

Elections					
Activities	Lead Officer	Deadline	Status	%Comp	QUARTER 3 COMMENTS
1. Planning for 2018 Mayoral and local elections					
Key Milestones					
Joint working with partner agencies - First meeting February 2017	Will Tuckley/Louise Stamp	May-18	On Target	50%	Planning meeting held on 14th November 2017. Meeting included Police and Electoral Commission representatives and from other partner agencies.
Project group to meet monthly from April 2017, fortnightly from December 2017 and more frequently as required immediately prior to elections.	Will Tuckley/Louise Stamp	May-18	On Target	50%	All meetings have been diarised up to April 2018. New dates being issued for April to June 2018. Attendees include senior officers and representatives from relevant agencies /bodies.
Ensure integrity of the process and good order at polling stations	Will Tuckley/Louise Stamp	May-18	On Target	50%	The Council is working with the Cabinet Office on Postal Vote Pilot to increase security and guidance for voters. On going work with Police and consultation with Electoral Commission Office. Police support confirmed and review meeting have taken place with PO's, PSI's, Count Supervisors and Accountants. All feedback will be incorporated in training.
Train 40/50 experienced poll clerks to act as presiding officers in May 2018, to be placed with an experienced PO at a double station.	Louise Stamp	Jan-18	On Target	50%	Additional Presiding Officers to be identified in January 2018 due to demands of service and contingency planning and given training on additional duties required.
Enhanced mandatory training for polling station staff before taking up roles. To include bespoke e. training and dedicated training for PO's with specific scenarios.	Will Tuckley/Louise Stamp	Feb-18	On Target	50%	The option of providing E-learning training for PSI's (to compliment the mandatory face to face and group training) will be explored. Training session rooms and dates are due to be booked.
Continuation of RO instruction to ensure polling staff only speak in English whilst on duty in the polling station	Will Tuckley/Louise Stamp	May-18	On Target	50%	Visual aids to be included in combined election training 2018 and for this to be made available at all polling centres to help voters with language difficulties. More work to be done by LBTH Communications Team to promote this new resource and to make voters aware of polling centre rules in particular that staff can only speak in English whilst on duty in the polling station.
Ballot papers at polling stations - folded to assist with check of ballot paper number before being placed in the ballot box and to ensure secrecy of the ballot.	Will Tuckley/Louise Stamp	Mar-18	On Target	50%	Waiting for supplier to provide quotation. The decision to confirm if this is required will be made by RO by end of January 2018.
Full review of count procedures and paperwork in consultation with EC	Will Tuckley/Louise Stamp	Jan-18	On Target	20%	Currently undertaking a review of Count venues. Due to it being a combined election, the location size and security are of paramount importance. Count processes to be reviewed and documented including the use of grass skirt counting method for mixed votes and improving the layout of the count venue.
Count venue booked	Will Tuckley/Louise Stamp	Jan-18	On Target	50%	Provisionally booked the Excel Centre but other venues are being explored too.
Dedicated count training for accountants using Xpress count module	Louise Stamp	Jan-18	On Target	20%	Still on target. The Joint training to take place early 2018 with Haringey.
Enhanced mandatory training for count staff before taking up roles. To include dedicated training on count procedures.	Will Tuckley/Louise Stamp	Mar-18	On Target	20%	Training rooms and session have been booked. To include count demonstration for all new count staff.
Enhanced security measures including photo ID checks at count; non-Council security staff; non-transferable security wristbands	Will Tuckley/Louise Stamp	May-18	On Target	20%	Front of house security identified for VIP's and with political party representatives. Meeting to be held to go through procedures.
Platform area for RO and Accountants to ensure visibility of count area	Will Tuckley/Louise Stamp	Jan-18	On Target	20%	To be identified when count venue confirmed.

