

Committee	Date	Classification	Report No.	Agenda Item No.
Overview and Scrutiny Committee	5 th October 2010	Unrestricted		9.1
Report of: Acting Joint Service Head, Scrutiny and Equalities		Title: Overview and Scrutiny Recommendation Tracking Report: Update		
Originating Officer(s): Barry Clark / Afazul Hoque Scrutiny & Equalities		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
None	N/A

3 Report

- 3.1 As part of its regular work programme, Overview and Scrutiny Committee (OSC) receives a regular, 6-monthly, 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, they are no longer being monitored. This report incorporates all the action plans from those reviews undertaken since 2007/08.
- 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. In 2007/08 Members revisited Access to GP/Dentistry services and Youth Services Reviews.
- 3.3 In September 2010 all the Scrutiny Lead Members revisited a review within their portfolio area. This was undertaken through 1-2-1 meetings with Lead Officers from the service area of the review or visits to particular service areas to understand and gain a better insight into how the recommendations are being implemented within the services. This provided Members a useful way of monitoring the implementation of recommendations, identify key outcomes as a result of the review and also consider any difficulties around implementing recommendations. The details of these discussions will be reported by the Scrutiny Leads to the Committee in October 2010 and the reviews revisited are listed below.
- Councillor Lesley Pavitt revisited the review on Anti-Social Behaviour
 - Councillor Ahmed Omer revisited the challenge session on Interpreting and Translation Provision in the borough
 - Councillor Rabina Khan revisited the review of the Evaluation of the Neighbourhood Renewal Funding
 - Councillor Tim Archer revisited the review on Young People's participation in sports leading up to the Olympics
 - Councillor Ann Jackson revisited the review on the Licensing of Strip Clubs
 - Councillor Zenith Rahman revisited the review on Choice Based Lettings
 - Councillor Rajib Ahmed revisited the review on the Use of Consultants.
- 3.4 This 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.
- 3.5 Appendix 1 provides an update of the tracking system. It is organised by the broad themes from the Community Plan with the additional area of Excellent Public Services to focus on Value for Money, performance and customer services.

- 3.6 As noted in the report of 9th March 2010 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.
- 3.7 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.
- 3.8 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 19 action plans being monitored, 16 are at green with 3 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 Three of the reviews have successfully been 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. The action plans for these reviews are Leaseholders: A study of customer care, Evaluation for Neighbourhood Renewal Fund and Interpreting and Translation Challenge Session.

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

This report details a 6-monthly update of the progress with the implementation of recommendations of the Overview and Scrutiny Committee. There are no direct financial implications arising from this report.

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 English for Speakers of Other Language (ESOL) and Anti-bullying challenge sessions which sought to respond to the issue of local and new residents' access to services.

7 Risk Management implications

- 7.1 There are no direct risk management implications arising from this Report.

8 Sustainable actions for greener environment

8.1 There are no implications arising from this Report

9. Crime and disorder implications

There are no direct crime and disorder implications arising from this Report. However, a number of reviews have focussed on reducing crime and disorder this includes the review of Tackling Anti-Social Behaviour and Alcohol Misuse amongst Young People. In particular the review of Youth Offenders – Supporting Vulnerable Young People has made a number of recommendations to reduce crime by young people in the borough. A detailed response to these recommendations is outlined in appendix 11.

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	Affordable Homeownership
Appendix 7	Private Rented Sector
Appendix 8	Tackling Anti-Social Behaviour
Appendix 9	Early Interventions, Child Protection
Appendix 10	Dangerous Dogs Challenge Session
Appendix 11	Anti-Bullying Challenge Session
Appendix 12	Youth Offenders – Supporting Vulnerable Young Adults
Appendix 13	Evaluation of Neighbourhood Renewal Fund (NRF)
Appendix 14	Parental Engagement in Secondary Education
Appendix 15	Child Poverty
Appendix 16	English for Speakers of other Language (ESOL) Challenge Session
Appendix 17	Tobacco Cessation
Appendix 18	Alcohol Misuse Amongst Young People
Appendix 19	Interpreting and Translating Challenge Session
Appendix 20	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 – No further 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 All the recommendations have been completed or there is on-going work and therefore no further monitoring is proposed. The detailed action plan is attached in appendix 2.	
Issue Licensing of Strip Clubs	Recommendation Date 5 November 2008	Green
Monitoring Status – Maintain annual 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 Changes to legislation means the majority of the recommendations have been superseded but the original spirit of the review will be incorporated into a new policy for licensing of sexual encounter establishments. This action plan is in appendix 3 and was revisited by Councillor Ann Jackson.	
Issue Choice Based Lettings	Recommendation Date 3 December 2008	Green
Monitoring Status – Maintain annual monitoring		
Recommendation This review looked into the Council's 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 The majority of the 20 recommendations in the action plan have made progress. The action plan is attached in appendix 4. This review was also revisited by Councillor Zenith Rahman.	
Issue	Recommendation Date	Green

Young people's participation in sports leading up to the Olympics	14 January 2009	
Monitoring Status – No further monitoring		
Recommendation The review looked into current initiatives in place around sports engagement for young people, 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.	Response / Progress All of the recommendations have been completed or there is on going work, therefore no further monitoring is proposed. This action plan is attached in appendix 5 and was revisited by Councillor Tim Archer.	

Issue Affordable Homeownership	Recommendation Date 2 nd December 2009	Green
Monitoring Status – Maintain six-monthly monitoring		
Recommendation This review was established to consider the challenges local residents face in accessing affordable housing, and how the Council and our partners can work together to overcome these.	Response / Progress Out of the six recommendations in the action plan, four have made good progress with two not been implemented due to national and local policy change. This action plan is attached in appendix 6.	

Issue Private Rented Sector	Recommendation Date 8 th September 2010	Yellow
Monitoring Status – Maintain six-monthly monitoring		
Recommendation This review looked to identify key gaps and issues that exist within the Private Rented Sector in Tower Hamlets and recommend potential initiatives that would improve service delivery. In particular consider existing systems, procedures and initiatives which are currently in place to support landlords and tenants within the sector.	Response / Progress A comprehensive action plan was agreed by Cabinet in September 2010. This action plan will be monitored in March 2011 and is attached in appendix 7.	

'A safe and supportive community'

Issue Tackling Anti Social Behaviour	Recommendation Date 14 January 2009	Green
Monitoring Status – No further 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	Response / Progress All 13 recommendations have been completed or there is on going work and therefore no further monitoring is proposed. A detailed action plan outlining progress is attached in appendix 8.	

working and engagement with young people.		
Issue Early Intervention, Child Protection	Recommendation Date 2 nd December 2009	Green
Monitoring Status – Maintain six-monthly monitoring		
Recommendation This review was established to examine the Council's existing early intervention services in relation to Child Protection and explores the case for extending services from a value for money and customer service perspective.	Response / Progress There has been good progress made against all of the recommendations and an update is attached in appendix 9.	
Issue Dangerous Dogs Challenge Session	Recommendation Date 3 rd November 2009	Green
Monitoring Status – Maintain six-monthly monitoring		
Recommendation This challenge session was an opportunity for Members and residents to hear about work undertaken locally and regionally on tackling dangerous dogs. This was an opportunity for residents to highlight their main concerns.	Response / Progress This is the first time of monitoring for this action plan and progress has been made against all of the recommendations. The action plan is attached in appendix 10.	
Issue Anti-Bullying Challenge Session	Recommendation Date 6 th April 2010	Yellow
Monitoring Status – Maintain six-monthly monitoring		
Recommendation This challenge session was to consider bullying related issues at schools and to examine the effectiveness of the borough's anti-bullying initiatives.	Response / Progress This challenge session was agreed by Overview and Scrutiny Committee on 6 th April 2010. Appendix 11 outlines the responses to the recommendations. This will be monitored in March 2011.	
Issue Youth Offenders – Supporting Vulnerable Young Adults.	Recommendation Date 8 th September 2010	Yellow
Monitoring Status – Maintain six-monthly monitoring		
Recommendation The review examined the causes of youth crime, looking at what interventions are already in place to combat youth crime and what further work the Partnership could do to reduce youth crime and lower youth re-offending rates.	Response / Progress A comprehensive action plan was agreed by Cabinet in September 2010. This action plan will be monitored in March 2011 and is attached in appendix 12.	

'A prosperous community'

Issue Evaluation of Neighbourhood Renewal Funding	Recommendation Date 5 November 2008	Green
Monitoring Status – No further monitoring needed		
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 allocated through Tower Hamlets Partnership in the future.	Response / Progress All of the recommendations within the action plan are now complete therefore no further monitoring is required. The action plan is attached in appendix 13. This was also revisited by Councillor Rabina Khan.	

Issue Parental Engagement in Secondary Education	Recommendation Date 4 th November 2009	Green
Monitoring Status – Maintain six-monthly monitoring		
Recommendation This review was established to examine the current policy and practices and suggest improvements in supporting and encouraging parental engagement in secondary schools.	Response / Progress There are 8 recommendations in this action plan and they have all made significant progress. The action plan is attached in appendix 14.	

'One Tower Hamlets'

Issue Child Poverty	Recommendation Date 7 th October 2009	Green
Monitoring Status – Maintain six-monthly monitoring		
Recommendation The main aim of the review was to consider a community leadership model which contributes to creating One Tower Hamlets using child poverty as a case study.	Response / Progress There has been progress made against all of the recommendations and the updated action plan is attached in appendix 15.	

Issue English for Speakers of Other Languages (ESOL) Challenge Session	Recommendation Date 5 th January 2010	Green
Monitoring Status – Maintain six-monthly monitoring		
Recommendation This session was to consider ESOL provision in the borough with a focus on Tower Hamlets College.	Response / Progress Out of the five recommendations in the action plan from the Challenge Session, progress has been against all of them. The action plan is attached in appendix 16.	

'A healthy community'

Issue Tobacco Cessation in Tower Hamlets	Recommendation Date 30 July 2008	Green
Monitoring Status – Maintain annual 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 Significant progress has been made against the nine recommendations in the action plan, the recommendations are either complete or near completion therefore November 2011 will most likely be the final time of monitoring. The action plan is attached in appendix 17.	

Issue Alcohol Misuse Amongst Young People	Recommendation Date 4 th November 2009	Green
Monitoring Status – Maintain six-monthly monitoring		
Recommendation This review was established to explore the problem of alcohol misuse amongst young people.	Response / Progress Progress has been made against all of the nine recommendations in the action plan. The action plan is attached in appendix 18.	

‘Excellent public services’

Issue Interpreting and Translation Provision Challenge Session	Recommendation Date 10 June 2008	Green
Monitoring Status – No further monitoring needed.		
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 Significant monitoring has been made on all of the recommendations. Therefore no further monitoring is required; also Councillor Ahmed Omer revisited this Challenge Session. The action plan is attached in appendix 19.	

Issue The use of consultants	Recommendation Date 30 July 2008	Green
Monitoring Status – No further 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 Out of the seven recommendations in the action plan all have made significant progress, two are now complete. The action plan is attached in appendix 19. This review was revisited by Councillor Rajib Ahmed.	

Response to Scrutiny Working Group Report on Leaseholders and Customer Care

Recommendation	Response / Comments October 2008	Update: October 2009	Update: October 2010
<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; inter alia,</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 	<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 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>	<p>The opportunities for leaseholders to engage have continued to develop. As well as continuing with the Leaseholder Focus Group, leaseholders are involved and working groups for repairs procurement, ASB, caretaking and where extensively involved in the Section 20 consultation procedure.</p> <p>The Leaseholder Service Improvement Group (LSIG) has also been formed to look at specific areas of the services and to involve leaseholders throughout the improvement process on specific projects such as Map sites, Management fees and Caretaking.</p>

Recommendation	Response / Comments October 2008	Update: October 2009	Update: October 2010
<p>explanation of service charges including the differences and reasons 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>The revised section 20 process now in place includes Due Regard Panels but no panel has been required in 2009/10. The need for such a panel should diminish as THH is now confident that its S20 process is equivalent to best in class and is building leaseholders' trust in the process.</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>There is a monthly regime of estate inspections which residents are involved with. Also we will be sending out repairs details to volunteers in each area for checking throughout the year as in the CWH key lessee scheme.</p>

Recommendation	Response / Comments October 2008	Update: October 2009	Update: October 2010
<p>R4 The key elements of service provision at a local level, such as cleaning, need to be subject to greater independent quality 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>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 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>A new cleaning inspection regime is being used to provide a rating of cleanliness of all areas.</p> <p>The Resident Monitoring Panel receives reports on caretaking standards and takes part in inspections, along with estate inspections</p>	<p>This remains in place and operating.</p>
<p>R5 Housing should conduct a review of its leaseholder communications, and guidance pack with a view to increasing accessibility and penetration of leaseholders.</p>	<p>A leaseholders focus group was held to discuss communications.</p> <p>A readers panel has now been established.</p> <p>Leaseholder information is now included as a specific section of Open Door, our newsletter to all residents. The leaseholders guide is currently under review.</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>	<p>Newsletter has been published quarterly since summer 2009 and is now to be printed annually with more leaseholder information to be included in general resident newsletters.</p> <p>Leaseholder Focus Group meeting monthly with a senior management presence.</p> <p>Leaseholder Service Improvement Group with representatives from THLA, focus group, THH Board and officers:</p>

Recommendation	Response / Comments October 2008	Update: October 2009	Update: October 2010
			<p>mandating specific time bound service improvement projects with leaseholder involvement.</p> <p>Leaseholder Conference: with workshops to be held October 2010, second conference planned for 2011/ 12.</p>
<p>R6 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>The housemark benchmarking exercise has been placed in the public domain.</p> <p>Further work is needed with leaseholders to develop this area.</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 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</p>	<p>The methodology for the housing management charge continues to be refined.</p> <p>Currently a time sheeting exercise is being carried out by all staff within THH to ascertain accurately the amount of time they spend on leasehold issues so that the management fee accurately reflects the amount of time spent delivering the services.</p> <p>This will be complete in time for 2011/12 estimates.</p>

Recommendation	Response / Comments October 2008	Update: October 2009	Update: October 2010
<p>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’.</p>	<p>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.</p>	<p>this project.</p> <p>Schedules are now on notice boards.</p> <p>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</p>	<p>Schedules continue to be on boards. However a move away from prescriptive schedules and an implementation of a more common sense need based approach to caretaking is being trailed on Collingwood estate. This pilot is fully involves leaseholders.</p>
<p>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 improve leaseholder engagement.</p>	<p>Completed and subject to annual review.</p>	<p>An extensive staff training programme is now in place. Leaseholder engagement workshops are now established, monthly leaseholder service “drop ins” happen locally and leaseholder staff are working in One Stop Shops on Saturday mornings</p>	<p>Programme of externally provided leasehold management training for staff completed Jan 2010. Leaseholder workshops took place Dec. 2009. Further staff training and awareness campaign to be delivered by leasehold services management team in August/September 2010. Leasehold Services staff attending neighbourhood action days and residents’</p>

Recommendation	Response / Comments October 2008	Update: October 2009	Update: October 2010
<p>R9 Housing should ensure that it implements and embeds fully all aspects of the Council's Customer Promise, in both process and culture.</p>	<p>Completed and subject to annual review.</p> <p>All staff transferred to THH received a specific induction on the values and customer ethos of THH, and this is ongoing.</p>	<p>THH's revised customer promise has been consulted on and implemented. Work continues to develop value based behaviours</p>	<p>surgeries</p> <p>Much work has been done around the embedding of THH's core values and a behavioural framework that will ensure excellent customer service</p>
<p>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:</p> <p>i. Relaunch the current ADR scheme. There would need to be clear communication to leaseholders that the system had changed and what the improvements were intended to achieve. This would include: clearer information about the new transparent ADR</p>	<p>Discussions have taken place with THLA and a paper setting out four potential ADR options has been developed.</p> <p>This paper is currently subject to consultation with THLA.</p> <p>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.</p> <p>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.</p>	<p>THLA proposals for revisions have not yet been received, however, there have been few complaints about the ADR process since the formation of THH</p>	<p>The context of the original need for an ADR scheme has changed and as such the scheme has now been incorporated into the day to day work of the leaseholder customer services team.</p> <p>It is not value for money to have a separate team dealing with disputes and leasehold officers will work with finance to substantiate costs. resolve queries and provide credits when necessary</p> <p>The transparency of charges continues to improve and service charge disputes are investigated and resolved in house.</p> <p>The option of LVT remains</p>

Recommendation	Response / Comments October 2008	Update: October 2009	Update: October 2010
<p>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 			<p>for any leaseholder who is unsatisfied with the outcome of the internal investigation.</p>
<p>R11 The current relationship between the ADR scheme, the use of a Leaseholder Valuation Tribunal and Corporate Complaints Process is not clear. As a matter of urgency, Housing should,</p>	<p>This recommendation is linked to recommendation 10 above.</p>	<p>As per recommendation 10</p>	<p>As per recommendation 10</p>

Recommendation	Response / Comments October 2008	Update: October 2009	Update: October 2010
<p>in consultation with key leaseholder groups, provide clear guidance to staff and leaseholders on the role of each process.</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>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>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>Leasehold Advisors patches aligned with neighbourhood virtual teams. Leasehold Advisors attending estate inspections and surgeries in their neighbourhoods.</p>
<p>R13 Housing should review the current contract with</p>	<p>A report on the CAB and the options available has been prepared for further discussion.</p>	<p>A Financial Inclusion Project is part of the</p>	<p>“Money, Help, Advice” offer to residents now in</p>

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Citizens Advice Bureau (CAB) so that it provides a service that deals specifically with managing the financial issues faced by leaseholders.		improvement plan and an external review is being carried out.	place including an in-house financial advisor and paid arrangements with 2 local agencies providing better VFM than the former CAB arrangement.
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.	THH has implemented a financial inclusion offer for residents with our partner agencies Account 3 and the Limehouse Project. This offers comprehensive case work for our residents in need, dealing with debt and welfare advice as well as help accessing financial products such as bank accounts.
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	Statute Barred debt is regularly identified and removed from accounts.
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	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.	Leaseholder newsletter along with local newsletters provide greater information. New leaseholder handbook to be published before end of	New Leaseholder Handbook in place. Leasehold Focus newsletter published quarterly in 2009/10; now to be published twice yearly (see R5).

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<p>clear, accessible and appropriate to services. This is particularly important in explaining the reasons for the way that services are delivered, particularly where individual charges are being raised.</p>	<p>These include a strategy for the Estate Improvement Programme and the launch of the Overcrowding Strategy. Regular liaison meetings take place between the LBTH & THH Communications colleagues. A THH website has been established. THH is communicating regularly with tenants and leaseholders through the 'Open Door' newsletter which is distributed every two months. A communications strategy will be considered by the THH board in October.</p>	<p>year.</p>	
<p>R17 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>See recommendation 12.</p>
<p>R18 The Corporate Complaints Process is a crucial part of the Council's delivery of the</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</p>	<p>External training on leasehold management, section 20 and LVT completed January 2010.</p>

Recommendation	Response / Comments October 2008	Update: October 2009	Update: October 2010
<p>customer promise. The Council should ensure that its relationship with any other statutory or non-statutory processes that directorates may use is clear to both staff and residents.</p>		<p>Valuation Tribunals to complement their understanding of the Complaints process.</p>	<p>Internal training on customer service, complaints handling and plain English delivered December 2009).</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>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 Recommendation 9)</p>	<p>See recommendation 9.</p>

Scrutiny Review of the Licensing of Strip Clubs				
Recommendation	Update: March 2010	Responsibility	Date	Update: October 2010
<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>On 12th November 2009 the The Policing and Crime Act 2009 received royal Assent. Section 27 of the Act amends Schedule 3 of the Local Government (Miscellaneous Provisions) Act 1982 to include a new category of sex establishment – the Sexual Encounter Venue.</p> <p>The LGMP Act 1982 allows a local authority to adopt the provisions of Schedule 3 of the 1982 Act to control, by way of a licensing regime, sex establishments in the area, within one year.</p> <p>It is required by the amendments in the PCA 2009 that a local consultation takes place consider the option of whether or not to adopt the Act.</p> <p>This consultation will also inform the policy that was made is made.</p> <p>It is expected that that provisions of s.27 of the PCA 2009 will come into force in by April 2010.</p> <p>We are making plans for a members briefing for the Act.</p>	<p>Head of Trading Standards / Environmental Health</p> <p>Licensing Services Manager</p>	<ul style="list-style-type: none"> ○ Aug 2008 ○ Oct 2008 ○ Oct 2008 ○ Nov 2008 ○ Nov 2008 	<p>The draft plan for adoption of the relevant action has been produced, with adoption and implementation likely for March 2011.</p> <p>The process will include a comprehensive consultation process with stakeholders</p> <p>The process ahs been held up because of the need to ensure the process for adoption and policy developemnt is robust. This has required the need for legal opinion additional legal opinion to ensure we have conducted the process correctly</p>
<p>R2 That the Council</p>	<p>The consultation will cover this.</p>	<p>Head of Trading</p>		<p>The consultation will cover</p>

Scrutiny Review of the Licensing of Strip Clubs				
Recommendation	Update: March 2010	Responsibility	Date	Update: October 2010
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 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.		Standards / Environmental Health Licensing Services Manager Communications CLC Strategy and Programmes	<ul style="list-style-type: none"> ○ Aug 2008 	this issue and the policy developed accordingly

Scrutiny Review of the Licensing of Strip Clubs				
Recommendation	Update: March 2010	Responsibility	Date	Update: October 2010
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).	The Licensing Authority has received no complaints about Crime and Disorder outside striptease premises, neither has any intelligence been put forward by the police or other partners.	Head of Trading Standards / Environmental Health Licensing Services Manager Community Safety	<ul style="list-style-type: none"> ○ Aug 2008 ○ Sept 2008 ○ Oct 2008 	The Licensing Authority still has received no complaints about Crime and Disorder outside striptease premises, neither has any intelligence been put forward by the police or other partners.
R4 That the Council reminds all owners of their obligations under the recently amended Licensing Policy to prevent advertising on and around		Head of Trading Standards / Environmental Health Licensing Services Manager		All striptease premises have now been subjected to covert inspection. There are nine premises licensed in the Borough. All but one contravened licence conditions.

