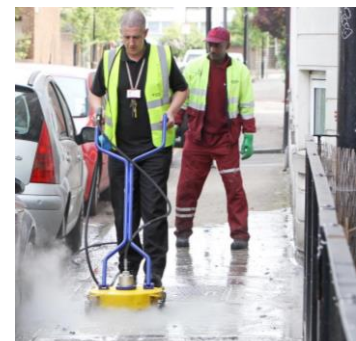


Tower Hamlets Council Corporate Induction



Programme

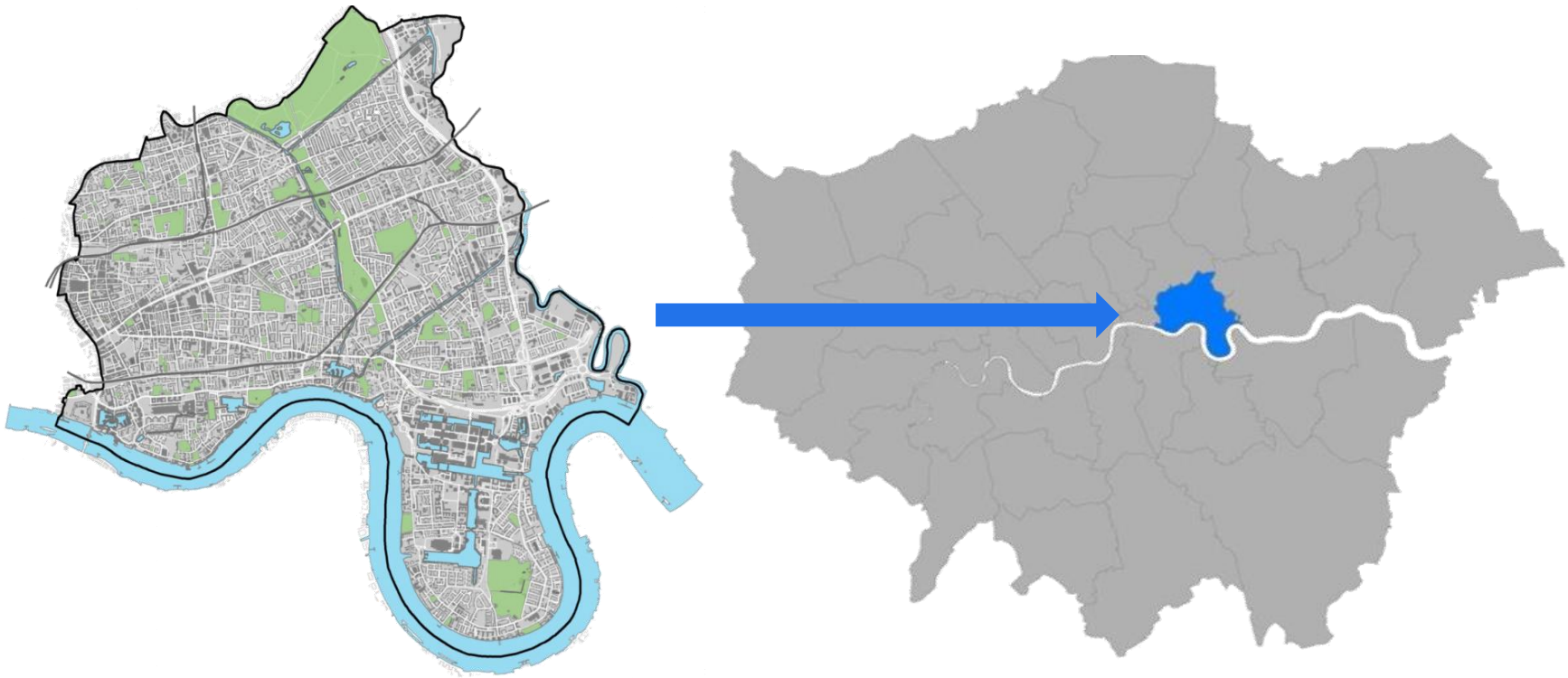
9.15 – 10.00am	Will Tuckley, Chief Executive
10.00 – 10.45	John Biggs, Mayor of Tower Hamlets
10.45 – 11.00	Break
11.00 – 11.30	Member and Officer Protocol Asmat Hussain, Corporate Director, Governance Matthew Mannion, Committee Services Manager
11.30	Close

