

Response to Scrutiny Review Working Group Report on Affordable Homeownership				
Recommendation	Response / Comments	Lead Officer	Date	Update: March 2011
R1 That wider publicity and promotion is undertaken of the Housing Options service including sign-posting from Lettings and Homeless Services	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.	Colin Cormack, Service Head Homeless and House Advice	October 2009 April 2010 August 2010	The Housing Options Service engages with over 7,000 households annually and, within that engagement, explores all appropriate 'Options', including Affordable Home Ownership Complete
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	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. These housing design standards will be set through the Development Management DPD, which is currently being developed. Issues relating to internal layouts, and the need to consider the special circumstances among the	Johnny Moore, Development and Renewal	March 2011	Previous response is still relevant. The Development Management Policies which will consider local lifestyle issues in relation to housing design standards will go out to consultation in April 2011.

	<p>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>			
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>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>	<p>Jackie Odunoye, Head of Strategy, Development and Renewal</p>	On-going	<p>The Government has announced major changes to housing policy, including the introduction of an Affordable Rent product at up to 80% or local market rent, which will form the basis of all applications to the HCA for grant. These changes have effectively overtaken the discussion on intermediate rent levels as these rents will be at the same or higher levels than intermediate rents. The HCA is not currently continuing the family sized intermediate pilot.</p>
R4 That the Tower Hamlets Housing Forum support the development of the	<p>No further update since monitoring in February 2010.</p>	<p>Alison Thomas,</p>	<p>April 2010</p>	<p>Again the Government housing policy changes</p>

Discounted Market Sales model working in conjunction with developers		Private Sector and Affordable Housing Manager		on tenure and rent levels have overtaken this discussion. The recession , the large reduction in the number of new homes being produced and the difficulties in obtaining mortgage finance have all meant that it has not been possible to make progress on this issue.
R5 That the Development and Renewal Directorate investigate the development of a shared equity scheme open only to residents of Tower Hamlets	N/A	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	N/A	N/A	N/A	N/A

Appendix 3

Response to Scrutiny Review Working Group Report on Private Rented Sector				
Recommendation	Response / Comments	Responsibility	Date	Update: March 2011
R1 That the Development and Renewal Directorate develops a new Private Sector Housing 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	Alison Thomas (Private Sector and Affordable Housing Manager)	January 2011	The steering group has met; the strategy is contingent on the completion of the

<p>which incorporates recommendations from this review and issues highlighted in the Housing Strategy and Housing and Homelessness Strategy</p>	<p>on how we use the private rented sector. There are no financial implications.</p>	<p>John Coker (Strategic Housing Manager)</p>		<p>stock condition survey, details of which are outlined below. This task will not complete until 2011/12</p>
<p>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</p>	<p>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.</p> <p>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.</p>	<p>Alison Thomas (Private Sector and Affordable Housing Manager)</p> <p>Alan Warner (Private Sector Housing and Home Improvement Agency Co-ordinator)</p>	<p>January 2011</p>	<p>Contractor appointed but site surveys delayed until May 2011 due to Census survey. Unable to produce PS housing Renewal Strategy without the evidence base</p> <p>The contractor for the stock condition survey has been procured, however the proposed dates for conducting the survey have now been postponed until May 2011 due to a clash with the National Census.</p>
<p>R3 That the Development and Renewal Directorate, Tower Hamlets Homes and local Registered</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</p>	<p>John Coker (Strategic Housing Manager)</p>	<p>March 2011</p>	<p>This is an area regularly explored by landlords but with very little tangible results as</p>

<p>Social Landlords explore the feasibility of providing a full management service for leaseholders that sub-let their properties</p>	<p>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>leaseholders often do not notify their landlord before sub letting. LBTH will continue to work with Registered providers on this.</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>Liverpool City Council was awarded £4.5m by their PCT to fund home improvements to eliminate health hazards in the areas of the city with the greatest need. This is unlikely to happen in LBTH now, especially with the demise of the PCT. The Environmental Protection Service will still endeavour to establish a partnership with Tower hamlets NHS in its objective to improve private sector housing. We already have an established partnership and share information with the Fire Service.</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 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.</p>	<p>Colin Cormack (Service Head, Housing Options)</p>	<p>March 2011</p>	<p>The use of B&B continues to be limited to specific circumstances to the extent that such placements now form less than 4% of temporary accommodation bookings.</p>
<p>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)</p>	<p>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.</p>	<p>Jane Gardner-Hayter (Acting Team Leader, Environmental Control)</p>	<p>November 2010</p>	<p>This objective was essentially a tool for targeting ASB perpetrators in ex-RTB homes. The ex-RTB homes may not necessarily be of multiple occupied so selective licensing might be more appropriate. Confusion occurred as to the lead of this objective. Strategic Housing will now lead on the</p>

				feasibility, holding discussions early in 2011 with LBTH ASB team and Environmental protection
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	<p>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.</p> <p>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.</p> <p>There are no financial implications in delivering.</p>	David Gingell, (Service Manager-Housing Advice)	September 2010	As an update, the Housing Options Service is keen to influence the development of a local Accreditation Scheme that has true value to participating landlords. The driver for this is the suggested changes to statutory homeless duties and the potential anyway for increased use of this sector in light of "Fairer, Firmer" proposals
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.	David Gingell, (Service Manager-Housing Advice)	September 2010	Until R7 has been progressed, there are no plans to introduce this award potential

	There are no financial implications in delivering.			
R9 That a representative from the Tower Hamlets Landlords Forum have a standing invitation on the Great Place to Live Community Plan Delivery Group	Request was put forward to the Great Place to Live CPDG Co-chairs and members at the 8 th 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.	Afiya Begum (Governance Team Leader)	September 2010	Noella Ling, Chair of the Tower Hamlets Landlord Forum, was invited to join the GPtL membership and is recorded as a member since the 13 September 2010 meeting.
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	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.	Alison Thomas (Private Sector and Affordable Housing Manager)	February 2011	Until the production of a new Private Sector Housing Renewal and Empty Property Policy (slipped to 2011-12 due to postponement of the stock condition survey until after the census) measures to encourage and facilitate improvements in privately rented properties contained in the existing policy remain in place.
				The Landlord's

<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>Accreditation Scheme has recently become the United Kingdom Landlord's Accreditation Partnership (UKLAP) with national coverage, a Tower hamlets officer is currently on the UKLAP steering committee. Sub-regional support for empty property work will continue for a further year until March 2012, after which the borough will have to fund support from its own resources.</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 method of payment itself is</p>	<p>Steve Hill (Benefits Service Manager)</p>	<p>December 2010</p>	<p>Corporate ICT have completed the interface work enabling the automation process between the Councils Financial Systems and the Benefits System. The process of transferring payments from cheques to BACs</p>

	<p>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.</p>			<p>has commenced and the Benefits Service is liaising with its core Benefits ICT supplier with a view to transfer all payments by cheque to BACs or Post Office payment card in the first quarter of 2011/12.</p>
<p>R13 The Housing Benefits Service explore the possibility of sending schedules of payment to landlords through email along with written copies to increase efficiency</p>	<p>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.</p>	<p>Steve Hill (Benefits Service Manager)</p>	<p>December 2010</p>	<p>Due to the substantial volume of changes in Benefits at present, this work has had to be postponed until 2011/12.</p>

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 take several months to implement.	Steve Hill (Benefits Service Manager)	September 2010	Implemented. Visiting Officer assignment has worked well; record % of Homeless Households in receipt of HB have been achieved this year. In addition, the "Assisted Claim" process is in development and expected to be piloted before the end of March 2011.

Appendix 4

Response to Scrutiny Review Early Intervention, Child Protection				
Recommendation	Response/Comments	Responsibility	Date	Update: March 2011
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	Perpetrator programme was launched in November 2009. Training with front line staff took place by December 2009.	Paul Mcgee (Service Manager, Assessment and Early Intervention) Philippa Chipping (Policy & Victims Manager)	December 2009	The 32 week Positive Change Programme has now been completed. The project is working with London Probation to develop the IDAP programme and

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violence, particularly male perpetrators.	<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>			Caring Dads programme. The IDAP programme has now been running for 8 weeks. 4 referrals were received from Tower Hamlets and 2 men are totally attending. The Caring Dads programme is due to commence on 18th January. 6 referrals have been agreed so far.
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.	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.	Philippa Chipping (Policy & Victims Manager)	December 2009	Training completed with Tower Hamlets Homes staff including use of tenancy conditions to hold DV perpetrators to account.

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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.	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.	Philippa Chipping (Policy & Victims Manager)	December 2009	Outcomes from the Specialist DV court continue to be publicised through the communications team, including 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.	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.	Philippa Chipping (Policy & Victims Manager)	March 2010	Due to current funding situation the Children's Domestic Violence Coordinator role was not recruited. A mapping exercise is currently being undertaken through the LSCB domestic violence subgroup to look at the links between domestic violence and children's services in the borough.
R5 That the Partnership explores ways in which support to parents with mental health problems could be increased.	The IPST has a specialist Mental Health Worker who can offer advice and signpost to different organisations and Adult Mental Health	Paul Mcgee (Service Manager, Assessment and Early Intervention) / Ian Williamson (Head of Social Care Practice Adult	November 2009	

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	<p>services</p> <p>Working protocol between children's social care and adult mental health has been updated to include IPST</p>	Mental Health)		
<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>	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>Paul Mcgee (Service Manager, Assessment and Early Intervention) /</p> <p>Ian Williamson (Head of Social Care Practice Adult Mental Health)</p>	November 2009	
<p>R7 That a review is undertaken on how the needs of children from CMHT areas not covered by a Children's and Adult Mental Health (CHAMP) worker can be addressed using a similar model, within budgetary</p>	Cases not meeting threshold for referral to CSC If there is an identified need then a Team around a Child [TAC] would be considered.	<p>Paul Mcgee (Service Manager, Assessment and Early Intervention) /</p> <p>Ian Williamson (Head of Social Care Practice Adult Mental Health)</p>	January 2010	

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constraints.	Signpost to community services			
<p>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.</p>	<p>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.</p> <p>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</p>	<p>Nikki Bradley (Head of Specialist parenting Programmes) Emma Bond (Hidden harm Co-ordinator)</p>	December 2009	<p>A Total of six practitioners have been trained and have passed their assessment as Mpact facilitators. Grant funding has been applied for in relation to an MPact co-ordinator in light of severe reductions in funding and resource pressure on every service, but in particular the FIP, where the Think Family grant will end in March 2011. The bid for Seacole linked Fip funding is in the second stage of applications. A start date for a third MPact course is on hold until the impact of the public service cuts is clearer.</p> <p>A structure of good practice is in place and the Hidden harm handbook is a widely available resource for all agencies.</p> <p>Await funding decisions</p>

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	with drugs and alcohol agencies and a second course started in August 2010. Additional funding is being sought to increase FIP capacity 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.	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.	Iqbal Vaza (Manager Children's Information Systems)	Incremental roll out from November 2009	ContactPoint has now been shutdown and all activities related to the project have been stopped.
R10 That Children, Schools and Families Services in	The Scrutiny Lead of Excellent Public Services undertook two	Helen Lincoln (Service Head for Social Care)	July 2009	Tower Hamlets Family wellbeing model provides the conceptual regarding this

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conjunction with the Partnership further develops localisation of services through clarifying pathways between delivery and local centres and extended schools, and the wider integrated front and back doors.	scrutiny challenge sessions, Dangerous Dogs and ESOL. In the current financial climate all scrutiny reviews will have a focus on value for money and efficiency.			interface at different levels of the service. The well being model has been agreed across partner agencies and is sanctioned by the tower hamlets children's trust
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.	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	Jo Freeman (Children's Centers Senior Strategic Manager)	July 2010	Formal consultation on restructure of Children's Centres services began on 4/2/11. A new model of family support is being developed incorporating recommendations from the children's centres social work project. The family well being model will be the framework to work with families providing targeted services. A plan of intervention will be offered to ensure the best outcomes for children and to support enhanced resilience.
R12 That Children, Schools and Families Services work alongside the Communications		Monawara Bakht (Local Safeguarding Children Board Co-ordinator) / Sukhjinder Nunwa	November 2009	All of the LSCB website has been consolidated into the Children and Families Trust website. The site is regularly

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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.		Stakeholder Engagement & Participation Manager		<p>updated and maintained with policies that supports our multi-agency work.</p> <p>The entire LSCB website has been consolidated into the Children and Families Trust website. The site is regularly updated and maintained with policies that supports our multi-agency work.</p>
<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>		Monawara Bakht (Local Safeguarding Children Board Coordinator)	April 2010	<p>New Working Together to Safeguard Children Guidance issued in March 2010, states that Elected Members and DCS are to hold organisations and officers to account for their contribution to the effective function through governing bodies (s3.64).</p> <p>Also, introduced new role for Lead Member for Children to provide political leadership to ensure effective coordination of work across agencies and act as 'participating observer' at the LSCB. (s3.65 & s3.66)</p> <p>Since then, Lead Member has been invited to attend</p>

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				Board Meetings, provided with briefing and access to development sessions lead by London Councils.
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 money and improved service outcomes, and how this message can be delivered effectively to the community.	The Scrutiny Lead for Excellent Public Services undertook two challenge sessions focusing on Dangerous Dogs and ESOL. In the current financial climate, Scrutiny Reviews will have a focus on value for money and efficiency.	Afazul Hoque (Scrutiny Policy Manager)	May 2010	The Scrutiny Lead for Excellent Public Service this year has undertaken a challenge session focused on efficient customer services. This looked specifically at value for money and improved outcomes. All scrutiny reviews have a clear objective to consider efficiency and improve outcomes for residents.

