

Theme	Key Milestone	Lead	Deadline If this column has not already been completed, please ensure the deadline for achieving the key milestone is added	Previous progress update Please provide a brief overview following OBA principles: How much? How well? What has been the impact? Next Step	Previous RAG Status Please provide the RAG Status of the Key milestone: Completed (Green) – where the key milestone has been achieved In Progress (Amber) – where the key milestone will be achieved by the deadline Overdue (Red) - where the key milestone has not been completed by the deadline date	New Deadline	Progress to date Please provide a brief overview following OBA principles: How much? How well? What has been the impact? Next Step	RAG Status Please provide the RAG Status of the Key milestone: Completed (Green) – where the key milestone has been achieved In Progress (Amber) – where the key milestone will be achieved by the deadline Overdue (Red) - where the key milestone has not been completed by the deadline date
Place Shaping	Create and deliver an internal communications plan to: promote the role of ward councillors	Divisional Director Communications and Marketing	Apr-20	Once the refresh of the members hub is complete - we will feature spotlights on members in internal newsletters.	In progress	Nov-20	Due to the pandemic and high workloads responding to the crisis the refresh and move over of the newsletter to the members hub was put on hold, which included the promotion of ward councillors. We will be working with members services to promote the role of ward councillors via our internal communication channels - this will be done in-line with the refresh of the members hub and bulletin.	In progress
Members' Support	Review the content in the Member Bulletin to ensure it is more engaging, relevant to Members – content will then be received via the members hub	Divisional Director Communications and Marketing	Survey to be held in February and move over to the hub completed by April 2020.	Internal Communications and Members Services have met to discuss the way forward to provide members with information. A survey will be held in February 2020 to gather views and feedback on what information members would like to receive.  The members hub will also be improved to provide links to committees and will include regular updates.	In progress		We held the survey in March 2020 and we received one response after promoting the survey for 2 weeks in the members bulletin. As per below further engagement will be held with Democratic Services to explore how Members Bulletin can be improved.	Completed
Members' Support	Promote the Members Hub internally	Divisional Director Communications and Marketing	Apr-20	To ensure information is relevant an online form will be created so information can be submitted by service areas.  Internal communications will support the promotion of the change through all internal communication channels	In progress	Nov-20	In the first few months of the pandemic - we were keeping members informed and updated three times a week, with the latest information and updates on Covid-19 via the members bulletin. Members were also kept updated via the external residents newsletters. We were due to move the members bulletin over to the members hub, once we had received feedback from via the survey. Due to the pandemic this work was put on hold. We will be reviewing with members services how we communicate with members - to improve the hub and the way we alert staff of the latest news on the platform.	In progress
Community Safety	Offer VAWG/Hate Crime/Prevent champion training to Members. N.B VAWG/Hate Crime requires two day training commitment, Prevent one day.	Divisional Director Community Safety	Ongoing	Four Members have attended a 1 day VAWG Champions training session on September 5 <sup>th</sup> 2019. An additional date of 25th February 2020 has been agreed to repeat this training. Prevent awareness training will be offered in early 2020 and Hate Crime Champion training will continue to be offered.	Ongoing		A one day VAWG Champions training course was offered to Members. On 25th February the Mayor and 2 Councillors attended. No further training has been offered due to COVID. Prevent training also had to be postponed due to COVID. It is hoped to re-schedule training in the Autumn. Member engagement has been through the Cabinet Member for Community Safety, Youth and Equalities who sits on the Independent Prevent Advisory Group and the CONTEST Board. Both have continued to meet throughout the pandemic.	Ongoing
Community Safety	Training Programme for Members on Civil Contingencies	Divisional Director Community Safety	Ongoing	When this action was agreed LBTH was to be involved in the London 'pilot', however it has been limited to four boroughs, not LBTH. However, locally Members were provided an overview of Civil Contingencies as part of their induction. On 29 October the Mayor attended role specific training on Civil Resilience. The Housing and Regeneration Overview and Scrutiny Panel scrutinised Civil Contingencies in December 2019. The Mayor will be involved in Exercise Safer Cities on 3 March 2020. The LGA document 'A Councillor's Guide to Civil Emergencies' has been circulated.	Ongoing		The Mayor was involved in Exercise Safer Cities on 3 March 2020. Unfortunately no member training could be developed or delivered due to COVID.	Ongoing
Schools, children's services	Encourage Ward Councillors to meet with children and youth fora run by the Parent and Family Support Service	Divisional Director Education and Partnership	Ongoing	There are a range of different groups that elected members can attend, these features periodically in the Members Bulletin. Cllr Hassel attends regularly	Ongoing		Due to Covid 19 the annual parent conference was cancelled in March. The SEND parent / carer forum / YP Forum have taken place virtually via Zoom. Cabinet Member for Children and Schools has attended and been able to hear about individual experiences from families /YP and the issues that are important to them.	Ongoing
Schools, children's services	Councillors to visit Holiday Childcare Scheme	Divisional Director Education and Partnership	Ongoing	There are a range of different groups that elected members can attend, these features periodically in the Members Bulletin. Cllr Hassel has attended and Cllr McQuillan is attending holiday child care	Ongoing		The Cabinet member, new DCS and Divisional Director attended the Holiday Childcare scheme during the summer.	Ongoing
Schools, children's services	Councillors to attend SEND Our Time Youth Forum	Divisional Director Education and Partnership	Ongoing	There are a range of different groups that elected members can attend, these features periodically in the Members Bulletin. Cllr Hassel has attended.	Ongoing		The Cabinet member has attended the OurTime Youth Forum	Ongoing

<b>Locality Based Data</b>	Provide Councillors with data training on the key principles to keep in mind when reviewing data in order to promote self help	Divisional Director SPP	Sep-19	Data training will start to be provided across the organisation, including for members, as part of implementing the culture change work stream of the Business Intelligence & Analytics Plan implementation throughout 2020/21. This will coincide with the phased rollout of more interactive data products dependent on the introduction of new corporate IT solutions.	<b>Overdue</b>	Jun-21	Data training will be provided across the organisation, including for members, as part of implementing the culture change work stream of the Business Intelligence & Analytics Plan implementation throughout 2020/21. This will coincide with the phased rollout of more interactive data products dependent on the introduction of new corporate IT solutions, which was halted and restarted in July with a delivery target of March 2021.	<b>In progress</b>