Will Tuckley

Chief Executive

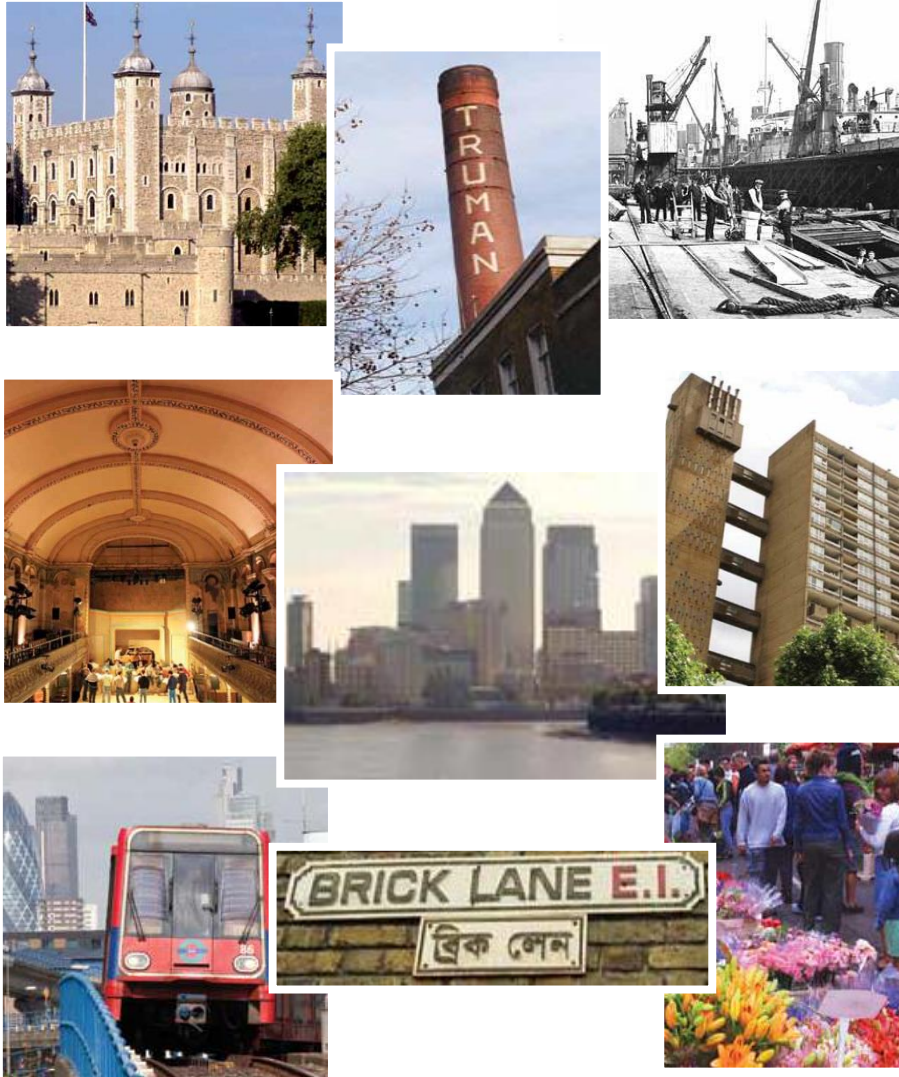


Where we are



- Inner London Borough
- Officially formed in 1965 when the metropolitan boroughs of Bethnal Green, Poplar and Bow were merged
- Heart of the East End
- Close to the City, Queen Elizabeth Olympic Park and Stratford
- Excellent transport connections (major beneficiary of Crossrail and City Airport)

Our history



- Tower Hamlets takes its name from the historical hamlets surrounding the Tower of London
- London's traditional 'East End'
- Successive waves of immigration have shaped the borough
- Borough has seen industrial growth, decline, economic change and regeneration
- Legacy of post war housing renewal
- Transformation of the docklands to the second largest business district in UK – Canary Wharf
- Borough now in midst of further growth and rapid change...

Some of our key attractions

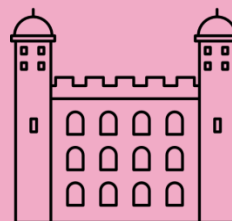


The borough has 22 art galleries and 6 museums, including the Whitechapel Gallery, the Museum of Childhood and the Museum of London Docklands



10 award winning parks, including Victoria Park, London's first public park

Home to the Tower of London – now a world heritage site – attracting almost **3m** visitors per year



The Boishakhi Mela and fireworks attracted 130,000 people last year



3 city farms including Mudchute Park and Farm – the largest inner city farm in the country

The largest 'blue' network in London, including the Regent's Canal and the River Lea.



