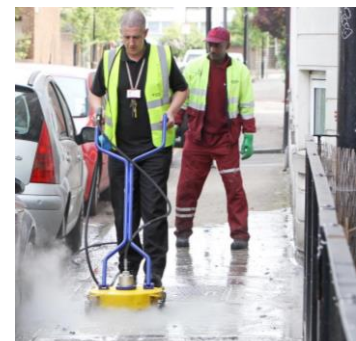


# Tower Hamlets Council

## Corporate Induction



# Programme

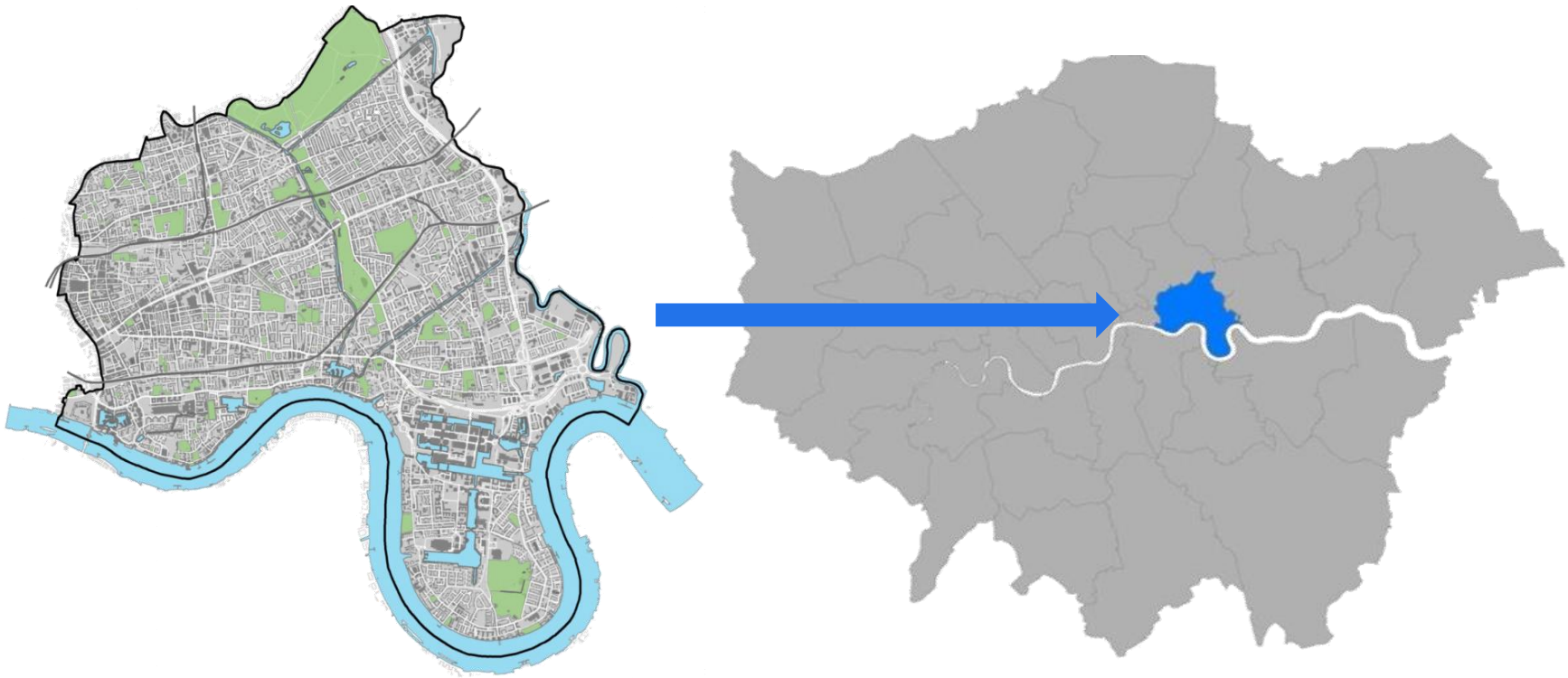
9.30 – 10.00am	Will Tuckley, <b>Chief Executive</b>
10.00 – 10.45	John Biggs, <b>Mayor of Tower Hamlets</b>
10.45 – 11.00	Break
11.00 – 11.30	<b>Member and Officer Protocol</b> Matthew Mannion, Committee Services Manager
11.30	<b>Close</b>

