

Agenda Item – 6.1 Planning for School Places – 2018/19 Review and Recommendations	
Questions	Response
<p>Q1. London Dock - has any AQ testing being done at this location, what where the results?</p>	<p>An AQ test has been undertaken. The site of the proposed secondary school is adjacent to The Highway, and the results showed that there were significant levels of pollution during the periods of vehicle congestion. The school design has therefore included measures to improve the internal and external environment for the users of the building. This includes mechanical ventilation so that filtered fresh air is circulated within the building and the tallest block of the building has been located adjacent to The Highway to restrict the movement of particulates and traffic noise into the play and external spaces to the south of the site. Careful consideration has been given to the provision and location of plant species to improve air quality across the site.</p> <p>The school design has also taken account of the emissions levels created by the building to mitigate the effects on neighbours and the wider community.</p>
<p>Q2. Why are Located looking for three separate school sites (one I assume for CW College Secondary) if it is unlikely that central government will approve new schools?</p> <p>4.9 As stated previously, it is unlikely that central government will approve any new applications for schools to be established in Tower Hamlets.</p>	<p>It is not clear why 'Located' are looking for three separate sites for new schools in the Tower Hamlets area. The Mulberry Schools Trust is the only academy chain that currently has government approval to open new schools in Tower Hamlets. Please see a link to the DfE website confirming the current list (Nov 2018) of successful proposers:</p>

	<p>https://www.gov.uk/government/publications/free-schools-successful-applications</p> <p>This means that the Trust's application has already progressed to the next phase, which now enables it to seek to secure a suitable site for a new school in the Tower Hamlets area.</p> <p>This DfE's current free application criteria is very clear in stating that it will now target 'areas with the lowest educational performance, to put free schools in the places most in need of good new schools.'</p> <p>This means that the DfE will only consider new applications to open free schools in areas that have both low educational standards and a basic need for additional school places. This is not the position in Tower Hamlets.</p>
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<p>Q3. What is the difference between the £10.5m and £53.85m?</p> <p>The Pupil Place Planning Report ‘7.3 The £10.5m capital funding identified from the Department for Education’</p> <p>The Community Infrastructure Levy (CIL) Supporting Evidence and Funding Gap Report says:</p> <p>‘6.7 The table below provides a breakdown of the funding sources that fall under this category:</p> <p>Table 5.\\ capital grant funding sources Funding Source Amount £53.85m Notes Schools Basic Need/ Expansion Grant)</p>	<p>The £53.85m included in the CIL report was based on the position in 2017/18 and included existing commitments on the Schools Basic Need/Expansion grant funds. It also included an estimate on what future Basic Need/Expansion grant funding might be available in 2020/21 which has not yet been announced by the DfE. The £10.5m included in the Pupil Place Planning Report is the balance of the grant that is still available, allowing for the previous commitments..</p>
<p>Q4. Is there a reason why LBTH has chosen 2 form rather than 3 form of entry as the standard size? Or is this only driven by size of sites available?</p> <p>Appendix 3</p> <ul style="list-style-type: none"> • New primary school sites are intended to deliver a 2 form of entry. The GLA OAPF for the Isle of Dogs & S Poplar indicates a preference for 3 forms of entry 	<p>At the time when site allocations were identified for the emerging Local Plan in 2016, the council’s preferred approach was to deliver 2FE primary schools. This was influenced by the availability of land in Tower Hamlets as well as information on parental preference for smaller primary schools. A number of the borough’s existing 3FE schools have struggled to fill to capacity. The site allocations identified in the emerging Local Plan have therefore been viability tested on the basis of a 2FE primary school.</p> <p>However, changes in the National Funding Formula mean that larger schools will be more financially sustainable in the long term. The Plan itself does not specify that primary schools must be 2FE, and</p>

	where plans have not already been developed it may be possible to negotiate a larger primary school with the site developers. For example, the developer for the Crossharbour site is proposing a 3FE primary school.
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Agenda Item – 6.3 Tower Hamlets Customer Service Transformation Plan	
Questions	Response
<p>1) Staff training is key to customer service. The action for this is “ongoing”. What training plans are underway currently to ensure service standards during this change process?</p>	<p>Staff have been engaged through out the period of redesign – workshops and meetings with the Divisional Director over the last year.</p> <p>Staff and customer testing groups are being organised to start in January. This was a direct response from staff wanting to ensure they were involved in the design and development of products and systems that they will be using and delivering with the customer.</p> <p>Staff training workshops are already in the diary for January and a skills audit will be carried out to ensure we customer agents have the skills as well as the equipment to deliver the new customer model.</p> <p>This will inform and develop the training programme for staff to ensure we have made the investment in them where it is needed.</p>
Agenda Item – 6.3a Appendix 1- Tower Hamlets Customer Service Transformation Plan	
Questions	Response
<p>Q. No mention of the word App, no mention of the word Social Media in the report. Will the 'digital by default' look at these options?</p>	<p>We know from market research and other customer services both from the private and public sector that Apps are not necessarily how customer want to transact with their services. Particularly young people and communities which are</p>

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	vulnerable. Apps take up data and space on phones and often do not get utilised. Instead we are investing in the digital platform which acts and enables transactions like an app but through the website. This is quick and doesn't use data and the intention is for the digital platform to look and act like a platform that can be easily accessed from phone and tablets.
Q. Will we look at AI, Chatbots and virtual assistants in the CS Plan?	AI is key to future transformation. We want to apply a chatbot to the Clean and Green services as a test pilot and this will enable us to understand our own vulnerabilities and help to identify where further investment is needed to roll this out across other council service areas.
Q. Will we keep the FiFiLi app or develop it further?	The FiffiLi App is being relaunched as Love Your Neighbourhood and investment in this has already been made.

Agenda Item – 6.4a London City Airport: Neighbouring Authority Agreement (Noise Insulation Payments Scheme) Appendix A Map of Eligible Area	
Questions	Response
Q. Has the accuracy of the noise boundaries ever been tested using real world monitoring - at ground level and also at different heights (given tall buildings within or close to zone)?	The Section 106 Agreement stipulates that those properties within the 57 dB contour will be eligible for compensation. It also requires that the 57 dB contour is independently reassessed by an acoustic specialist every year (between 16 June and 15 September) and amended if appropriate, to ensure its accuracy. The Infrastructure Planning Team will work with the appointed acoustic specialist in 2019 to ensure noise levels at different heights (particularly tall buildings) are taken into account.