The borough is home to almost 900 listed buildings and 58 conservation areas



World famous markets:

10 markets with 2,500 pitches including Spitalfields dating from the 17th Century



Tower Hamlets has around 1,000 licenced premises



A place of leaders

The Reverend Doctor Julius Rieger
Ayub Ali Master
Charles Bradlaugh
Nicholas Culepper
Tommy Flowers
Julia Scurr
Reverend William Henry Lax
Mala Sen
George Lansbury
Marge Hewson
Tasadduq Ahmed
Clement Attlee
Walter Tull
Hannah Bellig
Ashik Ali
Danny Boyle
Will Crooks
Eva Armsby
Clara Grant
Mary James
Sylvia Pankhurst
Sowabullah Munshi
Sir Alfred Hitchcock

Key facts

Population

- **304,900** residents
- Nearly half aged 20-39
- Fastest growing in UK
- Predicted to reach **365,200** by 2027
- **15** new residents per day



Economy

- **16,800** businesses
- **278,000** jobs
- Forecast to grow by **110,000** jobs in the next decade
- **3rd** highest GVA (output) in London



Diversity

- **43%** born outside the UK (200+ countries)
- **69%** from ethnic minority groups
- Over **90** languages spoken
- **1 in 3** are Bangladeshi
- **1 in 10** residents EU-born



Education

- **65%** pupils achieve 9_4 pass in Maths/English
- School population set to increase by **15%** by 2026



Challenges

Poverty



- **4 in 10 households** live below the poverty line
- Highest **child and pensioner poverty rates** in England
- Deprivation rankings have improved but borough remains highly deprived

Inequality



- Average household income in the borough's most affluent area is nearly three times the average in the poorest area (**£61,038 vs. £23,034**)
- Employment rates remain well below average for BME residents, women and disabled people

Health



- Life expectancy lower than the England average
- Year 6 children **43%** overweight/obese compared with **34%** in England
- Population aged 65+ is projected to grow by **38%** between 2016-2026 leading to a rising demand in social care

Housing



- Average house price **£498,598** – more than double national average
- **35,000** low income households receiving Housing Benefit
- Over **19,000** households on the housing waiting list

What we deliver (2017-18)

780

affordable
homes
delivered



286

socially rented
homes
delivered



733

businesses
supported
through
council
activities



994

residents
supported
into work



72%

of people are
satisfied with how
the council is run,
according to our
latest Annual
Residents' Survey



92%

of people think
that people
from different
backgrounds
get along
well together



68.4%

of early years
pupils achieved
a good level
of develop-
ment



68%

of pupils achieved
the national
standard
in key
stage 2



47.2%

average
attainment 8
score for
pupils in key
stage 4



Distinction
average score
for vocational
subjects in
key stage 5 -
Technical
Levels



3,719

adults received
support from
adult social
care
services
in 2016-17



14m

in Community
Infrastructure Levy
and **£26.3m** received
in S106 payments
which funded a total
of 131 projects



Distinction+
average score
for vocational
subjects in key
stage 5 -
Applied
General



83.34%

of resident
contact transactions
were
dealt with
online



90%

overall
customer
access
satisfaction



99.3%

of
Council Tax
was
collected



2,234

households
found
temporary
accommodation



280

apprentices
employed with
44 places as
part of social
value on
contracts



Last year we
collected
almost

7,000

tonnes
of litter



350

centrally controlled on
street CCTV cameras
help the police make
an average of 3
arrests every day



Our parks, gardens
and open spaces
won 25 awards last
year with Victoria
Park recognised
as best large
park in
London



