

## Briefing for Scrutiny Lead Member

Directorate Portfolio	Development and Renewal
Scrutiny Lead	Cllr Maium Miah

*This briefing note is intended to provide the Scrutiny lead member with an overview of their portfolio. It will be used to inform the Overview and Scrutiny Committee's work programme for the municipal year 2014/15. The issues highlighted in the note will be further discussed in a meeting between the Scrutiny lead member and Corporate Director.*

### **Section One: Overview of areas covered within the portfolio**

**Housing Options** – The Housing Options Service as its key role, delivers a range of housing solutions whilst, at the same time, managing demand and preventing homelessness through delivery of the Homelessness Statement. Operationally, the service holds responsibility for preventing homelessness; managing a portfolio of temporary accommodation, maintaining the housing list and ensuring social housing vacancies are let in accordance with the agreed Allocations Scheme. Strategic imperatives include supporting vulnerable residents, offering real housing options and delivering the Council's homelessness statement and shaping the Council's Housing strategies. It is also responsible for producing the annual Lettings Plan in partnership with the Common Housing Register partners, updating and refreshing the Common Housing Register partnership agreement, leading on the affordability, supply and quality of Temporary Accommodation used and the development and implementation of mechanisms for reducing overcrowding and under occupation.

**Planning & Building Control** - Defines and effects the creation of sustainable places in its role to promote and manage growth and change in the built environment. In managing development pressures, it secures new and affordable housing especially family housing, negotiates and manages infrastructure funding, facilitates and supports economic growth and regeneration including generating job opportunities, assesses the safety and structural integrity of new structures, identifies and facilitates new infrastructure including new open spaces, schools, health centres, transport improvements and community facilities. Over the coming years, this service will be at the forefront of supporting and managing the local community in an enhanced role in the planning system via the Localism agenda.

**Economic Development** – Leads on the generation of new skills, training, apprenticeships and jobs for local residents and supports them to access and take up those opportunities. Alongside this the service is responsible for communicating with the local business base and driving growth across the borough through cross cutting economic policy. The service has three key teams: Economic Programmes – responsible for generation of new jobs, apprenticeships Financial Inclusion advice to help residents manage their finances and design of new support programmes; Employment & Skills; is the customer facing element of the service and responsible for supporting local people into business growth sectors including Construction, Education, Hospitality, Catering, Administration, Security, Health and environmental, through the Council's award winning Skillsmatch brokerage service and several targeted projects including the 'Working Start' placement programme; and finally Business Partnerships – responsible for the Business and Enterprise agenda, Town Centres and strategic partnership work across the area.

**Strategy, Regeneration and Sustainability** – Leads on all housing development and management both through strategic partnerships with the ALMO and RPs to improve housing delivery and management standards across the borough. The service is critical in devising and implementing regeneration schemes, and implementing strategies which increase housing supply and reduce overcrowding, whilst also bringing council housing up to a decent standard. In addition it provides the corporate lead to deliver reduced energy consumption across the council's own activities and develops climate change and carbon reduction strategies in line with national and international targets. The service is also charged with responsibility to reduce fuel poverty, and as part of this deliver a borough wide Energy Coop to bring residents cheaper energy as well as a range of other targeted energy efficiency measures targeted towards vulnerable households.

**Corporate Property and Capital Delivery** – Co-ordinates the approach to asset management across the Council, ensuring our portfolio is effectively managed and maintained via the renewed Asset Management Strategy - the Council's overarching policy for holding property. The service holds responsibility for a range

of Council assets (but currently not all), including commercial properties, community buildings, offices, depots and supports Directorates to deliver their services. From 21014/15 the service will lead on the phased implementation of the Corporate landlord Model (CLM), directly managing 250 buildings and all property related Directorate budgets, acting as the landlord to other Directorates. Through leading the BSF programme, the service also manages the largest single investment programme (over £250m) in our schools in over 20 years. Transforming the learning environment of each school, projects deliver improvement in school buildings, community access to all schools, leading-edge ICT, and significant educational reform in order to create world-class, 21st-century schools. The service also leads on the regeneration of Poplar Baths, delivering 100 affordable units as well as providing a top class youth and leisure facilities. The Multi Faith Burial Ground project will see a secured burial site exclusively for the residents of Tower Hamlets, with good transport links.