Activities	Lead Officer	Deadline	Status	%Comp	QUARTER 3 COMMENTS
Review of Media Pack to ensure up-to-date information provided	Andreas Christophorou/Kelly Powell	Jan-18	On Target	20%	Meeting to be arranged with Communications in January/February 2018.
2. Participate in pilot ID scheme					
Key Milestones					
Meeting Government Officials to discuss pilot voter identification scheme proposal	Will Tuckley/Louise Stamp	Feb-17	N/A	0%	These actions are no longer required as TH is no longer participating in the ID Pilot Scheme.
ID at polling stations - extensive awareness campaign informing electors what ID must be produced at polling stations to enable them to cast their vote (include sanction)	Andreas Christophorou/Kelly Powell	Jan-18	N/A	0%	These actions are no longer required as TH is no longer participating in the ID Pilot Scheme.
Identification of electors who have already provided evidence to support their registration application	Louise Stamp	Jun-17	N/A	0%	These actions are no longer required as TH is no longer participating in the ID Pilot Scheme.
Liaise with partners for possible provision of Electoral ID Cards/Letters	Will Tuckley/Louise Stamp	Dec-17	N/A	0%	These actions are no longer required as TH is no longer participating in the ID Pilot Scheme.
Additional information provided on poll cards	Louise Stamp	Feb-18	N/A	0%	These actions are no longer required as TH is no longer participating in the ID Pilot Scheme.
Additional staff identified for polling stations to act as 'meet and greet' to check that suitable ID is available and assist with queues	Louise Stamp	Jan-18	N/A	0%	These actions are no longer required as TH is no longer participating in the ID Pilot Scheme.
Include training for PO's and PC's for ID and signature verification checks	Louise Stamp	Feb-18	N/A	0%	These actions are no longer required as TH is no longer participating in the ID Pilot Scheme.

Communications					
Activities	Lead Officer	Deadline	Status	%Comp	
3. Develop and deliver Communication Strategy for 2017-18					
Key Milestones					
Launch new weekly staff newsletter	Andreas Christophorou	Apr-17	Completed	100%	We have made improvements to the planning of our weekly newsletter, which now includes an article list forward planner. We have also developed the content, with more social articles from staff, Cabinet updates, and updates from ICT and HR on learning and development opportunities. During August we hit a 73% open rate – the top three articles were Employee Spotlight, CE's message (Strategic Plan) and Social Events roundup. During the last quarter the top two read articles were the Chief Executive welcome message and the employee spotlight. The average open rate is 64%.
Commission media consumption Survey	Andreas Christophorou	Apr-17	Completed	100%	The survey was completed in September and covers media consumption habits of our residents based on a representative sample of around 940 people. It covers press and broadcast media, social media, website, Our East End and campaigns. It has been shared with the Communications Team which is using it to better target our audiences for different communications and campaigns. The results will also be shared with members and CLT.

Activities	Lead Officer	Deadline	Status	%Comp	QUARTER 3 COMMENTS
Build a range of communication infrastructure	Andreas Christophorou	Jul-17	Completed	100%	This has been completed as planned in the Communications Strategy. It includes a newsletter, internal newsletter, plasma screens for internal and external use, poster frames, planning grids, communications protocols and processes, new social media accounts and the use of film and pictures. This work will continue. Next up we are putting out to tender new contracts for street advertising which will include council advertising, better use of channels and advertising at council buildings, online communities and a social media monitoring and engagement service.
Develop Intelligence Newsletter allowing better targeting of information to local people	Andreas Christophorou	Dec-17	Completed	75%	Gov Delivery Company procured. Setting up of E-Newsletter is on schedule for December 2017. This will put all council newsletters into one portal and segment our residents so that they can receive information from services and communications about specific areas of interest.
Launch new Intranet Site	Andreas Christophorou	Mar-18	On Target	30%	Research phase completed. The next phase is to work with directorates to understand their needs and then choose the scope of a product that meets our needs. We are aiming to go to procurement by end of March 2018. The timeline for implementation beyond that depends on the scope of the software we want to bring in and the migration involved.

4. Procurement of statutory notices

Key Milestones

Invitation to tender	Andreas Christophorou	Feb-17	Completed	100%	This has been completed as planned.
Evaluation	Andreas Christophorou	Feb-17	Completed	100%	This has been completed as planned.
Contract award	Andreas Christophorou	Apr-17	Completed	100%	This has been completed as planned.
Contract mobilisation	Andreas Christophorou	May-17	Completed	100%	This has been completed as planned and reported in the last quarter update.

Property

Activities	Lead Officer	Deadline	Status	%Comp	
5. Deliver Asset Rental Account Action Plan					
Key Milestones					
Managers' briefing on moves procedure	Richard Chilcott	Apr-17	Completed	100%	This has been completed as planned. New moves procedure has been advertised on the Council's intranet. The new procedure will be implemented for upcoming moves.
6. Implement Community buildings programme					
Key Milestones					
Agree action plan for validation of TRAs with THH	Richard Chilcott	Apr-17	Overdue	85%	Agreement has been made with Lead Member and with THH for lettings of Community Buildings to TRA's, at a peppercorn rent. This will be subject to a validation exercise by THH to ascertain proper utilisation of the building. We aim to have this agreed by the end of February 18.
Formally transfer caretaker's facilities to THH	Richard Chilcott	Jun-17	Completed	100%	This has been completed as planned.