1,902,737

total number of
visits to our
Idea Stores in
2016-17

idea

1,916

food
safety
inspections
carried out



7,000km

of streets
cleaned
every
week

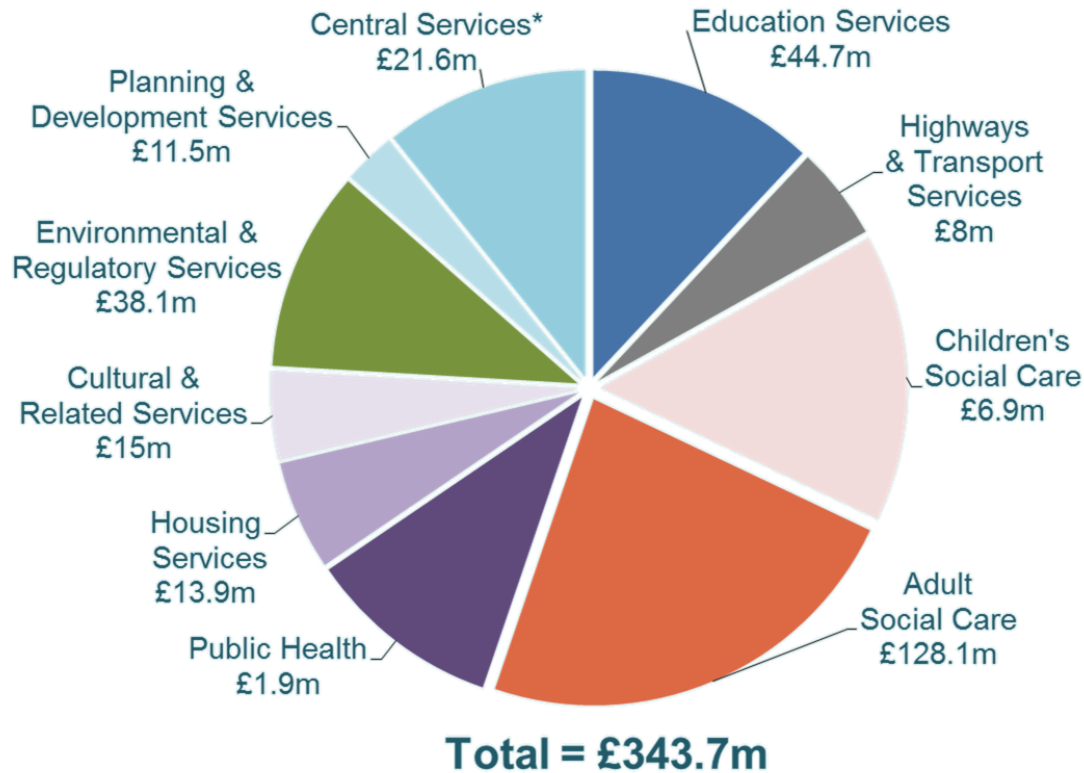


improving today, shaping tomorrow

Source: Tower Hamlets Strategic Plan 2016-17 (Year 2 – 2017-18). Note: statistics relate to 2015-16.

What we spend

Net expenditure budget 2018/19 (£m)



Challenges:

- The council will have to save £58m from the budget by 2020
- ...in context of rising demands for services
- Equivalent to £1 in every £6 we currently spend
- Council has already made £138.3m savings since 2010

* Includes employee related costs, corporate supplies and services and growth contingencies

What our residents think

74% agree the council is efficient and well run

79% say they trust the council a great deal or a fair amount

83% of residents are satisfied with their area as a place to live

92% feel people from different backgrounds get on well together

47% feel the council is difficult to get through to on the phone

56% feel people using or dealing drugs is a very or fairly big problem

The top 3 resident concerns are lack of affordable housing, crime and rising prices

Source: 2017 Tower Hamlets Annual Residents' Survey

Improving today, shaping tomorrow

Blueprint

1 Strategy

Strategic Plan 2019 - 2022

New strategic plan, underpinned by a core set of strategies including (but not limited to) ICT, People and Customer.

Well defined landscape and outcomes with clear actions and measures.

ICT: Fully implemented across the organisation. Budgets based on clear outcomes set out in the strategic/operational plan. Ensure value for money for economy, efficiency and effectiveness.

