

Ward Councillor Support Framework

What do we do?	What (more) could we do?	Lead	Timescale
Place Shaping			
Engage with residents	Support a greater place shaping role in local areas through: <ul style="list-style-type: none"> • Supporting Councillors to bring together a diverse range of partners including residents to shape localities • The Council's new consultation handbook include consideration of broader area impact on the place • Utilise co-production framework to deliver placed based activities 	Divisional Director SPP	Ongoing October 2019 December 2019
	Create and deliver an internal communications plan to: <ul style="list-style-type: none"> • promote the role of ward councillors • encourage staff to share any information with councillors relating to their wards - people and place - not just issues 	Divisional Director Communications and Marketing	
	Hold Overview and Scrutiny meetings in the community and look to focus meetings on a 'place' (geography) rather than particular topics	Divisional Director SPP	June 2019 in conjunction with OSC work programming
Consult on Social Housing schemes	Hold regeneration open days inviting Councillors and a variety of partners to increase engagement this could include reviewing existing events led by Housing Providers	Interim Divisional Director, Strategy, Regeneration and Sustainability	
There has been a programme of Community Safety Ward Walkabouts, held jointly with the police Safer Neighbourhood Teams, similar to housing estates walkabouts but focusing on ASB	Develop 'Days of Action' with Councillors, beyond ward walkabouts, where the focus is on the geographical place rather than on one particular issue	Divisional Director Community Safety	13 May Walkabout Programme. June - Days of Action commence

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A number of community venues have previously hosted an Overview & Scrutiny session or/and been used for Councillor Surgeries, such as George Green school	Consideration of utilising community venues such as schools/youth premises across the borough for appropriate Councillor events e.g. Planning Committees, Overview and Scrutiny meetings	Head of Democratic Services	Immediately
Support Councillor's casework and support the Member Enquiries process	Map Member Enquiry 'hot topics' against wards	Divisional Director SPP (with Head of Democratic Services)	When IT upgrade to intelligence tools has been completed
	Promote and raise awareness of the Local Community Fund and Corporate Small Grants to Councillors <ul style="list-style-type: none"> to signpost to their networks so they can apply to promote the successful projects to their communities 	Divisional Director SPP	<ul style="list-style-type: none"> April 2019 and ongoing October 2019 and ongoing
Members' Support			
	CLT and Senior Managers within the Council to ensure relevant Ward Councillors are informed at an early stage of relevant activities in their ward	Chief Executive/ Corporate Directors/ Divisional Directors	Imminent
Learning and Development Programme for all Councillors throughout the year (Mandatory and Non-Mandatory)	Utilise the Members Bulletin and Member Hub to further promote learning and development	Head of Democratic Services	Imminent
Ensure that relevant items are submitted for the Member Bulletin to keep all members informed of useful events.	Review the Member Bulletin to ensure it is more engaging, relevant to Members and shareable via social media	Divisional Director Communications and Marketing	
	Promote the Member's Bulletin to the Members Hub	Divisional Director Communications and Marketing	

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	Review the effectiveness of the Members' Bulletin and Members' Hub and how they could improve information sharing with Councillors	Head of Democratic Services/ Divisional Director Communications and Marketing	December 2019
Organise Ward Surgeries		Head of Democratic Services	Ongoing
	Create a toolkit for Ward Councillors utilising the areas suggested in this framework including a guide for staff and what the council can do to support them	Head of Democratic Services	June 2020
	Organise engagement sessions with Ward Councillors on the electoral process, including: <ul style="list-style-type: none"> • History of elections in 2014 and onwards • Electoral Registration (EIR) • The postal vote handling protocols • Fraud reporting tools in place • Challenges still faced in the electoral process 	Head of Electoral Services	September 2019
Schools, children's services			
Democratic Services currently arrange events in the Council Chamber for primary school children during the National and Local Democracy Weeks. This includes meeting the Speaker/Mayor/Senior Members, seeing the Speakers' parlour/mace etc and having a debate in the council chamber. Sessions are themed along the lines of the relevant 'Week'.	<ul style="list-style-type: none"> • Arrange similar events for secondary-age and college-age students and promote local democracy within schools and colleges by attending appropriate events • Develop a programme that focusses on democracy and deliver it in schools 	Head of Democratic Services / Divisional Director Education and Partnership	October 2019
	Promote youth democracy during Local Democracy Week (in October) by planning drop-in event(s) for young people to engage with their local councillors, including engaging with existing youth democracy structures.	Head of Democratic Services / Divisional Director Youth & Children's Commissioning	October 2019

