



TOWER HAMLETS

Strategic delivery and performance report

Year One Delivery Plan

2022-23

Q2 review



Across the strategic plan, the current status of performance measures is shown with Red, Amber, and Green status to help us support services as they work to meet their aims.

Some measures don't have data yet, and some don't have targets yet, for example where measures are very newly started or seasonal.

RAG Status	Q2
Red	2
Amber	9
Green	17
No data currently	16
Data only (no target)	7

This report highlights the Council's performance in the period April to September 2022.

It covers a period of transition. In May, I was elected on an ambitious manifesto to fix Tower Hamlets. Following this, in August, the Council adopted the Strategic Plan contained in these pages, outlining how we will deliver for residents over the next 4 years. While we have hit the ground running, there is a lot more to do.

Our Strategic Plan sets a fresh direction to invest in services and drive up our overall performance as a Council.

My new administration is determined to create a Tower Hamlets for everyone, where people of all backgrounds can be heard and supported.

I am committed to ensuring we deliver high quality services that enable our residents to fulfil their potential, under the 8 key priority areas set out in my manifesto and embedded in the Council's Strategic Plan.

We have achieved a lot in just a few months, and there is much more to come, including:

- We introduced a £2.7m cost-of-living package to help our most vulnerable residents, and a £1m Mayor's Energy Fund.
- We are taking bold action to address our housing crisis and overcrowding, and deliver a minimum of 1,000 social homes for rent per year.
- We are accelerating education for our children and young people. Having already reinstated the

Education Maintenance Allowance (EMA) and University Bursary Award, we will work to extend universal Free School Meals from primary to secondary schools in our borough. This is about supporting our young people so that money is never a barrier to education.

- I am bringing leisure services back in-house and investing £35m to improve them, helping our residents stay active as well as physically and mentally healthy.
- We are consulting on the option of bringing Tower Hamlets Homes in house and on reopening our roads.
- We're investing in our CCTV network and carrying out safety surgeries and walkabouts to support our community to feel safer.

- I have declared a 'Waste Emergency' to drive up our performance on street cleanliness, waste, and recycling.
- Through our resident hubs we will be a more accessible Council, here to serve our community.

I am proud to be an ambitious Mayor with an ambitious plan to improve our Council and rebuild our borough. Nothing is too good for the people of Tower Hamlets as far as I'm concerned.



Lutfur Rahman
Executive Mayor



Priority 1

Tackling the cost of living



Our ambition:
No child will go hungry and no pensioner will go cold for the next four years.

What we have delivered

The Mayor agreed an initial package of measures in July worth **£2.7 million** as the first element in a package of cost of relief measures. The package includes payments to families with children eligible for free school meals, other households at risk of poverty, residents receiving pension credit, and parents with young children in receipt of Healthy Start vouchers.

The impact of a freeze in council tax was modelled within the medium term financial strategy report, in support of the strategic plan objective of freezing Council Tax for four years.

Government funding schemes to tackle homelessness are being reviewed. While these are under review work continues to prevent homelessness upstream and preparatory analysis has begun to support a refresh of the council's Homelessness and Rough Sleeping Strategy, to begin in late 2022.

The council has continued to provide 100% council tax rebate for residents in need, making up the shortfall in government funding for council tax reduction.

A holiday food programme to feed children entitled to free school meals was delivered during the summer holidays, and we have ongoing provision of free school meals for all in primary schools.

What difference have we made?

The service continues to work hard to reduce the number of those experiencing homelessness by supporting people into sustainable accommodation. So far, **60** people have been placed in social lets and **37** people in the private rental sector. Our target is to support 320 people out of homelessness by March 2023.

Our Performance

We are working towards our target of preventing 50% rate of new cases of homelessness being prevented via the Housing Options Service, despite the challenges presented by rising rents across London.

We aim to support several hundred people out of homelessness by March 2023 (the target figure is not currently set). So far, **60** people have been placed in social rented homes and **37** in privately rented homes.