Appendix 5

Response to Scrutiny Challenge Session Report Dangerous Dogs				
Recommendation	Response / Comments	Responsibility	Date	Update: March 2011
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	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	Dawn Sammons (Principal Animal Warden, Environmental Control)	Ongoing September 2010 July – August 2010	A project has been undertaken with the Central Foundation Girls' School. Dawn Sammons had several meetings with a group of students who were trying to tackle dog fouling in the borough. This led to the girls

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particular dog welfare problems such as stray, status or dangerous dogs.	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.		September 2010 Ongoing	organising a dog fouling poster competition for the younger classes in the school, which Dawn helped judge. Councillor Anna Lynch presented prizes in Assembly and Dawn had the winning posters copied and laminated and used on streets around the school. The Animal Warden team presented a talk to students on responsible dog ownership in December.
R2 That Community 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.	2 Days have been organised with RSLs for Old Ford Housing and Island Homes, with more to follow. 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.	Dawn Sammons (Principal Animal Warden, Environmental Control)	March 2010	The Animal Wardens took part in a Community Event with Island Homes on 31 st July 2010 in Sir John McDougal Park where they gave out free dog waste bags, ID discs and microchipped residents' dogs. On 30 th October 2010

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				<p>Animal Wardens gave information and advice at the Old Ford Housing Association Residents' Conference.</p> <p>A 3 day community event held in partnership with the RSPCA is scheduled for 29th, 30th and 31st March in the Roman Road Bow E3. It will offer advice, neutering, microchipping and the opportunity to share information about dog related ASB with police SNT officers.</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.	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.	Dawn Sammons (Principal Animal Warden, Environmental Control)	April 2010 Ongoing	Notices announcing the Council's intention to make Dog Control Orders in respect of dogs on leads and dogs banned from children's play areas have been published in local press. It is anticipated that the Orders will be in place by end March.
R4 That the Animal	Currently developing a communication	Iain Pendrigh	March 2010	East End Life has been

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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.	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.	(Team Leader, Environmental Protection) Anu Varma (Performance Improvement & Engagement, Public Realm)	March 2010 On-going	used to publicise a pre-Christmas Dog Show on Teviot estate, the bull breed dog free neutering campaign and recently free puppy training classes in Poplar.
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 issues arising by educating dog owning and non dog owning members of the public and enforcement using	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. We are also encouraging the use of anti-social behaviour provisions and tenancy agreements relating to problems resulting from irresponsible dog-ownership. 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	Iain Pendrigh (Team Leader, Environmental Protection) Iain Pendrigh Iain Pendrigh Dawn Sammons	Ongoing March 2010 March 2010 September 2010	Launch of BARK on 9 th February 2011 Borough Action for Responsible Canines is being copied from other boroughs including Brent and Barnet. A team of officers from different organisations will go out in a minibus visiting addresses where there has been a dog ownership problem reported, be it fouling, barking dangerous dog. With police, Dog Wardens, RSPCA and tenancy enforcement officers on board, it is envisaged that each problem can be dealt

Response to Scrutiny Challenge Session Report Dangerous Dogs				
Recommendation	Response / Comments	Responsibility	Date	Update: March 2011
<p>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 <p>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>	<p>Act. 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 poster campaign.</p>			<p>with there and then by the appropriate agency. Enforcement can be used in tandem with education or practical assistance, and different legislation eg animal welfare, dangerous dog, tenancy conditions can be used as appropriate. The launch of BARK will be publicised in local press.</p> <p>All four members of the Animal Warden team have undergone training in the Animal Welfare Act 2006 and now await authorisation under this Act as a supplementary tool to deal with irresponsible dog ownership.</p>

Appendix 6

Recommendation	Response/Comments	Responsibility	Date	Update: March 2011
<p>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.</p>	<p>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 .</p> <p>Training sessions on cyber safety and other aspects of bullying will be offered to voluntary , faith and third sector organisations</p>	<p>Liam Mc Quade, Team Manager, Behaviour Support Team</p>	<p>April '10 – April 11</p>	<p>SEAL work continues in all the borough's primary schools and 10 out of 14 secondary schools.</p> <p>35 000 copies of a parents' leaflet on cyber were distributed to schools in 2010.</p> <p>Sessions on the subject were delivered to 23 parents' groups and 5 professionals' meetings in 2010 including religious leaders.</p>
<p>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.</p>	<p>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.</p> <p>Schools will be offered an online self review package to allow them to update their policies.</p>	<p>Liam Mc Quade, Team Manager, Behaviour Support Team</p>	<p>By October 2010</p> <p>By July 2010</p>	<p>The E-Safety Working Group has produced a Young People's Leaflet which can be accessed electronically and is on the AMP website, a social network protocol and an E-Safety Training package for delivery to trainers.</p> <p>The self review package has been delayed to coincide</p>

Recommendation	Response/Comments	Responsibility	Date	Update: March 2011
				with the launch of the new anti-bullying resource pack in early 2011.
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.	<p>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</p>	Liam Mc Quade, Team Manager, Behaviour Support Team	By October 2010	A joint Stonewall / LBTH poster has been distributed to all schools. Training sessions on effectively challenging homophobia have been delivered to staff from 15 schools.
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>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 help-line will be retained as an alternative means of support.</p>	Liam Mc Quade, Team Manager, Behaviour Support Team	By May 2010	The helpline was brought in house and runs at minimal cost. Despite publicity, use remains very low but it is being retained so that children and young people always have this option.
R5 That the Children, Schools and Families	Offer training at SENCO	Liam Mc Quade, Team Manager,		Training was delivered at SENCO conference

Recommendation	Response/Comments	Responsibility	Date	Update: March 2011
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.	conferences. Prepare anti-bullying materials with Physical Impairment team. 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.	Behaviour Support Team	By October 2010	about bullying of children with SEN. Structure changes have disrupted the functioning of the working group but this issue will be prioritised for work in summer 2011.
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 anti-bullying policies which is consistent with the borough's and national polices.	Ensure that these institutions receive all the LA materials and are invited to LA events and trainings. Directly contact these institutions, discuss their training needs and responsibilities and offer appropriate training packages.	Liam Mc Quade, Team Manager, Behaviour Support Team	By November 2010	We have made a number of attempts to engage with these institutions, including allocating a team member to develop links with them. There has been little response.

Appendix 7

Scrutiny Review of Youth Offenders: Supporting Vulnerable Young Adults				
Recommendation	Response / Comments	Responsibility	Date	Update: March 2011
R1. That the Children, Schools and Families Directorate sign up to the principles of the London Youth	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	Stuart Johnson (Head of Youth Offending Services)	Completed	Completed

	Resettlement Pledge.	and monitoring will be maintained through the Children and Families Trust.			
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	The service agreement is under review and is likely to be agreed shortly. It includes the statement that wherever possible the Housing Options Service will assess the young person before discharge.
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 youth court and in need.	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	One local Supporting People funded general needs hostel is now also taking young people.
R4.	That the Youth Offending Team maintains up to date data on the	It has been agreed by the YOT that this information will be logged on to their data information system, the Youth Offending Information System	Ian Suatt (Education Coordinator and YOT Teacher)	May 2010	Completed, Data has been collected since May 2010.

	number of young people in the Youth Offending Team cohort with special educational needs.	(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.			
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	Previous training materials disseminated and events held. Refreshed materials to be shared in Feb/March 2011. 28 teachers enrolled on MA Dyslexia course including from the PRU.
R6.	That Cabinet consider supporting the UK Foyer Federation’s proposal to create a	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	Mary Durkin (Head of Youth and Community Learning)	Ongoing	Ongoing.

	Young Offenders Academy in East London.	presented to Cabinet. No additional financial implications arising at this stage, but if the scheme does go ahead, this will need to be considered by Cabinet.			
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	Completed, leaflets available in Court and at Referral Order panels
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	The Social Inclusion Panel (SIP) will screen and allocate services to exit plans from April.
R9.	That the Children, Schools and Families Directorate use innovative methods of communication to publicise the activities and	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 	Sukhjinder Nunwa (Communications and Engagement Service Manager)	June 2010 June 2010	Amp.uk.net site completion in October 2010. Fully functional and regularly maintained. Consolidated learning options into the amp.uk.net in October 2010

<p>courses available through Youth Services.</p>	<p>site into the amp.uk.net to provide young people with a one stop shop on information about courses and activities.</p> <ul style="list-style-type: none"> • 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. • 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>June/July 2010</p> <p>Ongoing throughout the year</p> <p>Festival to start mid July 2010</p> <p>July 2010</p>	<p>99% campaigns launched and supported by LBTH.</p> <p>Holiday activities promotion is via amp.uk.net</p> <p>Summer Festival 2010(innov8) completed and planning for 2011.</p> <p>Social marketing campaign led on by corporate communications</p>
<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>	<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</p>	<p>Andy Scott (Employment and Enterprise Manager)</p> <p>Wendy Forrest (Director, The HUB) Mike Tyler (Director, Education)</p>	<p>LEA Due date July 2010</p> <p>Cabinet December 2012</p> <p>September 2010</p>	<p>The LEA is on track for final publication and availability. The draft Employment strategy is being circulated for consultation and expected to be published in May 2011. Annual action plans are being designed currently. The new strategy introduces a 'routeway to work' model which includes utilising and increased volume of work experience placements for unemployed residents.</p>

	<p>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>Business Partnership)</p> <p>Linda Crawford (Organisational Development and Positive Action Schemes Manager)</p>	<p>August 2010</p>	
R11.	<p>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 Fayter (Head of Nursing CAMHS)</p>	<p>August 2010</p>	<p>CAMHS have agreed to put arrangements in place for YOT to use. These arrangements are awaited and said to be imminent.</p>
R12.	<p>That the Youth Offending Team</p>	<p>There is an ongoing discussion happening between the Youth</p> <p>Stuart Johnson (Head of Youth</p>	<p>Ongoing</p>	<p>Protocol in place January 2011</p>

<p>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>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. • 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 	<p>Offending Services) Paul McGee</p>		
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	training centre.			
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 wither 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>	<p>July 2010</p> <p>The post foundation course structure has been reviewed and now is split into an intermediate and advanced safeguarding training course. We have agreed in principle that it is possible to introduce this into the advanced safeguarding training for social workers and designated cp professionals. Unfortunately we have had to cancel the March date and so it will not be able to be implemented until the next date on 01/07/11.</p>
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)	<p>Ongoing</p> <p>The Director has raised the issue with the Mayor and the Corporate Director – Resources, re the protection of funding for the YOT more generally. The Director has given assurances that every effort will be made to try and protect YOT core funding.</p>

<p>R15. That in preparation for a period of fiscal tightening the Youth 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>The YOT Manager and the senior managers of the Children, Schools and Families Directorate are monitoring all budgets, especially grant funded 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>Stuart Johnson (Head of Youth Offending Services)</p> <p>Mary Durkin (Head of Youth and Community Learning)</p> <p>Isobel Cattermole (Acting Corporate Director of Children, Schools and Families Directorate)</p>	<p>Ongoing</p>	<p>Awaiting information from YJB as to the level of grant funding in the coming year. Funds from Early Intervention grant identified.</p>
<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>	<p>Recent benchmarking in respect of First Time Entrants to the Youth Justice system. The data shows a marked drop in the rate of FTE in 2009/10, and comparison with family, London and national data indicates that our improvement has been at a greater rate than that of the comparison samples.</p>
<p>R17. That the Youth Offending Team ensures young offenders are supported during the transition from</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>	<p>The YOT is involved in a pilot with the YJB for the electronic transfer of cases to Probation</p>

the youth justice to the adult justice system, providing full information to Probation services at the point of transfer.				
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Appendix 8

SCRUTINY CHALLENGE SESSION ACTION PLAN – TOWER HAMLETS ENFORCEMENT OFFICERS

Recommendation	Response / Comments	Responsibility	Date
<p>R1 That the Community Safety Team undertakes a new publicity campaign to raise the profile of the THEOs. This should include publicising their roles, responsibilities and achievements in local media such as the East End Life, RSL newsletters, Estate notice boards and BME media. This should also include permanent displays at Idea Stores, Leisure Centres and Supermarkets.</p>	<p>When the THEO service was launched last year, we embarked on a comprehensive media and engagement plan which was provided to the panel as part of the briefing documents for the challenge session on the 20th July. The Community Safety Service has already started work on developing a new communications & engagement campaign which has already commenced. For example displays are now on a DVD loop at idea stores across the borough and in the Royal London Hospital. A new information leaflet will be published by the end of December with much more planned to take place from early next year. It should be noted that activity will need to consider cost effective methods due to the economic circumstances. This is welcomed as an opportunity to try different approaches. An initial plan has already been drafted and can be provided if required.</p>	<p>Gavin Dooley (Head of Enforcement and Support Intervention)</p>	<p>Dec 2010</p>
<p>R2 That the THEOs develop</p>	<p>At present there are only 16 officers and therefore it is not possible for the officers to attend all LAP meetings</p>	<p>Gavin Dooley</p>	<p>March 2011</p>