Customer Based Accountability

Customer Based Commissioning

Shared Values

Integrated Health & Care Services

Insight & Intelligence

Using data captured across the organisation to help inform and monitor strategic portfolios

Insight & Intelligence

Using data captured across the organisation to help inform and monitor strategic portfolios

Insight & Intelligence

Using data captured across the organisation to help inform and monitor strategic portfolios

Insight & Intelligence

Using data captured across the organisation to help inform and monitor strategic portfolios

Insight & Intelligence

Using data captured across the organisation to help inform and monitor strategic portfolios

Insight & Intelligence

Using data captured across the organisation to help inform and monitor strategic portfolios

Insight & Intelligence

Using data captured across the organisation to help inform and monitor strategic portfolios

Insight & Intelligence

Using data captured across the organisation to help inform and monitor strategic portfolios

Insight & Intelligence

Using data captured across the organisation to help inform and monitor strategic portfolios

Insight & Intelligence

Using data captured across the organisation to help inform and monitor strategic portfolios

Insight & Intelligence

Using data captured across the organisation to help inform and monitor strategic portfolios

Insight & Intelligence

Using data captured across the organisation to help inform and monitor strategic portfolios

Insight & Intelligence

2 Structure

15% Reduction in Budgeted Establishment

This reduction in PE will be realised over a 3 year period from 2019 to 2021 and include permanent and temporary employees (PE).

Reduced Management Layers and a Cross Skilled Matrix Workforce

Outcomes Based Commissioning

Outcomes Based Improvement

Outcomes Based Service Provision

Outcomes Based Culture

Outcomes Based Structure

Outcomes Based Budget

Outcomes Based Commissioning

Outcomes Based Improvement

Outcomes Based Service Provision

Outcomes Based Culture

Outcomes Based Structure

Outcomes Based Budget

Outcomes Based Commissioning

Outcomes Based Improvement

Outcomes Based Service Provision

Outcomes Based Culture

Outcomes Based Structure

Outcomes Based Budget

Outcomes Based Commissioning

Outcomes Based Improvement

Outcomes Based Service Provision

Outcomes Based Culture

Outcomes Based Structure

Outcomes Based Budget

Outcomes Based Commissioning

Outcomes Based Improvement

Outcomes Based Service Provision

Outcomes Based Culture

Outcomes Based Structure

Outcomes Based Budget

2022 BLUEPRINT

To become a dynamic outcomes-based organisation using digital innovation and partnership working to respond to the changing needs of our borough.

Outcomes Based Commissioning

Outcomes Based Improvement

Outcomes Based Service Provision

Outcomes Based Culture

Outcomes Based Structure

Outcomes Based Budget

Outcomes Based Commissioning

Outcomes Based Improvement

Outcomes Based Service Provision

Outcomes Based Culture

Outcomes Based Structure

Outcomes Based Budget

Outcomes Based Commissioning

Outcomes Based Improvement

Outcomes Based Service Provision

Outcomes Based Culture

Outcomes Based Structure

Outcomes Based Budget

Outcomes Based Commissioning

Outcomes Based Improvement

Outcomes Based Service Provision

Outcomes Based Culture

Outcomes Based Structure

Outcomes Based Budget

Outcomes Based Commissioning

Outcomes Based Improvement

Outcomes Based Service Provision

Outcomes Based Culture

Outcomes Based Structure

Outcomes Based Budget

Outcomes Based Commissioning

3 Systems

Cloud Based Solutions

Agile Working - "The Norms"

Collaborative Working

Skype for Business

Video Conferencing

Office 365

Cloud Based Solutions

Agile Working - "The Norms"

Collaborative Working

Skype for Business

Video Conferencing

Office 365

Cloud Based Solutions

Agile Working - "The Norms"

Collaborative Working

Skype for Business

Video Conferencing

Office 365

Cloud Based Solutions

Agile Working - "The Norms"

Collaborative Working

Skype for Business

Video Conferencing

Office 365

Cloud Based Solutions

Agile Working - "The Norms"

Collaborative Working

Skype for Business

Video Conferencing

Office 365

Cloud Based Solutions

Agile Working - "The Norms"