<b>Overview and Scrutiny</b>	Develop and promote the Councillor Call for Action (CCfA)	Divisional Director SPP	Mar-20	While there are currently arrangements in place, a formal Councillor Call for Action process (CCfA) is being developed which will ensure overview and scrutiny arrangements enable any member of the authority to refer a local government matter to the relevant overview and scrutiny committee. This is being drafted alongside a Communications plan to ensure that it is published on the intranet and widely promoted. The final CCfA will need to go before DLTs and approved by CLT, and is scheduled to be in place March 2020.	<b>In progress</b>	Nov-20	Completion of the Councillor Call for Action (CCfA) was delayed due to business needs forcing attention to switch to the pandemic response. A draft Councillor Call for Action has now been completed and this will ensure overview and scrutiny arrangements enable any member of the authority to refer a local government matter to the relevant overview and scrutiny committee. This will be programmed in for sign off by CLT in October. We will aim to promote and utilise the new CCfA in line with the beginning of the new (delayed) Scrutiny year due to start in October.	<b>In progress</b>
<b>Overview and Scrutiny</b>	Use the consultation hub to feed into the Overview and Scrutiny work programme	Divisional Director SPP	Apr-20	To support the development of the scrutiny work programme Members are provided with numerous sources evidence including: annual resident survey, horizon scanning of national and local issues, discussions with key partners, responses to the online web form from residents. As part of the development of the 2020/21 work programme Members will be provided with the information submitted to the consultation hub.	<b>In progress</b>	Oct-20	To support the development of the scrutiny work programme Members are provided with numerous sources evidence including: annual resident survey, horizon scanning of national and local issues, discussions with key partners, responses to the online web form from residents. As part of the development of the 2020/21 work programme Members will be provided with the information submitted to the consultation hub. We are currently preparing for the new Committee year to start following the Council AGM at the end of September and work programming will start in early October (with new Members) at which point we will provide them with information from the Consultation Hub	<b>In progress</b>
<b>Place Shaping</b>	Hold Overview and Scrutiny meetings in the community and look to focus meetings on a 'place' (geography) rather than particular topics	Divisional Director SPP	June 2020 in conjunction with OSC work programming	Scrutiny Challenge Sessions have been held at other locations: such as that for Premises Charges & Community Benefit Rent Reduction Scheme in Whitechapel Idea Store in November 2019. Due to logistical and cost issues for holding scrutiny committee meetings outside Mulberry Place it has not been possible to move OSC meetings in the community: webcasting of OSC meetings requires adequate IT infrastructure and equipment, and will have a cost implication. However, the Sub-Committee meetings are not webcast and as part of the work programming for next year we will plan to hold some of these meetings in community setting i.e. Children Scrutiny Sub-committee could meet in a school or youth centre.	<b>In progress</b>	Subject to COVID-19 restrictions lifted	The Pandemic has forced us to stop holding physical meetings we have held virtual meetings for OSC and its Sub-Committees and the infrastructure is in place to continue to do so moving forward. This has presented us with many opportunities to engage a wider number of residents and organisations as they are able to join meetings remotely and this aspect will be kept and built on as move back to physical meetings. As and when restrictions are lifted we will hold scrutiny meetings back in public spaces	<b>In progress</b>
<b>Place Shaping</b>	Support a greater place shaping role in local areas through: Supporting Councillors to bring together a diverse range of partners including residents to shape localities	Divisional Director SPP	Apr-20	A scrutiny challenge session focusing on premises charges and the community benefit rent reduction scheme was held on 27 November 2019. The session was chaired by Scrutiny Lead for Resources & Finance, Councillor Tarik Khan and aimed to assess the impact of the introduction of premises charges on community organisations in the borough. Corporate SP is working with the OSC Chair to finalise the scope of some scrutiny work to engage the communities in two TH Wards: St Dunstan's and Bethnal Green. It is anticipated that scoping will be completed early February, with resident engagement to be held in February, with all evidence/views to be collated in March, with a report to be tabled at OSC meeting in April 2020.	<b>In progress</b>	TBC as part of work planning in October 2020	Before attention was switched to COVID-19, Corporate SP was working with the OSC Chair to finalise the scope of some scrutiny work to engage the communities in two TH Wards: St Dunstan's and Bethnal Green which would focus on how residents are influencing decision making at a local level. This work was due to be undertaken in April however it will now be incorporated into next years work programme.	<b>In progress</b>
<b>Locality Based Data</b>	Ensure Councillors are notified through the Members' Bulletin when data sets on the Borough Statistics and the Borough Profile pages are updated or when new data sets are added	Divisional Director SPP	Ongoing	As new data sets become available, they are promoted by the Members Bulletin	<b>In progress</b>		As new data sets become available, they are promoted by the Members Bulletin	<b>Ongoing</b>

<b>Place Shaping</b>	Map Member Enquiry 'hot topics' against wards	Divisional Director SPP	When IT upgrade to intelligence tools has been completed	This exercise is halted pending the IT upgrade to our corporate IT infrastructure and subsequent introduction of new business intelligence software tools. Until that time, it will not be possible to produce live mapping Member Enquiries against council wards. Any maps produced at present would remain static.	<b>Overdue</b>	Jun-21	This exercise is halted pending the IT upgrade to our corporate IT infrastructure and subsequent introduction of new business intelligence software tools, which was halted and restarted in July with a delivery target of March 2021. Until that time, it will not be possible to produce live mapping Member Enquiries against council wards. Any maps produced at present would remain static. A full review of all intelligence and insight products will be undertaken as part of the forthcoming enabling functions review to ensure that with reduced resource all products serve a distinct purpose and answer strategic questions. This will include any products yet to be developed.	<b>In progress</b>
