

Committee Overview and Scrutiny	Date 7 March 2007	Classification Unrestricted	Report No.	Agenda Item No. 9.1
Report of: Assistant Chief Executive Originating Officer(s): Alan Steward, Scrutiny Policy Manager		Title: Overview and Scrutiny Recommendation Tracking Report: Update Ward(s) affected: All		

1. Summary

1.1 This report provides a progress report on Overview and Scrutiny Committee's Recommendations.

2. Recommendations

2.1 Overview and Scrutiny Committee is asked to note the progress in implementing its recommendations.

LOCAL GOVERNMENT ACT, 2000 (SECTION 97)

LIST OF "BACKGROUND PAPERS" USED IN THE PREPARATION OF THIS REPORT

Background paper

Name and telephone number of and address where open to inspection

Recommendation Tracking Report – 6 October 2007

Angus Dixon
020 7364 4850

3 Report

- 3.1 As part of its regular work programme, Overview and Scrutiny Committee receives a regular, 6-monthly, recommendation tracking report to monitor progress in implementing past recommendations. This covers all its recommendations since 2003/04 including those from the Committee and Working Group reviews.
- 3.2 Overall, services are implementing many of the recommendations made by Overview and Scrutiny. This takes a number of forms from being mainstreamed into ongoing service development through to specific initiatives.
- 3.3 Appendix 1 provides an update of the tracking system. It is organised by the broad themes from the Strategic Plan with the additional area of health for the Health Scrutiny Panel. Where there are changes since the last update they are highlighted like **this**.
- 3.4 As noted in that report to 6 October 07 meeting, many of the updates will not change significantly from one tracking report to the next given the nature of the recommendations. For each recommendation there is an indication of whether monitoring should continue and, if so, when a detailed update will be sought.
- 3.5 Appendix 1 shows those recommendations that are either outstanding or ongoing. Recommendations that have been achieved and reported back are not shown. Appendices 2-8 show the progress on the Committee's reviews monitored on a 6-monthly basis. The appendices show the recommendations made, response by Cabinet and an update. Reviews completed before June 04 only provide an update as these were produced under the previous scrutiny arrangements.
- 3.6 As with other corporate monitoring reports, a traffic light system is used to indicate progress. Red highlights an area where there has been no progress or there is significant delay in implementing the recommendations. Yellow indicates that the recommendation is in the planning stage or that, although there is some progress, this is less than satisfactory. Green shows that the recommendation has been achieved or progress in its implementation is satisfactory.
- 3.7 The report shows that in terms of the 14 issues monitored, 12 are at green with 2 to be confirmed once the update is available.
- 3.8 In considering the monitoring and tracking of scrutiny recommendations in the future, it may be useful for members to consider revisiting a review to look at progress, its impact and the potential lessons for future reviews. This could be achieved through a one-off challenge session on a review topic or through a briefing session for the Scrutiny Lead. This can be considered as part of the Overview and Scrutiny Work Programme for 2007/08

4 Concurrent Report of the Assistant Chief Executive (Legal)

- 4.1 Under Section 21 Local Government Act 2000, the Council has a duty to deliver an effective and robust Overview and Scrutiny function. Monitoring the progress and impact of recommendations made by Overview and Scrutiny is one of the elements to ensure the proper and effective management of the function.

5 Comments of the Chief Financial Officer

- 5.1 There are no financial implications arising from this report.

6 Equal Opportunity Implications

- 6.1 Equal opportunities are central to the work of the Overview and Scrutiny Committee. A number of reports and reviews have specific equalities themes including access to sexual health services for young people and access to council services for disabled people.

7 Anti Poverty Implications

- 7.1 Anti-poverty is central to some aspects of the work of the Overview and Scrutiny Committee particularly work within Creating and Sharing Prosperity such as that on Planning Obligations.

8 Sustainable Action for a Greener Environment

- 8.1 The Committee has considered sustainable action for a greener environment through its update on the Cleaner Safer Places Best Value Review.

9 Risk Management

- 9.1 There are no direct risk management implications arising from this report. Monitoring of the implementation of the Committee's recommendations is important to make sure that the Council responds to the suggestions and findings of Overview and Scrutiny's work.

Appendix 1 Overview and Scrutiny Recommendation Tracking Update

Appendix 2 Progress on Street De-clutter Recommendations

Appendix 3 Progress on Domestic Violence Recommendations

Appendix 4 Progress on Youth Services Plan Recommendations

Appendix 5 Progress on SACRE Recommendations

Appendix 6 Progress on Access to Services Recommendations

Appendix 7 Progress on Consultation on the Council's Budget Recommendations

Appendix 8 Progress on Access to Services for Disabled People Recommendations

Appendix 9 Progress on the Role of Ward Councillors in the Tower Hamlets Partnership Recommendations

Overview and Scrutiny Recommendation Tracking Update

Living Well

Issue Educational attainment of children looked after	Rec Date 5 Apr 05	green
Monitoring Status – No further monitoring		
Recommendation That Overview and Scrutiny maintain annual monitoring of this service.	Response / Progress This is now incorporated into the Work Programme of the Scrutiny Lead for Learning, Achievement and Leisure.	

Issue Housing Needs Survey	Rec Date 9 Nov 04	green
Monitoring Status – No further monitoring		
Recommendation That a seminar for all members is organised on the results of the Housing Needs Survey.	Response / Progress Information from the Housing Needs Survey has been included within the members' seminars on the Local Development Framework (LDF), Supporting People and Arms Length Management Organisations (ALMOs).	

Living Safely

Issue Urban Junk or Urban Funk – Street De-clutter	Rec Date 7 Jun 05	green
Monitoring Status – Maintain annual monitoring		
Recommendation This review considered the issue of street de-clutter in the borough and how it could be reduced. The Working Group made 16 recommendations to Cabinet.	Response / Progress The report was submitted to Cabinet on 7 Sep 05. 14 of the 16 recommendations were accepted. A full update on implementation is provided in Appendix 2 which shows good progress. The review of the Street Design Guide is now planned for 2007/08.	

Issue Review – Domestic Violence	Rec Date 4 Apr 06	green
Monitoring Status – Maintain annual monitoring		
Recommendation This review considered domestic violence in Tower Hamlets and the multi-agency response to the issue. The report made 12 recommendations for action.	Response / Progress The report was submitted to Cabinet on 6 Sep 06 and all recommendations were accepted. A full update on implementation is provided in Appendix 3 which shows good progress.	

Creating and Sharing Prosperity

Issue Fair Shares Review	Rec Date 10 May 05	To be confirmed
Monitoring Status – Maintain annual monitoring		
Recommendation This review considered how local communities benefited from the borough's high levels of economic development and regeneration. The Working Group made 10 recommendations to Cabinet.	Response / Progress The report was submitted to Cabinet on 7 Sep 05. All of the recommendations were accepted. The update is in preparation and will be available at the meeting.	

Learning Achievement and Leisure

Issue Youth Services Plan Review	Rec Date 10 May 05	green
Monitoring Status – No further monitoring		
Recommendation This review considered the Council's Youth Services Plan with focus on accommodation and partnership working. The Working Group made 17 recommendations to Cabinet.	Response / Progress The report was submitted to Cabinet on 8 June and further considered in Aug 05 as part of the Youth Services Plan 2005/06. All the recommendations were accepted. Most of the recommendations are now implemented fully, with the two showing good progress. It is therefore proposed to stop monitoring these recommendations. A full update is provided in Appendix 4.	

Issue Standing Advisory Council for Religious Education (SACRE)	Rec Date 10 Jan 06	green
Monitoring Status –No further monitoring		
Recommendation This challenge session made 7 recommendations for the directorate to consider.	Response / Progress The directorate accepted all recommendations. A full update is provided in Appendix 5 which shows that all recommendations have now been implemented. It is therefore suggested that there is no further monitoring.	

Issue School Exclusions	Rec Date 4 Apr 06	To be confirmed
Monitoring Status – To be confirmed		
Recommendation This review looked at school exclusions within the borough to increase understanding of the issues, the support available and action being taken to deal with them. It made 10 recommendations to Cabinet.	Response / Progress The report was submitted to Cabinet on 6 September 2006. All the recommendations were accepted, although some only partially. The update is in preparation and will be available at the meeting.	

Excellent Public Services

Issue Review - Access to Services	Rec Date 1 Apr 04	green
Monitoring Status – Maintain annual monitoring		
Recommendation This major review conducted by the Excellent Public Services Scrutiny Panel in 2003/04 resulted in a report with 13 recommendations for action.	Response / Progress All recommendations were accepted and good progress in implementation. A full update is provided in Appendix 6.	

Issue Consultation on the Council's Budget	Rec Date 8 Feb 05	green
Monitoring Status – Maintain annual monitoring		
Recommendation This review considered the Council's consultation on its budget. The Working Group made 7 recommendations to Cabinet.	Response / Progress The report was submitted to Cabinet on 11 May 05 and all recommendations accepted. A full update is provided in Appendix 7 which shows significant progress in implementing the recommendations.	

