

Tower Hamlets Council Strategic Plan (2022 - 2026)

Year 1 Annual Delivery Plan: 2022/2023

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Note: this delivery plan includes estimated costs for delivering actions which fall outside the current budget provision. These will be subject to further refinement as part of the Council's Medium Term Financial Strategy process, including growth bid business cases to assess value for money.

Priority 1: Tackling the cost of living crisis

Our ambition: *No child will go hungry, and no pensioner will go cold for the next four years.*

	Tackling the cost of living crisis Pledge/Policy	Year One Activity	Additional resources (estimated) : 2022/23	Deadline	Directorate	Lead Director	Lead Cabinet Member Portfolio
1.1	Establish a fund to support young people who want to stay in education post-16	Educational Maintenance Allowance reintroduced by November 1 st 2022	£582,000	01/11/2022	Children & Culture	Education	Education & Lifelong Learning
1.2	Create a fund to provide bursaries for young people who want to go to university	Scope use and amount of bursary fund Set up assessment criteria and terms and conditions for use of funding Bursary fund created for young people who who want to go to university		01/11/2022	Children & Culture	Education	Education & Lifelong Learning
1.3	Create a homelessness fund to prevent evictions and combat homelessness	Scope use of the fund and available resources by end of March 2023.		31/03/2023	Place	Housing	Resources & the Cost of Living
1.4	Set up a Holiday Food programme to feed children entitled to free school meals during the school holidays	Deliver Holiday Food Programme in Summer (complete by September) and Christmas (complete by January 2023) holidays. Baseline current provision already in place. Scope demand and potential expansion along with outcomes and funding sources by October.		01/01/2023	Place	Growth & Economic Development	Resources & the Cost of Living
1.5	Work with local food banks and third sector organisations to provide a safety net for those in need	Immediate council cost of living package agreed alongside Household Support Fund [July 2022] Continue current scheme via the food hub until March 2023. Scope and agree additional package of support by November.	£1,750,000	01/11/2022	Place	Growth & Economic Development	Resources & the Cost of Living
1.6	Freeze Council Tax for four years, to protect the poorest from rising living costs	Include modelling of 0% general council tax increase in MTFS report – by 31 July 2022 Develop a modelling of additional 1% ASC precept - by 31 December 2022		31/07/2022 31/12/2022	Resources	Finance	Resources & the Cost of Living
1.7	Continue to provide up to 100% council tax rebate for residents in need, making up the shortfall in Government funding for council tax reduction	Continue to operates a 100% council tax support scheme.		Ongoing	Resources	Revenues & Benefits	Resources & the Cost of Living

	Tackling the cost of living crisis Pledge/Policy	Year One Activity	Additional resources (estimated) : 2022/23	Deadline	Directorate	Lead Director	Lead Cabinet Member Portfolio
1.8	Protect tenants against revenge evictions	Review previous cases and current steps in place to protect tenants by end of March 2023 Explore opportunities that exist to expand upon current work. by March 2023.		31/03/2023	Resources	Housing	Regeneration, Inclusive Development & Housebuilding

Priority 2: Homes for the future

Our ambition: *Everyone in Tower Hamlets lives in a good quality home that they can afford.*

	Homes for the future Pledge/Policy	Year One Activity	Additional resources (estimated) 2022/23	Deadline	Directorate	Lead Director	Lead Cabinet Member Portfolio
2.1	Work with developers and housing associations to build a minimum of 100 social homes per rent per annum (4,000 over the next four years) with a focus on 3-4-bedroom homes	Deliver Pipeline scheme of council homes. [by March 2023] Work with RPs to deliver pipeline of schemes delivering social rented homes. [by March 2023]		31/03/2023	Place	Housing Planning & Building Control	Regeneration, Inclusive Development & Housebuilding
2.2	Review car parking permit transfer scheme	Review eligibility criteria for car parking permit transfer scheme (Aug 22) Review of car parking permit transfer scheme completed (Nov 22) Update communications on new permit transfer scheme (Nov 22)		30/11/2022	Place	Public Realm	Environment and the Climate Emergency
2.3	Establish a Housing Emergency Task Force to drive through change. Residents will be at the heart of this work.	Scope parameters of the task force by November 2022		01/12/2022	Place	Housing	Regeneration, Inclusive Development & Housebuilding
2.4	Work closely with the Tower Hamlets' Renters Union to achieve all their policy goals	Engage THRU and the Private Renters Forum in local research to determine priorities for the promotion of renters rights in the PRS. [by December 22] Work with partners to determine and deliver priorities which emerge from work with Generation Rent [by December 22] Deliver the TH Private Renters Forum [by September 22] Upon enactment of the private renters bill, work with the Private Renters Forum to maximize impact of proposals. [by March 23]		31/03/2023	Place	Housing	Regeneration, Inclusive Development & Housebuilding
2.5	Consult residents on the future of housing management services, including Tower Hamlets Homes	Scope consultation options for the future of Housing Management services. [by August 22] Launch of consultation [by November 22] Summary report with recommendations for decision [by March 23]	£649,000	31/03/2023	Place	Housing	Regeneration, Inclusive Development & Housebuilding

	Homes for the future Pledge/Policy	Year One Activity	Additional resources (estimated) 2022/23	Deadline	Directorate	Lead Director	Lead Cabinet Member Portfolio
2.6	Empower local Tenants and Residents Associations (or set them up where they do not exist) to work with the Council to tackle the housing emergency, while encouraging social and private landlords to work with us to effect change	Scope parameters of pledge [November 22] Commence mapping exercise of local tenant and resident associations, [by Jan 23] Develop proposals on how to best engage TRAs to support the councils work on housing priorities.[by Mar 23]		31/03/2023	Place	Housing	Regeneration, Inclusive Development & Housebuilding
2.7	Develop strategies to: - Tackle overcrowding, including with knock-throughs and extensions; - Adapt homes for residents with physical disabilities; - House the homeless (including, as a priority, to house street sleepers)	Brief lead member on current status of these strategy documents and provisions in place for delivery. (Sustainability) Private Sector Renew Strategy options paper (Sep 22) (Sustainability) Private Sector Renewal Strategy completed (Mar 23) (Sustainability) Implement the Disabled Facilities Grants (Mar 23) Scope headline priorities with the lead members and begin to develop timeline for refresh and development of policies.[by December 2022]		31/03/2023	Place	Housing	Regeneration, Inclusive Development & Housebuilding
2.8	Work with social and private landlords to encourage them to improve the condition of the homes they let and the service they provide to their tenants	By the end of Dec 2022, • Identify demands • Scope out resources • Identify funding requirements		01/01/2023	Place	Housing	Regeneration, Inclusive Development & Housebuilding
2.9	Fix the landlord registration scheme to ensure it delivers on its purpose of driving up standards in the private sector, including landlord rent disclosure	Work with Lead Member to scope limitations of current landlord licensing schemes (Mar 23) Agree priorities for a revised additional landlord licensing scheme (Mar 23) Consult on the additional HMO licensing scheme (Mar 23)		31/03/2023	Place	Public Realm	Regeneration, Inclusive Development & Housebuilding
2.10	Seize long term empty properties and convert them into social housing	Undertake cost/benefit of ways to increase delivery of social housing 31 March 2023 Outline opportunities on how seizing long term empty properties may contribute to this. 31 March 2023		31/03/2023	Place	Housing	Regeneration, Inclusive Development & Housebuilding
2.11	Fully fund and resource housing enforcement officers to hold landlords to account	Baseline current delivery and engage on areas for increased enforcement - scope (Oct 22) Undertake costing exercise to understand resourcing requirements (Dec 22)		01/01/2023	Place	Public Realm	Regeneration, Inclusive Development & Housebuilding

