

Committee	Date	Classification	Report No.	Agenda Item No.
Overview and Scrutiny Committee	3 rd November 2009	Unrestricted		
Report of: Assistant Chief Executive Originating Officer(s): Barry Clark / Farhana Khan Scrutiny & Equalities		Title: Overview and Scrutiny Recommendation Tracking Report: Update Ward(s) affected: All		

1. Summary

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

2. Recommendations

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

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

LIST OF “BACKGROUND PAPERS” USED IN THE PREPARATION OF THIS REPORT

Background paper

Name and telephone number of and address where open to inspection

Recommendation Tracking Report – March 2009

3 Report

- 3.1 As part of its regular work programme, Overview and Scrutiny Committee (OSC) receives a regular, 6-monthly, recommendation tracking report to monitor progress in implementing past recommendations. This report had been monitoring all its recommendations since 2003/04, including those from the Committee and Working Group reviews, however as many of these have now been completed, these are no longer monitored. This report incorporates all the action plans from those reviews undertaken since 2006/07.
- 3.2 In considering the monitoring and tracking of scrutiny recommendations Members have found it useful to revisit reviews through Scrutiny challenge sessions to track the progress over the last few years. Members have revisited Access to GP/Dentistry services and Youth Services Reviews
- 3.3 The tracking report shows that overall, services are implementing the majority of the recommendations made by Overview and Scrutiny and that outcomes and ongoing work streams are in line with the spirit of the original recommendations. The report demonstrates that action plans have influenced key strategies and campaigns in a number of ways including actions being mainstreamed into ongoing service development through to specific initiatives.
- 3.4 Appendix 1 provides an update of the tracking system. It is organised by the broad themes from the new Community Plan with the additional area of Excellent Public Services to focus on Value for Money, performance and customer services. Where there are changes since the last update, they are highlighted like [this](#).
- 3.5 As noted in the report of 10th March 2009 meeting, many of the updates will not change significantly from one tracking report to the next given the nature of the recommendations. For each recommendation there is an indication of whether monitoring should continue and, if so, when a detailed update will be sought.
- 3.6 Appendix 1 summarises the progress made in implementing the recommendations arising from the reviews. This summary highlights some of the challenges faced in implementing the recommendations.
- 3.7 A number of the reviews are now monitored on an annual basis and were last considered at the October 2008 meeting. This report therefore includes updates on reviews monitored annually.
- 3.8 As with other corporate monitoring reports, a traffic light system is used to indicate progress. Red highlights an area where there has been no progress or there is significant delay in implementing the recommendations. Yellow indicates that the recommendation is in the planning stage or that, although there is some progress, this is less than satisfactory. Green shows that the recommendation has been achieved or progress in its implementation is satisfactory.
- 3.9 The report shows that in terms of the 11 action plans being monitored, 7 are at green with 4 currently at yellow, this is due to these reviews being in the early stages of implementation or that have only recently been agreed by Cabinet.
- 3.10 A number of reviews have been successfully tracked through to the completion of activities within the action plan. It is recommended that monitoring of these as part of the OSC Tracking Report should cease. These are the action plans for the Domestic

Violence, Major Planning Applications, Youth Services Plan, School Exclusions and Delivering Choosing Health.

4 Concurrent Report of the Assistant Chief Executive (Legal)

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

5 Comments of the Chief Financial Officer

- 5.1 This report details an update of the implementation of recommendations of the Overview and Scrutiny Committee. The reviews include value for money issues that allow monitoring of the use of resources by the Council and as evidence to the Audit Commission's assessment of how well it is managing and using its resources to deliver value for money and better and sustainable outcomes for local people.

6 One Tower Hamlets considerations

- 6.1 Equalities considerations are central to the work of the Overview and Scrutiny Committee. A number of reports and reviews have specific equalities themes including the interpreting and translation challenge session, which sought to respond to the issue of local and new residents' access to services, as well as those with sensory impairments.
- 6.2 Anti-poverty is key to many aspects of the work of the Overview and Scrutiny Committee. This theme is reflected in both the graduate unemployment review and the access to GP and dentistry services review, which sought to respond to local health inequalities through the issue of local residents' access to vital services.

7 Risk Management

- 7.1 There are no direct risk management implications arising from this report. Monitoring of the implementation of the Committee's recommendations is important to make sure that the Council responds to the suggestions and findings of Overview and Scrutiny's work.

- Appendix 1 Overview and Scrutiny Recommendation Tracking Update
- Appendix 2 Leaseholders – A study of Customer Care
- Appendix 3 Licensing of Strip Clubs
- Appendix 4 Choice Based Lettings
- Appendix 5 Young people’s participation in sports leading up to the Olympics
- Appendix 6 Tackling Anti-Social Behaviour
- Appendix 7 Graduate Unemployment
- Appendix 8 Evaluation of Neighbourhood Renewal Funding
- Appendix 9 Interpreting and Translating Provision Challenge Session
- Appendix 10 Access to GP and Dentistry Services
- Appendix 11 Tobacco Cessation in Tower Hamlets
- Appendix 12 The Use of Consultants

Overview and Scrutiny Recommendation Tracking Update

'A great place to live'

Issue Leaseholders – A Study of Customer Care	Recommendation Date 3 October 2007	Green
Monitoring Status – Maintain annual monitoring		
Recommendation This review was designed as a case study of the customer care received by people using Council services. In total 19 recommendations were made as a result, with 15 of these specifically for the leaseholder.	Response / Progress Of the 19 recommendations made by the review group, all are either implemented or partly implemented. The update is attached in appendix 2.	
Issue Licensing of Strip Clubs	Recommendation Date 5 November 2008	Yellow
Monitoring Status – Maintain six-monthly monitoring		
Recommendation The review investigated the impact of Strip Clubs in Tower Hamlets and considered approaches to regulation and licensing of Clubs in the future, within an appropriate legal framework.	Response / Progress An action plan showing the 14 recommendations is attached at appendix 3 for members' information. Proposed changes to government legislation means many of these recommendations will be implemented as part of these changes. A full update has been given as indicated in appendix 3.	
Issue Choice Based Lettings	Recommendation Date 3 December 2008	Yellow
Monitoring Status – Maintain six-monthly monitoring		
Recommendation This review looked into the councils approach to Choice Based Lettings Scheme for the allocation of housing, with particular emphasis on overcrowding, homelessness, accessibility of the scheme for disabled and elderly residents and the medical assessment process.	Response / Progress A comprehensive review of the Choice Based Lettings policy is currently taking place and is to be considered by Cabinet later this year. There has been some progress on a number of recommendations. An update is attached in appendix 4.	
Issue Young people's participation in sports leading up to the Olympics	Recommendation Date 14 January 2009	Green
Monitoring Status – Maintain six-monthly monitoring		
Recommendation The review looked into current initiatives in place around sports engagement for young people,	Response / Progress This report was submitted in Cabinet January 2009. A full update will be tabled at the Overview and Scrutiny Committee meeting.	

strategy and development regarding young people's participation in sports and the role of the PCT to address health issues using the Olympics as a catalyst to promote healthy lifestyles.	
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'A safe and supportive community'

Issue Review – Tackling Anti Social Behaviour	Recommendation Date 14 January 2009	Yellow
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Monitoring Status – Maintain six-monthly monitoring

Recommendation This review examined the future directions of the Council's Anti Social Behaviour Strategy, in line with national developments and policy, with particular emphasis on the effectiveness of current methods for tackling the problem, partnership working and engagement with young people.	Response / Progress This report was submitted by Cabinet in January 2009. A full update will be tabled at the Overview and Scrutiny Committee meeting.
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'A prosperous community'

Issue Graduate Unemployment	Recommendation Date 5 December 2007	Green
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Monitoring Status – No further monitoring

Recommendation This review examined the issue of the transition from education to employment amongst young people in the borough. Seven resulting recommendations were presented to Cabinet.	Response / Progress Progress has been made against recommendations apart from recommendation 1 as no funding has been identified. A full update has been attached in appendix 7.
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Issue Evaluation of Neighbourhood Renewal Funding	Recommendation Date 5 November 2008	Yellow
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Monitoring Status – Maintain six-monthly monitoring

Recommendation This review looked into how the Neighbourhood Renewal Funding is being used to deliver local priorities set out by local people through the Local Area Partnership and in the Community Plan; and the lessons for any similar funding that may be	Response / Progress The report was submitted to Cabinet in November 2008. A full update will be tabled at the Overview and Scrutiny Committee meeting.
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allocated through Tower Hamlets Partnership in the future.	
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'One Tower Hamlets'

Issue Interpreting and Translation Provision Challenge Session	Recommendation Date 10 June 2008	Yellow
Monitoring Status – Maintain annual monitoring		
Recommendation This Challenge Session was held to examine current interpreting and translation provision within the Council in the light of publication of the DCLG report 'Guidance for Local Authorities on translation of publications'. 7 recommendations were made as a result of the session which was also attended by a number of representatives from partner organisations.	Response / Progress There has been further progress made against the 9 recommendations from the last time this was reviewed in March 2009. However the yellow traffic light status denotes that some of this work is in the early stages and there further progress needed, as detailed in the appendix 9.	

'A healthy community'

Issue Access to GP and Dentistry Services	Recommendation Date 5 December 2007	Green
Monitoring Status – No further monitoring		
Recommendation This review was conducted by the Health Scrutiny Panel and examined what level of access residents in the borough have to GP and dentistry services. Consequently 11 recommendations were made to the PCT.	Response / Progress Of the 11 recommendations made, all are either implemented or there is ongoing work. The update is attached in appendix 10.	

Issue Tobacco Cessation in Tower Hamlets	Recommendation Date 30 July 2008	Green
Monitoring Status – Maintain six-monthly monitoring		
Recommendation This review was conducted by the Health Scrutiny Panel and examined the provision and impact of tobacco cessation services in Tower Hamlets. A total of 9 recommendations arose from the review, for both the PCT and LBTH.	Response / Progress An update on progress made against the recommendations is attached. Considerable progress has been made on all 9 recommendations as detailed in appendix 11.	

'Excellent public services'

Issue The use of consultants	Recommendation Date 30 July 2008	Green
Monitoring Status – Maintain annual monitoring		
Recommendation This review was established in order to investigate the use of consultants internally within the Council, leading to 7 recommendations being made.	Response / Progress There has been progress against all recommendations as shown in appendix 12.	

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Response to Scrutiny Working Group Report on Leaseholders and Customer Care – Appendix 2		
Recommendation	Response / Comments October 2008	Update –February 2009
<p>R1 Housing should explore the potential merit of establishing a new borough-wide leaseholder's forum. The Working Group would suggest that any new forum should see a balanced range of representation including: Council officers, Councillors, Leaseholder Representative Bodies. Functions of this forum might include; interalia,</p> <ul style="list-style-type: none"> • User test service charges • User test all future communications • Measure performance against an agreed set of performance indicators. • Review all communications with leaseholders in an effort to reduce the number of complaints and minimise the number of leaseholders withholding payment. This would include more detailed explanation of service charges including the differences and reasons 	<p>Proposals for the future THH resident involvement structure have been developed in consultation with the resident group set up to consider resident involvement. In addition a number of focus groups have been held with leaseholders on specific issues including communications, service charges and performance.</p> <p>The proposals for the future THH resident involvement structure set out a range of options including an option for a boroughwide leaseholder forum reporting to an overarching resident panel. Consultation on the options is currently being carried out through a survey of residents on the Getting Involved Register which is scheduled to complete in September.</p> <p>When finalising the proposals for future resident involvement structures all feedback will be taken into account.</p>	<p>Leaseholder focus group meeting monthly. Further discussion taking place to consider area groups and leaseholder representative on service improvement project.</p> <p>Leaseholder Focus Group meetings continue to be held monthly. Area forums are now being held in addition. Meetings have been used to consult on many issues including the S20 process and service charge methodology</p>