Activities	Lead Officer	Deadline	Status	%Comp	QUARTER 3 COMMENTS
Complete marketing and letting of vacant buildings identified for commercial use	Richard Chilcott	Jun-17	Overdue	80%	The former Santander building was included in the update for Q2 by mistake, this building is not part of the community buildings portfolio. Unit 6 in Watney Market has been vacated. We were investigating whether the building needed to have some initial strip out and repair works undertaken but it has now been agreed to take this to the market in the current condition. GVA have been appointed to undertake the marketing which is to start imminently.
Complete and open second community hub	Richard Chilcott	Jun-17	Overdue	30%	Tramshed has been identified as the second community hub. Feasibility work has been undertaken and costings are being finalised to allow refurbishment works to commence. The formal opening of the second community hub to take place in April 2018.
Establish implementation plan for third hub and wider roll-out across the borough	Richard Chilcott	Jun-17	Overdue	40%	Raines House has been identified as the third community hub. Feasibility work has been completed. Pre- application advice is being sought. Following consultation with the existing occupier on design a public consultation will take place in December. Granby Hall is now likely to be the fourth community hub. The timetable has been revised to allow negotiations to commence with the current occupiers of the building. Consultation event to take place in January and in parallel detailed design drawings will be prepared for a planning application in May. A contractor will be appointed in September with works commencing in October 2018 - ending in early 2019.
Complete and open third community hub	Richard Chilcott	Mar-18	On Target	10%	As above. The delivery of the third community hub will be delayed due to the level of refurbishment required to Raines House. Planning and heritage consent will be required. Completion of third hub anticipated to be March 2019.
Convert vacant community buildings identified for housing use to housing and transfer to THH/Homeless Services	Richard Chilcott	Mar-18	On Target	75%	Temporary community use is in place for Turin Street, approved by the Mayor, which is due to come to an end in July 2018. Housing Strategy are taking forward the Bethnal Green Cottage, the scheme is in planning awaiting a delegated decision. Start on site will be scheduled to commence for January 2018.
7. Strengthen governance arrangements					
Key Milestones					
Review of revised governance arrangements	Richard Chilcott	Sep-17	Completed	100%	Template for new governance arrangements has been signed off and is now fully operational.
8. Asset reviews and service delivery plans					
Key Milestones					
Complete review of depot provision across the borough	Richard Chilcott	Sep-17	Overdue	60%	Specialist consultants have been appointed to deliver this activity and work on the feasibility work has started, this is due to be completed by January 2018.
Complete review of leisure facilities across the borough	Richard Chilcott	Mar-18	On Target	10%	Working with colleagues in culture learning and leisure and finance to progress as required to match service delivery plans
9. Complete audit of assets					
Key Milestones					
Complete audit, specifically any additional requests for information or documentation following visits in 2016/17	Richard Chilcott	Jun-17	Completed	100%	This has been completed as planned.

Activities	Lead Officer	Deadline	Status	%Comp	QUARTER 3 COMMENTS
Complete any regularisation work required (e.g. enter into leases)	Richard Chilcott	Dec-17	On Target	75%	Asset managers are assigned to progress cases, which are at a variety of stages. In some cases heads of terms for new occupation agreements have been issued to be progressed to Legal Services. In others alternative action is being progressed to achieve regularisation