Scrutiny Review of the Licensing of Strip Clubs				
Recommendation	Update: March 2010	Responsibility	Date	Update: October 2010
<p>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>Completed with two premises being issued with simple cautions on the advice of Legal because of breaches of licence conditions.</p> <p>Problematic adverts have not been reported.</p>		<ul style="list-style-type: none"> ○ July 2008 ○ Ongoing 	<p>Six premises will be prosecuted, two will be offered simple cautions</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</p>	<p>Completed</p>	<p>Head of Trading Standards / Environmental Health</p> <p>Licensing Services Manager</p>	<ul style="list-style-type: none"> ○ Aug 2008 ○ Sept 2008 ○ Aug 2008 	<p>Completed</p>

Scrutiny Review of the Licensing of Strip Clubs				
Recommendation	Update: March 2010	Responsibility	Date	Update: October 2010
well as new applicants are asked not to advertise, either within the borough or outside.				
R6 That the Council lobbies the ASA in order to prevent strip clubs from advertising on billboards.	Ongoing	Head of Trading Standards / Environmental Health Licensing Services Manager	<ul style="list-style-type: none"> ○ Aug 2008 ○ Sept 2008 	Completed
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	Completed	Service Head – Environmental Control Head of Trading Standards / Environmental Health Licensing Services Manager Service Head – Development Decisions	<ul style="list-style-type: none"> ○ Completed 	Completed

Scrutiny Review of the Licensing of Strip Clubs				
Recommendation	Update: March 2010	Responsibility	Date	Update: October 2010
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.			<ul style="list-style-type: none"> ○ June 2008 	
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.	The legislative changes will be consulted upon.	Head of Trading Standards / Environmental Health Licensing Services Manager	<ul style="list-style-type: none"> ○ Aug 2008 ○ Sept 2008 	The consultation will be based on the legislative changes and policy proposals. The Councils position will have to be assessed after the consultation is carried out and the policy finalised.
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	Completed	Head of Trading Standards / Environmental Health Licensing Services Manager	<ul style="list-style-type: none"> ○ Sept 2008 	Completed

Scrutiny Review of the Licensing of Strip Clubs				
Recommendation	Update: March 2010	Responsibility	Date	Update: October 2010
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.				
R10 That the Council considers ways in which, for strip clubs, consultation can be undertaken on a wider scale than the current 40m radius.	Completed. The legislative changes will be consulted upon.	Head of Trading Standards / Environmental Health Licensing Services Manager	<ul style="list-style-type: none"> ○ Aug 2008 ○ Oct 2008 ○ Nov 2008 	Completed and assessed under the Licensing Act 2003. This will be reviewed as part of the consultation and policy development process

Scrutiny Review of the Licensing of Strip Clubs				
Recommendation	Update: March 2010	Responsibility	Date	Update: October 2010
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.	The legislative changes could provide an option of restricting numbers.	Head of Trading Standards / Environmental Health Licensing Services Manager	<ul style="list-style-type: none"> ○ Aug 2008 ○ Oct 2008 ○ Nov 2008 ○ Jan 2009 	<p>This will be reviewed as part of the consultation and policy development process.</p> <p>This was the major issue that required legal opinion. The legislation does allow the Council to restrict numbers of premises in the Borough and this will be addressed during the consultation process</p>

Scrutiny Review of the Licensing of Strip Clubs				
Recommendation	Update: March 2010	Responsibility	Date	Update: October 2010
<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 legislative changes will provide further opportunities for this action.</p>	<p>Head of Trading Standards / Environmental Health</p> <p>Diversity and Equality Coordinator</p>	<p>June 2008</p> <p>October 2008</p> <p>March 2009</p>	<p>An EqlA will be required as part of the policy development process.</p>
	<p>The legislative changes will provide further opportunities for this action.</p>			

Scrutiny Review of the Licensing of Strip Clubs				
Recommendation	Update: March 2010	Responsibility	Date	Update: October 2010
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.	Complete. The legislative changes have happened.	Head of Trading Standards / Environmental Health Licensing Services Manager		Complete. The legislative changes have happened.
	Complete. The legislative changes have happened.		<ul style="list-style-type: none"> ○ Jul 2008 ○ Aug 2008 ○ Sept 2008 	Complete. The legislative changes have happened.
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.	Complete. The legislative changes have happened.	Head of Trading Standards / Environmental Health Licensing Services Manager	<ul style="list-style-type: none"> ○ Oct 2008 ○ Feb 2009 	Complete. The legislative changes have happened.

Scrutiny Review of the Licensing of Strip Clubs				
Recommendation	Update: March 2010	Responsibility	Date	Update: October 2010

Recommendation	Update: February 2010	Lead Officer	Date	Update: October 2010
<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>The review of the lettings policy carried out during 2009 concluded that the present policy on bidding is unhelpful and generates negative bidding behaviour. This was largely because it allowed unlimited bidding for any size property regardless of the household size of the applicant. Proposals on changes to policy in relation to bidding were developed and put to public and stakeholder consultation. The consultation supported the proposals.</p> <p>The new Lettings Policy developed from the review and the consultation will be put to March 10 2010 Cabinet for decision. The policy includes changes on bidding that are designed to introduce more rational bidding behaviour and encourage applicants to make positive choices by removing the ability to bid for any size regardless of need and to introduce a maximum of 5 bids per applicant per weekly cycle.</p> <p>Once the policy is in place, bidding behaviour will need to be monitored as part of the implementation of the new policy, in particular to ensure that all groups in the community understand and engage effectively with the bidding process.</p>	<p>Colin Cormack, Head of Homeless & Housing Advice Services</p>	<p>March 2010</p>	<p>The start date for the new policy has slipped to September 210 and, in consequence, the monitoring of bidding habits has not yet started. When it does, the evaluation will include assessing the success of the IT limiters to inappropriate bidding strategies</p>
<p>R2. That a full Equality Impact Assessment of CBL is</p>	<p>The proposals for a new Lettings Policy have been subject to an EQIA. In particular the</p>	<p>Colin Cormack, Head of</p>	<p>March 2010</p>	<p>Completed – see February comments</p>

Recommendation	Update: February 2010	Lead Officer	Date	Update: October 2010
<p>undertaken in 2009/2010 including giving consideration to impact on community cohesion;</p>	<p>impact of giving preference in date order within a band was examined in relation to ethnicity to ensure that this process did not disadvantage or give an unfair advantage to any group. The assessment did not identify any such impacts.</p> <p>The public consultation exercise on the proposed new lettings policy received a high level of responses in support of the proposals. These responses were monitored across all the equality strands. Although there were some differences identified in levels of support, there were no significant variations from the overall level of support expressed by those who responded. In particular, the proposals to give preference in the four new bands to applicants waiting longest in the band received very high levels of support from the public and applicants on the Housing List.</p>	<p>Homeless & Housing Advice Services</p>		

<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>The new lettings policy is designed to be a simpler and clearer method of prioritising applicants. This is achieved by having 4 bands separated into high to lower level of priority. Applicants will bid for advertised property but within bidding rules that will encourage proper exercise of choice as opposed to the “scatter gun” approach encourage under the existing policy. Preference in each band will be given in date order of entry to the band. Decisions to make offers will be on simpler, clearer basis that will be seen as fairer.</p> <p>The new policy will therefore make it much easier to explain and defend the way scarce homes are allocated to individual applicants and the community at large.</p> <p>The new policy document has also been written to set out as clearly as possible how choice based lettings works. This includes explanation on the use of targets and an annual Lettings Plan. It makes clear that where targets are applied, this will be done by advertising properties to certain groups only in order to be as transparent as possible about how decisions are being made.</p> <p>Development of the IT delivery vehicle is now under consideration in order to make the process as customer friendly as possible, and to provide information on bidding history, applicants position in the queue and</p>	<p>Colin Cormack, Head of Homeless & Housing Advice Services</p>	<p>March 2010</p>	<p>Achieved – see comments at February reporting cycle comments</p> <p>This principle has been at the core of the policy, the offer process cascading down between the priority bands without the influence of discrete attention to quota groups. Rather, where the process is to actively consider such groups, the process will be open via due notification of such in the advertisement for such properties.</p> <p>To complement this, there will be the annual lettings plans presented to Cabinet to ‘publish’ activities and to define future priorities.</p> <p>Coupon analysis will follow the new policy’s implementation, it being expected that bidding habits will change and that intelligence will inform the in house –v– ELLC deliberations</p>
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	<p>extension of methods for bidding to ensure all members of the community can participate fully. An important aim is that when applicants have regular access to their queue position, they will be able to bid or choose not to on a better informed and more rational basis than at the moment where a universal practice is to bid for everything regardless. The consultation exercise produced responses from applicants that indicated they did this because the system allowed them to and was not a meaningful exercise for them.</p> <p>Lettings information is now being published regularly as well as monthly supply and demand data.</p> <p>Analysis of use of coupons has been carried out including a survey of coupon users. Telephone and internet bidding facilities are provided at One Stop Shops which can be used free of charge. Training has been made available for applicants to use these options.</p> <p>Internet and telephone bidding has therefore increased but it is hoped with the new policy in place and an improved IT facility, the level of applicants who bid on line will be increased. Additional options will also be introduced if possible to bid by text or through digital television.</p>			
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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>The application form has been revised to collect more information on disabilities and support needs.</p> <p>An upgrade on the Homeseekers website is being commissioned subject to final confirmation of potential costs savings that will help fund the costs of the upgrade.</p> <p>Literature now contains information and contact details for those who need assistance with bidding.</p>	Colin Cormack, Head of Homeless & Housing Advice Services	February 2010	<p>Achieved -see February reports cycle comments.</p> <p>In addition, web-site's font size can now be adjusted..</p> <p>The new policy's rationale is predicated on this recommendation. By its very nature this work can never be 'complete' because the Service will be pursuing a continuous improvement agenda but, in so doing, will have full regard for this recommendation's expectations.</p>
R5. That LBTH joins the East London Lettings company subject to a full feasibility study of what ELLC can offer to LBTH residents;	As part of the preparation and forward planning for implementation for the new policy in relation to IT adjustments that will be needed, feasibility of joining ELLC is being evaluated or whether development of existing IT provision can provide sufficient facility to provide an equivalent level of service.	Colin Cormack, Head of Homeless & Housing Advice Services	March 2010	The evaluation exercise has taken 2 nd place to the work to progress the go-live of the new Lettings policy. That said, IT developments have anticipated the potential for ELLC but the full comparative work will not now commence until the Autumn of 2010 with completion by financial year's end.
R6. That a Local Lettings	The new lettings policy that will go to Cabinet	Colin Cormack,	By May	Achieved, the principal adopted as

<p>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>for decision early in 2010 will include provision for local lettings plan to be agreed when appropriate.</p>	<p>Head of Homeless & Housing Advice Services</p>	<p>2010</p>	<p>part of the new Lettings Policy. Practically, the CHR meetings discuss actual implementation.</p>
<p>R7. That an open, non-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>The new lettings policy going to Cabinet contains three elements in relation to extending current sons & daughters policy.</p> <ol style="list-style-type: none"> 1. The new policy contains an amendment to the existing special quotas in Community Group 2 where for highly overcrowded households there is provision to rehouse and adult son or daughter separately to relieve the overcrowding. The change will 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. This special quota will in future be in Band 1 (Group B) 		<p>March 2010</p>	<p>Ultimate decision -quota group in Band 3 therefore recommendation now achieved</p>

	<p>2. The new policy contains an addition to the existing special quotas in Community Group 2 . This is a new provision to rehouse an adult son or daughter of existing tenants where the tenant also wishes to move to a smaller property if this would result in a net gain in bedrooms. This would achieve an under occupation move and release a larger property for letting to another household. This special quota groups will in future be in Band 1 (Group B).</p> <p>3. In the new Lettings policy there is provision to a proportion of available housing to be set aside annually as a quota 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. This quota will be in Band 3.</p> <p>Applicants will be required to meet resident's criteria of 5 years living with their parents as their sole residence. Preference will give to applicants eligible for this quota in date order of registration on the Housing List.</p>			
R8. That the work between Children's Services and	Rehousing adult children of foster carers has been considered by seeking the agreement	Colin Cormack, Head of		The 2010/11 Annual Lettings Plan was amended at Cabinet to

<p>Development and Renewal Directorates continue with a view to identifying housing solutions that accommodate more Looked After Children.</p>	<p>of adult children who may be eligible. None at the present time have indicated they wish to move. In the circumstances, setting an annual quota as previously considered would appear to be unnecessary.</p> <p>Should the situation change, and one or more individuals expressed a wish to be considered, there is provision within the Lettings Policy to do this through the Housing Management Panel that already operates in order to consider special cases or circumstances in order to consider awarding additional discretionary priority for example. It is proposed therefore that this route is adopted to consider any appropriate cases and that this is written into the fostering protocol document.</p> <p>To date, no research has been undertaken into shared ownership for foster carers within Development & Renewal.</p>	<p>Homeless & Housing Advice Services</p>	<p>January 2010</p>	<p>include a specific Foster Carers target of 8 x households and the year's end perform will be reported before 3rd Quarter of 2011/12</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</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 on the review and recommendations for improvements was considered by Cabinet Members at a seminar on 12 January 2010.</p>	<p>Colin Cormack, Head of Homeless & Housing Advice Services</p>	<p>February 2010</p>	<p>Achieved –see February reporting cycle comments. As for implantation, that will follow post the implementation of the new Lettings Policy with attention by March 2011.</p>

<p>potential providers for the service, sampling a work undertaken by Now Medical and considering introducing self assessments;</p>	<p>Recommendations included greater guidance and support for staff administering the process within the Lettings Team; improving the way in which initial assessments are done and introducing much greater clarity about the appeal stages and criteria to be applied. In addition it was recommended that a new post of review officer should be created to undertake first stage appeals that should have the capacity to carry out in depth and skilled assessments of cases where appropriate and provide a properly documented and reasoned response in each case. These improvements will be taken forward within the Development and Renewal directorate as early as possible.</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 prepared to campaign in support of these changes in partnership with other local authorities.</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> <p>The new Lettings Policy going to Cabinet for decision on March 10 2010 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 issued new guidance on</p>	<p>Colin Cormack, Head of Homeless & Housing Advice Services</p>	<p>March 2010</p>	<p>Addressed – see comments at February reporting cycle</p>

	<p>allocations in December 2009 in the light of the House of Lords judgement on Newham's allocations scheme. The guidance allows local authorities to adopt greater flexibility in allocation schemes, in particular taking account of local circumstances and preferences. This can include greater emphasis on time spent waiting if required. The new lettings policy has adopted this approach and complies with the new guidance.</p>			
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<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>The question of transitional periods was considered during the seminars held for Cabinet members in June 2009. The view reached was that any transitional period would be inappropriate as it would delay the implementation of the full policy. However, the impact of the policy will be carefully monitored and reported to members within an appropriate time scale to ensure that it is achieving its objectives and that action can be taken to amend any adverse affects if they are identified.</p>	<p>Colin Cormack, Head of Homeless & Housing Advice Services</p>		<p>Addressed – see comments at February reporting cycle. This is to be a fundamental element of the Lettings Plans in future years.</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</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>Colin Cormack, Head of Homeless & Housing Advice Services</p>		<p>Addressed – see comments at February reporting cycle</p>

<p>ensure the housing stock is used in the best way to reduce overcrowding ,working with partner RSLs to develop and fund initiatives;</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, 13 households have been rehoused through this scheme which was the target for the year. The scheme has been a success and the original target been exceeded..</p> <p>At the Common Housing Register Forum on 25 January 2010 it was agreed that the policy review sub group would give further consideration to measures that could increase under occupation moves.</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>An Overcrowding Strategy was agreed by Cabinet in Autumn 2009. This sets out an analysis of the problem and a series of measures to tackle the serious levels of overcrowding known to exist in the borough. This includes use of the private sector for temporary “respite” moves for highly overcrowded families.</p> <p>In addition, changes in the new lettings policy outlined above, increase the opportunity for overcrowding to be ameliorated amongst severely overcrowded households by offering an option to rehouse adult sons or daughters independently.</p>	<p>Colin Cormack, Head of Homeless & Housing Advice Services</p>	<p>Autumn 2009</p>	<p>Addressed – see comments at February reporting cycle</p>

<p>R14. That the Lettings policy be revised to reflect the changes proposed under the 'Bedroom Standards'</p>	<p>The policy sub group of the Common Housing Register Forum considered this issue when developing the new policy. It was decided that the current policy of giving children under 10 of mixed sex separate bedrooms be retained. This is a more generous provision than the "Bedroom Standard". In relation to children of same sex sharing where one is over 21, it was decided to retain the present policy where it is considered reasonable within the Tower Hamlets context to share a bedroom in these circumstances. This is less generous than the "Bedroom Standard" which proposes where same sex sharing is taking place, and one or more is over 21, that they should be entitled to separate bedrooms.</p>	<p>Colin Cormack, Head of Homeless & Housing Advice Services</p>	<p>March 2010</p>	<p>Addressed – see comments at February reporting cycle</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</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 new lettings policy maintains the provision in the existing policy that high priority is given to under occupiers. A policy on direct let's where appropriate and in defined circumstances included in the new policy.</p>	<p>Colin Cormack, Head of Homeless & Housing Advice Services</p>	<p>Autumn 2009</p>	<p>Nothing further to add to comments at February reporting cycle</p>

<p>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>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</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>Colin Cormack, Head of Homeless & Housing Advice Services</p>	<p>N/A</p>	<p>No further progress at this time</p>

a decision is reached whether to introduce the scheme.				
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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;	The Homes & Communities Agency asked for sub regional bids for a pilot funding initiative to provide a housing option for social housing tenants who are under occupiers but do not qualify for the existing Seaside and Country Homes Scheme. The objectives of the pilot are to <ul style="list-style-type: none"> • Release under occupied family sized social rented homes • Acquire properties outside London • Improve understanding of characteristics and aspirations of under occupying tenants who wish to move including information on preferred locations. 	Colin Cormack, Head of Homeless & Housing Advice Services	March 2010	See comments at February reporting cycle
R18. That the Council should invite other local authorities in London to identify best practice in promoting and facilitating mutual exchanges;	This is still outstanding. This will be taken forward once the lettings policy has been agreed by Cabinet in March 2010	Colin Cormack, Head of Homeless & Housing Advice Services	March 2010	No progress on this recommendation. It will follow the new policy implementation and be worked up during last 2 x quarters of this financial year.
R19. That the Council should undertake a review of Key Worker Housing in the Borough, specifically looking at its affordability and the	It was agreed within the Common Housing Register Forum that a full review of the Key Worker quota should be undertaken once the new lettings policy is in place. Pending that review, the annual quota currently in place since 2002 can be re considered in deciding the quota numbers for the coming year when a	Colin Cormack, Head of Homeless & Housing Advice Services	May 2010	No progress on this recommendation. It will follow the new policy implementation and be worked up during last 2 x quarters of this financial year.

<p>problems experienced by those with families in non-secure/assured tenancies;</p>	<p>Lettings Plan is taken to Cabinet for decision in May 2010.</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>Best Value Review of Sheltered Housing has been completed.</p> <p>Sheltered Housing is the one area where supply exceeds demand. It proves difficult from time to time to let some vacancies through the choice based lettings process. In order to remedy this, it was agreed that under the new provision for direct lettings to be made that for Sheltered Housing vacancies, if advertised once and no interested bidders come forward, a direct offer could be made to a suitable applicant.</p>	<p>Colin Cormack, Head of Homeless & Housing Advice Services</p>	<p>March 2010</p>	<p>Addressed – see comments at February reporting cycle</p>

Response to Scrutiny Working Group Report on Young people's participation in sports leading up to the Olympics

Recommendation	Update: March 2010	Responsibilities	Date	Update: October 2010
<p>R1. That a review is undertaken of the current pricing policy of leisure and physical activities and venues with a view to:</p> <ol style="list-style-type: none"> 1. Reducing costs for parents on low income; 2. Reducing the price of provisions for young people; 3. Formulating a policy for hiring and pricing of community access sports facilities and publishing this; 4. Giving free access to leisure centres for young people who are looked after; 	Free swim Friday introduced for all Tower Hamlets Residents.	1. Michelle Davies Leisure Contracts and Partnership Manager	1. Completed	Completed. No Update.
	Charges reviewed but no scope for reducing costs without additional funding	2. Michelle Davies Leisure Contracts and Partnership Manager	2. Jan 2009	Completed. No Update.
	COOL card project delivered by GLL and Children's Services. (Ended July 09). 687 young people accessed leisure centres through membership incentive scheme.	3. Michelle Davies Leisure Contracts and Partnership Manager	3. April 2009	DCMS has withdrawn funding for the Free Swim Initiatives from 31 st July, however, cabinet has agreed to fund the U.16 and 60+ programmes until 31 st October 2010.
	GLL and GLL Sport Foundation enabled young talented LBTH	4 Head of Sport and Physical Activity		All pricing for hiring of sports facilities within the borough's leisure centres can be viewed on the GLL website and in the Tower Hamlets Leisure Guide.
		5. Michelle Davies Leisure		Completed. No Update.

Recommendation	Update: March 2010	Responsibilities	Date	Update: October 2010
	<p>sports stars free access to GLL leisure centres</p> <p>Pilot scheme for access to centres for Looked After Children implemented in partnership with GLL & Children, Schools & Family Directorate</p> <p>Free swimming for Under 16's implemented April 2009</p>	<p>Contracts and Partnership Manager</p>	<p>4.October 2008</p> <p>5. Completed</p>	
<p>R2. That the results of the Young People and the Olympics Survey is used to inform the development of strategies for young people and sports, in particular that the Building Schools for the Future programme considers the views of young people in providing a variety of sports, coaching and training based on the expressions of interest, barriers and experience of</p>	<p>This will continue to be used for future developments.</p>	<p>Ann Sutcliffe, Service Head Building Schools for the Future Paul Martindill, Service Head Cultural Services</p>	<p>From 2008 and ongoing to 2013</p>	<p>All schools that are currently under the BSF Programme will receive significant investment into improving existing school sporting facilities including new sports halls and outdoor multi-utility games areas. Early pre-design consultations were held with schools and relevant stakeholders to identify schools priorities including sports and recreational facilities. These are listed below:</p> <p>St Pauls Way – 100% new build</p>

Recommendation	Update: March 2010	Responsibilities	Date	Update: October 2010
young people in sports.				<p>school with new sports hall and external games areas. Bethnal Green Technology College – three new outdoor MUGAs.</p> <p>Morpeth School – new indoor sports hall plus dedicated table tennis hall plus two outdoor MUGAs.</p> <p>Sir John Cass – new outdoor MUGA.</p> <p>Oaklands – remodelled outdoor play area plus refurbished sports hall</p> <p>Ian Mikardo – New indoor sports plus new remodelled external MUGA</p> <p>Harpley PRU – New indoor sports hall.</p> <p>Swanlea – remodelled outdoor MUGAs.</p> <p>Raines – New activity studio/hall and refreshed outdoor MUGA</p>
R3. That incentives are introduced (activities and costs) to encourage	GLL provide number of incentive campaigns throughout year. Including:	Michelle Davies Leisure Contracts and Partnership Manager	On-going	Completed. No Update.