**Resources** – Provides expertise and support across the Directorate to ensure that Directorate priorities are established and achieved within a controlled financial and risk managed environment and further facilitated through effective ICT systems. The service works across the Directorate to plan spending, set standards of financial management and budget monitoring, provide high level executive and secretarial support, co-ordinate and support the Directorates responses to complaints, Members Enquiries, and Freedom of Information Act requests as well as mitigate and manage key Directorate risks. The Service also provides business assurance on the development and delivery of the Directorate's Strategic Programme and Project Portfolio and the strengthening of Directorate ICT systems. The service also leads joint working with the 3<sup>rd</sup> sector and local businesses, and forging partnerships to improve local prosperity via the Voluntary and Community Sector Strategy. The net cost of the whole service is some £4.2m – of which almost £2m relates to commissioned services and grants to local third sector organisations. These grants provide much needed assistance for community organisations to deliver discrete packages of work impacting upon the lives of residents across all Community Plan Themes. The service also delivers a c. £3m scheme to improve Multi Faith Buildings.

## Section Two: Key national legislative and policy developments

### Welfare Reform

- Cap on household benefits paid to workless households of working age, - Annual benefit cap of £26,000 including out of work and housing benefits
- Welfare benefits uprated to Consumer Price Index rather than Retail Price Index, leading to less generous benefits, and that losses will cumulate over time
- Tightening of eligibility criteria of income support and working tax credits
- Move towards Universal Credit (2013 - 2017) - new single monthly payment (replacing JSA, CTC, WTC, HB, ESA and IS) for people in work or out of work.

### Housing Benefit, Housing Reform & Allocations

Housing Benefit Changes- A number of national policy changes in this area making the borough largely unaffordable for those on low incomes and who are benefit dependent, particular larger families.

- LHA rates reduced from 50th to 30th percentile of local rents
- Capping on Local Housing Allowance to max four bedrooms
- Removal of £15 LHA top up (paid when rents are below the LHA levels)
- Increase in non-dependent deductions to HB
- Shared accommodation provisions extended to single people aged under 35.
- Introduction of bedroom tax
- Old housing revenue account replaced with new self-financing system

### Allocations

- Reform to homeless legislation – homelessness discharge of duty into the private rented sector
- Local authorities greater freedom to set allocation policies and power to manage their housing waiting lists
- More flexible arrangements for people entering social housing so that social landlords will be able to

- grant tenancies for a fixed length of time
- National home swap scheme
- Duty on local authorities to publish a strategic policy on tenancies

### Asset Management

- Community Right to Bid - Local authorities to keep a list of assets of community value. Owners obliged to go through a specific procedure before they can dispose of the asset, providing 'community organisations' the opportunity to bid for purchase.

### Neighbourhood Planning

- Neighbourhood planning – new rights for communities to shape their local area through neighbourhood forums, neighbourhood plans and development orders
- The Local Planning Authority will need approve the establishment of a Neighbourhood Forum (comprised of local residents and businesses) and the defined boundary, and then is required to provide technical advice and support for those Forums that wish to draw up a Plan.
- Once approved, Neighbourhood Forums can develop neighbourhood Plans & Neighbourhood Development Orders for their defined neighbourhood area
- Neighbourhood Plans - New spatial level of planning, Prepared by the community with the Same status as LDF documents subject to local referendum before approval

### Community Infrastructure Levy (CIL)

- Community Infrastructure Levy – to be introduced in LBTH by 2014. CIL funding largely replaces s106 for infrastructure provision and some maintenance. Also a 'meaningful proportion' of the CIL is to be passed onto neighbourhoods affected by development. Funds can be spent on both capital and revenue costs of new infrastructure.

### Mayor for London's Development Corporation

- Mayor for London's Development Corporation - Provides the Mayor of London decision making and plan-making powers in Fish Island and Bromley-by-Bow on planning matters.

### Enforcement

- Greater planning enforcement powers for Local Planning Authorities - tackle abuses of the planning system such as making deliberately misleading planning applications.

### Planning Applications

- The government introduced new "special measures" in October 2013 which it will use to assess performance and identify non-performing councils. It will use two criteria for this assessment based on:

(i) Performance to be above a threshold on the statutory time-frames for dealing with major applications and  
(ii) The % of major applications over-turned on appeal to be below a certain threshold.

Authorities not meeting these targets risk having some decision-making powers taken away from them on major applications.