<b>Youth Service</b>	Councillors and Cabinet Members are encouraged to become more involved in the established youth representatives' annual training programme	Divisional Director Youth and Commissioning	Ongoing	The Young Mayors and Youth Council Training programme takes place on an ad-hoc basis and needs more coordination. An initial meeting was had with the Senior Committee Services Officer and Head of Democratic Services about involving the Young Mayors in the elected members training but no dates were agreed. An annual training programme will be devised for 2020-21 and the Youth Service will meet with Democratic Services to agree some joint-training.	<b>In progress</b>	31/03/2021	Meeting took place between David Harding (Comms); Mathew Mannion (Democratic services) and Annick Batimba (Youth Service) on 5th February 2020 to discuss young Mayor's training programme. Further progress delayed due to lockdown / COVID 19. A follow-up meeting and conversation will be held with David Harding and Matthew Mannion to discuss the joint-training in October with a view to delivery taking place during Democracy Week (October) and Youth Work Week (November).	<b>In progress</b>
<b>Youth Service</b>	Give young people the opportunity to shadow Cabinet Members and senior council officials/ Commit to the British Youth Council's accredited Local Councillor Shadowing Award for young people to shadow local councillors for a minimum of 10 hours	Divisional Director Youth and Commissioning	Ongoing	All Young Mayors have now met their adult counterparts, but this does not happen on a regular basis. The ASDAN Local Councillor Shadowing Award has yet to be completed but will be by the end of the financial year.	<b>In progress</b>	31/03/2021	Initial discussions with Asmat Hussain and Mathew Mannion undertaken prior to Lockdown, no further progress to date due to lockdown/ COVID 19. This will be picked up when restrictions ease further. The joint training between Young Mayors and elected members in October and November will provide an opportunity to recruit Councillors to volunteer for this Award and for the young people to then complete the Award between December and March.	<b>In progress</b>
<b>Youth Service</b>	Add Councillor visits to the youth centres' annual programme so that young people can expect and look forward to an opportunity to meet and engage with elected members	Divisional Director Youth and Commissioning with support from Head of Democratic Service	Ongoing	This is done on an ad-hoc basis and needs better coordination and youth engagement so as to involve a wider cohort.	<b>In progress</b>		Youth centres are currently closed. No progress on this to date. This will be picked up when restrictions are further eased and youth clubs are re-opened.	<b>In progress</b>
<b>Youth Service</b>	Involve the Youth Council in Councillor induction. Training young people to train councillors has worked well elsewhere	Divisional Director Youth and Commissioning with support from Head of Democratic Service	Ongoing	An initial conversation took place between the Head of Youth Service and Head of Democratic Services but no progress has been made on this.	<b>In progress</b>	31/03/2021	Young Mayor's constitution is being developed to include Youth Council induction with elected members. No further progress to date due to lockdown/ COVID 19. This will be picked up when restrictions ease further.	<b>In progress</b>
<b>Youth Service</b>	Develop a programme that focusses on democracy and deliver it in schools - Young Mayor Programme	Divisional Director Youth and Commissioning	Ongoing	Young people can join the youth council which is a rolling programme. They have the opportunity to take part in debates and forums about the community and young people. They also plan and deliver their own programmes raising awareness if issues that concern young people. The Young Mayors scheme invites the young people of Tower Hamlets to take part in and run for Young Mayor. Young people receive training and support to prepare their campaigns and learn how local democratic process work. The Takeover Challenge is an annual event where young people can shadow senior managers in the Council for the whole day and gain valuable insight into how the council operates and also make key decisions. The ASDAN Leadership Programme helps young people develop knowledge and skills for learning, work and life.	<b>Ongoing</b>		The Youth Council and Young Mayor's team meet on a weekly basis - every Wednesday. Since lockdown this has been taking place via Zoom meetings. Prior to lockdown the Youth council had been working in partnership with the school councils. A schedule was created to meet 2-3 school council members in order to consult and engage them. Discussions around partnership working, providing support and increasing school voice in decision making within the borough were planned to take place. The process had started in February 2020 and appointments had been made with 2-3 other schools in March but came to a halt due to COVID 19 lockdown. The schools have now re-opened and the intention is to allow schools to settle in and re-commence this piece of work as soon as the schools are in a position to do so.	<b>Ongoing</b>
<b>Youth Service</b>	The Takeover Challenge - Commitment from 10 elected members & other senior corporate decision makers - Delivery of 1 takeover day, once a year in November to give young people an opportunity to be in a real-life decision-making position	Divisional Director Youth and Commissioning with support from Head of Democratic Service				To be confirmed.	Takeover day for 2019 - Young people recruited but low take up from elected members / senior management to accommodate the event. Takeover day 2020 will be postponed due to COVID 19 restrictions. This will be picked up when restrictions ease further to allow for young people to shadow senior officers of the Council.	<b>In progress</b>
<b>Youth Service</b>	Democracy Week - Delivery of one event that includes Young Mayor's team, members from the youth council and Council 15 elected members including the Mayor	Divisional Director Youth and Commissioning with support from Head of Democratic Service				To be confirmed.	A delayed Democracy week event took place on 11th November 2019 in the Council Chambers. There were 12 young people attended from the youth council and 3 elected members including the Mayor in attendance. Democracy event 2020 will be postponed due to COVID 19 restrictions. A meeting will be set up with Democratic services and Comms in September to establish a timeline of delivery.	<b>In progress</b>

<b>Children and Young People</b>	Councillors and Cabinet Members are encouraged to participate in the Practice Week in order to engage with service users and practitioners	Divisional Director of Children's Social Care with support from Head of Democratic Service				Ongoing	The fundamental purpose of the Practice Week is to enable both political and senior leaders across the organisation to have direct contact with service users and processors, and to gain their feedback. The Practice Week takes place twice a year, the last one included participation from most Cabinet members, the Corporate Directors and Divisional Directors who took part in meetings ranging from MASH meetings, visits to Looked After Children, Children and Families receiving our help and support, and statutory visits. The next Practice Week is scheduled for 16 November, 2020, as a result of the pandemic this will be more low key consisting of one visit or activity per participant, as opposed to the usual multiple visits up to 4 days in the Practice Week. Officers work closely with Cllr Hassell to arrange the event. It will be advertised in the Members Information Bulletin to open the event to other Members who may wish to take part.	<b>Ongoing</b>