Response to Scrutiny Working Group Report on Leaseholders and Customer Care – Appendix 2			
Recommendation	Response / Comments October 2008	Update –February 2009	Updated October 2009
<p>for estimated and actual bills and why leaseholders in the same block may be paying different levels of charge</p> <p>R2 Housing should deliver greater transparency on the deliberations and decisions of Due Regard Panels (for Major Works) including giving leaseholder representatives an opportunity to present their case against works to the panel, providing feedback to local leaseholders on the outcomes and reasons for its decisions.</p>	<p>The procedure in respect of the Due Regard Panel has been amended and further information regarding the panels has been provided.</p>		<p>A revised S20 process has been consulted on with leaseholders and is being used for the pilot Decent Homes project. The Due Regard Panel has not been required recently but the process is being monitored.</p>
<p>R3 Housing should implement a key lessee system, seeking maximum estate coverage, similar to the one delivered by City West Homes.</p>	<p>We have explored this initiative with City West Homes.</p> <p>Relevant aspects of the City West key lessee scheme have been built into our proposals for service charges and estate inspections as well as leaseholder consultation.</p>		<p>Estate Inspections are now advertised for every area on the Tower Hamlets Homes website and residents are invited to take part.</p>
<p>R4 The key elements of service provision at a local level, such as cleaning, need to be subject to greater independent quality</p>	<p>A caretaking residents panel has been established and this panel has agreed new caretaking service standards and response times which are now being implemented.</p> <p>The Caretaking Residents panel has also</p>	<p>Monitoring taking place. Presentation of current plans and progress with caretaking took place with leaseholder focus group in November 2008.</p>	<p>A new cleaning inspection regime is being used to provide a rating of cleanliness of all areas.</p> <p>The Resident Monitoring</p>

Response to Scrutiny Working Group Report on Leaseholders and Customer Care – Appendix 2		
Recommendation	Response / Comments October 2008	Update –February 2009
	<p>identified a resident monitoring panel who are scheduled to receive training on monitoring standards. The panel will be undertaking regular monitoring of cleaning standards on estates from October 2008.</p>	<p>Panel receives reports on caretaking standards and takes part in inspections, along with estate inspections</p>
R5	<p>review and that the involvement of leaseholders in estate inspections needs to be enhanced. The Working Group believes the key lessee system would support this.</p> <p>Housing should conduct a review of its leaseholder communications, and guidance pack with a view to increasing accessibility and penetration of leaseholders.</p>	<p>Further improvements in leaseholder communication being incorporated into service improvement project.</p> <p>A regular newsletter for leaseholders now being produced. The Readers Panel is being used and a greater level of involvement from the focus group has been invited.</p>
R6	<p>Housing must publish the “apportionment of time” data that informed the Housemark benchmarking exercise. Housing should undertake, in partnership with leaseholders, a review programme focused on improving service charge transparency and data provision.</p>	<p>Calculation of charges being revised as part of service improvement project. Consultation with leaseholders and reference to housemark will be included.</p> <p>A new methodology for service charges was used to produce 08/09 actuals in consultation with focus group and THLA and peer reviewed by City West Homes</p> <p>Additionally, an Independent Audit of the methodology used to calculate leasehold service charges with particular reference to</p>

Response to Scrutiny Working Group Report on Leaseholders and Customer Care – Appendix 2		
Recommendation	Response / Comments October 2008	Update –February 2009
		Updated October 2009 the Housemark model has been commissioned by the Council and is scheduled to commence in November 2009. THLA are active members of the Steering Group for this project.
R7 Housing should send all leaseholders – and tenants – the caretaking schedule for their block, details of the annual horticultural maintenance programme, and clarify which other blocks are included in the estate cleaning service charge. The Working Group would also encourage Housing to consider including full details of the works covered by the block maintenance charge in the 'Actual'.	Caretaking schedules have been placed in the noticeboards of each block and work is ongoing to provide similar information on horticulture. We are also making this information available on our website.	Grounds maintenance schedules being placed in noticeboards during March 2009. Schedules are now on notice boards. The full details of the works carried out are not included on the invoice at present due to limitations in the Northgate system. THH are looking at ways of making it easy for leaseholders to see how the charge is made up, this forms part of the next phase of the Leasehold Improvement Plan
R8 The Working Group welcome the steps being taken to improve staff training and Leaseholder open days. These actions should be maintained and embedded further to	Completed and subject to annual review.	An extensive staff training programme is now in place. Leaseholder engagement workshops are now established, monthly leaseholder

Response to Scrutiny Working Group Report on Leaseholders and Customer Care – Appendix 2		
Recommendation	Response / Comments October 2008	Update –February 2009
improve leaseholder engagement.		Updated October 2009 service “drop ins” happen locally and leaseholder staff are working in One Stop Shops on Saturday mornings
R9 Housing should ensure that it implements and embeds fully all aspects of the Council’s Customer Promise, in both process and culture.	Completed and subject to annual review. All staff transferred to THH received a specific induction on the values and customer ethos of THH, and this is ongoing.	THH’s revised customer promise has been consulted on and implemented. Work continues to develop value based behaviours
R10 There is clear evidence that a significant number of leaseholders lack confidence in the current Alternative Dispute Resolution (ADR) scheme’s independence and fairness. The Working Group believe that 3 options should be considered by Housing and Cabinet, following consultation with leaseholders and their representatives: i. Relaunch the current ADR scheme. There would need to be clear communication to leaseholders that the system had changed and	Discussions have taken place with THLA and a paper setting out four potential ADR options has been developed. This paper is currently subject to consultation with THLA. Once agreed a wider consultation involving a range of stakeholders will be carried out and firm recommendations developed for THH Board and the Council’s Cabinet. In the meantime, we have been obtaining improved feedback from the current scheme and we are continuing to ensure leaseholder service charge disputes are properly investigated and settled where possible.	Discussions continues with THLA, which has been invited to submit proposals for an amended scheme. Meanwhile, improvements to the process of dealing with complaints are being considered as part of the service improvements plan. THLA proposals for revisions have not yet been received, however, there have been few complaints about the ADR process since the formation of THH

Response to Scrutiny Working Group Report on Leaseholders and Customer Care – Appendix 2			
Recommendation	Response / Comments October 2008	Update –February 2009 Updated October 2009	
<p>what the improvements were intended to achieve. This would include: clearer information about the new transparent ADR process including:</p> <ul style="list-style-type: none"> - That the ADR is one option and clearly set out the different options, and when each one is most appropriate. - Clearer guidelines around the specifics of the process, including the rights and responsibilities of both parties. ii. Disband the ADR process and make all complaints go through the corporate complaints procedure. If this option was taken it would be necessary for an option of arbitration/ mediation to take place between stage two and three of the complaints procedure. iii. Develop a new ADR scheme reflecting current industry best practice 			
R11	The current relationship between the ADR scheme, the use of a	This recommendation is linked to recommendation 10 above.	As per recommendation 10

Response to Scrutiny Working Group Report on Leaseholders and Customer Care – Appendix 2		
Recommendation	Response / Comments October 2008	Update –February 2009
<p>Leaseholder Valuation Tribunal and Corporate Complaints Process is not clear. As a matter of urgency, Housing should, in consultation with key leaseholder groups, provide clear guidance to staff and leaseholders on the role of each process.</p>	<p>Restructuring of Local Service Centres and the Home Ownership Service has now been completed and alignment to LSC areas has been carried out wherever possible.</p> <p>We are in the process of carrying out a trial, giving teams within the central leaseholder teams specific responsibility for each LSC area. We will keep this under review to ensure close working continues to develop between the central team and the LSC offices.</p>	<p>Trial linking Leaseholder officers to patches continuing. Wider review will take place when service improvements achieved.</p>
<p>R12 The Working Group would encourage Housing to adopt a model which includes:</p> <ul style="list-style-type: none"> • officers within the central team being given geographical patches to provide a more cohesive service • Specific Leaseholder Officers within the Local Housing Office, proportionate to the number of leaseholder properties • More leaseholder services to be provided at the Local Housing Office. 	<p>In August Tower Hamlets Homes implemented a system of housing management by 26 Neighbourhoods, each with its own neighbourhood team consisting of:</p> <ul style="list-style-type: none"> ◆ Charge hands/Caretakers ◆ ASB Officers ◆ Neighbourhood Engagement Officers ◆ Leasehold Services Officers ◆ Rent Officers ◆ Repairs Inspectors <p>Named leasehold officers will be publicised along with neighbourhood housing officers by end November.</p>	<p>Updated October 2009</p>

Response to Scrutiny Working Group Report on Leaseholders and Customer Care – Appendix 2			
Recommendation	Response / Comments	Update –February 2009	Updated October 2009
R13 Housing should review the current contract with Citizens Advice Bureau (CAB) so that it provides a service that deals specifically with managing the financial issues faced by leaseholders.	A report on the CAB and the options available has been prepared for further discussion.	Further review in light of 'credit crunch' being undertaken in March 2009.	A Financial Inclusion Project is part of the improvement plan and an external review is being carried out.
R14 Housing should meet with Tower Hamlets Community Credit Union to explore developing specific support for leaseholders so that they can access affordable loans.	Initial discussions held with TH Credit Union in 2007. A bid has been made for Supporting People funding to develop specific proposals. This has been discussed with TH Credit Union who are taking proposals to their Board in Sept/Oct 2008.		This forms part of the external review of financial inclusion policies.
R15 Housing should provide clear guidance to leaseholders on the law surrounding statute barred debt.	Information is provided on a case by case basis as the extent to which any debt is statute barred depends on the particular circumstances of each case.		To be clarified by Housing Service
R16 Communication underpins how the Council deals with local residents. In improving the responsiveness of services, the Council needs to invest further so that communication is clear, accessible and appropriate to services.	Tower Hamlets Homes (THH) has invested in a permanent Communications Manager to enhance and improve communications with THH residents. A communication protocol has been established between the Council and Tower Hamlets Homes (THH) communications team to ensure targeted and precise communications. These include a strategy for the Estate Improvement Programme and the launch of the	Upgraded communications plan agreed. More frequent information for all residents included.	Leaseholder newsletter along with local newsletters provide greater information. New leaseholder handbook to be published before end of year.

Response to Scrutiny Working Group Report on Leaseholders and Customer Care – Appendix 2		
Response / Comments	October 2008	Update –February 2009
<p>Recommendation</p> <p>This is particularly important in explaining the reasons for the way that services are delivered, particularly where individual charges are being raised.</p>	<p>Overcrowding Strategy.</p> <p>Regular liaison meetings take place between the LBTH & THH Communications colleagues.</p> <p>A THH website has been established.</p> <p>THH is communicating regularly with tenants and leaseholders through the 'Open Door' newsletter which is distributed every two months.</p> <p>A communications strategy will be considered by the THH board in October.</p>	<p>Updated October 2009</p>
<p>R17</p> <p>The Council needs to explore further how it can get closer to customers. For front-line high volume services such as housing, it would seem beneficial to have a strong connection between service providers and localities. This seems to provide the greatest potential to build a strong customer relationship based around both ownership and accountability.</p>	<p>South Poplar OSS opened in April 2008 and proving to be a popular location for customers. The five OSS are working with the LSC's to provide services to customers.</p>	<p>The 26 Neighbourhood Housing teams include the lead housing officer and leasehold officer. Information on the teams is being circulated to residents in November so they know who to contact. .</p>
<p>R18</p> <p>The Corporate Complaints Process is a crucial part of the Council's delivery of the customer promise. The Council should ensure</p>	<p>Procedures have been put in place and are working well in relation to complaints monitoring between the Council and THH. The complaints procedure is promoted on THH website.</p>	<p>Training was provided to leasehold services staff which included training on the role of Leasehold Valuation Tribunals to</p>

Response to Scrutiny Working Group Report on Leaseholders and Customer Care – Appendix 2		
Response / Comments October 2008	Update –February 2009	Updated October 2009
<p>that its relationship with any other statutory or non-statutory processes that directorates may use is clear to both staff and residents.</p> <p>R19 The Customer Promise is a vital statement of the Council's culture and delivery of Excellent Public Services. The Council should develop clearer mechanisms for ensuring both the spirit and content of the Customer Promise are being delivered in Directorates.</p>	<p>New performance indicators have been agreed as part of the development of the new Strategic Plan. A review of the Customer promise is also under way and will be presented to Members in due course.</p> <p>New methods to monitor customer satisfaction have now been put in place. These include kiosks in OSS and automated surveys with the contact centre as well as mystery shopping.</p>	<p>complement their understanding of the Complaints process.</p> <p>THH have commissioned an independent company to conduct a range of resident satisfaction surveys including a customer access survey and an annual caretaking survey. The Tracker survey aims for a minimum response of 250 per month. Results will be reported to the Council and THH's Board as part of the Business Critical suite of indicators reported monthly, will be published via newsletters, THH website</p> <p>(See also Recommendation 9)</p>