4 Staff/Workers

High-Level of staff engagement and satisfaction

Business Continuity

Learning & Development

Investors in People

Provision of Adult & Independent Learning

Business Continuity

Learning & Development

Investors in People

Provision of Adult & Independent Learning

Business Continuity

Learning & Development

Investors in People

Provision of Adult & Independent Learning

Business Continuity

Learning & Development

Investors in People

Provision of Adult & Independent Learning

Business Continuity

Learning & Development

Investors in People

Provision of Adult & Independent Learning

Business Continuity

Learning & Development

Investors in People

Provision of Adult & Independent Learning

Business Continuity

Learning & Development

Investors in People

Provision of Adult & Independent Learning

Business Continuity

Learning & Development

Investors in People

5 Skills

High-Level of staff engagement and satisfaction

Business Continuity

Learning & Development

Investors in People

Provision of Adult & Independent Learning

Business Continuity

Learning & Development

Investors in People

Provision of Adult & Independent Learning

Business Continuity

Learning & Development

Investors in People

Provision of Adult & Independent Learning

Business Continuity

Learning & Development

Investors in People

Provision of Adult & Independent Learning

Business Continuity

Learning & Development

Investors in People

Provision of Adult & Independent Learning

Business Continuity

Learning & Development

Investors in People

Provision of Adult & Independent Learning

Business Continuity

Learning & Development

Investors in People

Provision of Adult & Independent Learning

Business Continuity

Learning & Development

Investors in People

6 Shared Values

High-Level of staff engagement and satisfaction

Business Continuity

Learning & Development

Investors in People

Provision of Adult & Independent Learning

Business Continuity

Learning & Development

Investors in People

Provision of Adult & Independent Learning

Business Continuity

Learning & Development

Investors in People

Provision of Adult & Independent Learning

Business Continuity

Learning & Development

Investors in People

Provision of Adult & Independent Learning

Business Continuity

Learning & Development

Investors in People

Provision of Adult & Independent Learning

Business Continuity

Learning & Development

Investors in People

Provision of Adult & Independent Learning

Business Continuity

Learning & Development

Investors in People

Provision of Adult & Independent Learning

Business Continuity

Learning & Development

Investors in People

7 Style

High-Level of staff engagement and satisfaction

Business Continuity

Learning & Development

Investors in People

Provision of Adult & Independent Learning

Business Continuity

Learning & Development

Investors in People

Provision of Adult & Independent Learning

Business Continuity

Learning & Development

Investors in People

Provision of Adult & Independent Learning

Business Continuity

Learning & Development

Investors in People

Provision of Adult & Independent Learning

Business Continuity

Learning & Development

Investors in People

Provision of Adult & Independent Learning

Business Continuity

Learning & Development

Investors in People

Provision of Adult & Independent Learning

Business Continuity

Learning & Development

Investors in People

Provision of Adult & Independent Learning

Business Continuity

Learning & Development

Investors in People

Our transformation is shaped by three lenses:



1. We will design services in the context of One Council and not in isolation
2. We will consider who is best placed to deliver on quality and value for money



1. We will put our citizens at the heart of everything we do
2. We will design services against an understanding of purpose, demand and outcomes
3. We will ensure customer interactions with the Council are resolved at the first point of contact where possible



1. We will be digital by default

The New Civic Centre

- Due to open in 2022
- Plans revised to meet more resident needs
- More public space, council services and co-location of partner services
- Total cost £105m



Core Values

Together

We work together across boundaries and with partners to achieve the best outcomes for Tower Hamlets

Open

We are open and transparent

Willing

We are willing to challenge, innovate and be accountable

Excellent

We empower each other to be excellent and go the extra mile

Respect

We respect all communities, they are the heart of everything we do

Tower Hamlets - the council

- **Directly Elected Executive Mayor:**
John Biggs, Labour

(Elected May 2018)
- **Council, Labour (42) Conservative (2) PATH (1)**

Our priorities



Corporate Leadership Team & Divisional Directors



 <p>Zena Cooke Resources</p>	 <p>Ann Sutcliffe (Acting) Place</p>	 <p>Debbie Jones Children's</p>	 <p>Denise Radley Health, Adults & Community</p>	 <p>Asmat Hussain Governance</p>	 <p>Tom McCourt Strategic Director</p>
Adrian Gorst Information Technology	Vicky Clark Growth & Economic Development	Christine McInnes Education Partnership	Ann Corbett Community Safety	Andreas Christophorou Communications	Robin Payne (Interim) Public Realm
HR & Transformation	Mark Baigent (Interim) Housing & Regeneration	Judith St John Sports, Leisure & Culture	David Jones (Interim) Adult Social Care	Janet Fasan Legal	
Neville Murton Finance, Procurement & Audit	Owen Whalley Planning & Regulations	Nancy Meehan (Interim) Children's Social Care	Warwick Tomsett Integrated Commissioning	Sharon Godman Strategy, Policy Equalities & Partnership	
Shazia Hussain Customer Services	Richard Chilcott (Interim) Property and Major Programmes	Ronke Martins Taylor Youth and Commissioning	Somen Banerjee Public Health		



**INVESTORS
IN PEOPLE** | Silver

Q&A

Will Tuckley, Chief Executive



John Biggs

Mayor of Tower Hamlets



John Biggs, Mayor of Tower Hamlets

- The role of the Mayor
- The borough
- Vision of residents
- Key priorities
- Making Tower Hamlets a better place
- Q&A



Break

11:00 – 11:15am



Member and Officer Protocol

Asmat Hussain, Corporate Director - Governance
Matthew Mannion, Committee Services Manager

Why Elected Members matter?

