







Scrutiny Recommendations Action Plan




Red, Amber, Green (RAG) status Indicator	Missed target – requires immediate attention	On target but with minor issues – being monitored	On target or completed action
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Action	Responsibility	Date		
Recommendation 1: Tower Hamlets ward panels to develop and recruit to vice chair roles				
<i>The Safer Neighbourhood Board (SNB) chair suggests an output from the Ward Panel Conference will be a to explore a list of “best practice” suggestions, and that they would expect encouragement to appoint ward panel vice-chairs to be one of the items highlighted.</i>				
<i>Met Police Safer Neighbourhood Team (SNT) Lead emphasised the importance of recruiting vice chairs, as a ward panel chair can sometimes feel overwhelmed and un-supported. By having a vice chair and a secretary to assist the ward panel chairs will encourage and nurture people to take over the role when ward panel chairs step down.</i>				
SNB chair has planned a “Ward Panel Conference” to spread “best practice” for the running of ward panels and will ensure the recruitment to vice chairs is on the agenda. (delayed due to COVID). The SNB chair’s relevant ward panel now has 4 vice chairs and this action has already begun implementation. This will be discussed as an agenda item at the next scheduled SNB on 20 th July 2020.	SNB Chair	Sept 2020		
Red/ Amber/ Green Status				
Met Police SNT lead will contact the SNB Chair to liaise with the ward panel chairs in order to encourage the sharing of responsibilities on ward panel.	Met Police SNT lead	21/02/2020		
Red/ Amber/ Green Status				













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Recommendation 2: Mayor’s Office for Police and Crime (MOPAC) to incentivise learning and development opportunities for ward panels vice chairs e.g. how to promote inclusion and engagement with seldom-heard community			
Mayor to write to London’s Deputy Mayor for Crime and Police to address recommendation 2 by the end of July. The letter is being drafted as of 14 th July.	David Courcoux, Head of Mayor’s Office	July 2020	
Red/ Amber/ Green Status			
Recommendation 3: Changing the location, time and venues so that those panels that are already well attended add two additional daytime meetings per year, and those with low attendance from residents switch to 2 daytime and 2 evening meetings			
<i>The SNB chair agrees with the need to encourage attendance by “hard-to-reach” residents but indicated that he holds different view to the suggested method. Equally, the SNB chair acknowledges the importance for healthy ward panels to develop a “core” group of residents who hold a broad view of their ward and attend regularly. The SNB chair suggests that to achieve consistency; having regular evening meetings with set times (known by ward membership) will improve participation and varying the meetings times may impact participation and membership. The SNB chair recommended having additional meetings with hard-to-reach” residents, and then feedback into the subsequent ward panel meeting.</i>			
<i>Met Police SNT Lead highlighted that ward panel chairs are aware of the need to move the panels around the ward so that it is representative of the entire ward and not just the area that the panel is held in as this can lead to a distorted view of the issues facing the ward. The Met Police SNT Lead also highlights cost implications with some venues charging for the use of facilities. Met Police SNT Lead highlights a potential challenge with moving to daytime meetings (A number of the ward panel chairs hold daytime jobs) and as the role is voluntary moving to daytime meetings may dissuade some people to be part of the ward panel</i>			
SNB chair to ensure that recommendation and alternatives are on agenda for our forthcoming “Ward Panel Conference”. This will also be discussed at the next SNB on 20 th July	SNB Chair	Sept 2020	
Red/ Amber/ Green Status			
All Ward Police Sergeants to raise at the next ward panel meetings the idea of moving	Met Police SNT	Sept 2020	

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half of the ward panel meetings to daytime. This does however depend on individual wards and their availability as well as the availability of the police. If there were two additional daytime ones then it would be advised that weekends are used, as the ward panel members usually prefer meetings outside of their working hours and when they do not have to look after children – so evenings tend to work best.	Lead	
Red/ Amber/ Green Status		
All Ward Police Sergeants to look at different venues across the ward for Ward Panel meetings.	Met Police SNT Lead	Sept 2020
Red/ Amber/ Green Status		
Recommendation 4: LBTH Public Realm representation and attendance to ward panel meetings		
<p><i>In total there are 80 ward panel meetings held in one year (20 ward meetings x4). Public Realm officers have attended some of these meetings already. Public Realm attendance may not always be feasible or required. Public Realm can commit to attending at least one ward panel in a year but if invited and staff are available Public Realm will attend additional meetings. There are also various methods available for residents or groups to raise specific issues with Public Realm services, including the Love Your Neighbourhood app and the “Report It” page on TH website. There are also specific numbers for services available on “Contact us on the phone” page on the website. It would also be useful if the division has a sight of the agenda for ward panels meetings in advance.</i></p>		
Ensure officer attendance at relevant or required ward panel meetings.	Dan Jones Divisional Director for Public Realm	Ongoing
Red/ Amber/ Green Status		
Recommendation 5: Establishment of a Youth Council representative on the Safer Neighbourhood Board to enhance inclusion and better understanding of diversity		