<b>Planning</b>	Strengthen Ward Councillors knowledge on the planning process and how they can encourage residents to positively engage e.g. this could be a short online guide or similar	Divisional Director, Planning and Building Control	Feb-20	This is still in discussion and development. Balancing available resource is a consideration and it may be that the new SCI is clear how residents can get involved and engage positively in the planning process.	<b>In Progress</b>		The updated Statement of Community Involvement explains how residents and elected members can engage in different aspects of the planning process, including plan making, pre-application discussions and planning applications. The SCI highlights the stages in the process where local residents and ward councillors can have their say and influence the outcomes. Ward Councillors also have a specific role in the new arrangements for pre-application presentations to the two planning committees (introduced last October). All Councillors are also invited to join committee member training sessions when these are arranged.	<b>Completed</b>
<b>Youth Service</b>	Explore 'Hack' events undertaken in other local authorities to address specific issues with Councillors involved in scene setting and active engagement in the days	Head of Democratic Services	Mar-20	Have monitored their use by other Councils (for example #notwestminster are running one in Kirklees in February. However, attendance not appropriate given current restrictions on non-essential expenditure. Will monitor from afar.	<b>In progress</b>	Dependent on when events take place	Continuing to monitor these events and will take part where appropriate. A report to GP Committee will be prepared if and when relevant.	<b>Complete</b>
<b>Members' Support</b>	Create a toolkit for Ward Councillors utilising the areas suggested in this framework including a guide for staff and what the council can do to support them	Head of Democratic Services	Jun-20	We are working on building this into the Member Hub.	<b>In progress</b>	Jun-21	Work is continuing on this. Initial work has been undertaken on this project but it is taking significantly more time to put together than originally expected. In addition, anticipated discussions around better use of the Members Hub technology have been delayed due to changing priorities caused by the COVID-19 pandemic.	<b>In progress</b>
<b>Partnership Working</b>	Provide Tower Hamlets Housing Forum (THHF) Executive with guidance to assist their members' handling of Member Enquiries	Head of Democratic Services and Head of Information Governance	Ongoing	Slight delay due to change in Chair of the Forum. Head of Democratic Services due to meet the new Chair in February to explore ideas.	<b>In progress</b>	Dec-20	Met with the new Chair to discuss how the Hub and bulletin could be useful. When time permits it was agreed that HoDS would attend one of their meetings to discuss further.	<b>In progress</b>
<b>Schools, children's services</b>	Arrange similar events for secondary-age and college-age students and promote local democracy within schools and colleges by attending appropriate events	Head of Democratic Services / Divisional Director Education and Partnership	Ongoing	An initial event was held as part of National Democracy Week in October for the Young Mayor and his Deputies (Secondary School age children). The initial session has been analysed with the Mayor's officer and the next session (planned for summer 2020) is being designed with the aim of encouraging a more robust debate of the topics selected.	<b>Ongoing</b>		An event was held as part of National Democracy Week 2019 for the Young Mayor and his Deputies (Secondary School age children). Initial discussions have been held about a repeat event for 2020 but this will depend on pandemic requirements and workloads for officers and Members. However, for the future, the event is now set as part of the National Democracy Week events.	<b>Complete</b>
<b>Partnership Working</b>	Promote the work of Tower Hamlets Housing Forum (THHF) and it's subgroups (including the Community Involvement Network) to Councillors	Head of Democratic Services in conjunction with the Chair of THHF and the THHF Co-ordinator in the Place Directorate	Ongoing	Slight delay due to change in Chair of the Forum. Head of Democratic Services due to meet the new Chair in February to explore ideas.	<b>In progress</b>	Dec-20	See row 28 Above.	<b>In progress</b>
<b>Members' Support</b>	Review the effectiveness of the Members' Bulletin and Members' Hub and how they could improve information sharing with Councillors	Head of Democratic Services/ Divisional Director Communications and Marketing	Ongoing	A report was presented to the Standards Advisory Committee on 30 January 2020 with proposals for improvements to the Bulletin and Hub.	<b>Ongoing</b>	Ongoing	A report was presented to the Standards Advisory Committee on 30 January 2020 with proposals for improvements to the Bulletin and Hub. Further work is to be done on this.	<b>In progress</b>
<b>Schools, children's services</b>	Expand on training on the education system and engagement with schools	Head of Democratic Services/ Divisional Director Sports, Leisure and Culture and Head of Parent and Family Support	Sep-20	This is logged as an item on the forthcoming training plan. Date summer 2020	<b>In progress</b>	Dec-20	All Member Training plans delayed. To be picked up at a later date. HODS to push this to happen.	<b>Overdue</b>

<b>Schools, children's services</b>	Develop Participation and engagement plan	Head of Parent and Family Support	Sep-20	This is logged as an item on the forthcoming training plan. Date summer 2020	In progress		The participation and engagement plan is in place to support 8 active forums for parents, carers, guardians and young people with SEND. Due to Covid 19 the annual parent conference was cancelled however forums / networks have successfully taken place virtually via Zoom. Approximately 150 parents/carers/guardians/YP have participated in the forums which have been regularly attended by 4 Members. Members have been able to hear about individual experiences from families and the issues that are important to them. Members are also working alongside parents/carer reps attending strategic groups e.g. Children & Families Partnership Board, SEND Board and Tower Hamlets Together Board. The Participation and engagement plan will continue into the autumn with invitations extended to other Members.	Completed - Ongoing
<b>Members' Support</b>	Organise engagement sessions with Ward Councillors on the electoral process Electoral Registration (EIR) Fraud reporting tools in place Challenges still faced in the electoral process	Head of Electoral Services	Sep-20	Statutory review of polling stations took place in 2019, final decision was made by the council on Wednesday 15 January 2020. Sessions will be held with Councillors on elections in Autumn 2021 as part of the member development programme.	In progress	Oct-21	Since the emergence of COVID19 legislation was passed to postpone and delay all polls until the 6 May 2021 at the very earliest. This resulted in the GLA polls being postponed until 6 May 2021 however, canvass reform affecting the compilation of the electoral register has not been delayed and will be implemented culminating in the publication of the revised register on 1 December 2020. Cllrs briefings and updates will be provided through GPC with scheduled briefings to be arranged in 2021 prior to the commencement of the local elections in 2022. Fraud reporting tools are available on the web site and continued close working arrangements exist with the Metropolitan Police SET team. Working/Planning groups are now in place for the GLA and will be reconvened in 2021 at a local level prior to the 2022 local elections to ensure preparation is as required.	In progress