A holiday food programme successfully delivered **51,064** meals for children entitled to government free school meals during the summer.

We continue to target an ambitious rate of new cases of homelessness being prevented via the Housing Options Service. Achieving a target level of approaching 50% is however challenging in the context of rising rent levels in London, making it difficult to source affordable accommodation due to supply constraints, and to keep up rent payments for households impacted by the cost-of-living crisis.



ActivityID	Measure	2021-2022 Outturn	2022-2023 Target	Q1 Outturn	Q1 Target	Q1 RAG	Q2 Outturn	Q2 Target	Q2 RAG
1.01	Number of EMAs awarded.	No data	1250	No data	No data	No data currently	No data	No data	No data currently
1.02	Number of university bursaries awarded.	No data	400	No data	No data	No data currently	No data	No data	No data currently
1.03	Percentage of homelessness cases prevented or relieved	46%	50%	No data	50%	No data currently	No data	50%	No data currently
1.03	Number of homeless supported into sustainable accommodation	470	470	87	117	Green	141	235	Amber
1.04	Number of attendances to holiday activities and food programme during school holidays	57799	70000	13934	13000	Green	64998	58000	Green
1.05	Tonnes of food provided to food aid organisations	1825	600	175	150	Green	295	300	Amber

ActivityID	Measure	Q2 RAG	Performance Commentary
1.03	Number of homeless supported into sustainable accommodation	Amber	In Q1 and Q2, 141 households were supported into sustainable accommodation below the target agreed. The end of year target of 470 homeless households supported into suitable affordable homes will be challenging to achieve in 2022/23. The figure was achieved last year when conditions in the economy were more favourable. The current economic climate particularly as it affects the housing sector is impacting on performance. The existing target is composed of Private Rented Sector lets and social housing lets to discharge the statutory homelessness duty. The volume of Private Rented Sector lets which had been as high as 238 lets in 2021/2022 are now on course to only result in 90 lets in 2022/23, due to a sudden shrinkage of the LHA Private Rented Sector rental market in 2022, notwithstanding measures being put in place to increase procurement levels e.g. enhanced landlord incentive package. It is not anticipated that there will be a compensating increase on social lets to offset the decline in PRS lets, since social lets are governed by a range of factors pertinent to the allocations policy, e.g. waiting time, supply of permanent homes to let from partner landlords
1.05	Tonnes of food provided to food aid organisations	Amber	300 tonnes of food provided to aid organisations in the first six months. The provision is slightly under the target agreed as provision is seasonal and summer is our quietest period, with amounts expected to increase through winter to meet the end of year cumulative target of 600 tonnes. Target is lower than the baseline figure as the budget has reduced significantly, and amount of food distributed is directly related to funding available.

Priority 2

Homes for the future



Our ambition:
Everyone in Tower Hamlets lives in a good quality home that they can afford.

What we have delivered

Delivery of affordable homes remains a key area of focus and good progress has been made. In addition to building more homes, tackling overcrowding continues to be a key priority and a review is currently under way to consider what provisions are currently in place and what more can be done to reduce overcrowding for residents. This includes building more, managing existing stock and demand.

Contributing to this mix of measures, the car parking permit transfer scheme is currently under review as a means of reducing under occupancy and supporting residents to move to appropriate accommodation. The council is also exploring how to bring empty properties back into use.

A homelessness and rough sleeping strategy steering group is in the process of being established in order to refresh the council's current approach and steer delivery, working across the council and in partnership with external providers to go further in tackling homelessness and rough sleeping.

The council began preparations to consult residents on the future

of Housing Management services provided by Tower Hamlets Homes and continues to work with the Tower Hamlets Housing Forum and the Private Renters Forum regarding housing conditions across social and private housing.