<p>relationship with the Local Area Partnership, Schools and Community / Youth Centres through presentations and visits highlighting their work and noting community concerns</p>	<p>across the borough. However the officers are linked in with the local police SNTs and will be attending ward panels as part of the development of service integration. Consideration will be given to attending schools to introduce the service which forms part of the engagement plan. However it should be noted that engagement activity does result in less patrol time on the streets and any abstractions from duty must be carefully considered.</p>	<p>(Head of Enforcement and Support Intervention)</p>	
<p>R3 That the Community Safety Team explores methods of making its workforce consistent with the Council's Workforce to Reflect the Community Strategy</p>	<p>The diversity make up of the officers very much represents the BME make up of the local community. Officers consider themselves to represent the following BME groups; British, Pakistani, Caribbean, Chinese Cantonese, Turkish, Sri Lankan and Bengali.</p> <p>We accept that at present there are no female officers represented within the service and this is something we are committed to addressing at the first opportunity when we are able to recruit new members of staff. The SMT have already held discussions with the Councils Race & Diversity team to considered targeted recruitment. Initial conversations have taken place with the Muslim Women's Collective.</p>	<p>Gavin Dooley (Head of Enforcement and Support Intervention)</p>	<p>March 2011</p>
<p>R4 That the THEOs leave stickers in locations they have worked in to show their impact in dealing with the issue and to advise residents of what they can do if problems persist</p>	<p>The suggestion that the officers leave stickers to clearly show where they have been seems like a very useful suggestion and it something which we have given consideration to in the past. Clearly this might work where officers have reported a broken lamp post or reported dumped rubbish for removal, but it becomes more problematic using such a tactic where</p>	<p>Gavin Dooley (Head of Enforcement and Support Intervention)</p>	<p>Jan 2011</p>

	<p>officers have been deployed to deal with ASB. In such circumstances, officers do already put leaflets into letter boxes to explain that the officers have patrolled the estates and explain how to report ASB. As part of the communications plan we are going to redesign the introduction leaflet which will mean people should have more information about the service, the role and how to get in contact.</p>		
<p>R5 That the Community Safety Team set up an integrated IT system to improve shared intelligence and better mapping of Anti Social behaviour issues around the borough. Joint intelligence reports should be disseminated to LAP steering groups in order to empower local community leaders to resolve issues locally.</p>	<p>The issue of a comprehensive IT system has been a significant problem for sometime. The advent of the Service Integration and Localisation agenda has now resulted in this entire issue being reviewed and identified as a priority for services across CLC. The CLC Director has already initiated a project group to examine this issue and develop IT solutions which will ensure that front-line officers are equipped with the appropriate solution to maximise efficiency.</p> <p>The ability of the Councils to map ASB has significantly improved. The introduction of Joint Tasking model has resulted in comprehensive data and maps being produced on a monthly basis which informed the tasking of the THEOs and other front-line resources. The analytical products now contain relevant information from the police, ASB reporting systems and RSLs. These reports are provided to the RSLs leads for ASB via the RSL forum.</p> <p>Consideration can be given to provide the LAPs steering groups such reports but it is advised that this is done in the context of a meeting which seeks to deal with the issues of crime and ASB across the LAP area. For example, similar reports were produced for LAP 1 steering group to enable them to make decisions about</p>	<p>Andy Bamber (Service Head – Community Safety)</p>	<p>April 2011</p>

	the tasking of THEOs as part of the Participatory Budgeting operations.		
<p>R6 That the Community Safety Team continues to explore greater partnership working with Registered Social Landlords in order to share intelligence and increase collaboration around the borough</p>	<p>The CSS SMT works closely with RSLs across the borough. Officers attend the key CDRP groups i.e RSL ASB Forum. We currently have an SLA with Tower Hamlets Homes and discussions are taking place with other RSLs to consider what support can be provided. In addition the CSS already provides a dedicated intelligence and surveillance support service to RSLs. The monthly analytical products produced for Joint Tasking contain information taken from the key RSLs REACT database. These reports are provided to the RSLs leads for ASB via the RSL forum.</p>	<p>Andy Bamber (Service Head – Community Safety)</p>	<p>Ongoing</p>
<p>R7 That the THEOs explore increasing working with other parts of the Council and external agencies which are involved with detached and outreach working</p>	<p>The THEOs work closely with the CSS DAAT Outreach Team. Both teams come under the responsibility of the CSS Enforcement & Operations manager. Recently the CSS has developed the Care Plan meeting which is a multi-agency group which operates a case management mode. It seeks to provide supportive interventions and appropriate enforcement activity to persistent individuals who engage in crime and ASB on the streets. E.g work with Thames Reach regarding rough sleepers engaged in street drinking and begging.</p>		
<p>R8 That the Community Safety Team explores providing a seven day coverage so the THEOs are on the streets</p>	<p>The initial development of the service means that with only two teams it is not possible to provide operational cover seven days a week. An assessment of demand was completed prior to the shift pattern being</p>	<p>Andy Bamber (Service Head – Community Safety)</p>	<p>April 2011</p>

every day	approved. It shows that the peak period of concern for issues which the THEOs are empowered to deal with is from Thursdays to Sunday (1400 – 0200hrs). Once the service expands and more officers are employed, the shift system will be reviewed.		
R9 That the performance outcomes of the THEOs are measured against costs and monitored on a 6 monthly basis to ensure value for money	The CSS SMT has already developed performance management procedures for the monitoring the activity of the THEOs. Any assessment of value for money must take into consideration the impact on police resources as well as council resources. The officers have been provided with a unique set of powers which enable them to deal with low level ASB issues which free the police resources to be deployed to other community priorities. In addition the officers are the only front-line resource in the council which has been provided delegated authority to deal with issues which traditionally have been the responsibility of several service areas. The move to generic working will reduce duplication and create opportunities for far wider efficiency savings whilst improving the quality of service and the response to the community. It would be advisable that any assessment is completed post the implementation of the first Service Integration Team in LAPs 1&3.	Andy Bamber (Service Head – Community Safety)	April 2011

Appendix 9

Response to Scrutiny Working Group Report on Parental Engagement in Secondary Education				
Recommendation	Response/Comments	Responsibility	Date	Update: March 2011
R1 That Children, Schools and Families Directorate help to	1. Complete - LAP based Parent Support Coordinators audited parental engagement in all borough secondary schools.	Sharon Sullivan, Senior Parent Support Co-		Supporting and developing the work of Parent Support Partners in Secondary Schools continues including

Response to Scrutiny Working Group Report on Parental Engagement in Secondary Education				
Recommendation	Response/Comments	Responsibility	Date	Update: March 2011
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>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>	ordinator, Early Years, Children and Learning	<p>October 2009</p> <p>October 2009</p> <p>March 2009</p>	<p>parent consultation, transition and information and support for parents to increase their understanding of the secondary school curriculum is on-going (on going).</p> <p>Service level agreements are being negotiated to sustain this work with schools.</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, parent forums and rep schemes as well as face to face meetings.	<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 Via localised cluster based meetings.</p> <p>2. Complete – Family Information Service signposted as a key</p>	Sharon Sullivan, Senior Parent Support Co-ordinator, Early Years, Children and Learning	<p>December 2009</p> <p>December 2009</p>	<p>Parent forums have been developed and supported in Swanlea and Oaklands (on going).</p> <p>Parental Engagement Team have delivered Working with Parent Seminars, Link meetings for parent support staff and training sessions to staff in Primary and Secondary schools</p> <p>'Parents Matter' Newsletter promotes training opportunities for all staff working with parents and</p>

Response to Scrutiny Working Group Report on Parental Engagement in Secondary Education				
Recommendation	Response/Comments	Responsibility	Date	Update: March 2011
	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.			shows examples of good practice
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 parents to learn more about how secondary schools work and how they can support their	<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 Challoner Girls School and Swanlea. 121 Parents attended.</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>	Supporting all Transition Borough Days. Year 7 transition courses at BGTC and Swanlea (including a focus on year 7 girls). Support for transition into year 8 (Raines). Parent Information Point (PIP) Transition sessions have become embedded in primary schools to facilitate smooth transition for children between primary/secondary schools. The sessions offer clear information to parents and help them through the application process. 69 PIP sessions took place in primary and secondary schools between April –October 2010 attended by a total of 821 parents

Response to Scrutiny Working Group Report on Parental Engagement in Secondary Education				
Recommendation	Response/Comments	Responsibility	Date	Update: March 2011
child's learning.	<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>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 support meetings also provided.</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>November 2009</p>	<p>Support for yr 9 and 11 Option events offered to all secondary schools (On going).</p> <p>Senior PSC attends IAG meetings</p>

Response to Scrutiny Working Group Report on Parental Engagement in Secondary Education				
Recommendation	Response/Comments	Responsibility	Date	Update: March 2011
	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.			
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.	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	Ann Sutcliffe, Head of BSF, Building Schools for the Future Sharon Sullivan, Senior Parent Support Co-ordinator, Early Years, Children and Learning	March 2010 March 2010	As of March 2011 eight schools are under construction within the BSF programme. A further seven schools are currently within the New Project Approval design development process. During the NPA design development process all schools and their stakeholders are engaged in an extensive process including weekly engagement meetings, structured design workshops and consultation events. Other methods and formats of engagement include: § Incorporation of the school’s vision into the design brief for being a community school including the provision of flexible community

Response to Scrutiny Working Group Report on Parental Engagement in Secondary Education				
Recommendation	Response/Comments	Responsibility	Date	Update: March 2011
				<p>spaces and learning resource areas that will be accessed by the community out of school hours;</p> <p>§ Regular feedback and input from Governing bodies of schools via Design Quality Indicator workshops and presentations to Governors;</p> <p>§ Scheduled formal design & build and ICT engagement meetings with the school and design team to conceive, develop and arrive at an agreed master plan and outline 1:200 design solution;</p> <p>Public consultation events in preparation of submission for planning application.</p> <p>Appropriate space for Parental Engagement activities is an ongoing challenge for secondary</p>

Response to Scrutiny Working Group Report on Parental Engagement in Secondary Education				
Recommendation	Response/Comments	Responsibility	Date	Update: March 2011
				schools.
<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>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>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>Parent Voice consultations to take place BGTC and Oaklands.</p>
<p>R7 That Children, Schools and Families Directorate supports schools to develop a 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>1. Complete – Due to demand 3 “Developing a Welcoming school” training sessions have been delivered.</p> <p>Further programmes planned for 2011</p> <p>2. Complete – 2 training sessions centrally delivered. Localised sessions failed to recruit sufficient numbers.</p>	<p>Sharon Sullivan, Senior Parent Support Co-ordinator, Early Years, Children and Learning</p>	<p>March 2010</p> <p>November 2010</p>	<p>Parental Engagement training sessions for Oaklands, Bow Boys staff on developing and improving work with parents.</p>

Response to Scrutiny Working Group Report on Parental Engagement in Secondary Education				
Recommendation	Response/Comments	Responsibility	Date	Update: March 2011
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>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.</p> <p>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 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>Sharon Sullivan, Senior Parent Support Co-ordinator, Early Years, Children and Learning</p> <p>Denise Hickford, Parental Engagement Coordinator, Equalities and Parental Development</p>	<p>October 2009</p> <p>January 2010</p> <p>March 2010</p>	<p>Parental Engagement Team has supported school Curriculum Days. Working with PSP to develop work with parents, especially signposting skills. Encouraging better parent worker links between primary and secondary schools. A wide range of courses continue to be delivered in secondary schools: 9 further SFSC courses have been delivered. Accredited courses – Volunteering in your child's school</p>

	<p>An annual target of 70 apprenticeships within the council has been set by the Work based Learning Service as part of the Workforce to Reflect the Community Strategy</p> <p><i>No additional resources required to meet this target which is now increased to a minimum of 83</i></p>	<p>Linda Crawford (Organisational Development and Positive Action Schemes Manager)</p>	
R2	<p>That annual targets for work experience commitments are secured by the Human Resources Team for 14-19 year olds and the Employment and Enterprise Team for 19-25 year olds. There should be a clear emphasis on targeting groups with high levels of economic inactivity such as vulnerable young adults, women and ex-offenders</p> <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><i>Financial implications: None.</i></p> <p><i>LEA process is near completion and within current budget allocations</i></p> <p><i>Strategy development and presentation are ongoing pieces of work within the Employment and Enterprise team, development of action plans will follow strategy through employment enterprise task groups and Prosperous communities group</i></p> <p>Opportunities and barriers to be scoped with HR by June leading to 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><i>No additional resource required to maintain ongoing relationship with EBP</i></p> <p>An annual target of 90 work experience places (15 in each directorate) has been agreed. Placements are being developed between April –</p>	<p>Andy Scott (Employment and Enterprise Manager)</p> <p>Wendy Forrest (Director, The HUB) Mike Tyler (Director, Education Business Partnership)</p>	<p>LEA Due date July 2010 Cabinet December 2012</p> <p>September 2010</p> <p>August 2010</p>

	July and are due to com on steam from July/August until the end of the financial year.	Linda Crawford (Organisational Development and Positive Action Schemes Manager)	
R3	<p>That NHS Tower Hamlets in partnership with the Council and other local health partners continue to develop specific schemes in professional health related fields with shortages to develop a workforce that reflects the community</p> <p>Skillsmatch is working closely with the health sector and health cluster businesses to ensure motivated job ready individuals are being linked to the vacancies which exist and have signed an SLA with Barts and the Royal London Hospital Trust to maximise the number of health sector jobs secured by residents <i>Financial implications: None.</i> <i>Agreement with Barts and London contains financial income for the Council to compliment the work of Skillsmatch. Promotion of health sector will be through communications plan developed alongside strategy work.</i></p> <p>A Health Careers Board has been established by NHS Tower Hamlets that includes all the NHS Trusts in Tower Hamlets, City University, Tower Hamlets College and the Local Authority. The Board will put into place Action Plans that will aim to attract more young people and adults into clinical careers. NHS Tower Hamlets will continue to provide work placements; graduate and apprenticeship roles to local people as part its plan to have a workforce that reflects Tower Hamlets communities. <i>Whilst the NHS is undergoing reorganisation and</i></p>	<p>Andy Scott (Employment and Enterprise Manager)</p> <p>Andrew Attfield (Associate Director Community Employment, NHS Tower Hamlets)</p>	<p>June 2010</p> <p>On-going</p>