When the Overview and Scrutiny report was produced it coincided with Central Government consultation which proposed changes to legislation that would change designation of Lap Dancing and striptease premises. This coincided with recommendations from the O&S which was to campaign for these proposals. As a result the energies of the Licensing Team were focussed on contributing to the consultation process. This involved producing a report for Central Government (which included the detail of the outputs from the O&S process). LBTH officers were asked to attend a meeting with the Minister to discuss the proposals and explain our position on Lap Dancing and Striptease. The results of the consultation have recently been announced and Central Government are now progressing to introduce new legislation in the new year. When the legislation is introduced the indications are that if a local authority chooses to adopt the new legislation (which LBTH will) it will have to power to limit the number of Lap Dancing and Striptease premises. This number can be nil. The new legislation will apply to existing premises. This will mean that Lap Dancing and Striptease premises could be removed from the Borough. Therefore some of the recommendations have only partly been implemented

Response to Scrutiny Working Group Report on the Licensing of Strip Clubs – Appendix 3

Response / Comments	Date	Update: Oct 2009
<p>Recommendation</p> <p>R1 That an extra post is created in the Licensing Department, with a remit focusing on the enforcement of licensing conditions applying to strip clubs in the borough. Furthermore, that this officer liaises very closely with the Police to ensure information is properly shared.</p>	<p>The Director for Communities, Localities and Culture has agreed that necessary resources equating to one FTE will be made available to focus on the enforcement of licensing conditions applying to strip clubs and will ensure this resource works closely with Police in terms of information sharing, this will ensure that necessary expertise is developed in this area. The necessary resource will be identified from within existing enforcement structures as part of the generic enforcement review being undertaken within the Directorate. It is also proposed that the outcomes from Recommendation 2,3,4 & 5 are assessed before extra resources are committed</p> <p>Action</p> <ul style="list-style-type: none"> ○ Review Licensing resources, processes and procedures ○ Analyse intelligence and information from outputs from Recommendations 2,3,4&5 ○ Analyse the demands needed for extra striptease activity ○ Identify necessary resource via review of enforcement structures within the Directorate 	<p>We have reviewed the licensing resources as part of a bench marking exercise. After the Overview & Scrutiny Report legislation changes were going to be proposed. Any resourcing issues will be</p> <ul style="list-style-type: none"> ○ Aug 2008 ○ Oct 2008 ○ Oct 2008

Response to Scrutiny Working Group Report on the Licensing of Strip Clubs – Appendix 3

Recommendation	Response / Comments	Date	Update: Oct 2009
		<ul style="list-style-type: none"> ○ Nov 2008 ○ Nov 2008 	<p>decided as and when the new legislation is in place.</p> <p>The new legislation will classify lap dancing and striptease premises as sex encounter venues. If the draft legislation becomes law Local Authorities who adopt the legislation will be able to restrict the number of premises in their area to zero effectively banning lap dancing and striptease.</p>

Response to Scrutiny Working Group Report on the Licensing of Strip Clubs – Appendix 3

Response / Comments	Date	Update: Oct 2009
<p>Recommendation</p>		<p>Enforcement has been ongoing and premises are visited on a regular basis to check for compliance with the conditions of the licence. Legal action follows and one premise was prosecuted in July of this year for breach of conditions of the licence.</p>
<p>R2 That the Council works closely with the Police to makes clear to residents the proper channels for reporting any incidents arising from existing premises. Should information be published or distributed, this should be done bilingually. Ways to report</p>	<p>Striptease cannot be highlighted as a particular area for scrutiny. This initiative should include all Licensed premises.</p> <p>The method of publicity and marketing will be through the Council web site and East End Life. A programme will be developed with colleagues in Corporate Communications and CLC Strategies and Programmes</p>	<p>All premises applying for a licence including those proposing striptease</p>

Response to Scrutiny Working Group Report on the Licensing of Strip Clubs – Appendix 3

Recommendation	Response / Comments	Date	Update: Oct 2009
<p>incidents must include effective ways of capturing any information or evidence residents collect, so that sanctions may then be applied, including the ultimate possibility of a review of the license and it being revoked.</p>	<p><u>Action</u></p> <ul style="list-style-type: none"> ○ Develop and implement a communications plan to raise awareness on how and when stakeholders can raise issues about Licensed premises and how Licences can be reviewed 	<ul style="list-style-type: none"> ○ Aug 2008 	<p>have statutory consultations to fulfil such as a public notice at the premises and an advert in a locally circulated newspaper. Additionally the Licensing Authority consult residents and businesses in a 40m radius of the premises. A communication plan will be dependent on the change of legislation as there is proposed to be provision in the Act for Local Authorities to</p>

Response to Scrutiny Working Group Report on the Licensing of Strip Clubs – Appendix 3

Recommendation	Response / Comments	Date	Update: Oct 2009
<p>R3 That the Council consider targeting mobile CCTV in the vicinity of premises operating striptease, to provide evidence of the extent of crime and disorder associated with these premises. To this end, the Council should also consider commissioning research to verify claims that there are direct links between strip clubs and crime and disorder (particularly crime of a sexual nature).</p>	<p>Where fixed CCTV exists near striptease premises surveillance is straight forward. If temporary CCTV is required proposals will have to be developed with Community Safety</p> <p>It is suggested that research should take place if extra complaints are received as a result of recommendation 2 initiative and any intelligence that comes from CCTV surveillance.</p> <p>Action</p> <ul style="list-style-type: none"> ○ Prepare a surveillance proposal for Community Safety to consider. ○ Assess resources and develop action plan ○ Review plan based on new intelligence and information received 	<ul style="list-style-type: none"> ○ Aug 2008 ○ Sept 2008 ○ Oct 2008 	<p>set the number of premises to NIL which will ban</p> <p>Static CCTV is used to monitor outside premises. There are limited resources for mobile CCTV however if continued inspections and surveillance reveal crime & disorder and anti social issues. There is a facility to employ mobile CCTV to evaluate and investigate.</p>

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Recommendation	Response / Comments	Date	Update: Oct 2009
			<p>There have been no complaints about crime or anti social behaviour outside a premise, CCTV surveillance has taken place but has not revealed any crime & disorder.</p>
<p>R4 That the Council reminds all owners of their obligations under the recently amended Licensing Policy to prevent advertising on and around their premises causing offence to local residents. Following this, the officers should investigate what advertising is in place, and if it contravenes the policy, to take appropriate action.</p>	<p>All licensed premises that hold striptease have a condition that bans offensive advertising.</p> <p>All premises will be inspected and if offensive advertising exists the premises will be warned and if they persist enforcement action will take place</p> <p>All striptease premises will be reminded of their obligations when their annual fee is due.</p> <p><u>Action</u></p> <ul style="list-style-type: none"> ○ Carry out a programme of Inspection of all striptease premises in the Borough to advertising and carry out any remedial enforcement action 	<ul style="list-style-type: none"> ○ July 2008 	<p>All premises have been inspected and will be inspected and</p>

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Recommendation	Response / Comments	Date	Update: Oct 2009
	<ul style="list-style-type: none"> All striptease premises to be reminded of their advertising obligations when their annual fee is due 	<ul style="list-style-type: none"> Ongoing 	<p>no offensive advertising has been found.</p> <p>This action was and is programmed for when the annual fees are due.</p>
<p>R5 That the Council should make written representations to owners of billboards and the owners of premises where the billboards are put up to request that they do not put up advertisements for strip clubs. Furthermore, that existing striptease license holders as well as new applicants are asked not to advertise, either within the borough or outside.</p>	<p>All billboard owners will be written to, to ask them not to put up advertisements for strip clubs</p> <p>Existing and new striptease premises will be written to asking not to advertise inside or outside the Borough</p> <p>Comments from Legal Services have been incorporated into the body of the report.</p> <p><u>Action</u></p> <ul style="list-style-type: none"> Obtain from Planning details of all bill board owners within the Borough Communicate with all bill board owners asking them not to advertise striptease premises in the Borough All existing striptease premises asking them not to advertise either within or outside the Borough 	<ul style="list-style-type: none"> Aug 2008 Sept 2008 Aug 2008 	<p>Details have been requested from planning. Action to be completed</p> <p>Surveys are</p>

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	Response / Comments	Date	Update: Oct 2009
<p>Recommendation</p>			<p>regularly carried out and if striptease premises are advertising action will be taken.</p>
<p>R6 That the Council lobbies the ASA in order to prevent strip clubs from advertising on billboards.</p>	<p>The ASA code will be examined to assess whether striptease billboard advertising comes within there remit. Lobbying will then take place</p> <p><u>Action</u></p> <ul style="list-style-type: none"> ○ ASA code examined and assessed ○ ASA lobbied if appropriate 	<ul style="list-style-type: none"> ○ Aug 2008 ○ Sept 2008 	<p>The Committee of Advertising Practice (CAP) is part of the Advertising Standards Authority and is the self-regulatory body that creates, revises and enforces the Advertising Code. The CAP code has been examined and there is no evidence to date.</p>

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Response / Comments	Date	Update: Oct 2009
<p>R7 That quarterly meetings are held between officers in Planning and Licensing to discuss any prospective applications that are or will be relevant to both departments. Meetings should also take place as and when potential issues arise. Should these meetings raise question marks over certain premises, applicants should be strongly informed that operating without both a license and planning permission could result in prosecution.</p>	<p>There is a series of meetings is already programmed for senior managers.</p> <p>Meetings every three months would not be responsive enough. Applications for striptease premises are very irregular. It is suggested that meetings between Planning and Licensing take place take place when applications are received.</p> <p><u>Action</u></p> <ul style="list-style-type: none"> ○ Quarterly meetings arranged between senior managers from Licensing and Planning to discuss joint issues which will include any issue relating to striptease premises ○ Licensing Managers to ensure there is a meeting between Licensing and Planning Officers to discuss new applications for premises wishing to hold striptease 	<p>Ongoing</p> <p>All new premises licences under the Licensing Act 2003 have statutory consultation going to all responsible authorities, Planning is one of them. If there are any conflicts these are discussed</p>
	<ul style="list-style-type: none"> ○ Completed ○ June 2008 	

Response to Scrutiny Working Group Report on the Licensing of Strip Clubs – Appendix 3

Response / Comments	Date	Update: Oct 2009
<p>Recommendation</p>		<p>and progressed.</p>
<p>R8 That the Council makes a clear (bilingual) public statement that it does not want strip clubs in the borough, in order to discourage applications for such premises.</p>	<p>Comments from Legal Services have been incorporated into the body of the report.</p> <p>If a statement is made it should be multilingual.</p> <p>Action</p> <ul style="list-style-type: none"> ○ Engage with relevant stakeholders and determine who and how statement should be made ○ Publish statement 	<p>This statement was made as part of the publishing of the Overview & Scrutiny Report and available on the web. The new legislation when adopted, will be the opportunity for the Council to restate its position, the new legislation will enable the Council to</p>
	<ul style="list-style-type: none"> ○ Aug 2008 ○ Sept 2008 	

Response to Scrutiny Working Group Report on the Licensing of Strip Clubs – Appendix 3		
Recommendation	Response / Comments	Date
		Update: Oct 2009 affectively ban lap dancing and striptease in the Borough.
<p>R9 That residents within the current 40m radius from any premises that are applying for a striptease license (in keeping with the set limit for consultation for all types of licence applications) are given detailed information of what they need to do should they wish to make representations to object. In particular, it should be made clear that objections must be framed with reference to the four Licensing Objectives, and not under any other arguments.</p>	<p>Comments from Legal Services have been incorporated into the body of the report.</p> <p>In light of the legal advice the activity from this recommendation is linked to Recommendation 2</p> <p><u>Action</u></p> <ul style="list-style-type: none"> ○ Develop and implement a communications plan to raise awareness on how and when stakeholders can raise issues about Licensed premises and how Licences can be reviewed 	<p>Completed</p> <p>The procedures are explained on the Licensing Web page. Any enquiries are dealt with by way of a letter or the option of a meeting with a licensing officer. A communication plan will be dependent on the change of legislation as there is proposed to be provision in the Act for</p>

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<p>Recommendation</p>		<p>Local Authorities to set the number at NIL. If this occurs no communication plan will be needed</p>
<p>R10 That the Council considers ways in which, for strip clubs, consultation can be undertaken on a wider scale than the current 40m radius.</p>	<p>Comments from Legal Services have been incorporated into the body of the report.</p> <p>Some research is needed to scope the activity related to this recommendation.</p> <p><u>Action</u></p> <ul style="list-style-type: none"> ○ Consult further with Legal Services on this issue ○ Benchmark other Councils to see if tiered consultation is being used ○ Prepare recommendations for action 	<p>This action was superseded by the proposed change in legislation which is seeking to re-designate lap dancing and striptease venues as sex encounter establishment</p> <ul style="list-style-type: none"> ○ Aug 2008 ○ Oct 2008 ○ Nov 2008