	Homes for the future Pledge/Policy	Year One Activity	Additional resources (estimated) 2022/23	Deadline	Directorate	Lead Director	Lead Cabinet Member Portfolio
2.12	Ensure social landlords work with us, collectively and individually, to improve housing services, stock condition and governance	Work with Tower Hamlets Housing Forum to identify and implement improvement priorities.		31/03/2023	Place	Housing	Regeneration, Inclusive Development & Housebuilding
2.13	Establish a new emergency fund and information line for leaseholders affected by cladding, and require developers wishing to build in Tower Hamlets to pay for remediation of existing cladding.	Baseline what is currently being delivered and scope any gaps/opportunities for improvement with cost implications. [October 2022] Continue to tie local residents into existing information advice and guidance primarily via our web content and other emerging communication channels. [September 2022]		01/11/2022	Place	Housing	Regeneration, Inclusive Development & Housebuilding
2.14	Create 1,000 parking spaces over four years	Undertake desktop review to identify options for additional parking spaces as per agreed parameters (Mar 23) Secure resource for any additional space identified (Mar 23) Implement c.130 parking spaces across Watney Market and other sites (Mar 23)	£2,000,000	31/03/2023	Place	Public Realm	Regeneration, Inclusive Development & Housebuilding
2.15	Review car-free zones to ensure those who require vehicles for work are not priced out of the local area	Scope and report options, with consideration to both the London Plan and the Local Plan (Dec 22)		01/01/2023	Place	Public Realm	Regeneration, Inclusive Development & Housebuilding
2.16	Planning & infrastructure Refresh the Development Plan and progress Infrastructure Planning priorities.	2022/23 - refreshing Development Plan will include scoping the evidence and vision with the aim to publish an engagement document in winter 22/23. Infrastructure year one activity - Publish statutory Infrastructure Funding Statement by December 2022 - Consult on updated Code of Construction Practice by December 2022 - Develop structure for a Building Control service that can deliver on the requirements of the Building Safety Act.		31/03/2023	Place	Planning & Building Control	Regeneration, Inclusive Development & Housebuilding

	Homes for the future Pledge/Policy	Year One Activity	Additional resources (estimated) 2022/23	Deadline	Directorate	Lead Director	Lead Cabinet Member Portfolio
2.17	Use of assets and capital delivery	Undertake a rolling programme of rent reviews, lease renewals and other lease events and mitigating voids for commercial properties within the portfolio in a timely manner in line with Good Estate Management Principles (ongoing and reporting in Mar 2023) Complete the letting of the Community Hubs which are in solicitors hands and progress further maximisation of the other Hubs within the first year (Mar 2023) Consider appropriate disposals of surplus properties being brought forward in a timely manner to maximise returns (Mar 2023)		31/03/2023	Place	Property & Major Programmes	Regeneration, Inclusive Development & Housebuilding

Priority 3: Accelerate Education

Our ambition: Every child achieves their best in education.

	Accelerate Education Pledge/Policy	Year One Activity	Additional resources (estimated) 2022/23	Deadline	Directorate	Lead Director	Lead Cabinet Member Portfolio
3.1	Provide free schools meals in term time to all Primary School pupils from Reception to Year 6.	Educational support measures and cost of living measures paper and proposals [by July] Ongoing provision of universal primary free school meals		31/07/2022	Children & Culture	Education	Education & Lifelong Learning
3.2	Explore extending universal free school meals to secondary schools	Scoping review for implementing Universal Free Schools Meals in secondary schools completed Business case for ongoing revenue cost (£3.7m) considered as part of budget development process [August 2022]	under discussion	01/01/2023	Children & Culture	Education	Education & Lifelong Learning
3.3	Re-introduce Education Maintenance Allowance (EMA) awards for A level pupils	Educational Maintenance Allowance reintroduced [1 November]	[see priority 1: cost of living]	01/11/2022	Children & Culture	Education	Education & Lifelong Learning
3.4	Work with our secondary schools to provide the additional support that will improve our youngsters' performance at GCSE, including booster classes	Accelerate Education Report paper and proposals agreed	under discussion	31/07/2022	Children & Culture	Education	Education & Lifelong Learning
3.5	Review our sixth forms and colleges' performance to accelerate A level attainment so more of our pupils go to the top universities, including Oxford, Cambridge and other Russell Group universities	Accelerate Education Report paper and proposals agreed	under discussion	31/07/2022	Children & Culture	Education	Education & Lifelong Learning
3.6	Reinvest extra funding per year in youth services	Options paper for delivery of youth pledges, including investment [expected to require £1.5 million allocation] discussed and agreed	under discussion	31/07/2022	Children & Culture	Supporting Families	Education & Lifelong Learning
3.7	An in-house comprehensive curriculum based youth service	Options paper for delivery of youth pledges, including investment [expected to require £1.5 million allocation] discussed and agreed		31/07/2022	Children & Culture	Supporting Families	Education & Lifelong Learning
3.8	Launching new youth clubs	Options paper for delivery of youth pledges, including investment [expected to require £1.5 million allocation] discussed and agreed		31/07/2022	Children & Culture	Supporting Families	Education & Lifelong Learning

	Accelerate Education Pledge/Policy	Year One Activity	Additional resources (estimated) 2022/23	Deadline	Directorate	Lead Director	Lead Cabinet Member Portfolio
3.9	Partnership with schools to deliver Home Work Clubs	Accelerate Education Report paper and proposals agreed		31/07/2022	Children & Culture	Education	Education & Lifelong Learning
3.10	Expand Breakfast Club provision in schools and continue to offer a free and healthy school lunch to all primary school pupils, including provision in the school holidays for those most in need	Educational support measures and cost of living measures paper and proposals [by July] Map existing breakfast club provision [end December]	under discussion	01/01/2023	Children & Culture	Education	Education & Lifelong Learning
3.11	Protect the space in our Idea Stores where young people can study and work with community groups to protect and increase provision of homework clubs.	Accelerate Education Report paper and proposals (by July)		31/07/2023	Resources	Customer Services	Education & Lifelong Learning
3.12	Work with the voluntary sector to increase the provision of devices and internet access to reduce digital exclusion	Implement digital inclusion strategy action plan for year 1. (Mar 23) Work with our contractors as part of their social value offer to provide laptops and tablets to voluntary sector organisations. (Mar 23) Work with the voluntary and community sector to develop new funding framework for the sector. (Mar 23)		31/03/2023	Chief Executive's Office	Strategy, Improvement, Transformation	Equalities and Social Inclusion
3.13	Return the Youth Service to its rightful place as a flagship service in our borough. Prioritise the provision of youth centres which can support young people with homework space, careers advice, gang prevention work, developing life skills, and offer a host of leisure activities	Options paper for delivery of youth pledges, including investment [July].		31/07/2022	Children & Culture	Supporting Families	Education & Lifelong Learning
3.14	Reinstate our award-winning Community Language Service scrapped by the current mayor. It is proven that children who know their mother tongue and who are multi-lingual excel in education generally. We need to support our children and encourage them to take up language lessons from early on in life	tbc following discussions with Mayor. - Consultation on support for Community Language Service launched [November]		30/11/2022	Children & Culture	Culture & Commissioning	Education & Lifelong Learning