Issue Access to services for Disabled People	Rec Date 7 Jun 05	green
Monitoring Status – No further monitoring		
Recommendation This review considered access for disabled people to council services. The review considered Council policy and practice and the accessibility of Council buildings, documents and the website. The Working Group made 11 main recommendations to Cabinet.	Response / Progress The report was submitted to Cabinet on 7 Sep 05 and all the recommendations accepted. A full update is provided in Appendix 8 which shows significant progress has been made in implementing the recommendations. Since the review was completed, the Council has agreed its Disability Equality Scheme. This incorporates most of the aspects of the review's recommendations. This will be monitored by the Committee through the Equalities Action Plan. It is therefore suggested that these recommendations are no longer monitored.	

Issue The role of Ward Councillors in the Tower Hamlets Partnership	Rec Date 7 Feb 06	green
Monitoring Status – Maintain annual monitoring		
Recommendation This review was conducted in 2005/06 and considered the role of councillors in the Partnership. It resulted in a report with 11 recommendations for action.	Response / Progress All but one of the recommendations were accepted. Many have now been achieved. The Local Government White Paper has changed the context for a number of recommendations and although there has been progress, these will be explored further once the details of the proposals are known. A full update is provided in Appendix 9.	

Health

Issue Access to Sexual Health Services for Young People	Rec Date 5 Apr 05	green
Monitoring Status – Maintain monitoring with update in Mar 08		
Recommendation This review considered local sexual health services for young people. It made 24 recommendations to the Council, Tower Hamlets PCT and Barts and the London Acute Trust.	Response / Progress The review recommendations were considered and accepted by all organisations. An update report on progress made was submitted to the Health Scrutiny Panel in March 06. A further update is scheduled for the Panel's first meeting of next municipal year	

Issue Delivering Choosing Health: A Case Study of Obesity	Rec Date 26 Sep 06	green
Monitoring Status – Maintain monitoring with update in Mar 08		
Recommendation This review considered the Government's Delivering Choosing Health initiative through a case study of services and initiatives aimed at tackling obesity. It made 12 recommendations to the Council and Tower Hamlets PCT.	Response / Progress The review recommendations were considered and accepted by all organisations. An initial response was submitted to the Health Scrutiny Panel in December 06. This is being further considered by Cabinet in April 07.	

Update on Overview and Scrutiny Committee Working Group on Street De-clutter

Recommendation	Response	Date	Update Feb 07
R1 That the Council's Street Design Guide be adopted as Supplementary Planning Guidance	Development and Renewal and Environment and Culture officers advised against this recommendation, as it is not appropriate. However the Section 38 Design Guide for Adoptable Roads does need to be formally incorporated into the Street Design guide and can then be adopted as a whole by Cabinet.	Not agreed	Delayed A review of the entire Street Design Guide will be included in Street Management Service Plan for 2007/8 due to a lack of resources available to deliver project in 2006/7.
R2 The Environment and Culture directorate prepare a regular assessment of the Street Design Guide's effectiveness	Review new schemes in the light of a sample of effectiveness after completion. The first report to be incorporated into Cabinet report on review of Street Design Guide.	Dec 05	Included as above
R3 Inter disciplinary training opportunities be taken up by all professionals managing, co-ordinating and designing streets in the borough	Agreed as opportunities available such as links with Urban Design London for Officer development.	Ongoing	Implemented Street design training organised and undertaken in March 06 for all Transportation & Highways officers. 2 further staff are enrolled on a new street Design course and the Group Manager Design is acting as a mentor to the new national design group (PRIAN)
R4 Street design and decluttering be part of the Council's strategic priorities and be incorporated into the Strategic Plan	Street design and decluttering be considered as part of the debate when formulating the Council's strategic priorities. This could be included in the 2006/07 Strategic Plan.	Dec 05	Implemented A number of street design projects are included in the Strategic Plan Living Safely category.

Recommendation	Response	Date	Update Feb 07
R5 The Environment and Culture directorate work towards developing an informal compact between the Council and utility companies	All of the recommendations relating to utility companies are interlinked. Tower Hamlets staff work informally with utilities at every opportunity. There are a number of regular Forums for liaison to develop.	Ongoing	Implemented Forums continue to be held regularly and particularly strong joint working is being established with Thames Water who have agreed to fund an additional post to facilitate this work.
R6 The Council should lobby through pan London organisations against some of the changes which may be introduced under the Traffic Management Act	Officers and Members to lobby on every opportunity if recommendations are detrimental to the interests of the residents of Tower Hamlets.	Ongoing	No detrimental schemes have been encountered to date.
R7 The Council should publish and regularly update the Register of Street Works via the Council's website	There is a major GIS project to link the current software with the Council's website and pan-London information banks. With resources allocated from the growth programme it should be possible to deliver by end of March 06. This is part of the Council's IEG statement for delivery this financial year.	Mar 06	Implemented This went live in April 06.
R8 Through local news media the Council should encourage members of the public to access the Register of Street works to improve monitoring of utility companies	As above in R7.	No date set	GIS connectivity makes website links possible.
R9 A Street Clutter Audit be carried out and targets be set annually for the reduction of clutter as a whole in the borough	Street Clutter Audits for selected defined areas be carried out. It is proposed that this is tied into the Asset Management Plan for Highways and Footways being developed. Year on year audits to develop into a five-year programme.	Mar 06	Implemented Audits carried out on funded schemes 2006/7 – Bethnal Green Rd, Hackney Rd, Manchester Rd, Westferry Rd, Mile End Gateway and Poplar High St.

Recommendation	Response	Date	Update Feb 07
R10 When planning major projects on specific roads consideration should be given to measures outside of the scheme that will reduce stark contrasts with surrounding areas	Considering street clutter in the vicinity when planning major projects is recognised good practice and can be adopted where funding and ownership permissions can be secured. Please note that some clutter is not within the control of the Council.	Ongoing	Taken into consideration in scheme design. (Included in above schemes)
R11 The first option in putting in new signage should be to fix signs to existing posts and walls. To assist this a legal pro-forma should be developed to be used for attaching signs to walls	This is adopted as general good practice but often ownership cannot be established to secure permission and thereby remove Council liability. There are also restrictions on the types of signs which can share posts.	Ongoing	Implemented This is standard practice.
R12 Consideration should be given to the balance between capital and revenue funding for projects in order to maintain the appearance of new works	Significant new resources have been allocated to highways repairs and street cleaning as part of a Cleaner Safer Tower Hamlets.	Not agreed	Implemented Each scheme continues to be considered on its own local merits.
R13 Consider measures to reduce the number of duplicate posts for signage	Agreed. This will be incorporated as good practice in all schemes.	Ongoing	Implemented Included in all schemes.
R14 As part of the Budget for 2006/07, the Council allocate significant extra resources (capital and revenue) for street works	The allocation of capital and revenue resources will need to be considered as part of the Council's overall service and financial planning process for 2006/07. As reported to Cabinet in Aug 05, the early indications from Government are that there is unlikely to be substantial growth in the resources available to the Council in 2006/07. This is likely to limit the scope to allocate additional resources to street works without corresponding reductions elsewhere.	May 05	Implemented 2007/8 allocations due to be confirmed by April 2007 Cabinet.

Recommendation	Response	Date	Update Feb 07
R15 An audit of Third Party insurance claims against the Council be compiled, to be taken into account when considering future projects	Agreed. We are already working with the Insurance Section to understand site histories.	Ongoing	Ongoing – detailed information has not been supplied by Insurance Group.
R16 Target organisations responsible for significant amounts of flyposting with Anti Social Behaviour Orders	Agreed. Joint work between the Safer Neighbourhood Teams and the Local Enforcement Teams will target particular problems with a clean, enforce and educate approach. Events will be programmed to harmonise with LAP steering group objectives. This work will be much assisted by new powers in the Anti-Social Behaviour Act 2003 and enhanced by the Clean Neighbourhoods & Environment Act 2005.	Jan 06 and ongoing	Implemented The Anti-graffiti and flyposting action plan was launched in Dec 05 with support from the Council's Anti-social Behaviour Action Group and the Cleaner Safer Tower Hamlets Campaign's "Use It Report It" programme. The "Working Together for a Better Tower Hamlets" Campaign in summer 06 has seen graffiti intervention in Whitechapel and further anti-graffiti publicity.