As part of this process the government introduced the "Planning Guarantee". This is a guarantee that all planning applications will be dealt with within 26 weeks or a year if there is an appeal. Failure comply, results in fee's returned to applicants.

### Social Value Act

- Places a duty on public bodies to consider social value ahead of a procurement - how what is proposed to be procured might improve the economic, social and environmental well-being of the relevant area.

## Section Three: Key local challenges and opportunities

### Housing

The Directorate is working hard to meet the challenges posed by Welfare reform and the Localism Act. Reforms in Housing Benefit as part of wider Welfare Reform are already impacting locally, namely, the indexing of Housing Benefit from the 50th to 30th percentile of local rents, the threshold for the shared accommodation rate increasing to 35 and the capping of HB to a maximum of four bedrooms. These reforms occurred against a backdrop of shortfalls in affordable homes and rising rents and compound existing pressures for low income families, particular larger families in accessing affordable housing in the Borough. As at March 2014 754 households in TH were adversely affected by the £500 Cap and 2,412 by the 'Bedroom Tax'. The average loss of income for those affected by the benefit cap will be £68 per week, with a large number of households losing over £100 per week. The increasing financial hardship and unaffordability of local accommodation will be further compounded by the Government's decision to limit increases in benefits to 1%, significantly below the current rate of inflation and housing rent inflation in the borough.

The Directorate is geared to meeting these challenges as a priority, strategically working to limit the impact of welfare reforms through targeted work with those residents most affected and negotiating with landlords to sustain access to affordable housing in the Borough. The Directorate is also working hard to maximise the number of affordable homes from existing stock and new supply; supporting housing partners to achieve greater delivery of affordable units which meet new affordable rent levels. The Localism Act, through introducing a definition of affordable rents of up to 80% market value, provides a cue for social housing providers to increase their rents. Our research highlights that the most many local residents could afford would be between 55-65% market rents on 1,2 and 3 bed units. We have taken a clear stance on supporting social rents at these levels through our Managing Development DPD and our Affordable Housing Supplementary Planning Document (AHSPD), and will continue to drive for local affordable rents to be set at realistic rates for local residents. The Directorate also continues to work on Major Applications to ensure that all new developments has provision for 10% wheelchair accessible housing, 45% of rented homes are family sized in terms of policy and 100% lifetime homes.

Additionally, through HRA Self-financing proposals, the Localism Act, (since April 1<sup>st</sup> 2012), allows Councils to retain rental income from social housing and use it to improve social housing locally. As part of housing improvement, THH will be moving into year 4 of the Decent Homes Backlog programme, with an estimated 3,109 homes receiving improvement works in 14/15. A significant challenge rests in clienting the spend and delivery of this programme with THH in order to meet GLA targets

Also as part of wider reforms through the Localism Act, Councils were given the right to discharge their statutory homelessness duty via the private rented sector. The Homeless Statement explores the advantages (and challenges) of this by brokering the relationship between landlord and tenant, encouraging tenancies at existing affordable rent levels, engaging with landlords to preserve existing tenancies and providing direct assistance to private tenants to move to more affordable landlords. In light of the Localism Act, we have revised our arrangements with the Private Rented Sector, and the established Social Lettings Agency has been one, albeit modest, mechanism to attempt to increase the quality and supply of affordable private rented accommodation to people in housing need.

Use of the private sector is however becoming less of a viable homelessness prevention method with homelessness increasing, temporary accommodation supply reducing and private landlords increasingly reluctant to let to less profitable social tenants in favour of first time buyers and those prepared to flat share. Committed to responding to these challenges, as a short term measure to the most vulnerable households have been financially supported via the Mayor's Temporary Accommodation Support Fund to secure additional time allowing for rehousing options to be explored. Similarly, extended negotiations are being had with landlords requesting their properties back with amendments being made to the Allocations Scheme to tighten controls for applicants who are out of borough residents, high earners or home owners.

Another big challenge for the Directorate is taking the 'No Wrong Door' project into Enhanced Housing Option Plus service. This will take the concept of appreciating the inter-dependencies between housing, money and employment and considering service redesign to best address clients' complex needs.