	Accelerate Education Pledge/Policy	Year One Activity	Additional resources (estimated) 2022/23	Deadline	Directorate	Lead Director	Lead Cabinet Member Portfolio
3.15	Work in partnership with LBTH schools to support the reintroduction of early entry GCSE studies in languages	Accelerate Education Report paper and proposals agreed (by July)		31/07/2022	Children & Culture	Education	Education & Lifelong Learning
3.16	Rebuild the Good Teachers Network to help educators share best practice and promote high quality learning	Accelerate Education Report paper and proposals agreed (by July)		31/07/2022	Children & Culture	Education	Education & Lifelong Learning
3.17	Restore specialist support for children and young people with Special Educational Needs and Disabilities as a boroughwide service	Accelerate Education Report paper and proposals agreed (by July)		01/08/2023	Children & Culture	Education	Education & Lifelong Learning
3.18	Review nursery and day care provision, including council-run children's centres and with third sector partners, so that we can consider options for ensuring there is sufficient high quality provision for young children and their families.	Scope timescales for review into nursery and day care provision commissioned.		31/12/2022	Children & Culture	Education	Education & Lifelong Learning
3.19	Launch a new 'Lifelong Learning' programme, with a particular emphasis on courses which can help our residents return to work and enhance their prospects.	2022-23 academic year courses restart [September 2022] Major campaign to promote lifelong learning in the Borough [September 2022].		31/03/2023	Place	Customer Services Growth & Economic Development	Education & Lifelong Learning
3.20	Develop our early help offer for families with our partners, including a family hub approach providing high quality support at the right time for those children and families who need it, so they are safe and can thrive.	Develop a theory of change and specify family hub approach in Tower Hamlets and plans for implementation		30/09/2022	Children & Culture	Supporting Families	Education & Lifelong Learning

	Accelerate Education Pledge/Policy	Year One Activity	Additional resources (estimated) 2022/23	Deadline	Directorate	Lead Director	Lead Cabinet Member Portfolio
3.21	Deliver an effective adolescent offer to ensure a clear and integrated workflow across universal, Early Help, youth, Community Safety, statutory social care and for children with SEND and the wider partnership for adolescents and when appropriate we intervene earlier and manage risk effectively	Implement a clear offer for adolescents spanning the continuum of need from Early Help to high level Tier 4 statutory intervention – March 2023		31/03/2023	Children & Culture	Supporting Families	Education & Lifelong Learning
3.22	Increase the number of work opportunities for our children in care and care leavers as a good corporate parent.			01/04/2023	Children & Culture	Supporting Families	Education & Lifelong Learning

Priority 4: Boost culture, business, jobs and leisure

Our ambition: Residents from all backgrounds benefit from thriving sports, the arts, and local businesses.

	Culture, business, jobs & leisure Pledge/Policy	Year One Activity	Additional resources estimated 2022/23	Deadline	Directorate	Lead Director	Lead Cabinet Member Portfolio
4.1	Focus on grassroots arts, created by local people and performed in our well-loved arts venues and in our community centres	Proposals for sports and arts pledges discussed and agreed [Aug] Promote grassroots arts events identified through arts directory - January 2023		01/01/2023	Children and Culture	Culture & Commissioning	Culture & Recreation
4.2	Help our residents, especially our young residents, access 'cultural capital' - top-notch cultural and artistic experiences	Proposals for sports and arts pledges discussed and agreed		31/07/2022	Children and Culture	Culture & Commissioning	Culture & Recreation
4.3	Support current activities and seek to improve them (for example, by adding in more activities targeted at women and girls and more minority sports)	Recommissioning of leisure contract proposals for 2024 approved		31/08/2022	Children and Culture	Culture & Commissioning	Culture & Recreation
4.4	Establish a 'Mayor's Cup' borough-wide tournament, beginning with football but expanding to other sports such as badminton and cricket, to harness our youngsters' competitive spirit, promote active healthy lifestyles, and celebrate sporting achievement	Proposals for sports and arts pledges discussed and agreed [Aug]	£5,000	31/07/2022	Children and Culture	Culture & Commissioning	Culture & Recreation
4.5	Maintain awareness that many groups rely on parks and other Council facilities to play sport, and audit these facilities to ensure they are meeting need	Initial audit of parks and other Council facilities to play sport that have been highlighted as in scope of this review		31/03/2023	Children and Culture	Culture & Commissioning	Culture & Recreation
4.6	Convene a sports summit to examine provision and find a way to improve what we do. This may involve setting up a designated sports forum in consultation with grassroots community sports activists	Proposals for sports and arts pledges discussed and agreed [Aug]	£10,000	31/07/2022	Children and Culture	Culture & Commissioning	Culture & Recreation
4.7	Promote women's sports and increase availability of women's gym and swimming sessions	Proposals for sports and arts pledges discussed and agreed [Aug]		31/07/2022	Children and Culture	Culture & Commissioning	Culture & Recreation

	Culture, business, jobs & leisure Pledge/Policy	Year One Activity	Additional resources estimated 2022/23	Deadline	Directorate	Lead Director	Lead Cabinet Member Portfolio
4.8	Make sure our sports facilities and facilities of our partners are women-friendly and meet the cultural needs of our diverse communities	Proposals for sports and arts pledges discussed and agreed [Aug]		31/07/2022	Children and Culture	Culture & Commissioning	Culture & Recreation
4.9	Keep all of our swimming pools open.	Decision on St George's Leisure Centre Investment programme at Cabinet		31/07/2022	Children and Culture	Culture & Commissioning	Culture & Recreation
4.10	Work closely with the East End Trades Guild to ensure their priorities are realised. This includes: a) Protecting small businesses on Brick Lane, including those affected by the development of the Truman Brewery b) Supporting an EETG member-led event in November to celebrate small businesses across Tower Hamlets, and raise their visibility to mark the 10 year anniversary of the EETG	Meet with EETG to explore aims and objectives - completed - met with EETG 06/06/22 Scope with lead member what support will be expected and financial implications - completed by September '22. Draft delivery programme for growth bid December '22.		01/01/2023	Place	Growth & Economic Development	Jobs, Skills and Growth
4.11	Protect and support our markets across the borough including Whitechapel Market, Petticoat Lane Market, Bethnal Green markets, Roman Road Market, Columbia Road Market, Watney Market, Crisp Street Market, Brick Lane Market and put traders at the heart of their management	Deliver year one of our 5 year market improvement / action plan (Mar 23) Deliver online market trader IT management system (Dec 22) Deliver a modular training programme for new and existing market traders (Sep 22)		31/03/2023	Place	Public Realm	Jobs, Skills and Growth

	Culture, business, jobs & leisure Pledge/Policy	Year One Activity	Additional resources estimated 2022/23	Deadline	Directorate	Lead Director	Lead Cabinet Member Portfolio
4.12	Create thousands of new jobs and training and apprenticeship opportunities for local people. This will be accomplished via a mixture of local government schemes and incentives to business	Scoping of current levels of 'job enablement' via developments in the borough - completed - initial assessment carried out in July '22. Suggests c.72 jobs per calendar month are 'enabled' under current provision - without additional funds/services. Implementation of Local plan employment policies - ongoing. Work with local businesses to identify apprenticeship and employment opportunities - ongoing. Delivery of support services to assist residents into work by continuing to maximise the output of the employment & skills service in line with industry standards, and scope new projects/programmes to enable additional jobs in the borough - by June 2023. Residents supported currently by E&S with skills and personal development is @ 2000 per annum. Residents (furthest from the labour market) supported into work via Workpath service (min target) is 500pa. Intermediate Labour Market jobs created and secured is @ 40 pa. depending on funding. Draft growth bid for delivery of additional 'job enablement' schemes - Sept 2023. Participate in regional and sub regional employment and skills programmes - ongoing.	£115,000	01/10/2022	Place	Growth & Economic Development	Jobs, Skills and Growth
4.13	1-hour free parking for customers stopping to shop at our markets	Identify locations and bays in proximity to markets that are suitable for 1 hour free parking (Jul 22) Engage with pay by phone supplier (Aug 22) Estimate impact on revenue (Aug 22) Update signage (Aug 22) Go live (Sep 22)		30/09/2022	Place	Public Realm	Environment and the Climate Emergency
4.14	Establish one of the first community land trusts in the country	Horizon scan best practice and outline key local priorities for a Community Land Trust and focus on affordable housing and or /workspace [by Nov 22] Prepare a Community Land Trust options paper focused on affordable housing, including an assessment of requirements and resource implication [by Mar 23]		31/03/2023	Place	Property & Major Programmes	Jobs, Skills and Growth