Update on Scrutiny Working Group Report on Domestic Violence

Recommendation	Comments / Update: Feb 07	Responsibility	Date
<p>R1 The Council consider further opportunities for improving the ability of victims to report domestic violence. For example through the use of the Council’s internet, I-kiosks and one stop shops.</p>	<p>The Domestic Violence (DV) Team continues to promote domestic violence services in partnership with the Domestic Violence Forum. This includes provision of information in community languages at a range of outlets and events. 25 outreach stalls have been held at community venues across the borough with approx. 2,000 information packs distributed to members of the public. Advertisements have been included in the Schools Menu Guide which is distributed to all parents every term, and the Council’s Domestic Violence web-pages have been updated. We have continued to promote awareness of DV issues and services through the local media, with regular news items in East End Life in particular.</p> <p>Work is also underway with mainstream service providers so that staff are able to address DV proactively with their service users if they have concerns. 2 projects are underway to develop these approaches:</p> <ul style="list-style-type: none"> • NCH Barika Project: is currently working with 9 schools, and pupil referral units providing staff training, parents’ workshops and information sessions and workshops for pupils. • THPCT has secured NRF funding to develop policy and practice on DV. Training for Health Visitors has been prioritised to equip them with the skills to identify and assess the needs of families with young children where DV is occurring. <p>An LAA target has been adopted to measure performance on improved access to services: LAAs 103 “Reduction in the average amount of time victims experience domestic violence before seeking help from a specialist service”, 2004-05 baseline 4.6 years. The outturn on this indicator in for April to December 2006 was 3.2 years, a far greater improvement than anticipated.</p>	<p>Andy Bamber, Head of Community Safety Services</p>	<p>Rolling programme of work – progress report – March 2007.</p>

Recommendation	Comments / Update: Feb 07	Responsibility	Date
<p>R2 The Council should regularly assess that the balance of services provided matches the profile of victims of domestic violence. This will ensure those of different gender, ethnicity and age are given the help they need.</p>	<p>The DV team has responsibility for the strategic role in monitoring the balance of service provision. Research is carried out by the DV team through the Tower Hamlets Partnership to identify gaps in provision particularly focusing on areas of under-reporting to ensure services are up to date and planned in line with needs. Existing services are monitored by the team in terms of information on ethnicity, age and gender which helps to inform how services can meet the needs of those facing barriers around language or gender. The profile of victims coming to the attention of the DV Team from April-December 2006 was as follows:</p> <p>Number of victims: 399 Gender: Male: 29 (7%) Female: 370 (93%)</p> <p>Tower Hamlets Victim Support Scheme has secured funding for a part-time LGBT worker who primarily provides support to victims of homophobic crime. This worker has also been trained to support victims of same-sex DV and is able to support male victims of DV.</p> <p>Age: 18-25: 104 (26%) 26-40: 173 (43%) 41-60: 76 (20%) 60+: 8 (2%) Unknown: 34 (8%)</p> <p>Disabled: Yes: 25 (6%) No: 374 (94%)</p> <p>Language support needed: Yes: 88 (22%) No: 311 (78%)</p> <p>Unfortunately data on ethnicity is not available at present because of a database problem – this is being resolved with the database developers.</p>	<p>Andy Bamber, Head of Community Safety Services</p>	<p>Rolling programme of work – progress report – March 2007</p>

Recommendation	Comments / Update: Feb 07	Responsibility	Date
R3 The Council's Corporate Policy on Domestic Violence be revised and updated to reflect changes nationally, across London and locally to domestic violence.	A preliminary paper review of the policy has been completed, but progress on this work has been delayed due to departmental restructure and relocation. It is proposed that a Members' working group focused on Domestic Violence be established to progress this recommendation, with a revised milestone to re-launch the policy by November 2007.	Andy Bamber, Head of Community Safety Services	December 2006
R4 The Council's Corporate Policy be developed in consultation with the Domestic Violence Forum and the Living Safely Community Plan Action Group.	As above R3	Andy Bamber, Head of Community Safety Services	December 2006
R5 The Council's definition of domestic violence reflects the national definition of domestic violence.	As above R3 The national definition has been incorporated into the new DV web pages and all new public information materials.	Andy Bamber, Head of Community Safety Services	December 2006
R6 The Council consider further how it can improve and monitor the consistency of the response given to domestic violence victims. This should also be discussed through the Violent Crime Action Group.	The Violent Crime Action Group has discussed the issue and key partners have provided information on how they manage DV cases to ensure consistent standards, however, as practice is continually evolving and new services are developing, victims who have used services over a period of time may notice changes. It is proposed to address the issue of consistency in Council services as part of the Corporate DV policy review (see R3, R4, R5).	Andy Bamber, Head of Community Safety Services	September 2006.

Recommendation	Comments / Update: Feb 07	Responsibility	Date
R7 A scheme, modelled on the Safety Net Scheme in Camden, be developed. This should involve and consult service users in its development.	The Living Safely CPAG rejected a proposal to set up such a scheme in 2004. Without support at this level it is not possible to progress this recommendation.	Andy Bamber, Head of Community Safety Services	
R8 The Council recognises that peer support is important in recovery from domestic violence and supports and secures sustainable funding for the Warrior Women project.	6 courses have been completed so far this year, with a further 6 to be completed by end March 2007. This programme received a Mayor of London's Domestic Violence Award in November 2006. Funding has been secured to continue the programme in 2007-2008 with a target to deliver 15 courses, including at least 3 courses for young women (16-18).	Andy Bamber, Head of Community Safety Services	March 2007
R9 The Council recognises that supporting women to choose to stay in their own home safely is immensely valued by those recovering from domestic violence and secures sustainable funding for the Sanctuary project.	Funding has been secured for the Sanctuary Project through the Homelessness Prevention Fund for 2006-2007 and 2007-2008. 32 cases were accepted on to the Sanctuary project to end January 2007, with a target of 40 to end March 2007. The services offered by the Sanctuary project have been enhanced with the provision of care alarms, mobile phones and one-to-one safety planning sessions.	Andy Bamber, Head of Community Safety Services	March 2007

Recommendation	Comments / Update: Feb 07	Responsibility	Date
<p>R10 When victims of domestic violence are re-housed outside of Tower Hamlets, the Council should ensure that receive information about the domestic violence services they can access.</p>	<p>NRF funding for floating support to support victims of DV placed in temporary accommodation by the LBTH Homelessness Service has been secured for 2006-2008.</p> <p>The project is being delivered by Tower Hamlets Women’s Aid. Service provision includes completion of a risk and needs assessment and a support plan, with weekly home visits to support victims to build safe, independent lives for themselves and their children. The service has capacity to work with 40 households a year.</p>	<p>Andy Bamber, Head of Community Safety Services</p>	<p>March 2008</p>
<p>R11 The Council develops an Action Plan to deal with the perpetrators of domestic violence. This should recognise the need to improve the way perpetrators are dealt with by the police and criminal justice system and outline action to rehabilitate perpetrators to ensure re-offending does not occur.</p>	<p>A report “Getting away with it?” Domestic Violence Perpetrators in Tower Hamlets” was presented to the Living Safely CPAG in November 2006. This report made several recommendations. The agreed priorities for action are</p> <ol style="list-style-type: none"> 1. To provide specialist training in working with DV perpetrators to key staff (funding has been secured to train 32 key professionals in 2007-2008) 2. To work towards establishing a specialist DV Court at Thames Magistrates Court. This is a more challenging area of work as it requires a high level of partnership co-ordination between the key criminal justice agencies (Police, Crown Prosecution Service, Thames Court and Probation) there are issues of capacity in all agencies to progress this. <p>In addition to the above, the terms of reference of the multi-agency DV Safety Planning Panel have been revised so that the panel now deals with identified prolific and persistent DV perpetrators – the membership of the Panel has been expanded to include offender focussed services including the Drugs Intervention Programme and Community safety Operations who can offer interventions focussed on the offender.</p>	<p>Andy Bamber, Head of Community Safety Services</p>	<p>December 2006</p>

Recommendation	Comments / Update: Feb 07	Responsibility	Date
<p>R12 Information be developed across services and provided to domestic violence victims about the services that are available to them and the standards of service they should expect.</p>	<p>A consultation session has been held with the borough Domestic Violence Forum to review the Forum's agreed good practice guidelines, with a view to using this as the basis for a DV services "customer promise" that would be promoted to the public. It is proposed to include these standards within the DV services directory (due to be updated in April 2007).</p> <p>It is further proposed that the revised corporate policy would also include standards that Council services will adhere to in DV cases.</p>	<p>Andy Bamber, Head of Community Safety Services</p>	<p>December 2006</p>

Update on Youth Services Plan Review

Recommendation	Response	Date	Update: Feb 07
R1. That a hub-centre be identified in Local Area Partnership 1.	The Service aims to identify a suitable hub-centre for LAP1.	Mar 06	Recommendation fully implemented. We are working with the new youth work contractors to develop the concept of the hub-centres. The LAP1-3 youth work contracts have been in-sourced and we are negotiating with St. Hilda's Community Centre for them to act as the hub centre for LAP 1. We are putting additional recourse into Meath Gardens.
R2. That investment is maximised by a more rigorous approach to maintenance and asset management.	The issue will be addressed in 2005/05 Service Plan and in the retendering of the youth service contracts.	Mar 06	Recommendation fully implemented. We have undertaken an audit of the buildings that we currently use for youth work so that we have a good knowledge of their condition. As a result we are developing a more robust accommodation strategy and building programme, to ensure that our future investment in maintenance and development is maximised.
R3. That future capital investment be allocated on the basis of identified need taking into account the location of existing youth centres.	Accommodation improvements funded through NRF have reflected areas of greatest need identified at Key Stage 3. The LEA and its partner organisation are working towards improving youth accommodation e.g. Parnell Road in Bow. The re-commissioning of the youth service contracts will be used to ensure that future allocation is based on need.	Mar 06 and ongoing	Recommendation fully implemented. Accommodation improvements funded through NRF have been completed at Whitechapel, Weavers, Atlee Centre, Limehouse, Kingsley Hall, Poplar Boys and Girls, St. Andrew's, St. Hilda's, Meath Gardens, Parnell Road and the Davenant Centre.
R4. That where appropriate, property leases be promptly transferred to contracted providers.	Where appropriate, leases will be transferred. Property Services will determine the leases in light of the new providers following recommissioning.	Mar 06	Recommendation fully implemented. We have worked closely with Property Services and, where appropriate, leases have been transferred to the new contractors.