Driving up standards in the private rented sector is a key priority. Resident consultation is being prepared to feed into improvement of the Landlord registration scheme and housing enforcement with the ability to hold landlords to account. A baseline is being developed in order to assess implementation in the future. The forthcoming Adult Social Care Reform bill will influence the strategy for adapting homes for residents with physical disabilities. Occupational Therapists are currently providing input to review work underway.

What difference have we made?

Information, advice, and guidance is being provided for leaseholders affected by cladding issue; highlighting cases where developers have been taken to court, and showing where residents can now take out remediation orders.

Our Performance

- **1,312** net additions to the housing stock have been progressed so far this year.
- **818** affordable homes have been agreed via the planning system for future delivery.
- **394** affordable homes have been delivered.



ActivityID	Measure	2021-2022 Outturn	2022-2023 Target	Q1 Outturn	Q1 Target	Q1 RAG	Q2 Outturn	Q2 Target	Q2 RAG
2.01	Net additions to the housing stock	3823	3473	904	No target	Data only	498	No target	Data only
2.01	Number of affordable homes consented	465	700	384	No target	Data only	50	No target	Data only
2.01	Number of affordable delivered (by habitable room)	911	1000	305	No target	Data only	89	No target	Data only
2.07	Lets to overcrowded households	51%	52%	54.5%	52%	Green	60%	52%	Green
2.09	Number of licenced premises intervention	12400	14000	2138	3500	Amber	4163	3500	Green

Our delivery and performance

Priority 2

Homes for the future – measures in amber or red at Q2

11

Measures for Priority 2 have a performance status of green

Priority 3

Accelerate Education



Our ambition:
Every child achieves their best in education.

What we have delivered

Options for delivering a new youth service model and investment have been developed and reviewed. This work will continue to be advanced in Q3.

A review of nursery and day care provision was completed in September. This work will inform the delivery of the policy of ensuring there is sufficient high quality provision for young children and their families. A major campaign was launched to promote lifelong learning as the new academic year began. The programme emphasises courses which can help residents returning to work and enhancing their prospects.

What difference have we made?

As the Autumn school census progresses, the council is measuring the number of primary and secondary school pupils receiving free school meals as part of the work to support young people as they progress their education.

Our Performance

Schools in Tower Hamlets are performing well, with **96%** judged Good or Outstanding, above London and national benchmarks.

High levels of engagement with youth policies:

- **3,766** young people regularly attended Council and Council-commissioned youth services.
- **2,344** young people engaged with the Council's and Council-commissioned youth centres, achieving a recorded outcome.
- **729** young people engaged with the Council's and Council-commissioned youth centres in achieving an accredited outcome.

The percentage of education, health and care (EHC) assessments completed within 20 weeks has been above or close to target during Q1 and Q2.

The percentage of Idea Store learners who pass a Skills for Life course was **1%** under target in Q1. Since this data is collected termly, no Q2 data is yet available.

The number of children supported by the Early Help Children and Family Service exceeded target levels so far this year.

The percentage of contacts into MASH that are reviewed and progressed

within target timescales has exceeded target levels so far this year.

Performance data relating to new cases of youth offending and re-offending for the first half of the year will be available in Q3.

The percentage of care leavers aged 17-25 who are in education, employment or training (EET) exceeded target levels in Q2.



ActivityID	Measure	2021-2022 Outturn	2022-2023 Target	Q1 Outturn	Q1 Target	Q1 RAG	Q2 Outturn	Q2 Target	Q2 RAG
3.06	Number of young people who contacted and registered with the Council's and Council commissioned youth centres	5058	3690	1913	738	Green	3218	1476	Green
3.06	Number of users who regularly attend the Council's and Council commissioned youth services	2568	3336	974	667	Green	1665	1334	Green
3.06	Number of young people engaged with the Council's and Council commissioned youth centres who achieve a recorded outcome	968	1600	411	320	Green	1010	640	Green
3.06	Number of young people engaged with the Council's and Council commissioned youth centres who achieve an accredited outcome	313	490	114	98	Green	386	196	Green
3.17	% of education, health and care (EHC) assessments completed within 20 weeks	29%	53%	30.1%	30.0%	Green	35.4%	36.0%	Amber
3.19	Percentage of Idea Store learners who pass a Skills for Life course	94%	95%	94%	95%	Amber	0%	0%	Green
3.20	Number of children supported by the Early Help Children and Family Service	14995	17000	7928	5000	Green	12588	11000	Green
3.21	% of contacts into MASH that are reviewed and progressed within timescales	94%	95%	98.6%	95.0%	Green	97.8%	95.0%	Green
3.22	% of Care Leavers aged 17-25 who are in education, employment or training (EET)	No data	65%	58.8%	65%	Amber	66.5%	65%	Green