<b>Mayor's Office</b>	Review and explore different formats for Ask the Mayor, including local sessions, digital and large 'state of the Borough' events to improve engagement	Head of Mayor's Office	Ongoing	Review completed. In 2019 held local events in April, July, October with over 150 people attending in total. Digital Ask the Mayor to follow. Trialled a larger Budget and 2020 focussed Ask the Mayor on 16th January 2020.	On track but ongoing		During the first quarter (23 June), we held our Held online Ask the Mayor, using Teams Live. This was a significant engagement event with positive feedback from attendees. Participation:   A steady attendance of approximately 60 people throughout the event   175 people joined altogether   180 questions received ahead of the event   135 questions and comments received during the event  Follow up Ask the Mayor on 4th September	Ongoing - need to continue regular sessions in new format and develop more themed events once these are bedded in
<b>Youth Service</b>	Give young people more direct access to local Councillors through programmes such as the new Young Mayors programme where Deputy Young Mayors, or Youth Cabinet members, will work alongside their adult counterparts on a regular basis	Head of Mayor's Office/ Divisional Director Youth and Commissioning	Ongoing	Mayor and Deputy Mayor's met with Young Mayor counterparts following their election to discuss joint working. Young Mayor team presented to both Cabinet and Overview and Scrutiny on their plans for their term in office. Mayor, Cabinet, Young Mayor team and Youth Council held joint debate on environmental issues in October 2019.	Ongoing		Mayor and Deputy Mayor's met with Young Mayor counterparts following their election to discuss joint working. Young Mayor team presented to both Cabinet and Overview and Scrutiny on their plans for their term in office. Mayor, Cabinet, Young Mayor team and Youth Council held joint debate on environmental issues in October 2019.	Ongoing
<b>Place Shaping</b>	Hold regeneration open days inviting Councillors and a variety of partners to increase engagement this could include reviewing existing events led by Housing Providers	Divisional Director, Housing and Regeneration	Mar-20	Formulation and prioritisation of the programme for 2020/21 is being finalised to meet the Mayor's 2000 homes target. It is proposed that an event for councillors is held during the year. A new estate regeneration routemap is currently being designed for work with housing association partners which will help ensure earlier and planned engagement with the Council and in consequence the ability to better inform councillors of progress.	Overdue	Mar-21	A revised capital programme is going to Cabinet in September 2020. This sets out the funding available for the 2000 homes target. Due to coronavirus events have not been held for councillors. This will be reviewed in light of current guidance about social distancing. The regeneration routemap has been completed and is now in use with housing association partners.	In progress

<b>Housing</b>	Compile list of Residents' Associations, Tenant Management groups for each ward and publish for easier engagement by Councillors – this could potentially be a page of ward contacts in each area profile	Divisional Director, Housing and Regeneration	Ongoing	This information is available on the links provided. TMO organisation need further contact information included. TMO: <a href="http://www.towerhamletshomes.org.uk/Get_involved/Tenant_management_organisation.aspx">http://www.towerhamletshomes.org.uk/Get_involved/Tenant_management_organisation.aspx</a> TRA: <a href="http://www.towerhamletshomes.org.uk/Get_involved/Tenants_residents_association/Tenants_and_Residents_Associations_in_your_local_area.aspx">http://www.towerhamletshomes.org.uk/Get_involved/Tenants_residents_association/Tenants_and_Residents_Associations_in_your_local_area.aspx</a>	In progress		The list of TRAs and TMOs within THH managed estates along with their contact details is in the following link on the THH website: <a href="https://www.towerhamletshomes.org.uk/community-services">https://www.towerhamletshomes.org.uk/community-services</a>  THH will revisit the website and ensure this information is kept up to date, including public contact details.  Following a upgrade of the THH website, the TRA page is temporarily inactive and should be restored by 14/09/20.  TMO contact details is already on the THH website.	Completed
<b>Housing</b>	Provide Councillors with further training and information to assist them in managing service user expectation	Divisional Director, Housing and Regeneration	Apr-20	Reviewing how best to assist Councillors with managing service user expectation will take place shortly and be put in place for the new financial year	Overdue	Dec-20	This will be discussed with the Lead Member for Housing in order to ascertain the type of service user requests and what policy/financial/administrative positions provide the most appropriate means to respond. A previous event for councillors on the delivery of Council homes was made in April 2019. An updated event will be planned to include wider issues about housing supply and regeneration.	Overdue
<b>Housing</b>	Publish Housing Association contact details mapped by ward for Councillors to contact them direct/share information with tenants	Divisional Director, Housing and Regeneration	Ongoing	A ward by ward directory has been compiled which lists all the RPs that have stock within the relevant ward. Contact numbers for staff are given where known or appropriate but most RPs now work on a basis of using a call centre for enquiries. Where known media/corporate enquiries numbers are given. Outside of directly approaching RPs themselves councillors can contact the Affordable Housing and Partnerships Development Team who undertake day to day operational liaison with RPs. There is an out of service	In progress		This is now Green and completed, it was completed just before lockdown in March 2020. This piece of work has enabled Members and officers to have an understanding of which RPs operate in different wards with contact details for ease of reference rather than having to look up for contact details on websites in the event of emergencies. It has also been made available to the BECC since the lockdown.	Completed