Recommendation	Response	Date	Update: Feb 07
R5. That signage and lighting outside existing centres be improved.	Signage and lighting are being dealt with alongside accommodation issues. The service is working with building technical services to identify buildings where lighting and signage can be put in place as soon as possible.	Mar 06	Recommendation fully implemented. Signage and lighting has been addressed as a key part of all of our building developments in 2005/06. In 2006/07 we have also included new signs at 5 further centres. Further improvements will be funded in the future through the establishment of the Capital Fund, a new DfES funded initiative where young people themselves apply for grants to improve their buildings.
R6. Review the size, responsibility and powers of the Council's central team in relation to the contracted providers.	This work will be undertaken during 2005/06 and will inform the tendering process.	Mar 06	Recommendation fully implemented. In the new contracts we have clarified the responsibilities of the central team and increasing our capacity to provide leadership and strategy, quality assurance and monitoring and developmental support to contractors.
R7. Extend and make better use of data and mapping information in determining the distribution of resources.	Grants criteria will be amended for future years to ensure that future funding more clearly meets identifiable need and takes into account existing provision.	Mar 06	Recommendation fully implemented. At the request of Elected Members, the Council reviewed the commissioning framework and eligibility criteria across all mainstream grant funding streams and Grants Panel considered proposals in December 2006. We have aligned our eligibility criteria with the Every Child Matters outcomes and we have used the GIFTS grant making software to map grant funded provision and reduce duplication. We also reviewed our Positive Activities for Young People (PAYP) funding and as a result have developed a group of preferred providers who have a demonstrable ability to deliver high quality activities.

Recommendation	Response	Date	Update: Feb 07
			Our summer grants for 2006 had a tighter assessment process to ensure that provision is not duplicated.
R8. Strengthen further contract monitoring arrangements including performance and value for money.	All organisations to receive a monthly monitoring visit assessing quality and performance. There will be a new programme of peer inspections	Mar 06	Recommendation fully implemented. All youth work contractors undertake regular monitoring visits to their youth projects to assess their quality and performance. In addition our programme of peer inspections, involving officers from the central team and youth work managers from other areas of the borough, ensure that we directly monitor every youth project once every six months. Under the new youth work contracts this will increase to three times a year.
R9. Reduce the per-person disparity of funding between LAP areas.	New specifications for the Youth Service contracts will reduce the per-person disparity of funding between LAP areas.	Mar 06	Recommendation fully implemented. The ceiling values for the new Youth Service Contracts were developed using a funding formula based on the number of young people in each LAP and the principle that existing provision should remain open. There has been a reduction in the disparity of funding.
R10. The distribution of third sector mainstream grants be reviewed to ensure that: <ul style="list-style-type: none"> • They are based on identifiable need and take into account existing provision • They provide good value for money. • The Council's administrative requirements are proportionate. 	The grants criteria will be amended for future years to ensure this. Clearer service level agreements will be developed, where appropriate.	Mar 06	Recommendation fully implemented. See answer to R7. In 2006/07 16 organisations were given three-year service level agreements, which mean their administrative burden was reduced. In 2007/08 a further 9 organisations are expected to sign three-year service level agreements.

Recommendation	Response	Date	Update: Feb 07
R11. Youth provision funded by other Council Departments is co-ordinated to ensure that it supports the strategic approach outlined in the Council's Youth Service Plan.	All Council provision will be reflected in LAP plans. There will be greater inter-department service planning and there will be common management information collected across all funding streams.	Mar 06	Recommendation fully implemented. We are updating our LAP Youth Plans in partnership with other departments, Area Directors and LAP steering groups, taking account of the new contractors in each area. We have widened the scope of our management information systems to ensure that similar data is collected across our contracts, mainstream grants, summer grants, Crime Prevention Initiatives, PAYP and NRF funding streams.
R12. The Council works with its third sector partners to develop a borough-wide register of youth providers and projects and considers an accreditation badge scheme for those meeting quality standards.	An Annual Register of Providers will be established.	Mar 06	We are working with Community Organisations Forum (COF) to pilot with 8 organisations the new youth work quality standards we have developed. This will be rolled out more widely across Third Sector youth work providers from April 2007. Achievement of the quality standard will qualify organisations to join the annual register of providers which we will develop concurrently. From 2008/09, being on the register will be the gateway to accessing youth work funding and capacity building support.
R13. The Council develops further its links with the Community Organisations Forum to promote good practice throughout the borough	Links will be further developed through seminars/workshops with Community Organisation Forum. In addition, the service will participate in Voluntary Sector Children and Young People's Forum meetings.	Mar 06	Recommendation fully implemented. We have held three seminars in partnership with COF, on the themes of the Youth Service Plan, the recommissioning of the Youth Service contracts and youth participation. The Service has also regularly participated in Voluntary Sector Children and Young People's Forum meetings. We funded COF to undertake an

Recommendation	Response	Date	Update: Feb 07
			audit of the development needs of youth organisations in 2005 and we have given them further funding in 2006/07 to deliver a capacity building programme addressing their recommendations.
<p>R14. That further consideration be given to the following issues within the Youth Service Plan:</p> <ul style="list-style-type: none"> • Reviewing the Youth Service Directory to ensure that it is accessible and easy to use • Widening participation and reaching out to all young people in the borough. 	<p>A revised Directory will be produced and disseminated.</p> <p>A number of measures will address this with a focus on underrepresented groups including young women, and young lesbians and gay men.</p>	Mar 06	<p>Recommendation fully implemented.</p> <p>A revised directory for professionals and other service providers was published in April 2006. We also produced a 'z-card' directory for young people, which were published for the launch of Children's Services on 1st September 2006.</p> <p>New sessions for young women have been developed in Poplar, Mile End and Bethnal Green and additional activities your young women are being undertaken at a further 7 projects. New training in working with young women has been built into our training programme and we have established a 'Work with Young Women Forum' to share good practice.</p> <p>An action plan for work with lesbian, gay, bisexual and transgender (LGBT) young people has been developed in partnership with Step Forward (in Bethnal Green), The Metro Centre (in Greenwich, but used by young people from Tower Hamlets) and Options, the young people's sexual health</p>

Recommendation	Response	Date	Update: Feb 07
	<p>The Special Education Needs and Inclusion action plan will be updated in order increase the number of young people with disabilities reached by services.</p> <p>The Service will also fund a project to build the capacity of the Somali community in Tower Hamlets to deliver high quality and effective youth work and to promote equality of access for Somali young people to Youth and Community Services provision.</p>		<p>service. Oxford House invested in additional in work with LGBT young people last year.</p> <p>We have established new arrangements for Special Educational Needs provision within the new Youth Service contracts, where all providers have responsibility for increasing the number of young people with disabilities reached by their services.</p> <p>Initiated in July 2005, to date the Somali Youth Work Development Project has: undertaken an audit of the youth work opportunities available to and taken-up by Somali young people; reinitiated the Somali Youth Strategy Group, to oversee the development of the project and promote networking amongst Somali youth organisations; delivered the Somali Young People's 50:50 Dinner, a special event during Local Democracy Week designed to bring together Somali young people and local decision makers; produced and disseminated Somali Youth Bulletin, a monthly newsletter distributed to all organisations working with Somali young people; and provided information, advice and developmental support to Somali youth organisations. The project is continuing into 2007/08 and we undertook a successful 12-month review on July 2006.</p>

Recommendation	Response	Date	Update: Feb 07
R15. That each LAP receives an annual report which provides details of the progress of the youth service locally and an opportunity for feedback.	Annual report to each LAP providing details of the progress of the youth service locally and an opportunity to feedback.	Mar 06	We are updating our LAP Youth Plans in partnership with other departments, Area Directors and LAP steering groups, taking account of the new contractors in each area. These will include a report on progress achieved locally in 2006/07. They are informed by the Service's new three-year strategy, which was published during Youth Week in November 2006.