Recommendation	Update: March 2010	Responsibilities	Date	Update: October 2010
bringing along and introducing a friend to an activity or to leisure centre facilities.	<p>Providing new members with free guest passes for friends / family (Implemented March 09 / May 09 & August 09)</p> <p>British Gas Free Swimming Programme (Sept 09)</p> <p>Pupil Referral Unit access to leisure centres via voucher projects</p>			
R4. That the service develop innovative ways of engaging young girls in sports, working with community organisations, including faith organisations, schools and parents, taking in to consideration the expressions of interest in the Young People and the Olympics Survey.	<p>Women & Girls Free Swimming Programme implemented April 2009</p> <p>Working with the Muslim Women's Collective to Develop Community football Coaches to accredited standards and promoting recruitment of Women life guards.</p>	<p>1. Michelle Davies Leisure Contracts and Partnership Manager</p> <p>2. Head of Sport And Physical Activity</p>	<p>1. Completed</p> <p>2. Completed</p>	<p>Completed. No Update.</p> <p>Level 1 FA Course organised at Mile End Stadium in Feb 2010. 9 women attended the course and all passed.</p>
R5. That the service look at ways the leisure centres can be enhanced to actively engage and increase young disabled people with sports and	<p>GLL in partnership with The, interviewed for 2 work placements (with Tower Project) at Mile End Park Leisure Centre. These</p>	<p>1. Michelle Davies Leisure Contracts and Partnership Manager</p>	<p>1. March 2010</p>	<p>Completed. No Update.</p>

Recommendation	Update: March 2010	Responsibilities	Date	Update: October 2010
<p>physical activities leading up to 2012 including increasing the availability of disability specialist staff to support and actively engage young disabled people into sports, working with them to address transport barriers.</p>	<p>placements will be linked and “shadowed” by a strong member of the receptionist team to offer guidance and ongoing support.</p> <p>Coach Ability Scheme (scheme for disabled people to qualify as sports coaches) was promoted within the borough. The scheme comes to an end in April 2010.</p> <p>Completed</p> <p>Completed</p> <p>Disability Sport in Tower Hamlets Brochure produced</p>	<p>2. Pauline Dunn Sports Development and Healthy Lifestyles Manager</p> <p>3. Pauline Dunn Sports Development and Healthy Lifestyles Manager</p> <p>4. Pauline Dunn Sports Development and Healthy Lifestyles Manager</p> <p>5. Pauline Dunn Sports Development and Healthy Lifestyles Manager</p> <p>6. Pauline Dunn</p>	<p>2. Completed</p> <p>3. on-going</p> <p>4. Completed.</p>	

Recommendation	Update: March 2010	Responsibilities	Date	Update: October 2010
	<p>Completed</p> <p>Review conducted but due to insufficient funding unable to implement transport scheme</p> <p>GLL working with CLC to increase the number of staff employed with disabilities.</p>	<p>Sports Development and Healthy Lifestyles Manager</p> <p>7. Paul Martindill Head of Cultural Services</p>	<p>5. Completed</p> <p>6. March 2009</p> <p>7. Underway</p>	
<p>R6. That budget provisions be made to mainstream Sports Search in the work that the Council does, exploring the potential to roll out Sports Search to special schools in the borough with a view to capturing data for disabled young people.</p>	<p>N/A – no progress needed.</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>

Recommendation	Update: March 2010	Responsibilities	Date	Update: October 2010
R7. That the Sports and Physical Activities Service seek to increase ways in which budget allocations can be increased to further mainstream sports activities.	Contract renegotiations in 2009, resulting in securing an additional profit share which is being used to deliver additional sporting initiatives for the community.	Head of Sport & Physical Activity	March 2009 - 2012	These budget allocations are now in place and fund Free Swimming Friday and Free Swimming Saturday. Around 30,000 people attended these sessions last year.
R8. That annual borough-wide major community events are organised in which young people participate in Olympic and Paralympic sports, building champions to participate in the events through schools and sports programmes;	<ol style="list-style-type: none"> 1. As Per October 2009 Update 2. Delivered in 2009/10, Activities in 2010/11/12 dependent on funding from 2012 Unit 3. Ongoing 	Pauline Dunn Sports Development and Healthy Lifestyles Manager	Annual programme starting March 2009	Completed. No Update.
R9. That the Council explore the possibility of negotiating free tickets or subsidised rate of entry to the Olympics and Paralympics for young people, particularly for disabled young people to experience the Paralympic Games.	Full details of ticketing policy and details of planned test events have not yet been released but it is clear that there will be no free tickets. Hence the possibility of negotiating free tickets and subsidised event entry is not an option and R9 should be removed from the next	1. Nick Smales Service Head 2012	1. August 2011	Full details of ticketing policy and details of planned test events have not yet been released but it is clear that there will be no free tickets. Hence the possibility of negotiating free tickets and subsidised event entry is not an option and R9 should be removed from the next update of this strategy.

Recommendation	Update: March 2010	Responsibilities	Date	Update: October 2010
	<p>update of this strategy.</p> <p>Accessibility to events, specifically the Walking race and Marathon – LOCOG and the ODA will ensure that all events and venues are fully accessible.</p>	<p>2. Nick Smales Service Head 2012</p>	<p>2. August 2011</p>	<p>Accessibility to events, specifically the Walking race and Marathon – LOCOG and the ODA will ensure that all events and venues are fully accessible.</p>
<p>R10. That an extensive publicity campaign is put in place to promote positive images of young disabled people taking part in sports as part of the publicity strategy to promote Olympics and Paralympics in Tower Hamlets.</p>	<p>Positive images of people with disabilities taking part in sport are being promoted throughout communications collateral. Specific activities/opportunities for people with disabilities have been undertaken including a PMA sports day. We are working with local schools including Stephen Hawking to celebrate the Winter Olympics through an Ice Skating event. And we ensure a 2012 presence at all relevant event/s organised by Adult Services centred on engaging with disabled people.</p>	<p>Paul Armitage Communications and Community Engagement Manager – 2012 Unit</p>	<p>December 2008</p>	<p>We continue you use positive images of people with disabilities taking part in sport throughout communications collateral. An Olympic and Paralympic Hero exhibition and supporting activities are scheduled from September 01 until into early 2011 at Idea Stores.</p>
<p>R11. That the service find ways in which the relationship with the private sector can be further developed to enhance the funding</p>	<p>Completed.</p> <p>Completed.</p>	<p>1. Paul Martindill Head of Cultural Services</p> <p>2. Paul Martindill Head of Cultural</p>	<p>1. March 2009</p> <p>2. October 2008</p>	<p>Completed. No Update.</p>

Recommendation	Update: March 2010	Responsibilities	Date	Update: October 2010
available to support young people's engagement in sports and physical activities, exploring in particular ways in which the Table Tennis for Kids (TTK) model can be adopted to engage the private sector to fund a range of sports;		Services		
R12. That formalised agreements as part of housing stock transfer are strengthened to secure the provision of sports facilities based on a study of the local youth population, including disabled young people, existing facilities and projected needs.	There have been no stock transfers since this recommendation was made. In the Ocean Estate re-development proposals include provision of enhanced play and open space.	Aman Dalvi, Director Development and Renewal	N/A	There is no further update. No stock transfers since this recommendation was made.
R13. That work is developed with Wood Wharf with a view to securing opportunities for water sports in the borough.	The Wood Wharf development has not commenced due to the economic downturn.	Aman Dalvi, Director Development and Renewal	December 2008	No Update, the Wood Wharf development has not commenced due to the economic downturn.
R14. That consideration be given to what other host boroughs have been involved in to increase sports participation with a view to adopting what	Draft 5 Borough Development plans produced for Aquatics, Athletics, Basketball, Disability Sport, Hockey.	1. Head of Sport And Physical Activity 2. Head of Sport And Physical Activity	1. March 2009 2. Ongoing	Complete. No Update.

Recommendation	Update: March 2010	Responsibilities	Date	Update: October 2010
works well in increasing participation, and that affordable access is negotiated for young people in Tower Hamlets to leisure facilities in other host boroughs, particularly as a legacy of the Olympics and to increase contact between young people in the different boroughs through events and competitions.		3. Head of Sport And Physical Activity	3. March 2010	
R15. That the PCT develop targeted work with those who are at health risk due to obesity, with primary focus on those who are particularly obese and may lack confidence to engage in sports and physical activities;	1, 2, 3: NHS TH recently commissioned evaluation of all children's weight management services in borough; recommendations are being implemented, services reshaped to provide seamless service in order to improve efficacy. In addition to 2 current local services (BEST and Activ8) national programme (MEND) has sought private finance and will deliver 18 programmes up to March 2012. 4: Ongoing active play and	1. Pauline Dunn Sports Development and Healthy Lifestyles Manager 2. Pauline Dunn Sports Development and Healthy Lifestyles Manager 3. Esther Trenchard-Mabere – Associate Directory of Public Health	1. Sept 2008 to March 2010 2. Sept 2008 to March 2010 3. Established programmes – ongoing 4. Implementation of new	1, 2, and 3: Service redesign ongoing; launch of childhood weight management pathway Oct 2010. NHS TH and LBTH implementing Year 6 action plan of high impact targeted actions to support children at risk of being obese in primary schools. 4. Healthy Weight Healthy Lives commissioned activities

Recommendation	Update: March 2010	Responsibilities	Date	Update: October 2010
	<p>sports programmes have been commissioned by PCT from Toy House Libraries, Play Association Tower Hamlets (PATH) and Osmani Trust.</p> <p>5: Ongoing – see below</p> <p>As a result of being awarded 'Healthy Borough' status in 2008 a broad portfolio of preventative work is being delivered across the borough by a range of statutory, non-statutory and private partners aimed at delivering innovative approaches to removing barriers to physical activity for children and families.</p>		<p>programmes commencing September / October 2008</p> <p>5. October 2008</p>	<p>delivery continues (SLAs until March 2011).</p> <p>5. Healthy Borough programme continues until March 2011.</p> <p>6. Healthy Weight Healthy Lives commissioned activities delivery continues (SLAs until March 2011).</p> <p>7. Healthy Borough programme continues until March 2011.</p>
R16. That the PCT in partnership with LBTH	Social marketing organisation awarded contract to deliver	Esther Trenchard-Mabere – Associate Directory of Public	Convene steering group –	Phase 2 (2010-11) currently being scoped.

Recommendation	Update: March 2010	Responsibilities	Date	Update: October 2010
<p>should deliver health promotion as part of the Olympics publicity to include messages on the damaging effects of drugs and smoking and that the publicity campaign be supported by celebrities to promote a 'cool' image of participating in sports at local venues.</p>	<p>Phase 1. Literature review, secondary and primary research conducted and recommendations made. Work has been extended to allow 'co-creation' work with targeted groups to occur. Partnership approach continues and recommendations and outputs are being fed into AMP website redesign, linked to segmentation tool that will link young people to appropriate local activities and production of marketing plan.</p> <p>Phase 2 (2010-11) will involve commissioning possibly local organisation to drive forward local awareness campaign.</p>	<p>Health and Nick Smales Service Head 2012 Unit</p>	<p>September 08</p> <p>Finalise specification and advertise tender – September 08</p> <p>Award contract November 08</p> <p>Complete phase 1 (research and testing of messages) April 09</p> <p>Phase 2 – Implementation of campaign 2009-12</p> <p>Trade Mark licensed October 2008</p>	

Response to Scrutiny Review Working Group Report on Affordable Homeownership				
Recommendation	Response / Comments	Lead Officer	Date	Update: October 2010
R1 That wider publicity and promotion is undertaken of the Housing Options service including sign-posting from Lettings and Homeless Services	<p>Homeless Services and the Lettings Service are currently being re-structured into one section under Development and Renewal Directorate and a Housing Options service will be set up as part of this.</p> <p>A review is currently underway to configure how best to set up the new service and this will include more publicity of the housing options open to residents.</p> <p>A successful Housing Options Open Day was held this year and is programmed to take place next year.</p>	<p>Jackie Odunoye, Head of Strategy, Development and Renewal</p>	<p>October 2009</p> <p>April 2010</p> <p>August 2010</p>	<p>The housing Options service is now live with Colin Cormack as Service Head. A successful Housing Options Open Day was held in August 2010, and Tower Hamlets are actively promoting a London wide LCHO event in Sept 2010.</p>
R2 That the Development and Renewal Directorate consider local lifestyle issues and emphasise provision of separate kitchen and living space (not open plan) in the development of future schemes	<p>In all planning pre-application meetings officers do try to influence the design of affordable housing units and stress that there should be separate kitchen areas in family sized units. However, this is not currently written into our planning policy. As our new Local Development Framework emerges it will be supported by a range of Supplementary Planning</p>	<p>Johnny Moore, Development and Renewal</p>	<p>March 2011</p>	<p>The Core Strategy, recently found sound and to be adopted by Council on 15th September, includes policy SP02 which will ensure all housing is appropriate, high-quality, well-designed and sustainable. This allows local housing design standards to be set.</p> <p>These housing design standards will be set through</p>

	<p>Documents (SPDs). The Housing SPD will specify the need for the separation of kitchen facilities in family sized housing units. The Greater London Authority Design Guide also now requires the separation of kitchens in units larger than 3 bedrooms.</p>			<p>the Development Management DPD, which is currently being developed. Issues relating to internal layouts, and the need to consider the special circumstances among the Borough's residents, will be considered by this document, due for consultation in early 2011.</p> <p>In addition, Tower Hamlets have responded to the consultation on the Mayors Draft London Housing Design Guide.</p>
<p>R3 That the Development and Renewal Directorate work with the Homes and Communities Agency to re-assess intermediate rent levels with a view to making it affordable for local people</p>	<p>Development and Renewal has continuously lobbied the Homes and Communities Agency (HCA) to reduce intermediate rent levels. This was also raised during the consultation on the Mayor's Housing Strategy. HCA rent levels (when grants are involved) are determined nationally and based on a percentage of private sector rent levels. We have always argued that intermediate rent levels should be based on social rent levels plus a percentage. Development and</p>	<p>Jackie Odunoye, Head of Strategy, Development and Renewal</p>	<p>On-going</p>	<p>Development and Renewal has agreed a Preferred Partnering arrangement with 15 Registered Providers in the borough, as part of the Action Plan to be delivered over the next 3 years additional pressure will be brought on partners to ensure the Affordability of new LCHO schemes. The borough has also recently agreed to be part of an HCA pilot on Family sized Intermediate schemes, and will be looking at affordability again through this process .</p>

	Renewal will continue to push for affordable intermediate rent levels.			
R4 That the Tower Hamlets Housing Forum support the development of the Discounted Market Sales model working in conjunction with developers	A pilot model has been prepared on a site in Millharbour, London E14; it is currently in pre-application stage with planners. This model will be presented to the Tower Hamlets Housing Forum (THHF) for discussion around future developments.	Alison Thomas, Private Sector and Affordable Housing Manager	April 2010	No further update since monitoring in February 2010.
R5 That the Development and Renewal Directorate investigate the development of a shared equity scheme open only to residents of Tower Hamlets	See response to Recommendation 6. In addition, when HCA or other grant funding is involved we cannot specify a scheme is open only to local people.	N/A	N/A	N/A
R6 That the Development and Renewal Directorate undertake a full feasibility study to consider the development of a local community land trust model using external expertise	Whilst Development and Renewal understands the rationale behind this model, it feels it is not financially viable. With the support of London Development Agency, Greater London Authority and the Homes and Communities Agency a feasibility study has been undertaken with external experts on a site identified in Tower Hamlets. This shows that the models are not	N/A	N/A	N/A

	<p>financially sound even where free land has been submitted by the Council or with grants obtained from external bodies such as the HCA. Financially it does not work for those on low incomes or for family size units. The other challenge is that in the current economic climate it is increasingly difficult to secure mortgages on these models. The outcomes of this feasibility will be discussed with the Scrutiny Lead for A Great Place to Live to ensure Members are aware of the development of this concept.</p>			
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Response to Scrutiny Review Working Group Report on Private Rented Sector			
Recommendation	Response / Comments	Responsibility	Date
R1 That the Development and Renewal Directorate develops a new Private Sector Housing Strategy which incorporates recommendations from this review and issues highlighted in the Housing Strategy and Housing and Homelessness Strategy	This in the Directorate Plan and a steering group will be set up and will meet in July 2010. This will need to be done. More importance will be placed on how we use the private rented sector. There are no financial implications.	Alison Thomas (Private Sector and Affordable Housing Manager) John Coker (Strategic Housing Manager) Colin Cormack (Service Head, Housing Options)	January 2011
R2 That the Development and Renewal Directorate undertake a full Private Sector Stock Condition Survey to provide an evidence base for the Private Sector Housing Strategy and the update to the Private Sector Housing Renewal and Empty Properties Framework	This is in the Directorate Plan and the Private Housing Improvement Team Plan. The funding for this Survey has been identified and officers are now researching similar surveys in other London Boroughs. We have a statutory duty to assess the Boroughs private sector housing stock every five years. The last Private Sector Stock Condition Survey was published in 2004. We are currently commissioning a new Private Sector Stock Condition Survey with the help of BRE. Costs are expected to be in the region of £80k. We have identified a budget for the project are now in contact with BRE. We are also under a statutory duty to have an up to date Private Sector Housing Renewal Policy. The current policy expired in 2009. We cannot produce a new policy without the evidence base.	Alison Thomas (Private Sector and Affordable Housing Manager) Alan Warner (Private Sector Housing and Home Improvement Agency Co-ordinator)	January 2011

<p>R3 That the Development and Renewal Directorate, Tower Hamlets Homes and local Registered Social Landlords explore the feasibility of providing a full management service for leaseholders that sub-let their properties</p>	<p>D&R have recently selected 15 RSL's as preferred development partners with the borough, the Housing Strategy also seeks an action that requires all local registered partners to improve their standard of management, this action can be incorporated into the developing Action Plan for the preferred partner process. There are no financial implications.</p>	<p>John Coker (Strategic Housing Manager)</p>	<p>March 2011</p>
<p>R4 That the Communities, Localities and Culture Directorate develops a partnership strategy which includes NHS Tower Hamlets, the London Fire Brigade and the third sector to deal with homes in poor condition. This should include the sharing of resources as highlighted by the Healthy Homes programme in Liverpool City Council</p>	<p>The Environmental Protection Service will establish a reciprocal mechanism for referral between the Council and its Partners to tackle poor housing conditions and poor health in the rented sector throughout the borough. Referrals can then be made to these partners, for a range of support services to improve the residents' quality of life, for example, health issues, Fire Safety. Information from the proposed Private Sector Condition Survey will help formulate the focus of the strategy. Funding will need to be sought for this additional proactive workload as our current resources would not enable us to take on this extra workload</p>	<p>Jane Gardner-Hayter (Acting Team Leader, Environmental Control)</p>	<p>October 2010</p>
<p>R5 That the Development and Renewal Directorate commit to utilising Private Rented Sector stock to its full capacity instead of using bed and breakfast and hostels where possible</p>	<p>The need to rely on this resource for emergency situations remains but the use of B&B has diminished considerably in the last 12 months. It would be reasonable, in the context of some 1,800 temporary accommodation placements, to commit to continue this reduction by setting a ceiling of a maximum of no more than 5% placements being in B&B. Hostels are typical used for non-statutory homeless households and remain a vital</p>	<p>Colin Cormack (Service Head, Housing Options)</p>	<p>March 2011</p>

	source of accommodation, particularly where modest support needs are necessarily. It would be inappropriate then not to continue to use hostel accommodation. There are no financial implications.			
R6	That the Environmental Health Team implements the new powers given to local authorities which allows the licensing of all landlords including those with Houses of Multiple Occupations (HMOs)	The Environmental Protection Service will review the effectiveness of the current Licensing Scheme. Information from the proposed Private Sector Condition Survey will help identify problem areas and the Service will need to work together with the Anti Social Behaviour Team. Funding will need to be sought for any further Licensing schemes.	Jane Gardner-Hayter (Acting Team Leader, Environmental Control)	November 2010
R7	That the Tower Hamlets Landlords Forum uses local media to increase awareness of the benefits of the London Landlord Accreditation Scheme (LLAS) and publicises which local landlords are accredited and registered on its website	We will place an article into East End Life to publicise both the Landlords Forum and the accreditation scheme and ensure the website is updated. In addition to this the East End Life will also be used to publicise services available to local residents for the reporting of rogue landlords. There are no financial implications in delivering.	David Gingell, (Service Manager-Housing Advice)	September 2010
R8	That the Tower Hamlets Landlords Forum and Tower Hamlets Homes publicise the Landlords Forum through the greater use of local media and an annual " <i>Landlord of the Year</i> " award	The service will explore the possibility of developing an annual awards ceremony and look at best practice from other boroughs who may already have this in place. The Councils existing awards ceremony can be developed to encompass a 'landlord of the year' element. There are no financial implications in delivering.	David Gingell, (Service Manager-Housing Advice)	September 2010

<p>R9 That a representative from the Tower Hamlets Landlords Forum have a standing invitation on the Great Place to Live Community Plan Delivery Group</p>	<p>Request was put forward to the Great Place to Live CPDG Co-chairs and members at the 8th June 2010 GPtL CPDG meeting. The group agreed to have a representative from the Tower Hamlets Landlords Forum so they receive a standing invitation on the GPtL CPDG. Tower Hamlets Partnership Governance Officer has now invited a representative to attend future meetings. There are no financial implications for delivering this recommendation.</p>	<p>Afiya Begum (Governance Team Leader)</p>	<p>September 2010</p>
<p>R10 That the Development and Renewal Directorate support private landlords to access grant or loan funding to improve the quality and energy efficiency of the PRS</p>	<p>The new Private Sector Housing Renewal and Empty Property Policy will be launched in February 2011 which will incorporate this. This will then be widely publicised. These grants will be discretionary and dependant on funding – either sub regional TFS or LPP.</p>	<p>Alison Thomas (Private Sector and Affordable Housing Manager)</p>	<p>February 2011</p>
<p>R11 That the Tower Hamlets Landlords Forum takes a lead in exploring the development of a regional landlord's forum</p>	<p>Tower Hamlets already plays an active part in the London Landlords Forum and London Landlords Day. We are members of the London Landlord's Accreditation Scheme and joint hosts of London Landlords Day. Costs are currently met from the sub-regional TFS. If the Borough had to support these costs it would be in the region of £3,000 pa</p>	<p>Alison Thomas (Private Sector and Affordable Housing Manager)</p>	<p>July 2010</p>
<p>R12 The Housing Benefits Service continue moving from a process of paying housing benefits through cheques to payments through BACs</p>	<p>This process has commenced and further roll out is included as part of the Benefits Service Team Plan for 2010/11. The Benefits ICT system now has this functionality, however Corporate ICT are required to automate the interface process between the Councils Financial Systems and the Benefits System. This is still achievable and desirable. The move from Cheque payments to BACs payments would deliver savings as the</p>	<p>Steve Hill (Benefits Service Manager)</p>	<p>December 2010</p>

	method of payment itself is cheaper. The Benefits Service has included this work as part of its current year Team Plan and therefore the necessary finance for the ICT development has already been secured by the Service.		
R13 The Housing Benefits Service explore the possibility of sending schedules of payment to landlords through email along with written copies to increase efficiency	Data Protection issues associated with sending emails including Benefits payment details to Landlords. However, the benefits Service and Corporate ICT are exploring the possibility of providing Landlords with access to their own schedules electronically. Mindful of this recommendation, the Benefits Service has procured the "Landlord Portal" as part of the Council's core Benefits ICT system. The Portal should enable Landlords to securely access their payment schedules by direct access to the Council's Benefits system. The "Landlord Portal" requires testing and work on satisfying Security access but the necessary finance for this ICT development has been secured by the Benefits Service. It is envisaged that enabling the necessary ICT Security access may take several months to implement.	Steve Hill (Benefits Service Manager)	December 2010
R14 That the Housing Benefits Services and Housing Advice Service explore the possibility of a Benefits Officer being based within the Housing Advice Team	This issue has been explored. Agreed that the problems are around gathering of information and evidence in support of the Claim (as all New Claims are processed on average within 20 days of receipt of the Claim being made). The Benefits Service Review will include a Visiting Officer resource for the Family Rent Deposit Scheme and the provision of a new "Assisted Claim" process. Key to the "Assisted Claims" process is the roll out of electronic Benefit Claim forms identified in the Channel Strategy as way of making efficiencies. The cost of implementing this ICT enhancement will be met from the Benefits Service budget, it is expected that implementation costs will be minimal. ICT Security access for this initiative may	Steve Hill (Benefits Service Manager)	September 2010

take several months to implement.		
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Response to Scrutiny Working Group Report on Tackling Anti Social Behaviour