ActivityID	Measure	Q2 RAG	Performance Commentary
3.17	% of education, health and care (EHC) assessments completed within 20 weeks	Amber	<p>The Q2 year-to-date performance for this measure is slightly below target and this is largely due to the high rate of delayed plans being cleared, which is impacting upon overall timeliness of performance. It is noted however that the quarter's (jul-sep) performance is higher at 42%.</p> <p>The service continues to clear the delayed plans and monitor the performance of new assessments to ensure that timeliness continues to improve. Weekly meetings look at timeliness data for assessments and the receipt of advices.</p> <p>The measure is expected to be on target the next reporting quarter.</p>

Priority 4

Boost culture,
business, jobs
and leisure



Our ambition:
Residents from all backgrounds benefit from thriving sports, the arts, and local business.

What we have delivered

The offer of female-only sports sessions has been increased to promote female sports sessions and encourage more women to participate in sports activities

An audit scope and needs analysis has been agreed to develop the council's awareness of groups relying on parks and other Council facilities to play sport.

A Cabinet decision was made on 1 August regarding the future of St. Georges Leisure Centre, to rebuild the centre on the same site including social housing units.

A programme of training modules for new and existing market traders has been delivered to help protect and support markets across the borough. Locations and bays in proximity to markets that are suitable for 1 hour free parking have been mapped.

A review of current levels of 'job enablement' via developments in the borough was delivered. This suggests around **72** jobs per calendar month are 'enabled' under current provision. We have engaged local

business regarding the formation of apprenticeships.

Options have been developed for a local approach to Community Wealth Building including an assessment of requirements (e.g. Community Land Trust). Agreement and resources have been secured for a council officer focused on Community Wealth Building.

What difference have we made?

We have met our target and delivered **57** arts events so far this year including the In the Neighbourhood community festival as part of All Points East.

Our Performance

1,809 new jobs, training and apprenticeship opportunities designed for local people have been created.

616 enterprises have been supported through the council's business programmes.



ActivityID	Measure	2021-2022 Outturn	2022-2023 Target	Q1 Outturn	Q1 Target	Q1 RAG	Q2 Outturn	Q2 Target	Q2 RAG
4.01	Number of arts events delivered	107	158	40	40	Green	17	17	Green
4.03	% of leisure centre member base that are female.	47%	51%	46.8%	51.0%	Red	47.1%	51.0%	Amber
4.12	The number of new jobs, training and apprenticeship opportunities enabled for local people		2105	649	526	Green	1160	1053	Green
4.16	Enterprises supported through the council's business programmes	1161	650	0	162	Red	454	325	Green

ActivityID	Measure	Q2 RAG	Performance Commentary
4.03	% of leisure centre member base that are female.	Amber	Performance is slightly below target. The leisure centres are still recovering from the impact of the Covid-19 pandemic on participation performance, and they have not fully recovered as yet. Participation is also being investigated in line with the cost-of-living crisis and the impact of discretionary spend on leisure centre attendance.

Priority 5

Invest in public services



Our ambition:
Residents have access to high quality council-run public services, including idea stores and libraries, public health, social care, and waste and recycling services.