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Recommendation	Response / Comments	Date	
<p>R11 That the possibilities for referral to the 'saturation' policy are explored fully, to examine whether this could be utilised to minimise the number of clubs in the borough.</p>	<p>Comments from Legal Services have been incorporated into the body of the report.</p> <p>Further research on this matter is required and the evidence , information and intelligence from the activities relating to recommendations 2,3,4 &5</p> <p>Action</p> <ul style="list-style-type: none"> ○ Consult further with Legal Services on this issue ○ Benchmark other Councils to see if cumulative impact has been used to limit striptease premises is being used ○ Review evidence , information and intelligence from the activities relating to recommendations 2,3,4 &5 ○ Prepare recommendations for action 	<ul style="list-style-type: none"> ○ Aug 2008 ○ Oct 2008 ○ Nov 2008 ○ Jan 2009 	<p>s.</p> <p>The proposals for the Sex Encounter legislation changes are likely to give the Council the option of limiting the number of premises holding striptease or lap dancing in the Borough to Nil.</p>
<p>R12 That the Council's Equalities Team performs an EQIA on the licensing of strip clubs from the perspective of gender, to establish evidence in support of a more assertive approach to licensing and explore other opportunities for legal challenge (see recommendation 3).</p>	<p>The Diversity and Equality Team have advised:</p> <p>An EQIA would provide an opportunity to explore the impact of strip club licensing procedures and policies on equality target groups. Under the Equality Act 2006 the Council has a duty to be proactive in eliminating discrimination and harassment in relation to gender rather than waiting for individuals to take out harassment cases.</p> <p>A meaningful EQIA process relies on the collection and analysis of accurate data relating to each of the equalities target groups.</p>		

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	<p>Further research on the impact of licensed strip clubs on various equality target groups is therefore required. Evidence arising from the activities relating to recommendations 2 and 3 will support this recommendation.</p> <p><u>Action</u></p> <ul style="list-style-type: none"> ○ A EQIA of strip club licensing be scheduled into the CLC Directorate programme for 2008-09 ○ Review evidence , information and intelligence from the activities relating to recommendations 2 and 3 ○ CLC Licensing Team to undertake an EQIA with the support of the Diversity and Equality Team 	<p>June 2008</p> <p>October 2008</p> <p>March 2009</p>	<p>This EIA was not in the CLC Directorate program. EQIA has not yet taken place, it is on hold pending the outcome of the Sex Establishments legislation.</p>
<p>R13 That the Council seeks to lobby government to change primary legislation (as set out in the Licensing Act 2003) so that strip clubs can be classified as sex encounter establishments.</p>	<p>Recently the Durham MP Victoria Blackman-Woods sought to introduce a Private Members Bill which proposed national legislation to designate strip clubs and lap dancing venues as sexual encounter establishments. It is not likely that this Bill will be enacted but it has led to the Government initiating a consultation process with all local authorities. The Minister responsible has written to local authorities outlining plans to consider limiting the increase of striptease and lap dancing premises and controlling the</p>		

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	<p>activities that take place within them. This will include considering whether or not lap dance clubs should be classified as "sex encounter establishments". A response to this consultation will be given and programme of lobbying developed</p> <p><u>Action</u></p> <ul style="list-style-type: none"> ○ Seek views on the current consultation process being carried out by Central Government ○ Respond to the consultation ○ Produce and deliver a programme of action 	<ul style="list-style-type: none"> ○ Jul 2008 ○ Aug 2008 ○ Sept 2008
		<p>This has been done. The Overview & Scrutiny report was included in our response. LBTH met with (at the time) Minister Vernon Coker to present the LBTH case. Draft legislation has now been produced which will reclassify striptease and lap dancing as Sex</p>
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Response / Comments	Date	Update: Oct 2009
<p>Recommendation</p>		<p>Encounter establishments.</p>
<p>R14 That the Council hosts a pan-London event (with the support of OBJECT) to engage with other communities and get greater levels of support and cooperation in these attempts to lobby government.</p>	<p>This event will link with R13 activity.</p> <p>Action</p> <ul style="list-style-type: none"> ○ With stakeholders produce objectives and scope of event ○ Deliver event 	<p>Draft legislation has now been produced which will reclassify striptease and lap dancing as Sex Encounter establishments.</p> <p>This action was linked to R13. The event is not necessary</p>
	<ul style="list-style-type: none"> ○ Oct 2008 ○ Feb 2009 	

Response to Scrutiny Working Group Report on Choice Based Lettings – Appendix 4

Recommendation	Response / Comments	Date	Update: Oct 2009
<p>R1. That research is undertaken to identify whether bidding habits are based on positive attributes or constraining factors and to identify the ability of the system to work with different community needs to identify how far CBL promotes or otherwise community cohesion;</p>	<p>It is proposed to specify that focus groups are held with support agencies and groups as part of the EIA to ensure this recommendation is implemented. The focus groups will look at the underlying reasons behind residents bidding choices and to assess any Community Cohesion implications arising. This will look at the size, type and areas of bidding. An analysis of bidding patterns by ethnicity will to be carried out.</p>	<p>March 2010</p>	<p>The review of the Lettings Policy undertaken this year has produced proposals for a new Lettings Policy in line with R10. The review has concluded that the present policy on bidding is unhelpful and generates negative bidding behaviour. Changes are proposed to current policy on bidding.</p> <p>The proposed new Lettings Policy is about to undergo public & stakeholder consultation before final proposals are put to Cabinet for decision on a new Lettings Policy early next year. Focus groups and consultation with voluntary and statutory agencies form part of the consultation. Analysis of bidding patterns by ethnicity will be part of the EQIA that will be form part of the final report to Cabinet.</p>
<p>R2. That a full Equality Impact Assessment of CBL is undertaken in 2009/2010 including giving consideration to impact on community cohesion;</p>	<p>A full EIA will be carried out once any policy changes arising from the O&S review have been assessed, to ensure policy proposals do not have a negative impact on any group. It is intended that this be commissioned independently with a two stage review looking at the current position and proposals as well as when policy proposals are firmly developed, and link this to the development of the overall housing strategy.</p>	<p>March 2010</p>	<p>The proposals for a new Lettings Policy have been subject to an EQIA. The initial assessment of the proposals does not indicate a negative impact upon any group. Further assessment of equalities impact of the proposals will be undertaken as part of the consultation process. The results of the consultation in relation to equalities impact assessment issue will form part of the final report to Cabinet for decision on a new Lettings Policy.</p>

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Recommendation	Response / Comments	Date	Update: Oct 2009
<p>R3. That work is developed to address the issue of the lack of transparency in decision making to improve community understanding and expectations of CBL, including communicating positive stories to the community to address perceptions of unfair community lets, changing the policy to allow 2 bids only per applicant per bidding cycle, replacing the coupon system;</p>	<p>To improve transparency in the short term adverts will contain information on which rehousing group preference will be given in respect of particular properties. This will be done in accordance¹ with the new Code of Guidance¹ which states: “It is important that the practical application of such labelling should be operated in accordance with criteria and policies which are set out clearly in the authority’s allocation scheme, and the effect should not be directly or indirectly discriminatory” Proposals will be further developed to address this recommendation, including restricting bidding and replacing coupons, which could enable feedback at the time of bidding, as well as improving other feedback mechanisms. As part of the proposals analysis of use of coupons will be carried out and arrangements put in place with the One Stop Shops to encourage use of telephone and internet bidding.</p>	<p>April 2009.</p>	<p>Lettings information is now being published regularly as well as monthly supply and demand data. Advertising of properties where preference is to be given may not be necessary under the proposed new Lettings Policy although this is still being considered. The new policy proposals recommend changes to bidding policy with a view to encouraging less bidding in volume and more rational choice being exercised. The present policy does not encourage this. Analysis of use of coupons has been carried out including a survey of coupon users. Telephone and internet bidding facilities have been provided at One Stop Shops which can be used free of charge. Training has been made available for applicants to use these options. Internet and telephone bidding has therefore increased. Currently 65% of applicants who bid regularly bid online, 22% by telephone.</p>

¹ Paragraph 4.73, Code of Guidance, Allocation of Accommodation: Choice Based Lettings issued on 27th August 2008.

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Recommendation	Response / Comments	Date	Update: Oct 2009
<p>R4. That service improvement activities are developed based on the feedback obtained from the users and providers service improvement focus group with particular focus on improving access for those who have sensory disabilities and improving customer understanding of CBL;</p>	<p>Service improvement activities will be developed to address this recommendation. This will include revisions to the current housing application form to better identify disability and support needs.</p> <p>Arrangements are also being put in place to upgrade the Homeseekers website, which will allow the font size to be adjusted for those with visual impairment, and talking heads (browse aloud) facility.</p> <p>All literature produced will contain information on services available for those who need assistance with bidding. This will be reviewed as part of the EIA.</p>	<p>December 2008</p>	<p>The application form has been revised to collect more information on disabilities and support needs.</p> <p>Work is in progress on upgrading the Homeseekers website.</p> <p>Literature now contains information and contact details for those who need assistance with bidding.</p>
<p>R5. That LBTH joins the East London Lettings company subject to a full feasibility study of what ELLC can offer to LBTH residents;</p>	<p>LBTH will consult with and agree the scope of the feasibility study with our Common Housing Register partners as all partners will need to agree to join the scheme.</p> <p>It is also proposed to carry out a full feasibility assessment to include, cost, services provided, value for money, staffing implications and best practice and</p>	<p>By March 2009</p>	<p>This has not yet been achieved. However, 29 July Cabinet agreed comprehensive proposals for a new Lettings Policy to be put to full public consultation. A final report to Cabinet is anticipated in early 2010 with implementation of the new policy to follow from April 2010.</p> <p>As part of the forward planning for implementation for the new policy and for the necessary IT adjustments to be made, feasibility of joining ELLC will be considered or whether development of existing IT provision</p>

Response to Scrutiny Working Group Report on Choice Based Lettings – Appendix 4

Recommendation	Response / Comments	Date	Update: Oct 2009
<p>R6. That a Local Lettings Plan is adopted for all new developments of 20 units or more affordable homes to promote mixed tenure, mixed communities and sustainable housing and delivering priority for adult children of existing social tenants by setting a specific proportion for this group;</p>	<p>make recommendations to the Council and CHR partners.</p> <p>It is proposed to develop proposals for local lettings plans [for larger developments] with Common Housing Register partners as part of the proposals for policy changes and assess how transparency and priority will be met in this context, as well as ensuring decanting requirements can continue to be met. This will be developed as part of the overall housing strategy.</p> <p>Any proposals for local lettings plans will need to take account of the new Code of Guidance which states:</p> <p>“it will not usually be appropriate to apply to local lettings policies to more than a limited part of a local authority’s stock (or stock to which the authority has nomination rights)”²</p> <p>These proposals will need to be subject to full consultation with residents.</p>	<p>By March 2009</p>	<p>can provide sufficient facility to provide and equivalent level of service.</p> <p>Once the consultation period on the new Lettings Policy has ended, a report will go to Cabinet for decision early in 2010. The new policy will include provision for local lettings plan to be agreed when appropriate.</p> <p>It is also intended to recommend that an annual Lettings Plan to Cabinet take place that will complement the new Lettings Policy.</p> <p>Implementation of the new policy. This will contain information and analysis of relevant supply and demand factors and targets for main demand groups including decanting requirements for the coming period. It will also set out monitoring and reporting arrangements.</p>
<p>R7. That an open, non-</p>	<p>The current Sons & Daughters</p>	<p>March 2009</p>	<p>The proposed new Lettings Policy contains</p>

² Paragraph 4.70, Code of Guidance, published 27th August 2008.