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Provide training to Councillors on safeguarding and the corporate parent	<ul style="list-style-type: none"> • Expand on training on the education system and engagement with schools • Encourage Ward Councillors to go into schools, e.g. the Speaker to attend assemblies, ward councillors could go to schools, youth council, etc and give prepared talks and presentations on local democracy and the role of elected members linked to school curriculum.(DBS) • Create a pack for Councillors of what is available in schools, e.g. school councils • Elected members making contact with schools offering to support prize-giving or other positive recognition 	Divisional Director Education and Partnership/ Head of Democratic Services	
	<p>Encourage Ward Councillors to meet with children and youth fora run by the Parent and Family Support Service</p> <ul style="list-style-type: none"> • Councillors to visit Holiday Childcare Scheme • Councillors to attend SEND Our Time Youth Forum 	Divisional Director Education and Partnership	December 2019
Youth Service			
Run a Young Mayor programme where youth representatives are elected every two years to represent and advocate on behalf of their peers. The Young Mayors manage a budget of at least £10,000 to plan and deliver activities and events	Give young people more direct access to local Councillors through programmes such as the new Young Mayors programme where Deputy Young Mayors, or Youth Cabinet members, will work alongside their adult counterparts on a regular basis	Head of Mayor's Office/ Divisional Director Youth and Commissioning	Ongoing
	Councillors and Cabinet Members are encouraged to become more involved in the established youth representatives' annual training programme	Divisional Director Youth and Commissioning	Ongoing

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Support a Youth Council that meets weekly to discuss youth issues, youth services and who are regularly consulted by different services in the development of policy and processes		Divisional Director Youth and Commissioning	Ongoing
Youth Service to manage the effective running of the Children in Care Council to understand their rights and to shape policies that affect them		Divisional Director Youth and Commissioning	Ongoing
Partners in the Young People's Question Time, led by the Safer Neighbourhood Board, which is an event that gives young people an opportunity to ask questions of decision-makers in the borough		Divisional Director Community Safety	Ongoing
	Give young people the opportunity to shadow Cabinet Members and senior council officials/ Commit to the British Youth Council's accredited Local Councillor Shadowing Award for young people to shadow local councillors for a minimum of 10 hours	Divisional Director Education and Partnership/ Divisional Director Youth and Commissioning	
	Add Councillor visits to the youth centres' annual programme so that young people can expect and look forward to an opportunity to meet and engage with elected members	Divisional Director Youth and Commissioning with support from Head of Democratic Service	
	Involve the Youth Council in Councillor induction. Training young people to train councillors has worked well elsewhere	Divisional Director Youth and Commissioning with support from Head of Democratic Service	

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	Increase digital communication with young people, this will require additional social media training for Councillors which could also explore ward level social media and legislative presumption that a councillor is acting on the Council's behalf	Divisional Director Communications and Marketing	
	Explore 'Hack' events undertaken in other local authorities to address specific issues with Councillors involved in scene setting and active engagement in the days	Head of Democratic Services	March 2020
Mayor's Office			
Hold a regular open event where members of the public are able to ask the Mayor	Review and explore different formats for Ask the Mayor, including local sessions, digital and large 'state of the Borough' events to improve engagement	Head of Mayor's Office	December 2019
Invite Ward Councillors to attend Ask the Mayor events in their wards			
The Mayor sends out a monthly e-newsletter to around 4,000 residents		Head of Mayor's Office	Ongoing
Regular social media activity from Mayor, who has 8,000 Twitter followers and over 3,000 followers on Facebook	Provide social media training sessions for all Councillors	Divisional Director Communications and Marketing	
Locality Based Data			
Provide area profiles for each of the 20 Tower Hamlets wards linked from the Members Hub	Provide Councillors with data training on the key principles to keep in mind when reviewing data in order to promote self help	Divisional Director SPP	September 2019
Public Health England provides Public Health Fingertips Data, https://fingertips.phe.org.uk/profile/health-profiles , featuring data at local authority level			
Adults Social Care Outcomes Framework (ASCOF) https://digital.nhs.uk/data-and-information/publications/clinical-indicators/adult-social-care-outcomes-framework-ascof/current covers key elements of social care at local authority level			