What we have delivered

Data collection and assessment of performance of a pilot resident's hub has begun. This will support work to add further hubs providing face-to-face council and partner services for residents, so that those who struggle with access to IT have the access and support they need. We have created a Covid-ready Health Protection Hub with staff and systems in place to react to emerging threats and protect our residents. We have put in place PPE and infection testing contingency plans in place in case of surges in cases or infectious illnesses.

All of Tower Hamlets' directly commissioned homecare providers pay a living wage, with council homecare providers being contracted to do so. We also provide our 'Proud to care' rewards scheme for local care workers.

We have created a loneliness small grants programme, and we have begun delivering a **£65,000** programme of funding, with four funding rounds this year. So far, almost **£35,000** has been allocated.

Providing early support for children and adults at risk of poor mental

health and loneliness has seen us recruit community reporters and local participation resulting in three community concepts to reduce loneliness, try something new, and raise confidence and self-esteem.

13 community pharmacies in the borough are now offering covid and flu vaccinations. Beaumont House vaccination centre opened in October.

What difference have we made?

Permanent admissions to residential and nursing care for those aged 65+ are not currently in line with the council's target for reducing avoidable admissions.

Our Performance

The percentage of service users surveyed who agree with the statement "Overall I have a positive experience of the services I am receiving from the homecare agency" is meeting current performance targets, with **92%** responding positively at the end of Q2. Ofsted carried out a focused visit to the council's children's services in July. Inspectors looked at the council's support for children in care. Findings from the visit were very positive: inspectors noted that the vast majority of children in care in Tower Hamlets are

living in placements that are meeting their individual needs well and helping to improve their experiences and progress.

Over **4,000** residents have received services or support from the Resident Hub so far this year.



ActivityID	Measure	2021-2022 Outturn	2022-2023 Target	Q1 Outturn	Q1 Target	Q1 RAG	Q2 Outturn	Q2 Target	Q2 RAG
5.07	Permanent admissions to residential and nursing care 65+ per 100,000	372.1	N/A	174.6	No target	Data only	261.8	No target	Data only
5.07	% of people who are signposted to find appropriate advice & support in the wider community that helps them to maintain their independence	69%	59%	66%	59%	Green	67%	59%	Green
5.07	Overall satisfaction with care and support services received	86%	84%	No data	No target	No data currently	No data	No target	No data currently
5.07	% service users surveyed who agree with the statement "Overall I have a positive experience of the services I am receiving from the homecare agency"	97%	70%	86%	70%	Green	92%	70%	Green
5.10	Number of smoking cessation 4 week quits	1264	1200	233	300	Amber	No data	No target	No data currently
5.10	Number of smoking cessation 4 week quits (BAME)	595	400	107	100	Green	No data	No target	No data currently

**Measures for Priority
5 have a performance
status of green**

Priority 6

Empower Communities and Fight Crime



Our ambition:
Residents, workers and visitors of all backgrounds feel safe and welcome in Tower Hamlets.

What we have delivered

The Council of Mosques' participation in Tower Hamlets partnership has been agreed at a Partnership Executive Group. We have improved our work on neighbourhood crime and anti social behaviour (ASB) and identified and resolved **11** problematic crime and ASB hotspots.

What difference have we made?

We are investing in our CCTV network. The number of upgraded CCTV cameras that are operational stands at **85** at the end of Q2, and the control centre is preparing to move to a new location as the council prepares to depart from Mulberry Place.

We have lobbied the Mayor's Office for Policing and Crime (MOPAC) at the GLA and the Metropolitan Police Commissioner to reopen a police station on the Isle of Dogs.

The council has worked to support the Metropolitan Police Service locally to recruit a workforce that reflects the community through recruitment events at a number of community venues, including East London Mosque (where over 150 information sheets were handed out in 2 hours).

Our Performance

The number of hours of uniformed patrols through the Safer Neighbourhood Operations Service stands at **4726** hours, close to the target of **5000**.