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Recommendation	Response / Comments	Date	Update: Oct 2009
<p>discriminatory Sons and Daughters policy be considered for adoption as part of the new lettings policy and as part of the Council's affordable homes policy;</p>	<p>policy is designed to assist those households where overcrowding within the host household is most acute. Any extension of this policy will need to comply with the new Code of Guidance. It is intended that options for a new scheme will be developed aimed at complementing strategies to reduce overcrowding and prevent homelessness. Policy proposals developed will need to be subject to detailed consultation with residents.</p>		<p>three elements in relation to extending current sons & daughter's policy.</p> <ol style="list-style-type: none"> 1. A proposal to reduce the level of overcrowding in a household for a son or daughter of existing tenant to qualify for independent rehousing as the present level is considered unreasonably high. 2. A new provision to rehouse an adult son or daughter of existing tenants where the tenant also wishes to move to a smaller property. The outcome would result in an under occupation move and release a larger property for letting to another household 3. A percentage of available housing to be set aside annually for sons & daughters of tenants of Common Housing Register partners where they would not qualify for housing through any other category in the policy. In order to comply with legislation and CLG Code of Guidance this percentage is expected to be modest, but will be decided upon by Cabinet when setting targets as part of the annual Lettings Plan.
<p>R8. That the work between Children's Services and Development and Renewal Directorates continue with a view to identifying housing solutions that accommodate more Looked</p>	<p>To liaise with housing in relation to adjusting the fostering protocol so that adult children of foster carers can be prioritised in relation to being offered their own accommodation. This is</p>	<p>November 2008</p>	<p>Children's services will be consulted as part of the Lettings Policy Review consultation.</p> <p>Consideration is also being given to whether a quota group for adult children of foster carers to be rehoused independently should be added to</p>

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Recommendation	Response / Comments	Date	Update: Oct 2009
<p>After Children.</p>	<p>dependent on the adult children agreeing to be rehoused.</p> <p>It is anticipated that to identify shared ownership with foster carers and the local authority is likely to be complex in the current economic climate. However we plan to research what other local authorities are doing in this area.</p>	<p>January 2010</p>	<p>the existing quota groups.</p> <p>If this is agreed, an annual target could be set and included in the proposed annual lettings plan. Final decisions on targets will be taken by Cabinet.</p> <p>To date, no research has been undertaken into shared ownership for foster carers within Development & Renewal.</p>
<p>R9. That a review is undertaken of the medical assessment process to address concerns of accuracy and quality and give consideration to best practice, with a view to improving the transparency of the process, extending the time for appeals, researching other potential providers for the service, sampling a work undertaken by Now Medical and considering introducing self assessments;</p>	<p>It is proposed to undertake a review of the medical and appeal process and identify ways of further improving accuracy and quality as well as exploring alternative providers. This will involve working with the PCT and CHR providers as well as researching practise elsewhere. In addition, this would involve consulting service users.</p>	<p>March 2009</p>	<p>A full review of the medical assessment process has been carried out. This has included a close examination of a sample of cases; an analysis of the effectiveness of the process from start to finish; analysis of how the present process is operated within the Common Housing Register partnership; research into practice in other boroughs that use the same medical advisory service. A report recommending improvements is forthcoming.</p>
<p>R10. That Tower Hamlets should actively lobby DCLG Ministers to issue guidance and if necessary legislation, allowing local authorities to introduce the waiting time-based approach to lettings. LBTH should be</p>	<p>A waiting time approach would bring greater transparency and simplicity to the lettings system, however it would mean that the policy would be less responsive to individual needs. A change in legislation would be needed in</p>	<p>March 2009</p>	<p>Following the report of the Scrutiny Working Group and this recommendation, the judgement in House of Lords –v- Newham Council was announced in January 2009. The decision was that the emphasis on waiting time in Newham Council's allocation scheme was lawful.</p>

³ Paragraph 4.48, Code of Guidance, published 27th August 2008.

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Recommendation	Response / Comments	Date	Update: Oct 2009
<p>prepared to campaign in support of these changes in partnership with other local authorities.</p>	<p>order to implement a waiting time approach.</p> <p>CLG Guidance published on 27th August 2008, stresses the importance of Local Authorities giving reasonable preference to housing need in deciding on their priority schemes. The guidance states:</p> <p>“It is recommended that authorities adopt a scheme which prioritises applicants according to housing need in place of a scheme based primarily on waiting time.”³</p> <p>A review of the current priority system and 4 Community Groups will be undertaken with the CHR partners within the current statutory framework with a view to making the scheme easier for residents to understand.</p>		<p>The proposed new Lettings Policy for Tower Hamlets Council retains the separation of applicants in bands based upon their levels of housing need and other factors, but recommends that within each band, priority should be usually decided by length of time waiting in the band.</p> <p>The CLG has issued draft guidance on allocations in the light of the Newham judgement that now support the House of Lords decision, that there is nothing wrong in principle with an allocations scheme that prioritises on the basis of waiting time. This is as long as a distinction is retained between applicants who fall within a reasonable preference category and those that do not. The proposals for a new Lettings Policy that are currently being consulted upon with the public meet this requirement.</p> <p>The proposed new Lettings Policy has been developed and agreed in close cooperation with Common Housing Register partners. It is designed to be easier to understand, explain and administer. The period of public consultation will be first real test of whether these objectives have been achieved. The proposals will be modified in the light of the consultation as appropriate and a final report will be taken to Cabinet early in 2010 to agree a new Lettings Policy.</p>

<p>R11. That a transitional period of between 12 months and two years should be put in place to protect those homeless families already in the system should waiting-time based approach be successful.</p>	<p>A transitional period will be incorporated into policy recommendations arising from Response 10 above. Agree that in the event a waiting time policy is possible, a further report will be brought to Cabinet to propose a change in policy.</p>	<p>March 2009</p> <p>N/A</p>	<p>The report to Cabinet with final proposals for a new Lettings Policy will also consider the question of transitional periods.</p>
<p>R12. That targeted work be developed to tackle overcrowding, including targeted work with under-occupiers, as part of this work review the Cash Incentive Scheme and the financial incentives for under-occupiers as to ensure the housing stock is used in the best way to reduce overcrowding ,working with partner RSLs to develop and fund initiatives;</p>	<p>In response to this recommendation we are developing proposals in respect of the government Pathfinder project, which includes targeted work with under occupiers and severely overcrowded council tenants. A Housing Options approach to include a private sector tenancy option is being developed, enhanced cash incentives to under occupiers and a removal and packing service for vulnerable tenants. A review of financial incentives provided by partner RSLs is to be carried out and proposals for a partnership approach developed.</p>	<p>March 2009</p>	<p>Home visits are being undertaken by the Lettings Team to severely overcrowded Council tenants to discuss housing options and give advice and information.</p> <p>Home visits are also being undertaken by the Lettings Team to under occupiers to try and increase downsizing to free up larger properties to let to overcrowded households.</p> <p>The Lettings Team have introduced a private sector rent deposit scheme for Council and partner tenants to create family sized vacancies or relieve overcrowding. This year to date, 8 households have been rehoused through this scheme which was the target for the year. It is anticipated that the target will be significantly exceeded as there has been a positive response to the scheme amongst tenants.</p>
<p>R13. That Overview and Scrutiny Committee conduct a through review of overcrowding which will assist the Council in developing an effective Overcrowding Strategy, potentially including research into the impact of overcrowding on health and education and using this to assist housing to secure funding to roll-out the Overcrowding Project with a view to assisting more overcrowded families;</p>	<p>As part of 2008/09 O&S work programme, the affordable housing review will add value to the overcrowding agenda, focusing on how homeownership can assist in reducing overcrowding.</p>	<p>March 2009</p>	<p>Payments under the cash incentive scheme have been increased. There appears to be more take up and interest in this scheme this year compared to the previous year. Resultant vacancies will go to overcrowded households.</p>

<p>R14. That the Lettings policy be revised to reflect the changes proposed under the 'Bedroom Standards'</p>	<p>In response to this recommendation, we will develop proposals on the introduction of the bedroom standard and consult with partners. Any policy changes arising from this will be subject to consultation with residents.</p>	<p>March 2009</p>	<p>Proposals on the bedroom standard will be discussed with partners during the consultation period on the proposed new Lettings Policy. If agreement is reached, proposals may be incorporated in the new Lettings Policy to be considered by Cabinet early in 2010.</p>
<p>R15. That RSL partners seek to use Right to Acquire receipts to buy back properties direct from leaseholders; That targeted work be developed to tackle overcrowding, including targeted work with under-occupiers giving consideration to allocating direct lets similar to Newham's policy. As part of this work review the Cash Incentive Scheme and the financial incentives for under-occupiers with a view to using the stock in ways to reduce overcrowding working with partner RSL to develop and fund initiatives;</p>	<p>In response to this recommendation we will consult with RSL partners and continue to develop our proposal for under occupiers, including direct lets. We will continue to look at ways to attract funding and consult on adopting a single policy provision across the social housing sector in respect of financial incentives for under occupiers including partner and non partner landlords.</p> <p>Any policy proposals arising from this will be subject to resident consultation.</p>	<p>March 2009</p>	<p>Cabinet has approved a comprehensive overcrowding reduction strategy. This includes target work to tackle overcrowding (e.g. home visits; private rented sector options; Right to Buy buy backs ; local housing initiatives)</p> <p>The proposals for a new letting policy include high priority to be given to under occupiers. A policy on direct lets where appropriate is included in the proposals.</p>
<p>R16. That Tower Hamlets should press the Mayor of London and the Government to reduce the proportion of lettings on new-build through Capital Moves to 25 per cent, and to equalise the numbers of accessible homes let through Capital Moves. It should also insist that Capital Moves develop a minimum standard of advertising of the properties allocated through the Pan-London Scheme to secure a common standard of accessibility. Residents should be fully consulted before a decision is reached</p>	<p>The Council will continue to work to ensure that Tower Hamlets maximises the benefits from Capital Moves including the proportion of lets to be made available, accessibility issues and advertising of properties.</p> <p>Any policy changes arising from the Capital Moves proposals will need to be subject to resident consultation.</p> <p>Further information on how</p>	<p>N/A</p>	<p>Capital Moves was put on hold by the new Mayor of London.</p> <p>There is nothing further to report on this at present.</p>

<p>R17. That Tower Hamlets should press the Mayor of London and Housing Corporation to make funding available to expand the Seaside and Country Homes Scheme;</p>	<p>It is proposed that if Cabinet support this proposal, officers will contact both the GLA and Housing Corporation to seek support for an expansion of this programme.</p>	<p>November 2008</p>	<p>To date this matter has not been put forward in a Cabinet report for decision.</p>
<p>R18. That the Council should invite other local authorities in London to identify best practice in promoting and facilitating mutual exchanges;</p>	<p>In response to this recommendation we will seek to identify best practice in London on mutual exchanges and adopt them to improve service delivery.</p>	<p>December 2008</p>	<p>This is still outstanding. This will be taken forward once the lettings policy review and consultation has been concluded.</p>
<p>R19. That the Council should undertake a review of Key Worker Housing in the Borough, specifically looking at its affordability and the problems experienced by those with families in non-secure/assured tenancies;</p>	<p>A review of key worker housing will be undertaken with RSL partners. We will also explore the potential for all key worker schemes to have a linked move on strategy.</p>	<p>March 2009</p>	<p>This is still outstanding and will be taken forward as part of the lettings policy review. The existing annual quota of 50 has been in place for many years. Proposals for new targets for all quota groups will be put forward in the annual lettings plan for Cabinet decision. The criteria to qualify will also be reviewed as part of the process.</p>
<p>R20. That the Council should undertake a review of Sheltered Housing Lettings Policy to make sure that this resource is used effectively.</p>	<p>This will be assessed as part of the Best Value Review of Sheltered Housing.</p>	<p>December 2008</p>	<p>Best Value Review of Sheltered Housing has been completed. The process for allocating sheltered housing is under review as part of the lettings policy review.</p>

Appendix 5

Young Peoples Participation in Sports Leading Up to the Olympics
This will be tabled at the Overview and Scrutiny Committee

Appendix 6
Tackling Anti-Social Behaviour
This will be tabled at the Overview and Scrutiny Committee

Response to Scrutiny Working Group Report on Graduate Unemployment – Appendix 7			
Recommendation	Response / Comments	Date	Update – October 2009
R1 The Employment Task Group commissions research to establish the extent and nature of graduate unemployment and underemployment in the borough to provide a baseline to inform future action.	No funding identified for further research	Nov 07	Comments still stand
R2 The Council expands in-house graduate training to maximise opportunities for graduates to gain skills, experience and professional qualifications in a public sector workplace setting, regardless of their ethnic background.	<p>9 local graduates were taken on in September 2007 under the revised scheme which was aligned with the National Graduate Development Programme to reflect the same level of remuneration. Local graduates are engaged on a two year fixed term contract. 8 of the 9 local graduates are Bangladeshi and the other local graduate who has recently left the scheme is Somali. The scheme provides for local graduates to undertake four, 6 monthly placements across council directorates whilst working towards a Postgraduate Diploma in Public and Community Service.</p> <p>In addition, the Local Graduate Positive Action Scheme which also commenced in September 2007, engaged 4 local BME graduates (3 Bangladeshi, 1 Black Caribbean) who began a direct course of study in the following areas: Occupational Therapy, Legal and Planning.</p> <p>The two graduate trainee occupational therapists remain in full time study, the legal graduate trainee has left the scheme and the Planning graduate trainee has been offered</p>	Oct 07	HR need to comment