Appendix 8

Recommendation	Update: March 2010	Responsibilities	Date	Update: October 2010
<p>R1 That the Council and all Registered Social Landlords (RSLs) in Tower Hamlets provide Cabinet with an annual report detailing how they are meeting the six strands of the Respect agenda.</p>	<p>A parallel initiative has taken place under the Think Family agenda by the Specialist Parenting Service. A consortium of 7 RSLs bid in partnership with the Family Intervention Project for funding under the Housing Challenge initiative. The bid was successful and funding is to be provided jointly by the DCSF and the Tenancy Support Agency to set up a FIP service in each RSL location.</p> <p>Casework for up to 8 families per year will be provided by each FTE worker. In addition this will provide a direct referral route into the FIP service for partner RSLs. The focus of the work will be on the most complex and challenging families (with children 0-19) who cause ASB. Funding runs for a year and the sustainability plan will be to evaluate closely with a view to seeking partner funding next year based on the saving on their ASB budgets.</p>	<p>Philippa Chipping, Policy & Victims Manager.</p>	<p>Completed December 2008</p> <p>October 2008</p> <p>January 2009</p> <p>March 2009</p>	<p>FIP met the April deadline to have seven FIP workers in place to work closely with Social Landlords who have committed to the Housing Challenge.</p> <p>These are Tower Hamlets Homes, Poplar Harca (with an extended contract to that developed in 2008), Swan Housing, Gateway Housing, Southern Housing, Old Ford, Newlon and the Housing Options service based at 62 Roman Road.</p> <p>All FIP staff are at full caseload capacity and they are also providing an advice and consultancy service to each provider. A working agreement is in place between the Challenge team and work is in progress to develop a mechanism for using FIT tenancies for families who are facing eviction proceedings. Hence address the responsibility of both agencies to prevent homelessness wherever possible.</p> <p>FIP is also delivering the parenting programme Strengthening Families Strengthening Communities to residents of all of the Housing Challenge partners. These programmes are being delivered</p>

	Responsible officer: Nikki Bradley, Specialist Parenting Manager, Parenting Support Service, Children's Schools and Families Directorate.			<p>locally to ensure easy access for residents. Appropriate child care is provided for each programme. FIP are also delivering on community cohesion work for three Challenge partners dealing with specific ASB concerns during autumn 2010, local SNTs are involved in all three initiatives.</p> <p>Progress will next be reviewed at the Social Landlord ASB Forum in January 2011.</p>
R2	<p>That the Council continues to identify tackling ASB as a key Corporate Priority. This should be reflected in funding decisions and performance management against ambitious targets, reflecting the emphasis that residents place on this issue.</p>	<p>Work in this area continues to progress. We now have a Local Authority Police Team of 15 officers that support the SNT's. They are tasked at a joint meeting with CLC Service Heads and Senior Police Officers. In addition Tower hamlets Enforcement Officers (THEO's) have been appointed and are now working across the borough. They are also tasked at the same tasking meeting as the policing team and often work side by side. The THEO's are also accredited by the MPS and have additional powers to deal with ASB. We are also about to 'go live' with WIFI movable CCTV camera's and a mobile cctv vehicle to support the priority of</p>	<p>Andy Bamber Service Head Community Safety Services</p>	<p>Completed</p> <p>Completed</p> <p>We now have two Tower Hamlets Enforcement Teams (THEOs) being tasked across the borough to tackle a wide range of community concerns including ASB. We also have a 15 strong Police team that work in partnership with the THEOs and both teams are tasked at the same tasking meeting. The police have also launched a new town centre team to focus on ASB and crime in the town centre, this team will work closely with the council teams to tackle crime and ASB. The THEOs also use a mobile CCTV vehicle to patrol identified ASB hotspots. We have gone live on three pilot sites with the new WIFI cameras.</p> <p>The following is the latest snapshot of THEO performance for the period</p>

	asb work.			11th June to 8th July 2010: Alcohol Seizure (DCZ), 58 Alcohol Seizure (Under 18), 2 CSAS (ASB), 210 FPN Issued, 26 FPN issued other, 13 Reported offence, 13 Verbal Warning, 57 Arrests, 4 Enviro Reports, 85 ASBO Breach, 3	
R3	That the Community Safety Service provides Members with a briefing explaining how the ASB database functions and complaints are investigated. This may well be a one off training session or site demonstration.	The new database has now been operating for just over a year. As yet no offers have been taken up.	Philippa Chipping, Policy & Victims Manager.	December 2009 January 2010	Since the inception of the new ASB database, no offers have been taken up. Future development of the database are planned for the next 6-9 months, including: <ul style="list-style-type: none"> • Integration with the Council's GIS • On-line Community forms to allow members of the public to report an incident of ASB, graffiti etc which will automatically create a Service Request. At present a message is sent to a generic email account and requires manual input. • Mobile solution for THEOs (Tower Hamlets Enforcement Officers)
R4	That the Council should continue to work to find ways to get all 64 RSLs	We have been developing a new analytical product that brings together all CLC, THH and Police information into one product. We	Philippa Chipping, Policy & Victims Manager.	March 2009	We are working closely with the 6 large RSLs that have purchased and use the REACT information management system. We have

<p>operating in the Borough to develop consistent standards to tackling ASB.</p>	<p>are about to start work with the RSL's that operate the 'react' database so that we can expand the data being used by all of our partners. In addition the partnership team in Community Safety compile a monthly report that identifies the work and powers being used across the asb area of work.</p>			<p>secured access to their database to be able to extract information, further work is being undertaken to make the data more meaningful.</p> <p>Since March 12 of the largest have signed up to the ASB Minimum Standards, which provides a single message to residents on the support, action and service expectations. This is leading the way to getting a consistent service. (Please see attached Minimum Standards)</p> <p>20 partners have also been trained in using Restorative Justice as a tool to tackle ASB. We are looking at methods to make sure trained personnel start to use these tools more frequently.</p> <p>We have also introduced monitoring of tools and powers used by RSLs at the RSL ASB forum, this is a standard agenda item which shows performance management data from the 12 large RSLs.</p>
<p>R5 That the Council and RSLs undertake a cost-benefit analysis of procuring a new single reporting system, to capture all ASB reports made in</p>	<p>The Local Authority and Tower Hamlets Homes operate on the 'Flare' system and the 6 main RSL's operate the 'React' database. As these systems are very new and decided upon before scrutiny made their</p>		<p>N/A</p>	<p>The decisions on the database were made before this report was finalised. LBTH and THH will continue to use the shared Flare database. Efforts were made to encourage other RSLs to adopt the same technology but the decision of</p>

	Tower Hamlets.	recommendations it is not cost effective for one of the groups to change their operating systems. However we are working with the systems to develop a joint analytical product that brings the data of the 2 systems together for joint tasking initiatives.			the 6 RSLs was to use the REACT system. Other RSLs continue to use their own bespoke systems.
R6	That the Borough Commander provides details of running costs to enable an assessment of an expansion in the number and duration of Good Behaviour Zones (GBZs).	Since the previous update the police and Local Authority have not implemented a good behaviour zone. One is being considered at the moment and if implemented then the cost will be assessed. Previous GBZ's have not been costed by the police.	Philippa Chipping, Policy & Victims Manager.	On-going	The policing of a GBZ or a Dispersal Zone is done with existing police resources i.e SNT, response team, borough support officers. The details are circulated across the police operational command and officers are tasked as per a daily briefing requirement which is decided via the BCTG. The Police do not cost these resources and to do so would entail removing an officer from operational duties which they have no desire to do.
R7	That the Council look at progress of the National pilot scheme to withdraw housing benefit from those found guilty of persistent ASB and report back to Cabinet on the merit of Tower Hamlets participating in any future pilots.	We are still waiting for the evaluation of this project.	Jon Underwood, Third Sector Manager	October 2009	In May 2003 the government published its consultation paper on Housing Benefit sanctions for anti-social behaviour (DWP,2003). The proposals develop an idea first floated in the Housing Green Paper (DETR, 2000a). In 2002 Frank Field MP introduced a private member's Bill to withdraw Housing Benefit from claimants engaged in persistent anti-social behaviour. The Bill was supported by the government, subject to the penalty being modelled

				<p>on jobseekers' sanctions (Wicks, 2002a).</p> <p>In January 2004 the government reluctantly backed down on its plans to use Housing Benefit sanctions to punish anti-social behaviour. Three quarters of respondents to a consultation were opposed to them, mainly on principle, but many also argued that the sanctions would be "unworkable, ineffective and counter-productive" (DWP,2004, p 3). While respondents supported the need to tackle anti-social behaviour,"many were concerned that these proposals did not tackle the root causes and that early intervention across a range of services would be more effective" (DWP,2004, p3).</p>
R8	<p>That Safer Neighbourhood Teams (SNTs) provide Members with data on response times to ASB calls made by residents, to help evaluate the effectiveness of SNTs in their current capacity.</p>	<p>The police are still unable to provide data on response times to asb calls made to snt"s. This is an ongoing piece of work in the 'Policing Pledge".</p>	<p>Philippa Chipping, Policy & Victims Manager.</p>	<p>1st April 2009</p> <p>The Police are not unable to supply data relating to SNT response times.</p> <p>The Police do not collate this data and do not monitor response times to ASB calls. Calls that are graded as I or S calls are those with an immediate response or the next category. The majority of ASB do not get thus graded (and those that are ASB and also I calls are not separated out) hence the Police cannot supply the data requested - and will not be able to.</p>

R9	<p>That the Partnership set aside funding to pilot an expanded SNT of six Police Constables (PCs) and six Police Constable Support Officers (PCSOs) in at least two wards for a period of up to two years</p>	<p>The police team have been in operation since the 14th of April 2009. The LA funded 15 officers and the Borough Commander added a further 3 officer to make a team of 18 officers. The team is tasked on a monthly basis at a joint tasking meeting with service heads from CLC and senior police officers.</p>	<p>Andy Bamber, Service Head Community Service</p> <p>Shazia Husain Director TH Partnership</p>	<p>From April 2009 and ongoing</p> <p>From April 2009 and ongoing</p>	<p>Officers are involved in operations across all LAPs. Examples are the implementation of the latest Whitechapel DCZ, Brick Lane Illegal Tobacco sales, Poplar Park - Alcohol related ASB, ST Katherine's - Illegal Trading, Partnership Operation, Transport Hubs, Woodseer - Public order/ Friday & Saturday nights and Public Order, Victoria Park.</p> <p>The latest report for July to August shows a sample of activities and operations by JETs. These operations took place in different locations across Tower Hamlets. These are Roman Road Market, Myrdle St /Fieldgate St, Operation Heatwave/Stairwell, Warrant (Drugs) Execution, Op Mercer, a Sheesha Visit and many more. The results of the operation for one months is 301 Stops, 29 Arrests, 4 FPN, 2 Weapon sweeps, 6 Dispersals, 2 ASBO breach, 5 Process, 6 PND and a DVD distribution point was discovered with 36,000 DVDs seized.</p> <p>Since March another four Police Officers have been secured via the Participatory Budget process.</p>
R10	<p>That the Community Safety Service with the help of the Tower</p>	<p>Work continues as previously reported. We now have a grant from the Home Office and employ</p>	<p>Poppy Turner Community Safety Engagement Team</p>	<p>March 2009</p>	<p>Neighbourhood Crime and Justice Co-ordinator in post since March 2009. Role's main aims priorities</p>

<p>Hamlets Partnership and East End Life (EEL) look to better promote the Council's ASB strategy to residents in the Borough.</p>	<p>a neighbourhood crime and justice worker under the 'justice seen, justice done' initiative. A wide range of work has and continues to be publicised. It includes full page spreads in local newspapers, the 'You said, We did' campaign.</p> <p>Using the police public attitude survey we have seen an increase in confidence and perception from 29% to 44%.</p>			<p>over the past 18 months have been to:</p> <ul style="list-style-type: none"> • Promote One Dialogue with the public • Promote service standards of Policing, Victim Support and Anti-social behaviour • Publicise consequences of crime including community payback • Promote community crime fighter training • Taking action on the public's priorities • Demonstrating that criminals face tough consequences • Increasing support to victims of anti-social behaviour <p>A key element of the whole project is publicity and promoting what we do in Tower Hamlets to tackle crime and anti-social behaviour which should then address the gap between public perception and reality in terms of crime + asb levels</p> <p>The funding from the project has enabled the NCJC to purchase a full page advertorial every month in East End Life called Crime & Punishment Tower Hamlets. This page contains a monthly update on court sentencing, naming and shaming offenders of neighbourhood crimes and environmental crime including asb.</p>
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				<p>The page has also ran articles on action partner agencies have taken to address local concerns (including Operation Fusion), support available to victims of ASB, Community Payback projects & how to nominate, You Decide Community Safety Projects, the Policing pledge and many others. From October 2009 to March 2010 the page was also translated into Bengali which ran in the paper a week after the english version. The page also features on the Police's borough website to inform residents of action taken and punishment of offenders.</p> <p>Action Taken leaflets have been produced for joint operations to tackle crime and anti-social behaviour, however take up from some partnership agencies for the free leaflets is not forthcoming meaning we have to stick to council and Police action being taken.</p>
R11	That Children's Service with the help of Education Psychologist support schools to help develop further young people's appreciation of acceptable behaviour by	The BST is supporting training providers with training in behaviour management.	Kerri Marriner. Head of Behaviour Support Team	<p>On going work</p> <p>The BST has provided behaviour management training for vocational training providers in the borough and will continue to do so, on request, where new training providers are identified or come on stream.</p> <p>The majority of school anti-bullying policies have been submitted and</p>

<p>reviewing behaviour codes and practises that are in line with tackling ASB.</p>	<p>The majority of school anti-bullying policies have been submitted and assessed against best practice. A RAG rating highlights those policies needing further work and support is provided to targeted schools.</p> <p>Despite extensive publicity the use of the bullying helpline has been low. However it is a useful resource for those who need it so we are maintaining it but re-negotiating the contract at a cheaper rate on the assumption of lower demand. Evidence from an external anonymous national survey (Tell us) shows lower rates of bullying in Tower Hamlets schools than average across the country. We are conducting anonymous electronic surveys in schools to verify this and inform changes to school policy and practice.</p>	<p>Liam McQuade Anti Bullying Advisor</p> <p>Liam McQuade Anti Bullying Advisor</p>	<p>March 2009</p> <p>July 2009</p>	<p>assessed against best practice. A RAG rating highlights those policies needing further work and support is provided to targeted schools. There is an ongoing offer of policy review and feedback, supported by use of the anonymous electronic survey to ensure policy development is informed by pupil feedback.</p> <p>The current anti-bullying guidelines for schools are being updated in the new school year to incorporate some new areas e.g. issues related to cyber bullying.</p> <p>Work to tackle both cyber bullying and homophobic bullying has been supported by the production of new materials and accompanying training for schools.</p> <p>Despite extensive publicity the use of the bullying helpline has been low. However it is a useful resource for those who need it so we are maintaining it but the external provider did not provide value for money so the helpline has been brought in-house.</p> <p>Evidence from an external anonymous national survey (Tell us) shows lower rates of bullying in</p>
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				Tower Hamlets schools than average across the country.
R12 That the Youth Offending Team (YOT) work with other agencies to identify and support vulnerable children and young people, most at risk of causing ASB and ensure that wherever possible all pupils are able to access appropriate educational provision.	The Protocol on the Education of Young Offenders has been circulated to schools. Monitoring in practice is required to determine if further revision is necessary to ensure the best outcomes for Young Offenders.	Stuart Johnson Head of Youth Offending Service Brenden Mulcahy Designated officer, Children without a school place Liz Vickerie Head, Support for Learning Service	October 2008 On-going work October 2008	The Protocol on the Education of Young Offenders has been circulated to schools. Monitoring in practice is required to determine if further revision is necessary to ensure the best outcomes for Young Offenders. Young Offenders without school places are given interim provision at the PRU under immediate Chair's action by the Social Inclusion Panel until a mainstream place can be secured.
R13 That the Council enhance youth services, including both the quality of facilities within centres and the operating days/hours. Additional funding should be set aside to expand significantly youth services on offer within at least two wards for a period of two years. The Youth Service should undertake a thorough consultation, with young	Completed	Dinar Hossain Interim Head of Youth and Community Service	Completed	Completed

people, parents and schools to understand what would be most attractive in helping young people stay off the streets		Dinar Hossain Interim Head of Youth and Community Service		
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Appendix 9

Response to Scrutiny Review Early Intervention, Child Protection				
Recommendation	Response/Comments	Responsibility	Date	Update: October 2010
<p>R1 That the Community Safety team in conjunction with Children, Schools and Families Services develops targeted services to work with families and perpetrators of domestic violence, particularly male perpetrators.</p>	<p>A domestic violence perpetrator programme is being developed at Eva Armsby Centre which will include training for a number of front line staff. This is currently jointly funded from the Children's Fund and WNF and would need to seek additional funds once this runs out. The Children & Domestic Violence Sub Group is leading on this and will also explore other areas of potential within this.</p>	<p>Paul Mcgee (Service Manager, Assessment and Early Intervention)</p> <p>Philippa Chipping (Policy & Victims Manager)</p>	<p>December 2009</p>	<p>Perpetrator programme was launched in November 2009. Training with front line staff took place by December 2009.</p> <p>The group programme has been running since November 2010. On average about 8 men are seen every month. There were 15 referrals in the first quarter of 2010/11.</p> <p>The programme is currently looking into future developments, including linking with the Amali project and Carding Dads programme.</p>
<p>R2 That the Community Safety team in conjunction with the Registered Social Landlord (RSL) forum and Tower Hamlets Homes explore options for using tenancy conditions to hold Domestic Violence perpetrators to account.</p>	<p>There is already some work done on this by the family intervention project but this is complicated area of work because of the number of RSLs involved and their policy towards this. Discussions will be held with housing partners at</p>	<p>Philippa Chipping (Policy & Victims Manager)</p>	<p>December 2009</p>	<p>A housing protocol has been drafted and is due to be launched with housing providers by Dec 2010. Training is currently being undertaken with Tower Hamlets Homes and covers action against perpetrators. There has been some recent case law on this issue which should support this agenda.</p>

Response to Scrutiny Review Early Intervention, Child Protection				
Recommendation	Response/Comments	Responsibility	Date	Update: October 2010
	the Tower Hamlets Housing Forum on the best way to take this forward.			
R3 That the Community Safety team in conjunction with Children, Schools and Families Services and the Partnership give active consideration to publicising actions taken against perpetrators when safe to do so, through selection of appropriate cases.	At present all criminal convictions are publicised. With the set up of the Special Domestic Violence Court there is a new approach to dealing with perpetrators. Discussion will be held with colleagues across the Council in particular with Communications Team on how this recommendation can be implemented. This is a sensitive issue as any publicity may also have a negative impact on victims.	Philippa Chipping (Policy & Victims Manager)	December 2009	The Specialist Domestic Violence Court was launched in October 2009. Outcomes from the court have been publicised through the communications team. This has included publicising actions taken against perpetrators where it has been safe and appropriate to do so.
R4 That a mapping exercise is undertaken by Children's Social Care and the Domestic Violence team to chart the links between Domestic Violence and children's services in the borough.	In the process of recruiting a Children's & Domestic Violence Co-ordinator. One of their major roles will be to map the link and identify any gaps.	Philippa Chipping (Policy & Victims Manager)	March 2010	The Children's Domestic Violence Coordinator role has not been recruited, however, mapping work is currently being undertaken through the Childrens Domestic Violence subgroup looking at mapping current service provision and identifying key needs and gaps.

Response to Scrutiny Review Early Intervention, Child Protection				
Recommendation	Response/Comments	Responsibility	Date	Update: October 2010
<p>R5 That the Partnership explores ways in which support to parents with mental health problems could be increased.</p>	<p>The link between CHAMP team and Integrated Pathways and Support team will be strengthened to further explore pathways to support parents with mental health problems.</p> <p>A working protocol will be developed between the IPST and the CHAMP team.</p>	<p>Paul Mcgee (Service Manager, Assessment and Early Intervention) /</p> <p>Ian Williamson (Head of Social Care Practice Adult Mental Health)</p>	November 2009	<p>The IPST has a specialist Mental Health Worker who can offer advice and signpost to different organisations and Adult Mental Health services</p> <p>Working protocol between children's social care and adult mental health has been updated to include IPST</p>
<p>R6 That Adults' Health and Wellbeing in conjunction with Children, Schools and Families Services undertake an audit of cases in which an adult receives services from the Community Mental Health Team (CMHT) and where no referral was made to Children's Social Care, to question whether this is leading to any unmet needs for the children involved.</p>	<p>Mapping exercise will be undertaken in Adults Health & Well Being to identify cases where adult with children's receiving mental health treatment. Will liaise with Children' Services to identify any cases where no referral was made.</p>	<p>Paul Mcgee (Service Manager, Assessment and Early Intervention) /</p> <p>Ian Williamson (Head of Social Care Practice Adult Mental Health)</p>	November 2009	<p>A Database is kept of CHAMP involvement in cases. This is reviewed with the care coordinator with consideration of threshold for referral to CSC when and if required.</p>
<p>R7 That a review is undertaken on how the needs of children from CMHT areas not covered by a</p>	<p>A review will be undertaken depending on the outcome from recommendation 6.</p>	<p>Paul Mcgee (Service Manager, Assessment and Early Intervention) /</p>	January 2010	<p>Cases not meeting threshold for referral to CSC If there is an identified need then a Team around a Child [TAC] would be</p>

Response to Scrutiny Review Early Intervention, Child Protection				
Recommendation	Response/Comments	Responsibility	Date	Update: October 2010
Children's and Adult Mental Health (CHAMP) worker can be addressed using a similar model, within budgetary constraints.		Ian Williamson (Head of Social Care Practice Adult Mental Health)		considered. Signpost to community services
R8 That further analysis be undertaken to identify how the needs of parents with substance misuse problems can be targeted. Further to this, funding will need to be identified to allow increased support is available to vulnerable parents.	Hidden Harm Co-ordinator working across Children's Services Directorate and Communities Localities and Culture Directorate. Actions: <ul style="list-style-type: none"> • Draft Hidden Harm Strategy (Aug 09) • Hidden Harm Coordinator presenting Strategy to LSCB (Sept 09) • Awareness of Hidden Harm in Children Schools and Families Directorate and drug and alcohol service providers (On-going) • Common Assessment Tool piloted in services to identify children and young people of substance misusing 	Nikki Bradley (Head of Specialist parenting Programmes) Emma Bond (Hidden harm Co-ordinator)	December 2009	Close partnership between the Hidden harm Co-ordinator has resulted in effective work between adults and children's services. The Hidden harm strategy is complete. A handbook is in the final draft stage. CAF training has been completed for adult services staff, including a CAF conference (January 2010) that included housing providers and drug and alcohol service providers. The Hidden Harm conference took place, highlighting good practice. Two staff from the Family Intervention project have been trained in delivering the MPact training. One course has been completed in partnership with drugs and alcohol agencies and a second course started in August 2010. Additional funding is being sought to increase FIP capacity

Response to Scrutiny Review Early Intervention, Child Protection				
Recommendation	Response/Comments	Responsibility	Date	Update: October 2010
	parents (Nov 09) <ul style="list-style-type: none"> • Hidden Harm Conference planned (Dec 09) • Drug and Alcohol Service providers working in partnership with Family Intervention Project to deliver family substance misuse interventions (Jan 10) 			in order to work directly with the Seacole Midwives who provide ante natal care for drug using adults.
R9 That the Council works with partner agencies to ensure the successful launch and management of the ContactPoint system to provide a more effective early intervention service.	Contact Point will be implemented over the next year and work will be undertaken actively with partners to make sure it is successful and effective.	Iqbal Vaza (Manager Children's Information Systems)	Incremental roll out from November 2009	ContactPoint will be permanently switched off on the 6th August 2010. ContactPoint will no longer be accessible to users or to data administrators after this date. The database will be permanently deleted according to Government-approved processes and security standards. Changes to regulations supporting ContactPoint will require Parliamentary approval which will take place in due course.
R10 That Children, Schools and Families Services in conjunction with the Partnership further develops	The Integrated Pathways and Support Team to be established. The team provides a link between targeted and	Helen Lincoln (Service Head for Social Care)	July 2009	To be tabled.