<b>Housing</b>	Provide Councillors with further information on home improvement grants and energy efficiency grants	Divisional Director, Housing and Regeneration	Ongoing	Updates are provided to lead members but not directly to all Councillors. A way forward will be planned so that all information on the grants is appropriately shared.	Overdue		Action Plan to become a net zero carbon emissions Council by 2025 was approved by cabinet earlier this year and energy training sessions for Councillors are planned for the 22nd and 29th of September 2020. A briefing on available grants will be included in the next Members bulletin. All information on grants available can be found on the Councils website <b>Home improvement:</b> <a href="https://www.towerhamlets.gov.uk/ignl/housing/grants/home_improvements_agency.aspx">https://www.towerhamlets.gov.uk/ignl/housing/grants/home_improvements_agency.aspx</a> <b>Energy Efficiency:</b> <a href="https://www.towerhamlets.gov.uk/ignl/environment_and_waste/Sustainability/Tower_Hamlets_Energy/Tower_Hamlets_Energy.aspx">https://www.towerhamlets.gov.uk/ignl/environment_and_waste/Sustainability/Tower_Hamlets_Energy/Tower_Hamlets_Energy.aspx</a>	In progress
<b>Building Social Housing</b>	Publicise how housing development schemes have evolved and been improved through the consultation and engagement process to show how effective engaging with the process can be	Divisional Director, Housing and Regeneration	Jun-20	Consultation with residents takes place residents on all new proposed housing developments from the smallest of only a few units to the current largest one of approximately 450. The views of residents and councillors are always listened to to developing these schemes as the Council recognises that without resident insight and support schemes cannot progress successfully. The process that is gone through will be linked to an event about regeneration in the 2020/21 financial year.	Overdue	Dec-20	Officers continue to engage with residents and Members on new housing development schemes. The Council's website publishes details of forthcoming schemes and invites comments on them. Residents' Panels represent their neighbours on estate regeneration schemes. Due to coronavirus an event for councillors has not taken place. This will be reviewed and considered as part of the above mentioned seminar on housing supply and regeneration.	In progress
<b>Building Social Housing</b>	Publicise housing development schemes through the Councillor Bulletin	Divisional Director, Housing and Regeneration	Ongoing	The Mayor and housing deputies are informed at briefings of progress on the Mayor's 2000 Homes target. Ward councillors are informed of consultation events with the public and invited to attend as well as being briefed about schemes in their ward. Councillors receive newsletters relevant to schemes in their wards. We are happy to contribute to the The Members' Bulletin but need to investigate how to make use of it.	In progress		This activity continues as part of on-going housing development.	Completed
<b>Members' Support</b>	CLT and Senior Managers within the Council to ensure relevant Ward Councillors are informed at an early stage of relevant activities in their ward	Chief Executive/ Corporate Directors/ Divisional Directors	Imminent	Services have been reminded of their responsibilities through a range of communications since the launch of the Councillor Support Framework, including articles in TH Now, items on the intranet, and specifically through attending all DLTs to raise and discuss all Strengthening Local Democracy recommendations	Completed			
<b>Place Shaping</b>	Create and deliver an internal communications plan to: encourage staff to share any information with councillors relating to their wards - people and place - not just issues	Divisional Director Communications and Marketing	Dec-19	At the Senior Leadership Team meeting in October 2019 we raised awareness of the role of Clrs and how to engage with members. We have also communicated key messages and advice on engagement via our internal newsletters (all staff newsletter and Managers briefing).	Completed			

<b>Youth Service</b>	Increase digital communication with young people, this will require additional social media training for Councillors which could also explore ward level social media and legislative presumption that a councillor is acting on the Council's behalf	Divisional Director Communications and Marketing	Jan-20	Two Social Media training sessions have been held. One in the afternoon of 21 January 2020 attended by two Councillors, the second in the evening of 23 January 2020 attended by five Councillors.  There is social media guidance to assist Councillors and Officers with areas such as tone of voice, and in addition, the council's social media policy has been reviewed and updated.	Completed		
<b>Mayor's Office</b>	Provide social media training sessions for all Councillors	Divisional Director Communications and Marketing	Jan-20	Two Social Media training sessions have been held. One in the afternoon of 21 January 2020 attended by two Councillors, the second in the evening of 23 January 2020 attended by five Councillors.	Completed		
<b>Locality Based Data</b>	Signpost to Crime and Disorder data that exists, but aren't accessed - there is lots of data which could be signposted through the Members' Hub	Divisional Director Community Safety	Jun-19	The Community Safety web site has been updated with a page on Safer Neighbourhoods. This provides links to the MPS web site inviting people to sign up to receive crime data for their neighbourhood. This was included in the councillor seminar on 17th October. A reminder will be published in the Members Bulletin 10 January.	Completed. Reminders will be published in the Members Bulletin periodically.		
<b>Place Shaping</b>	Develop 'Days of Action' with Councillors, beyond ward walkabouts, where the focus is on the geographical place rather than on one particular issue	Divisional Director Community Safety	June - Days of Action commence	The Mayor's Crime and ASB Board decided not to implement a programme but to pilot the Ward Walkabouts and Days of Action. A Walkabout was conducted in Limehouse Ward on 13 May. This identified the location for the Day of Action on 31 August. A further Walkabout was held on 14 June in Weavers Ward. The Mayor's Crime and ASB Board will decide in February 2020 whether to implement a programme across the borough. Operation Continuum Plus has been introduced in December 2019 that provides an option to replace the days of action, being targeted multi-agency days of action in identified geographical areas to tackle problems identified by the community.	Completed. The Mayor's Crime and ASB Board will decide if they are to continue.	Completed.	Completed
<b>Community Safety</b>	Encourage all Councillors to become members of their ward SNP, it provides direct contact with their ward Safer Neighbourhood Team, the ward level policing team, including sergeant, officers, etc, and they also benefit from Safer Neighbourhood Board data portal access which provides ward level data	Divisional Director Community Safety	Linked to Ward Walkabouts above that commenced May 2019.	On 17 October the Cabinet Member for Community Safety hosted a Developing Safer Neighbourhood Ward Panels seminar for Councillors to encourage members to join their panels. The seminar included good practice examples from members who are actively involved. The Community Safety analyst now provides ward level crime and ASB data with Ward Panels. The new Community Safety E newsletter is sent to all members who subscribe. It includes updated information about community safety issues and has links to the MPS web site and individual Safer Neighbourhood Teams. The Cabinet Member will be making a short video in January 2020 to encourage members to sign up the e newsletter and to get involved with their Safer Neighbourhood Panel.	Completed. Work continues to encourage involvement of councillors.		