- Local Government is political environment
- Distinctive feature – democratically elected
- Reputation and performance
- Political leadership at regional & national level
- Elected Members have local knowledge and represent community
- Help bring communities /groups and organisations together

Q1

How many **Wards** are there?

20 Wards of Tower Hamlets



Q2

How many **Councillors** are there?

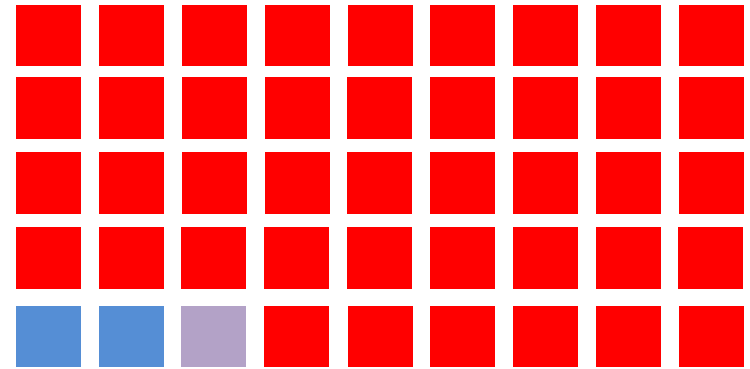
Political makeup

Directly Elected Executive Mayor:

John Biggs

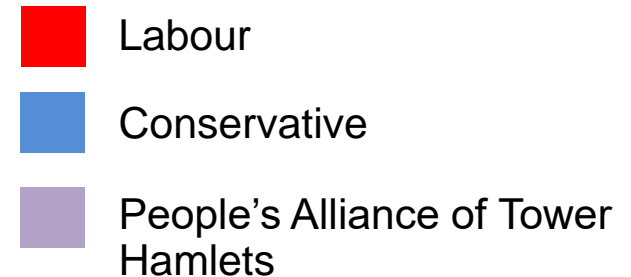
45 Councillors

- 42 Labour
- 2 Conservative
- 1 People's Alliance of Tower Hamlets



2 Parliamentary Constituencies

- Bethnal Green & Bow (Rushanara Ali MP)
- Poplar & Limehouse (Jim Fitzpatrick MP)



Q3

How many **Political Groups** are there?

2 Political Groups



Labour
John Biggs - Mayor



Conservative
Cllr. Peter Golds

-
- Mayor and Cabinet system

Role of Members

- Decision Making
- Overview & Scrutiny
- Regulatory Committees (Planning/Licensing)
- Community Leader, Representative, Advocate
 - special duty to ward – all residents
 - promoting cohesion
 - Surgeries/Casework
- Tower Hamlets Partnership
- Representative on outside bodies
- Civic/Ceremonial (Speaker)
- Time commitment/allowances

Role of Officers

- Advice and accountability
- Specialist/Professional Expertise
- Delegated powers
- Implement decisions
- Day to day responsibilities

Codes of Conduct

- Members Code of Conduct
- Employees Code of Conduct
- Member / Officer Relations' Protocol
- Schemes of Delegation

Tower Hamlets Website

Home > Council & democracy > Council meetings > [Constitution](#)

Q4

What kind of **Decision Making** system
does this council operate?