The percentage of victims of violence against women and girls who feel safer after engaging with commissioned provider exceeded the current target rate of **77%** in Q1 (**94%**) but fell to **63%** in Q2. This measure is based on survey responses in a cohort which changes composition each time it is reviewed, leading to some fluctuation between surveys.

8 safety surgeries took place in Q2 in addition to **4** safety walkabouts in September.



ActivityID	Measure	2021-2022 Outturn	2022-2023 Target	Q1 Outturn	Q1 Target	Q1 RAG	Q2 Outturn	Q2 Target	Q2 RAG
6.02	Number of upgraded CCTV cameras operational	0	350	30	75	Amber	55	75	Amber
6.02	Number of hours of uniformed patrols delivered by the Safer Neighbourhood Operations Service	N/A	10000	2432	2500	Amber	2294	2500	Amber
6.02	Victims of violence against women and girls who feel safer after engaging with commissioned provider	92%	77%	94%	77%	Green	63%	77%	Red
6.02	Adults with substance misuse treatment need who successfully engage in community-based structured treatment following release from prison	15.3%	37.4%	17.7%	37.4%	Amber	No data	37.4%	No data currently

ActivityID	Measure	Q2 RAG	Performance Commentary
6.02	Number of upgraded CCTV cameras operational	Amber	New camera supply is ahead of schedule. However the volume of new camera installation is lower than planned. This is due factors outside the Programme i.e. delays in the national supply chain of network switches needed for the new cameras to function. These supply chain issues have negatively impacted by a one-month delay in the planned installation schedule. The matter is being addressed with the contractor and through their suppliers. We expect the volume of installation to significantly increase month on month. To mitigate we have identified all those cameras that do not require switches and aim to install those in the next tranche..
6.02	Number of hours of uniformed patrols delivered by the Safer Neighbourhood Operations Service	Amber	The number of hours of uniformed patrols in Q1 and Q2 have been slightly below target. This is due to police "abstractions" - officers taken off their duties to provide cover for emergency response policing or central aid in London. Police officers may be deployed or redeployed by the Met Police Commissioner or Borough Commander as they deem appropriate to meet operational policing requirements. An analysis of police abstraction levels in Central East BCU and across London highlights an upward trend in police abstractions. The Central East BCU is particularly affected in recent months To mitigate this matter has been raised with the borough Commander and discussions are ongoing to reduce the hours of abstractions going forward. The cabinet member has written to the Met Police Commissioner to express concerns. It is understood that this matter is also subject of ongoing discussion at the resident led Safer Neighbourhood Board.
6.02	Victims of violence against women and girls who feel safer after engaging with commissioned provider	Red	The service provider is generally only able to provide short term support (3 months). In effect this is crisis intervention. Providing short term support to people who have suffered long term trauma is not necessarily going to improve feelings of safety for everyone and this was evident in Q2 when survey data were based on a low number of women who were all still living in the same household as the perpetrator. Whilst it is unfortunate that this was reported in one quarter, it shows how a snap shot survey in a single quarter can be skewed and reflect poorly on the service provided. The Community Safety Team has robust service delivery monitoring processes in place and after review, it is satisfied with the integrity of the surveys by Solace. It is proposed to set the target as '80% feeling safer after receiving support from the service provider'.

Priority 7

A clean and green future



Our ambition:
Cleanliness and air quality improve, emissions and noise nuisance reduce, and everybody benefits from parks and more trees.

What we have delivered

A Mayor's advisory board on climate change is being established. It will guide our work in making our council carbon neutral as well as shape our work with partners on reducing boroughwide CO₂ emissions.

The Mayoral Greener Future for Tower Hamlets programme has been developed. This programme includes four strands of work designed to reduce CO₂ emissions. They are: the Mayor's Energy Fund; The Mayor's Board for Climate Change; the Mayor's Waste Management Task Force; and Keep Our Borough Moving.