<b>Community Safety</b>	Training Programme for Members on VAWG	Divisional Director Community Safety	May	VAWG training opportunities are available to members. A VAWG E newsletter is sent to them monthly which advertises training sessions.	Completed		
<b>Community Safety</b>	Ward Councillors to be invited to Ward Walkabouts and Days of Action	Divisional Director Community Safety	May	Ward Councillors were invited to the Limehouse and Weavers Walkabouts. The Cabinet Member attended along with local councillors.	Completed		
<b>Community Safety</b>	Review the outcome of the neighbourhood management pilot in North West of the borough	Divisional Director Community Safety	Mar-20	Evaluation of Year 1 (2018-19) has been conducted including analysis of crime and ASB, stakeholder interviews and literature review. Findings are positive with overwhelming support for the pilot, expected short term outcomes have been achieved with a reduction in crime and ASB observed by residents. The pilot area has now been extended to include Whitechapel. The review of Year 1 has informed Year 2 (2019-20).	Completed		
<b>Partnership Working</b>	Encourage attendance at Ward Panels when Members attend their Ward Walkabouts and Days of Action.	Divisional Director Community Safety	Linked to Ward Walkabouts above that commenced May 2019.	Those who attended were encouraged to attend their panels.	Completed		
<b>Partnership Working</b>	Advertise all Ward Panels through Members Hub	Divisional Director Community Safety	Linked to Ward Walkabouts above that commenced May 2019.	The Community Safety web site has been updated with a page on Safer Neighbourhoods. This provides links to the MPS web site inviting people to sign up to receive crime data for their neighbourhood. This was included in the councillor seminar on 17th October. A reminder of the new Community Safety newsletter was published in the Members Bulletin 10 January.	Completed		

<b>Partnership Working</b>	Advocate use of OWL - online watch link, an online Neighbourhood Watch Community Safety are on OWL ( <a href="http://www.owl.co.uk">www.owl.co.uk</a> ) and use it as a communications tool.	Divisional Director Community Safety	Ongoing	OWL is promoted in Safer Neighbourhood and Neighbourhood Watch communications, on the Community Safety website, and the new e-newsletter, which can be subscribed to via the council's website <a href="https://www.towerhamlets.gov.uk/content_pages/online_services/Sign_up_to_our_newsletter.aspx?utm_source=Twitter&amp;utm_medium=social&amp;utm_campaign=SocialSignIn&amp;utm_content=Safer+Together">https://www.towerhamlets.gov.uk/content_pages/online_services/Sign_up_to_our_newsletter.aspx?utm_source=Twitter&amp;utm_medium=social&amp;utm_campaign=SocialSignIn&amp;utm_content=Safer+Together</a>	Completed		
<b>Licensing</b>	Encourage Councillors to advocate for their ward where a licensed premise is causing problem (request a review), or when a new license is applied for, they could represent all comments from their ward and be the contact for the business	Divisional Director Public Realm	Dec-19	We carried out a Councillor drop in session before Council to advise Members on the actions they can take for residents who are affected by licensed premises. We also occasionally give advice via ME's.	Completed		
<b>Licensing</b>	Licensing hold sessions for all Councillors encouraging them to be advocates and advising what they should consider when looking at new license applications or requesting a review of an existing license Look at positive engagement with Councillors, rather than engagement through complaints this involves providing information to Councillors at an early stage and encouraging them to share this with residents to reduce both complaints and Member Enquiries	Divisional Director Public Realm	Dec-19	As above	Completed		
<b>Overview and Scrutiny</b>	Provide all non-Executive Councillors with an opportunity to feed into the Overview and Scrutiny work programme	Divisional Director SPP	Jun-19	Revised information and guidance for the overview and scrutiny function of the council has been made available at the council's webpage: <a href="https://www.towerhamlets.gov.uk/lgnl/council_and_democracy/Overview-and-scrutiny.aspx">https://www.towerhamlets.gov.uk/lgnl/council_and_democracy/Overview-and-scrutiny.aspx</a> . At the beginning of the scrutiny year, all non-executive members were invited to attend the joint scrutiny workshop to contribute to the development of the work programme for each committee. No (non-scrutiny) non-executive members took part in this session. Non-executive members can also be made aware of scrutiny committee (Overview and Scrutiny Committee and three Scrutiny Sub-Committees) meetings via the automated notification service administered by Democratic Services but must request this, and meeting dates listed on the Council's public calendar. Additionally they have been invited to participate in all Scrutiny challenge sessions and reviews including 'Premises Charges and Community Benefit' and 'Working in genuine partnership with seldom-heard residents to make our communities safer'. No (non-scrutiny) non-executive councillors took part in this session. Scrutiny Committee and Sub-Committee Chairs and Scrutiny Leads are readily contactable by non-Executive members to submit items for scrutiny discussion.	Completed		
<b>Overview and Scrutiny</b>	Provide an updated Overview and Scrutiny Toolkit to assist Councillors and Officers in undertaking effective Overview and Scrutiny	Divisional Director SPP	Jul-19	Revised information and guidance for the overview and scrutiny function of the council has been made available at the council's webpage: <a href="https://www.towerhamlets.gov.uk/lgnl/council_and_democracy/Overview-and-scrutiny.aspx">https://www.towerhamlets.gov.uk/lgnl/council_and_democracy/Overview-and-scrutiny.aspx</a> . This includes a revised Overview and Scrutiny toolkit. Corporate SP have also produced a public brochure - summary information about the scrutiny function in the council.	Completed		
<b>Place Shaping</b>	Support a greater place shaping role in local areas through: The Council's new consultation handbook include consideration of broader area impact on the place	Divisional Director SPP	Oct-19	The consultation handbook includes, as examples of stakeholders, "people who live nearby, local agencies...everyone living in a specific location or neighbourhood, people who work in the area, people passing through... Councillors are community leaders and advocates for their local ward area...residents associations etc"	Completed		

<b>Overview and Scrutiny</b>	Provide training to all Councillors and Senior Managers Forum	Divisional Director SPP	CIPS Expert Chairing Skills for Scrutiny 11 June 2019  CIPS Financial Scrutiny 26 June 2019  Finance Scrutiny - 5 September 2019  Training for Officers on operational/practical issues 5 December 2019	Corporate SP with the Centre for Public Scrutiny have offered training for both scrutiny members and officers with two CIPS training events attended this municipal year: general scrutiny and financial scrutiny. Additionally, Corporate SP have run internal training sessions for scrutiny members about finance scrutiny (with CD Finance) and for officers on operational/practical issues.	Completed			
<b>Place Shaping</b>	Support a greater place shaping role in local areas through: Utilise co-production framework to deliver placed based activities	Divisional Director SPP	Dec-19	We support the co-production network which is facilitated by Tower Hamlets CVS. We also support and work in partnership with a number of placed based co-produced initiatives including the Communities Driving Change programme led by Public Health.	Completed (ongoing)			