Grants					
Activities	Lead Officer	Deadline	Status	%Comp	
10. Complete review of Third Sector Team					
Key Milestones					
Review of Third Sector Team completed	Steve Hill	Mar-17	Completed	100%	This has been completed as planned.
New team structure finalised	Steve Hill	Mar-17	Completed	100%	This has been completed as planned.
Staff / Trade Union consultation on new team structure completed	Steve Hill	Apr-17	Overdue	90%	The consultation on the new structure has been completed. The proposals have been subject to detailed scrutiny and a number of points have been raised by the unions. The response to the feedback on the consultation has been completed. The revised structure is the subject of disagreement with the unions. A joint Advisory Consultation Committee has been arranged to address the matter, so that the restructure can be implemented.
Assimilation into posts / interviews	Steve Hill	May-17	Overdue	40%	The provisional dates for completing the assimilation/interview process have been arranged for January to February 2018 as they will involve all posts in the team.
Full Implementation of new team structure	Steve Hill	Jun-17	Overdue	0%	Full implementation is anticipated to be during January to February 2018
11. Implement web based GIFTS software					
Key Milestones					
System mapping of requirements to improve management reporting, information management and analysis	Steve Hill	Feb-17	Completed	100%	This has been completed as planned.
Development of web-based solution completed	Steve Hill	Apr-17	Overdue	60%	Detailed and technical work is progressing to revise the business processes, streamline the system, ensure accessible information and reporting for members, the VCS and the public relating to grant awards and monitoring via the internet. Future proofing and being able to administer and report on MSG and other council grants are key targets in the revised action plan, which is linked to the full implementation of the new team structure
Full implementation of new web-based system	Steve Hill	Jun-17	Overdue	60%	Full implementation is anticipated to be during from February 2018 in line with the full implementation of the new staffing structure
12. Development of Grants Scrutiny Sub-Committee					
Key Milestones					
Grants Scrutiny Committee Induction and work planning	Sharon Godman	Jun-17	Completed	100%	This was used to develop the work programme for the municipal year.
Develop Grants Scrutiny Sub-Committee Work programme 2017-18	Sharon Godman	Jul-17	Completed	100%	The Grants Scrutiny Sub-Committee has met 5 times this municipal year considering a range of grants decision reports and MSG monitoring reports. The Committee is currently planning an in-depth review into physical activities for young people which will also consider grant spend.
Strengthen resident and local stakeholders involvement in Committee's Work programme	Sharon Godman	Aug-17	Completed	100%	There is on-going work to publicise the work of the Committee. All papers are published on the Council website and the meetings are open to local residents. The Committee's review work will look to engage local people to ensure their views inform the recommendations.
13. Complete commissioning of Community Cohesion Theme					

Activities	Lead Officer	Deadline	Status	%Comp	QUARTER 3 COMMENTS
Key Milestones					
Tender advert	Steve Hill / Emily Fieran-Reed	Mar-Apr 17	Completed	100%	The tender went out to advert in March 2017.
Tender evaluation	Steve Hill / Emily Fieran-Reed	May-17	Completed	100%	Interviews have been completed
Contract award	Steve Hill / Emily Fieran-Reed	Jun-17	Completed	100%	All 8 lots have been awarded and delivery began from 1 October for the final 3 lots.
Contract mobilisation	Steve Hill / Emily Fieran-Reed	Aug-17	Completed	100%	All contracts have now been mobilised and are delivering. The New Economics Foundation provided training and review to ensure that the contracts are co-delivered with the community and between the provider and Council in a way which delivers against co-production principles. Where contracts are successfully delivering we are hoping to extend by a further 7 months to bring the end date into line with MSG grants. This will enable them to be considered as part of the future grants/commissioning process.
14. Review and improve working of Grants Determination Sub-Committee					
Key Milestones					
6 - month review of the Grants determination Sub-Committee	Matthew Mannion / Steve Hill	Sep-17	Overdue	10%	This review will be progressed following the outcome of the wider grant policy review before finalising a specific review of the Sub-Committee.
Forward plan implemented to set out future work plan	Matthew Mannion / Steve Hill	On-going	Completed	100%	This has been completed as planned.
Grants Determination Sub-Committee away-day	Matthew Mannion / Steve Hill	Sep-17	Overdue	0%	The away day will take place once the wider grants review process has been completed.
Grants Determination Sub-Committee Members development seminars	Matthew Mannion / Steve Hill	On-going	Delayed	0%	This is being fed into the wider review of the Member Development Programme currently being undertaken and will also be considered as part of the Member Induction process after the elections in 2018.
15. Strengthen grants management and work strategically with voluntary and community sector					
Key Milestones					
Complete audit of grants monitoring	Minesh Jani	Oct-17	Completed	100%	Audit completed. Report has been discussed with the service and recommendations will be taken forward.
Review and update the Council's grants policy, working closely with services	Sharon Godman	Mar-18	On Target	20%	Co-production programme to produce new grants policy is now under way working with TH Council for Voluntary Service. First stage to develop policy framework will be complete by Christmas and on target for consideration by Cabinet in March 2018. Second stage of co-production to develop the detailed scheme and procedures will begin in the New Year with a view to launching the new programme early in the summer.
Work with the voluntary sector to develop a voluntary sector compact	Sharon Godman	Mar-18	On Target	20%	Some work has been completed to follow up initial work carried out early in 2017. Further discussion with the VCS will be carried out so that the new Compact can be considered alongside the new grants policy and replacement programme for the current mainstream grants.
Undertake comprehensive review of contracts and grants to inform the development of the Council's new approach to commissioning	Zena Cooke	Mar-18	On Target	20%	Engagement has been undertaken with Commissioners across the Council and also research on best practice examples. A working Group has been formed which will take forward this work. This work is also being aligned to the development of the wider Grants Policy.