### Planning & Building Control

The Directorate makes good progress in meeting challenges presented in the Localism Act to administer the Neighbourhood Planning Process. The Directorate is keen to ensure that the Neighbourhood Planning Process dovetails with the delivery of the Local Plan - Core Strategy, ensuring that all plans sitting under the LDF (identifying key development sites) are agreed before Neighbourhood Plans are established. Key challenges in leading the community to utilise this provision will be in defining criteria to establish neighbourhood forums, managing any tensions between potentially opposing priorities and stakeholders and promote coherence between neighbourhood forums and existing local governance arrangements across the borough.

Another critical challenge currently being negotiated by the Directorate is in introducing arrangements for the collection of the Community Infrastructure Levy (CIL) under the Localism Act. Stipulating that monies raised through CIL should go towards building/maintaining new infrastructure. Whilst delayed, the schedule of charges for developers to build in Tower Hamlets is going through public examination process shortly. There are provisions for a 'meaningful proportion' of CIL income to be passed on to local communities. The precise detail of this is yet to be fully determined and is tied up in future amendments to the CIL Regulations 2010 (as amended). Further work will be undertaken on this, once the Government has announced its next set of CIL Regulations.

A further challenge lies in the unique position the Council plays a national champion for growth. While the appetite for development in the borough is extremely high, harnessing this opportunity through viability challenges to major development proposals is vital to ensure growth is balanced, and the appropriate infrastructure secured providing outcomes which translate growth into a sustainable place. At stake is £100's millions of private funding into s106/CIL and Billions pounds of private investment. If the necessary infrastructure and benefits are not secured from private funding, the council risks facing significant difficulties in meeting the demands the Borough's increasing population over the coming years.

The Building Control service is coming under increased market pressure for approved inspectors as it delivers its service. Over the next 12 months the Directorate is keen to ensure that it boosts its market share, develops more assertive marketing and business development approaches and continues to play an important role in ensuring the boroughs development is structurally sound, safe and conforms to all the latest building Regulations.

### Economic Development

The economic environment is still unstable despite showing signs of the emergence from a recession. Tower Hamlets has continued to show economic Growth and the revitalisation of the construction and leisure sectors are key indicators of a recovery process. However business forecasts still suggest slow growth through to 2020 which results in a continuing competitive labour market and those with lower skills or lack of experience facing a more difficult route toward getting and keeping a job.

Welfare Reform will continue to pose significant pressure on the prosperity of the Borough and incomes of many Tower Hamlets residents, reducing the opportunities of many to access services and participate fully in society. The benefit cap reduced the income of many households and put them at risk of being unable to manage their finances effectively, leading to and further exacerbating financial exclusion. A key challenge for the Directorate and wider Council is in how to best continue to support residents, many of whom will have less money for basic essentials. Through our Financial Inclusion Strategy, we will ensure residents have access to a comprehensive range of financial and support services as well as the knowledge, skills and confidence to maximise their own financial well-being. An additional challenge will be to prepare for the next wave of benefit process change and Universal Credit. Local residents will need to understand the implications of the changes and how to access new systems. It is imperative that services across the council come together to support local people through this Transition in 2014/15. Our Fuel Poverty/Energy Coop Strategy builds upon this setting a framework to protect residents from fuel poverty freeing up income for other living costs in this challenging time.

Central to our approach to reducing poverty is our commitment to working with Jobcentre Plus and key mainstream partners to maximise the skills development and employment opportunities for local people. This is reflected as a key priority within our Employment Strategy. Our ambition to close the gap between the local employment rate and the London average is clearly demonstrated in our work with the East London Growth Boroughs on convergence targets and over the next year will also be supported by assisting residents into jobs through the Employment and Skills programme. Good progress was made in 13/14 though securing c. 788 sustainable jobs for local residents via Skills match, and 200 additional jobs and apprenticeships via (Construction Desk, Procurement, S106, DH Programme) which has helped the Council and its partners to support around 1000 people move off of state benefits and has recorded a current employment rate of 63.5%, which is the highest 12 month average ever seen in the borough. Part of this programme of work has included securing trades, ICT and Arts apprenticeships via strategic partnerships with the Decent Homes programme, Agilisys and creative industry businesses. The Working Start programme is a paid placement project which introduces local people with limited experience to local employers looking for new talent. This programme has seen over 50 (to be updated) people start new jobs and many have gone onto full time employment or apprenticeship opportunities with those local businesses. However there is still a great deal of work to be done around engaging local people to access the opportunities. There are still c. 7,365 people who are currently looking for work, many who have health issues, language barriers or low expectations. The service will be working to ensure that access to skills, advice, work experience and jobs is maximised so that local residents, particularly young people and women, can significantly increase their aspiration and independence.