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<p>The Youth Cabinet Member for Community and or another member of the Youth Council will attend the Safer Neighbourhood Board to represent young people, if those meetings take place in the evening. A meeting has been set with between SNT lead and SNB chair to discuss best how to implement this. The right Cabinet member to attend is being identified. Youth Cabinet Member for Community will be attending on Monday 20th July.</p>	<p>Youth Council Member</p>	<p>13 March 2020</p>		
<p>Red/ Amber/ Green Status</p>				
<p>Recommendation 6: Local authority to lead on a borough-wide marketing campaign to publicise ward panels</p>				
<p><i>Publicity of ward panels are primarily organised and led by the Met Police. The Council's communication service promoted joining of ward panel in 'Our East End' magazine and in March 2019 a larger focussed piece on ward panels was publicised in 'Our East End'. When ward panel meetings take place, the Council has provided support in promoting meetings across its social channels and resident e-newsletters. The Community Safety pages of the council web site has a section on how to join Safer Neighbourhood Panels and a link to the relevant ward panel and meeting dates on the MPS web site.</i></p>				
<p>Promotion of Joining Safer Neighbourhood Ward Panels in 'Our East End' Magazine</p>				<p>Dec 2019</p>
<p>Red/ Amber/ Green Status</p>				
<p>Council will continue to provide a light touch promotion using their channels</p>				<p>Ongoing</p>
<p>Red/ Amber/ Green Status</p>				
<p>Recommendation 7: A collaborative approach by Safer Neighbourhood Board, ward panels and the Police to publicise the visibility of ward panels.</p>				
<p><i>Met Police SNT lead suggest all ward panel meetings should be on the MPS website page for that ward along with upcoming events. This is also advertised on (Online Watch Link) OWL. Whilst encouraging attendance and participation, there is the risk that the ward panel meeting can become more of a public meeting as opposed to agreeing priorities and holding people to account. Tower Hamlets SNT are currently arranging training with the Next-Door social media platform. This is locally based to the electoral wards and is only accessible to those who live in the area. This is an ongoing piece of work and is not designed to replace OWL. Twitter remains the main social media platform used by the MPS.</i></p>				

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Ongoing action for SNT Inspector to ensure that the Ward Panel Meetings are on the MPS website and on OWL. It should be noted however, that most wards should already be doing this as standard: advertising via the MPS website and on OWL	Met Police SNT Lead	Ongoing Action		
Red/ Amber/ Green Status				
Recommendation 8: Strengthening the trust between the Police and the ward's residents e.g. lead and implement action-focussed minutes and jointly developing (via ward panels) a cultural framework of co-produced solutions				
<i>The Met Police SNT set up a pilot scheme on the Lansbury Ward for a resident led multi agency problem solving team to sit outside of the ward panel to come up with solutions to solve some of the problems on the ward. If this is successful, Met Police SNT will look to roll this out across the Ward Panels.</i>				
Review the pilot scheme of resident led multi agency problem solving team which develops solutions to some of the problems on the ward. N.B Delayed due to COVID. Whilst this has not yet been implemented, there are other resident associations that sit outside of ward panels that work to solve problems on the wards. For instance, St Dunstons has a resident's association for Grand Union Place that have work with housing, police and security to improve an area where they live. This could be a good example of how this could be implemented.	Met Police SNT Lead	July 2020		
Red/ Amber/ Green Status				
Recommendation 9: Police prioritisation of attendance of ward panel meetings, as the fundamental purpose is to hold the Police to account				
The commitment is that all Ward Panels will have a police attendance of at least a Sergeant and a DWO/PCSO. The Sergeant will be prepared with updates on crimes and police activity for the wards. The SNT Inspector will attend at least 1 ward panel meeting per ward per year	Met Police SNT Lead	21/02/2020		
Red/ Amber/ Green Status				

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Recommendation 10: Local authority to develop a meaningful breakdown of community safety acronyms list to facilitate better resident understanding of key terminology			
List of Acronyms compiled – A working document that will continue to be updated	Ann Corbett Divisional Director for Community Safety	31/01/2020	
Red/ Amber/ Green Status			
Recommendation 11: Mayor to lobby Home Office for more resources for 101 service			
Mayor to write to the Home Secretary lobbying for more resources for policing in Tower Hamlets including the 101 service. This is to be completed before end of July 2020 and a letter is being drafted as of 14 th July.	David Courcoux, Head of Mayor's Office	July 2020	
Red/ Amber/ Green Status			
Mayor to raise 101 service resourcing and responsiveness with the Borough Commander.	David Courcoux, Head of Mayor's Office	July 2020	
Red/ Amber/ Green Status	