# Will Tuckley

Chief Executive



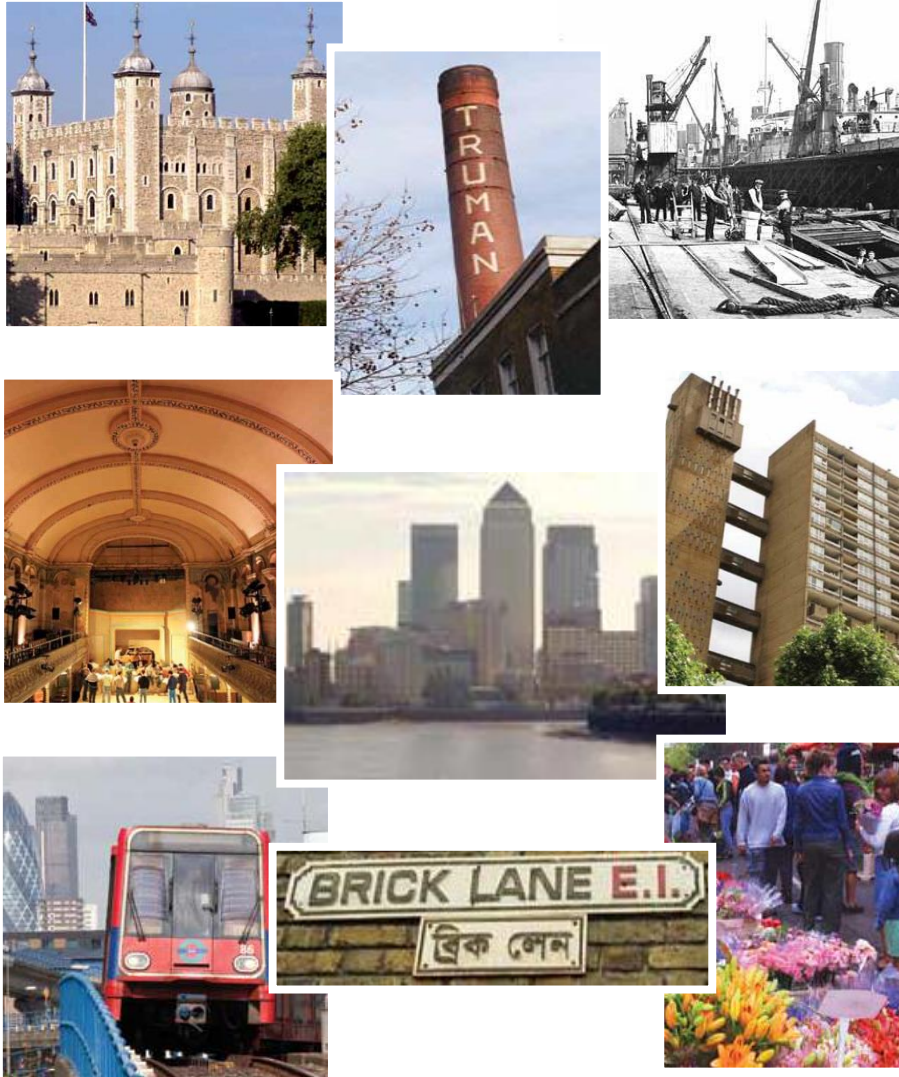
# Where we are



- 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

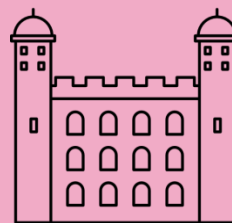


The borough has 22 art galleries and 6 museums (2019), including the Whitechapel Gallery, the Museum of Childhood and the Museum of London Docklands



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 (2019) 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 1000 listed buildings and 58 conservation Areas (2019)



## 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  
Ashik Ali  
Hannah Bellig  
Danny Boyle  
Will Crooks  
Eva Armsby  
Clara Grant  
Mary James  
Sylvia Pankhurst  
Sowabullah Munshi  
Sir Alfred Hitchcock

# Key facts

## Population (2018)

- 308,000 residents
- Young population 46% aged 20-39 .
- Fastest growing in UK, predicted to reach 365,200 by 2027.
- 15 new residents per day



## Economy (2018)

- 16,925 businesses
- 291,000 jobs
- Forecast to grow by 110,000 jobs by 2026 (2017)
- 3rd highest economic (GVA) output in the UK.