The development of a refocused Economic Development Task Force seeks to further build upon the success achieved in 13/14. It will focus local partners to co-ordinate their efforts to target high levels of worklessness particularly for young people and to develop and introduce innovative Job creation and growth schemes. It also aims to support businesses navigate a challenging economic environment and nurture an environment where small and medium sized businesses can flourish. Meeting this challenge, the council will work with national and regional programmes and introduce structured action plans and support packages for key economic and commercial districts across the borough to drive inward investment and create more opportunity. Tower Hamlets is a recognised growth area and a destination for new business and inward investment. It is essential that we capitalise on this message that was broadcast to the world since 2012 and work both locally and with the London Local Enterprise Partnership to exploit the opportunities for investment and growth. Our Enterprise strategy sets out a broad framework which complements these messages and initiatives and which will communicate with businesses to encourage local supply chains, business to business trade, fostering an entrepreneurial culture and supporting existing and new local business – particularly in growth sectors and our vibrant town centres.

#### Resources / Corporate Property & Capital Delivery

In the current climate of restrained resources, a key challenge concerning asset management is to ensure all assets are used in a way which is aligned to strategic objectives that they are well maintained and operate at optimum levels. To deliver this the Directorate has made good progress in developing both the asset Strategy and Corporate Landlord Model to ensure a consistent approach is deployed in the holding of property.

Supporting this, an asset performance review has been taken on all operational assets to identify any underutilisation and inform proposals on how their use can be realigned with strategic objectives, particular in meeting the need for increased affordable housing. This evidence base will be used to inform the emerging Asset Strategy; the Council's overarching policy for holding property. Supporting Mayoral Priorities, a number of sites have been identified with a view to providing affordable housing as well as a number of properties identified for possible disposal to contribute to savings targets.

On top of utilising assets effectively, the Directorate is also charged with implementing the Community Right to Bid, under the Localism Act. This provision requires local authorities to maintain a list of assets of community value. Communities have the opportunity to nominate for possible inclusion the assets that are most important to them. When listed assets come up for sale or change of ownership, community groups have a lead in time to develop a bid and raise the money to buy the asset when it comes on the open market, at market value.

The Directorate will support Community and Voluntary groups further through our emerging Voluntary and Community Sector Strategy. This aims to create a thriving environment and further develop a healthy,

commercially independent voluntary and community sector to improve the lives of local people. This sector has a critical role in engaging and empowering local people, offering a voice and providing services to those in need. Consequently, enhancing this sector, in a climate where those most vulnerable face an increased risk of further disadvantage, has never been more paramount.

The Directorate will build upon this commitment through managing and delivering the Mayor's Community Faith Building Support Scheme. Over 90% of the Boroughs faith buildings are thought to be occupied by community groups in addition to faith groups – many buildings of which are in a poor state and difficult to occupy. This scheme will make nearly c. £3 million available to repair, adapt and improve some of the Borough's faith buildings, making them into important community hubs.

## Section Four: Progress against key performance indicators

Strategic measure	Quarter 4 2013/14 Outturn (April – March) and RAG Status (Green – at or better than target, Amber at or better minimum standard, and Red – below minimum standard)	Direction of travel from previous year	Comparative London Data	Commentary
<b>Number of affordable homes delivered (gross)</b>	595 RED	Slight deterioration in performance compared to this time last year (-8%)	Highest performing London authority	<p>Performance for Quarter 4 is well above the quarterly target, with 230 units of affordable housing being produced during January to end March 2014. Total delivery of new build affordable units represents 65% of the target for 13/14, lower than the 839 forecasted in Q3, however a total of 4,029 affordable homes has been delivered against the Mayoral target of 4,000.</p> <p>A large number of schemes had slipped from Quarter 3 into Quarter 4, but almost as many units missed their 31st March deadline and were re-profiled to complete in the first quarter of 14/15. One of the causes appeared to be delays in utility connections and highways works, alongside other unknown delays to works. The largest scheme which was delayed was Gladstone Place, with 117 units. However, a total of 190 more units have completed by the end of May bringing new build affordable homes delivery from April 2013 – May 2014 up to 771 units.</p> <p>Tower Hamlets has a strong track record of housing delivery and continues to provide among the highest number of affordable homes in the country. The Mayor's target of 4,000 new affordable homes has been met, with a total of 4,029 new affordable homes delivered. New build delivery affordable homes from October 2010 to the end of May 2014 totals 3,825 units. With delivery of an additional 204 units secured through government and LA grant funding; this takes delivery of affordable homes up to 4,029 ending May 2014.</p>
<b>Number of social / affordable rented housing completions for family housing (gross)</b>	178 RED	Slight increase in performance compared to this time last year (+2%).	N/A	<p>The quarterly and annual figures for production of family housing are within our bandwidth target figures. Family rented units currently total 178, 79% of the upper target. Scheme slippages due to utility connections, highways works and other delays have resulted in reduced delivery against the forecast at Q3 of 242 units. Total delivery of social and affordable family rented units represents 45.2% of total rented housing delivered. An additional 53 rented family homes were delivered between in April and May 2014, bringing total delivery from April 2013 – May 2014 to 231 rented family units delivered.</p>
<b>The number of</b>	815 (provisional outturn)	Performance	N/A	As the total number of lets this year was not as high as in previous