Response to Scrutiny Review Early Intervention, Child Protection				
Recommendation	Response/Comments	Responsibility	Date	Update: October 2010
localisation of services through clarifying pathways between delivery and local centres and extended schools, and the wider integrated front and back doors.	specialist services and signposts early intervention, linking to the Family Information Service.			
R11 That Children, Schools and Families Services work with Children's Centres and other key partners to explore development of a model to have a designated lead professional for families, allowing them one point of contact amongst the many professionals that may be working in partnership.	Increased use of CAF and identification of Lead professionals in Children's Centres. At least 100 CAFs to be completed by Children's Centres	Jo Freeman (Children's Centers Senior Strategic Manager)	July 2010	Children's Centre Social Work project implemented with Social Workers offering direct support and capacity building to Family Support Workers that carry case loads within the CC's. 11 CAF's completed 1/4/09 – 31/8/09 265 CAF's completed 1/4/10 – 31/8/10, showing a significant increase
R12 That Children, Schools and Families Services work alongside the Communications team to be more proactive in identifying and publicising good practice from both statutory social care services and other partner agencies in protecting vulnerable children.	The Safeguarding Child Board Communications Strategy will explore this further. A completed communications plan to publicise good practice will be ready by November 2009 utilising existing mediums and promotional activity.	Monawara Bakht (Local Safeguarding Children Board Co-ordinator) / Sukhjinder Nunwa Stakeholder Engagement & Participation Manager	November 2009	Communication Strategy Focus has been on the re-development of the LSCB website which is main means of awareness raising. The website is now being absorbed within the CFT website. Faith & Community based seminars/workshops have been held with Muslim and African Churches on safeguarding

Response to Scrutiny Review Early Intervention, Child Protection				
Recommendation	Response/Comments	Responsibility	Date	Update: October 2010
				issues.
<p>R13 That the Children, Schools and Families Services, and particularly Children's Social Care, work with Members to explore ways of further involving Members in the overview and audit of safeguarding work.</p>	<p>A 12 monthly report to be provided for members to update them on Safeguarding issues.</p>	<p>Monawara Bakht (Local Safeguarding Children Board Coordinator)</p>	<p>April 2010</p>	<p>Revised Working Together guidance stipulated that Lead Member for Children is now required to attend the LSCB as an observer member to ensure additional scrutiny. A briefing report was sent to Cllr Shiria Khatun and signposted to Members Induction Training organised by London Safeguarding Children Board (London Council).</p> <p>Lead member is now member of TH LSCB.</p> <p>A similar briefing report providing overview and audit of safeguarding work also submitted.</p> <p>Lead member to receive report on Section 11(Children Act 2004) Audit undertaken by all member agencies.</p>
<p>R14 That the Excellent Public Services Scrutiny Lead should undertake a further piece of work in 2009/10 which focuses more explicitly on value for</p>	<p>The Scrutiny Lead for Excellent Public Services is currently exploring areas for review and will focus on value for money agenda.</p>	<p>Afazul Hoque (Scrutiny Policy Manager)</p>	<p>May 2010</p>	<p>The Scrutiny Lead for Excellent Public Services undertook two challenge sessions focusing on Dangerous Dogs and ESOL.</p> <p>In the current financial climate,</p>

Response to Scrutiny Review Early Intervention, Child Protection				
Recommendation	Response/Comments	Responsibility	Date	Update: October 2010
money and improved service outcomes, and how this message can be delivered effectively to the community.				Scrutiny Reviews will have a focus on value for money and efficiency.

Response to Scrutiny Challenge Session Report on Dangerous Dogs

Appendix 10

Recommendation	Response/Comments	Responsibility	Date	Update: October 2010
<p>R1 That the Animal Warden Service works with schools to develop interactive activities for children of all ages, encouraging them to think about dog welfare and responsible ownership. This should be tailored to address particular dog welfare problems such as stray, status or dangerous dogs.</p>	<p>This recommendation is welcomed and the service will be looking at innovative methods to engage young people. Below are some proposed actions:</p> <p>Recruited two additional Animal Wardens which will give the team the resources to engage with schools.</p> <p>Around 6 dogs shows will be organised in the summer. This will incorporate a day of action, where children will be engaged to explain issues of dangerous dogs and responsible dog ownership.</p> <p>Re-launch Prevent a Bite, a programme that goes into schools to talk to children about dangerous dogs.</p> <p>The Service are printing posters and leaflets to use in schools</p>	<p>Dawn Sammons (Principal Animal Warden, Environmental Control)</p>	<p>Ongoing</p> <p>September 2010</p> <p>July – August 2010</p> <p>September 2010</p> <p>Ongoing</p>	<p>Some progress has been made. Additional temporary staff have been employed to increase our capacity and we are currently engaging with students at Central Foundation who are actively involving themselves in these issues. 4 dog shows have been planned and implemented around the Borough to raise awareness of dog ownership and control issues. It has not been possible to re-launch this initiative due to conflicting priorities for available time. Poster campaign is ongoing and currently in the hands of Communications.</p>
<p>R2 That Community</p>	<p>A Dog Safety Day will be organised in</p>	<p>Dawn Sammons</p>	<p>March 2010</p>	<p>2 Days have been</p>

Recommendation	Response/Comments	Responsibility	Date	Update: October 2010
<p>Action Events are arranged by the Animal Warden Service, in partnership with RSPCA, SNTs and RSLs that work with local communities to promote responsible pet ownership.</p>	<p>partnership with East End Homes and other key partners. On this day the Service and RSL will:</p> <ul style="list-style-type: none"> • Consult on dog control measures • Find out what dogs are present • Engage with old and new owners of dogs • Advice on dog training <p>With Island Homes the Service will be having Neighbourhood Agreement days, which will include looking at the agreements regarding dogs.</p> <p>With the Police and Tower Hamlets Enforcement team, the Service will be involved in Operation Fusion, which is LAP based and will be involved in enforcement work.</p>	<p>(Principal Animal Warden, Environmental Control)</p>		<p>organised with RSLs for Old Ford Housing and Island Homes, with more to follow.</p> <p>The Animal Wardens have participated with the Police on many successful operations in addition to participating fully in Operation Fusion which resulted in a number of seizures of 'Dangerous Dogs' and subsequent prosecutions.</p>
<p>R3 That the Animal Warden Service provides solutions to dog fouling by reporting offenders for prosecution where offences are witnessed in parks and open spaces, in particular around children's play areas.</p>	<p>Around 100 enforcement actions against offenders (prosecutions and formal warnings) have been taken since April 2009.</p> <p>There will on-going work with Park Staff to consult them on the best way to work together regarding this issue. Includes looking at the possibility of having separate areas for dog walking in certain parks.</p>	<p>Dawn Sammons (Principal Animal Warden, Environmental Control)</p>	<p>April 2010</p> <p>Ongoing</p>	<p>The Animal Warden Team continue to carry out enforcement for dog-fouling throughout the Borough. 4 areas have been identified for implementation of Dog Control Orders, and discussions with Parks are ongoing to agree on appropriate areas for separating children and dogs.</p>

Recommendation	Response/Comments	Responsibility	Date	Update: October 2010
<p>R4 That the Animal Warden Service use East End Life to send out clear information to all residents informing them on whom to contact and the information needed to prosecute an owner of a dangerous dog.</p>	<p>A number of articles about dangerous dogs will be going in the next few editions of East End Life.</p> <p>Animal Wardens contact details published regularly in East End Life.</p> <p>Will use RSLs news letters to keep residents of RSLs informed about dangerous dogs.</p> <p>Setting up a poster Campaign about Dangerous Dogs</p>	<p>Iain Pendrigh (Team Leader, Environmental Protection)</p> <p>Anu Varma (Performance Improvement & Engagement, Public Realm)</p>	<p>March 2010</p> <p>March 2010</p> <p>On-going</p>	<p>Currently developing a communication forum with RSL's and will be producing a schedule of co-ordinated advertising to ensure messages are reinforced and targeted. A dog fouling campaign will take place in September and dangerous dogs will be added to the schedule to be included early next year.</p>
<p>R5 A partnership amongst Animal Welfare Officers, the Council, SNTs, RSLs, Status Dogs Unit, THEOs and the RSPCA is officially set up to work together on dog welfare and ownership issues. Also to reduce incidents where dogs are misused and investigating ASB linked to misuse of dogs. It needs to also share intelligence and information, preventing</p>	<p>(Numbers relate to actions within the recommendation).</p> <ol style="list-style-type: none"> 1. A partnership has been set, who have already looked at getting residents of RSLs to register their dogs. The partnership does not yet have a name. 2. The project plan to develop this strategy has been set up and will be considered by a Programme Board for approval. 3. This Network has been formed as part of the London Mayor's Conference. The Service will 	<p>Iain Pendrigh (Team Leader, Environmental Protection)</p> <p>Iain Pendrigh</p> <p>Iain Pendrigh</p>	<p>Ongoing</p> <p>March 2010</p> <p>March 2010</p>	<p>A lot of work has been and continues to be done with RSLs on all aspects of animal welfare and control on their estates. The landlords are exploring with their lawyers whether a compulsory registration scheme would be legitimate and enforceable. We will continue to press on this.</p> <p>We are also encouraging the use of anti-social behaviour</p>

Recommendation	Response/Comments	Responsibility	Date	Update: October 2010
<p>issues arising by educating dog owning and non dog owning members of the public and enforcement using appropriate legislation. Four steps are proposed to make this successful:</p> <ol style="list-style-type: none"> 1. Setting up a partnership –get commitment from all agencies 2. Develop a strategy to tackle dangerous dogs 3. Consider the possibility of forming a network with other London boroughs to share best practice 4. Offer staff training on how to effectively deal with residents calling to report a dangerous dog. This will improve quality and speed of response. 	<p>continue to be part of the network</p> <ol style="list-style-type: none"> 4. Staff have been given specific course on dangerous dogs. A refresher course will be offered to all relevant staff by the Status Dog Unit. 	<p>Dawn Sammons</p>	<p>September 2010</p>	<p>provisions and tenancy agreements relating to problems resulting from irresponsible dog-ownership.</p> <p>We are working ever more closely with the Met. Police’s ‘Status Dogs Unit’ including having one of their Officers embedded in our Service for 3 months. A ‘Warrant Day of Action’ was also organised with the Police which resulted in the execution of a large number of Warrants and the seizure of 20 dogs under the Dangerous Dogs Act.</p> <p>We have developed very effective partnership working and information sharing with the Police. Reporting of Dangerous Dogs can be made to either Police or the Council and advice on this will be included in the</p>

Recommendation	Response/Comments	Responsibility	Date	Update: October 2010
				poster campaign.

Response to Scrutiny Challenge Session Report Anti-Bullying Initiatives in Schools

Appendix 11

Recommendation	Response/Comments	Responsibility	Date
R1 That the Children, Schools and Families Directorate works with schools to develop a mechanism to engage parents in anti-bullying initiatives. Furthermore, it also works with local third sector and faith organisations to raise awareness of dealing and responding to bullying.	Support schools to raise awareness with parents e.g. around the SEAL curriculum and production of information including leaflet written for parents and carers on preventing cyber-bullying. This will be distributed through schools, Ideas Stores and other public buildings . Training sessions on cyber safety and other aspects of bullying will be offered to voluntary , faith and third sector organisations	Liam Mc Quade, Team Manager, Behaviour Support Team	April '10 – April 11
R2 That the Children, Schools and Families Directorate work with local schools and youth clubs to ensure their policies and practices have appropriate measures to deal with cyber bullying.	LSCB E-Safety Working Group is developing a strategic approach to cyber safety which will be rolled out across schools, the youth and voluntary sectors in Tower Hamlets. Schools will be offered an online self review package to allow them to update their policies.	Liam Mc Quade, Team Manager, Behaviour Support Team	By October 2010 By July 2010
R3 That the Children, Schools and Families Directorate support local schools to provide training and support to staff to deal with and respond to homophobic bullying.	All schools are to be provided with joint LBTH / Stonewall information on how to respond to homophobic incidents. As part of the launch they will be offered workshops on appropriate responses with support from the Tower Hamlets LGBT Forum	Liam Mc Quade, Team Manager, Behaviour Support Team	By October 2010

Recommendation	Response/Comments	Responsibility	Date
<p>R4 That the Children, Schools and Families Directorate review the use of anti-bullying helpline and use funding from this to explore other innovative methods for young people to seek advice on bullying.</p>	<p>The helpline will be brought in-house and run at a significantly lower cost.</p> <p>The directorate can no longer divert the savings made by bringing the facility in house, to other innovative methods, as this saving has contributed to make significant savings across the council in the current financial situation.</p> <p>Support will therefore be focussed on ensuring schools give pupils every opportunity to report bullying in a confidential way. The in-house helpline will be retained as an alternative means of support.</p>	<p>Liam Mc Quade, Team Manager, Behaviour Support Team</p>	<p>By May 2010</p>
<p>R5 That the Children, Schools and Families Directorate undertake further work with schools to ensure they develop greater understanding of the impact of bullying on disabled young people and those with learning difficulties and develop policies to deal with this effectively.</p>	<p>Offer training at SENCO conferences. Prepare anti-bullying materials with Physical Impairment team.</p> <p>A Physical Impairment Advisor is now working with the anti-bullying officer and other members of the anti-bullying working group to address this issue and incorporate ideas into the revisions to the anti-bullying guidance for schools.</p>	<p>Liam Mc Quade, Team Manager, Behaviour Support Team</p>	<p>By October 2010</p>
<p>R6 That the Children, Schools and Families Directorate works with private schools and other private educational facilities such as Islamic after school classes to develop</p>	<p>Ensure that these institutions receive all the LA materials and are invited to LA events and trainings.</p> <p>Directly contact these institutions, discuss their training needs and responsibilities and offer</p>	<p>Liam Mc Quade, Team Manager, Behaviour Support Team</p>	<p>By November 2010</p>

Recommendation	Response/Comments	Responsibility	Date
anti-bullying policies which is consistent with the borough's and national polices.	appropriate training packages.		
Scrutiny Review – Youth Offenders: Supporting Vulnerable Young People			Appendix 12
Recommendation	Response / Comments	Responsibility	Date
Resettlement of young offenders			
R1. That the Children, Schools and Families Directorate sign up to the principles of the London Youth Resettlement Pledge.	This action was implemented through the 'Making a Positive Contributions Action Plan.' This has meant that it has been streamlined through the Children and Young People's Plan (CYPP) and continued implementation and monitoring will be maintained through the Children and Families Trust.	Stuart Johnson (Head of Youth Offending Services)	Completed
R2. That all young offenders who are at risk of becoming homeless are assessed by a housing officer prior to discharge.	Through discussions between the Youth Offending Team (YOT) and the Housing Options Team, the two teams will look at the feasibility of carrying out this action. There is currently a service agreement between the two teams which governs joint working, which is to be updated soon. Resources for the recommendation are containable within existing resources.	Stuart Johnson (Head of Youth Offending Services) David Gingell (Manager of Housing Advice and Housing Options Service)	Ongoing
R3. That the Children, Schools and Families Directorate and the Housing service investigate the provision of additional emergency supported housing within Tower Hamlets for young people leaving custody, or appearing before the	The Housing Options Service will consider this point within its wider investigations into generally increasing provision for young people in housing need. There are likely to be significant financial implications although that does not diminish the importance of this objective; rather, such implications will fundamentally influence the joint work to investigate and develop any provision.	David Gingell (Manager of Housing Advice and Housing Options Service)	March 2011

youth court and in need.			
Re engagement of young people with the Education system			
R4. That the Youth Offending Team maintains up to date data on the number of young people in the Youth Offending Team cohort with special educational needs.	It has been agreed by the YOT that this information will be logged on to their data information system, the Youth Offending Information System (YOIS). The data will be placed in the appropriate place of case characteristics. This will indicate whether young people have special education needs (SEN) and whether this is at School Action, or Statutory Statemented level. The case information will be available through our standard educational information requests made as part of the assessment process for their court reports. This information will then be available as a statistic through the Information Systems Data draw down mechanisms.	Ian Suatt (Education Coordinator and YOT Teacher)	May 2010
R5. That, in line with the Rose review, the Children, Schools and Families Directorate support schools so that all teachers are made aware of the difficulties of dyslexia and specialists teachers in each school are trained to recognise the symptoms of dyslexia.	The Support for Learning Service (SLS) has disseminated national training materials (the Inclusion Development Programme) to all schools in the Borough and has hosted a number of local conferences promoting how to improve the skills of all teachers. In the light of the Rose report these materials will be updated and the SLS will provide further dissemination and training opportunities for schools.	Roland Ramanan (Joint Head of Early Years – Children and Learning)	July 2011
R6. That Cabinet consider supporting the UK Foyer Federation’s proposal to create a Young Offenders Academy in East	Cabinet have already pledged their support for this proposal as part of their consideration of the report into The Public Safety of Young People. Any future development will be presented to Cabinet. No additional financial implications arising at this	Mary Durkin (Head of Youth and Community Learning)	Ongoing

London.	stage, but if the scheme does go ahead, this will need to be considered by Cabinet.		
Family support			
R7.	That the Children, Schools and Families Directorate ensure that parenting courses are recommended as a matter of course to parents of young people who are entering the Youth Justice system.	A leaflet has been developed which will be given to all parents explaining parenting support available. It should be noted that the Parenting courses are subject to the continuation of Youth Justice Board's and other grant funding.	Stuart Johnson (Head of Youth Offending Services) June 2010
R8.	That the Youth Offending Team develop exit strategies for families of young offenders, linking with targeted youth support and parenting support.	A system for exist strategies is currently in development and will address issues highlighted by this recommendation.	Mary Durkin (Head of Youth and Community Learning) September 2010
Provision of activities			
R9.	That the Children, Schools and Families Directorate use innovative methods of communication to publicise the activities and courses available through Youth Services.	The Children, Schools and Families Directorate are doing a number of things to publicise the activities and courses available. These are: <ul style="list-style-type: none"> • Redevelop the amp.uk.net site to provide up-to-date information about services in the borough. • Consolidate thelearninghub.org site into the amp.uk.net to provide young people with a one stop shop on information about courses and activities. • Working closely with the London Serious Youth Violence Board (LSYVB) in promoting their London wide campaign which aims to change perceptions of youth violence in the capital. 	Sukhjinder Nunwa (Communications and Engagement Service Manager) June 2010 June 2010 June/July 2010

	<ul style="list-style-type: none"> • Ongoing promotion of holiday activities throughout the year (holiday periods) • Working closely with the Olympics and Find Your Talent teams to host a Summer Festival for young people and families • Developing a social marketing policy to actively engage young people through innovative methods 		<p>Ongoing throughout the year</p> <p>Festival to start mid July 2010</p> <p>July 2010</p>
R10. That the Human Resources Team and Skillsmatch explore increasing the number of work experience placements, specifically targeting ex-offenders (linked with the Worklessness Scrutiny Review).	<p>As part of the Local Economic Assessment and review of the employment strategy, the Employment & Enterprise team will be identifying and consulting on the key activities targeting different client groups. Following this comprehensive quantitative, qualitative and analytical process, action plans will be developed in association with available investment.</p> <p>Opportunities and barriers to be scoped with HR by June. Leading to development of action plan to deliver 14-19 targets. Action Plan to include Directorate targets and ensure some opportunities ring fenced for young people most at risk</p> <p>An annual target of 90 work experience places (15 in each directorate) has been agreed. Placements are being developed between April – July and are due to come on steam from July/August until the end of the financial year.</p> <p>Children, Schools and Families Directorate is working very closely with partners and asking them to identify opportunities for funding for work placements.</p>	<p>Andy Scott (Employment and Enterprise Manager)</p> <p>Wendy Forrest (Director, The HUB)</p> <p>Mike Tyler (Director, Education Business Partnership)</p> <p>Linda Crawford (Organisational Development and Positive Action Schemes Manager)</p>	<p>LEA Due date July 2010</p> <p>Cabinet December 2012</p> <p>September 2010</p> <p>August 2010</p>

<p>R11. That the Youth Offending Team discuss with CAMHS (Child and Adolescent Mental Health Services) the provision of anger management training for young offenders, as appropriate.</p>	<p>Currently a protocol is being developed between CAMHS and the YOT. Once finalised, this item will be incorporated into the working arrangements.</p>	<p>Mick Reid (Operational Manager of the Youth Offending Team)</p> <p>Emma Fayer (Head of Nursing CAMHS)</p>	<p>August 2010</p>
<p>Communication</p>			
<p>R12. That the Youth Offending Team and Social Care ensure there is good and appropriate communication between them and any Tower Hamlets young person placed in a Young Offenders Institution, Secure Training Centres or Secure Children's Homes, whether on remand or sentence.</p>	<p>There is an ongoing discussion happening between the Youth Offending Team (YOT) and Social Care on this issue. The YOT will continue to ensure that visits take place with a Tower Hamlets' young person in a Young Offenders Institution as per the Youth Justice Board standard.</p> <p>The Children's Social Care will continue to ensure:</p> <ul style="list-style-type: none"> • That if a young person is looked after at the point of entry to a Young Offenders Institute (YOI) or Secure training centre, they work in line with the principles of the Children Act 1989 in maintaining contact with the young person. • A young person retaining their looked after status in a YOI or Secure training centre, the young person receive all services commensurate with legislation for looked after children. • All children are assessed prior to release to check whether or not they need social care intervention. The YOT team refers to the Integrated Pathways and Support team where necessary. 	<p>Stuart Johnson (Head of Youth Offending Services) Paul McGee</p>	<p>Ongoing</p>

	<ul style="list-style-type: none"> In relation to the first two points the Children's Social Care team will be involved in the discussing/ planning for a young person exiting either a YOI or Secure training centre. 		
Training			
R13. That the Children, Schools and Families Directorate ensure that as part of their basic training all social workers and youth workers are given introductory training in local systems for work with young people at risk of offending.	<p>The YOT will explore how this could be implemented as part of the Induction process for new staff in Children, Schools and Families.</p> <p>Organisation Development are reviewing the course structure for those going through the Post foundation stage of the Social Workers training. They will look at whether they can introduce something around working with young people at risk of offending into this redesigned course.</p>	<p>Stuart Johnson (Head of Youth Offending Services)</p> <p>Ann Johnson (Social Care Training Coordinator)</p>	July 2010
Resources			
R14. That Cabinet lobbies Central Government and the Youth Justice Board to ensure Young Offenders Institutions are sufficiently funded to provide a full range of education, mental health and other support services, to facilitate each young offenders transition into responsible, law abiding adulthood.	The Director of Children, Schools and Families will speak to the Leader and Cabinet about developing an appropriate response to this recommendation.	Isobel Cattermole (Acting Corporate Director of Children, Schools and Families Directorate)	
R15. That in preparation for a period of fiscal tightening the Youth	The YOT Manager and the senior managers of the Children, Schools and Families Directorate are monitoring all budgets, especially grant funded	Stuart Johnson (Head of Youth Offending Services)	Ongoing