## Diversity (2011 data)

- 43% born outside the UK (200+ countries)
- 69% from ethnic minority groups
- 137 languages spoken in schools (2018)
- 1 in 3 residents are Bangladeshi
- 1 in 10 residents are EU-born



## Education (2018)

- 64.3% pupils achieve standard 9\_4 pass in Maths/English
- School population predicted to increase by 15% (5,500 pupils) 2026.





# Challenges

## Poverty



- 4 in 10 households live below the poverty line.
- Highest child (32% live in low income families 2018) and pensioner poverty rates (half of all residents aged 75 and over receiving pension credit) in England.
- Deprivation rankings have improved, but borough is still the 10<sup>th</sup> most deprived.

## Inequality



- 14% of households have an income of less than £15,000 but 3% have a household income greater than £100,000.
- Employment rates remain well below average for BME residents, women and disabled people.

## Health



- 42% of Year 6 children are overweight or obese. Worse than the England average.
- Healthy & life expectancy rates (2014-16) were lower for men and women compared to London and England averages and particularly low for women.
- Over 65+ population, set to be the borough's fastest growing age group, 39% increase 2018-2028 and leading to a rising demand in social care.

## Housing



- The average price of a sold house in the borough is £539,393. More expensive than nearby Newham (£431,194), and the UK average of £309,348. (June 2019).
- 28,500 or 23% households rely on housing benefit to pay their rent.
- 18,808 on housing waiting list - 3rd highest in London (Dec 2018).

# What we deliver (2018/19)

659

affordable homes delivered



462

rented accommodation delivered (216 social rent; 246 affordable rent)



530

businesses supported through council activities



1,113

residents supported into work



63%

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



86%

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



69%

of early years pupils achieved a good level of development\*



72%

of pupils achieved the expected standard for reading, writing and maths at KS2\*



47%

average attainment 8 score for pupils in KS4\*



Key Stage 4

average Progress 8 score per pupil is 0.15 – top quartile performer in England\*



3,977

adults received support from adult social care services



£7.4m

in Community infrastructure levy an **£25.7m** received in S106 payments



Key Stage 5

average point score per entry A Level cohort is 30.4\*



92%

overall customer satisfaction



97%

of Council Tax was collected



1,857

households found temporary accommodation



280

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



Last year we collected around

5,125

tonnes of litter



350

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



Victoria Park voted as the nation's favourite park. Our parks have won **11** Green Flag awards and **7** Gold awards



1,906,141

total number of visits to our Idea Stores (and 2,130,968 virtual visits)