Decision Making System

Who takes
Decisions

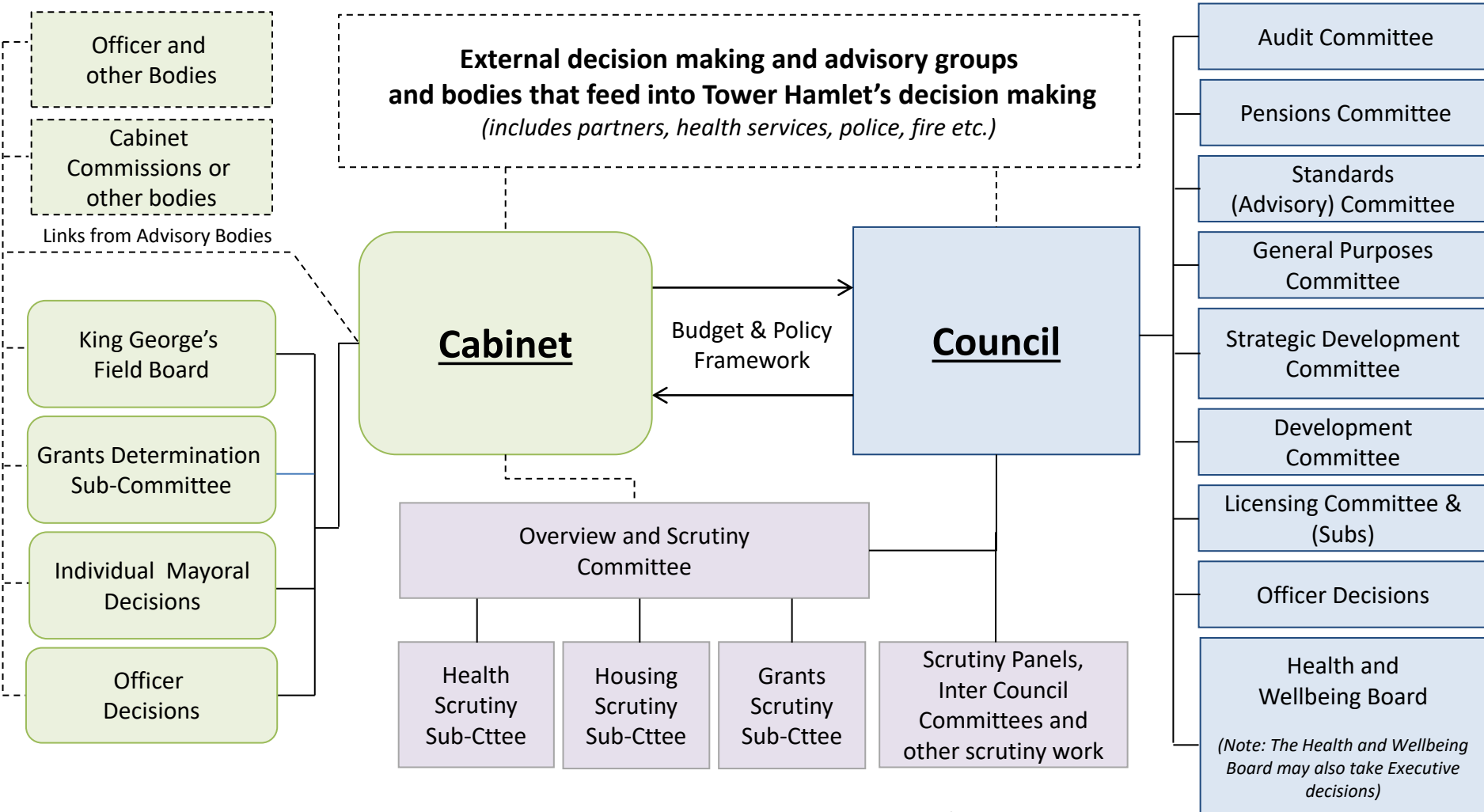
Principles of
Decision
Making

Member and
Officer
Decisions

Executive &
Non-Executive
Decisions

SUMMARY DECISION MAKING - STRUCTURE CHART

Note: Summary list not all Committees



(Note: The Health and Wellbeing Board may also take Executive decisions)

Executive and Non Executive Decisions: As a general rule, **Executive Decisions** are most decisions of the Council and are taken by the Mayor/Cabinet or Officers. **Non-Executive Decisions** are various issues specifically reserved for Council and its Committees such as the budget and Planning/Licensing applications.

KEY:

Non-Executive Decision Making

Executive Decision Making

Scrutiny Bodies

Advisory Bodies

Note: Some bodies omitted for clarity

Available Advice

- Senior Colleagues
- Matthew Mannion, Committee Services Manager
- Beverley McKenzie, Head of Member Support
- Guide to Decision Making – Committee Services Intranet



Tower Hamlets 2021

Networking and close

11:45 – 12:00pm



Thank you and enjoy your time in **Tower Hamlets**