		<i>reduction of management costs at present, it is committed, through the Health Careers Board, to increasing local employment in clinical areas, especially in relation to underrepresented BME communities. The full action plan is planned to be adopted in September, and will include marketing to parents and children on nursing roles, taster placements for school students and an extended apprenticeship programme.</i>		
R4	The Prosperous Community Plan Delivery Group (CPDG) explores extending existing Graduate Programmes in the borough to devise a summer internship programme for Undergraduate Tower Hamlets residents	<p>An internship scheme is being organised to start in August. It will offer 3 month placements with training / coaching support. The scheme will be for 20 graduates.</p> <p><i>No additional Resources required to meet this target , however we may have to reduce this intake to 13-14 places</i></p> <p>A number of organisations including Skillsmatch, ELBA, Young Foundation, Adaab Trust, University East London and the London Metropolitan University will be setting up an action group to look further into graduate unemployment and aspects of job brokerage for new graduates.</p> <p><i>Financial implications: None.</i></p> <p><i>Staff resource to attend steering group meetings is contained within current allocations.</i></p>	<p>Linda Crawford (Organisational Development and Positive Action Schemes Manager)</p> <p>Andy Scott (Employment and Enterprise Manager)</p>	<p>August 2010</p> <p>March 2011</p>
R5	That the Prosperous Community Plan Delivery Group (CPDG) explores either developing or supports in extending an existing mentoring project where unemployed young	<p>This recommendation will be considered further in the Employment Strategy refresh during 2010/11</p> <p>The action group mentioned in R4 will also look at a partnership approach to mentoring local graduates and advising them on employment related issues.</p>	<p>Andy Scott (Employment and Enterprise Manager)</p> <p>Andy Scott (Employment and Enterprise Manager)</p>	<p>March 2011</p> <p>March 2011</p>

	<p>The Employment and Enterprise Team are developing a communications strategy to publicise employment support. <i>Financial implications: None.</i> <i>Communications strategy will be developed as part of ongoing economic strategy development work</i></p>	<p>Andy Scott (Employment and Enterprise Manager)</p>	
R8	<p>That the Prosperous Community Plan Delivery Group (CPDG) use the Connexions model to explore developing a detached and outreach strategy to reconnect with unemployed 18-24 year olds</p> <p>As part of the Local Economic Assessment process, evidence of different groups of unemployed and economically inactive residents will be identified and evaluated. This work will lead to development of partnerships and engagement proposals to deliver the most productive methodology of engagement producing the highest impact for investment. This will include engagement with disadvantaged, detached and marginalised groups. <i>Financial implications: None.</i> <i>LEA process is near completion and within current budget allocations</i> <i>Strategy development and presentation are ongoing pieces of work within the Employment and Enterprise team, development of action plans will follow strategy through employment enterprise task groups and Prosperous communities group.</i></p> <p>Employment Task Group reporting to the Prosperous Community Plan Delivery Group to develop a localised multi-agency outreach pilot providing intensive support to young people transferring from NEET to JSA/ESA linked to the Employment Strategy, 14-19 plan and Olympic borough Strategic Regeneration Framework. <i>This is linked to DWP resourcing request in R9</i></p>	<p>Andy Scott (Employment and Enterprise Manager)</p> <p>Mike Tyler (Director, Education Business Partnership & Chair of the Employment Task Group)</p>	<p>LEA due date July 2010</p> <p>Action plan to be drafted by June 2010 for consideration by Employment Task Group</p>

<p>R9 That the Prosperous Community Plan Delivery Group (CPDG) works with Jobcentre Plus, Connexions and Local Authority teams to ensure that NEET young people moving into adult unemployment receive consistent and seamless support</p>	<p>The Employment & Enterprise team working on behalf of the Employment Task Group are already exploring the opportunities within DWP funding streams to develop proposals that will link the work of connexions, JCP and local delivery agencies to develop transition arrangements between service delivery at different ages. It would be preferable to create an innovative intervention which focuses young people on employment before they move onto an unemployment benefit delivery agency. This is ongoing. <i>Financial implications: None.</i> <i>Neet project is looking at external funding to go forward through ESF matched opportunities</i></p> <p>This will take forward work which has already been initiated and is a priority to be led through the Employment Task Group reporting to Prosperous Community Plan Delivery Group</p>	<p>Andy Scott (Employment and Enterprise Manager)</p> <p>Mike Tyler (Director, Education Business Partnership & Chair of the Employment Task Group)</p>	<p>On- going</p> <p>Action plan to be drafted by June 2010 for consideration by Employment Task Group</p>
<p>R10 That the Prosperous Community Plan Delivery Group (CPDG) commit to organising at least two job fairs annually</p>	<p>CPDG and its partners will organise a minimum of 2 jobfairs events per year which will include larger generic jobfairs as well as smaller targeted events. CPDG are committed to working alongside the Employment task group and its strategic partners and will gather and co-ordinate a jobfairs and events calendar for the year to ensure that internal and external investment in these events is maximised. CPDG and the</p>	<p>Andy Scott (Employment and Enterprise Manager)</p>	<p>On - going</p>

	<p>Employment Task group will also work alongside any new delivery organisations for the emerging government 'work programme' to promote job opportunities for local residents.</p> <p>Larger events will be managed by Jobcentre Plus and the Councils Skillsmatch service whilst smaller targeted events can be geographic based like the recent Ask Coach LOCOG/ RSL roadshow event in Bow and the LAP based event being planned by WNF programme team. Key sector based events will be designed to promote local opportunities including health, security, hospitality and retail. These events will target specific work sectors linked to Barts and Royal London, Olympics, new developments in the borough, sector shortage areas and growth sectors within the local labour market. Events can highlight different levels of jobs including from entry level through to graduate placements.</p> <p>Jobsfairs, events and publicising opportunities will also form part of the communications and publicity plan which is developing alongside the Employment and Enterprise strategies revision process.</p> <p>Financial implications: Medium Events with strategic partners will usually have funding attached to them. Specific events focusing on sectors or geographies will be planned into new programmes of work however additional funding allocations will need to be secured for current and ongoing programmes to</p>		
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		ensure successful outcomes.		
R11	The Third Sector Team liaises with third sector organisations to develop a clear and consistent commissioning framework that sets out at the outset what it intends to purchase and what the third sector is providing. In addition, the Third Sector Team explore methods to encourage the Third Sector to be more qualitative in approach rather than merely report on outcomes	<p>Third Sector Commissioners' Group to:</p> <ul style="list-style-type: none"> • Develop a framework (prospectus) • Work with the Third Sector Team and other colleagues to develop a capacity building Action Plan • Review the commissioning arrangements for MSG and CMF • Strengthen partnerships with third sector around commissioning and procurement by communicating opportunities to bid for LBTH contracts and facilitating a third sector provider day. <p><i>Might have future financial implications but at present this work is ongoing using existing resources</i></p>	<p>Richard Parsons (Service Head, Procurement and Corporate Programmes)</p> <p>Abid Hussain (Third Sector and External Funding Manager)</p>	<p>October 2010</p> <p>September 2010</p> <p>September 2010</p>
R12	That the Third Sector Team capacity build and support umbrella organisations and Third Sector Partnerships such as the Third Sector Employment Network to carry out collaborative work, influence policy and advice and support mainstream agencies	<ul style="list-style-type: none"> • Ensure support is available to local third sector organisations including infrastructure/umbrella organisations • Use third sector networks and advisory boards to seek advice and help influence and shape future and emerging policy. <p><i>Might have future financial implications but at present this work is ongoing using existing resources</i></p>	Alice Wallace (Third Sector Development Manager)	On going
R13	That the Employment	A scoping paper is already being drafted in	Andy Scott	December 2010

<p>greater careers education at a Primary School age, as is currently being piloted through the governments <i>Young peoples information, advice and guidance strategy - Quality Choice and Aspiration</i></p>	<p>team</p> <ul style="list-style-type: none"> • Ensure LA primary school improvement officers are familiar with DCSF documentation, the implications for primary school and the pilot programme for primary schools • Hold a dissemination event for primary headteachers on the pilot programme • Liaise with secondary colleagues to ensure alignment of approach • Use existing cross-phase clusters to develop the careers education pilot • Use SIP visits to audit existing careers provision in primary schools • Implement pilot 		<p>funding in April 2011</p>
<p>R16 That the Children's, Schools and Families Directorate work with all Schools in the borough to ensure young people have an opportunity to gain a qualification in Employment Skills</p>	<p>Passport to Employability targets and action plan for academic year 10/11 to be agreed through Employment Task Group. Targets to specify:</p> <ul style="list-style-type: none"> • Number of Schools offering the programme • Number of pupils registered onto the programme • Number to qualify at L1 and L2 in year <p><i>Employability currently sponsored by Nomura until July 2011. No additional resource required if sponsorship continues</i></p>	<p>Wendy Forrest (Director, The HUB)</p> <p>Mike Tyler (Director, Education Business Partnership)</p>	<p>September 2010</p>

R17	That the Children's, Schools and Families Directorate work with Schools and Colleges to increase the availability of industry related qualifications with support from appropriate employers	Tower Hamlets Applied Curriculum Strategy to be agreed through Hub Board and frame the ongoing work of the EBP and 14-19 Employer Engagement Manager <i>No additional resource required assuming continued central government EBL grant and school support (through DSG) for 14-19 Plan</i>	Wendy Forrest (Director, The HUB) Mike Tyler (Director, Education Business Partnership)	July 2010
R18	That the Children's, Schools and Families Directorate work with the Education Business Partnership and schools to improve quality and outcome of work experience, including a wider range of challenging opportunities with partner organisations	Work Experience improvement programme to be agreed by June for implementation by January 2011 <i>No additional resource required assuming continued central government EBL grant and school support (through DSG) for 14-19 Plan</i>	Wendy Forrest (Director, The HUB) Mike Tyler (Director, Education Business Partnership)	June 2010
R19	That the Council supports Councillors and other community leaders in developing their community leadership role in reducing worklessness and in particular encouraging and supporting groups which are under represented in the labour market	A range of seminars focusing on Members' community leadership role and how this can contribute to reducing worklessness will feature in the 2010-11 Member learning and development programme. (This would be subject to sign off by the Member L&D Working Group and CMT). <i>Internal training sessions will be cost neutral, however if there is a need to bring in external experts to deliver some workshops then there could be a possible cost involved with this.</i> The Employment and Enterprise Employment Strategy will detail local employment champions.	Steve Wiggett (Learning and Development Manager) Andy Scott (Employment and	On-going December 2010

SCRUTINY CHALLENGE SESSION ACTION PLAN – Raising Participation in Post 16 Learning in Tower Hamlets			
Recommendation	Response / Comments	Responsibility	Date
R1 That the borough review and revise their parental engagement policy and develop a more innovative and effective approach to engaging parents in their children’s post 16 education.	Offer advice to parents as part of all post-16 progression information provided in print or on line	Wendy Forrest, Director, Hub	January 2011
	Invite parents to Y11 options events in every school	Headteachers	March 2011
	Ensure that the parental engagement team and parent advice services have current, accessible and engaging information about post-16 options and can provide informed advice	Wendy Forrest	January 2011
	Hold targeted parents’ evenings for young people at risk of drop out through the Transition Mentor and Advanced Skills PA programmes	Wendy Forrest	May 2011
R2 That all partners continue to work with employers to develop and deliver a range of Level 3 apprenticeships, providing young people with clear progression routes and increasing employment opportunities by involving more employers through a more effective partnership.	Implement a joint approach to employer engagement through the Apprenticeship Task Group to target 50 large local businesses in partnership with the National Apprenticeship Service	Wendy Forrest	March 2011
	Trial Advanced Apprenticeships with at least two local work-based learning providers	Learning for Growth Partnership	August 2011
R3 That the borough target resources to the most	Undertake an equalities impact assessment to report the impact of the current 16-19 offer in Tower Hamlets on	Equalities team	April 2011

<p>vulnerable learners, which needs to ensure proactive engagement with those young people and identify their needs to provide integrated effective support.</p>	<p>participation by gender, ethnicity and ability</p> <p>Support 20 young parents return to learning or employment through a weekly learning and support programme delivered at Bromley by Bow Centre</p> <p>Support 20 young offenders leaving custody into learning or work, through implementing the London Resettlement Pledge</p> <p>Trail a new Level 1 traineeship, including work experience within the Council, with 5 young people with learning difficulties</p>	<p>Wendy Forrest</p> <p>Wendy Forrest</p> <p>Wendy Forrest</p>	<p>January 2011</p> <p>April 2011</p> <p>April 2011</p>
<p>R4</p> <p>That the borough and Hub partners consider further developing personalised progression support, which help young people develop personalised 'road maps' to progression.</p>	<p>Continue to pilot Advanced Skills Personal Advisers in five schools, supporting over 320 Year 11s to progress into post-16 learning and complete external programme evaluation</p> <p>Publish interim evaluation of targeted support with 30 NEET young people in Bromley by Bow, ensuring that they don't fall between youth and adult employment services as they manage transition at 18</p>	<p>Wendy Forrest</p> <p>Wendy Forrest</p>	<p>August 2011</p> <p>October 2011</p>
<p>R5</p> <p>That the borough examine the effectiveness of the integrated plan for young people with a view to developing it further in consultation with appropriate stakeholders.</p>	<p>Review proposals to support full participation to 18 through</p> <ul style="list-style-type: none"> § Hub Board § Achieving Economic Well-being Theme Group § Employment Task Group 	<p>Wendy Forrest</p>	<p>January 2011</p>
<p>R6</p> <p>That the borough identify services that provide long-</p>	<p>Develop evidence of demonstrated impact in terms of</p> <p>1. learner success</p>	<p>Wendy Forrest</p>	<p>March 2011</p>

term effectiveness and consider shifting resources to such services.	<p>2. learner progression to inform commissioning and monitoring of</p> <ul style="list-style-type: none"> § youth provision § 16-19 learning § Under 20 employment support 		
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Appendix 12