	Culture, business, jobs & leisure Pledge/Policy	Year One Activity	Additional resources estimated 2022/23	Deadline	Directorate	Lead Director	Lead Cabinet Member Portfolio
4.15	Appoint a dedicated council officer responsible for Community Wealth Building, and for the development of a Community Land Trust in LBTH to create permanently affordable workspaces	Horizon scan best practice and outline key local priorities for a Community Wealth Building approach - completed June 2022. Prepare a options paper for a local approach to Community Wealth Building including an assessment of requirements (e.g. Community Land Trust) and resource implications - completed June 2022. Secure resource for a council officer responsible for Community Wealth Building - by August 2022. Appoint Officer to Community Wealth Building Role - by October 2022.		01/11/2022	Place	Growth & Economic Development	Jobs, Skills and Growth
4.16	Build on East London's long entrepreneurial history by supporting and encouraging the growth of start-ups locally	Develop and agree local priorities - by August 2022. commission additional programmes supporting enterprise start ups - by December 2022. Build on local programmes through participation in regional and sub regional programmes - by December 2022.		01/01/2023	Place	Growth & Economic Development	Jobs, Skills and Growth
4.17	Support and sustain the growth of our borough's vibrant night-time economy, but do so in a way that is safe, inclusive, and respectful of local residents.	Put in place additional police patrols Current (Sep 22) Put in place Street Pastors September (Sep 22) Installation of Urinals Current (Sep 22) Installation of additional Big Belly Bins (Mar 23) Training for License Holders (Mar 23) Submit bid for GLA Night Time Economy Zone fund - August 2022. Baseline what is currently being supported re: NTE - December 2022. Scope any gaps/opportunities for improvement with cost implications by March 2023		31/03/2023	Place	Public Realm Growth & Economic Development	Jobs, Skills and Growth

Priority 5: Invest in public services

Our ambition: Residents have access to high quality council-run public services, including idea stores and libraries, public health , social care, and waste and recycling services.

	Invest in public services Pledge/Policy	Year One Activity	Additional resources (estimated) 2022/23	Deadline	Directorate	Lead Director	Lead Cabinet Member Portfolio
5.1	Bring back council services that work for you: invest in libraries, social care, leisure centers, bin collections and street cleaning	Review current gaps in services and identify possible "council services that work for you' to bring back Improve corporate contact centre and telephony performance.	£160,000	31/03/2023	Chief Executive's Office	Strategy, Improvement, Transformation	tbc
5.2	Add further residents' hubs to provide face to face one stop council and partner services for residents, so that residents who struggle with access to IT have additional support	Data collection and assessment of performance of pilot Residents Hub. Design of customer-facing services and access from New Town Hall.	£585,000	31/03/2023	Resources	Customer Services	Resources & Cost of Living
5.3	Clean up our borough with more bins, litter sweeps and a mission to drive down missed bin collections	Use data to improve street cleanliness and missed collection rates [Ongoing, Mar 23] Install 39 additional smart bins across the borough [Oct 22] Deliver the route optimization project to improve reduce missed collections and make improvements on street cleansing [Dec 22]		01/01/2023	Place	Public Realm	Environment and the Climate Emergency
5.4	Aim to bring outsourced public services back into public hands and introduce an 'insourcing first' policy	Scope the councils largest contracts and scope any initial areas for insourcing		31/03/2023	Resources	Strategy, Improvement, Transformation	tbc
5.5	Invest in the future of our borough's excellent network of Libraries and Idea Stores, including the Bancroft local history library and archive	Carry out baseline analysis of the current provision of library services in the borough by March 2023		31/03/2023	Resources	Customer Services	Education & Lifelong Learning
5.6	Avoid all closures of Idea Stores or libraries for financial reasons. While some venues may need to close for short periods for maintenance, our intention is that all Idea Stores and libraries should re-open and serve our community	Idea Stores remain open.		31/03/2023	Resources	Customer Services	Resources & Cost of Living

	Invest in public services Pledge/Policy	Year One Activity	Additional resources (estimated) 2022/23	Deadline	Directorate	Lead Director	Lead Cabinet Member Portfolio
5.7	Invest in our provision of care for vulnerable members of our community, including children and adults	<ol style="list-style-type: none"> 1. Care and support services delivered in line with Care Act 2014 statutory duties. [Ongoing] 2. Update our Practice Guidance for Adult Social Care Staff to ensure that it promotes dignity and creative intervention that is strength based and grounded in aspirations and outcomes for adults and carers accessing social care [December 2022]. 3. Update our Supervision Policy to ensure a well supported workforce for practice [December 2022] 4. Implement Outcome Based support planning in ASC to align to new home care contracts [December 2022] 5. Implementation of improvement plans in Children's social care, SEND, Youth Justice. 		31/03/2023	Health, Adults and Community	Adult Social Care	Health, Wellbeing and Social Care
5.8	Look after our care workers to make sure they are adequately rewarded for their work for the most vulnerable members of our community	<ol style="list-style-type: none"> 1. Continue to pay London Living Wage to all of our homecare providers [Ongoing] 2. Offer 'Proud to Care Rewards Scheme' to the local provider care workforce [Ongoing] 3. Negotiate access to NHS wellbeing support services for local care workers [December 2022] 		31/03/2023	Health, Adults and Community	Integrated Commissioning Adult Social Care	Health, Wellbeing and Social Care
5.9	Ensure we are providing the best quality of services and satisfactorily passing all the appropriate inspections	Improvement programmes linked to SEND inspection; Youth Justice; ILACS focused visits implemented and reported.		31/03/2023	Chief Executive's Office	Strategy, Improvement, Transformation	