2,868

food safety inspections carried out



We clean

7,000km

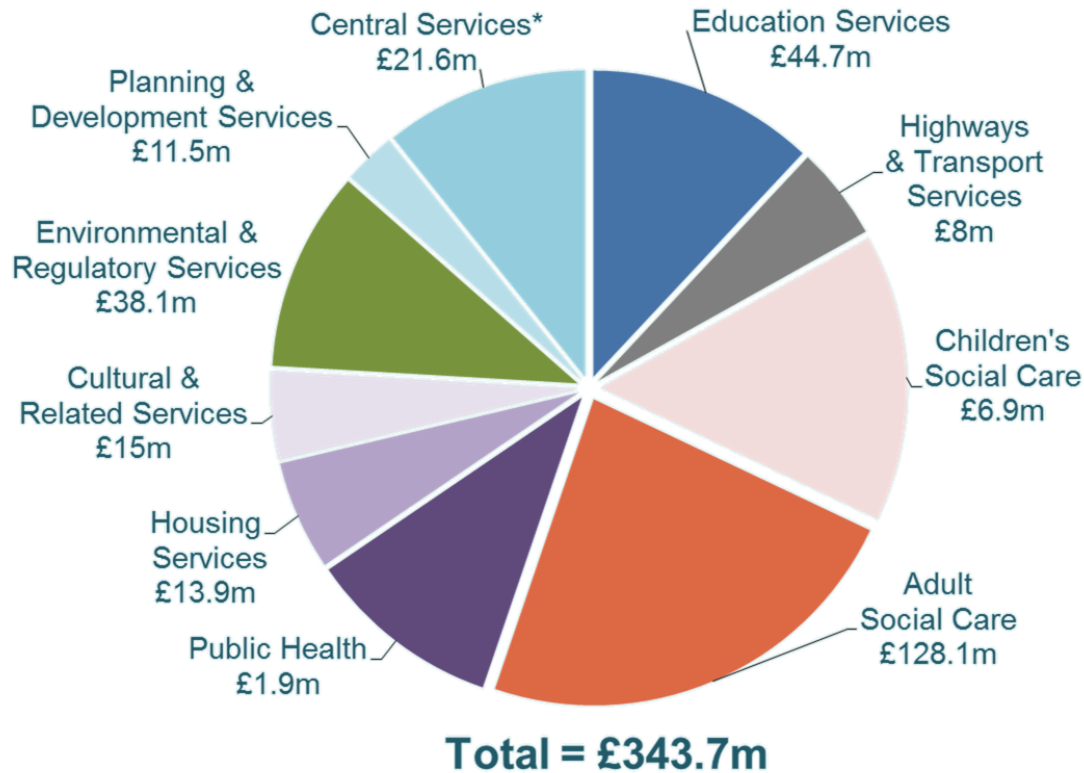
streets every week



\* 2017/18 academic year

# 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

**63%** satisfied with the way the Council runs things.

**74%** say they trust the council a great deal or a fair amount.

**79%** of residents are satisfied with their area as a place to live.

**86%** feel people from different backgrounds get on well together.

**19%** difficulty in contacting the Council (60% of these experienced difficulty to get through to right person on the phone).

**60%** feel people using or dealing drugs was a big problem.

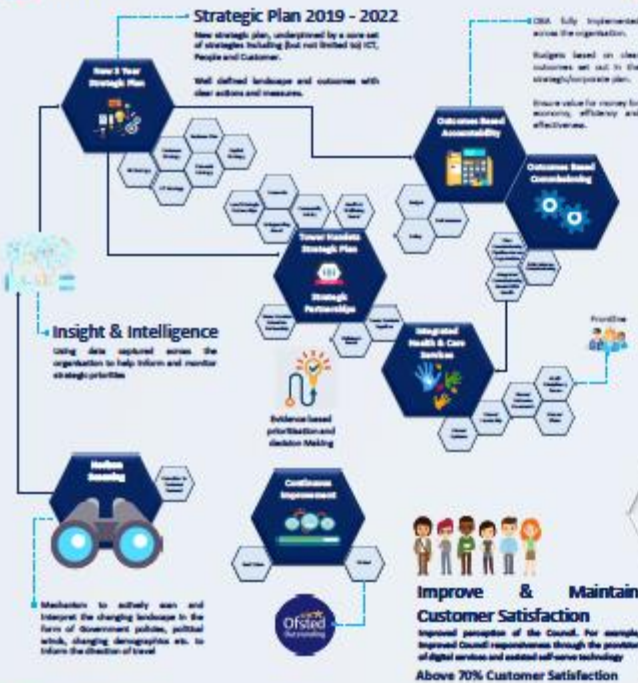
The top resident concerns are Crime (41%) and lack of affordable housing (37%).