In line with our ambition to create green jobs and cut living costs, a residential energy efficiency scheme is being scoped for approval. The scheme will deliver renewable projects, energy efficiency of housing, retrofitting council buildings, and help other non-council recipients to reduce energy and decarbonise. We have signed up to the London Councils housing retrofit programme. In line with our ambition to install green heating systems on our estates, use solar panels, wind turbines and make use of heat and power schemes, **£44,000** of

funding has been secured to deliver renewable energy projects.

In order to improve street cleanliness and fight fly tipping, hotspots have been identified and work is underway to prevent incidence of fly tips and increase enforcement particularly across Whitechapel, Spitalfields and Banglatown wards. Work is also under way to encourage the community to become more involved in checking cleanliness standards across the borough. The recruitment of new Environmental Coordination Officers is complete with all posts recruited by the beginning of October. The team are currently undergoing induction and training with a number of walkabouts and clean ups already completed.

Work has been undertaken to develop a baseline of measures currently in place to tackle noise pollution. A costing exercise has been completed to understand what additional resources would be required for greater enforcement regarding noise pollution and to identify areas for increased enforcement.



Our ambition:
Cleanliness and air quality improve, emissions and noise nuisance reduce, and everybody benefits from parks and more trees.

Working with the Mayor of London to tackle air pollution in Tower Hamlets, we have promoted air quality audits to schools and installed living green screens. Anti-idling enforcement awareness raising has continued as well as installation of anti-idling signage in hot spot areas.

The programme of construction site audits to ensure they comply with the non-road mobile machinery (NRMM) legislation (tackling PM10 emissions) is also ongoing.

The Air Quality Action Plan has been updated with data from the GLA Local Atmospheric Environment Inventory (LAEI) report. Work continues to engage businesses that we know are particularly high emitters of pollution.

The council responded to the TfL bus review consultation to make the case for a good local bus network.

We have begun a refresh of the council parking and enforcement policy and have developed proposals to review the borough's car parking zones, create additional car parking spaces and provide one hour of free parking

for customers shopping at our local markets.

The council continues to support active travel, through schemes to teach cycling, cycle proficiency and safety. We are exploring opportunities to develop further provision with partners and we continue to monitor the effectiveness and safety of cycle lanes.

What difference have we made?

We were successful in being awarded a Green Flag award for Bartlett Park this year. This award now brings the total Green Flag awards for **13** parks and green spaces in the borough. Our Performance

The target for the number of trees to be planted in the year is **200**. The planting season runs from October through March each year (Q3 and Q4). Q1 and Q2 has been used to identify suitable planting locations across the Borough's parks, highways and housing land through a feasibility study.

The level of household recycling in Q1 has dropped to **16.90%**, down from **18.0%** in 2021-22. An ambitious plan is in place to address and increase this with the new target being set.

The number of children engaged in school cycle schemes is so far this year is **812**.



ActivityID	Measure	2021-2022 Outturn	2022-2023 Target	Q1 Outturn	Q1 Target	Q1 RAG	Q2 Outturn	Q2 Target	Q2 RAG
7.10	Number of missed collections	17094	10000	2221	2500	Amber	5874	5000	Red
7.08	Number of trees planted	0	200	0	0	Green	0	0	Green
7.11	Level of household recycling	18%	22%	16.90%	22%	Red	No data currently	22%	No data currently
7.13	Percentage of enforcement actions to fly-tip incidents	97%	125%	51%	60%	Amber	74%	80%	Amber
7.20	Children engaged in school cycle schemes	914	1100	323	330	Amber	491	550	Amber