<p>Offending Team identifies and tracks all its current and anticipated funding. Many important programmes have at risk all or part of their funding. This situation requires close monitoring, particularly where partnerships are involved.</p>	<p>targeted work, carefully and will discuss particular budgets at risks with appropriate stakeholders at an early stage. In terms of targeted work they looking at the provision provided these across the Directorate.</p>	<p>Mary Durkin (Head of Youth and Community Learning)</p> <p>Isobel Cattermole (Acting Corporate Director of Children, Schools and Families Directorate)</p>	
Benchmarking			
<p>R16. That the Youth Offending Team regularly benchmark against innovative youth offending schemes nationally and where appropriate internationally.</p>	<p>In the annual benchmarking exercise which compares Tower Hamlet's YOT performance with national and those of its statistical neighbours, the Tower Hamlets' YOT was rated as 'Excellent.' The service will continue benchmarking with similar service providers and explore learning from innovative youth offending schemes.</p>	<p>Stuart Johnson (Head of Youth Offending Services)</p>	<p>Ongoing</p>
Transition			
<p>R17. That the Youth Offending Team ensures young offenders are supported during the transition from the youth justice to the adult justice system, providing full information to Probation services at the point of transfer.</p>	<p>The YOT will follow the Pan London agreement regarding the transfer of cases to London Probation. This agreement is currently in its final draft.</p>	<p>Stuart Johnson (Head of Youth Offending Services)</p>	<p>July 2010</p>

Response to Scrutiny Working Group Report on Neighbourhood Renewal Funds				
Recommendation	Update: March 2010	Responsibilities	Date	Update: October 2010
R1 That a Members seminar be organised on how Local Area Agreement (LAA) targets are identified and met.	This Action has been completed.	Jon Underwood	Completed	Completed
R2 That LAAs include targets for narrowing the gap with the average outcomes for KS2 and KS3; coronary heart disease; employment levels; take up of Incapacity Benefit and teenage conception rates.	N/A	N/A	N/A	N/A
R3 That the Tower Hamlets Partnership ensures that the	This Action has been completed	Shanara Matin, Head of Participation and	Completed	Completed

<p>guiding principles of the Partnership Charter are adhered to; making sure that there is continuity in the way the Partnership functions. This should include better publicity through East End Life and also on the Partnership website. Furthermore all new and existing LAP members and Partners should be given a copy to refer to.</p>		<p>Engagement (Interim)</p>	<p>Completed</p> <p>Completed</p>	
<p>R4 That Tower Hamlets Partnership introduces a learning and development programme for Local Area Partnership (LAP) members which include a session on how funding</p>	<p>The first Partnership LAP conference took place in January 2010. Feedback from residents are being implemented to improve the role of the Steering group and making their work more locally focused.</p> <p>This recommendation has therefore been implemented.</p>	<p>Shanara Matin, Head of Participation and Engagement (Interim)</p>	<p>Completed</p>	<p>Completed</p>

<p>decisions are made.</p> <p>R5 That a document detailing LAP roles and responsibilities is sent to all residents, along with an invitation to attend LAP meetings.</p>	<p>This Action has been completed</p>	<p>Shazia Hussain</p>	<p>Completed</p>	<p>Completed</p>
<p>R6 That the Tower Hamlets Partnership undertakes a corporate approach to project evaluation to improve value for money. This evaluation should include an analysis of project methods, scale, target group, value for money.</p>	<p>The final evaluation will be undertaken in March 2011 when the project comes to an end.</p>	<p>Shazia Hussain</p>	<p>On-going</p>	<p>The final evaluation will be undertaken in March 2011 when the project comes to an end, therefore no further update can be given at this time.</p>
<p>R7 That the Tower Hamlets Partnership carry out a review of all employment project client outcomes to</p>	<p>All WNF projects are being regularly monitored.</p>	<p>Nick Smales</p>	<p>On-going</p>	<p>On-going The Monitoring of projects has moved from Quarterly monitoring to monthly monitoring to drive performance toward target achievement. Alongside this a</p>

identify which interventions were most effective.				programme evaluation is due to start in Oct 2010 for completion March 2011 which will assess the most successful and highest value for money interventions.
R8 That CPAGs operate joint commissioning on worklessness projects in order to maximise the benefits to client outreach and improve value for money.	The WNF Tracking database went live in November 2009 and is being used by all the WNF projects to input their outputs. This information will be analysed at the end of the year.	Nick Smales	Completed	On-going Any future commissioning toward worklessness projects will include joint commissioning arrangements which will be lead by the Employment and Enterprise team as the lead on the worklessness agenda.
R9 That the arrangements for outreach across the projects should be reviewed. The review should address arrangements for specific outreach to intended beneficiaries and general outreach arrangements for engaging the broader community.	The third sector strategy has been agreed and VCS is being developed currently.	Jon Underwood	Completed Completed	Completed
R10 That CPAGs identify project delivery methods	This Action has been completed	Shazia Hussain / Jon Underwood	Completed	Completed

<p>when commissioning projects. This should ensure that suitable outreach to clients is scrutinised at the project commissioning stage.</p>				
<p>R11 That the Tower Hamlets Partnership reviews the communication between LAPs, CPAGs and Partnership Management Group (PMG) in order to ensure that local matters are reflected at PMG and that strategic matters are communicated effectively to LAPs.</p>	<p>This Action has been completed</p>	<p>Shazia Hussain</p>	<p>Completed</p>	<p>Completed</p>
<p>R12 That the Tower Hamlets Partnership develops a strategic commissioning framework for regeneration funds in future, to</p>	<p>This Action has been completed</p>	<p>Shazia Hussain</p>	<p>Completed</p>	<p>Completed</p>

<p>provide a more consistent framework for assessing value for money and to ensure specific interventions reinforce higher level strategic objectives.</p>				
<p>R13 That project appraisal documents provide a mainstreaming strategy which explains whether the project will a) change service practice b) seek alternative funding c) create a new mainstream service.</p>	<p>This Action has been completed</p>	<p>Shazia Hussain</p>	<p>Completed</p>	<p>Completed</p>
<p>R14 That employability and skills should remain a priority for the Tower Hamlets Partnership. The project appraisal should identify which client group</p>	<p>This Action has been completed</p>	<p>Nick Smales</p>	<p>Completed</p>	<p>Completed</p>

<p>is being targeted and outcomes should not be restricted to 'jobs held for 13 weeks' so that the progress made towards employment can be measured.</p>				
<p>R15 That funding is provided to the third sector in the Borough to ensure it is able to represent the views of the sector in strategic decisions and can support local level community capacity building activity on the community chest model.</p>	<p>Participatory Budgeting Model is currently running for the second year and attracting large number of residents.</p> <p>The Council has also launched a Third Sector Strategy which has introduced a Community Chest element to support third sector organisations. A new VCS has also been launched which will be able to support third sector organisations to reflect the voice and concerns.</p>	<p>Shazia Hussain</p>	<p>Completed</p>	<p>Completed</p>

<p>R16 That the impact of Safer Neighbourhood Teams (SNTs) should be recognised and Tower Hamlets Partnership should use Working Neighbourhood Fund (WNF) to pilot an expanded SNT service in at least two wards.</p>	<p>Tower Hamlets Enforcement Officers are now working in the borough and working with other partners to identify key concerns.</p>	<p>Shazia Hussain</p>	<p>Completed</p>	<p>Completed.</p>
<p>R17 That the Tower Hamlets Partnership should examine the possibility of funding a similar Working Futures scheme to ease the poverty trap facing homeless families in the Borough.</p>	<p>Ongoing</p>	<p>Nick Smales</p>	<p>On-going</p>	<p>Employment & Enterprise team are currently working alongside the Child Poverty Strategy team to explore work targeting areas of low employment, low household income and high poverty. This work is being developed alongside the emerging Employment Strategy refresh due by the end of the year. This work will take account of new welfare reform regimes being developed through central Government departments.</p>

Recommendation	Response/Comments	Responsibility	Date	Update: October 2010
<p>R1 That Children, Schools and Families Directorate help to develop the Parent Support Partner (PSP) role within schools to ensure parents have access to the information and support they might need to access services, including parenting programmes.</p>	<p>Children, Schools & Families Directorate will support secondary schools to develop the Parent Support Partner (PSP) role and provide training and continuing professional development opportunities for PSP Staff.</p> <p>Action: 1. Complete audit of PSP or similar role in secondary schools. 2. Publicise Autumn term LAP focused training programme for PSP. 3. Support work in schools (Parent Pathway) course delivered.</p>	<p>Sharon Sullivan, Senior Parent Support Co-ordinator, Early Years, Children and Learning</p>	<p>October 2009 October 2009 March 2009</p>	<p>1. Complete - LAP based Parent Support Coordinators audited parental engagement in all borough secondary schools. Mapping of activity is ongoing.</p> <p>2. Complete - LAP focused Parent Support programme publicised in Children’s Services Training Directory, “Parents Matter Newsletter, PSP Link meetings, flyers and email network group.</p> <p>3. Complete - Support work in Schools (SWiS) delivered. 9 secondary school staff have completed and achieved the SWiS level 3 qualification</p>
<p>R2 That Children, Schools and Families Directorate develops clear and accessible information and communication networks for parents through development of the PSP role, publications and newsletters, websites,</p>	<p>Developing clear and accessible information for parents is a key strategy to increase engagement. The Parental Engagement Team will support secondary schools develop information and communication networks to ensure parents have access to information and support when they need it.</p> <p>Action:</p>	<p>Sharon Sullivan, Senior Parent Support Co-ordinator, Early Years, Children and Learning</p>	<p>December 2009</p>	<p>1. Complete - Parental Engagement Team working in partnership with communications team. Organised Working with Parents Seminar to promote the work of Family Information Service and launch of Family Services Directory, attended by 35 staff.</p> <p>2. Complete – Family Information Service promoted in termly “Parents Matter” Newsletter and</p>

Recommendation	Response/Comments	Responsibility	Date	Update: October 2010
parent forums and rep schemes as well as face to face meetings.	<p>1. Work with Communications Team to develop strategy to ensure all parents know where to access information.</p> <p>2. Promote the launch of the Family Information Service to all Parent Support Partners through the Parents Matter Newsletter and localised Link Meetings.</p>		December 2009	<p>Via localised cluster based meetings.</p> <p>2. Complete – Family Information Service signposted as a key service. Information included in Parent Support – ‘Using Information Services’, part of the core training offer for school staff. 2 training sessions delivered. Programme to be repeated Spring 2011.</p>
<p>R3 That Children, Schools and Families Directorate in partnership with primary and secondary schools develops a seamless and effective transition process from year 6 (primary school) by running transition information sessions (Parent Information Point) for all Year 7 parents. This should be followed by a structured induction into year 7 through workshops and short courses enabling</p>	<p>The Senior Parent Support Co-ordinator will liaise with secondary schools to devise ways to develop transition strategies. Once this has been completed all secondary schools will be offered transition courses. Furthermore a parent forum will be set up to help parents manage the transition process. The Parental Engagement Team will support primary and secondary schools develop interactive Parent Information Point transition sessions for parents.</p> <p>Action:</p> <p>1. Senior Parent Support Coordinator (PSC) to liaise with secondary managers.</p>	Sharon Sullivan, Senior Parent Support Co-ordinator, Early Years, Children and Learning	<p>December 2009</p> <p>October 2009</p> <p>January 2010</p>	<p>1. Complete – take-up from secondary schools varied, limited staff capacity within some schools to work directly with parents on a regular basis. Schools have been supported to explore staff capacity and training / professional development needs</p> <p>2. - 6 secondary schools participated in the Transition Programme for year 7 parents: St Paul’s Way, Oaklands, Bethnal Green Technology College, Raines Lower School, Mulberry Girls, and Langdon Park. 3 further schools held extended Parent Information Point (PIP) sessions for parents of children in year 7: Central Foundation, Bishop</p>

Recommendation	Response/Comments	Responsibility	Date	Update: October 2010
<p>parents to learn more about how secondary schools work and how they can support their child's learning.</p>	<p>2. All secondary schools to be offered transition course in Autumn term. 3. Transition course and parent forum will be evaluated and further learning opportunities negotiated.</p>			<p>Challoner Girls School and Swanlea. 121 Parents attended.</p> <p>Parent Forums have been established in 4 schools.</p> <p>3. – Course evaluations have been positive, further learning opportunities taking place in autumn term.</p>
<p>R4 That Children, Schools and Families Directorate supports secondary schools to offer transition information sessions for parents of children in Y9 (making curriculum choices) and Y11 (making post 16 choices) and pilots a Choice Advice Service for parents who find it difficult to engage with the process.</p>	<p>The Parental Engagement Team will support secondary schools to develop curriculum and post 16 choices and will provide training and continuing professional development opportunities for school staff.</p> <p>Action: 1. Senior Parent Support Coordinator to liaise with the 14-19 Hub and secondary school leadership to identify ways transition information can be provided to parents. 2. Complete audit of transition work in schools and identify areas</p>	<p>Sharon Sullivan, Senior Parent Support Co-ordinator, Early Years, Children and Learning</p> <p>Wendy Forrest, Director of the Hub, Tower Hamlets 14-19 Partnership</p>	<p>September 2009</p> <p>November 2009</p> <p>November 2009</p>	<p>1. Complete - Senior PSC attending all IAG meetings. Contributing to development of publicity, information & promotion. Work with the hub is ongoing Parental Engagement Team have supported targeted events for parents of NEETs and young people at risk of NEET</p> <p>2. Complete –5 schools recruited following audit.</p> <p>3. Parent Support Partner / Choice Advisor appointed for each school. Transition work with parents of young people 14-19 established, Parent Support Partners' supported to deliver 7 parent workshops for those at risk of making poor transition. 1-1</p>

Recommendation	Response/Comments	Responsibility	Date	Update: October 2010
	<p>of support and pilot schools for targeted support.</p> <p>3. Targeted secondary schools to be offered the opportunity to develop a PSP role to pilot Choice Advice Service to support Y11 post 16 choices.</p> <p>4. All secondary schools to be offered support to deliver transition information sessions for parents of children in YR 9.</p>		November 2009	<p>support meetings also provided.</p> <p>4. Complete all schools offered support– Approx 500 parents of young people in years 9, 10 and 11 attended Parent Information Point (PIP) sessions and workshops to support transition.</p>
<p>R5 That Children, Schools and Families Directorate support schools to ensure that there is a dedicated area for parents to meet or attend programmes, either in the school or nearby.</p>	<p>The Parental Engagement Team will support secondary schools to develop appropriate space within school and / or work in partnership with local community venues.</p> <p>Working with schools and the Building Schools for the Future programme, we will identify appropriate space to ensure that there are dedicated areas for parents to meet.</p> <p>Action:</p> <p>1. The Building Schools for the Future programme (BSF) will build this requirement into new plans,</p>	Ann Sutcliffe, Head of BSF, Building Schools for the Future	<p>March 2010</p> <p>March 2010</p>	<p>Complete – Review of appropriate space for Parental Engagement activities undertaken during audit of Parent Support in 2009. Increasing number of schools developing accessible, multi-purpose space. Adult learning / meeting / crèche space is still limited within some schools. Where possible links have been established with local community venues. Consideration of appropriate space included in “Developing a Welcoming School” training” available for secondary school staff</p>

Recommendation	Response/Comments	Responsibility	Date	Update: October 2010
	<p>ensuring that future space is available.</p> <p>2. Parent Support Coordinators to support secondary schools identify appropriate space; ensuring space is fit for purpose and also meets adult learning requirements.</p>	<p>Sharon Sullivan, Senior Parent Support Co-ordinator, Early Years, Children and Learning</p>		
<p>R6 That secondary schools, with the support of the Children, Schools and Families Directorate, introduce regular consultation events to obtain parents' views and build trust and confidence (Parent Voice), ensuring parents receive feedback and see results.</p>	<p>The Parental Engagement Team will support secondary schools to develop a 'Parent Voice' model of consultation with families, providing training opportunities and support for school staff.</p> <p>Action:</p> <p>1. Parent Support Coordinator to meet with secondary school staff and plan parent voice consultation events.</p> <p>2. Parent Voice events to take place in secondary schools.</p> <p>3. Parents, School Governors, Extended Services and O&S will receive feedback on success of Parent Voice event</p>	<p>Sharon Sullivan, Senior Parent Support Co-ordinator, Early Years, Children and Learning</p>	<p>January 2010</p> <p>February 2010</p> <p>February 2010</p>	<p>1. Identifying and meeting with school staff proved challenging due in part to complex structures and staff roles. Events planned in partnership with Parent Support Partners and extended school staff work well.</p> <p>2. Parent Voice events have taken place in 3 schools. Work is ongoing to further develop events and build upon questionnaires used in majority of schools.</p> <p>3. Work to improve feedback and dialogue with parents and governors is ongoing.</p>
<p>R7 That Children, Schools and Families Directorate supports schools to develop a</p>	<p>The Parental Engagement Team will offer targeted support, guidance and training to secondary schools.</p>	<p>Sharon Sullivan, Senior Parent Support Co-ordinator, Early</p>		<p>1. Complete – Due to demand 3 "Developing a Welcoming school" training sessions have been delivered.</p>

Recommendation	Response/Comments	Responsibility	Date	Update: October 2010
<p>welcoming School with training for front-line staff, both in the office and the classroom, on how to make parents feel comfortable, particularly when discussing sensitive issues.</p>	<p>Action: 1. Deliver central 'Welcoming School' training programme for school staff in partnership with Extended Services. 2. Deliver localised 'Effective Communication with Parents' course for all school staff.</p>	<p>Years, Children and Learning</p>	<p>March 2010 November 2010</p>	<p>Further programmes planned for 2011 2. Complete – 2 training sessions centrally delivered. Localised sessions failed to recruit sufficient numbers.</p>
<p>R8 That the Children, Schools and Families Directorate support schools to develop an ongoing programme of interactive activities and workshops for parents to learn more about the curriculum, how children are taught and how they can support their child's learning, as well as approaches to parenting teenagers.</p>	<p>The Parental Engagement Team will support secondary schools to develop programmes for parents in response to school priorities and parent need.</p> <p>Action: 1. Identify 6 pilot schools and plan programme with secondary school staff. 2. Support schools establish</p>	<p>Sharon Sullivan, Senior Parent Support Co-ordinator, Early Years, Children and Learning Denise Hickford, Parental Engagement Coordinator, Equalities and Parental Development</p>	<p>October 2009 January 2010</p>	<p>1. 2. Complete - Success of 3 week Transition Course for parents of children in year 7 has led to the development of parent groups / forums in 3 Secondary Schools with plans for parent forums to be set up in 2 additional schools. 3. A wide range of courses have been delivered in response to parent survey / voice consultation and school priorities. Courses include 16 Strengthening Families Strengthening Communities (SFSC) parenting courses (including targeted courses in Bengali), Passport to</p>

Recommendation	Response/Comments	Responsibility	Date	Update: October 2010
	<p>parent support groups, parent forums/ rep schemes.</p> <p>3. Deliver a programme of short courses / workshops for parents focussing on supporting children's learning and development and communication between home and school.</p>		March 2010	<p>Learning Building skills & confidence courses, Volunteering in your child's school (accredited and non-accredited), Healthy Living and creative programmes. Parent Volunteer programmes have been established in 2 secondary schools. Parents are now volunteering in the classroom and on visits and extra-curricular activity.</p> <p>Further programmes and development negotiated for the autumn term.</p>

Response to Scrutiny Review Working Group Report on Child Poverty				Appendix 15
Recommendation	Response / Comments	Lead Officer	Date	Update: October 2010
R1 That the Tower Hamlets Partnership develops on-going programmes to support specific groups facing barriers to employment.	The Prosperous Community Delivery Group has the employment LAA target as part of its delivery plan. They have focused specifically on programmes for young people, disabled people and new emerging graduates.	Aman Dalvi, Corporate Director, Development and Renewal	March 2011	Performance against the LAA targets (NI 151, 152 and 153) is ahead of target.
	The Partnership have allocated £20m to a range of programmes through the Working Neighbourhood Fund which will offer engagement, training and pre-employment support to a range of specific target groups. Progress on these will be reported through the Prosperous Communities Delivery Group with appropriate breakdown of gender, ethnicity, disability, length of unemployment etc.	Louise Russell, Service Head Strategy and Performance	March 2011	The Working Neighbourhood Fund programme is nearing completion and has targeted a range of different groups, including young people, homeless families and other vulnerable groups such as those with mental health problems and learning disabilities, to assist them into employment. At this stage of the programme 2,484 people have been helped into employment.
	The Health and Work Strategic Group has adopted a Performance Management Framework (PMF) that monitors progress in relation to a range of employment and training targets. These include the WNF projects relating to vulnerable adults and other socially excluded groups and specific ownership of LAA Targets relating to employment for people with Learning Disabilities and	Simon Kilbey, Service Head of HR and Workforce Development	March 2011	A full evaluation of the programme is to be carried out which will help inform the Partnership's Employment Strategy.

	people in contact with secondary mental health. The PCT's community employment programme also targets specific groups within the community such as those on health related benefits.			
R2 That the Health and Employment Group consider the role of GPs in identifying ways of breaking the cycle of long term sickness for those with support needs.	<p>The Jobs in Health project, part funded through WNF is targeting recruitment into entry level PCT positions through the mytowerhamletsjobs.com process. This is being widened and launched in autumn 2009 and will be used to register health service users a clear route into employment advice. This will be marketed to GPs and other health care professionals as the main referral route for their patients. Patients of psychological services will benefit from this approach in the first instance.</p> <p>A pilot is also in place using the concept of a 'well-note' as an intervention to reduce the likelihood of long-term sickness.</p>	Simon Kilbey, Service Head of HR and Workforce Development	On-going	To be tabled.
R3 That Children's Services ensures that assessments, including Common Assessment Framework and Core Assessments include debt management	Guidance will be sent to Children, Schools and Families staff to indicate where this could be included in both assessments and to signpost where this advice could be found.	Helen Lincoln, Service Head Children's Social Care	September 2009	Children Centre Family Support Workers complete CAF's. Where appropriate action plans reflect the need for financial advice and where

	<p>information pack through Children's Centres</p> <p>The Children and Families Trust and the Prosperous Community Delivery Group will also consider how this work can be developed. This will also be taken to the September Prosperous Community Delivery Group.</p>	<p>and Equalities Manager</p>		<p>HMRC until recently were attending some Children Centres the following gives a flavour of outcomes (it should be noted that this is London wide feedback from HMRC)</p> <ul style="list-style-type: none"> • Increased awareness of tax credits • Increased awareness of tax credit not claimed • Increased awareness of childcare element of Working Tax Credit • Increased awareness of childcare element of Working Tax Credit • Better understanding of eligibility • Encouragement to apply for tax credits • Encouragement to notify about
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				<p>changes of circumstance</p> <ul style="list-style-type: none"> • Encouragement to return to work <p>This type of work is considered across a range of groups within the Children and Families Trust to ensure that families are provided with appropriate advice and so that staff are well equipped to be able to do this. We have also undertaken some consultation with families who live in poverty which has given us information about how families want to access services - this is feeding into the child poverty commissioning plan</p>
<p>R5 That the External Funding Team consider how financial inclusion and debt management might be further promoted through wider publicity in East End Life and through the publications of key local agencies.</p>	<p>The request for this development from the Prosperous Communities Delivery Group is recognised in addition to the Scrutiny Review recommendation.</p> <p>We currently place an advert in East End Life every 2 weeks: (4 columns x 24cm). This is a high level of</p>	<p>Everett Haughton, Funding and Development Manager & Maura Farrelly , Community Resources Office</p>	<p>On-going</p>	<p>Currently fortnightly notice in EEL on Where to go for debt advice . Credit union advert continues to be placed every two weeks .Also regular information articles on debt advice ,financial inclusion and benefit take up in EEL and</p>