Update on SACRE Challenge Session Recommendations

Recommendation	Update: Feb 2007	Timescale
R1. That the good work of SACRE be acknowledged.		
R2. That SACRE and the LEA consider actions to raise awareness of SACRE and its work. This might include a wider circulation of SACRE's Annual Report, an article in East End Life and further efforts to emphasise the importance of SACRE amongst teachers.	The launch of the Agreed Syllabus was publicised widely and reported in local papers, including East End Life. The work of SACRE was highlighted at the launch event and the Annual Report has been circulated to all schools. It will also be sent to libraries, Ideas Stores and other local institutions.	Completed (February 2007)
R3. That SACRE and the LEA consider the potential of an Annual SACRE Development Plan, which is linked to the Council's Education Development Plan.	SACRE members have consulted and used the OFSTED self- evaluation document to create a draft development plan. This will support the direction of their work.	Completed (January 2007)
R4. That the LEA consider SACRE's request for funding schemes of work to support the agreed RE syllabus.	The LA allocated additional funds for the production of schemes of work to support the Agreed Syllabus. Schemes of Work will be completed by July 2007	July 2007
R5. That the LEA consider options for providing a specialist RE advisor. This might include purchasing support on behalf of interested schools or participating in a regional arrangement.	After consultation with headteachers, the LA has decided not to have a specialist adviser for RE	Completed
R6: That SACRE and the LEA further consider how best to monitor schools' RE performance given the revised inspection arrangements.	The monitoring of schools' RE performance continues to be a regular item on the agenda of SACRE meetings. This includes liaising with schools to get exam result and offering support through training. The SACRE includes the Head of RE of a secondary school and the main support is provided by a Link Officer for primary schools. This ensures that there is good intelligence for the SACRE around RE performance.	Ongoing

Recommendation	Update: Feb 2007	Timescale
R7. That SACRE and the LEA explore the potential for joint work with neighbouring boroughs.	Some joint work has begun – mainly through the chair’s attendance at meetings of SACRE chairpersons. Additionally three of the SACRE members are on other SACRE groups and as a result there is some sharing of good practice.	Ongoing

Update on Excellent Public Services Scrutiny Panel Access to Services

Recommendation	Update: Feb 2007
R1. The Excellent Public Services Scrutiny Panel should continue to monitor progress on delivering the e-government strategy with particular emphasis on increasing access to services. (Note: Work of EPS now subsumed into Overview and Scrutiny Committee with EPS Scrutiny Lead holding monitoring role).	No response required
R2. IT solutions to promote the reduction of double keying of information should be prioritised.	This has been improved through the Customer Access programme including the workflow tools and CRM system.
R3. The development of the Council's Language and Translation Policy and Third Sector Strategy should include consideration of how they might help improve access generally (as well as specifically to a Customer Access Policy).	<p>The Third Sector Strategy (TSS) is currently being updated to ensure Tower Hamlets remain at the forefront in this area of work. One of the strategy's 5 key aims has been developed as follows: 'Promote equity, equality, diversity and fair access for Black and Minority Ethnic organisations, those representing disabled people, women and other socially excluded groups; and for the people they represent.'</p> <p>The Council established alternative arrangements for Interpretation and Translation following performance issues under the previous contract. The service is now provided by Newham Language Shop and this arrangement is working satisfactory. Interpretation is available by phone and language cards will be distributed to all frontline service points to assist in language identification.</p>
R4. A Telephone number policy should be developed to improve access to services and information for residents.	Following the successful launch of the Council Hotlines in 2005, when twelve easily-memorable phone numbers replaced the 120 previously advertised to facilitate easier access to high-demand services, further services have now been brought into the Hotline environment. The numbers are widely publicised, including prominently on the web site and weekly in East End Life. The Hotlines and freephone numbers currently deal with just over 100,000 calls each month. Continued expansion into additional services is planned.

Recommendation	Update: Feb 2007
R5. Both the One Stop Shops and Call Centres service should have the same single corporate and political lead.	The creation of the Customer Access division in October 2005 brought the One Stop Shops, CCC, Housing Repairs Help Centre and Social Care Team together, along with a number of other customer facing teams. Subsequently the Social Services Complaints Team, Care Alarm service and Facilities Management teams have been brought into Customer Access to create a single service, within the remit of the Head of Customer Access and the Deputy Leader, to manage all aspects of the public's contacts with the Council, including the physical environment.
R6. Options for home visits and surgeries could be more fully explored, although the resource implications for such developments would have to be tested for value for money.	There are significant resource implications regarding the use of home visits as a way of providing information though benefit may be obtained by briefing staff who do visit as part of their day to day role on broad council issues.
R7. Any future One Stop Shops should be cognisant of the shop environment and market research might be conducted to inform location, typology, décor, etc., on a similar basis as that carried out with the Idea Stores.	The development of a multi agency approach to One Stop Shops continues to progress, with agreement in principle that work on location, physical design and service development needs to be in close association with both the Idea Stores and Local Housing Offices. Initial contact has also been made with the PCT regarding some degree of co-location, and this strand will continue with other appropriate external organisations. Final decisions on location will be made in conjunction with the Council's Accommodation Strategy.
R8. The Council strengthens the use of policy development, research and best practice from outside Tower Hamlets in developing Customer Access services locally.	The Customer Access division continues to take a leading role in the national Call Centre Benchmark Group which focuses on both performance and best practice through quarterly KPI benchmarking and discussion/presentation forums. Current initiatives being examined through the Group include customer satisfaction measurement and call recording and quality monitoring. The division is also actively represented on the Customer Services for London Group which holds regular best practice seminars and is currently working on new initiatives for out-of-hours service provision.
R9. The Council prioritises customer needs in developing improved access to services by ensuring effective staff training and well co-ordinated links between all Council services. This would include a range of practical steps (including the implementation of a corporate script, enabling	Putting customers first is the cornerstone of the Customer Access Strategy and the Strategic Plan for the coming year includes improved measurement of customer satisfaction and of service delivery. The division continues to train staff towards more generic working across multiple services, as well as continuing to promote the Institute of

Recommendation	Update: Feb 2007
<p>staff to obtain the Institute of Customer Services training, dissemination of relevant contact numbers within the organisation) and more strategic issues (including improved long-term links between services).</p>	<p>Customer Services awards. Information systems continue to be reviewed and renewed, and the forthcoming development of the Corporate intranet will continue this work. Regular liaison between Customer Access and back office service providers is in place and will continue to be developed to ensure improved services at the point of delivery.</p>
<p>R10. The Council ensures that targets set for improved access to services are both realistic and challenging. These should balance the need for the Council to meet both national and local targets as well as delivering improved access, which is clearly apparent to the wider community.</p>	<p>The Council's Customer Promise is now well established and creates a firm performance framework for the Customer Access division and the Council's Hotlines. Performance within Customer Access is monitored against the Customer Promise standards and reported through the Council's BVPI monitoring framework. Performance is also benchmarked quarterly against a wide range of public sector contact centres nationally. At the same time, development work is planned to fine tune the performance indicators and to extend these to other areas of the customer experience including quality of contact and customer satisfaction.</p>
<p>R11. The Panel welcomes proposals for a Customer Access Policy. The following must however be considered within its formulation to ensure effectiveness:</p> <ul style="list-style-type: none"> • The recognition of the growing shift in the Council's role from 'service deliverer' to 'enabler' and the potential for innovation practice that this creates • The growth of the 24/7 economy and the extent to which Council services could or should follow suit • The needs of the whole community, i.e. multilingual services, disability needs etc. • Balancing the existing high demand for Housing information with information and access to other services • Determining where the responsibility for One-Stop Shops should be located, especially if they become multi-agency access points • Ensuring improvements in customer satisfaction ratings • Monitoring staff skills and training needs and developing appropriately 	<p>The Customer Access Strategy is currently at the internal consultation stage. The Strategy focuses on three key strands governing the customer's access to and experience of the Council's services;</p> <p>Choice - the customer chooses how and when to access services through a range of access channels, ie face to face, telephone, internet and including self-service options.</p> <p>Quality – the same high-quality, 'first time fix' services delivered through all access channels and at all available times.</p> <p>Efficiency to ensure the Council is working in line with the efficiency agendas set out in the Gershon and Varney Reports, eliminating unnecessary calls through improved back office performance, improved self-service and improved service signposting.</p> <p>The Council's enabling role is embedded into the strategy to reflect the fact that many services are now provided by external partners rather than directly by the Council itself.</p>

Recommendation	Update: Feb 2007
R12. The Council should lead discussion via the Local Strategic Partnership and the Excellent Public Services CPAG to ensure the development of improved customer access is multi-agency and maximises service improvement to the whole community	As referred to above, the drive towards a multi-agency approach to Customer Access, particularly in delivering face-to-face services, is continuing and is integral to the future decisions on the proposed location of One Stop Shops.
R13. The Scrutiny Lead for Excellent Public Services should be used as a key link with all Members to ensure effective monitoring of the development of the Customer Access Policy.	This will be considered further as part of the Scrutiny Work Programme for 2007/08. The current review looking at Leaseholders as a Customer Care Case Study will assist with this. This is scheduled to report in April 2007.

