

Scrutiny Action Log

Name of Committee: **Overview and Scrutiny Committee**

Municipal Year: **2022-23**

Reference	Action	Assigned to	Scrutiny Lead	Due Date	Response
Insert date	Insert agenda item title and the action requested by the committee	Insert name of director	Insert scrutiny lead	Insert Date	Response provided by the service/ witness
07.06.22	<p>Customer Access</p> <p>1. Can you provide the committee with performance data on satisfaction level of residents who are unable to access services digitally. If this isn't available what might be collected to capture this?</p>	<p>Raj Chand Director of Customer Services</p>	OSC chair	07.07.22	See appendix 1 for response. Circulated to OSC Members on 14.07.2022
	<p>Youth Service</p> <p>2. Can you provide the committee with performance data on number of young people attending and number of those achieved accredited outcomes?</p>	<p>James Thomas Corporate Director Children & Culture</p>	OSC chair	07.07.22	See appendix 2 for response. Circulated to OSC Members on 26.07.2022
04.07.22	<p>Transfer to reserves</p> <p>1. Can you provide further information on the transfer to reserves</p>	<p>Nisar Visram Director of Finance, Procurement and Audit</p>	OSC Chair	12.09.22	Further information on the transfer to reserves: Addendum Explanation of Reserves Movement.pdf (towerhamlets.gov.uk)
	<p>Expenditure: Inflation</p> <p>2. Can you provide further information on how the council estimates the funding required to cover the level of inflation and the assumptions within this.</p>	<p>Nisar Visram Director of Finance, Procurement and Audit</p>	OSC Chair	12.09.22	Response circulated on 02/08/2022 See Appendix 3

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	<p>Expenditure: Local Government Pension Scheme</p> <p>3. Can you provide further information on the funding required for the local government pension scheme</p>	<p>Nisar Visram Director of Finance, Procurement and Audit</p>	OSC Chair	19.09.22	Response to be circulated ahead of next OSC meeting on 26 September 2022
28.07.22	<p>Annual Performance Report: Recycling Rate</p> <p>1. Can the Committee receive the outturn of the recycling rates for 2021/22 as there was no figure shown in the most recent quarter of the performance reporting</p>	<p>Dan Jones Director of Public Realm</p>	OSC Chair	12.09.22	<p>20.0% cumulative 2021/22 (Q1-Q3)</p> <p>18.6% (Q3 figure)</p> <p>Note: Waste Data flow always operates a quarter behind, so for example the deadline to submit quarter 1 report is at the end of quarter 2 (30th of September) and then it takes about 2-3 weeks for WDF to approve it, depending on corrections</p>
	<p>Annual Performance Report: Education Healthcare Plan Assessments</p> <p>2. The committee raised concerns about the low percentage of education health care plan assessments completed at 29% and wished to ascertain what and how this was measured</p>		OSC Chair	12.09.22	<p>Response received on 01.08.2022</p> <p>The figure of 29% for completed EHCP's relates to those completed within the 20-week timescale. The remaining 71% of EHCP's will have been in progress and will be completed, albeit having taken longer than we would have liked. Q4 was a particularly challenging period, and earlier periods showed increased performance in this area. Additional resources have been put in place which are starting to have an impact.</p> <p>Our current cumulative performance is 35% (year to date) and increasing with May (42%), June (45%) and July (45%) demonstrating an</p>

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					<p>improved trajectory. We hold weekly meetings with services to monitor the impact of the increasing demand for EHCPs on timeliness of advice requests coming back into the SEN Service.</p> <p>This measure is a SEND improvement plan priority. The service are working on a backlog of cases which they plan to clear by the autumn term. In terms of benchmarking, the national figure for EHC timeliness is expected to be around 50% for 2020/21.</p>
	<p>Strategic Plan: Care Leavers</p> <p>3. Can the Committee receive a demographic breakdown of care leavers and further information on their employment</p>	<p>James Thomas</p> <p>Corporate Director Children & Culture</p>	OSC Chair	19.09.22	Response received see appendix 4
	<p>Complaints</p> <p>4. Can the Committee receive copies of the annual statement from the Local Government Ombudsman</p>	<p>Raj Chand</p> <p>Director of Customer Services</p>	OSC Chair	19.09.22	Response provided to OSC on 26.09.2022
26.09.22					

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Pay inflation: The cost of pay inflation is calculated based on the staffing establishment for General Fund revenue services. This was refreshed for the 2022-23 budget and included the increase from the in-housing of the waste service and of some IT staff from Agilysis. Each 1% pay award increase demonstrates an estimated cost of £1.9m (was £1.55m in previous MTFS periods before the refresh).