Response to Scrutiny Working Group Report on Graduate Unemployment – Appendix 7		
Recommendation	Response / Comments	Date
	a temporary contract with the council	Update – October 2009
R3 A Task Group is established to champion employment opportunities for local graduates, and to coordinate initiatives to achieve this. This should include Council officers, employers, universities and graduates.	<p>Members of the task group: Sally Roberts - ELBA (Chair) Sonia Chumber- Skillsmatch Shamsol Hoque- Tower Hamlets College Andrew Attfield- Tower Hamlets PCT Rehana Begum- London Metropolitan University Ahmed Mohamed- Careers Management Futures Patricia Nnadi- London Metropolitan University Samul Alom – Ex CATS ELBA</p> <p>The group have met formally twice and have had lots of email contact between meetings.</p> <p>This information has been fed back through the Employment task Group</p>	<p>Task Group established Sept 07</p> <p>The Employment Task Group is established and considers graduate unemployment within its wider employment remit. It has undertaken research into support available for graduates in the Borough (July 2009) and has produced an advice / signposting leaflet sent to every graduate. A Know How event for graduates is being arranged at the East Wintergardens for November 2009</p>
R4 The Task Group explores: <ul style="list-style-type: none"> • using Skillsmatch to develop volunteering or secondment opportunities for graduates to gain experience of working in local companies and organisations • developing a mentoring scheme for local graduates. 	<p>The Skillsmatch programme has assisted 23 graduates into employment between April 08 and Sept 08.</p> <p>Through this programme and the graduate programmes offered by TH College at least 55 graduates are currently being assisted through a variety of programmes linked to employer opportunities.</p> <p>The mentoring scheme is still being developed by ELBA. Queen Mary's and London Met both have existing mentoring programme and THC has suggested extending it's existing mentoring programmes to local unemployed graduates.</p>	<p>Quarterly reports to CPAG</p> <p>Skillsmatch currently offer a 16 week paid work placement programme for graduates. 62 graduates have taken part in the programme since April 08.</p> <p>22 beneficiaries completed Skillsmatch graduate programme placements since Apr. 9 of which have subsequently secured employment. Further 8 placements due to commence in early Oct.</p> <p>ELBA graduate programmes commence. 12 beneficiaries selected for 09/10 cohort</p>

Response to Scrutiny Working Group Report on Graduate Unemployment – Appendix 7		Update – October 2009
Recommendation	Response / Comments	Date
<p>R5 The Task Group explores:</p> <ul style="list-style-type: none"> • how to identify the key employment skills shortages now and in the future based on the likely development of the local labour market projected in the Tower Hamlets Regeneration Strategy • the best means of improving the range and relevance of careers advice to the local labour market. 	<p>The Employment Strategy (agreed by Cabinet February 2009) and Delivery Plan (August 2009) offers background to employment opportunities and growth sectors of employment and has been developed in conjunction with the Employment Task Group.</p> <p>The group has identified current initiatives and shared best practice. It has also discussed ways of disseminating the information to local undergraduates and graduates as well as all local agencies working with graduates.</p> <p>Destination data is now available at universities and the representative from London Met has agreed to coordinate this data.</p>	<p>Evidence base available January 08</p> <p>Advice information available in leaflet form by March 08.</p> <p>Previous response still stands</p> <p>The statutory duty to prepare an Economic Assessment (to be undertaken by March 2010) will update the evidence base and provide further analysis for project and programme development.</p>
<p>R6 The Task Group support and monitor the proposed East London Business Alliance (ELBA) and Queen Mary University Graduate Network pilot to increase the opportunities for local graduates to meet local employers and to consider how this can be extended across the borough.</p>	<p>The pilot, known as the ELBA Business Club, was extended to include other local universities: London Metropolitan, Queen Mary's and Greenwich. The pilot was very successful and the scheme will be replicated in the spring 2009.</p> <p>Information about the programme is available.</p>	<p>WNF is being used to continue with Universities to ensure students are aware of programmes and initiatives such as the Business and Legal Clubs.</p> <p>ELBA is represented on the London Met Employability and Intervention Forum and this helps policy objectives be fed into any new initiatives that support students.</p>
<p>R7 The Task Group develop further the links between schools and</p>	<p>A project to help students with their UCAS forms was successfully piloted between</p>	<p>Feb 08</p>

Response to Scrutiny Working Group Report on Graduate Unemployment – Appendix 7		
Response / Comments	Date	Update – October 2009
<p>employers by coordinating and facilitating careers workshops / advice sessions between all agencies.</p> <p>graduates at Credit Suisse and sixth formers from Central Foundation School for Girls and will be replicated with George Green School and Credit Suisse in October 2008.</p> <p>A conference facilitated by ELBA and UEL called Raising the Bar took place in June 2008.</p> <p>Objectives:</p> <ul style="list-style-type: none"> • To get commitment from academics and lecturers to their role in preparing students to take advantage of economic regeneration of East London • To open the dialogue between employers and educators and start the process of them building more fruitful and productive relationship with businesses • To identify way forward and new programmes <p>The group agreed that it would be useful to roll out this initiative to other local universities</p>		

Appendix 8
 Evaluation of Neighbourhood Renewal Funding
 This will be tabled at the Overview and Scrutiny Committee Meeting

Response to Scrutiny Challenge Session on Interpreting and Translation Provision – Appendix 9		
Recommendation	Response / Comments	Date
Recommendation 1 – That work is	An analysis of the interpreting and	October
		Update – March 2009
		Update October 2009

Response to Scrutiny Challenge Session on Interpreting and Translation Provision – Appendix 9			
Recommendation	Response / Comments	Date	Update – March 2009
undertaken to review the collection and quality of data around interpreting and translation, and an examination of the practicalities and merits of implementing a customer tracking system across the authority is made.	<p>translation data has been undertaken to inform the Council's review of I&T. Initial discussions have taken place with Newham Language Shop about developing the way in which information is collected and reported to enable the Council to better use this information to inform service delivery.</p> <p>A Customer Tracking System has been adopted by Tower Hamlets Homes. A recommendation of the I&T Review is to explore how this can be expanded to services across the Council.</p>	2008	<p>A strategic level review of interpreting and translation commenced in 2009, which is being undertaken by key stakeholders from the Council and partner organisations. This will be a comprehensive review of our arrangements covering community and business needs, policy and procedure and management arrangements and provision.</p> <p>A final report and recommendations of the review will go to CESC in January 2010.</p>
Recommendation 2 – That the Lifelong Learning Service examine ways in which new arrivals and those with limited English be targeted and offered the opportunity to take an entry-level ESOL course.	<p>Two projects targeting new arrivals, both funded by the EIF, run in the borough. One, run by the Arbor Centre, targets those here under a year and the project runs to 2010. The other is a consortium led by Tower Hamlets College and targets those in the UK less than five years. Progression for learners is coordinated by EPAG partners.</p>	October 2008	<p>Update October 2009 A WNF funded project started in April 2009 and is aimed at 650 local residents who plan to join the labour market. Part of the overall project is the provision 70 entry-level ESOL places which targets women who have been in the country less than a year.</p>
Recommendation 3 – That work be undertaken to examine alternative sources of funding for ESOL through a number of channels including the Local Strategic Partnership, Section 106 agreements and opportunities created	<p>A recent joint Tower Hamlets Newham application to the City Strategy Partnership was unsuccessful for the employment initiative targeting parents with ESOL needs. Nevertheless the resources will be available in the</p>	October 2008	<p>Update October 2009 (i) Through the mainstream grants commissioning process, additional ESOL provision for older residents has</p>

Response to Scrutiny Challenge Session on Interpreting and Translation Provision – Appendix 9		
Response / Comments	Date	Update – March 2009
<p>by the 2012 Olympics.</p>	<p>borough and managed by the successful contractor. Negotiations are near conclusion and local providers will be looking at ways to make appropriate referrals.</p>	<p>been agreed. This is intended to complement other services and give mainly older women from Somali and Bangladeshi communities greater confidence in their English Language speaking skills.</p> <p>(ii) Through the Council’s “You Decide” programme, several Family Learning classes are being delivered in four LAP areas. The focus is on Family Language with the expectation that the adults will have the confidence to progress onto ESOL programmes as well as continuing to be closely involved in their children’s education.</p>
<p>Recommendation 4 – That an examination be made of the feasibility of holding ESOL classes in conjunction with partner organisations, such as Poplar HARCA, and the voluntary sector at a range of accessible community locations, such as GP surgeries. Also to examine alternative methods of delivering English language courses.</p>	<p>A WNF bid is being worked up by existing ESOL partners and providers to extend the overall availability of ESOL in the borough and to tackle some specific needs for example intensive support for speaking and listening for those whose confidence undermines their performance. Partners and providers continue to meet and cross – refer where possible</p>	<p>Update October 2009 The spread of Lifelong Learning ESOL classes in the 09/10 academic year across the borough has been informed by an analysis of where other providers are delivering and to meet gaps where possible. Courses are being delivered in 30 venues and extended services cluster co-ordinators continue to signpost where there is identified need. Some early evening provision is being piloted to target different groups of learners.</p>

Response to Scrutiny Challenge Session on Interpreting and Translation Provision – Appendix 9		
Recommendation	Response / Comments	Date
		Update – March 2009
Recommendation 5 - That work be undertaken to examine advertising and sign posting of ESOL services.	This review has not taken place yet.	October 2008
Recommendation 6 – That an examination of the opportunities for partnership working on the issue of interpreting and translation be made.	A meeting with the PCT took place on at the beginning of Sept to explore the potential for joint procurement of I&T services.	October 2008
Recommendation 7 – That the arrangements for the provision of interpreting and translation services within the new ALMO be examined.	Tower Hamlets Homes (THH) will use the Council's main provider for interpreting and translation services, Newham Language Shop. It will access this service under the Council's arrangements. THH is currently developing a Communications Strategy, a subset of which will be an Accessible Communications Strategy setting out its policies and procedures in relation to	October 2008
		<p>Update October 2009 A leaflet has been produced aimed at providers and community organisations to support client referral. Although this is not direct advertising to individuals the information about ESOL places, levels and contacts to enable checks on availability is widely available to providers across Tower Hamlets. A working group has been established through EPAG to identify local priority groups and to produce the first Tower Hamlets – wide ESOL plan.</p> <p>Update October 2009 A specific meeting on I&T provision will take place in December 2009, which will look at the opportunities for joint procurement arrangements.</p> <p>Update October 2009 Representatives from THH are involved in the Strategic I&T review currently underway, which will look at I&T provision for THH.</p>

Response to Scrutiny Challenge Session on Interpreting and Translation Provision – Appendix 9		
Response / Comments	Date	Update – March 2009
<p>interpreting and translation. This policy is being developed in liaison with the Council and will be consistent with the Council's I&T policies and procedures.</p>		

Progress on Action Plan in Response to Scrutiny Working Group Report on Access to GP / Dentistry Services – Appendix 10			
Recommendation	Comments	Lead	Update – October 2009
<p>1 That the PCT supports GP practices in developing a mechanism to share models of good practice especially so that GPs that are performing poorly work with GPs that are performing well.</p>	<p>Analysis of the GP practice GPAQ surveys for 2007/08 has shown an improved score on all question areas across Tower Hamlets practices.</p> <p>Practices have been given the comparative results for all practices so have been able to identify practices which are scoring better than they are and to find out which approaches that these practices took were successful.</p> <p>Most practices (33 out of 36) have now established patient participation or “critical friends” groups. This is a significant increase on last year.</p>	October 2008	This action point was completed at the time of the February 2009 progress report.
<p>2 That the PCT provide the Health Scrutiny Panel with a comparative analysis of the results of the ‘Your Doctor, Your Experience, Your Say’ with the General Practitioners Assessment Questionnaire Survey results. Furthermore, the</p>	<p>The PCT commissioned a comparison of the GPAQ survey results with the national MORI poll results and this demonstrated a strong correlation. As the ability to access a GP appointment is improving, patient experience as a whole with the practice is also improving.</p> <p>Tower Hamlets PCT is the most improved PCT in the country for the provision of access to GP appointments. The over-all average for patient satisfaction with 48 Hour access went up from 68% to 74%.</p> <p>The ability of patients to get through to their practice on the phone also improved more than another London PCT.</p>	October 2008	This action point was completed at the time of the February 2009 progress report.