<p><b>overcrowded families rehoused</b></p>	<p>RED</p>	<p>below last year's outturn of 1410.</p>		<p>years (1,757 as opposed to an average of 2,440 in the previous years), the actual number of lets to overcrowded households had a consequential reduction to 815. As forecasted, this measure would have also been affected by an increasing number of offers to non-priority cases and the 10% target set for Band 3 applicants (who are adequately housed) under the Council's lettings plan. The impact of reduced number of lets to overcrowded families could be mitigated by revising the target lets set for Band 3 applicants. The number of lets in 14/15 is likely to increase as a greater number of new build homes is expected to be handed over. However, performance against this measure has continued to remain strong with a total of 4,870 overcrowded households housed from April 2011 against a Mayoral target of 1,000 lets to overcrowded households per year, achieving an average of 1,218 lets p/a</p>
<p><b>The number of households who considered themselves as homeless, who approached the local authority's housing advice service(s), and for whom housing advice casework intervention resolved their situation.</b></p>	<p>731 (6.59 as a percentage of total households)  AMBER</p>	<p>Very slight reduction in performance compared to this time last year, (-9% preventions / -0.54pp)</p>	<p>N/A</p>	<p>The borough is facing a severe shortage of affordable private sector properties available to homeless households as an alternative to pursuing a statutory homeless application and the problem is increasing. Consequently, our ability to prevent homelessness by securing an alternative tenancy has diminished immensely.</p> <p>We are about to improve the incentive provided to landlords so they will let their admittedly small number of properties available at, or close to, Local Housing Allowance levels via the council to one of our customers rather than let them to a member of the general public. This will be for a finite period to see if there is any improvement in supply and a subsequent improvement in homeless preventions.</p> <p>Aside from the challenges faced in preventing homelessness, the rise in population (and therefore the expectation that the number of preventions will increase proportionally) needs to be tempered with an appreciation that said population rise reflects the increase in the wealth in the borough and that a significant number of these new households would not typically form the Housing Options client base.</p>
<p><b>Overall employment rate - gap between the Borough and London average rate (working age)</b></p>	<p>6.7pp  AMBER</p>	<p>0.6pp reduction in performance since this time last year.</p>	<p>For the year up to December 2013, the TH employment rate is 6.7pp below the London average rate. However, for the same period the TH</p>	<p>Employment rate Tower Hamlets: 63.4% London Average: 70.1% Gap between TH &amp; London average rate: 6.7pp</p> <p>Tower Hamlets is 0.4pps below meeting the upper bandwidth target however statistics demonstrate good progress towards this. It is important to note that over the last year (Dec 2013 to Dec 2014), the change in the borough employment rate has been greater than that of the London rate, figures are 1.8pps and 1.2pps respectively. Furthermore, compared to neighbouring boroughs Hackney (62.8%),</p>