Appendix 5 to the MTFS and Budget Scene Setting 2023-26 report presented to Cabinet on 11/7/22 includes:

- The row titled “Pay Inflation - 1.75% increase for 2021-22 and 2% for the other years” which shows the addition of £0.7m pay inflation budget in 2023-24 (being the increase from £3.1m previously agreed to the new cost of £3.8m for a 2% assumption) and the addition of £3.8m budget in 2024-25 for the 2% assumption. These additions were agreed indicatively during budget setting for 2022-23 (when we set a one-year budget but showed estimates for future years).
- The row titled “Pay Inflation - 4% for 2023-24, 2% increase for future years and an additional 2% for 2022-23” which shows the addition of £7.6m in 2023-24 (being a further 2% £3.8m for each of 2022-23 and 2023-24 to increase the allowance to 4% for each year) and the addition of £3.8m in 2025-26 (to add in the 2% allowance for the third year of the new MTFS period).

Non pay inflation: The cost of non-pay inflation is calculated based on contracts for General Fund revenue services including allowance for adult and children social care spot placements (homecare, direct payments, day care, residential, nursing, supported living and extra care sheltered). Each 1% non-pay inflationary increase demonstrates a estimated cost of £1.55m.

Appendix 5 to the MTFS and Budget Scene Setting 2023-26 report presented to Cabinet on 11/7/22 includes:

- The row titled “Contractual Inflation” with the note “Agreed indicatively during budget setting 2022-23” which shows the reduction of £0.3m budget in 2023-24 (following a refresh which included the impact of the waste service staffing and parts of IT staffing moving out of contracts to inhouse services) and the addition of £3.1m in 2024-25 (being the 2% assumption added into the third year of the indicative 2022-25 MTFS).

The row titled “Contractual inflation” at the bottom of the inflation table which shows the addition of £9.3m budget in 2023-24 (being an extra 2% £3.1m added for 2022-23 to increase from 2.5% allowance to 4.5%, and an extra 4% £6.2m added for 2023-24 to increase from 2% allowance to 6% allowance), the addition of £3.1m budget in 2024-25 (to increase from 2% allowance to 4%) and the addition of £3.1m in 2025-26 (to add in the 2% allowance for the third year of the new MTFS period).

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Care Leaver Demographics & Employment, Education, and Training (EET) Outcomes in Tower Hamlets

Leo Major (Head of Service, Children Looked After & Through Care)

Eni Olatunde-Shittu (Senior Performance Improvement Analyst)

Saly Begum (Education, Training and Employment Advisor)

Period: August 2022

Brief Snapshot

Employment, education, and training outcomes for care leavers are a key area of focus in Tower Hamlets. Underscoring this, in April 2021 the local authority appointed two Education, Training, and Employment (ETE) Advisors whose main role it is to support care leavers in increasing access to, securing, and sustaining such opportunities both within the borough and more widely within London and beyond. We have had some marked successes to date, considering that the ETE Advisors were appointed whilst we were still in the height of the pandemic.

Our successes include nine of our care leavers successfully securing places on the Civil Service Internship Scheme in 2020-2021, with several of them completing this and now applying for permanent roles. Working closely with the Supported Employment Team (WorkPath) care leavers are also supported to access vacancies within the council, and recently one such care leaver secured employment with the Mayor's Office with another offered an interview.

Also, we have had a significant number of care leavers express interest working in the construction sector and ETE workers have put CSCS training in place to enable care leavers to obtain the necessary trade card to access these opportunities. The education, health, and care sector proves to be another popular choice expressed by care leavers, and working in partnership with WorkPath, Early Help, and Children & Family Services we have sourced employment opportunities for them in Tower Hamlets schools.

