>Total Notifiable Offences (number)</p> <p>Measured in: Number Good Performance: Lower</p>	<p>Total Notifiable Offences</p> 	27,137	Not Set	Not Set	Not Set	20,345	20,489	N/A	↔
<p>Targets are being set by the Community Safety Partnership. Performance against targets and comments will be provided by the MPS in quarter 4.</p> <p>Data taken from the met.police.uk website indicates that for the period between April-December 2014 there were 20,489 total notifiable offences compared to 21,011 in the same period last year. The outturn is within the 5 percent tolerance and therefore shows a sideways direction of travel arrow.</p>									

Description		Annual Actual (2013/14)	Annual Stretched Target (2014/5)	Annual Standard Target (2014/5)	Q3 Stretched Target (Oct-Dec)	Q3 Standard Target (Oct-Dec)	Q3 Actual	Variance (performance against Q3 stretch target)	Direction of Travel (comparing 13/4 and 14/5 actual)
Healthy and Supportive Community									
Average time between a child entering care and moving in with adoptive family (Time to adoption) Measured in: Days Good Performance: Lower		550	514	550	514	550	603	RED	↔
The average number of days for the period April 2012 – December 2014 is 603, outside the target range for this measure. The April 2014 – December 2014 performance is 671 days. Due to the low numbers involved (i.e. the number of adoptions) it is possible for performance in Q4 to bring this measure back on target. A report on performance for this measure was considered by Performance Review Group (PRG) in October which proposed a number of improvement actions and an update will be considered by PRG in shortly.									
Percentage of ethnic minority background children leaving care who are adopted (BME adoptions) Measured in: % Good Performance: Higher		4	7	4	7	4	5	AMBER	↑
5% of BME children leaving care were adopted between April 2012 and December 2014. This is above the minimum target set for this strategic measure. For comparison: overall, 8% of all children leaving care were adopted in the same period.									
Proportion of people using social care who receive self-directed support , and those receiving direct payments Measured in: % Good Performance: Higher		61.7	70.0	61.7	70.0	61.7	61.7	AMBER	↑
The Q3 position is 61.7%, which is just within the target band. A report on this measure was presented to PRG in November with an action plan for improvement. It identified a number of areas that could be addressed to further improve performance: <ul style="list-style-type: none"> • Conversion of Extra Care Home Care clients from traditional care packages to Personal Budgets. This work is underway in response to contract change in this area of provision. • Urgent Response services – a number of urgent services are put in place on traditional care packages for the sake of expediency i.e. there is not the time to work through the PB process with the service user. • Service User Reviews – there remains a need to improve the frequency and focus of service user reviews to ensure that every opportunity is taken to convert service users to self-directed support. 									

Description		Annual Actual (2013/14)	Annual Stretched Target (2014/5)	Annual Standard Target (2014/5)	Q3 Stretched Target (Oct-Dec)	Q3 Standard Target (Oct-Dec)	Q3 Actual	Variance (performance against Q3 stretch target)	Direction of Travel (comparing 13/4 and 14/5 actual)										
<p>Excess weight in 4-5 year olds</p> <p>Measured in: % (of children aged 4-5 classified as overweight or obese) Good Performance: Lower</p>	<p style="text-align: center;">Excess weight in 4-5 year olds</p>  <table border="1"> <caption>Excess weight in 4-5 year olds (2011/12 - 2014/15)</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>23.88</td> </tr> <tr> <td>2012/13</td> <td>23.9</td> </tr> <tr> <td>2013/14</td> <td>23.6</td> </tr> <tr> <td>2014/15</td> <td>23.7</td> </tr> </tbody> </table>	Year	Percentage	2011/12	23.88	2012/13	23.9	2013/14	23.6	2014/15	23.7	23.6	23.2	23.6	n/a	n/a	23.7	RED	↔
Year	Percentage																		
2011/12	23.88																		
2012/13	23.9																		
2013/14	23.6																		
2014/15	23.7																		
<p>Published performance for 2013/14 is 23.7%, which is slightly above the lower bandwidth target set. It is worth highlighting that on the positive side there has been a 0.5% decrease in the prevalence of obesity in reception from 12.7% to 12.2% of children. In reception aged children we are continuing to see a year on year decrease in obesity but this is a shift from obese to overweight and we are not seeing a corresponding shift from overweight to healthy weight. This suggests that we need to increase our emphasis on population wide as opposed to targeted interventions. The combined obese and overweight measure is more challenging in that we are looking at a much larger group of children, awareness of what overweight looks like is much lower - many people would not recognise that a child is in the overweight category and also the health risks associated with overweight are lower than the risks associated with obesity. Actions that have taken place over the last year to address overweight and obesity in 0-5 year olds include:</p> <ul style="list-style-type: none"> - Continued promotion of breastfeeding - Research into why we have a relatively low prevalence of exclusive breastfeeding in Tower Hamlets - Continued expansion of the early years accreditation scheme (that provides organisational standards for Children's Centres, Nurseries and other childcare settings on healthy food, physical activity and emotional health and wellbeing) - Re-commissioning of the community based active play and healthy eating programme for 0-5 year olds - Continued development of the 'Healthy Families' programme, including 'Healthy Family Parent Ambassadors', local parents who work on a voluntary basis to support others around healthy eating and active lives (also work with families with older children) - Continued developing of cooking club training for community workers and volunteers (also work with families with older children) - Re-commissioning of the child and family weight management service 																			

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