Update on Budget Consultation Recommendations

Recommendation	Comments	Date	Update: Feb 07
<p>R1. The Council develops a strategy for consultation on the budget alongside its Medium Term Financial Strategy</p>	<p>The Council is committed to consulting and involving local communities about its services and activities. The budget is a key aspect of this.</p> <p>There are a number of developments that will affect the way the Council develops its consultation on the budget including:</p> <ul style="list-style-type: none"> • the Government's recent proposals to move toward 3 year budgets for the Council • the further development of the Council's medium term financial strategy • the support of the recently appointed Consultation and Involvement Team. <p>These different strands will have an impact on future consultation on the budget. To take account of these, future arrangements for consultation will be considered as part of the design of each year's budget process.</p>	<p>July 2005 (and ongoing)</p>	<p>Consultation on the 2007/08 budget took place in December 2006 and January 2007. Consultation on the budget is now an embedded part of the overall process. This year it included a survey in East End Life that was advertised in the Bengali press</p>
<p>R2. General consultation about the budget should take place during the summer so that it can affect the proposals and options being developed by directorates. The information should be incorporated into the Financial Outlook report presented to the Council in</p>	<p>Officers will bring forward the consultation strategy during the summer.</p> <p>Specific proposals for each year will be formulated in accordance with recommendation one and included in the budget timetable for that year. A budget consultation strategy will therefore be considered by Cabinet as part of the</p>	<p>August 2005 (and ongoing)</p>	<p>Consultation needs to take place in a timely manner so that it can be framed in the context of the known shape of the budget. The level of uncertainty and change in the budget for 2007/08 was such that it was felt appropriate to consult once the main parameters of the budget were known. It is important that the form of the consultation it is meaningful given the circumstances</p>

Recommendation	Comments	Date	Update: Feb 07
the autumn.	Council's overall budget planning. All consultation should be registered on the Consultation Calendar.		facing the authority, and to refresh the approach so that people are stimulated to take part. This will be considered further in the consultation for 2008/09.
R3. The Council should use the Residents' Panel as the principal means of consulting on the budget. It should consider other techniques as part of its budget consultation strategy.	The Residents' Panel will form the foundation of the Council's Consultation Strategy. Therefore future budget consultation will use the Panel as a key group for exploring the main issues. Additional consultation techniques will also be considered including qualitative and participative approaches where these are considered to add value and are cost effective.	August 2005 (and ongoing)	The Resident's Panel was again used as part of the consultation. In a new development, focus groups were held to provide more detailed information about resident views. Four sessions were held, across paired LAPs, in community venues, involving Borough residents, selected from the Residents' Panel. These workshops provided a space for local people to deliberate some of the decisions facing the Council in further detail. To encourage responses a small prize draw was held for those who submitted their views.
R4. The Council should make sure that its budget consultation is accessible to different communities and that the views of more hidden communities are specifically targeted.	The Council makes efforts to ensure that consultation meets the needs of all local communities. The Council is committed to making sure that its consultation methods are appropriate for the different communities that make up Tower Hamlets. Budget consultation will comply with agreed corporate consultation strategies and standards.	Ongoing	Information and consultation was available in the local English language and Bengali press. Residents were able to respond in a wide variety of ways including completing the survey online, via email, on the telephone through the customer contact centre, post their answers or drop their completed form into any One Stop Shop.

Recommendation	Comments	Date	Update: Feb 07
<p>R5 The Council should ensure that the results of the consultation on the budget are made available and publicised to local people, particularly through East End Life.</p>	<p>The Council's budget is reported through East End Life. In future this will highlight the results of the consultation undertaken to inform the budget.</p> <p>The Council circulates information about its budget and services with the Council tax demands and includes financial information with the summary of its Best Value Performance Plan. Consideration will be given to including the results of the budget consultation in these documents.</p>	<p>March 2005 (and ongoing)</p>	<p>As in past years, the outcome of the consultation for 2007/08 has been reported in East End Life.</p>
<p>R6 The Council should provide summary information about the budget to inform consultation exercises.</p>	<p>Information is provided generally about the Council's budget to all residents. We will ensure that further consultation exercises about the budget include relevant financial and service information that is appropriate to the consultation technique(s) utilised.</p>	<p>July 2005 (and ongoing)</p>	<p>The nature of the consultation exercise did not facilitate the provision of detailed financial information. The volume of information needs to be tailored to the techniques being used. This will be given further consideration in future years however.</p>
<p>R7 To help improve future consultation on budget issues the Council should evaluate</p> <p>(i) the consultation taking place on the 2005/06 budget</p> <p>(ii) how Local Area Partnerships (LAPs) are involved in allocation of Neighbourhood Renewal Fund (NRF) money in their areas</p>	<p>The consultation on the 2005/06 budget was very useful and indicated resident's concerns. These were taken account of in setting the budget. An evaluation of the 2005/06 arrangements will be used to inform the budget consultation strategy for future years.</p> <p>The Excellent Public Services Community Plan Action Group (CPAG) should be asked to comment on proposal recommendation 7 (ii).</p>	<p>July 2005 (and ongoing)</p>	<p>The lessons learned each year are built into the following year's consultation. This year, for example, focus groups were used for the first time, which gave qualitative feedback to supplement the quantitative survey.</p>

Progress on Access to Services for Disabled People Recommendations

Recommendation	Comments	Date	Update: Feb 2007
<p>1. Guidance That the Council promotes the use of its guidelines for ensuring disabled people have access in service provision by:</p> <p>1.1 Cross referencing the existing guidance documents</p> <p>1.2 Posting them on the Intranet in an intuitive and easy to find place</p> <p>1.3 Undertaking an internal awareness publicity campaign to promote inclusive access for disabled people</p>	<p>Agreed.</p> <p>Agreed. This will include articles in Pulling Together and the Managers' Briefing highlighting some of the common access barriers identified during the review and good practice advice.</p>	<p>Jan 06</p> <p>Jan 06</p> <p>Jan 06</p>	<p>Achieved. A further review of the intranet / internet will sustain this.</p> <p>The February 06 edition of Pulling Together includes the first in a series of Equalities-centred articles. The Council also agreed its first Disability Equality Scheme in November 06. This included further publicity around access for disabled people.</p>
<p>2 Consultation That the Council strengthens its consultation with disabled people by:</p> <p>2.1 Considering the representation of disabled people on existing consultation forums.</p> <p>2.2 Ensuring that diversity monitoring of consultation is more deeply embedded in all services</p>	<p>Agreed. The Consultation and Involvement Toolkit is currently being considered by Equalities and Inclusion to ensure that it reflects good practice. The revised toolkit will emphasise the importance of consultation forums reflecting local diversity and being fully accessible. It will also feature advice on diversity monitoring.</p>	<p>Nov 05</p>	<p>As part of developing the Council's Disability Equality Scheme, it was agreed to undertake a review of the way that the Council involves and consults with Disabled People. This is scheduled to report back in Sep 07.</p>

Recommendation	Comments	Date	Update: Feb 2007
2.3 Considering impairment modelling on a pilot basis	Agreed in principle. The Disability Rights Commission is currently considering this issue. If the DRC agree a provisional impairment monitoring guide, this will be implemented by the Council on a pilot basis.	Dep. on DRC	Draft guidelines have been developed to implement impairment monitoring on the basis of the DRC. These will be available for implementation from April 07.
2.4 Proactively seeking the views of disabled people in hard to reach groups	Agreed. The Council already makes efforts to seek the views of disabled people in hard to reach groups. The importance of this will be explicitly stated in the Consultation and Involvement Toolkit to encourage this across all services.	Nov 05	This will be considered further as part of the review of involving disabled people.
2.5 Encouraging services to use the Tower Hamlets Access Group	Agreed. This forum will be promoted in the internal awareness campaign (see 1.3) and in advice from the Council's Corporate Consultation and Involvement Team.	Jan 06	Services are encouraged to use the Tower Hamlets Access Group (THAG). Over the last 12 months, there has been significant consultation around the Local Development Framework and a number of Masterplans.
3 Promoting Accessibility That the Council promotes accessibility by:			
3.1 Maintaining its support and funding for DisabledGo	Agreed.	Oct 05	The Council supported and funded the implementation of the DisabledGo project, which was launched in October 2005.
3.2 Ensuring that the Council's major access points are assessed and featured on the DisabledGo website	Agreed. The DisabledGo website for Tower Hamlets will be launched in October 2005 and will provide access information about 1,000 venues in the borough. The service points featured will include the Council's major buildings used by the public.	Oct 05	The DisabledGo website for Tower Hamlets was launched in October 2005 providing access information about 1,000 venues in the borough. Access information about the Council's major buildings is included on the website. A further update of services and facilities was completed in January 07.