	Invest in public services Pledge/Policy	Year One Activity	Additional resources (estimated) 2022/23	Deadline	Directorate	Lead Director	Lead Cabinet Member Portfolio
5.10	Introduce a Public Health Service that is COVID-ready	<ol style="list-style-type: none"> 1. Deliver the Autumn Covid vaccine booster programme to targeted groups [December 2022] 2. Testing contingency plans in place to support surge in cases or changes in variants 3. Ensure sufficient PPE stock to protect staff and high risk groups in case of surge 4. Develop and train key staff on the Tower Hamlets Pandemic Plan [November 2022] 5. Implement winter preparedness plans including flu messaging and working across partners to deliver an effective communications and engagement programme [December 2022] 6. Deliver Control Outbreak Management Fund (COMF) programme focused on reducing health inequalities and increasing awareness of Infection Protection Control measures with residents [March 2023] 7. Deliver a Covid-ready Health Protection Hub with staff and supporting systems in place to react to emerging threats and protect our residents [September 2022] 		31/03/2023	Health, Adults and Community	Public Health	Health, Wellbeing and Social Care
5.11	Ensure that COVID's disproportionate impact on Black and Asian Minority Ethnic (BAME) people is considered in all public health provision	<ol style="list-style-type: none"> 1. Implement culturally appropriate communications programme (using co-produced toolkit to ensure that health messages are communicated in a way that works for communities). 2. Implement phase 3 of COVID outreach communities (commissioning outreach through voluntary sector). 3. Implement recommendations from research into underlying drivers of Black Asian and Minority Ethnic inequalities (work on trust, vaccine hesitancy, system leader interviews) 4. Deliver a hyper-localised community engagement vaccine hesitancy programme with local partners including local pharmacies and Black Asian and Minority Ethnic voluntary and community sector organisations. 		31/03/2023	Health, Adults and Community	Public Health	Health, Wellbeing and Social Care

	Invest in public services Pledge/Policy	Year One Activity	Additional resources (estimated) 2022/23	Deadline	Directorate	Lead Director	Lead Cabinet Member Portfolio
5.12	Improve general health education and awareness	Implement Tower Hamlets Community First Healthy Borough Programme addressing impact of COVID on general health: 1. Healthy Family Parent Ambassadors 2. Healthy Food Vouchers 3. Healthy social spaces - promoting physical activity 4. Community First Health and Wellbeing Ambassadors 5. Community First GP Networks (outreach to identify undiagnosed health conditions)		31/03/2023	Health, Adults and Community	Public Health	Health, Wellbeing and Social Care
5.13	Ensure that mental health and physical health are given parity of attention	1. Re-establish the Mental Health Partnership Group as part of existing local partnership arrangement e.g. Tower Hamlets Together (THT), to embed parity of attention/esteem of mental and physical health [December 2022]		01/01/2023	Health, Adults and Community	Integrated Commissioning	Health, Wellbeing and Social Care
5.14	Expand GP practices to ensure that patients can get appointments on time, and end to people having to wait for weeks before they can see a doctor	1. Utilise local partnership arrangements e.g. Tower Hamlets Together (THT), to profile the wider primary care workforce and capacity needs [December 2022] 2. Identify capital financing opportunities for new and expanded GP practices utilising s106 and NHS Building Programme funding [March 2023]		31/03/2023	Health, Adults and Community	Integrated Commissioning	Health, Wellbeing and Social Care
5.15	Work with healthcare providers to ensure that residents can access GP appointments	1. Build on the engagement work with primary care providers and residents to identify barriers and support solutions in accessing primary care [December 2022] 2. Influence the Local Primary Care Development Plan to build a resilient workforce and sustainable primary care via our local partnership arrangements, e.g. Tower Hamlets Together (THT) [March 2023]		31/03/2023	Health, Adults and Community	Integrated Commissioning	Health, Wellbeing and Social Care
5.16	Promote a system where patients can choose whether the appointment is in person or online	1. Continue to engage with residents to understand access preferences to primary care services [December 2022] 2. Influence and support the delivery of the Local Primary Care Development Plan via our local partnership arrangements, e.g. Tower Hamlets Together (THT) [March 2023]		31/03/2023	Health, Adults and Community	Integrated Commissioning	Health, Wellbeing and Social Care

	Invest in public services Pledge/Policy	Year One Activity	Additional resources (estimated) 2022/23	Deadline	Directorate	Lead Director	Lead Cabinet Member Portfolio
5.17	Return Tower Hamlets to a borough that offers universal free home care to all those who need it following a Care Act assessment.	<ol style="list-style-type: none"> 1. Define scope of universality taking account of eligibility thresholds and consultation requirements [September 2022] 2. Model ongoing financial impact of free Homecare [September 2022] 3. Develop proposal paper on Free Home care [September 2022] 4. Implement free home care subject to funding. [April 2023] 		31/03/2023	Health, Adults and Community	Adult Social Care	Health, Wellbeing and Social Care
5.18	Implement a borough-wide programme to support healthy child weight	<ol style="list-style-type: none"> 1. Revise Local Plan to optimise physical activity and play [by March 2023] 2. Develop and launch a healthier advertising policy, accompanied by an appropriate communications campaign and evaluations strategy [by March 2023] 		31/03/2023	Children & Culture	Public Health	Health, Wellbeing and Social Care
5.19	Provide early support for children and adults at risk of poor mental health and loneliness	<ol style="list-style-type: none"> 1. Embed Children's Mental Health Ambassador programme, enhancing access to mental health support [December 2022] 2. Improved promotion of Talking Therapies to increase take up [March 2023] 3. Implementation and monitoring of loneliness small grants programme (awarded in June) 4. Implementation of loneliness and disability programme (phase 3 commission awarded in June) 		31/03/2023	Health, Adults and Community	Integrated Commissioning	Health, Wellbeing and Social Care
5.20	Provide high quality financially sustainable services for adults receiving social care to achieve their goals, be connected to others and be as independent as possible	<ol style="list-style-type: none"> 1. Integrate and join up reablement and rehabilitation services that help people get back on their feet [Sept 2022.] 2. Develop technology enabled care offer that seeks to improve technology offer to adults and carers [Feb 2023]. 		01/03/2023	Health, Adults and Community	Adult Social Care	Health, Wellbeing and Social Care

Priority 6: Empower Communities and Fight Crime

Our ambition: Residents, workers and visitors of all backgrounds feel safe and welcome in Tower Hamlets

	Empower Communities and Fight Crime Pledge/Policy	Year One Activity	Additional resources (estimated) 2022/23	Deadline	Directorate	Lead Director	Lead Cabinet Member Portfolio
6.1	Work with communities across the borough to bring people together from different backgrounds and promote understanding. Bringing our whole community together will help reduce the incidence of anti-social behaviour, violent crime and hate crime	Work with the community equality networks to ensure diverse views influence local decision making. (Mar 23) Deliver projects that enables social interaction between new migrants and existing communities (Mar 23) Deliver Small Grants Programme which enables small VCS organisations to deliver projects which brings communities together (Mar 23)		31/03/2023	Chief Executive's Office	Strategy, Improvement, Transformation	Equalities and Social Inclusion
6.2	Work with the police and other bodies to tackle drug-related crime. Support the police to arrest at least one drug dealer every day. This work will be supported by drug rehabilitation services to stop these problems from recurring	Support the MPS to deliver multiple Continuum partnership operations to ensure a dealer a day is removed from the borough's streets [March 2023] Effective management of complex individuals involved in drug related ASB [March 2023] Develop a nation-leading policy approach to tackling the sale and use of NoX in the borough [December 2022]		31/03/2023	Health, Adults and Community	Community Safety	Safer Communities
6.3	Focus on crime/ASB on our estates	1. Identify approaches with housing providers, including Tower Hamlets Homes, for joint schemes to tackle estate based ASB. [March 2023]		31/03/2023	Health, Adults and Community	Housing	Safer Communities
6.4	Support events which celebrate the culture of our different communities and promote better understanding	Deliver a range of community events which celebrate our diverse communities and brings communities together to include: LGBT History Month, Black History Month, International Women's week, and Interfaith Week		31/03/2023	Chief Executive's Office	Strategy, Improvement, Transformation	Equalities and Social Inclusion
6.5	Uphold and protect equality and diversity in all circumstances. Nobody of any race, religion, gender, sexual orientation, class or disability should ever face discrimination of any kind, and I want to return to the days when our authority was the highest ranked in London by Stonewall's Equality Index	Implement Year 2 Action plan to get back into Stonewall Top 100 index (March 23). Deliver projects aimed at reducing race inequalities across the borough (Mar 23)		31/03/2023	Resources	Workforce, Organisational Development & Business Support	Equalities and Social Inclusion