Response to Scrutiny Review Working Group Report on Child Poverty				
Recommendation	Response / Comments	Lead Officer	Date	Update: March 2011
<p>R1 That the Tower Hamlets Partnership develops on-going programmes to support specific groups facing barriers to employment.</p>	<p>Performance against the LAA targets (NI 151, 152 and 153) is ahead of target.</p> <p>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. A full evaluation of the programme is to be carried out which will help inform the Partnership's Employment Strategy.</p>	<p>Aman Dalvi, Corporate Director, Development and Renewal</p> <p>Louise Russell, Service Head Strategy and Performance</p> <p>Simon Kilbey, Service Head of HR and Workforce Development</p>	<p>March 2011</p> <p>March 2011</p> <p>March 2011</p>	<p>Performance against final year LAA targets is on-track. The Working Neighbourhoods fund programme is approaching its end in March 2011. Unverified job outputs up to December 2010 are 3,496 against an overall target of 4,000 people into work.</p> <p>There is confidence that the overall target of 4,000 for the programme will be met.</p> <p>The Councils Skillsmatch service has an individual target of 1800 to achieve by March 2011, performance up to December 2010 shows the programme has placed 1,719 local people into work. There is</p>

				confidence that the target will be achieved. Evaluation of the WNF programme is currently underway.
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.	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. A pilot is also in place using the concept of a 'well-note' as an intervention to reduce the likelihood of long-term sickness.	Simon Kilbey, Service Head of HR and Workforce Development	On-going	
R3 That Children's Services ensures that assessments, including Common Assessment Framework and Core Assessments include debt management considerations and whether financial advice is required as part of action planning.	Children Centre Family Support Workers complete CAF's. Where appropriate action plans reflect the need for financial advice and where this can be obtained e.g. through BRAC UK, parents guide to money, Citizens advice or any local Children's Centre service	Helen Lincoln, Service Head Children's Social Care	September 2009	Complete

	<p>Tax Credit</p> <ul style="list-style-type: none"> • Increased awareness of childcare element of Working Tax Credit • Better understanding of eligibility • Encouragement to apply for tax credits • Encouragement to notify about changes of circumstance • 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>present government came in</p>
<p>R5 That the External Funding Team consider how financial inclusion and debt management might be further promoted through wider</p>	<p>Currently fortnightly notice in EEL on Where to go for debt advice . Credit union advert continues to be placed every two weeks</p>	<p>Everett Haughton, Funding and Development Manager & Maura Farrelly ,</p>		<p>Regular information articles on debt advice ,financial inclusion, affordable credit and benefit take up continue to</p>

<p>publicity in East End Life and through the publications of key local agencies.</p>	<p>.Also regular information articles on debt advice ,financial inclusion and benefit take up in EEL and 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>Community Resources Office</p>	<p>On-going</p> <p>August 2009</p>	<p>be publicised in EEL and RSL publications and on the internet and intranet In response to demand a further 10,000 Where to Go for Advice leaflets were printed and distributed to front line agencies in Dec 2010</p> <p>The scrutiny recommendation have been implemented fully and</p> <p>a financial inclusion steering group with representatives from key statutory and voluntary sector agencies was established in Oct 2010 to ensure that this work is maintained and taken forward</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>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>Shahanaz Begum, Diversity and Equality Co-ordinator</p>	<p>March 2010</p>	<p>In depth research into women and worklessness in Tower Hamlets has been commissioned. This will involve a quantitative and qualitative element looking at the potential reasons behind worklessness amongst Bangladeshi and Somali</p>

				<p>women specifically.</p> <p>Final report to be completed in April 2011 - intended to feed into key strategies such as the Employment Strategy and Child Poverty Strategy</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>Mapping activity completed in January 2010 and disseminated between partners</p> <p>Progression routes have been discussed, identified and learners given referral opportunities.</p>	<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 completed for 2010/11 and disseminated to partners to support referrals</p> <p>An ESOL work placement project is under consideration as a legacy from WNF activity.</p>
<p>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>	<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</p>	<p>Tony Finnegan, Communications Officer & Jacqueline Harthill, Stakeholder Engagement Officer</p> <p>Jo Green, Planning and</p>	<p>Initial communications to coincide with launch (May – July 2009), ongoing communications thereafter</p> <p>September 2009</p>	<p>Complete</p> <p>Features highlighting the work the council is undertaking appeared in East End Life during 2010: Family Information Service 24.05.10</p> <p>Children's Centres 18.10.10</p>

	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.	Information Manager, Early Years Service	onwards	Improving Schools 01.11.10 Young People into Training/Employment 15.11.10 Housing 29.11.10 Benefits of Childcare 26.03.10 Holiday Fun 12.07.10 Starting School 13.12.10 One more ad to appear but postponed due to team reorganisation.
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 assistance and where they are not able to gain access to the household income.	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. Implementation of Recommendation 6 could lead to the identification of support for vulnerable women.	Shanara Matin, Interim Head of Participation and Engagement	On-going	Working Neighbourhood Funding has now finished, and no further funding has been identified by the Tower Hamlets Partnership to support ESOL financially.
R10 That the Cabinet in partnership with the Learning Skills Council lobby government to increase funding for ESOL.	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	Heather Bonfield, Service Head of Cultural Services	December 2009	BIS has consulted on the Skills for Sustainable Growth strategy which outlines the future for ESOL provision in terms of

	<p>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.</p>			<p>funding, Funding rates have declined by 32% and new eligibility criteria targets those on work related benefits. This is part of the governments' strategy to support individuals who are close to gaining work..</p>
<p>R11 That Jobcentre Plus review customer experience and case management with a view to improving the experiences of local people.</p>	<p>A range of recession busting measures were introduced in April 2010 not least Future Jobs Fund, Backing Young Britain and Day One/Six Months offers. These have had some success and have gradually been removed as the impact of recession has reduced and as the new Government's Welfare Policy and fiscal reforms have developed.</p> <p>Flexible New Deal will no longer be introduced, instead a new single Work Programme will come on line in summer 2011 that will encompass all existing provision, including Pathways to Work . The Work Programme will be individually tailored work focused support of up to two years irrespective of benefit claimed or customer group. The</p>	<p>Derek Harvey, External Relations Manager, Jobcentre Plus</p>	<p>December 2009</p> <p>Immediate</p> <p>August 2009</p>	

	<p>Work programme will have some mandatory attendance requirements and in return offer support to Incapacity Benefit (IB)/Employment Support Allowance (ESA), Income Support (IS) and Jobseekers Allowance (JSA)</p> <p>The Work Programme will be supported by work experience/apprenticeships/ volunteering offers involving third and voluntary sectors organisations. In addition existing IB customers will be reassessed through the Work Capability Assessment to determine whether they are fit for some work now, some time in the future or unlikely to be job ready. After which they will be respectively supported into claiming JSA, ESA (Work Related Activity Group) or ESA (Support Group).</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.</p>		<p>Immediate and ongoing</p> <p>On going and from October 2009 re Future Jobs Fund</p>	
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	<p>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 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%. Lone Parents with children aged 10 and over have been migrated onto either JSA or ESA as can no longer be considered lone parents for IS purposes. This will reduce to age 7 this October with plans to reduce further to age 5.</p>			
<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>	<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>Derek Harvey, External Relations Manager, Jobcentre Plus</p>	<p>December 2009</p> <p>August 2009</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 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>	<p>Steve Hill, Benefits Service Manager</p> <p>Steve Hill, Benefits Service Manager</p>	<p>September 2009</p> <p>Date to be confirmed</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>	
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		Steve Hill, Benefits Service Manager	July 2009	
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	<p>September 2009</p> <p>October 2009</p>	Complete
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.	Tower Hamlets has signed up to the London Child Poverty Pledge and is seen as a beacon for work in this area	<p>Layla Richards, Partnerships and Equalities Manager</p> <p>Shanara Matin, Interim Head of Participation and Engagement & Layla Richards, Partnerships</p>	<p>October 2009</p> <p>September 2009</p>	<p>Fully Implemented in the first six months of the plan in keeping with the deadline</p> <p>Fully Implemented in the first six months of the plan</p>

		and Equalities Manager		in keeping with the deadline
R15 That the Council explore ways of increasing the participation of new communities in the democratic process.	<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</p>	John Williams, Head of Democratic Services	<p>October 2009</p> <p>On-going</p> <p>December 2010</p>	<p>Following completion of the pilot programme of Cabinet meetings in Community venues undertaken by the previous administration to October 2010, the Elected Mayor is now developing proposals for a programme of surgeries and other participative events in venues around the borough from March 2011 onwards.</p>

	currently exploring holding meetings outside the Town Hall.			
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.	See recommendation 8 update.	Kelly Powell Communications Officer	On-going	See recommendation 8 update.
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.	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.	Afazul Hoque, Scrutiny Policy Manager	May 2010	The Overview and Scrutiny Committee undertook a review on the role of Scrutiny under an executive Mayor. This considered strengthening local community leadership to hold the Mayor to account.
R18 That the Strategy and Performance Team further develop the THIS Borough system to improve support to Members.	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 the period leading up to the local and General elections. The THIS Borough system is currently going through a major upgrade. Once completed, it would improve the speed of access to data.	Ashraf Ali, Local Information System Manager	December 2009	The system has been off line for a while now, as a result of maintenance work being carried out. During this time a study was completed analysing the benefits of THIS Borough. This included looking at whether we should still fund the system. CMT in December 2010 decided

	<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 improvements needed to support Members.</p>			<p>that the system should remain. We are in the final stages of maintenance work and plan to go live in March 2011. We will then schedule training and support sessions for Members.</p>
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Appendix 13

Response to Scrutiny Review on Strengthening Local Community Leadership			
Recommendation	Response/Comments	Responsibility	Date
<p>R1 That the Council develops a programme to raise awareness amongst Members, residents and other stakeholders of the Councillor Call for Action (CCfA) process.</p>	<p>CCfA process will be communicated to all stakeholders through a number of communication mechanism including the Council website, East End Life and internal bulletins. Discussions have already been held with partner organisations through the Community Plan Delivery groups. While there will be a chance to promote CCfA through the Ward Panels.</p> <p>Members will be briefed using the Members</p>	<p>Afazul Hoque (Scrutiny Policy Manager)</p>	<p>October 2010</p> <p>June 2010</p>

Response to Scrutiny Review on Strengthening Local Community Leadership			
Recommendation	Response/Comments	Responsibility	Date
	<p>Induction Session on Scrutiny.</p> <p>A tool kit for CCfA will be produced which will clearly outline to members how to raise a CCfA.</p>		October 2010
R2 That the Council create a robust analytical tool to provide better understanding of the problems faced by residents to find longer term and effective solutions.	The Performance Digest report is currently being further developed following feedback from this Scrutiny Working Group. The first report is expected at OSC and the LAPs in October with the second six monthly report due in April 2011.	<p>Stephanie Ford (Interim Performance Manager)</p> <p>Afazul Hoque (Scrutiny Policy Manager)</p>	October 2010
R3 That the Partnership develops local scrutiny with a problem-solving focus through LAP Steering Groups and links this in with the Council's Overview and Scrutiny Committee.	<p>In response to Steering Group feedback the Partnership has developed LAP task-groups. These are time limited and issue focussed groups who work with Neighbourhood Managers to identify solutions to specific issues. Elected Members are able to lead or hold task groups to account as part of their role as co-chairs of the wider LAP Steering Group.</p> <p>Guidance on Task groups has been published and made available to LAP Steering Groups.</p>	Lorna Hughes, (Senior Neighbourhood Manager)	On-going
R4 That the Council develops a programme to improve Councillors' links with third sector and partner organisations, focusing on enhancing their ward level	<p>A list with existing third sector networks will be sent to all Members.</p> <p>A Database is currently being developed with details of all third sector organisations which can be used to identify organisations by area</p>	Alice Wallace (Third Sector Development Manager)	June 2010

Response to Scrutiny Review on Strengthening Local Community Leadership			
Recommendation	Response/Comments	Responsibility	Date
leadership role.	<p>and themes. LBTH have commissioned Tower Hamlets CVS to develop a database.</p> <p>As part of the work on Voice and Representation a thematic health forum is being developed which will support the Member's Community Leadership role on the Health Scrutiny Panel. The ChangeUp Consortium is leading on – and resourcing - the development of the Health and Wellbeing Forum.</p>		
R5 That the Council continues to develop programmes to support Community Leaders at all level including targeted work with minority and new communities.	<p>The Council's Community Leadership Skills Programme has recruited 31 local community leaders. The programme will develop and enhance the community leadership skill of these residents. The programme started in August 2010 and is run by the Council of Ethnic Minority Voluntary Sector Organisations (CEMVO) and the School of Oriental and African Studies (SOAS). The participants will gain a post graduate diploma in Community Leadership.</p> <p>The CVS will also be delivering the "Skilling Up Programme" which is a course to support those involved in representing the third sector.</p> <p>Based on the previous programme a Future Councillor's programme will be developed to encourage and support under represented</p>	<p>Nasim Ahmed (WNF Programme Manager)</p> <p>Alice Wallace (Third Sector Development Manager)</p> <p>John Williams (Service Head, Democratic Services)</p>	<p>August 2010</p> <p>December 2010</p> <p>July 2011</p>