Recommendation	Comments	Date	Update: Feb 2007
<p>3.3 Identifying officers to inform DisabledGo of changes which affect the accessibility of buildings</p> <p>3.4 Ensuring that links are provided from the Council's website to DisabledGo and EnabledLondon</p>	<p>Agreed. Relevant Service Managers will be made aware of the need to inform DisabledGo of changes which affect the accessibility of buildings to ensure that the information about Council venues on the site is accurate.</p> <p>Agreed. Link is now provided from Council website to EnabledLondon. DisabledGo link will be created when the website is complete.</p>	<p>Oct 05</p> <p>Oct 05</p>	<p>Service Managers were made aware of the need to inform DisabledGo of changes that will affect the accessibility of buildings. This will ensure that the information about Council venues on the site is accurate.</p> <p>Links to DisabledGo and EnabledLondon are available on the Council's website.</p>
<p>4 Communications Guidelines That the Council improves the content and use of its accessible communications guidelines by:</p> <p>4.1 Removing the inconsistencies in the existing guidance</p> <p>4.2 Emphasising further the importance of accessibility in the Visual Identity Guidance</p> <p>4.3 Formally adopting Arial as the Corporate Typeface and 12 as the minimum font size</p>	<p>Agreed.</p> <p>Agreed. This will also be promoted in Pulling Together and on the Intranet.</p> <p>Agreed.</p>	<p>Nov 05</p> <p>Nov 05</p> <p>Nov 05</p>	<p>This has been done and new guidance was put on the intranet and published to managers in January 06. The Guidelines has just been reviewed again to take account of further changes in equalities legislation and practice.</p> <p>New summary guidance has been produced and issued to all managers. It was also discussed at a CEDs session. Pulling Together February contains a feature on the new guidance. All staff should use Arial 12pt wherever possible.</p> <p>The Council produces a publications calendar be produced showing all proposed publications. Publications can now only be</p>

Recommendation	Comments	Date	Update: Feb 2007
<p>4.4 Identifying appropriately trained officers to monitor and enforce the use of the guidelines, particularly for documents with a large circulation</p> <p>4.5 Ensuring that organisations providing communications on behalf or in partnership with the Council meet minimum standards of accessibility</p> <p>4.6 Acting on the specific findings from the evaluation of sample Council documents</p>	<p>Agreed. Monitoring all written documents may not be feasible. However, officers will draw attention to documents that fall below the Council's accessibility standards.</p> <p>Agreed. Reference will be made in future procurement guidance to the need for partner organisations to meet the Council's accessibility standards.</p> <p>Agreed. Officers will also use good practice to review key publications.</p>	<p>Ongoing</p> <p>Mar 06</p>	<p>signed off at Service head and above to ensure adherence to the corporate identity and best practice standards. Copies of all publications will be sent to Corporate Communications where they will be evaluated to ensure accessibility standards are met and value for money achieved. A corporate working group is co-ordinating this work.</p>
<p>5 Easy Read That the Council improves the accessibility of its communications to residents with learning difficulties by piloting the use of Easy Read versions of commonly used documents and reviewing their effectiveness.</p>	<p>The Council in partnership with EnabledLondon is to undertake an eight month pilot using Easy Read on the Tower Hamlets Interfaith Website</p>	<p>Oct 05</p>	<p>This has been achieved. The results will feed into the improvement programme for the Intranet and Website.</p>
<p>6 East End Life That the accessibility of East End Life be improved by:</p> <p>6.1 Promoting the availability of the audio tape format</p>	<p>Agreed. The availability of the audio version will be promoted in East End Life.</p>	<p>Oct 05</p>	<p>The availability of East End life in an audio version is promoted within the newspaper.</p>

Recommendation	Comments	Date	Update: Feb 2007
<p>6.2 Exploring the feasibility of a CD version and an audio-stream option on the Council's website</p> <p>6.3 Ensuring that the alternative versions includes the Council's job advertisements contained in the paper format</p>	<p>Agreed. An audio-stream option will be available on the Council's website by October 2005.</p> <p>Agreed subject to demand. Following the promotion of the audio version outlined in 6.1, officers will explore the demand for a CD version and extending the transcription service so that it includes other elements such as the Council's job advertisements.</p>	<p>Oct 05</p> <p>Jan 06</p>	<p>The use of audio streaming raised technical issues that are still being resolved but the website already allows for the use of Browsaloud which is a speech enabling software for PCs</p> <p>This also forms part of the Council's Disability Equality Scheme.</p>
<p>7 E-Government That the Council further develop the accessibility of its website by:</p> <p>7.1 Increasing the use of the on-line form</p> <p>7.2 Rolling out the accessibility standards of the corporate section to the rest of the website</p> <p>7.3 Recruiting disabled people to test its accessibility and usability</p>	<p>Agreed. Forthcoming user testing will also assess the accessibility of on-line forms and identify areas for improvement</p> <p>Agreed. The website is currently being audited against WAI criteria of accessibility. A key task for the forthcoming year is to bring up the standard of all parts of the website to meet the level of the corporate site. It is expected that the site will achieve level AA of accessibility by March 2006</p> <p>Agreed. Work is underway to ensure that disabled people are involved in testing the website – this will include the Tower Hamlets Access Group. This will be in place by November 2005.</p>	<p>Ongoing</p> <p>Mar 06</p> <p>Nov 05</p>	<p>Since January 2005 the number of web forms have increased from 45 to 72.</p> <p>This was achieved. A fundamental review of both the intranet and website is taking place over the next 12 months to improve them further. This will include accessibility standards.</p> <p>The Tower Hamlets Access Group will be consulted as part of the proposed improvement programme for both the intranet and website.</p>

Recommendation	Comments	Date	Update: Feb 2007
<p>8 Physical Access Issues from the Mystery Shopping Visits</p> <p>That the Council responds to the findings of the mystery shopping visits by:</p> <p>8.1 Providing a response to the specific physical access barriers identified during the visits</p> <p>8.2 Using the findings of the exercise, including the need to improve signage and doors, to inform the development of the access improvement programme</p>	<p>Agreed. A detailed response is being prepared on the issues identified. Where works are possible they would be recommended priorities in the current years' work programme for access improvements.</p> <p>Agreed. A corporate signage programme for public access points is being implemented and officers will ensure that all fittings comply with Part M requirements. A commentary on the recommendations and proposals to improve matters will be produced as part of the annual report referred to at 9.1 below.</p>	<p>Sep 05</p> <p>Ongoing</p>	<p>These have been addressed.</p> <p>A corporate signage programme for public access points is being implemented and officers will ensure that all fittings comply with Part M requirements. This is in train.</p>
<p>9 Monitoring Progress of the Access Improvement Programme</p> <p>That it be made easier to monitor the progress of the Council in removing physical access barriers to its services by:</p> <p>9.1 Producing an annual report which outlines proposed access works, details of the consultation and prioritisation process, lists buildings not meeting relevant access standards and highlights any other</p>	<p>Agreed. Elements of this information are already provided within the annual BVPI return and Capital Programme Reports. A further report encompassing all of these elements will be produced to aid monitoring of progress. It is proposed that the report be in two parts; one about plans for the coming year and one about what was achieved in the</p>	<p>Mar 06</p>	<p>A report will be produced in the agreed format detailing projects undertaken to improve access to buildings and those proposed for future years. This is also part of the Council's Disability Equality Scheme.</p>

Recommendation	Comments	Date	Update: Feb 2007
<p>9.2 major accessibility issues Removing references to 'DDA Compliance'</p> <p>9.3 Participating in the work instigated by the London Borough of Camden to achieve a consistent approach in the calculation of BVPI 156</p>	<p>previous year. Agreed. The phrase 'compatible with Part M of the building regulations' as the definition of the BVPI indicator will be substituted.</p> <p>Agreed. This is not a problem unique to BVPI 156. We have contacted the London Borough of Camden and are awaiting information on how successful their request for information from other London Boroughs has been.</p>	<p>Aug 05</p> <p>On-going</p>	<p>Achieved</p>
<p>Customer Care Issues</p> <p>10 That the Council congratulates relevant staff on the positive feedback from the mystery shopping visits</p> <p>11 That the Council considers measures to further improve the level of customer care provided to disabled residents by:</p> <p>11.1 Ensuring that the campaign to promote inclusive access in service provision includes an emphasis on service delivery as well as the quality of initial</p>	<p>Agreed.</p> <p>Agreed. Work to promote the Customer Promise to staff will be linked with a drive to increase awareness of equalities issues in improving customer care and ensuring access to Council services. In addition, the internal campaign to promote accessibility (see 1.3) will emphasise this service delivery aspect.</p> <p>Officers will consider new approaches to mystery shopping to evaluate the quality of outcomes as well the responsiveness to contact.</p>	<p>Jan 06</p> <p>Jan 06</p> <p>Mar 06</p>	<p>The Customer promise was launched publicly in January 2006 and is now well-embedded. Improving customer care and physical access to services is a key objective in the Council's Disability Equality Scheme agreed in November 07.</p> <p>As part of monitoring the Customer Promise a review of the use of mystery shopping will be undertaken. As part of this, the requirements of disabled residents will be added the brief for any mystery shopping exercise.</p>