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London Data Store https://data.london.gov.uk/ features 700 data sets			
Metropolitan Police Data https://www.met.police.uk/sd/stats-and-data/met/crime-data-dashboard/ is updated monthly with crime statistics, however it illustrates where a crime was recorded, not necessarily where it took place.	Signpost to Crime and Disorder data that exists, but aren't accessed - there is lots of data which could be signposted through the Members' Hub	Divisional Director Community Safety	June 2019
	Ensure Councillors are notified through the Members' Bulletin when data sets on the Borough Statistics and the Borough Profile pages are updated or when new data sets are added	Divisional Director SPP	Ongoing
	Signpost members to the Borough Statistics and the Borough Profile pages, including their sub pages and factsheets via the Members' Hub	Divisional Director SPP	Ongoing
Housing			
Tower Hamlets Homes manage council housing and run estate walkabouts for Ward Councillors to review repairs, cleanliness, Anti-Social Behaviour, etc		THH	Ongoing
Engagement with Residents' Associations Engagement with Tenant Management groups	Compile list of Residents' Associations, Tenant Management groups for each ward and publish for easier engagement by Councillors – this could potentially be a page of ward contacts in each area profile	Interim Divisional Director, Strategy, Regeneration and Sustainability	
The law says Councillors can't influence housing allocations decisions, however, Councillor enquiries and complaints sometimes this identify mistakes in the process which can be corrected by Housing Services		Interim Divisional Director, Strategy, Regeneration and Sustainability	Ongoing

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Housing Services hold seminars for Non-Executive Councillors on how they can engage with the housing process, but also to their manage expectations in light of the legal constraints	Provide Councillors with further training and information to assist them in managing service user expectation	Interim Divisional Director, Strategy, Regeneration and Sustainability	
Provide Councillors with Housing Association details to follow up constituent issues on Housing Association estates	Publish Housing Association contact details mapped by ward for Councillors to contact them direct/share information with tenants	Interim Divisional Director, Strategy, Regeneration and Sustainability	
Housing services administer home improvement grants and energy efficiency grants as part of their sustainability role and have undertaken quite a bit of work informing Councillors	Provide Councillors with further information on home improvement grants and energy efficiency grants	Interim Divisional Director, Strategy, Regeneration and Sustainability	
Consult with Councillors and residents on New Build Programme		Interim Divisional Director, Strategy, Regeneration and Sustainability	Ongoing
Community Safety			
Provide comprehensive Councillor induction programme including briefings on key issues like Anti-Social Behaviour, Crime and Violence Against Women & Girls (VAWG) and specific briefings on PREVENT and civil contingencies in which Councillors have a specific community leadership role	<ul style="list-style-type: none"> • Ward Councillors to be invited to Ward Walkabouts and Days of Action • Training Programme for Members on VAWG • Training Programme for Members on Civil Contingencies (new Pilot). 	Divisional Director Community Safety	May May September

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Councillors can become VAWG, Hate Crime and Prevent champions.	<ul style="list-style-type: none"> Offer VAWG/Hate Crime/Prevent champion training to Members. N.B VAWG/Hate Crime requires two day training commitment, Prevent one day. 	Divisional Director Community Safety	Ongoing throughout 2019
Safer Neighbourhood Panels (SNPs) exist at ward level chaired by residents and Councillors can participate	Encourage all Councillors to become members of their ward SNP, it provides direct contact with their ward Safer Neighbourhood Team, the ward level policing team, including sergeant, officers, etc, and they also benefit from Safer Neighbourhood Board data portal access which provides ward level data	Divisional Director Community Safety	Linked to Ward Walkabouts above that commenced May 2019.
Piloting neighbourhood management model in North West of the borough	Review the outcome of the pilot	Divisional Director Community Safety	Review of Year 1 underway and will inform Year 2.
Planning			
Councillors can get involved and participated in the formation of planning policy, including supplementary policy	Develop and implement a pre-application committee presentation process , for appropriate applications, as part of the pre-application process to enable Councillors to engage and understand significant proposals at any early stage	Divisional Director, Planning and Building Control	TBC
	Add weekly list of planning applications, by ward, to the Members Hub	Divisional Director, Planning and Building Control with Head of Democratic Services	1 July 2019
	Strengthen Ward Councillors knowledge on the planning process and how they can encourage residents to positively engage e.g. this could be a short online guide or similar	Divisional Director, Planning and Building Control	February 2020