Response to Scrutiny Review on Strengthening Local Community Leadership			
Recommendation	Response/Comments	Responsibility	Date
	<p>communities to stand for office. This will be developed within existing Council and/or London Councils resources.</p> <p>Service Integration is leading on developing the Corporate Framework for Community Champions, which is where residents volunteer (Community Champions) to monitor the services provided by the Council. Initially Community Champions are focused on Communities, Locality and Culture's services, with the potential to expand the current 'upskilling' offered to the Champions (allowing them the ability to monitor a larger range of services).</p>	Shazia Hussain (Project Director – Service Integration)	April 2011
R6 That the Council develops Member Champion roles for the six equalities strands to ensure those areas are promoted at strategic and local level.	This year's Member Diversity and Equality Group (MDEG), chaired by Cllr Saunders, the lead Member for Equalities, will identify a Member champion for each of the equality strands. Through the MDEG Members will provide support and challenge to the implementation of the Council's six equality schemes.	Hafsha Ali and Frances Jones (Acting Service Heads, Scrutiny & Equalities)	Start in July 2010, with meetings ever quarter.
R7 That the Council develops a comprehensive Induction Programme for new Councillors including allocating Senior Officers to each Councillor to help them navigate around the Council.	A comprehensive Induction Programme has been developed for new Councillors and delivered from May 2010. New Councillors have also been offered the opportunity to 'buddy up' with a Senior Officer.	John Williams (Service Head, Democratic Services)	Completed
R8 That the Council develops innovative communication mechanisms such as use of	As part of the development of the Corporate Communication Strategy it will explore how social media can be used to publicise	Takki Sulaiman (Service Head Communications)	July 2010

Response to Scrutiny Review on Strengthening Local Community Leadership			
Recommendation	Response/Comments	Responsibility	Date
social media and developing councillors website to highlight their work including how local residents can work with Councillors to shape their area.	<p>Members and support digital engagement with citizens.</p> <p>The Council's website will be updated and opportunities will be sought around development of the Members Web pages.</p> <p>A Members Seminar will be organised outlining support available from Corporate Communications and how Members can improve their communication with local residents.</p>		<p>December 2010</p> <p>December 2010</p>
R9 That the Council rolls out a programme of formal meetings at different community locations within the borough.	<p>A pilot programme of Cabinet and other Committee meeting will be organised at community venues from Autumn 2010.</p> <p>An evaluation of this pilot will explore the benefits of full roll out. A pilot programme of 4 Cabinet meetings in outside venues is underway. This is being funded from within existing Democratic Services budgets. Any extension of the programme beyond this pilot - either to further Cabinet meetings or to meetings of other Committees will give rise to additional costs for venue hire and staff resources, estimated at an average of £400 per meeting, for which there is currently no budget provision.</p>	John Williams (Service Head, Democratic Services)	October 2010
R10 That the Council reviews the way petitions are managed and develops a more comprehensive system for receiving and responding to	<p>The regulations for petitions have been published and a scheme for managing petitions will be developed.</p> <p>E-petition facility will be developed by</p>	John Williams (Service Head, Democratic Services)	<p>July 2010</p> <p>December 2010</p>

Response to Scrutiny Review on Strengthening Local Community Leadership			
Recommendation	Response/Comments	Responsibility	Date
petitions.	December 2010. Both these will be publicised amongst residents and other stakeholders.		On-going
R11 That the Partnership reviews how the Local Area Partnership (LAP) structures involve Councillors more effectively by utilising their democratic mandate and relationships with their constituents, for example helping to accessing 'hard to reach' sections of the community and communicating with residents in more open ways.	The Partnership has taken part in the scrutiny review and used some of the emerging findings during the review process to inform wider work. For example the Partnership held a LAP Steering Group conference in January 2010 to explore improvements to LAP processes. Some immediate changes have been made to improve resident and councillor engagement within these structures. Further detail is set out in response to Recommendation 12. As part of the development of the Citizen Engagement Strategy we will be looking at how Members fulfil their community leadership role through the Partnership and are enabled to engage local communities and hard to reach groups. The consultation plan for the Strategy includes an induction / development session with Members.	Shanara Matin (Head of Participation and Engagement) Jon Underwood (Total Place Programme Manager) Shazia Hussain (Project Director – Service Integration)	October 2010 May 2010
R12 That the Partnership reviews the way work programmes and agendas are being set at LAP Steering Groups to ensure it has a more local focus and encourages other residents to attend.	LAP Steering Group agendas have been revised. They are now designed to allow half the meeting to focus on a Community Plan theme and the remaining half on local issues. The meetings have been programmed into a forward schedule to ensure there is a rotation of Community Plan Themes and will enable LAP input to be reported up to Community	Afiya Begum (Governance Team Leader) Afiya Begum (Governance Team Leader)	Completed Ongoing

Response to Scrutiny Review on Strengthening Local Community Leadership			
Recommendation	Response/Comments	Responsibility	Date
	Plan Delivery Groups of the same theme. The locality focussed section of the agenda will be determined by Steering Group members.		
R13 That the Council undertakes a feasibility study to explore allocating ward budgets to local Councillors.	In light of the current economic climate, there are no resources available to provide ward budgets and therefore any cost in undertaking a feasibility study would not be cost effective. However, the current Total Place Pilot includes a commitment to deliver a Budget Matrix, which aims to embed participatory budgeting into the service planning cycle.	None Shazia Hussain (Project Director – Service Integration)	Not complete March 2011

Appendix 14

Response to Scrutiny Challenge Session Report – English for Speakers of other Languages (ESOL)				
Recommendation	Response/Comments	Responsibility	Date	Update: March 2011
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 meetings have included discussions about private colleges offering ESOL qualifications and citizenship tests. Mapping of private colleges is planned for October 2010 Focus groups with private college representatives will follow once the mapping has been completed	Colin Perrins (Head of Trading Standards and Environmental Health Commercial) Eugene Walters (Community Partnerships Manager, Life Long Learning)	On-going Reviewed at bi monthly EPAG meetings December 2010- December 2010	Reviewed regularly at EPAG meetings. No instances have been reported.

Response to Scrutiny Challenge Session Report – English for Speakers of other Languages (ESOL)				
Recommendation	Response/Comments	Responsibility	Date	Update: March 2011
(EPAG), are encouraged to report any instances of fraudulent ESOL qualifications to Trading Standards that come to their attention.		Service)		
R2 That a further joint letter from the 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.	A letter was drafted and shared with Tower Hamlets 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.	Fiona Paterson (Head of Life Long Learning Service)	March 2010	BIS has consulted on the Skills for Sustainable Growth strategy which outlines the future for ESOL provision in terms of funding, Funding rates have declined by 32% and new eligibility criteria targets those on work related benefits. This is part of the governments' strategy to support individuals who are close to gaining work.
R3 That the New Approach to ESOL plan prioritises entry level ESOL courses	Entry level ESOL remains a priority and makes up the largest % of ESOL provision in the borough.	Clare Welburn (Preparation for Life and Work Manager , Life Long Learning Service)	2010-11 Plan completed by March 2010 2011-12 Plan completed	The New Approach to ESOL policy has been discontinued by BIS. However, the EPAG group

Response to Scrutiny Challenge Session Report – English for Speakers of other Languages (ESOL)				
Recommendation	Response/Comments	Responsibility	Date	Update: March 2011
and includes action to identify further funding for entry level ESOL provision.	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.		by September 2010	is refreshing its local ESOL strategy and action plan. Entry level remains a priority. The refresh of the Plan will be completed by March 2011.
R4 That EPAG ensures 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.	Completed	Tower Hamlets College EPAG Providers	Completed	Completed
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	JCP representatives have been invited to EPAG meetings.	Clare Welburn (Preparation for Life and Work Manager , Life Long Learning Service) Derek Harvey (Job Centre Plus)	Reviewed at bi monthly EPAG meetings June 2010	JCP representatives are invited to EPAG meetings

Response to Scrutiny Challenge Session Report – English for Speakers of other Languages (ESOL)				
Recommendation	Response/Comments	Responsibility	Date	Update: March 2011
local residents.	This has not been included in the 2010/11 work programme, however, Members may decide to review this in the next six-monthly monitoring report.	Afazul Hoque (Scrutiny Policy Manager)	October 2010	

Appendix 15

Response to Health Scrutiny Panel Review on End of Life Care			
Recommendation	Response/Comments	Responsibility	Date
R1 That the Care-Plus project be commissioned by NHS Tower Hamlets and London Borough of Tower Hamlets for a minimum of a further two years. The scope for disseminating learning from the project locally should be explored within the commissioning of the project.	<p>LBTH and NHS Tower Hamlets initially agreed interim funding for this project until March 2010 pending the completion of an evaluation of this project.</p> <p>The evaluation was completed (and identified by the Kings Fund as good practice) and based on this evaluation the service has been re-commissioned by the partners, initially for 2010/2011 and using just clinical staff.</p> <p>The future of the Project will be included within the Integrated Commissioning Programme currently being developed by LBTH and NHS Tower Hamlets.</p>	<p>Health Lead – Alison Roberts (Head of Commissioning, NHS Tower Hamlets)</p> <p>Social Care Lead – Barbara Disney (Commissioning Manager for Older People)</p>	Funding has been agreed until March 2011.
R2 That the needs and rights of carers, partners, single sex	NHS Tower Hamlets already applies the principles and aspirations set out by the panel	Social care lead – Barbara Disney	Completed

Response to Health Scrutiny Panel Review on End of Life Care			
Recommendation	Response/Comments	Responsibility	Date
partners and friends be recognised within the context of end of life care. In particular the tools used to facilitate discussion with families at end of life be extended to cover these groups.	in this recommendation in relation to end of life care using the Gold Standard Framework and Liverpool Care Pathway process of identifying the main carer and have appropriate discussions with them. It will continue to use this process so that all groups are included.	Health Lead – Alison Roberts	
R3 That the Council and NHS Trusts work in partnership with St Joseph's Hospice to extend palliative care in the community and train health and social care and care home staff on managing end of life care	One of the work streams for the Delivering Choice programme is looking at workforce development and training which includes both health and social care. Representatives from social care are already on other work streams which include elements of education and training need identification and care home work.	Health, social and voluntary sector Health lead – Alison Roberts Social Care lead – Barbara Disney	A variety of courses for health care assistant and non professional staff have been commissioned by NHS Tower Hamlets in 2010. Ongoing
R4 That the NHS Trusts in Tower Hamlets and London Borough of Tower Hamlets prioritise co-ordination across health and social care during discharge from hospital and as a part of this work that the major Hospitals in Tower Hamlets explore options to prioritise the transport needs of those at end of life.	As part of DCP ¹ this is an area that is being currently investigated and scoped	Health lead – Alison Roberts Social Care lead – Barbara Disney	Executive Board agreed for a co-ordination centre to be set up in Tower Hamlets funded from health in Jan 2010. Negotiations have started with community health services to set up a pilot.
R5 That the Council provide	There is a booklet designed by NHS Tower		

¹ DCP is the NHS Tower Hamlets / Marie Curie Delivering Choice Programme which was launched in August 2008 and works with partners including LBTH.

Response to Health Scrutiny Panel Review on End of Life Care			
Recommendation	Response/Comments	Responsibility	Date
<p>signposting and advice services on how to make wills and put in place Advance Directives and that these should be linked to information provided by the Births, Deaths and Marriages Registry services in the Borough.</p>	<p>Hamlets “What to do in event of a death in Tower Hamlets” which as details around signposting and putting in place advance directives.</p> <p>This recommendation will be incorporated into the Council’s Channel Strategy. Immediate actions include:</p> <ul style="list-style-type: none"> • To make sure the current literature is disseminated widely but sensitively including placement in Idea Stores • Reviewing and updating information put out by the Council including the use of East End Life • Ensuring Call Centre Staff are able to signpost residents appropriately 	<p>Social Care – Andrew Shirras (Strategic Services Manager, LBTH)</p>	<p>April 2010</p>
<p>R6 That health and social care services develop a common definition of end of life care to be understood by all staff working with older people in particular. The definition should agree the trigger for health and social care services to consider the end of life care needs of the individual.</p>	<p>The definition used is set out in the DCP and we are not able to use our own local definition. However the point is accepted in so far as this is about consistent training and common understanding of what end of life care is.</p> <p>Regarding the use of triggers, there is the Gold Standards Framework for Palliative Care in the Community and in Care Homes that partners are seeking to adopt.</p>	<p>Health lead – Alison Roberts</p> <p>Social Care lead - Barbara Disney</p>	<p>Completed</p>
<p>R7 That a joint health and social care post be created to lead on</p>	<p>Part of this function may be covered within the coordination centre</p>	<p>Health and social care (Delivering Choice</p>	<p>On-going</p>

Response to Health Scrutiny Panel Review on End of Life Care			
Recommendation	Response/Comments	Responsibility	Date
<p>the integration of health and social care services for end of life. The remit of the role would include creating a joint protocol for information share across health and social care including for the Older People's Panel and for co-ordinating care at the key points where health and social care interact.</p>	<p>The End of Life Board is overseeing a programme of work to promote a more integrated delivery of care building on the more general integration of provider services that is currently in progress.</p> <p>The Commissioning aspect of this work will be taken forward in context of the Integrated Commissioning Executive which oversees the integration arrangements in place between NHS Tower Hamlets and the Council.</p>	<p>Programme) Integrated Commissioning Executive</p>	
<p>R8 That the NHS Trusts and the Council review their provision of rapid death certification services to take account of local community needs including that of faith and explore the options for an inter-borough service to ensure 24 hour coverage. The service that is developed as a result of this will need to include a community engagement plan to publicise and improve access to the service.</p>	<p>NHS Tower Hamlets has already begun work on this issue and is in the process of setting up a working group to look at death certification and related issues for the community and hospital.</p> <p>The Council also already operates a joint bereavement office service with Newham Council, ensuring that burial forms are issued during public holidays. When delays to burial do occur it is because a doctor has not signed a death certificate.</p> <p>There are some legal constraints which make this recommendation difficult to achieve. A death can only be certified by the doctor who has seen the patient in the last 14 days. Out of hours/weekend death are covered by the Out of Hours GP service who will not have seen the patients before and therefore cannot</p>	<p>Health lead Alison Roberts</p>	<p>A date has not been set.</p>