Recommendation	Comments	Date	Update: Feb 2007
<p>customer contact</p> <p>11.2 Using mystery shopping as a tool to monitor the level of service received by disabled residents using both mainstream channels and auxiliary aids such as textphone</p>	<p>Agreed. Officers will look at how existing consultation forums can use mystery shopping to inform policy and practice.</p>	<p>Jan 06</p>	
<p>12 Implementation and Monitoring</p> <p>That the Scrutiny Review be used as an opportunity to improve access to Council services for disabled people.</p> <p>12.1 That the Service Head, Equalities and Inclusion be responsible for co-ordination and implementation of the review's recommendations</p> <p>12.2 That the Scrutiny Lead for Excellent Public Services monitor progress and that this role be informed by the views of local disabled people</p> <p>12.3 That the findings of the review be used in the development of the Council's Customer Access Strategy</p>	<p>Agreed. The Tower Hamlets Access Group will be periodically asked for their comments on progress to inform the Scrutiny Lead's monitoring role.</p> <p>The Council has recently undertaken an equalities impact assessment of access channels and has agreed a series of actions to improve access. This work, and the findings of the Scrutiny Review, will be used to inform future choices and the Council's evolving access strategy.</p>	<p>Ongoing</p> <p>Jan 06</p> <p>Ongoing</p>	<p>The Service Head for Research and Scrutiny now has responsibility for Corporate Equalities.</p> <p>The Scrutiny Lead for Excellent Public Services ran a challenge session around the Disability Equality Scheme in Oct 06.</p> <p>This is now included as part of the Council's Disability Equality Scheme</p>

Update to Scrutiny Working Group report on the Role of Ward Councillors in the Tower Hamlets Partnership

Recommendation	Update: Feb 2007	Responsibility	Date
Defining the role of ward councillors in the Partnership			
<p>R1 A job description for ‘councillors as community leaders’ should be formulated with the involvement of both councillors and the wider Partnership. This would include the community leadership councillors provide through different partnership forums, cabinet, overview and scrutiny and casework.</p>	<p>A role description has been developed and agreed with the Member Training and Development Group. It covers Member responsibilities, activities and sets out the different duties in their role as community leaders, on Cabinet, on Overview and Scrutiny and on external bodies.</p> <p>It will be provided to all councillors in the new Council and is being used as the framework for the Members Induction programme following the May elections.</p> <p>The Job Description includes that Councillors will:</p> <ul style="list-style-type: none"> • Attend LAP and LAP Steering Group and other Partnership meetings to which they are invited • Lead and mediate between issues of concern within their LAP • Encourage and develop relationships to make people in the partnership valued, trusted and included, recognising people from different backgrounds. Empowering others to take responsibility. 	<p>Research and Scrutiny, Service Head</p>	<p>Achieved</p>
<p>R2 The role of councillors should be recognised in the Tower Hamlets Partnership Charter.</p>	<p>The Tower Hamlets Partnership Charter is agreed for all partners and is seen to apply to all regardless of the agency or sector they represent. To include specific elements of the Charter for councillors may suggest special privilege and this runs counter to a fundamental principle of partnership working generally and the Tower Hamlets Partnership specifically.</p> <p>Importantly, the principles contained in the Charter echo those set out in the role description for councillors for partnership</p>		

	working.		
Recommendation	Update: Feb 2007	Responsibility	Date
Developing the capacity, skills, expertise and knowledge of ward councillors			
R3	<p>Learning and development should include greater emphasis on the skills of councillors to engage with their local wards. This would include developing an understanding of accountability, community leadership, public and stakeholder engagement and service improvement.</p>	<p>This was achieved through LAP induction events in June/July 2006. The purpose of the ward based induction was to provide Members with:</p> <ul style="list-style-type: none"> • An opportunity to meet with key ward representatives from the Safer Neighbourhood Team, PCT, and voluntary sector, plus Area Directors, Partnership Support Officers and LAP Steering Group Members • An overview of the LAP including priorities and key issues for local residents • Key facts and data about the ward • Information about LAP action plans; and • An understanding of Members' role in the LAP 	<p>Democratic Renewal and Engagement, Service Head</p> <p>Jun 06 then Apr 07</p>
R4	<p>Support to councillors should include a greater emphasis on how to develop their role at LAP level as community leaders – beyond administrative support.</p>	<p>The new organisational structure in Members Services and the review of member's enquiries should improve support to ward councillors. This needs further discussion and exploration with councillors however, particularly with the proposed new powers for ward members proposed in the Local Government White Paper.</p>	<p>Democratic Renewal and Engagement, Service Head</p> <p>Dec 06</p>

Recommendation	Comments	Responsibility	Date
<p>R5 Ward performance data should be provided regularly to councillors in an accessible format to enable them to formulate evidence-based judgements.</p>	<p>THIS Borough has now been implemented and is accessible to all. Ward-based performance information and data is available through the system. We are currently setting a date within the Members' Learning and Development programme for training around this system.</p> <p>Presentations of ward based information were developed for each LAP Steering Group to inform Local Area Action planning. These are available via the THIS Borough system. The ward data report is also currently being updated and will be disseminated to ward councillors and the Partnership more widely.</p>	<p>Partnership and Policy Advisor</p>	<p>Achieved</p>
<p>Improving linkages between the Partnership and ward councillors</p>			
<p>R6 The five scrutiny leads should have a standing invitation to the relevant Community Plan Action Groups and be encouraged to attend and participate.</p>	<p>CPAG papers are circulated to the relevant Scrutiny Leads to inform their work. The CPAG meetings are open meetings and the Scrutiny Policy Team incorporate the CPAGs into the activities of the Scrutiny Leads.</p>	<p>Head of Partnership Support</p> <p>Research and Scrutiny, Service Head</p>	<p>Achieved</p>
<p>R7 The accountability arrangements for Area Directors should be clarified to enhance the working arrangements of LAP steering groups.</p>	<p>The Local Management Team, which the Area Directors form a part, is accountable to the Excellent Public Services Community Plan Action Group, with management reporting currently through Chief Executive Directorate of the Council.</p> <p>Following the Partnership Review, we need to further promote the links between the different parts of the Partnership. As part of this, we will clarify the role of the Area Directors and how they can act as a bridge between the LAPs and the wider partnership structures.</p>	<p>Local Management Director</p>	<p>Oct 06</p>

Recommendation	Comments	Responsibility	Date
	<p>We have been awaiting the publication of the Local Government white paper to consider how best to link area based working with the wider Partnership within the latest policy framework. This will now be considered as part of the Council's and Partnership response to the white paper and its implementation.</p>		
<p>R8 The Partnership Support Team should play a key part in the Member induction programme.</p>	<p>The Partnership Support Team was part of the Corporate team that planned and delivered the Member Induction programme. This included LAP induction sessions and information on the partnership role of being a councillor.</p>	<p>Head of Partnership Support</p>	<p>Achieved</p>
<p>R9 A major role of the Partnership Support Team should be to enhance the skills and capacity of LAPs, including councillors. This would develop their ability to make the links between their work as ward councillors with the work of the wider Partnership.</p>	<p>The Partnership Support Team is continuing to support and provide development opportunities for the LAPs (including councillors). The new role description places considerable emphasis on the councillors duties to not only attend Partnership events but to act as an advocate for the Partnership within their wards and other work.</p> <p>The Partnership Support Team organises four development sessions a year. These are informed by both the Partnership awaydays and discussions with LAPs. For example training on advocacy and questioning has been provided.</p> <p>It is important to deepen all councillors understanding of both the Partnership and the different agencies and organisations that contribute within it, so that they can maximise their contribution to the Partnership and act as advocates for the Partnership within their ward and other work.</p> <p>The formation of the Communities and Localities Directorate will help to increase the responsiveness of services with place, as outlined in the Local Government White Paper, and will strengthen the links between the Local Area Agreement and the wider Partnership.</p>	<p>Head of Partnership Support</p>	<p>Jun 06 and then Apr 07</p>

Recommendation	Comments	Responsibility	Date
Developing the involvement of ward councillors in the Partnership through Overview and Scrutiny			
R10 A LAP based scrutiny project should be piloted which could include how 'choice and personalisation' of public services is being delivered in a local area.	The Local Government White Paper has changed the context for this recommendation. There is significant new powers for Scrutiny including the Community Call for Action. This is being explored, including a planned session with Scrutiny members, to consider how best this can be implemented.	Research and Scrutiny, Service Head Local Management Team	Apr 07
R11 The monitoring of the Local Area Agreement through LAP-based performance indicators by the Overview and Scrutiny Committee should be developed.	This is being developed to coincide with the full first year's performance appraisal.	Policy and Partnership Advisor Research and Scrutiny, Service Head.	Jun 07