Progress on Action Plan in Response to Scrutiny Working Group Report on Access to GP / Dentistry Services – Appendix 10		
Recommendation	Comments	Lead
PCT use the results of both surveys to identify areas of improvement and improve performance monitoring of services.	All practices now have an action plan in place which aims to reduce demand for appointments, increase supply of appointments and deliver 100% access to appointments within 48 hours.	Update – October 2009
<p>Recommendation 3</p> <p>That the PCT reviews the training and guidance provided to GPs and Dental Practice reception staff in particular focusing on Customer Services and understanding the needs of disabled and BME patients.</p>	<p>All practices have now had 3 days of customer care training which included conflict management, valuing diversity and cultural competence. The training incorporated the use of actors and feedback has been excellent.</p> <p>Assessment of training needs for dental practice reception staff has not yet been undertaken. This will take place as part of the dental clinical governance programme later this year and training will be commissioned once the results of the survey are known.</p> <p>The directory of dental services has been published and the Find-a-dentist service is now established. This telephone advice service is commissioned by the PCT from LBTH and has received about 100 calls in relation to dentistry per month since it was set up in June 2008.</p>	October 2008
		<p>The GP MORI patient survey for 2009 showed that 89% of Tower Hamlets patients found their GP practice receptionists helpful or very helpful. However the survey shows that, at a small group of practices, patients had significant issues getting through to the practice on the phone. The PCT has prioritised these practices for further customer care training which focuses on telephone work and prompt response times.</p> <p>The dental practice visits undertaken by THINK representatives have been helpful to practices in demonstrating the perception of reception from the patient's perspective, even if the practice manager had not identified an issue.</p> <p>Research has been commissioned by the PCT from a social marketing organisation investigating the factors which influence whether a resident visits a dentist. Attitudes of staff at reception and clinical staff have been identified as important. These results will be fed back to residents and dental practice staff at an evening event in November.</p>

Progress on Action Plan in Response to Scrutiny Working Group Report on Access to GP / Dentistry Services – Appendix 10	
Recommendation	Comments
Lead	Update – October 2009
<p>4</p> <p>That the Primary Care Trust works with local schools, GPs and community organisations to begin compilation of data about local peoples oral health and improve uptake of dental services.</p>	<p>The pilot programme in two primary schools (“Happy Teeth”) ran for the academic year. Lessons have been learned from the pilot and will be used to roll out a screening and fluoride application programme in other schools in Tower Hamlets during this school year for nursery and reception children.</p> <p>A survey of oral health in 300 adults aged over 16 years has been undertaken in Tower Hamlets during the period March to July 2008. Surveys were undertaken in people’s homes and, with their consent, a clinical examination was undertaken by a dentist. The survey is now completed and the results are being analysed. Results will be available in November 2008.</p> <p>An epidemiological survey has also been undertaken with 3 year old children in Tower Hamlets> Results are being analysed and a report will be available in November.</p>
	<p>October 2008</p> <p>This action point was completed at the time of the February 2009 progress report.</p>
<p>5</p> <p>That the Primary Care Trust undertakes a</p>	<p>The Department of Health has recently published the findings of patient responses to questionnaires about dental services for 2007/08. Two key indicators were patients’ satisfaction</p> <p>October 2008</p> <p>The PCT is aware that one of the barriers for people accessing NHS dental services is the lack of awareness of NHS charges. Information about patient charges has been circulated to all dental practices so that these are</p>

Progress on Action Plan in Response to Scrutiny Working Group Report on Access to GP / Dentistry Services – Appendix 10			
Recommendation	Comments	Lead	Update – October 2009
comprehensive review of the impact of the new dental contract and charging system and reports the finding to the Health Scrutiny Panel. In particular the Trust is asked to work with Dental Practices that do not work with NHS patients and are currently just working with private patients.	<p>with the dentistry received and patients' opinion about time taken to get a dental appointment. Around 83% of patients in Tower Hamlets were satisfied with the dentistry received compared to 88% in London. Sixty nine percent (69%) of Tower Hamlets patients were able to get a dental appointment as soon as was necessary compared to 82% in London.</p> <p>There has been an increase in the number of patients accessing NHS dental services commissioned by Tower Hamlets over the past 2 years, but there is still more work to do to improve access.</p> <p>Currently 5 practices (out of the 28 dental practices in Tower Hamlets) only provide NHS care to those who are exempt from paying NHS charges. Where possible these contracts will be renegotiated to include fee-paying patients.</p>		<p>displayed in surgeries, GP practices, community pharmacists and other public places.</p> <p>The local information campaign "NHS dentists are for everyone" also included information about NHS charges.</p> <p>Most dental practices provide a mix of NHS and private care, i.e. dental services that are not within the NHS scope of service (e.g. tooth whitening). Practices have been reminded that treatment plans must be issued to patients at the start of the course of treatment, clarifying whether any elements of care will be outside the NHS charge.</p>
Recommendation 6	<p>Patients with disabilities are able to access the Community Dental Service and an appointment can be arranged in special surgeries equipped to provide better care for people in wheelchairs.</p> <p>In addition, domiciliary visits can be arranged if necessary via the Community Dental Service.</p> <p>The PCT will ensure that the find-a-dentist service has information about which dental practices are wheelchair-accessible, and how</p>	October 2008	<p>The new William Place dental practice, opened in April 2009, and is fully accessible.</p> <p>This action point was completed at the time of the February 2009 progress report.</p>

Progress on Action Plan in Response to Scrutiny Working Group Report on Access to GP / Dentistry Services – Appendix 10			
Recommendation	Comments	Lead	Update – October 2009
	people can be referred to the community dental service.		
7 That the Mobile Dental Unit visits schools and local community events to make this service more visible and target residents from a young age.	The mobile dental unit was used to support the public consultation event for the new dental practice inn Bow.	October 2008	This action point was completed at the time of the February 2009 progress report.
8 That the PCT reports to the Health Scrutiny Panel on how good practice and performance from around the country - particularly areas that face similar issues as the borough - informed the development of the Oral Health Strategy.	A report was provided in the February 2008 update for the Scrutiny Committee. The PCT Oral Health Strategy was informed by the national strategy “Choosing Better Oral Health”. The Department has also recently produced an evidence based oral health toolkit which has been sent to all dental practices. The PCT is using evidence from a new and innovative model of dental practice in Oldham and Salford to inform the model of service for the new dental practice being established in Bow.	October 2008	This action point was completed at the time of the February 2009 progress report.

Progress on Action Plan in Response to Scrutiny Working Group Report on Access to GP / Dentistry Services – Appendix 10		
Recommendation	Comments	Lead
<p>9 That Tower Hamlets PCT develops a major publicity campaign that explains the role of GPs, Dentists and other primary care professionals and also increases awareness of the availability of additional primary care services including Pharmacy First and the Walk-In Centres. The PCT should work closely with the Council and voluntary sector in undertaking this campaign. The Working Group suggests that East End Life is used to publicise information about how to join a GP and Dental</p>	<p>The PCT launched an information campaign – “Easier, Quicker and Better Care in Tower Hamlets”, explaining how to access care in General Practice.</p> <p>Leaflets and posters have been distributed to all GP surgeries, dentists, community pharmacists and optometrists for display; and also to public libraries and East End Life. The find-a-doctor helpline was established in June 2008.</p> <p>In relation to dental services, the following actions have been taken by the PCT:</p> <p>Ensured that details on dental services are fully up to date and available on the NHS Choices website.</p> <p>Commissioned the new find-a-dentist service from LBTH which started in June 2008.</p> <p>A public consultation exercise was conducted during May to June to canvas views on the setting up of a new dental practice in Bow. This included a short questionnaire for residents in Laps 5 and 6 posted in East End Life, discussion at LAP meetings, a Saturday morning information event in Roman Road market, and a facilitated focus group.</p> <p>The PCT is planning a marketing and information campaign on dental services to be launched in the autumn</p>	<p>October 2008</p>
		<p>Update – October 2009</p> <p>This action point was completed at the time of the February 2009 progress report.</p>

Progress on Action Plan in Response to Scrutiny Working Group Report on Access to GP / Dentistry Services – Appendix 10		
Recommendation	Comments	Update – October 2009
Lead	Lead	Lead
Practice and also the rota for the Mobile Dental Unit. The Mobile Dental Unit rota should also be provided to all GPs, Dental Practices, and community organisations working in the field of health as well as local Councillors.	<p>The rota for the mobile dental unit is sent to East End Life and also displayed in local GP surgeries, community pharmacists and community centres.</p> <p>The PCT Oral Health Promotion Team has a regular presence at community events and they also took out a one-page advertisement in East End Life in July 2008.</p>	
<p>Recommendation 10</p> <p>That the PCT works closely with 'LINKs' and the Health Scrutiny Panel to monitor primary care services including asking LINKs Members to make service visits to GPs and Dental Practices.</p>	<p>The PCT welcomes the opportunity to work closely with LINKs and the Health Scrutiny Panel in monitoring primary care services and is happy to coordinate visits to General Practice and Dental Surgeries.</p> <p>We are aware that the LINKs is just being established and have highlighted the need for closer working with nominated public representatives in relation to dental services.</p>	<p>Representatives from THINK visited 3 General Dental Practices in July; and 3 General Medical Practices in September 2009. The visits and outcomes have been helpful to the practice teams and the PCT commissioning teams.</p> <p>The review of Out of Hours urgent dental services across the NE Sector has involved 2 presentations at the Health Scrutiny Panel and meetings with members of LINKs across the sector. A 2-month period of consultation with the public and other stakeholders commenced on 1st October.</p> <p>The PCT has recently started a review of the Emergency Dental Service and the Project Manager has had a meeting with THINK members and with the Health Scrutiny Panel to ensure there early involvement in the</p>

Progress on Action Plan in Response to Scrutiny Working Group Report on Access to GP / Dentistry Services – Appendix 10			
Recommendation	Comments	Lead	Update – October 2009
			issues being considered and the process of the review. Active engagement with THINK members and the Panel will continue throughout the review and during the formal consultation phase.
Recommendation 11 That the PCT works closely with the Council and voluntary sector to improve patient education. In particular using Health Trainers to link up residents with local community organisations, PCT and the Council.	The PCT has maintained its commitment to the Health Trainers and Expert Patients programmes.		This action point was completed at the time of the February 2009 progress report.

Response to Health Scrutiny Review of Tobacco Cessation in Tower Hamlets – Appendix 11

Recommendation	Response / Comments	Date	Update – October 2009
<p>R 1 That the Tobacco Control Alliance (TCA) include an elected member to reflect the health scrutiny role and raise the profile of this work.</p>	<p>An elected member has been invited to join the alliance and has accepted.</p>	<p>October 2009</p>	<p>Elected member has been invited to attend alliance meeting, but has not attended any meetings to date. Minutes are circulated to them.</p>
<p>R 2 That the Communications Strategy accompanying the Tobacco Control Strategy be overseen by the Tobacco Control Alliance.</p>	<p>The Communication strategy continues to be overseen by the Tobacco Control Alliance. Meetings are held every 2 months and minutes are available on request.</p>	<p>October 2009</p>	<p>The Communication strategy continues to be overseen by the Tobacco Control Alliance. Meetings are held every 2 months and minutes are available on request. An 18 month plan is in place</p>
<p>R 3 That the Communications Strategy, design of future campaigns and resources for tobacco cessation publicity reflect the community of Tower Hamlets and take account of the results of social marketing exercises commissioned by the Primary Care Trust.</p>	<p>Information on tobacco use and services available has been produced in Bengali and Somali as well as English. A website has been developed. The results from social marketing work are informing the following projects;</p> <ol style="list-style-type: none"> 1. Raising awareness of the risks of tobacco use and marketing cessation services to Bangladeshi men. This is a target group in terms of preventable ill health and premature death. October 2008 2. Preventing young people starting and helping them to stop. September 2008 	<p>October 2009</p>	<p>There has been widespread publicity and activity to increase demand for smoking cessation services from within the Bangladeshi community. This has included street level activity and work based recruitment. There has been widespread publicity in the Bengali press. The Bangladeshi Stop Tobacco Project (BSTP) have been re-branded and marketed as a bespoke service for the community. Additional social marketing pilot interventions have been completed;</p> <ol style="list-style-type: none"> 1. Marketing of cessation services to Benglaimen employed in small businesses in LAP1-4 2. Provision of a website for young people to warn of the dangers of smoking. 3. Pilot intervention to reduce Paan use in Bangladeshi women aged 40 plus.