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	Adopt and implement a new Planning Statement of Community Involvement	Divisional Director, Planning and Building Control	May 2019
	Review and up-date/amplify information available to all councillors about Neighbourhood Planning	Divisional Director, Planning and Building Control	September 2019
Councillors can get involved, formally, in shaping and identifying how Section 106 and Community Infrastructure Levy (CIL) is spent	Review approach to Local Infrastructure Fund consultations around CIL and introduce an approach which highlights opportunities for Councillors to get involved in consultations regarding the allocation of CIL monies.	Divisional Director, Planning and Building Control	December 2019
Licensing			
Licensing hold sessions for all Councillors encouraging them to be advocates and advising what they should consider when looking at new license applications or requesting a review of an existing license	Encourage Councillors to advocate for their ward where a licensed premise is causing problem (request a review), or when a new license is applied for, they could represent all comments from their ward and be the contact for the business	Divisional Director Public Realm	
	Look at positive engagement with Councillors, rather than engagement through complaints this involves providing information to Councillors at an early stage and encouraging them to share this with residents to reduce both complaints and Member Enquiries	Divisional Director Public Realm	
Partnership Working			

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	Promote the work of Tower Hamlets Housing Forum (THHF) and it's subgroups (including the Community Involvement Network) to Councillors	Head of Democratic Services in conjunction with the Chair of THHF and the THHF Co-ordinator in the Place Directorate	Ongoing
Tower Hamlets Housing Forum (THHF) members (Registered Providers of social housing) engage with the Council's Member Enquiry (ME) process	Provide Tower Hamlets Housing Forum (THHF) Executive with guidance to assist their members' handling of Member Enquiries	Head of Democratic Services	Ongoing
Tower Hamlets Housing Forum (THHF) provide quarterly information to Housing Scrutiny Sub Committee, and an annual report which is circulated widely, including to all Councillors		THHF	Ongoing
Local Housing Associations manage estate walkabouts which often include Ward Councillors and other partners		Interim Divisional Director, Strategy, Regeneration and Sustainability	Ongoing
Councillors are invited to attend Safer Neighbourhood Ward Panels run by the police	Encourage attendance at Ward Panels when Members attend their Ward Walkabouts and Days of Action. Advertise all Ward Panels through Members Hub	Divisional Director Community Safety with Head of Democratic Services	Linked to Ward Walkabouts above that commenced May 2019.

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	Advocate use of OWL - online watch link, an online Neighbourhood Watch https://www.owl.co.uk/index.htm Community Safety are on OWL and use it as a communications tool.	Divisional Director Community Safety with Head of Democratic Services	Ongoing
Overview and Scrutiny			
Provide Councillors with Overview and Scrutiny training	Provide training to all Councillors and Senior Managers Forum	Divisional Director SPP	October 2019
Provide an updated Overview and Scrutiny Toolkit to assist Councillors and Officers in undertaking effective Overview and Scrutiny		Divisional Director SPP	July 2019
	Develop and promote the Councillor Call for Action (CCfA)	Divisional Director SPP	October 2019
	Use digital technology to allow residents to feed into the Overview and Scrutiny work programme	Divisional Director SPP	April 2020
	Use the consultation hub to feed into the Overview and Scrutiny work programme	Divisional Director SPP	April 2020
	Provide all non-Executive Councillors with an opportunity to feed into the Overview and Scrutiny work programme	Divisional Director SPP	June 2019
Building Social Housing			
Undertake a three phased consultation process with residents and Councillors on all housing development schemes providing three opportunities to feed into each development scheme	Publicise how housing development schemes have evolved and been improved through the consultation and engagement process to show how effective engaging with the process can be	Interim Divisional Director, Strategy, Regeneration and Sustainability	

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	Publicise housing development schemes through the Councillor Bulletin	Interim Divisional Director, Strategy, Regeneration and Sustainability	
Provide web pages about the Council's 100% affordable social housing developments https://www.towerhamlets.gov.uk/lgnl/housing/Infill_schemes_on_estates/Infill_schemes_on_estates.aspx	Make the webpages more user friendly	Interim Divisional Director, Strategy, Regeneration and Sustainability	