	Empower Communities and Fight Crime Pledge/Policy	Year One Activity	Additional resources (estimated) 2022/23	Deadline	Directorate	Lead Director	Lead Cabinet Member Portfolio
6.6	Wage war on child poverty, as well as loneliness, social isolation and poverty among our older residents	Implement early financial intervention to maximise incomes and address debt. Implement Loneliness Action Plan. Development of Tower Hamlets Connection Network			Children and Culture	Strategy, Improvement, Transformation	Equalities and Social Inclusion
6.7	Work with the borough's Inter Faith Forum to identify and meet the needs of our faith-based communities and, most importantly, to tackle crime and discrimination based on religion	On-going work with the Inter-Faith Forum to address issues impacting the local community (March 23) No place for Hate Forum to review on-going basis Hate Crime data including faith hate and address issues (March 23)		31/03/2023	Chief Executive's Office	Strategy, Improvement, Transformation	Equalities and Social Inclusion
6.8	Support and empower women, particularly ethnic minority women, with dedicated programmes and dedicated community facilities. Support a dedicated resources centre for the women of Bangladeshi community	Delivery of existing programmes to support Black, Asian and Minority Ethnic women (March 23) Scope opportunities for further programmes and where dedicated community facilities would be appropriate (March 23)		31/03/2023	Place	Strategy, Improvement, Transformation Property & Major Programmes	Equalities and Social Inclusion
6.9	Support a dedicated resources centre for the Somali community, which is underrepresented in employment and local institutions, run by community members and open to the public	Transfer of Granby Hall to Somali leadership by Mar 2023		31/03/2023	Place	Property & Major Programmes	Equalities and Social Inclusion
6.10	Ensure, as a first step towards meeting need, that our residents have access to a suitable multi-faith burial ground	Undertake communications campaign to promote awareness of existing facility		01/01/2023	Place	Property & Major Programmes	Equalities and Social Inclusion
6.11	Work closely with, and provide support to, the borough's Council of Mosques, one of the largest of such representative bodies in the country.	Agree Council of Mosques participation in Tower Hamlets partnership by October 2022 Work with Council of Mosque to engage with Tower Hamlets Interfaith Forum by Dec 2022		01/01/2023	Chief Executive's Office	Strategy, Improvement, Transformation	Equalities and Social Inclusion

	Empower Communities and Fight Crime Pledge/Policy	Year One Activity	Additional resources (estimated) 2022/23	Deadline	Directorate	Lead Director	Lead Cabinet Member Portfolio
6.12	Work with the Metropolitan Police to put more uniformed police officers on the streets, as part of our Community Constabulary which previously boosted policing numbers locally. These officers will be supported by Tower Hamlets Enforcement Officers	1. Scoping costs of additional uniformed police officers 2. Support the MPS to recruit local people to boost police numbers and ensure the force reflects the make-up of the local community [December 2023]	£1,000,000	01/01/2023	Health, Adults and Community	Community Safety	Safer Communities
6.13	Open a community police point of contact on the Isle of Dogs using council resources, working with the Police.	1. Engage with MOPAC on the case for re-opening a police station [Aug 2022]		01/10/2023	Health, Adults and Community	Community Safety	Safer Communities
6.14	Support ward-based police forums where our residents can have a regular dialogue with the police, because our BAME communities and women must be able to trust the Metropolitan Police	1. Ensure the attendance of Safer Communities Officers and THEOs at all ward panels [Ongoing]		Ongoing	Health, Adults and Community	Community Safety	Safer Communities
6.15	Maintain our award-winning boroughwide CCTV service, which has been vital in detecting crime and identifying offenders. Work with local landlords and businesses to widen its scope	1. Complete digital upgrade of infrastructure [Feb 2023] 2. Complete move into the new CCTV control centre in Whitechapel [Jan 2023]		01/02/2023	Health, Adults and Community	Community Safety	Safer Communities
6.16	Identify crime hotspots and tackle them – for example by improving lighting and street design and using CCTV	1. Direct uniformed presence for reassurance and enforcement in high crime and ASB hotspots using weekly tasking meetings across PTF, THEO & Safer Communities Officers [September 22] 2. Utilise CCTV network to support the police and prevent, deter and detect crime & ASB [March 2023] 3. Implement 'Design out Crime' approach for key crime/ASB hotspots [March 2023]		31/03/2023	Health, Adults and Community	Community Safety	Safer Communities
6.17	Establish a Mayor's Anti-Crime and Disorder Taskforce to provide an immediate response to the rising epidemic of violence, and to deal with extreme anti-social behaviour and problematic behaviour at night	Taskforce established and operational.		31/03/2023	Health, Adults and Community	Community Safety	Safer Communities

	Empower Communities and Fight Crime Pledge/Policy	Year One Activity	Additional resources (estimated) 2022/23	Deadline	Directorate	Lead Director	Lead Cabinet Member Portfolio
6.18	Tackle violence against women and girls. We will support initiatives to end domestic violence and make our streets safer for all women. We will work with the Women's Forum to organise a public event each year to highlight the importance of women's safety. We will also ensure that there are sufficient refuges in the borough to meet women's needs	<ol style="list-style-type: none"> 1. Deliver the '16 Days of Action' campaign as part of the White Ribbon Day. From 25 November 2022 (the International Day for the Elimination of Violence against Women) to 10 December, the 16 Days of Activism against Gender-Based Violence Campaign is a time to galvanize action to end violence against women and girls around the world. 2. Commission & deliver 'Sanctuary Scheme' provision to reduce the occurrence of VAWG victims having to flee their homes as a consequence of domestic abuse. This is already in place, so we can monitor the number of victims supported 3. Deliver a programme of women's safety walks on each ward to identify areas where women feel unsafe and take action to improve feelings of safety. From 01.04.22 – deliver 5 per quarter so by 31.3.2023 every ward has had a women's safety walk. 4. Raise community awareness of FGM through the Female Genital Mutilation (FGM) project, including awareness among men and boys. To deliver awareness training to 90 people per quarter (360 per annum). To deliver 2 sessions per quarter to men and boys (8 sessions per annum) 		31/03/2023	Health, Adults and Community	Community Safety	Safer Communities
6.19	Address anti-social behaviour. Prevention is better than cure, and we will invest in youth services to provide young people with the resources they need to spend their time constructively	Options paper for delivery of youth pledges, including investment discussed and agreed		31/07/2022	Children and Culture	Supporting Families	Education & Lifelong Learning

	Empower Communities and Fight Crime Pledge/Policy	Year One Activity	Additional resources (estimated) 2022/23	Deadline	Directorate	Lead Director	Lead Cabinet Member Portfolio
6.20	Invest in drug treatment, rehabilitation and recovery programmes, including culturally sensitive projects targeting hard-to-reach addicts.	<ol style="list-style-type: none"> 1. Ensure eligibility for increased Office for Health Disparities (OHID) funding arising from the Government's 10 Year Drugs Strategy [Ongoing] 2. Introduce a local Combatting Drugs Partnership to oversee coordination and implementation of increased investment [September 2022] 3. Conduct a joint needs assessment reviewing local drug data and evidence [December 2022] 4. Agree a local drugs strategy delivery plan aligned with the Substance Misuse Strategy and 10-year national plan [December 2022] 		01/01/2023	Health, Adults and Community	Integrated Commissioning	Health, Wellbeing and Social Care

Priority 7: A clean and green future

Our ambition: Cleanliness and air quality improve, emissions and noise nuisance reduce, and everybody benefits from parks and more trees.