	<p>advertising.</p> <p>A strategically targeted poster and leaflet campaign through advice agencies and other key partners, to complement the advertising, could prove very helpful.</p>		August 2009	<p>RSL publications</p> <p>A new leaflet and poster highlighting Where to Go for debt and benefits advice circulated March 2010 through key stakeholder partners.</p>
<p>R6 That Tower Hamlets Partnership re-considers its position and use of data to review the support needed to get women into employment with a particular focus on supporting Bengali women.</p>	<p>The Gender Equality Monitoring Group has reviewed this issue with Job Centre Plus, Children Services and the Employment Strategy. The outcome was that further research is necessary in order to ensure that we understand the issues. It is recommended that this work is carried out through the Prosperous Community Plan Delivery Group.</p>	<p>Shahanaz Begum, Diversity and Equality Co-ordinator</p>	March 2010	<p>A number of actions around this have now been included in the Gender Equality Scheme, which is awaiting final sign-off.</p> <p>Work should be underway following the finalising of the Scheme. Specific work is also taking place on women and worklessness outside of the Scheme.</p>
<p>R7 That the ESOL Providers Action Group (EPAG) explores ways to improve the referral process to employment advice and opportunities for students who have completed courses.</p>	<p>The EPAG has met on a monthly basis since January and through this group effective links have been made between organisations to cross refer students. In addition many of the providers on EPAG have their own in-house employment support programmes for ESOL learners.</p> <ul style="list-style-type: none"> • EPAG meetings to be held in June and Sept 2009, January and March 2010 	<p>Fiona Paterson, Head of Adult and Community Learning</p>	<p>30 May 2009</p> <p>June and September 2009; January and March 2010</p> <p>30 June 2009</p>	<p>Mapping activity completed in January 2010 and disseminated between partners</p> <p>Progression routes have been discussed, identified and learners given referral opportunities.</p>

	<ul style="list-style-type: none"> Progression routes into employment will be identified as a standing agenda item at EPAG meetings 			
R8 That Children's Services strengthen the promotion of the role of Children's Centres and childcare support through East End Life and the publications of other partner agencies.	<p>We are implementing a Child Poverty Communications Strategy. As well as improving the Council's regional and national reputation, we are communicating the services available to local residents. Communications work will continue throughout the lifetime of the child poverty strategy and will include the benefits of Children's Centres and will use all appropriate media to do so.</p> <p>We will deliver a publicity campaign promoting the benefits of childcare and highlight funding streams available. This will inform residents of access to high quality, affordable childcare and will benefit children's development, as well as allowing parents to seek sustainable employment.</p>	<p>Tony Finnegan, Communications Officer & Jacqueline Harthill, Stakeholder Engagement Officer</p> <p>Jo Green, Planning and Information Manager, Early Years Service</p>	<p>Initial communications to coincide with launch (May – July 2009), ongoing communications thereafter</p> <p>September 2009 onwards</p>	<p>Case studies of families to feature in East End Life in October 2010. Ongoing promotion of childcare and the Family Information Service in local press.</p> <p>Two advertisement wraps of East End Life produced – one promoting childcare in general, the other promoting holiday playschemes, a time of particular need for working parents. Four more wraps planned for rest of year.</p>
R9 That Tower Hamlets Partnership should continue to support ESOL financially and identify targeted funding for women who may not meet the financial threshold for	Currently there is a £1.3m ESOL programme funded through WNF until 2011. The Partnership does not have any further funds beyond this period. ESOL will continue to be a priority for the Partnership.	Shanara Matin, Interim Head of Participation and Engagement	On-going	To be tabled.

assistance and where they are not able to gain access to the household income.	Implementation of Recommendation 6 could lead to the identification of support for vulnerable women.			
R10 That the Cabinet in partnership with the Learning Skills Council lobby government to increase funding for ESOL.	We will work with the Lead Cabinet Member to identify and undertake lobbying seeking government action to increase funding for ESOL.	Heather Bonfield, Service Head of Cultural Services	December 2009	The LSC was disbanded at the end of March 2010. The run up to and the election in May 2010 meant that a proposal to send a joint letter to the then BIS Secretary of State was not implemented.. Since then the new government policy, in relation to skills and learning has led to two consultation papers on the future and funding of learning and skills. While ESOL remains a high priority locally, constructing a case to the new BIS Secretary of State for additional investment needs to wait until the policy position is clearer, possibly after the October CSR announcements. This will be kept under review.
R11 That Jobcentre Plus review customer experience and case management with a view to improving the	The District is preparing for the introduction of major new provision, Flexible New Deal (Oct 2010), additional supportive contracted	Derek Harvey, External Relations Manager, Jobcentre Plus		Flexible New Deal will no longer be introduced, instead a new single Work Programme will come on

<p>experiences of local people.</p>	<p>services (Dec 09) bedding in the new day one and six months offers and preparing for the introduction of the Young Persons Guarantee (Jan 2010). As a result it is already reviewing its service delivery model in particular for parents and lone parents. This review will feature:</p> <ul style="list-style-type: none"> • Upskilling of advisers knowledge and skills particularly around identifying the most appropriate routes back to work, tracking and engagement; • Enhancing the support available from contracted providers and access to external provision including LSC, LDA funded provision not least pre employment training and ESOL/basic skills; • Out-stationing our advisers to work more from Children's Centres and other community based premises; • Revising the structure of our offices to allow for more focused specialist support to customers dependant upon their barriers and length of unemployment; • Increasing staffing and learning and development investment; • Working with employers and public sector through Local 		<p>December 2009</p> <p>Immediate</p> <p>August 2009</p> <p>Immediate and ongoing</p> <p>On going and from October 2009 re Future Jobs Fund</p>	<p>line in summer 2011 that will encompass all existing provision, including Pathways to Work .</p> <p>Our Advisers are being and have been upskilled to better deal with more vulnerable groups ie those with mental health issue, those with drug related issues, carers, etc.</p> <p>Additionally they are embarking on a development programme to assess and upskill to NVQ level standards. This is a longer term objective spanning 3 years. We have advisers working out of 6 Children Centres in Tower Hamlets and are seeking to expand. This is in addition to advisers attending 8 primary schools offering advice and jobsearch support under the School Gates project. We have restructured all of our offices to focus more closely on specific customer groups and in</p>
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	Employer Partnerships to increase access to jobs for disadvantaged customer and to be aware of benefits of diversity.			<p>the case of JSA customers to enhance support at key stages of duration of unemployment</p> <p>Local Employment Partnerships ceased as a branding in May 2010 however due to the success of the model, the concept and offer to employers will continue. The District exceeded LEP targets by 215%.</p>
R12 That the Cabinet lobby Department of Work and Pensions to review how the benefits payment system can be improved to make prompt payments and support people so as not to fall further into poverty.	<p>Jobcentre Plus has created a network of 71 Benefit Delivery Centres nationally with 'virtuality' planned to increase capability and capacity further.</p> <p>In addition, new telephony systems are being introduced with enhancements to the electronic claim form IT platform which will enable claims to be forwarded directly to the benefit payment systems, speeding up the process further.</p> <p>"Better off in work" calculation will be accessible to customers on the Direct.gov.uk website.</p>	Derek Harvey, External Relations Manager, Jobcentre Plus	<p>December 2009</p> <p>August 2009</p> <p>September 2009</p> <p>Date to be confirmed</p>	<p>Virtuality was introduced from April 10.</p> <p>Telephony was brigaded all under the Contact Centre Directorate handling calls for benefit enquiries as well as employment related services and claims taking.</p> <p>All claims can now be taken over the telephone and in 2010, JSA (conts based) was able to be claimed on line. This was extended to JSA (income</p>

	<p>Work is also progressing on benefit simplification and 'Leaning' – a process looking to improve the customer experience by removing duplication and unnecessary transactions/recording.</p> <p>Our aim is to achieve target and every effort will be made to do so including increasing staffing levels and training activity.</p> <p>Tower Hamlets Council Benefits Service will work with the Lead Cabinet Member to identify and undertake lobbying seeking government action to improve the benefits payment system to make prompt payments and support people so as not to fall further into poverty.</p> <p>This work will develop as part of the Welfare Reform agenda. This will focus on improving accessibility, allowing local authorities to tailor delivery to suit local needs, speeding up claims processing, reducing avoidable contact and allowing access to other related services at the same time.</p> <p>We are also keen to involve the Overview and Scrutiny Committee Member who led on this review to</p>	<p>Steve Hill, Benefits Service Manager</p> <p>Steve Hill, Benefits Service Manager</p> <p>Steve Hill, Benefits Service Manager</p>	<p>September 2009</p> <p>Dependent on guidelines from Department of Work and Pensions – Welfare Reform Agenda currently on-hold until after Parliamentary recess</p> <p>July 2009</p>	<p>based) in Aug 2010.</p> <p>There is now only one telephone number for all Jobcentres.</p> <p>In March 2010, Better of in Work calculations became available on line via the 'benefit adviser' on the 'Directgov' website as well as offering information on entitlement/eligibility of benefits.</p> <p>The In and Out of Work project was completely rolled out by March 10 which speeded up the claiming of in and out of work benefits. Information is captured at the outset of the claim and shared with Housing Benefit/Council Tax teams and when starting work information is updated and sent to HB/CTB and HMRC to initiate the Working Tax Credit claim</p>
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	further engage her in considering the issues and planning a way forward.			
R13 That the Partnership explores ways to improve employment opportunities for the Somali community including the use of outreach work.	<p>The Partnership is carrying out a detailed piece of work to improve understanding of the needs of the Somali community. This work will be completed by the end of September. The recommendations will be presented to the Partnership Executive.</p> <p>It is also to be noted that there are 2 WNF programmes commissioned to improve employment opportunities for the Somali community including the use of outreach work, the Somali Network is in place, and has representatives on the governance structures of the Partnership.</p>	Shanara Matin, Interim Head of Participation and Engagement	September 2009 October 2009	To be tabled.
R14 That the Council should sign-up to the London Child Poverty Pledge and encourage partners including the PCT, Canary Wharf and Olympics Authority to sign and use the Pledge to respond to the employment needs of local people.	<p>In our efforts to reduce child poverty, we have developed a Pledge for the Council. We will work with Communications to inform residents that the Council is taking a lead role on this.</p> <p>Discussions will take place with the Prosperous Community Delivery Group to progress this work with all our partners and will be presented to the September Prosperous Community Delivery Group.</p>	<p>Layla Richards, Partnerships and Equalities Manager</p> <p>Shanara Matin, Interim Head of Participation and Engagement & Layla Richards, Partnerships and Equalities Manager</p>	October 2009 September 2009	Tower Hamlets has signed up to the London Child Poverty Pledge and is seen as a beacon for work in this area

<p>R15 That the Council explore ways of increasing the participation of new communities in the democratic process.</p>	<p>A Consultation and Participation Framework is being developed to increase participation, the New Residents and Refugees Forum will be included in the development of the Framework, this work will include:</p> <ul style="list-style-type: none"> • Production of a governance map to identify the links between existing groups in the community and the influencing groups of the Tower Hamlets Partnership. • Formally linking the New Residents and Refugees Forum to the structures of the Partnership in a way that suits the needs of that group. <p>In addition, the Consultation and Involvement Team collect equalities data from each of their events and surveys conducted with communities to identify which groups are missing, and plan how they will improve participation in the future. This could be strengthened and collated Council and Partner wide.</p> <p>In its efforts to increase participation and engagement, the Council is currently exploring holding meetings outside the Town Hall.</p>	<p>Shanara Matin, Interim Head of Participation and Engagement & Hafsha Ali, Equality and Diversity Co-ordinator</p> <p>Shanara Matin, Interim Head of Participation and Engagement</p> <p>John Williams, Head of Democratic Services</p>	<p>October 2009</p> <p>On-going</p> <p>December 2010</p>	<p>A pilot programme of four Cabinet meetings in local community venues is currently underway. Any extension of the programme beyond the current pilot will be subject to discussion with the Elected Mayor once</p>
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				he/she is in office.
R16 That local BME media is used to increase awareness of how local democracy works and how it can address local issues for example unemployment and to champion positive stories about parental employment.	Contacts are being established with local BME media, with a view to running a standard feature on the issues in question.	Kelly Powell Communications Officer	On-going	<i>See recommendation 8 update.</i>
R17 That the Overview and Scrutiny Committee undertake a Scrutiny Review exploring how the development of community leadership across the partnership could be improved and further explore how the One Tower Hamlets Interview model can be used to support this.	A Scrutiny Review will be undertaken in 2009/10 exploring community leadership with the involvement of partners and will explore how the One Tower Hamlets model can be used with partners.	Afazul Hoque, Scrutiny Policy Manager	May 2010	The Scrutiny Lead for One Tower Hamlets undertook a review last year focussed on strengthening local community leadership. The recommendations focus on three key areas; need to develop a new model of community leadership to support Members to engage with local residents more fully. They also show a need for the Council to increase resident participation in the democratic process and to improve the partnership process.
R18 That the Strategy and Performance Team further develop the THIS Borough system to improve support to Members.	A strategic review of the THIS Borough system will be undertaken in 2009/10 with Member involvement which will also consider how to develop support for Members in accessing information	Ashraf Ali, Local Information System Manager	December 2009	The THIS Borough strategic review has been completed. It was felt that involving members at this stage was not appropriate, given that it was during

	<p>from THIS Borough.</p>		<p>the period leading up to the local and General elections.</p> <p>The THIS Borough system is currently going through a major upgrade. Once completed, it would improve the speed of access to data.</p> <p>The functionality of the system will be simplified and improved so that Members can access ward level data from one page, as supposed to multiple pages, which is currently the case. Ward level maps will also be available for downloading. ward profiles will be produced which can be downloaded into PDF for Members to use.</p> <p>Once the system is fully functional training sessions for Members will be arranged, possibly late November. We can use this opportunity to get Members views of the system and identify further</p>
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				improvements needed to support Members.
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Response to Scrutiny Challenge Session Report – English for Speakers of other Languages (ESOL)

Appendix 16

Recommendation	Response/Comments	Responsibility	Date	Update: October 2010
<p>R1 That the Trading Standards service investigate allegations of bogus issue of Skills for Life certificates and pursue prosecution or other sanction, and ESOL providers across the borough through External Partners Advisory Group (EPAG), are encouraged to report any instances of fraudulent ESOL qualifications to Trading Standards that come to their attention.</p>	<p>The Trading Standards Team is currently investigating bogus colleges in the borough. We are not aware of bogus ESOL certificates but will investigate any if raised by the EPAG or anybody else.</p> <p>The EPAG welcomes this recommendation and proposes to take the following actions:</p> <ol style="list-style-type: none"> 1. Issues around private colleges will be a standing item on all EPAG meetings. 2. A mapping exercise will be undertaken to establish private colleges that provide ESOL and their offer. 3. Focus groups will be held with private college providers and their students to establish their provision and any concerns. 4. 	<p>Colin Perrins (Head of Trading Standards and Environmental Health Commercial)</p> <p>Eugene Walters (Community Partnerships Manager, Life Long Learning Service)</p>	<p>On-going</p> <p>Reviewed at bi monthly EPAG meetings December 2010-</p> <p>December 2010</p>	<p>EPAG meetings have included discussions about private colleges offering ESOL qualifications and citizenship tests.</p> <p>Mapping of private colleges is planned for October 2010</p> <p>Focus groups with private college representatives will follow once the mapping has been completed</p>
<p>R2 That a further joint letter from the</p>	<p>Discussions are currently underway with key partners on</p>	<p>Fiona Paterson (Head of Life Long Learning</p>	<p>March 2010</p>	<p>A letter was drafted and shared with Tower Hamlets</p>

Response to Scrutiny Challenge Session Report – English for Speakers of other Languages (ESOL)

Appendix 16

Recommendation	Response/Comments	Responsibility	Date	Update: October 2010
<p>Council and Tower Hamlets College and all interested stakeholders is submitted to Secretary of State for Innovation, Universities & Skills (DIUS) and the Mayor of London lobbying the government for further funding for entry -level ESOL provision and highlighting the need in Tower Hamlets.</p>	<p>key issues to be highlighted. Following which a joint letter will be submitted and will include the views of key third sector partners.</p>	<p>Service)</p>		<p>College, however it was not sent due to the impending General Election. Since then the new government policy, in relation to skills and learning has led to two consultation papers on the future and funding of learning and skills. While ESOL remains a high priority locally, constructing a case to the new BIS Secretary of State for additional investment needs to wait until the policy position is clearer, possibly after the October CSR announcements. This will be kept under review.</p>
<p>R3 That the New Approach to ESOL plan prioritises entry level ESOL courses and includes action to identify further funding for entry level ESOL provision.</p>	<p>The 2010/11 New Approach ESOL Plan for the borough prioritises entry level courses and has actions to identify further funding.</p> <p>Around 90% of current provision in the borough is entry level courses.</p>	<p>Clare Welburn (Preparation for Life and Work Manager , Life Long Learning Service)</p>	<p>2010-11 Plan completed by March 2010</p> <p>2011-12 Plan completed by September 2010</p>	<p>Entry level ESOL remains a priority and makes up the largest % of ESOL provision in the borough.</p> <p>A refreshed ESOL plan has been overtaken by events but local planning between providers continues and progression arrangements to the next level for learners who had been WNF participants is being organised.</p>
<p>R4 That EPAG ensures</p>	<p>Tower Hamlets College have</p>	<p>Tower Hamlets College</p>	<p>Completed</p>	<p>Completed</p>

Response to Scrutiny Challenge Session Report – English for Speakers of other Languages (ESOL)

Appendix 16

Recommendation	Response/Comments	Responsibility	Date	Update: October 2010
<p>students displaced by the closure of the 11 ESOL courses in community centres are supported and redirected to other accredited providers that are able to meet their needs.</p>	<p>made appropriate arrangements for students on closed courses.</p> <p>EPAG providers have also worked jointly with the college and students displaced have been offered alternative courses.</p>	<p>EPAG Providers</p>		
<p>R5 That Job Centre Plus is encouraged to participate fully in EPAG to share information about provision and exchange best practice so that the planning of ESOL provision and the standard of delivery meets the needs of local residents.</p>	<p>JCP now regularly attend EPAG Meetings</p> <p>JCP to provide data on clarification of ESOL needs and their commissioning activity to improve planning of ESOL provision.</p> <p>JCP providers deliver training whether directly or through sub contracted partners to national standards and are subject to external audits and assessments in the same way as colleges. Moreover, providers have to demonstrate compliance prior to having a contract awarded</p>	<p>Clare Welburn (Preparation for Life and Work Manager , Life Long Learning Service)</p> <p>Derek Harvey (Job Centre Plus)</p> <p>Afazul Hoque (Scrutiny Policy Manager)</p>	<p>Reviewed at bi monthly EPAG meetings</p> <p>June 2010</p> <p>October 2010</p>	<p>JCP representatives have been invited to EPAG meetings.</p> <p>This has not been included in the 2010/11 work programme, however, Members may decide to review this in the next six-monthly monitoring</p>

Response to Scrutiny Challenge Session Report – English for Speakers of other Languages (ESOL) Appendix 16

Recommendation	Response/Comments	Responsibility	Date	Update: October 2010
	A further scrutiny challenge session will be held in the new municipal year to review progress.			report.

Scrutiny Review Working Group of Tobacco Cessation				Appendix 17
Recommendation	Update – March 2010	Responsibilities	Date	Update: October 2010
<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>The elected member is included on all circulation lists, but has not yet attended a meeting of the alliance. Other elected members have attended presentations and stakeholder events</p>	<p>Kelly Powell, Acting Communications Manager</p>	<p>October 2009</p>	<p>The elected member is included on all circulation lists, but has not yet attended a meeting of the alliance. Other elected members have attended presentations and stakeholder events</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>Kelly Powell, Acting Communications Manager</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.</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>A successful Ramadan campaign recruited smokers and tobacco users from the Bangladeshi and Somali community. Recent work has established a need for stop smoking services for those from central and eastern Europe. Services will be starting for this group in the construction sites. Roy Castle Lung cancer Foundation are providing work place based cessation services to meet the needs of the community.</p>	<p>Jill Goddard, Tobacco Control Lead, THPCT</p>	<p>October 2009</p>	<p>Currently a “Give up before Ramadan” campaign has targeted those residents from the Muslim community. Early results identify that there has been an increase in smokers/users of tobacco seeking advise/help. Recruitment activity continues with routine and manual workers with specific emphasis on white males. JSNA updated health intelligence knowledge of the community</p>

Scrutiny Review Working Group of Tobacco Cessation				Appendix 17
Recommendation	Update – March 2010	Responsibilities	Date	Update: October 2010
	<p>JSNA updated health intelligence knowledge of the community</p> <p>Equity audit has been completed confirming that the needs of the community are being met</p>			Equity audit has been completed confirming that the needs of the community are being met
<p>R 4 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>Shisha information has been produced and distributed by Smokefree officers in areas where young people gather.</p>	Jill Goddard, Tobacco Control Lead, THPCT		<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. Local retailers of women’s fashion are being targeted.</p> <p>Shisha information has been produced and distributed by Smokefree officers in areas where young people gather. The next few weeks are particularly important for schools and colleges returning.</p>
<p>R 5 That the Tobacco Control Unit</p>		Jill Goddard, Tobacco	October 2009	The number of calls to the health hotline continues to fall.

Scrutiny Review Working Group of Tobacco Cessation				Appendix 17
Recommendation	Update – March 2010	Responsibilities	Date	Update: October 2010
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.	The number of calls to the health hotline have fallen. This has been offset by an increase in direct referrals eg from health professionals or front line staff.	Control Lead, THPCT		This has been offset by an increase in direct referrals eg from health professionals or front line staff.
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.	The Smoke Free plan for LBTH Trading Standards & Environmental Health (Commercial) Service is now well established. NHS Tower Hamlets make the service accountable for actions and regular reporting takes place with regular quarterly monitoring reports. The plan for 2010/11 is now being developed	Colin Perrins Head of Trading Standards & Environmental Health, LBTH	October 2009	2010/11 plan in place and agreed with TH NHS – Q1 monitoring has been completed.
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.	The contracts with the provider services now all contain requirements for brief intervention to be part of standard care. This will be evaluated via a dash board system All GP practice staff and	Jill Goddard Tobacco Control Lead, THPCT Somen Banerjee, Director of Public Health, THPCT	October 2008	The contracts with the provider services now all contain requirements for brief intervention to be part of standard care. This will be evaluated via a dash board system All GP practice staff and community pharmacists have been trained.