			employment rate has increased 1.8pp compared to 1.2pp for the London average rate.	and Newham (62.6%), Tower Hamlets (63.4%) has a higher rate, all three boroughs experienced a reduction in the rate over the last quarter but this was highest in Newham (0.7pps). The Tower Hamlets Employment rate experienced a 0.5pps decline from the previous quarter update – although this represents a modest decline, the overall trend over the last year has been positive (March 2013 +0.3pps, June 2013 +0.6pps, Sept 2013 +1.4pps). Further analysis shows that the two age cohorts that have contributed to the decline of the employment rate in the last quarter are 16 to 24 year olds, and the 50 to 64 year olds.
<b>JSA Claimant Rate (gap between the Borough and London average rate (working age))</b>	0.9pp  AMBER	Performance improved 0.7pp compared to this time last year.	Tower Hamlets has performed well against neighbouring boroughs Newham and Hackney and regionally.	<p>JSA Claimant Rate Tower Hamlets: 3.8% London Average: 2.9% Gap between TH &amp; the London Average: 0.9pp</p> <p>The borough is 0.3pps below achieving the upper bandwidth target, 22.2% of JSA claimants in borough are young people ages 18 to 24 years, this cohort contributes considerably to the overall rate. Neighbouring boroughs Newham and Hackney as well as London have lower proportions of young claimants, 21.8%, 15.5% and 19.3% respectively. Despite this, over the last year (March 2013 to March 2014), Tower Hamlets has performed well against neighbouring boroughs Newham and Hackney and regionally, if we consider the rate of change over this period. Tower Hamlets has achieved a 1.6pps reduction in the JSA rates, compared 1.5pps for Newham, 1.3pps for Hackney and 1.0pps regionally. The economic recession of 2008 caused long-term structural problems in the labour market. Evidence suggests this has caused a deficit in labour market demand (increasing competition, and fewer vacancies which are taken up more quickly) which will take longer to recover. This has a worsened effect on areas with high youth unemployment and for people with limited education and skills. Job creation, skills matching, and the availability of suitable opportunities will continue to be key to local labour markets to ensure positive impact on both the Employment rate and JSA rate.</p>

## Section Five: Customer perception and satisfaction

The table below details residents and service users' perception of, and satisfaction with, services. The information is taken from the Annual Residents Survey. The latest available data is for 2011/12. 2012/13 data will be available in August 2013.

Annual Residents Survey Measure	2012/13	2011/12	2010/11	2009/10	Comparison with London 2011/12
% satisfied with Council housing	25	31	33	29	+5pp Better than London
% satisfied with Council housing (tenants)	42	51	48	47	+ 7 Better than London
% satisfied with the area as a place to live	82	78	78	84	N/A
% of residents for whom the lack of affordable housing is a personal concern	26	21	22	21	0pp Same as London
% of residents for whom the lack of jobs is a personal concern	35	31	30	26	+6pp Higher than London
% of residents for whom the number of homeless people is a personal concern	9	9	8	9	-2pp Better than London

## Section Six: Cabinet Forward Plan items

Cabinet Meeting Date	Item	Service
16 <sup>th</sup> July 2014	Asset Strategy Review	Corporate Property & Capital Delivery
	Homeless Statement Action Plan	Housing Options
	Rights of Light, City Pride	Strategy, Regeneration & Sustainability
	Decent Homes Quarterly Performance Reports (MAB)	
	Leaseholder Service Charges	
August 2014	Civic Centre	Corporate Property & Capital Delivery
September 2014	Draft South Quay Masterplan for consultation	Planning & Building Control
	Neighbourhood Forums: Third Round Applications	
	Adoption of LBTH CIL	
	Improving Housing Options in the Private Rented Sector	Strategy, Regeneration & Sustainability
October 2014	Draft Ailsa SPD for consultation	Planning & Building Control
	Stage 2 Neighbourhood Planning Guidance (MAB)	
	Decent Homes Quarterly Performance Reports (MAB)	Strategy, Regeneration & Sustainability
February 2015	Final South Quay Masterplan for adoption	Planning & Building Control
March 2015	Update on Poplar Baths and Dame Collet House (MAB)	Corporate Property & Capital Delivery
	Procurement and Planning	Economic Development

	Employment and Economic Benefits (MAB)	
	Housing Options service specification change (MAB)	Housing Options
	Final Ailsa SPD for adoption	Planning & Building Control
	Masterplan scoping exercise for South Poplar (MAB)	
	Neighbourhood Forums: Fourth Round Applications	
	Ocean Redevelopment Phase 2	Strategy, Regeneration & Sustainability
	Fuel Poverty Plan Annual Report	
April 2015	Decent Homes Quarterly Performance Reports (MAB)	Strategy, Regeneration & Sustainability
TBC	Disposals Programme	Corporate Property & Capital Delivery

### Section Seven: Suggested topics for O&S reviews

--