	Clean and green Pledge/Policy	Year One Activity	Additional resources (estimated) 2022/23	Deadline	Directorate	Lead Director	Lead Cabinet Member Portfolio
7.1	Create green jobs whilst cutting living costs	1. Devise and deliver the residential energy efficiency scheme [Aug 22] 2. Formalise terms of reference for Green Taskforce [Oct 22] 3. Scope and begin delivery of fuel poverty initiatives to reduce energy bill cost and usage [by Dec 22] 4. Via the Green Taskforce, agree a Tower Hamlets definition of green jobs, with reference to the extensive research carried out by Central London Forward on this issue [Dec 22, or 1 quarter after GTF is set up] 5. Set up monitoring arrangements, establish baseline and conduct analysis of the green jobs created through the development process [Mar 23, or 1 quarter after definition agreed] 6. Work with our partners in the subregion to jointly identify skills and green employment opportunities in the borough [Mar 23]		31/03/2023	Place	Growth & Economic Development Public Realm	Jobs, Skills and Growth
7.2	Make Council carbon neutral	Deliver the ongoing council net zero carbon workplan [Mar 23] Review and agree the current delivery and measures required to deliver on our zero carbon commitments [Aug 22] Scope additional investment required to deliver on the pledge [Sep 22] Work with partners to identify and apply for external funding sources [Mar 23]		31/03/2023	Place	Public Realm Housing	Environment & Climate Emergency
7.3	Make our homes energy efficient	Implement a range of ongoing measures to make THH stock energy efficient. [Mar 23] Devise and deliver the residential energy efficiency scheme [Aug 22]		31/03/2023	Place	Housing	Regeneration, Inclusive Development and Housebuilding

	Clean and green Pledge/Policy	Year One Activity	Additional resources (estimated) 2022/23	Deadline	Directorate	Lead Director	Lead Cabinet Member Portfolio
7.4	Establish a Mayor's advisory board on climate change to guide our work with a view to making our council carbon neutral	Review existing governance structures on climate change (Aug 22 / Mar 23) Scope opportunities on how a Mayor's board will deliver improved outcomes (Aug 22 / Mar 23) Amend governance structures as appropriate (Aug 22 / Mar 23) [subject to meeting with Mayor]	£35,000	31/03/2023	Place	Public Realm	Environment & Climate Emergency
7.5	Increase the number of charging points for electric vehicles in the borough	Continue to roll out lamp post electric vehicle charging points (150 additional slow charging points) (Aug 22) Scope opportunities and resource for extending/intensifying the programme (Aug 22) Install electric charging points on Petticoat Lane and Brick Lane, to serve market traders and electric vehicle users (Dec 22) Install an additional 24 fast charging points for electric vehicles (Mar 23)		31/03/2023	Place	Public Realm	Environment & Climate Emergency
7.6	Work with private and social landlords to improve insulation standards in our homes	Review current council programmes for supporting landlords on insulation standards [Oct 22] Engage landlord on current programmes to improve insulation standards [Dec 22] Develop costed options for the housing sector to achieve net zero by 2030 [Mar 23]		31/03/2023	Place	Public Realm	Regeneration, Inclusive Development and Housebuilding
7.7	Install green heating systems on our estates, including the use of solar panels, wind turbines and heat and power schemes	Ensure all external funding opportunities are maximised for decarbonization projects [Mar 23] Commence deliver of our programme for renewable energy on council buildings [Mar 23] Ensure full consideration of low carbon heating is within council asset delivery plans [Mar 23] Progress the decarbonization of Barkantine Heat and Power Network [Mar 23]		31/03/2023	Place	Housing Property & Major Programmes	Environment & Climate Emergency
7.8	Expand tree-planting throughout the borough and line our streets & estates with newly planted trees	Completion of tree planting location feasibility study (Sep 22) 200 trees planted at a cost of £200k (Mar 23)	£200,000	31/03/2023	Place	Housing	Environment & Climate Emergency

	Clean and green Pledge/Policy	Year One Activity	Additional resources (estimated) 2022/23	Deadline	Directorate	Lead Director	Lead Cabinet Member Portfolio
7.9	Look after our parks and other open spaces, ensuring that they are accessible for the whole community	<p>Deliver the annual maintenance programme for parks and open spaces (Mar 23)</p> <p>Achieve green flag award for Bartlett Park (Jul 22)</p> <p>Apply for a green flag award for Ropemakers Fields (Mar 23)</p> <p>Deliver two inclusive playgrounds (with a minimum of 50% accessible play equipment, 22 delivered to date) (Mar 23)</p> <p>Continue our programme upgrading park changing rooms to ensure they include independently accessible toilets (Milwall and Bartlett parks) (Mar 23)</p>		31/03/2023	Place	Public Realm Culture & Commissioning	Environment & Climate Emergency
7.10	Keep waste and recycling services in-house, a process which began under my second term as Mayor	<p>Service remains in-house.</p> <p>Continue to deliver service with optimised routes.</p>			Place	Public Realm	Environment & Climate Emergency
7.11	Work with the service to deliver further improvements, including education on recycling	<p>Survey recycling requirements of 550 blocks blocks of flats in the borough (Mar 23)</p> <p>Rollout year 1 of the 'Flats Recycling Package' to 250 blocks of flats (Mar 23)</p> <p>Work with residents to improve participation in the kerbside dry recycling food waste service (Mar 23)</p> <p>Promote the recycling champion scheme in order to recruit more champions (Mar 23)</p> <p>Deliver at least 35 recycling engagement and promotion events (in the community (15 in Idea Stores) and in 20 in schools) (Mar 23)</p>		31/03/2023	Place	Public Realm	Environment & Climate Emergency
7.12	Encourage our community to become involved in community walkabouts to check standards are being maintained across the borough	<p>Develop a programme of community walkabouts, with focus on checking and reporting standards of local environmental quality (Sep 22)</p> <p>Implement improved reporting mechanism via new webpages, webforms and Love Your Neighbourhood app, for community members to highlight problems areas and incidents (Mar 23)</p> <p>Develop plans with landowners and landlords to improve standards on private land (Mar 23)</p> <p>Develop communication plan to promote community walkabouts (Dec 22)</p>		31/03/2023	Place	Public Realm	Environment & Climate Emergency