Scrutiny Review Working Group of Tobacco Cessation				Appendix 17
Recommendation	Update – March 2010	Responsibilities	Date	Update: October 2010
	community pharmacists have been trained. Dental practices have now been trained Ophthalmic practitioners have now been trained			Dental practices have now been trained Ophthalmic practitioners have now been trained.
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.	Dental practices have now been trained A review of existing practitioners has been completed and re training is taking place for those that need it. New training has commenced in January 2010	Jill Goddard, Tobacco Control Lead, THPCT	October 2008	New style training has been running since January 2010. 75 staff have now completed training to provide 1-1 smoking cessation support. (this includes an number undergoing refresher training) An action plan is being implemented in order to re-energise advisers
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.	NHS Tower Hamlets continues to commission service from a range of voluntary and community sector organisations. Examples include OSCA, SaFH, health trainers, Positive East. All new tenders are widely advertised in the local press in order to stimulate the market.	Jill Goddard, Tobacco Control Lead, THPCT	October 2008	Family Action have been commissioned to work with the Somalian community. It is unlikely that there will be additional tendering of smoking cessation services in the short term, however it is likely that some existing contracts may be reviewed in the future and community organisations will be invited to bid

Response to Scrutiny Working Group Report on Alcohol Misuse amongst Young People

Appendix 18

Recommendation	Response/Comments	Responsibility	Date	Response: October 2010
<p>R1 That the Tower Hamlets Partnership arrange a consultation exercise with young people and use this to inform research that recognises the level of alcohol consumption amongst young people. This research needs to include data on;</p> <ul style="list-style-type: none"> - Young people’s attitudes to drinking - Information about young people to include the six Equality Strands - Data by Ward or Local Area Partnership (LAP) if Ward data is not feasible - Hospital data relating to youth drinking issues 	<p><u>Consultation and Participation</u></p> <p>Yong people affected by substance misuse will be consulted. Liaison with ‘Pulse’ group, a leading research company that specialise in market research, to ascertain effective methods of consultation.</p> <p><u>Undertake action research to establish detailed information around Young people’s drinking behaviour in Tower Hamlets</u></p> <p>The Youth Participation Team and the Tower Hamlets Partnership (THP) have recently carried out consultation with young people about drinking behaviours.</p> <p>In response to consultation findings, an SLA has been</p>	<p>Angela Lewis</p> <p>Community Resource Manager, Strategy Commissioning and Partnerships</p> <p>Emma Bond Hidden Harm Coordinator DAAT Team</p>	<p>Between Sep 09 – Jan 2010</p>	<p>A Joint Strategic Needs Analysis is being finalised looking at the needs of young people and alcohol. The JSNA will include Demography: age/gender, ethnicity, population projection Alcohol related needs: risk factors, deprivation, vulnerable groups, prevalence of unmet need Impact on services: A&E audit of under 18 year olds, Ambulance, Police (to include ASBOs, alcohol related violence), Licensing (proxy purchases, underage sales), FIP, Admissions data, Social services Alcohol specific services – provision and utilisation YOT, CSSS, Lifeline Mortality data; Young People’s Voices (findings from surveys and focus groups) Pulse, TIP, Schools, Rapid Response Team, Tellus3, Pupil Attitude Survey</p> <p>As part of a social marketing programme managed by Public Health, research was commissioned into alcohol use</p>

Response to Scrutiny Working Group Report on Alcohol Misuse amongst Young People

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Recommendation	Response/Comments	Responsibility	Date	Response: October 2010
	<p>confirmed with the Drug Alcohol Action Team (DAAT) to deliver 3 projects which will look at:</p> <ul style="list-style-type: none"> ➤ Evaluating Lifeline's service ➤ Engaging with parents and families to explore the stigma of asking for help ➤ Alcohol consultation - to look at young peoples attitudes towards alcohol <p>In addition, hospital admission data will be included and broken down by all equality strands and LAP and this data will be attached.</p> <p>Furthermore a proposed social marketing campaign aimed at application of marketing techniques to achieve behaviour change is being commissioned by Tower Hamlets NHS</p> <p>This will be in 2 stages:</p>	<p>Marie-Carmen Burroughs Public Health Strategist Tower Hamlets NHS</p> <p>Angela Lewis Community Resource Manager, Strategy Commissioning and Partnerships</p>	<p>Jan 2010</p>	<p>amongst young people and adults and how to best implement interventions within A&E.</p> <p>These social marketing programmes are currently implementing interventions to address issues identified.</p>

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Appendix 18

Recommendation	Response/Comments	Responsibility	Date	Response: October 2010
	<p>Stage 1 - Scoping research, attitudes, behaviours and beliefs of target groups.</p> <p>Stage 2 - Implementation of findings</p> <p>Action:</p> <p>A detailed report with all findings will be submitted to Overview and Scrutiny early next year.</p>			
<p>R2 That Trading Standards and the Police ensure more regular test purchase operations are being made across the borough by recruiting additional actors to reduce burden on police cadets.</p>	<p><u>Effectively address underage sales and proxy purchasing</u></p> <p>As of 8th May 2009, Trading Standards have recruited 13 under-age test purchasers that are additional to the Police cadets. This is under continual review and additional volunteers may be recruited during the year.</p> <p>Trading Standards in partnership with the Police will increase activity targeting underage sales at</p>	<p>John McCrohan Trading Standards Manger Trading Standards</p>	<p>Ongoing on a quarterly basis</p>	<p>There have been 82 under age test purchases conducted since the 1st April.</p> <p>Of those premises visited 10 sold alcohol to the under-age test purchaser.</p> <p>6 fixed penalty notices were issued by the Police.</p> <p>3 Licensing Reviews have been triggered by Trading Standards and 6 further reviews by the Police were supported by Trading Standards.</p>

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Recommendation	Response/Comments	Responsibility	Date	Response: October 2010
	<p>both off and on licensed premises. This will include 12 targeted test purchase operations to off licenses per quarter.</p> <p>Also the Police will conduct operations on licensed premises per quarter including 12 targeted visits to on licensed premises per quarter.</p>	<p>Nigel Nottidge, Chief Inspector, Metropolitan Police</p>	<p>Ongoing on a quarterly basis</p>	<p>Other reviews are under consideration. Arising from that Trading Standards closed an off licence using powers under Section 169A(2) of the Licensing Act 2003 for 48 hours.</p>
<p>R3 That Trading Standards consider additional actions needed to prevent the purchase of alcohol by adults for young people. This should include more publicity about the prosecution of adults who purchase on behalf of young people, and those licensees who sell to, under-age drinkers.</p>	<p>Trading standards will continue to work with the Police Licensing Teams to identify hotspots involving under age drinking. This will include information from Tower Hamlets Environmental Health Officers to assist in observing “hotspot premises”.</p> <p>Trading standards will be running an enforcement project, with Police partners, to target proxy sales at hotspot premises.</p>	<p>John McCrohan Trading Standards Manger Trading Standards</p>		<p>Press releases have been issued.</p> <p>Also, there have been 4 intelligence led partnership operations with the Police and HMRC visiting off licence premises in the borough.</p> <p>Quantities of fake and smuggled alcohol have been seized.</p>

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Appendix 18

Recommendation	Response/Comments	Responsibility	Date	Response: October 2010
	<p>Press releases will be prepared for all prosecutions and sent to Communities Localities and Culture Press Officer Kate Taylor.</p> <p>Actions:</p> <ol style="list-style-type: none"> 1. Identify suitable wards 2. Scope how LBTH neighbourhood officers could be used 3. Develop and agree scheme 		<p>January 2010 April 2010 July 2010</p>	
<p>R4 That Trading Standards develop useful working relationships with licensees in reinforcing their responsibilities in addressing alcohol related disorder and also ensure licensees are supported and encouraged to become involved in local problem solving.</p>	<p>Community alcohol Partnership model of a good trader scheme, multi-agency approach (as per St Neots Project) will be piloted in Millwall to test outcomes. St. Neots, a small town in Cambridgeshire, has had a successful responsible alcohol retailer scheme operated by Cambridgeshire Trading standards and Cambridgeshire Police. Model promotes development of relationships with licensees, education,</p>	<p>John McCrohan Trading Standards Manger Trading Standards</p>	<p>November 2010</p> <p>Ongoing</p>	<p>This was suggested by consultant who prepared the original report that led to the strategy.</p> <p>Tower Hamlets is a very different from St Neots a small market town in Cambridgeshire..</p> <p>The off licence trade in the borough is more varied than that of St Neots.</p> <p>Unfortunately, Trading standards have encountered a willingness to buy fake alcohol, smuggled</p>

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Recommendation	Response/Comments	Responsibility	Date	Response: October 2010
	<p>enforcement and community involvement.</p> <p>The intention is to roll out the project across the Borough, should it prove successful.</p> <p>In addition, during routine visits, under-age advice is given, and a “refusals book” issued to small traders.</p>			<p>alcohol, smuggled tobacco and other fake goods, particularly condoms from, “ white van men “ itinerant sellers amongst the Borough’s off licence trade . There have been a number of seizures from Off licence premises. In this financial year, the majority of the high risk premises for Trading Standards purposes are off licences.</p> <p>Trading Standards’s view is that the St Neots model is not suited to the Borough</p> <p>Refusals books have distributed and form part of Licensing conditions on a number premises licences</p>
<p>R5 That Children’s Service looks to support Healthy Schools programmes expanding its remit to include programmes in youth clubs and reviewing funding, staffing levels and project delivery.</p>	<p><u>Improve alcohol harm reduction information and education for young people</u></p> <p>Funded by PCT, an alcohol education worker post will be created and located/managed via Healthy schools team. The post will incorporate training to teachers (inc modelling</p>	<p>Lorraine Hachou Joint Head, Extended Services</p>	<p>September 2009</p>	<p>A Drug & Alcohol Education Adviser has been appointed</p> <p>The Drug & Alcohol Education Adviser works closely with schools and relevant external agencies within the Borough to encourage the monitoring and evaluation of Drug and Alcohol Education</p>

Response to Scrutiny Working Group Report on Alcohol Misuse amongst Young People

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Recommendation	Response/Comments	Responsibility	Date	Response: October 2010
	<p>lessons). Healthy schools will also ensure coordination across providers to avoid duplication and meet local needs.</p> <p><u>Improve early alcohol education in schools.</u> <u>Develop appropriate responses to alcohol within primary schools.</u></p> <p>Life education centre (LEC), has delivered education direct to yr 5 and 6. A mobile classroom to target all schools will be used. This will provide materials for schools and work with parents. This work will be in addition to the existing healthy schools programme activities.</p> <p>This will be promoted to schools via:</p>	<p>Lorraine Hachou Joint Head, Extended Services</p> <p>Lorraine Hachou Joint Head, Extended Services</p>	<p>Ongoing</p> <p>Ongoing</p>	<p>All schools are able to access support from the Drug & Alcohol Education Adviser with staff INSET, policy development, model lesson delivery, curriculum guidance and parent/carers education sessions</p> <p>The Life Education programme is no longer operating within the borough</p> <p>The Drug & Alcohol Education Adviser is conducting ongoing training for school staff, which addresses all aspects of the drug and alcohol education curriculum, use of the Lifeline screening tool and the Hidden Harm agenda</p> <p>During the academic year 2009-2010, 7 candidates successfully completed the PSHE CPD course</p>

Response to Scrutiny Working Group Report on Alcohol Misuse amongst Young People

Recommendation	Response/Comments	Responsibility	Date	Response: October 2010
	<ul style="list-style-type: none"> • Healthy schools • NAFAS education worker • Alcohol education worker (above) <p>The PSHE professional development course will also be promoted to school and other appropriate staff.</p>			
<p>R6 That the Council uses BME media to highlight the dangers of alcohol misuse.</p>	<p><u>Create and deliver culturally appropriate responses for young people from diverse communities</u></p> <p>In 2008/09 the Council used BME media such as Bangla Mirror, London Bangla, Channel S and Somali Eye to highlight issues related to substance misuse.</p> <p>In November and December 2009 the Council will be placing adverts in Bangla mirror about the dangers of alcohol misuse.</p>	<p>Poppy Turner CS Engagement Manager</p>	<p>Ongoing</p>	<p>The Council continue to use BME media and other methods of communications to highlight the dangers of alcohol misuse.</p>
<p>R7 That commissioned</p>	<p><u>Improve alcohol treatment</u></p>			<p>Work has been continuing on</p>

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Appendix 18

Recommendation	Response/Comments	Responsibility	Date	Response: October 2010
<p>specialist agencies working with young people need to address alcohol problems with as much vigour as drugs in terms of information and advice, harm reduction and treatment.</p>	<p><u>and early intervention for young people</u></p> <p>A review will be carried out by the Healthy schools team to evaluate the Council's guidance on dealing with drug and alcohol issues. The review will look at drug education guidance and interventions.</p> <p><u>Target alcohol related offending by young people</u></p> <p>The Lifeline Youth Offending Team (YOT) worker will continue to deliver alcohol specific early intervention group work for YOT clients where alcohol is a feature of offending behaviour.</p>	<p>Lorraine Hachou Joint Head, Extended Services</p> <p>Kevin Jones Substance Misuse Worker, Youth Offending</p> <p>Angela Lewis Community Resource Manager, Strategy Commissioning and Partnerships</p>	<p>September 2009</p> <p>Ongoing</p> <p>April 2009</p> <p>April 2010</p>	<p>alcohol themed workshops with the Early Intervention Team and groups have taken place over the previous year. Further groups need to be developed with an increase in attendance required. A new system of 'triage' is now in place for first time entries in the Youth Justice System. Developments are occurring here in relation to establishing procedures for referrals to the YOT drug service for alcohol themed interventions.</p> <p>YOIS (Youth Offending Information System) is not capable of electronically collating specific, alcohol misuse factors outside of a generic 'Substance Use' category though alcohol use is monitored through assessment. An application for NDTMS recording systems to be put into place for all Care Planned, Tier 3 level referrals to the YOT drug service has been made in May 2009. This system will enable alcohol factors to be collated accurately and swiftly.</p>

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Recommendation	Response/Comments	Responsibility	Date	Response: October 2010
	<p>Additional data is needed regarding YOT caseload where alcohol misuse is a factor. The YOT will monitor and analyse cases referred to the YOT substance misuse worker.</p> <p><u>Improve follow up response to YP presenting at accident & emergency dept with alcohol intoxication</u></p> <p>New A&E alcohol liaison nurses, funded by PCT, to develop appropriate follow up protocols for YP in consultation with CSSS.</p>	<p>Kevin Jones Substance Misuse Worker, Youth Offending</p> <p>Marie-Carmen Burroughs Public Health Strategist Tower Hamlets NHS</p>		<p>This application is currently being reviewed by the NTA and local commissioner. YOT are able to currently provide alcohol misuse stats through manual analysis.</p>
<p>R8 That commissioned specialist agencies need to investigate and develop culturally appropriate responses for young people to ensure that alcohol</p>	<p>Lifeline will work in partnership with PCT, East London Mosque, OSCA & NAFAS to develop a culturally sensitive response to ensure that alcohol</p>	<p>Angela Lewis Community Resource Manager, Strategy Commissioning and Partnerships</p>		<p>Although a proposed collaboration with NAFAS was not realised, Lifeline continue to work with a range of partners to ensure that the needs of all service users are met. A family</p>

Response to Scrutiny Working Group Report on Alcohol Misuse amongst Young People

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Recommendation	Response/Comments	Responsibility	Date	Response: October 2010
<p>interventions are effective and acceptable for all the communities and faith groups in the borough.</p>	<p>interventions are appropriate. Outreach initiatives will also be delivered in partnership with CADAA & BLYDA.</p> <p>Action:</p> <p>Plan will be submitted to O&S</p>		<p>April 2010</p>	<p>worker has recently been employed to work with the families of young people with drugs and alcohol related problems.</p>
<p>R9 That the Youth and Community Service ensure staffs have adequate training and support to address alcohol related issues within mainstream youth provision. This should include a drug and alcohol policy addressing training for staff, alcohol/drug related needs and tackling alcohol/drug related incidents.</p>	<p><u>Ensure youth services staff have adequate training and support to address alcohol related issues within youth provision</u></p> <p>Review of youth services drug and alcohol policy addressing training for staff will be completed in Sept 2009. Review to involve Youth workers, Lifeline, schools.</p> <p>Action:</p> <p>Updated policy will be circulated to O&S IN September 2009.</p>	<p>Dinar Hossain Head of Youth and Community Service</p>	<p>Sept 2009</p>	<p>Last year we delivered training to 50+ youth work staff on Alcohol abuse through partnership work with agencies such as Lifeline and UK Youth.</p> <p>This year we have a target to train 60+ youth work staff members across the service and we will be seeking funding to delivering the UK Youth Alcohol Peer Education training in each LAP area with young people.</p>

Response to Scrutiny Challenge Session on Interpreting and Translation Provision

Recommendation	Update – March & October 2009	Lead Officer	Date	Update: October 2010
<p>Recommendation 1 – That work is 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>	<p>The review of I&T has highlighted the need for more wholesale thinking about the organisations I&T needs, and its linkages with customer access and communications. Actions have been included in the draft Race Equality Scheme 2009-12 to take this work forward.</p> <p>Update October 2009 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 CESG in January 2010.</p>	<p>Hafsha Ali, Acting Service Head Scrutiny and Equalities</p>	<p>October 2008</p>	<p>The final report of the Accessible Communications review was presented to Corporate Equalities Steering Group in April 2010 and made a series of recommendations intended to improve the efficiency and effectiveness of the Council’s approach to accessible communication in response to changing business and community needs.</p> <p>Its 16 recommendations were agreed by CMT in May, which included a recommendation for services, where possible, to collect information about the communication needs of service users. The Council should explore how this information can be electronically collected and stored to deliver better quality services.</p> <p>Accessible communication is currently being incorporated into the Council’s new Corporate Communications Strategy and this action will be delivered as part of the</p>

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				Strategy's action plan.
<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>	<p>Subject to approval, a Working Neighbourhood Fund bid will increase the number of entry level ESOL places available across the borough.</p> <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>	<p>Fiona Patterson, Head of the Lifelong Learning Service</p>	<p>October 2008</p>	<p>The WNF ESOL project has completed. Resources to target new arrivals are very limited and there are every few places available in the borough. Learners are referred to providers locally who have accessed Home Office EIF funding which is specifically targeted at new and recent arrivals.</p>
<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 by the 2012 Olympics.</p>	<p>See above - the Local Strategic Partnership has had oversight of the WNF bidding process Section 106 is most unlikely to provide a funding stream for ESOL. The current round of main stream grant commissioning has included provision of ESOL for older residents in the Lifelong Learning specification. Decisions on recommendations will be made in late March 2009 by the grants panel Links have been made with the Tower Hamlets Olympic Unit to work on joint ventures.</p> <p>Update October 2009</p>		<p>October 2008</p>	<p>“You Decide” participatory budget resources have again be secured in three LAPs for the 2010/11 academic year. Organisations in receipt of mainstream grants for the LLS strand have continued into year 2. The new government policy, in relation to skills and learning has led to two consultation papers on the future and funding of learning and skills. While ESOL remains a high priority locally, constructing a case to the new BIS Secretary of State for additional investment needs to wait until the policy position is clearer, possibly after the October CSR</p>

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	<p>(i) Through the mainstream grants commissioning process, additional ESOL provision for older residents has 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>announcements. This will be kept under review.</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>ESOL courses are delivered across a range of community venues and in schools. The Lifelong Learning Service through the work of the Skills for Life team has extensive community links and plans to target a wider range of ESOL learners. A course for housing caretakers (all men) has started and is being delivered in the early evening to fit into the working patterns of the participants.</p>	<p>Fiona Patterson, Head of the Lifelong Learning Service</p> <p>Clare Welburn, Skills for Life Manager</p>	<p>October 2008</p>	<p>Through EPAG, the main ESOL providers have mapped and planned provision for the 2010/11 academic year. Courses are organised in venues across the borough and the geographical spread has been evened out as far as possible.</p>

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	<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>			
<p>Recommendation 5 - That work Be undertaken to examine advertising and sign posting of ESOL services.</p>	<p>Work between partners on signposting and vacancy matching takes place between local providers. If the WNF bid is successful, limited advertising may well be a recruitment option.</p> <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</p>	<p>Clare Welburn, Skills for Life Manager</p>	<p>October 2008</p>	<p>The Tower Hamlets New Approach to ESOL plan was endorsed by the Prosperous Communities CEDG in February 2010. The plan set out the priorities for ESOL planning and, through EPAG, mapping for 2010/11 and signposting between providers takes place. Some limited targeted local advertising has taken place this September (2010).</p>

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	groups and to produce the first Tower Hamlets – wide ESOL plan.			
<p>Recommendation 6 – That an examination of the opportunities for partnership working on the issue of interpreting and translation be made.</p>	<p>Further discussions have taken place with the PCT and Newham Language Shop about the opportunity to develop a shared approach to Interpreting and Translation. We are currently waiting on proposals from Newham Language Shop about developing a shared service approach to I&T.</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>	Hafsha Ali, Acting Service Head Scrutiny and Equalities	October 2008	Corporate Procurement and the Scrutiny and Equalities Service is currently pursuing the option of joining a shared service arrangement for interpreting and translation services to be provided in partnership with neighbouring boroughs through East London Business Solutions. The vision is to share resources, deliver regeneration and take advantage of economies of scale, as well as championing access and social inclusion for customers with communication difficulties. If agreed the proposal is that the arrangements will be introduced by the end of the year.
<p>Recommendation 7 – That the arrangements for the provision of interpreting and translation services within the new ALMO be examined.</p>	<p>Tower Hamlets Homes (THH) will use the Council’s main provider for interpreting and translation services, Newham Language Shop. Developments to the Council’s I&T service will engage THH.</p> <p>Update October 2009 Representatives from THH are involved in the Strategic I&T review</p>	Hafsha Ali, Acting Service Head Scrutiny and Equalities	October 2008	The proposal to join a shared service with neighbouring boroughs will include Tower Hamlets Homes.

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	currently underway, which will look at I&T provision for THH.			

Response to Scrutiny Working Group Report on Use of Consultants

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<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 	<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>	<p>David Pridmore, Senior Procurement Manager</p>	<p>October 2008</p>	<ul style="list-style-type: none"> • Review of Consultants expenditure and their roles has enabled interims and temporary workers employed as consultants to be placed through the managed vendor service contract. • Benchmarking of the rates consultants are paid forms a part of the Demand Management project and will not only allow us to review costs but why the consultant has been employed. • The Electronic Knowledge Exchange a tool introduced by Capital Ambition and hosted by Islington enables us to compare what other London Councils are paying for their consultants. • The Supplier Relationship Management project hosted by the OGC and lead the Senior

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<p>contract – i.e. they do not relate to standard jobs within the Council, which could be provided by either permanent or temporary staff</p> <ul style="list-style-type: none"> • Are contractually responsible for their outputs • Are liable for their own performance and the content of their work 				<p>Procurement Manger of Tower Hamlets gives us an opportunity to utilise the combined spend of the public sector for the ten highest ranked Professional Services companies.</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>Presentations / consultation sessions covering the new Procurement Strategy and Procurement Rules are scheduled for March.</p>	<p>David Pridmore, Senior Procurement Manager</p>	<p>October 2008</p>	<p>Demand Management is being presented at all DMTs and CEDS to provide updates on all the workstreams being carried out including those relating to consultants’.</p>
<p>R 3 That financial reporting on procurement of consultancy services should clearly identify source of funding</p>	<p>Category Manager for Corporate Services, with responsibility for consultancy services is now in place. A form designed for recording consultancy expenditure has been agreed and placed</p>	<p>David Pridmore, Senior Procurement Manager</p>	<p>October 2008</p>	<ul style="list-style-type: none"> • Spend analysis reported to Competition Board on a quarterly basis. • Spend monitored/ off contract spend being addressed where

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and ring-fenced funding such as Section 106 or Lottery Funds.	on the intranet.			<p>appropriate.</p> <ul style="list-style-type: none"> Category Manager Corporate Service is developing a consultancy toolkit for roll out across all Directorates.
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.		Corporate Management Team	October 2008	Completed in 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	October 2008	Completed.

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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.	This is included in the toolkit, referred to in R1.	David Pridmore, Senior Procurement Manager	October 2008	<i>Refer to recommendation 1</i>
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>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 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</p>	David Pridmore, Senior Procurement Manager	October 2008	The Service Options review will be reviewing all projects and the consultants employed on these projects to ensure they are providing best value.

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	<p>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>			