<b>Overview and Scrutiny</b>	Use digital technology to allow residents to feed into the Overview and Scrutiny work programme	Divisional Director SPP	Apr-20	Revised information and guidance for the overview and scrutiny function of the council has been made available at the council's webpage: <a href="https://www.towerhamlets.gov.uk/ign/council_and_democracy/Overview-and-scrutiny.aspx">https://www.towerhamlets.gov.uk/ign/council_and_democracy/Overview-and-scrutiny.aspx</a> . This includes a 'Suggest an issue for Scrutiny to look into' facility for residents to input items into the work programme. Additionally, the use of Slido was piloted at a community safety scrutiny challenge session to further engage the views of residents and ensure they were able to participate in the meeting even though they could not attend. Based on the success of this session we will look to use it at future sessions where there is significant engagement with residents. We will identify where this will be best used as we develop the 2020/21 work programme in May and June 2020.	Completed			
<b>Place Shaping</b>	Promote and raise awareness of the Local Community Fund and Corporate Small Grants to Councillors to signpost to their networks so they can apply	Divisional Director SPP	April 2019 and ongoing	Two Member briefings were delivered (12th and 14th March 2019). These were attended by 14 Members. At the end of the sessions Members said they felt better able to advise their constituents on which funding programme would be most appropriate for them. the LCF and Small grants programmes have now commenced and no further action is planned.	Completed			
<b>Locality Based Data</b>	Signpost members to the Borough Statistics and the Borough Profile pages, including their sub pages and factsheets via the Members' Hub	Divisional Director SPP	Dec-19	The Members' Hub contains direct links to Borough Statistics, Ward Profiles, etc held on the council's website. Unlike keeping static information on the Hub, in this way, the information available always remains current as it is updated directly on the website.	Completed			
<b>Planning</b>	Adopt and implement a new Planning Statement of Community Involvement	Divisional Director, Planning and Building Control	May-19	A new Statement of Community Involvement was adopted at Cabinet on the 24/4/19. This document is now active and is guiding all public consultations from planning & building control. It is helping deliver more cost effective and efficient consultation. The council receives around 3000 planning applications a year.	Completed			
<b>Planning</b>	Review and up-date/amplify information available to all councillors about Neighbourhood Planning	Divisional Director, Planning and Building Control	Sep-19	All Neighbourhood Planning material is up-to-date and has been reviewed. A guide produced by the LGA for Councillors is on the Members Hub and is now to have alongside it a short explanatory note with general information for Members on Neighbourhood Planning in Tower Hamlets.	Completed			
<b>Planning</b>	Review approach to Local Infrastructure Fund consultations around CIL and introduce an approach which highlights opportunities for Councillors to get involved in consultations regarding the allocation of CIL monies.	Divisional Director, Planning and Building Control	Dec-19	The Autumn 2019 Local Infrastructure Fund Consultation asked members and local people for their infrastructure priorities and to nominate specific infrastructure projects. A members briefing meeting provided direct involvement in the consultation and also encouraged members to speak with local people and attend area based workshops and drop ins. A number of members took this opportunity and attended events. This will now be the base approach for LIF consultation each year. Over 3000 residents attended or contributed to the events, 15 members attended the workshop and 7 attended the briefing session.	Completed			

<b>Planning</b>	Develop and implement a pre-application committee presentation process, for appropriate applications, as part of the pre-application process to enable Councillors to engage and understand significant proposals at any early stage	Divisional Director, Planning and Building Control	TBC	The first pre-application Strategic Development Committee (SDC) presentation was held on the 20 November 2019 for the Marion Place gas works site in Bethnal Green. The approach was well received by the committee and arrangements were piloted in a live environment with applicants, the public, committee members and ward members are all able to see and engage in the process. The item took about 50 minutes to work through the presentation and questions. It is anticipated that on average one major development per quarter will be presented to the committee for discussion and information at pre-application stage. The process is designed to support better informed decision making by the committee when they come to consider the follow on planning application at a later stage. The outcome is expected to be: fewer committee overturns of officer recommendations, less planning appeals and public inquiries which are a significant impact on resources, greater certainty in the planning process for applicants, the community and other stakeholders, positive planning decisions for sustainable development, supporting the delivery of housing, jobs and infrastructure. Outcomes will need to be assessed over a longer time period as there may be typically 6 – 9 months between a pre-application presentation and the formal decision by the committee on a subsequent planning application.	Completed		
<b>Planning</b>	Add weekly list of planning applications, by ward, to the Members Hub	Divisional Director, Planning and Building Control	01-Jul-19	Each Member receives direct by email a fortnightly ward-sorted listing of planning applications and decisions. The Council's online planning register holds a pre-formatted rolling list of applications and decisions for the past individual 16 weeks. This is in addition to the option to query any given week's activity for the period back to January 2000. The function is available to anyone accessing the Council's website. We are working to complete the Hub entry which will be there very shortly. This will provide another channel to secure the information.	Completed		
<b>Members' Support</b>	Utilise the Members Bulletin and Member Hub to further promote learning and development	Head of Democratic Services	Imminent	The Hub is being used to store learning and development documents and presentations and the bulletin and other methods are being used to promote learning and development. [Note - A report was presented to Standards Advisory Committee on 30 January on options being explored to improve the Hub and Bulletin.]	Completed		
<b>Place Shaping</b>	Consideration of utilising community venues such as schools/youth premises across the borough for appropriate Councillor events e.g. Planning Committees, Overview and Scrutiny meetings	Head of Democratic Services	Immediately	The Committee Services team have procedures in place to support the hosting of meetings at external venues as and when they are requested.	Completed		
<b>Schools, children's services</b>	Promote youth democracy during Local Democracy Week (in October) by planning drop-in event(s) for young people to engage with their local councillors, including engaging with existing youth democracy structures.	Head of Democratic Services / Divisional Director Youth & Children's Commissioning	Oct-19	Successful sessions were arranged with primary school children as part of National Democracy Week, they hear from local councillors and the Speaker on how local democracy works and got to take part in debates in the Council chamber as well as visiting the Speaker's Parlour.	Completed		