	Clean and green Pledge/Policy	Year One Activity	Additional resources (estimated) 2022/23	Deadline	Directorate	Lead Director	Lead Cabinet Member Portfolio
7.13	Wage war on fly tipping, using our boroughwide CCTV and a policy of prosecuting offenders	Identify hotspots and agree locations that will be targeted with CCTV (Sep 22) Launch 'wage war on fly tipping' communication campaign (Sep 22) Target hotspots using CCTV, with education, advice and enforcement action (Mar 23)	£300,000	31/03/2023	Place	Public Realm	Environment & Climate Emergency
7.14.	Encourage the community to report eyesores and problem areas (such as places where informal car parking hinders access by the emergency services)	Service confirmed that the actions are the same for both this and 'Encourage our community to become involved in community walkabouts to check standards are being maintained across the borough' Develop a programme of community walkabouts, with focus on checking and reporting standards of local environmental quality (Sep 22) Implement improved reporting mechanism via new webpages, webforms and Love Your Neighbourhood app, for community members to highlight problems areas and incidents (Mar 23) Develop communication plan to promote community walkabouts (Dec 22)		31/03/2023	Place	Public Realm	Environment & Climate Emergency
7.15	Establish a dedicated noise control team to work with residents on reducing noise nuisance, including a rapid response team	Baseline current delivery and engage on areas for increase enforcement - scope (Aug 22) Undertake costing exercise to understand resourcing requirements (Aug 22)	£77,000	01/09/2022	Place	Public Realm	Environment & Climate Emergency
7.16	Work with the Mayor of London to tackle air pollution in Tower Hamlets	Adopt the Air Quality Action Plan and submit to the GLA for endorsement (Oct 22)		01/11/2022	Place	Public Realm	Environment & Climate Emergency
7.17	Research the causes of poor local air quality	Complete evidence review to inform the 2022 - 27, Air Quality Action Pan. To be presented to Cabinet (Oct 22)		01/11/2022	Place	Public Realm	Environment & Climate Emergency

	Clean and green Pledge/Policy	Year One Activity	Additional resources (estimated) 2022/23	Deadline	Directorate	Lead Director	Lead Cabinet Member Portfolio
7.18	Work with Transport for London to improve public transport	Scope opportunities to lobby TfL on the affordability of public transport (Oct 23) Respond to the TfL bus review consultation (Jul 22) Work with TfL to prioritise delivering step free access at stations across the borough (Mar 23) Work with TfL to identify and deliver bus priority measures (bus lanes) (Mar 23)		31/03/2023	Place	Public Realm	Environment & Climate Emergency
7.19	Avoid penalising those in our community who drive, who in many cases are not responsible for the bulk of air pollution	Undertake a review of evidence on car use, implications for the borough and approach to enforcement (Dec 22) Engage with stakeholders on the councils current parking and enforcement policy (Dec 22) Commence a refresh of the council parking and enforcement policy (Sep 22)		01/01/2023	Place	Public Realm	Environment & Climate Emergency
7.20	Support schemes to teach cycling and bike proficiency and safety	Baseline current provision (Jul 22) Explore opportunities to build on current provision with partners (Sep 22)		01/10/2022	Place	Public Realm	Environment & Climate Emergency
7.21	Monitor the effectiveness and safety of cycle lanes, such as those on Bow Road.	Establish a baseline of current safety and effectiveness (Dec 22) Review what what will be monitored and how in the future (Dec 22)		01/01/2023	Place	Public Realm	Environment & Climate Emergency
7.22	Work to improve local car clubs	Review SLA for car club providers (Dec 22)		01/01/2023	Place	Public Realm	Environment & Climate Emergency

Priority 8: A council that listens and works for everyone

Our ambition: Residents benefit from accessible, high-quality services and are involved in decisions that affect them.

	A council that listens Pledge/Policy	Year One Activity	Additional resources (estimated) 2022/23	Deadline	Directorate	Lead Director	Lead Cabinet Member Portfolio
8.1	Hold regular surgeries around the borough for residents	Implement Mayoral surgeries and 3 Ask the Mayor events (one per quarter).		31/03/2023	Chief Executive's Office	Strategy, Improvement, Transformation	tbc
8.2	Reopen our roads, and consult on abolishing the Liveable Streets scheme	Undertake public consultation on re-opening roads (Jul 22) Following consultation, develop a programme of appropriate alterations (Aug 22) Assess cost of reversing any schemes [Aug 22] Commence process for reversing any schemes (if agreed) (Oct 22)		01/11/2022	Place	Public Realm	Environment and the Climate Emergency
8.3	Recognise that jamming up main roads reduces the speed of traffic, so queueing vehicles emit more fumes, not less	Undertake public consultation on reversing Liveable Street schemes (Jul 22) Continue to deliver anti-idling measures and assess opportunity to build on them (Mar 23)		31/03/2023	Place	Public Realm	Environment and the Climate Emergency
8.4	Only introduce traffic reduction measures through consultation with, and by the consent of the people of this borough	Develop a forward programme of traffic reduction measures (Aug 22) Develop an approach to consultation on any measures identified in conjunction with the Mayor (Sep 22)		31/03/2023	Place	Public Realm	Environment and the Climate Emergency
8.5	Ensure consultations are conducted at a point which allows residents and stakeholders to influence decision-making.	Engage with members and officers on future engagement framework model for the council (Mar 23)		31/03/2023	Chief Executive's Office	Strategy, Improvement, Transformation Communication	tbc
8.6	Work with residents, community groups and other interested parties to develop plans and ideas together	Refresh co-production framework (Mar 23)		31/03/2023	Chief Executive's Office	Strategy, Improvement, Transformation Communication	tbc
8.7	Carry out consultation which is fair and worthwhile, on the basis of the 'Gunning Principles' devised by Stephen Sedley QC.	Refresher training on consultation handbook and Gunning principles for all services.		31/03/2023	Chief Executive's Office	Strategy, Improvement, Transformation Legal	tbc

	A council that listens Pledge/Policy	Year One Activity	Additional resources (estimated) 2022/23	Deadline	Directorate	Lead Director	Lead Cabinet Member Portfolio
8.8	Ensure that everyone affected by any proposals will be notified and can have their say.	Communications strategy reflecting requirement to notify everyone affected by proposals agreed		31/03/2023	Chief Executive's Office	Strategy, Improvement, Transformation Legal	tbc
8.9	Hold regular Q&A sessions around the borough so that we can have a discussion, together, about how my administration is doing on the important issues	Implement Mayoral surgeries and 3 Ask the Mayor events (one per quarter).		31/03/2023	Chief Executive's Office	Communication	tbc
8.10	Publicise the Mayor's email address and telephone number for residents to use to contact, and ensure email and phone calls are answered.	Email address and telephone number publicised.		31/10/2022	Chief Executive's Office	Strategy, Improvement, Transformation Legal	tbc
8.11	Develop options for future voluntary and community sector funding	Options Development		31/03/2023	Chief Executive's Office	Strategy, Improvement, Transformation	Resources & the Cost of Living
8.12	Implement Corporate Peer Challenge	Corporate Peer Challenge implemented Recommendations reviewed and adopted		31/03/2023	Chief Executive's Office	Strategy, Improvement, Transformation	tbc
8.13	Reinstate and enforce a 'Workforce to Reflect Our Community' policy in order that the administration reflects the diversity of our borough at all levels.	Introduce anonymised applications in e-recruitment system and ensure all recruitment panels are diverse.[by September 2022] Develop a talent and succession pool, as part of implementation of the People and Wellbeing Strategy, to include a focus on how Black, Asian and Minority Ethnic staff can be developed for success in progression.[by March 2023] Support Black, Asian and Minority Ethnic staff to attend range of national, regional and local leadership training programmes and work with our staff Race Equality network to increase take up of this offer. [by March 2023] Deliver a Cultural Leadership Programme to ensure LBTH becomes culturally competent. [by March 2023] Deliver an Anti-Racism Education programme for staff. [by March 2023]		31/03/2023	Resources	Workforce, Organisational Development & Business Support	Resources & the Cost of Living

	A council that listens Pledge/Policy	Year One Activity	Additional resources (estimated) 2022/23	Deadline	Directorate	Lead Director	Lead Cabinet Member Portfolio
8.14	Effective delivery of new administration's agenda.	Increase capacity in strategy and transformation. Increase capacity in Mayor's Office	£850,000	31/03/2023	Resources	Workforce, Organisational Development & Business Support	Resources & the Cost of Living