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	<p>Ramadan campaign is completed. There has been widespread cover in all the press and media channels. 2 TV shows have been broadcast on Channel 5 and Bangla TV and 2 programmes are coming on MCR radio.</p> <p>There is mosque based activity in 9-11 mosques.</p> <p>The PCT health intelligence unit continues to review the needs of the community.</p>	<p>Update – October 2009</p> <p>4. Pilot intervention to help those living with mental health problems in the community stop smoking</p> <p>5. Pilot intervention to test interventions to help smoking pregnant women stop.</p>
<p>R 4</p> <p>That communications resources be developed to target the users of all types of tobacco consumption, including chewing tobacco, Paan and sheesha pipe smoking.</p>	<p>The Tobacco control alliance work reflects that whilst smoking tobacco via cigarettes poses the greatest health risk to the community tobacco is used in other forms which require different approaches.</p> <p>Paan information has been produced and distributed.</p> <p>Sheesha information has been produced and distributed.</p>	<p>Marketing and publicity re the dangers of sheesha use are currently being politicised.</p> <p><u>Results of Paan Survey</u></p> <ol style="list-style-type: none"> 1. This survey identified 125 outlets within the London Borough of Tower Hamlets (LBTH) selling smokeless tobacco products. This is a 40% increase compared to a previous survey, using similar methods, carried out in 1995. This increase in outlets is dispersed throughout LBTH. 2. A large number of products were sold through these outlets, although an individual outlet will usually sell less than four products. No one brand appeared to have achieved a market dominance.

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			<p>3. The products available for purchase supported the assumption that the Bangladeshi community has its own consumption preferences. Eleven outlets sold 'ready made' paan whilst paan masala/gutkha was sold in 18 outlets. Sixty nine outlets sold zarda.</p> <p>4. The price of most products was low, most commonly £0.30. The most commonly available brands of zarda were sold in a price range of £0.50 - £1.50. A 'ready made' paan sold for £0.50. This price does not appear to have changed since 1995.</p> <p>5. A diverse group of wholesalers was the source of the products found in the LBTH outlets. As with brand availability, no one wholesaler seemed to be pre-eminent in this market. One brand was reported as being a direct import.</p> <p>6. It was the norm for those products requiring a health warning to either not have one or to have an incorrect one. Less than 10% of products carried the required UK warning. 'Best by' sell dates varied</p>

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Recommendation	Response / Comments	Date	Update – October 2009
<p>R 5 That the Tobacco Control Unit develop a service level agreement with the new helpline provider to capture information to help understand user's needs and to gauge the effectiveness of communications resources.</p>	<p>The Health Hotline first quarterly report will be end of September. The number has been widely publicised.</p>	<p>October 2009</p>	<p>from 2007 to 2010.</p> <p>7. The lack of a requirement for fiscal marking meant it was difficult to establish whether products originating outside the UK are contraband or not.</p> <p>8. Implementation of signage at outlets varied. Over 80% of outlets had a 'No Smoking' sign at their entrance whilst only 75% of outlets selling cigarettes had a sign about under age sales.</p>
<p>R 6 That the LBTH Trading Standards & Environmental Health (Commercial) Service develops a business plan to demonstrate the time and effort involved in enforcement, education and support activities.</p>	<p>The smoke free action plan has been produced and good progress against targets has been made. In service monitoring is taking place every month and quarterly performance reports are being provided to the PCT for evaluation. Visits to business are on target and the development of a Smoke Free award for business is completed. With plans to have at least 30 businesses signed by the</p>	<p>October 2009</p>	<p>Action Plan for TS & EH Com produced every year. 2009/10 plan produced March 2009</p> <p>Delivery of the smoke free action plan is largely on target.</p> <p><u>Notable issues</u></p> <p>1. Smoke Free award was launched in March 2009.</p>

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	<p>end of the year</p>	<p>Update – October 2009</p> <ol style="list-style-type: none"> 2. Businesses employing in total over 10000 staff and 762 smokers have been reached. 3. 16 businesses received awards at the last award ceremony in June. 31 to receive awards in October making a total of 47 from the target of 80 set. 4. A project targeting Bengali owned business for the business award is in progress with over 300 businesses visited so far with 19. 5. Awareness campaigns for business estates in Canary Wharf and East India is ongoing with expansion into St Katherine's area. 6. RSLs smokefree campaign has been reviewed and a new strategy developed. Fact sheet completed and database updated. Attendance at housing forums and tenants conferences carried out. 7. The strategy for campaigns covering transport undertakings such as Minicabs, bus companies etc has been reviewed. Fact sheets and database has been completed. 8. A programme of work has commenced to ensure that play parks are smoke free.

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Recommendation	Response / Comments	Date
		<p>Update – October 2009</p> <p>9. Public smokefree events are gradually being responded to by events organisers. Advice and assistance sought by events organisers on smokefree issues are being responded to.</p> <p>10. An enforcement strategy has been developed with other enforcement units such as Noise Team, Planning, Fire Department, Licensing, Trading Standards and the police to deal with smokefree issues at commercial premises</p> <p>11. A shisha control strategy has been implemented with Trading Standards and the JET Police Team good results through fortnight visits with our enforcement partners. There are 24 shisha premises being monitored and 2 have been closed so far.</p> <p>12 A mapping exercise is being undertaken for chewing Tobacco in London with other Local Authorities.</p> <p>13 A programme of underage test purchases has begun with formal action being taken.</p> <p>14. Counterfeit and contraband Tobacco is being seized from premises and sellers in the markets.</p>

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Recommendation	Response / Comments	Date	Update – October 2009
<p>R 7 That the Primary Care Trust introduce measures to ensure all health professionals working in hospital or community settings offer advice to change smoking habits and refer smokers to services to help them quit, whenever possible.</p>	<p>15 public health champions from the PCT provider unit have been trained and will champion tobacco cessation within their work areas. Training has been completed in the mental health unit with representatives from all wards. A member of staff has been appointed to develop skills within the borough's acute hospital and will commence a programme of training in October. All GP practice staff and community pharmacists have been trained. Dental practices have now been trained- Ophthalmic practitioners will start training in Jan 2009.</p>	<p>October 2008</p>	<p>Jan 2009 has commenced a project to ensure that all hospital based staff are trained to raise the issue of smoking and signpost to services Ophthalmologists have been commissioned from April 2009. 83% of dental practices are commissioned.</p>
<p>R 8 That the PCT commission more Level 1 and Level 2 Smoking Cessation advisors and develop an action plan to re-energise inactive advisers.</p>	<p>All current advisers have been contacted and those not active have been released. A training review is under way and from Jan 2009 a new licensing system for advisers will begin Dental practices are now being trained- to complete by Dec 2008</p>	<p>October 2008</p>	<p>A training review is under way and from April 2009 a new licensing system for advisers will begin Training will re-start Jan 2010. This was delayed in order to incorporate new national guidance. Dental practice training completed</p>
<p>R 9 That the PCT commission more voluntary and community sector organisations including exploring options through the Tower Hamlets Partnership to deliver smoking cessation services.</p>	<p>PCT has been appointed to develop capacity and links within the community and third sector and to stimulate the market.</p>	<p>October 2008</p>	<p>Additional organisations have been commissioned from the voluntary and community sectors. These include Social Action for Health, Horn of Africa organisation and Quit. The Tobacco Alliance actively encourages</p>

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		Update – October 2009 more third sector and community organisations to tender to provide services.

Response to Scrutiny Working Group Report on Use of Consultants – Appendix 12		
Recommendation	Response / Comments	Date
<p>R1 That the following criteria and definition of a consultant to be adopted across the Council. Consultants:</p> <ul style="list-style-type: none"> • Have a defined work scope with deliverables • Often provide a report as an output that provides recommendations for further action but the consultant is not contracted to deliver at that time. • Have payment contingent upon completion of staged completion of the work • Do not act as staff members i.e. do not have Tower Hamlets e-mail addresses, phone numbers or desks. • May be able to provide a substitute to undertake the work • Are not in a templated position for the purposes of the Comensura contract – i.e. they do not relate to standard jobs within the Council, which could be provided by either permanent or temporary staff • Are contractually responsible for their outputs • Are liable for their own 	<p>The Contracting Toolkit, including guidance on commissioning of consultants, is currently in draft form.</p>	<p>October 2008</p>
		<p>Update – March 2009</p> <p>The Contracting toolkit is now nearing completion and is due to be launched before the end of April. This has a specific guidance on the procedures and techniques for appointing and working with consultants.</p>

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Recommendation	Response / Comments	Date
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<p>performance and the content of their work</p> <p>R 2 That future work on the procurement strategy to include programme of activities to help disseminate and embed procurement related policies within the organisation, e.g. presentations at all Directorate Management Team meetings and officer training.</p>	<p>Development of the Procurement Strategy is on target.</p> <p>The Code of Practice has been issued for comments, and is currently being redrafted in the light of feedback.</p> <p>The restructure of the Procurement Service is proceeding according to plan.</p> <p>Tollgates are still in trial phase, but due for formal launch in October.</p> <p>Reference to consultancy contracts is included in the internal training courses, which run from September 2008.</p> <p>Development of Category Plans is dependent upon appointment of Category Managers following the restructure of the Procurement Service. These posts have been advertised in September 2008.</p>	<p>October 2008</p> <p>Presentations / consultation sessions covering the new Procurement Strategy and Procurement Rules are scheduled for March.</p>
<p>R 3 That financial reporting on procurement of consultancy services should clearly identify source of funding and ring-fenced funding such as Section 106 or Lottery Funds.</p>		<p>October 2008</p> <p>Category Manager for Corporate Services, with responsibility for consultancy services is now in place. A form designed for recording consultancy expenditure</p>

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		Update – March 2009 has been agreed and placed on the intranet.
R4 That targets for reducing expenditure on consultants should be highlighted as an objective in the Tower Hamlets Strategic Plan. The Corporate Management Team to set indicative targets and for progress to be reported back.	The authority spends relatively little on consultants (around 0.1% of total spend on average over recent years), and expenditure varies markedly from year to year. Often expenditure on consultants is the most effective way of delivering benefits to the community. It is proposed that, while GMT should monitor expenditure on consultants, setting a target may be counter-productive in the long run, and the focus should instead be on assurance that consultants are used in the right circumstances and their outputs are monitored and managed correctly.	October 2008
R5 That directorates review expenditure on consultants to assess the extent to which they are used and to establish a baseline for reviewing their use of consultants. Directorates should identify areas and set targets for reducing future spend in alignment with the Council's horizontal savings exercise.	Directorates are required to submit monthly reports to the Corporate Director of resources on their use of consultants. Directorate Management Teams review the use of consultants on a regular basis.	October 2008

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R 6 That directorates should increasingly use internal secondments and graduate trainees for one-off projects, tying in with the corporate approach to developing staff.	To be included in Procurement Guidance referenced in R1	October 2008
R 7 That options should be explored to enable the corporate Consultation and Involvement team to become a gatekeeper for procuring external consultation services.	<p>The Best Value Review of Consultation and Involvement identified a number of recommendations to adopt good practice and rationalise the consultation and engagement activities across the Council, which are yet to be implemented. This is an opportunity to take forward these recommendations.</p> <p>1. Proposed consultation activities to be approved by the Participation and Engagement team and to develop and agree a set of guidelines detailing the approval process.</p> <p>In order to facilitate the gatekeeper role it is proposed that CMT nominate Consultation Leads in Directorates and for Partner Organisations to nominate lead participation staff within their organisations.</p> <p>2. To develop a shared resource for undertaking opinion research through the development of proposals with EPS</p>	<p>October 2008</p> <p>With changing central government guidance, this work will be considered as part of a larger review process of the Tower Hamlets Partnership staffing requirements which will take place during autumn 2009 (Sept 2009).</p> <p>In the meantime a participation strategy is being developed with all partners. (Sept 2009)</p> <p>The THP Executive have been asked for Leads in each area (Jan 2009).</p> <p>A new Partnership development of</p>
		Update – March 2009 This is included in the toolkit, referred to in R1.

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	<p>CPAG.</p> <p>Options will be explored for greater shared working across Council Directorates. Any additional activities will need to be met through existing resource arrangements.</p> <p>A joint post is currently being explored with the PCT at the moment to coordinate activity with the PCT though not focused on training or delivery.</p>	<p>Update – March 2009</p> <p>a 'Roaming Unit' is being piloted in Feb / March. If successful, the unit will be a cost effective way of capturing public opinions.</p> <p>A new participation framework is currently out for consultation with partners.</p> <p>The THP are undertaking a shared Services Review which is being progressed by the THP Executive.</p> <p>The PCT have given an 'In Principle' agreement to fund a joint post. Final agreement will be gained by March 2009.</p> <p>This will be considered as part of the overall review of the Partnership (Set 2009)</p>