Response to Health Scrutiny Panel Review on End of Life Care			
Recommendation	Response/Comments	Responsibility	Date
	<p>certify the death and this causes a delay, especially at weekends and over bank holidays when the normal GP is not available. It may cause distress for Muslim patients who need a quick burial.</p>		
<p>R9 That the Council consider piloting a programme of community based discussions on end of life care.</p>	<p>NHS Tower Hamlets welcomes the potential to enhance community dialogue and understanding through this approach. We believe it should be done with sensitivity and must include follow up and provision of training for staff involved and responding to requests that might come from the discussions.</p> <p>Social Care and NHS Tower Hamlets have previously participated in jointly hosted public discussions and welcomed this approach. A recent public engagement around acute hospital care for people with Learning Disabilities – “Six Lives” – has shown how successful this type of approach can be.</p> <p>We are working under the DCF programme on how we can adapt such an approach to End of Life Care. This will build on the relationships between equalities in the Council and local faith groups.</p> <p>An update will be provided to Members as</p>	<p>Barbara Disney and Alison Roberts</p> <p>Integrated Commissioning Executive</p>	<p>On-going</p>

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Recommendation	Response/Comments	Responsibility	Date
	part of the six-monthly monitoring of this Action Plan.		
R10 That on the basis of a common definition of end of life care being agreed by the Council and NHS Trusts, individuals should be assigned a single point of contact for co-ordinating all subsequent care.	Please see response to Recommendation 4.	Health and social care	Delivering Choice Programme - Work stream group to be developed and proposal for service improvement by January 2010.
R11 That a strategic approach to commissioning care homes be developed taking into account the need to deliver high quality and efficient services but also in a way that ensures there are sufficient resources and flexibility for care home staff to take up training to meet the end of life care needs of residents.	A service specification for end of life care in residential care homes to be developed and incorporated into the Commissioning work programme for the review of care home contracts - across both Council and NHS contracts.	Social Care – Barbara Disney Overseen by Integrated Commissioning Executive	Ongoing

Appendix 16

SCRUTINY REVIEW – REDUCING CHILDHOOD OBESITY ACTION PLAN			
Recommendation	Response / Comments	Responsibility	Date
R1 That the Children, Schools and Families Directorate find additional resources to provide free school meals for all pupils in Tower Hamlets.	If free school meals were offered to all pupils and the take up was 90%, the additional cost would be the lost income from pupils and schools of £2.990m and the additional costs of providing 8,650 more meals daily of £3.456m. This produces a total estimated cost of £6.446m, which would rise by a further	Layla Richards Service Manager, Strategy, Partnership and Performance	Update March 2011

	<p>£1.421m if the take up were to be 100% (full costings are explained at Appendix C). Children Schools and Families Directorate do not currently have the resources to provide free school meals to all pupils. However, if financial circumstances change and members still wish to make this a priority for the borough, Children, Schools and Families directorate will re-visit this recommendation. Whilst the coalition government has abolished plans to extend free school meal eligibility, Newham, who were a pilot area for the proposal, have pledged to continue funding for their free school meal scheme when the pilot ends in 2011.</p>		
<p>R2 That the Children, Schools and Families Directorate in collaboration with schools explore the possibility of introducing a cashless lunch payment system for all pupils to use when purchasing school lunch.</p>	<p>There are many benefits for installing a cashless system into schools especially when combined with an online payments system for parents.</p> <p>The report suggests that if a free school meals policy for all were to be adopted then this option would be obsolete however cashless systems have other benefits, for example tracking usage and uptake and managing the free school meals administration which is still likely to be required.</p> <p>For an online payments system, annual costs would be around £330 per primary and £900 per secondary school, with first-year set up costs of £250 per school.</p> <p>For a cashless system, the costs are approximately £3500-4500 per primary and up</p>	<p>Michael Hales, Head of Children Schools and Families Contract Services</p>	<p>Update March 2011</p>

	<p>to £20,000 per secondary, dependent on the number of tills required. Transaction charges of approximately 1.2% to 1.6% should also be budgeted for.</p> <p>Cashless payment systems are already operating in a number of schools in the borough and more schools are keen to adopt the system. Children's, Schools and Families will update the Overview and Scrutiny Committee on which schools have already installed the system and provide some analysis on whether this is successful.</p> <p>The cost of moving towards a cashless system is not something that has been provided for through delegated budgets to schools. The funding would either need to be found from individual school surpluses or from a corporate fund. The Children's, Schools and Families trading account would not be able to cope with this expenditure. This recommendation will be re-visited in 6 months to see whether it is feasible to carry out the cashless payment system in more schools.</p>		
<p>R3 That Children, Schools and Families Directorate work with schools to develop a staggered lunch hour, so that pupils are not queuing for long periods over lunch.</p>	<p>Head teachers to be asked to review lunch arrangements to ensure that lunchtime queuing is kept to a practical minimum. School council members could be involved in collecting students' views on this issue. In schools where queuing is an issue they are to be encouraged to consider alternative</p>	<p>Layla Richards Service Manager, Strategy Partnership and Performance.</p>	<p>2010/11 for research into schools where queuing is an issue and a plan set for 2011/12 implementation</p>

	arrangements, for example, timetable adjustments and staggered lunchtimes. These arrangements can be very disruptive and sometimes not practicable so creative and clear planning would be needed.		
R4 That Children, Schools and Families Directorate work with all secondary schools in the borough to adopt a closed gate policy preventing all pupils from routinely leaving school premises during lunch hours.	<p>Most secondary schools adopt this policy for 11-16 but it is not practicable for post-16 as many students travel to other institutions (e.g. Wessex Centre).</p> <p>We need to identify which secondary schools have an open gate policy and then School Improvement Service can work with heads to encourage them to adopt a closed gate policy and to discuss with them reasons why this is not the case.</p>	Layla Richards, Service Manager, Strategy Partnership and Performance.	Autumn Term 2010 for discussion with schools and if policy agreed, date for implementation would be set.
R5 That Children, Schools and Families Directorate provide updates on progress of the BSF programme to the Overview and Scrutiny Committee. This should outline the effects new lunch room areas are having on the uptake of school meals.	<p>BSF investment can support a reduction in levels of Obesity in schools across a range of areas including:</p> <ul style="list-style-type: none"> § The design approach for the preparation and serving of food in schools; § The use of modern and fit for purpose PE facilities § Additional support in curriculum areas relating to health and well-being including flexible spaces and an enhanced use of ICT. 	<p>Ann Sutcliffe, BSF – Service Head</p> <p>Katie McDonald, Scrutiny Policy Officer</p>	As per programme Update January 2011.

	<p>LBTH BSF has followed the principles of the DfE “Inspirational Design for Kitchen & Dining Spaces” (2007) which provides guidance to authorities on ensuring design quality in school dining which should foster good social interaction and provide a more interesting context to enjoy and promote healthy eating.</p> <p>The BSF Programme team can provide further updates to the Overview and Scrutiny Committee as required and this has been programmed for the January 2011 OSC Meeting.</p>		
<p>R6 That the Environmental Health Team requests all fast food outlets to have calorie contents on menus</p>	<p>This recommendation is a good idea in theory, in practice it can't work. Anybody preparing and cooking food for consumption will not be in a position to accurately state what the calorific content of their food will be. If they do they run the risk of misdescribing their food which could make them liable for prosecution under the Food Safety Act.</p> <p>However, the Environmental Health Team has been involved in initiatives to improve the food served in fast food outlets as part of the Healthy Borough programme. All food businesses in the Borough are being targeted and advised how to provide healthier food. Training sessions have been given to fast food businesses on healthier frying and nutrition workshops have been given.</p> <p>Businesses are also being encouraged to apply for the Food for Health award. If they are</p>	<p>Collin Perrins Head of Trading Standards and Environmental Health (commercial)</p>	<p>Update March 2011</p>

	<p>successful, they are demonstrating that they are compliant for food hygiene and that they are providing healthier food choices.</p> <p>The Environmental Health Team can provide updates on the progress of the Healthy Borough programme initiatives as required.</p>		
<p>R7 That Development and Renewal Directorate develop an evidence base to underpin emerging policy on managing fast food outlets in Tower Hamlets as outlined in the 'Healthy Borough Programme' report with a view of developing a means to restrict the over-concentration of fast food outlets in the borough, particularly those outside of town centres and within close proximity to schools.</p>	<p>Following the completion and subsequent examination of the Core Strategy the Strategic Planning Team has begun work on the Site & Place making and Development Management Plan Documents (DPDs). The Development Management DPD is exploring the extent to which the Planning system can manage the over-concentration of Hot-food takeaways, for example through restricting these uses to town centres, and only in town centres where there is no over-concentration. Other policy tools to restrict the over-concentration of uses are being explored and tested.</p> <p>As part of developing policy and testing identified implementation tools the Council is working in partnership with the PCT to develop an evidence base which will support these policies. Funding has been identified to undertake this research.</p> <p>In addition other policies and strategies which will encourage healthy lifestyles include the Green Grid Strategy, aiming to provide better connections between open spaces, and the forthcoming Local Implementation Plan, which aims to promote cycling and walking as means of active travel.</p>	<p>Owen Whalley (Service Head, Planning & Building Control).</p>	<p>March 2011</p>

<p>R8 That tackling childhood obesity will require the Council, Tower Hamlets Homes and RSLs to work more closely with fast food outlets. The Group suggest the following recommendations that will enable this:</p> <ul style="list-style-type: none"> • The Council, Tower Hamlets Homes and RSLs review the way they lease their properties ensuring that encouraging healthy eating is a pre-requisite for any new food business • Consider increasing levy charges to those that do not offer a healthy option, and reduce charges and business rates for those that do • Recognising owners of fast food outlets who are changing their menus towards healthy eating and rewarding those businesses 	<p>The report of this working group and this requirement was outlined to RSLs at the Development sub group on the 1st July 2010.</p> <p>It was discussed briefly and has since been circulated to each RSL. It was agreed that organisations should comment individually on the practicalities of implementing the recommendations by the next meeting which is scheduled for the 2nd September 2010.</p> <p>The council is currently in the process of finalising its RSL Preferred Partner Agreement and will seek to ensure that partners adhere to the Councils policy direction in this area as part of that programme.</p> <p>There are no resulting financial implications for the Council from these actions as RSLs will seek to implement as part of their ongoing business planning and will cost accordingly</p> <p>PCTs response:</p> <p>Public Health is supporting LBTH on developing 'healthy spatial planning' as part of the Healthy Borough Programme. This includes health impact assessments on 3 housing estates and the production of guidance for LBTH planners on integrating health into planning decisions.</p> <p><u>Financial implications</u> There are no resulting financial implications for the Council from these actions as RSLs will</p>	<p>Jackie Odunoye (Head of Strategy, Innovation & Sustainability)</p>	<p>December 2010 finalise partnering agreement</p>
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	seek to implement as part of their ongoing business planning and will cost accordingly.		
R9 That all vending machines found at Council and Partner buildings have healthy options.	<p>Facilities Management are currently reviewing the existing vending contract and are hoping to go out to tender soon. The specification given includes having healthy options available to staff on vend as well as Fair Trade products, so we should see a healthier range of products available in the four Council administration buildings supplied.</p> <p>The current contract does give the option to vary the products being sold apart from having two Fair Trade products (drinks). Unfortunately we cannot make changes to the machines at this present time but it is something that can be considered in future planning.</p> <p>NHS TH agree that the Council and NHS need to lead by example in tackling healthy eating and physical activity at work. NHS TH will ask its Healthy Workplace scheme to audit food provision in vending machines on NHS premises and advise on the possibilities and barriers for improving the health content.</p> <p>We would support a similar approach by LBTH e.g. to review provision of chocolates and crisps in leisure centres. In response to this NHS TH will lead in setting up a working group to look at this issue in the Autumn.</p>	<p>Amanda Baird (Strategy & Performance Manager, Facilities Management)</p> <p>Esther Trenchard Mabere. – Acting Joint Director Public Health, NHSTH</p>	Update March 2011
R10 That the Council leads on developing a	NHS Tower Hamlets agree the Council and partners should share best practice. We	Cathie Shaw Senior Public Health	Conference early 2011. On-going

<p>London Wide Network of practitioners to share best practice and develop strategic solutions to childhood obesity.</p>	<p>propose this could best be achieved by:</p> <p>a) Dissemination of the Healthy Borough Programmes work. NHS TH and LBTH are already planning a conference for early 2011 and the dissemination of significant evaluation reports.</p> <p>b) Bringing together NHS, Local Authority and Voluntary sector organisations in London which have an interest in obesity, possibly as a follow up to our HBP conference.</p>	<p>Strategist, NHS TH</p> <p>Mary Durkin Service Head of Youth and Community Learning</p>	
<p>R11 That the Council and Registered Social Landlords utilise land for community food growing initiatives, encouraging residents to actively learn and enjoy techniques for growing their own food.</p>	<p>This activity is now well established, CLC have engaged with registered landlords through THHF, and 8 RSL projects have been established, with a further 2 projects being established by THH .</p> <p>Further planned activities for 2010 are :-</p> <ul style="list-style-type: none"> • Develop a “Growing Network” set up for LAP projects • Food show • Photo exhibition <p><u>Financial implications</u> This programme is already funded through DoH: Healthy Community Challenge Fund plus local match funding.</p>	<p>Jackie Odunoye (Head of Strategy, Innovation & Sustainability)</p>	<p>May 2010</p>