Source: 2018 Tower Hamlets Annual Residents' Survey

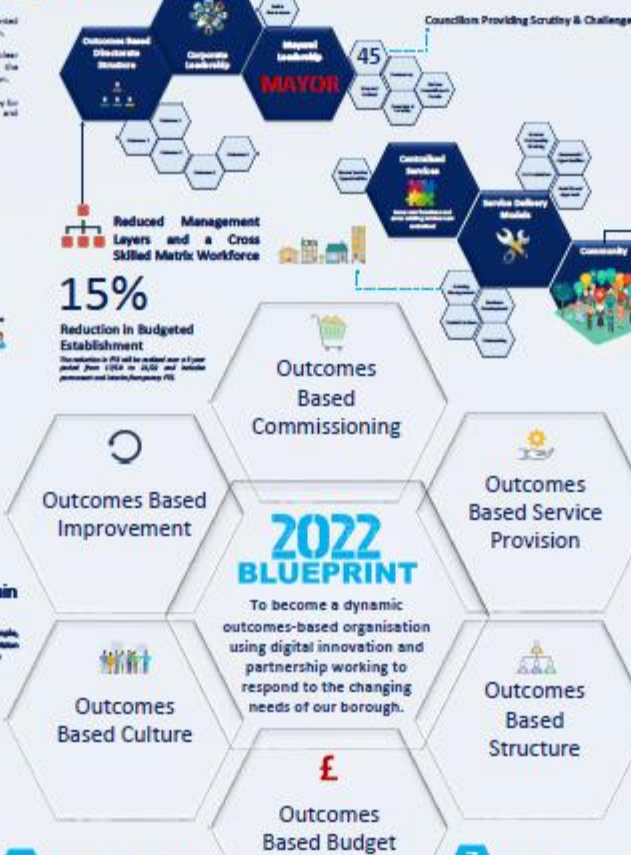


# Blueprint

## 1 Strategy



## 2 Structure



## 4 Staff/Workers



## 6 Shared Values



## 7 Style



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

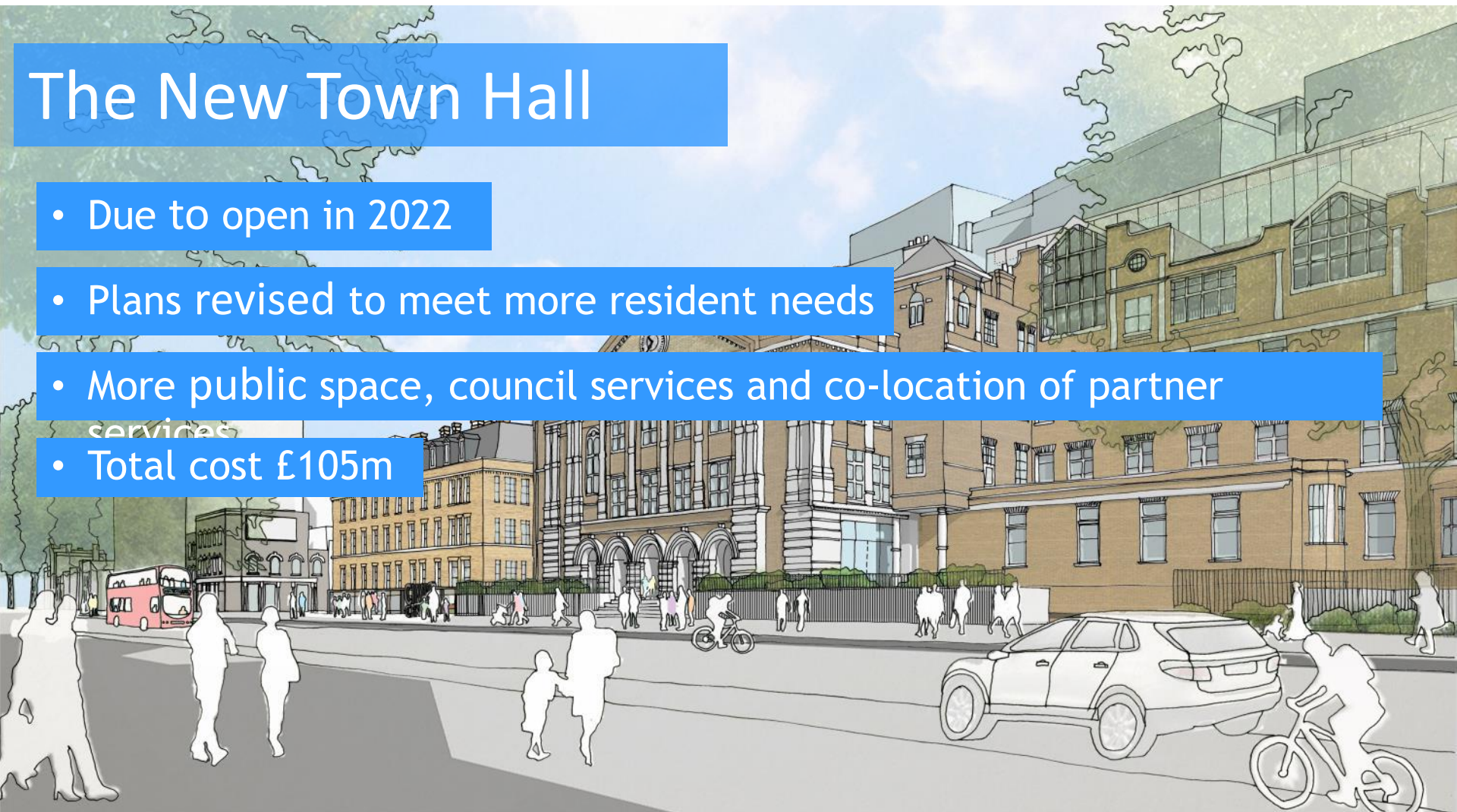


1. We will be digital by default



# The New Town Hall

- 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) Lib Dem (1)**



# Our priorities



# Corporate Leadership Team & Divisional Directors



**Will Tuckley**  
Chief Executive

 <b>Neville Murton</b> Resources	 <b>Ann Sutcliffe</b> Place	 <b>Debbie Jones</b> Children & Culture	 <b>Denise Radley</b> Health, Adults & Community	 <b>Asmat Hussain</b> Governance
<b>Adrian Gorst</b> Information Technology	<b>Vicky Clark</b> Growth & Economic Development	<b>Christine McInnes</b> Education Partnership	<b>Ann Corbett</b> Community Safety	<b>Andreas Christophorou</b> Communications
<b>Amanda Harcus</b> HR & OD	<b>Mark Baigent (Interim)</b> Housing & Regeneration	<b>Judith St John</b> Sports, Leisure & Culture	<b>Claudia Brown</b> Adult Social Care	<b>Janet Fasan</b> Legal