ActivityID	Measure	Q2 RAG	Performance Commentary	Directorate
7.10	Number of missed collections	Red	The mayor has declared a waste emergency and the council is investigating changes as a result.	Place
7.13	Percentage of enforcement actions to fly-tip incidents	Amber	At the end of Q2, percentage of enforcement actions to flytips was at 74%. There has been a steady increase in enforcement action in Q2 compared to Q1. From the start of Q3 we have recruited 4 Environmental Co-ordinators who are working with our Environmental Services team to target fly tipping Hotspots in Weavers, Bethnal Green, Whitechapel, Spitalfields and Banglatown wards. This has helped increase fly tip investigations, advice, warning letters and £400 fixed penalty notices. We have also installed extra CCTV cameras into hotspot locations, which will support increased enforcement action to help reduce fly tipping in hotspot areas.	Place
7.20	Children engaged in school cycle schemes	Amber	Number of children engaged in school cycle schemes in Q1 and Q2 is slightly below target but strong demand from schools are reported subsequently. The services anticipates output above the target agreed at the end of Q3.	Place

Priority 8

A council that
listens and works
for everyone



Our ambition:
Residents benefit from accessible, high quality services and are involved in decisions that affect them

What we have delivered

We are continuing to engage and consult with residents to understand their views on our Liveable Streets schemes. Following a consultation in Wapping, the council has listened to residents and ensures that the Wapping Bus Gate remain in place. Preparations are now being put in place to consult on options regarding the Liveable Streets schemes in Bethnal Green, Brick Lane and Weavers. An initial programme of highway improvement schemes is currently being reviewed.

Options for future voluntary and community sector funding have been developed and are currently being discussed with stakeholders.

Taken initial steps to introduce anonymised applications in an e-recruitment system with the intention of launching anonymised applications in January 2023.

Detailed guidance on diversity in the workplace and more specifically throughout the recruitment and selection process has been made available to hiring managers. This includes the

requirement for the hiring manager, at the pre-interview stage to "arrange a representative recruitment panel (i.e. gender and ethnic balance) comprising a minimum of two members and if possible one person from a different department".

What difference have we made?

Work is underway for 2022/23 to address representation of staff from Black, Asian and Multi Ethnic backgrounds at a senior staff level through the Council's Equality Diversity and Inclusion Action Plan. This includes work to address the Council's pay gaps, talent management, leadership and development, and coaching and mentoring.

Our Performance

At present **31.54%** of staff in the top **5%** of earners amongst council staff are from Black, Asian and Multi Ethnic backgrounds. This is below our target of **35%** but slightly improved compared to the last quarter of 2021-22. In March 2021, Tower Hamlets had the third highest percentage of top **5%** earners from Black, Asian and Multi Ethnic backgrounds across all London councils.



ActivityID	Measure	2021-2022 Outturn	2022-2023 Target	Q1 Outturn	Q1 Target	Q1 RAG	Q2 Outturn	Q2 Target	Q2 RAG
8.13	Percentage of top 5 % of earners from Black, Asian and multi-ethnic communities	31.2%	35%	31%	35%	Amber	32%	35%	Amber
8.06	Residents' perception of being involved in decision-making	No 2021 data	No target	No data	No target	No data currently	No data	No target	No data currently
8.07	Residents' perception of being kept informed by the council	No 2021 data	No target	No data	No target	No data currently	No data	No target	No data currently

ActivityID	Measure	Q2 RAG	Performance Commentary
8.13	Percentage of top 5 % of earners from Black, Asian and multi-ethnic communities	Amber	<p>The top 5% earners who are Black, Asian and multi ethnic is currently 31.54%, 3.46% below target but up slightly from Q4 of 2021-22. There are relatively small numbers in the top 5% of earners, so minimal change in terms of numbers can impact the percentage. In March 2021, Tower Hamlets had the third highest percentage of top 5% earners who are Black, Asian or Multi Ethnic across all London boroughs, with 31%.</p> <p>Work is underway for 2022/23 to address Black, Asian and multi ethnic representation at the senior level through the Council's EDI Action Plan, including through work to address the Council's pay gaps, talent management, leadership and development, coaching and mentoring. Directorate targets are also being considered as part of work to look in more granular detail at where there is under representation, e.g. in specific services or professions. These interventions will take time to show results.</p> <p>Children's and Culture also have a specific directorate plan and targets to improve representation year on year from 2022/23</p>