Organisational Culture

Activities	Lead Officer	Deadline	Status	%Comp
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Activities	Lead Officer	Deadline	Status	%Comp	QUARTER 3 COMMENTS
16. Permanent recruitment to the post of Corporate Director Governance					
Key Milestones					
Advert	Will Tuckley	Jan-17	Completed	100%	This has been completed as planned.
Long-list Interviews	Will Tuckley	Feb-17	Completed	100%	This has been completed as planned.
Short-list Interviews	Will Tuckley	Mar-17	Completed	100%	This has been completed as planned.
Appointment confirmed	Will Tuckley	Apr-17	Completed	100%	This has been completed as planned and reported in Q2.
17. Complete review of Constitution					
Key Milestones					
Constitutional Working Group review parts 5,6 and 7	Asmat Hussain	Apr-17	Completed	100%	Reports went to GPC on 12 October 2017 with a revised Council Procedure Rules and Member/Officer Relations Protocol. Reports agreed by Council on 20 November 2017.
Amendments to General Purpose Committee	Asmat Hussain	Apr-17	Completed	100%	On 18 May 2016 Council agreed to establish a new enlarged GP Committee incorporating the Human Resources and Appeals Committees. A revised Terms of Reference were agreed at that time. On 17 May 2017 Council established the GP Committee for the municipal year 2017/18 under the same Terms of Reference
Full Council approval of parts 4 to 7	Asmat Hussain	May-17	Completed	100%	Council has approved all of Parts 4 to 7 except Part 4.1 (Council Procedure Rules) and Part 5.2 (Member/Officer Relations Protocol). Reports agreed by Council on 20th November 2017 for approval
18. Recruitment of seniors officers to complete new corporate structure					
Key Milestones					
Advert	Will Tuckley	Jan-17	Completed	100%	This has been completed as planned.
Short-listing	Will Tuckley	Feb-17	Completed	100%	This has been completed as planned.
Interviews	Heather Daley	Mar-Apr 18	Completed	85%	The following senior posts are covered on an interim basis: - CD Place (internal acting up arrangements in place for 12 months to July 2018 - review to take place at that time) - DD Adult Social Care - DD Commissioning & Health - DD Children's Social Care (substantive post holder on outward secondment)
19. Implement actions from Clear Up Project					
Key Milestones					
Publish report	Asmat Hussain	Apr-17	Completed	100%	This has been completed as planned.
Report and recommendations to Full Council	Asmat Hussain	Jun-17	Completed	100%	This has been completed as planned.
Implement recommendations from Clear Up Project	Asmat Hussain	July 17 onwards	On Target	30%	A report went to CLT on 20 September 2017 where it was agreed the progress reporting will be quarterly to CLT and reports will be presented to Cabinet; the due process allowing OSC to have sight of the content. Further, reports should only go SAC if there are Clear Up matters relating specifically to a Member conduct issue. Similarly, any matter relating to Audit should potentially go to the Audit Committee subject to further discussion
Review progress against implementation	Asmat Hussain	Quarterly	On Target	30%	As per above - the next report to CLT will be going in January 2018