<b>Shazia Hussain</b> Customer Services	<b>David Williams (Acting)</b> Planning & Regulations	<b>Richard Baldwin</b> Children's Social Care	<b>Warwick Tomsett</b> Integrated Commissioning	<b>Sharon Godman</b> Strategy, Policy Equalities & Partnership
	<b>Alan McCarthy (Acting)</b> Property and Major Programmes	<b>Ronke Martins Taylor</b> Youth and Commissioning	<b>Somen Banerjee</b> Public Health	
	<b>Dan Jones</b> Public Realm			



**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

10:45 – 11:00am



# Member and Officer Protocol

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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

# 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

Q1

How many **Wards** are there?

# 20 Wards of Tower Hamlets





Q2

How many **Councillors** are there?

# Political makeup

## Directly Elected Executive Mayor:

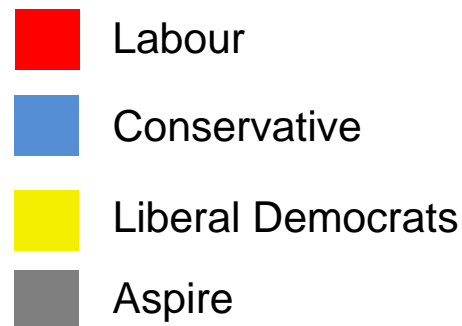
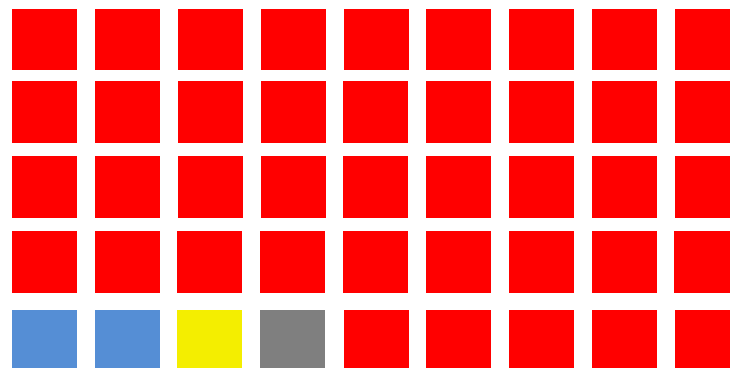
John Biggs