Care leavers who wish to work and are not job-ready are referred to programmes to enhance their employability such as the Matrix programme and Prince's Trust employability programme, as well as in house workshops and individualised support from ETE Advisors. We have made access to education and training more accessible by working in partnership with a wide range of providers with opportunities available throughout the year. We also continuously promote further and higher education to young people and aid in identifying courses, support with UCAS applications/personal statements and advise on student

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loan/fees. Our care leaver local offer also includes 'top up' financial support with university and associated fees.

In 2021, 19 care leavers secured university admission for undergraduate courses, our highest rate for the last two years running.

As we have lost one ETE Advisor this past summer to the further education sector, we will be reviewing the scope of the role for the remaining advisor, whilst recruiting additional ETE keyworker capacity in the coming months.

Demographic Data

Ethnicity	Allocated Care leavers by Ethnicity & Age									Total
	17	18	19	20	21	22	23	24	25	
Any other Asian background		13	10	12	3	2	1			41
Any other Black background		4	1	3	1	1	2	1		13
Any other ethnic group		12	1	5	4	1	2	1		26
Any other mixed background		4	4	1	5	1	1	1		17
Any other white background	1	2	5	3	5	3	4	1	1	25
Bangladeshi	3	12	19	13	11	9	18	12	1	98
Black - African		14	20	21	13	9	5	3	1	86
Black Caribbean		2	1			1				4
Chinese					1					1
Pakistani		1		2						3
White - British		7	9	5	7	4	4	3		39
White - Irish					1					1
White and Asian		1	2	2	2	1			1	9
White and Black African		1		1		1	1			4
White and Black Caribbean		1	3	3	2	3	3	1		16
Information not yet obtained	1									1
Total	5	74	75	71	55	36	41	23	4	384

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Allocated Care leavers (17-25 year old) by Ethnicity & Gender			
Ethnicity	Female	Male	Total
Any other Asian background	12	29	41
Any other Black background	3	10	13
Any other ethnic group	3	23	26
Any other mixed background	10	7	17
Any other white background	3	22	25
Bangladeshi	50	48	98
Black - African	16	70	86
Black Caribbean	1	3	4
Chinese	1		1
Pakistani	1	2	3
White - British	23	16	39
White - Irish		1	1
White and Asian	7	2	9
White and Black African	1	3	4
White and Black Caribbean	7	9	16
Information not yet obtained		1	1
Total	138	246	384

Allocated Care leavers (17-25 year old) by Status				
Age	EET	NEET	Total	% EET
17	2	3	5	40.0%
18	49	25	74	66.2%
19	46	29	75	61.3%
20	51	20	71	71.8%
21	34	21	55	61.8%
22	16	20	36	44.4%
23	13	28	41	31.7%
24	8	15	23	34.8%

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Allocated Care leavers (17-25 year old) by Status				
Age	EET	NEET	Total	% EET
25		4	4	0.0%
Total	219	165	384	57.0%

**please note the NEET totals for care leavers aged 22-25 years is high because until recently, there wasn't the capability to record the Education/Employment status on the case management system for this age group as it wasn't a mandatory/statutory requirement.*

Table showing (EET) status for the 219 care leavers aged 17–25-year-old that are EET

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Employment Status (17 to 25 year olds)	Allocated Care leavers	Allocated care leavers "in touch" (with activity updated 3mths prior to or 1mth after bday or within last year)	% Allocated care leavers "in touch" (with activity updated 3mths prior to or 1mth after bday or within last year)
EET			
<i>F1 : Young person engaged full time in higher education (for example studies beyond A level)</i>	61	50	82.0%
<i>F2 : Young person engaged full time in education other than higher education</i>	105	90	85.7%
<i>F3 : Child engaged full time in training or employment</i>	4	0	0.0%
<i>F4 : Young person engaged full time in an apprenticeship</i>	3	3	100.0%
<i>F5 : Young person engaged full time in training or employment (not apprenticeship)</i>	52	46	88.5%
<i>P1 : Young person engaged part time in higher education (for example studies beyond A level)</i>	2	2	100.0%
<i>P2 : Young person engaged part time in education other than higher education</i>	11	7	63.6%
<i>P5 : Young person engaged part time in training or employment (not apprenticeship)</i>	24	21	87.5%