Activities	Lead Officer	Deadline	Status	%Comp	QUARTER 3 COMMENTS
Review Whistleblowing arrangements and implement new scheme	Heather Daley	May-17	Completed	100%	A Report went to GPC on 12 October 2017 with a revised Whistleblowing Policy, Procedure, Guidance for Managers and Guidance for Investigators as well as Action Plan for the implementation of a more effective whistleblowing framework. The Whistleblowing Policy and supporting documents have been relaunched with the widest possible audience. All political group Leaders will be asked to encourage the promotion of the policy within their group membership. The Audit Committee will be the responsible committee for the oversight of Whistleblowing and will be asked to assess the effectiveness of the Policy as well as monitoring the implementation of the policy. An e-Learning module has been prepared and is to be added to new Learning Management System (LMS) as well as forming part of the Learning and Development Core Offer training packages for all staff and Members. It will be mandatory for officers.
20. Review employment policies and practices and implement them					
Key Milestones					
Project Group formed and policies prioritised for review	Heather Daley	Jan-17	Completed	100%	This has been completed as planned.
Workshops with key stakeholders held to identify issues	Heather Daley	Feb-17	Completed	100%	This has been completed as planned.
First draft proposals developed on good practice and procedural amendments	Heather Daley	Mar-17	Completed	100%	Engagement with trade unions informally has occurred
Development of detailed changes and stakeholder engagement	Heather Daley	Apr-17	Overdue	80%	Briefing paper considered by GP Committee on 12 October; A further paper is planned to go to BVIB on 18 December; and engagement with the trade union is planned from Q4 onwards A cross referencing with 6 x emerging key themes within a revised HR Strategy has now occurred. A cross referencing with the review of Whistleblowing Policy/Procedure is taking place.
Implement changes to practice through (a) BP training (b) management and staff training	Heather Daley	(a) Sept-17	Overdue	10%	Interim resource secured in October and quality assurance of ER casework and records being undertaken.
21. Develop and implement refreshed employee values					
Key Milestones					
Staff survey completed	Heather Daley	Jan-17	Completed	100%	This has been completed as planned.
Focus Groups	Heather Daley	Feb-17	Completed	100%	This has been completed as planned.
Revised values developed and: (a) communicated (b) staff engaged via their managers	Heather Daley	Mar-Apr 17 (a) August (b) By October	Completed	100%	Core values launch week held in October across different Council sites. Engagement tool publicised to all managers. Significant engagement achieved and further on going activities planned.
22. Deliver Year 1 of Smarter Together Programme					
Key Milestones					
Resource programme and project roles	Heather Daley	May-17	Completed	100%	This has been completed as planned.
Programme plans mapped to MTFS to ensure benefits are realised	Neville Murton	Jun-17	Completed	100%	This has been completed as planned.

Activities	Lead Officer	Deadline	Status	%Comp	QUARTER 3 COMMENTS
Change managed and staff engagement maintained and measured via staff pulse surveys	Heather Daley	Jan-18	On Target	45%	Conversation groups are in place to engage staff in upcoming changes. Programme Managers attended CE Roadshows to provide an update on the programme/increase interest in joining conversation groups. New Communications Officer appointed and discussions with DD Communications to increase interest and engagement in the programme by better defining and communicating the look and feel of the end goal.
Year 1 MTFS benefits realised via Programme	Neville Murton	Mar-18	On Target	60%	Quarter 2 budget monitoring information has been presented to the Cabinet meeting in November 2017. This includes the growth and savings tracker information which has identified some aspects of slippage and some where delivery is at risk. This has been fed into the 2018/19 budget setting process to ensure that compensatory resources are identified to ensure that the Council's budget remains balanced over the MTFS period
Smarter Together Programme plans delivered	Neville Murton	Mar-18	On Target	60%	The Smarter Together programme has moved into delivery stage. Activity is now underway to deliver a series of quick wins to manage demand and achieve efficiencies within this financial year to support achievement of savings targets. In parallel, we are continuing work on change initiatives identified in the MTFS and the invest to save initiatives to achieve our vision of becoming an outcomes-based organisation. A number of controls have been introduced to make sure our priority change initiatives are sufficiently resourced and progress against plans is expedited. We have increased our efforts to manage risks and dependencies on early warning signals and triggers for senior leadership escalation and attention. A rigorous process for managing benefit delivery has been agreed. The iterative process of benefit validation has commenced to provide assurance that benefits are on track, being monitored effectively and instances of over or under delivery are quickly identified and acted upon. A benefits dashboard is being developed to strengthen the monitoring process for MTFS and other council efficiency initiatives
23. Ensure Council more outward focussed and review feedback from external stakeholders					
Key Milestones					
Ofsted Inspection - Review recommendations and develop improvement action plan	Debbie Jones	Apr-17	Completed	100%	This has been completed as planned.
Review Annual Residents Survey 2017	Sharon Godman	May-17	Completed	100%	This has been completed as planned.
Establish regular meetings of Tower Hamlets Partnership	Sharon Godman	Apr-17	Completed	100%	This has been completed as planned.
Investors in People Gold Accreditation	Heather Daley	Dec-17	On Target	80%	IIP staff survey completed. The results will form part of the end assessment report. Staff have been interviewed by the assessor over a two week period, week commencing 27 Nov 2017.
ADASS Peer Review	Denise Radley	Apr-17	Completed	100%	This has been completed as planned and reported in Q1.
Undertake a programme of improvement work with LGA	Sharon Godman	Apr 17- Mar 18	On Target	50%	The Corporate Peer Challenge proposals was agreed by the Best Value Improvement Board at their last meeting. Planning for this is currently underway and will be held in June 2018. A Members Seminar was jointly delivered with the LGA on Members role in Children's Services. Discussions will be held with LGA about further areas of review and improvement work.
24. Complete phase 2 of Officer Schemes of Delegation					
Key Milestones					