## 45 Councillors

- 41 Labour
- 2 Conservative
- 1 Liberal Democrats
- 1 Aspire

## 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. Andrew Wood

- 
- Mayor and Cabinet system



# 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

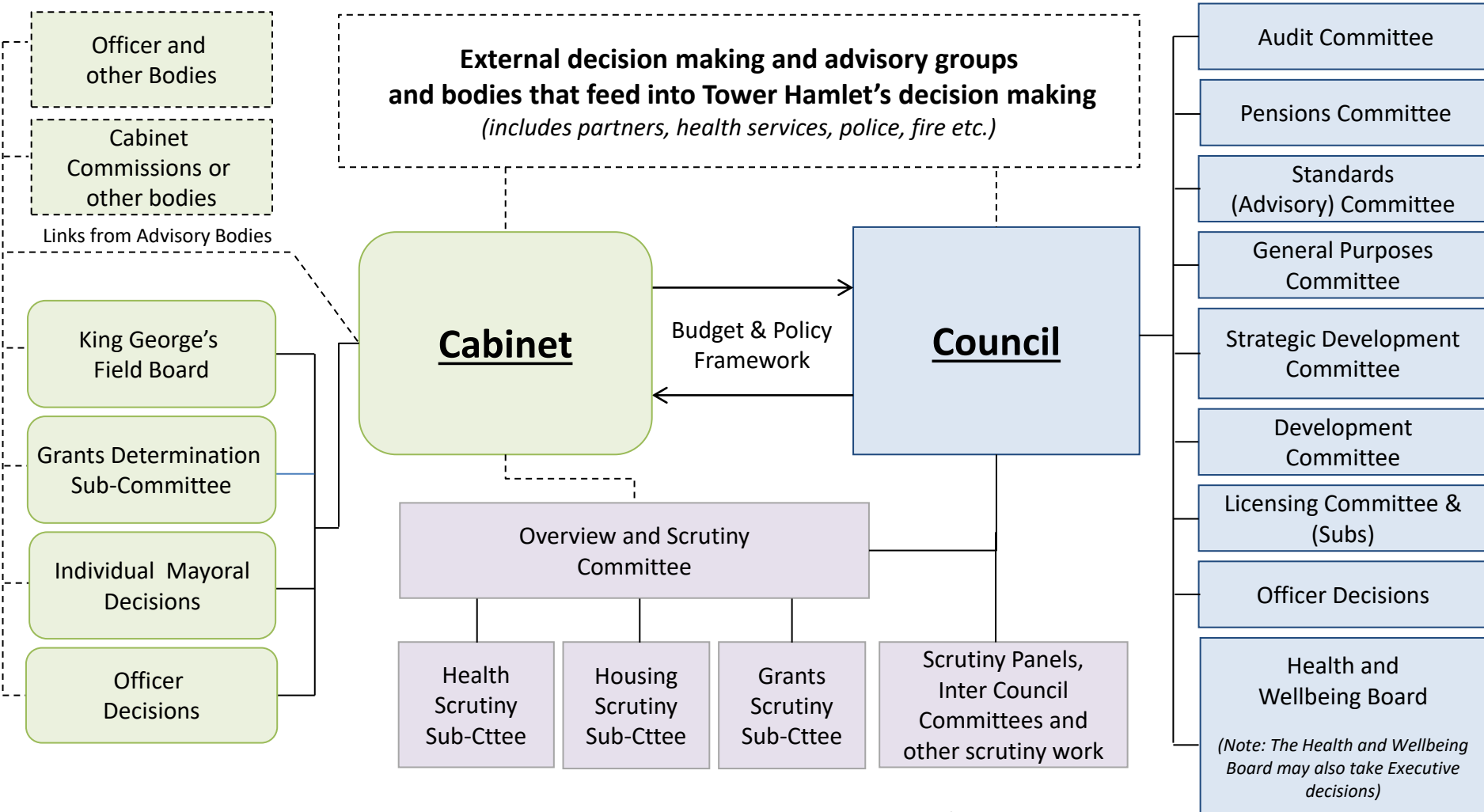
Principles of  
Decision  
Making

Member and  
Officer  
Decisions

Executive &  
Non-Executive  
Decisions

# SUMMARY DECISION MAKING - STRUCTURE CHART

**Note:** Summary list not all Committees



**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

11:30 – 12:00pm



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