	In December 2008 Tower Hamlets was chosen to be one of 9 Healthy Towns nationally and was the only London Borough to be successful. Tower Hamlets is receiving £ 4,680,000, the second highest level of funding nationally, over 2 years and 4 months (from December 2008 up to April 2011).		
R12 That THEOs allocate resources towards targeting fast food outlets that are responsible for waste and litter around their shops.	<p>The method of tasking THEOs is via the joint tasking process. It is difficult to target one issue with limited resources for this reason.</p> <p>As part of the Youth Participatory Budgeting, activity towards this objective will be undertaken as part of the after school patrols which are planned to take place from Sep – Dec 2010. The THEOs will patrol o/s problem locations across the borough close to schools to prevent ASB and reduce litter.</p>	Gavin Dooley Head of Enforcement and Community Safety	On-going
R13 That a report be presented to the Overview and Scrutiny Committee detailing the success of the Healthy Borough Programme. This paper should form the basis for strengthening proposals for requesting further funding beyond March 2011.	<p>Through the Partnership we are developing proposals for continuation of the elements of the Healthy Borough programme where we can show a positive impact with robust evidence. This work will be ongoing over the next few months with key dates in September and October for decisions to be made about work that can be mainstreamed or supported in other ways. There may be a funding gap that would still need to be addressed.</p> <p>A report to update the Overview and Scrutiny Committee could be presented in January 2011. By that time the overall position should be reasonably clear.</p>	Keith Williams Head of the Healthy Borough Programme & Katie McDonald (Scrutiny Policy Officer)	January 2011

Response to Scrutiny Working Group Report on Alcohol Misuse amongst Young People				
Recommendation	Response/Comments	Responsibility	Date	Response: March 2011
<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>A Joint Strategic Needs Analysis is being finalised looking at the needs of young people and alcohol. The JSNA will include</p> <p>Demography: age/gender, ethnicity, population projection</p> <p>Alcohol related needs: risk factors, deprivation, vulnerable groups, prevalence of unmet need</p> <p>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</p> <p>Alcohol specific services – provision and utilisation YOT, CSSS, Lifeline</p> <p>Mortality data; Young People’s Voices (findings from surveys and focus groups) Pulse, TIP, Schools, Rapid Response Team, Tellus3, Pupil Attitude Survey</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>The preceding JSNA has now expired and work has commenced on a revised JSNA for 2010/11 to include a focus on drugs and alcohol in young people and incorporating both qualitative and quantitative data. As part of the needs assessment process, insight has been sought from young people both engaged in services and naïve to treatment to obtain their views on services including education and suggestions for how to improve services locally.</p> <p>The preliminary social marketing work on young people street drinking and drinking in public spaces uncovered some useful insight into the reasons for drinking in public spaces in the context of young people’s lives in the borough generally, young people’s aspirations for the future,</p>

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	<p>As part of a social marketing programme managed by Public Health, research was commissioned into alcohol use 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>	<p>Marie-Carmen Burroughs Public Health Strategist Tower Hamlets NHS</p> <p>Angela Lewis Community Resource Manager, Strategy Commissioning and Partnerships</p>	Jan 2010	<p>their thoughts on life in the borough, perceptions of diversion activities and service provision for this group. The preliminary findings led to the extension of the work to map the various community assets available to young people and discover local best practice values and ethos for effective diversion and potential adoption by services for this group.</p>
R2	<p>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</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</p>		<p>There have been 137 test purchases carried out to date (7/2/11) and of those, 19 premises sold to under-age test purchasers.</p> <p>Fixed penalty notices were</p>

Response to Scrutiny Working Group Report on Alcohol Misuse amongst Young People				
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cadets.	<p>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> <p>Other reviews are under consideration.</p> <p>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>John McCrohan Trading Standards Manger Trading Standards</p> <p>Nigel Nottidge, Chief Inspector, Metropolitan Police</p>	<p>Ongoing on a quarterly basis</p> <p>Ongoing on a quarterly basis</p>	<p>issued to the sellers and written warnings were sent to the designated premises supervisors and premises licence holders.</p> <p>One case file has been submitted to Legal Services and a summons has been issued against the premises licence holder, with the first hearing at Thames Magistrates Court on 11th February.</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>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</p>	<p>John McCrohan Trading Standards Manger Trading Standards</p>	<p>January 2010 April 2010</p> <p>July 2010</p>	<p>Press releases have been issued.</p> <p>There have been five partnership days with HMRC to date.</p> <p>One off licence had its licence revoked following a review triggered by Trading Standards arising from seizures of smuggled alcohol and under age</p>

Response to Scrutiny Working Group Report on Alcohol Misuse amongst Young People				
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	<p>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>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> <p>All schools are able to access support from the Drug & Alcohol Education Adviser with staff INSET, policy development, model</p>	<p>Lorraine Hachou Joint Head, Extended Services</p> <p>Lorraine Hachou</p>	<p>September 2009</p> <p>Ongoing</p>	<p>An audit into the provision of both Drug Education within Tower Hamlets' schools has been ongoing. The aim of the audit is to map delivery of Drug Education in the Borough and to enable more tailored support to be offered to individual schools.</p> <p>To date, 73% of secondary schools,</p>

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

Recommendation	Response/Comments	Responsibility	Date	Response: March 2011
				<p>alcohol awareness assembly for secondary schools</p> <ul style="list-style-type: none"> - Delivery of a 'risky behaviour' assembly for Year 10 and Year 11 students at Sir John Cass Secondary <p><u>JSNA: Alcohol & Young People Partnership work</u></p> <hr/> <ul style="list-style-type: none"> - Organising and supporting the running of two alcohol-specific focus groups held with students at both Langdon Park and George Green's - Recruiting Bethnal Green Technology College and Langdon Park Secondary School to participate in the 'Alcohol & Me' Event during Alcohol Awareness Week,

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Recommendation	Response/Comments	Responsibility	Date	Response: March 2011
				<p>meeting with students and lead teachers, acting as the point of contact between the PCT and the schools</p> <p>Central Training with 9 Primary Schools and 8 Secondary Schools which included:</p> <ul style="list-style-type: none"> - An outline of the aims, objectives, content and national and local context for Drug Education at each Key Stage - How to develop/update a Drug Education Policy and Drug-Related Incident Guidelines - Practical lesson ideas - Good practice teaching methods - Resource recommendations - How to deal with disclosures and sensitive questions - A session covering basic drug awareness - Lifeline's Education

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				<p>Lead delivered a practical session to participants regarding making referrals and how to use the Lifeline screening tool</p> <ul style="list-style-type: none"> - The Hidden Harm Coordinator delivered a session on parental substance misuse, early identification and the M-Pact programme <p><u>INSETS</u> Stepney Green Secondary: 12 support staff Virginia Primary INSET: 9 teachers Shapla Primary INSET:40 school staff Clara Grant Primary (upcoming) Ian Mikardo School (upcoming) Old Palace Primary (upcoming)</p> <p><u>Model</u> _____ <u>lesson</u> <u>delivery/lesson</u> <u>observation:</u> _____ _____</p>

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Recommendation	Response/Comments	Responsibility	Date	Response: March 2011
				Virginia Primary (1 teacher) Manorfield Primary (2 teachers, 2 support staff) Osmani Primary (8 teachers, 8 support staff) Lansbury Lawrence Primary (2 teachers, 2 support staff) Hermitage Primary (2 teachers, 2 support staff) St Paul with St Luke (2 teachers, 1 support staff) Central Foundation Secondary (observing NAFAS) St Paul's Whitechapel Primary (2 teachers, 2 support staff) Central Foundation Secondary (1 teacher) <u>Policy updating/review/development:</u> _____ _____ Bow Secondary Blue Gate Fields Infants Cherry Trees Primary George Greens Secondary Hague Primary

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				<p>Ian Mikardo Secondary Langdon Park Secondary Manorfield Primary Mulberry Secondary Redlands Primary Virginia Primary St Paul with St Luke Primary Third Base PRU Central Foundation Secondary Old Palace Primary (upcoming) Phoenix School</p> <p><u>Parent Drug Education</u> <u>sessions:</u> _____</p> <p>Bow Secondary</p> <p>Redlands Primary</p> <p>Parent Drug Education sessions involved:</p> <ul style="list-style-type: none"> - An overview of the Drug Education curriculum at each Key Stage - The national and

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				<p>local context for Drug Education</p> <ul style="list-style-type: none"> - A representative from the school discussing the school's own Drug Education curriculum - The opportunity for parents and carers to look at resources and ask questions - Basic drug awareness - Practical advice for talking to children and young people about drugs - Signposting to local support services <p><u>Lesson planning/curriculum assistance:</u> _____</p> <p>Virginia Primary Hague Primary St Paul with St Luke Primary Manorfield Primary Mowlem Primary Langdon Park Secondary</p>

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Recommendation	Response/Comments	Responsibility	Date	Response: March 2011
				<p>Supporting schools with lesson planning has involved:</p> <ul style="list-style-type: none"> - Providing an overview of the Drug Education curriculum at each Key Stage - Reviewing the school's existing Drug Education curriculum to identify gaps/areas for update/cross-curricular links <p><u>PSHE training</u> Teachers from 8 schools successfully completed the PSHE CPD in the last academic year. Funding has now ceased for the national course and so we re now running local PSHE training. 30th Sept 2010 - PSHE Training(Secondary) - 8 schools</p> <p>7th Oct 2010 - PSHE Course – 29 schools</p> <p>18th Jan 2011– Emotional Health and Well Being</p>

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Recommendation	Response/Comments	Responsibility	Date	Response: March 2011
				Traing – 35 schools 1st Feb 2011 - PSHE Curriculum Development – 31 schools
R6 That the Council uses BME media to highlight the dangers of alcohol misuse.	The Council continue to use BME media and other methods of communications to highlight the dangers of alcohol misuse.	Poppy Turner CS Engagement Manager	Ongoing	Since this scrutiny action was formulated, we have: - <ul style="list-style-type: none"> • addressed alcohol in 2 programmes on Channel S, • annually on Ramadan radio (08, 09, 10) • Activities around Drug Awareness week and Alcohol Awareness Week press released to BME media • Adverts on drug treatment services in borough • Articles in Somali eye • A large number of press releases to BME media including about the DAAT, the alcohol strategy, alcohol abuse, family intervention work and human interest

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				<p>stories such as how THEOs played a role in helping street drinkers to recover. Particular coverage in London Bangla and Janamot ahas been secured.</p> <p>Please note that whilst early work was funded from a dedicated budget within the DAAT, this funding is no longer in place.</p>
<p>R7 That commissioned 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>Work has been continuing on 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</p>	<p>Lorraine Hachou Joint Head, Extended Services</p> <p>Kevin Jones Substance Misuse Worker, Youth Offending</p>	<p>September 2009</p> <p>Ongoing</p>	<p>We do not yet have the recording systems in place for detailed monitoring of alcohol (or drug) use of our YOT cases despite this application originally being submitted in 2009....despite numerous, endless calls to chase this up this is still to materialise though we are expecting this any day now. Up to this point the YOT drug service has to be still recognised as a T2 targeted service.</p>

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	<p>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> <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>Angela Lewis Community Resource Manager, Strategy Commissioning and Partnerships</p> <p>Kevin Jones Substance Misuse Worker, Youth Offending</p> <p>Marie-Carmen Burroughs Public Health Strategist Tower Hamlets NHS</p>	<p>April 2009</p> <p>April 2010</p>	<p>As such we are performing alcohol interventions both at face to face, individual levels and also as Groupwork. Groupwork has been established with the police force to incorporate alcohol into their 'guns and gangs' series of Groupwork so that a session is dedicated to the dangers and laws around alcohol use. I have been consulted on this and am told that this work will include harm reduction, risks in using alcohol and preventative measures.</p>
R8 That commissioned specialist agencies need to	Although a proposed collaboration with NAFAS	Angela Lewis Community Resource		The Pooled Treatment budget that is the main

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investigate and develop culturally appropriate responses for young people to ensure that alcohol interventions are effective and acceptable for all the communities and faith groups in the borough.	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 worker has recently been employed to work with the families of young people with drugs and alcohol related problems.	Manager, Strategy Commissioning and Partnerships	April 2010	source of funding for young people's substance misuse service has been significantly reduced in 2011 with a loss of 48% of funding. This is likely to impact on the family work that Lifeline has previously been able to carry out. The full impact of this will not be realised until new service arrangements are negotiated and agreed with Lifeline prior to the existing contract expiring on 30 April 2011.
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>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</p>	Dinar Hossain Head of Youth and Community Service	Sept 2009	75 Staff, youth workers have been trained on alcohol related issues. During the inspection process it has been noted that the training has helped youth workers to sign post young people to services and support them where necessary. The young people's substance misuse group formerly known as the 'PULSE GROUP' decided to commission a DVD to

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	LAP area with young people.			explore the issues surrounding 'drugs' instead of Instead of delivering Alcohol Peer Education in each LAP. The DVD is being developed by 10 young people who have been recruited form across the borough and will feature 3.5 minutes of interviews with young people, residents and staff and how to raise and discuss the issue with a young person. The finished product will be used a resources in youth clubs to promote conversation and stimulate debate.