Activities	Lead Officer	Deadline	Status	%Comp	QUARTER 3 COMMENTS
Report to Council on Constitutional changes including in respect of revisions proposed to Parts 3.7 and 3.8 of the Constitution and which relate to Limitations and Delegated Decision Making – General Principles respectively; and on Directorate Scheme of Management	Asmat Hussain	Jun-17	Overdue	75%	Parts 3.7 and 3.8 have been revised and approved by Council. In retrospect, the deadline specified for this was very inaccurate. The work on the Schemes of Management etc. could only be undertaken once the main body of the Constitution had been reviewed and approved by Council. The Corporate Scheme of Management is being reviewed and will be reported to CLT by the beginning of Q4 and reported to Council in 2018.
Circulate revised proposed Officer Scheme of Delegations to Corporate and Divisional Directors	Asmat Hussain	Jul-17	Overdue	0%	This will be considered once the Corporate Scheme of Management has been finalised
Corporate Director and Monitoring Officer sign off on respective Officer Scheme of Delegations for Directorates	Asmat Hussain	Sep-17	Overdue	0%	As per above
Report to Cabinet on the final Officer Scheme of Delegations	Asmat Hussain	Nov-17	Overdue	0%	As per above
Report to General Purposes on the final Officer Scheme of Delegations	Asmat Hussain	Nov-17	Overdue	0%	As per above
Report to Council on the final Officer Scheme of Delegations	Asmat Hussain	Nov-17	Overdue	0%	As per above
25. Review and implement Member/Officer Development work programme					
Key Milestones					
Review and update Planning Code of Conduct	Asmat Hussain	Apr-17	Completed	100%	This has been completed as planned.
Review and Update Member /officer Protocol	Asmat Hussain	May-17	Completed	100%	This has been reviewed and updated and reports have gone to GPC on 5 July 2017 and 12 October 2017 and to SAC on 19 October 2017. Report agreed by Council on 20 November 2017
Corporate Induction to include session on Member and Officer Protocol	Asmat Hussain	Jun-17	Completed	100%	The revised Member/Officer Relations' Protocol will be cascaded down to DLTs, SMTs and Team Meetings. It will also form part of the Induction for both Members and new members of staff. Corporate Inductions include a session on Member/Officer Protocol delivered by the Corporate Director Governance.
Develop and agree Member to Member protocol	Asmat Hussain	May-17	Completed	100%	This has now been included in the Member/Officer Relations Protocol and which was agreed at GPC on 12 October 2017 and to SAC on 19 October 2017. Report agreed by Council on 19 November 2017.
26. Declarations of Interest - Members & Officers					
Audit of 2016-17 Staff Declarations of Interest & follow up in six months	Minesh Jani	Apr 17 & Oct 17	Completed	100%	Findings reported to the Audit Committee.
Follow up on audit of management and control of staff hospitality and gifts	Minesh Jani	May-17	Completed	100%	This has been completed as planned.
Annual Officers Declaration of Interest 17-18	Heather Daley	Jun-17	Completed	80%	This is being completed as part of the Personal Development Process for all staff.
Audit of 2017-18 Staff Declarations of Interest	Minesh Jani	Dec-17	On Target	50%	A follow up review has been completed and reported. Compliance with the requirements for staff declarations of interest is now embedded as part of management controls.
Annual Members Declaration of Interest	Asmat Hussain	Dec-17	On Target	50%	This is to be undertaken in December 2017