

PULLING Together



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Issue 111 January 2009

The magazine for Tower Hamlets Council's staff



Welcome

General news

Streamlined services

Happy New Year! I hope 2009 brings good health and happiness for everyone.

Last year was a successful one for us as we achieved our 4-star rating and saw residents' opinions of what we do improve significantly.

The year ahead will bring fresh challenges. Some of those we already know about, some will emerge during the year. But we can be confident that as a council we have the talent and commitment to tackle them.

I know from talking to many of you that you are incredibly proud of Tower Hamlets and are determined to further improve the quality of life for our residents.

That was clear from the searching questions you asked me at the roadshows held last spring. Many of you wanted to know why we were so poor at recycling and what we were doing about the shortage of affordable housing, and I told you a bit about the plans for improvement.

So I'm really pleased to be able to tell that you that our recycling rate this year will be 50 per cent higher than in 2007/08, and last month we launched a new housing strategy that, for starters, will secure new homes for 500 overcrowded families.

There is no space here to cover all the other progress on the key topics you raised with me, but look out for more updates in future issues (and see page 9).

They will show that when we're clear about what we want to achieve and work together to make it happen, there's not much that can stop us.

Martin Smith, Chief Executive

With the credit crunch biting, the council is taking steps to save money and keep council tax levels low.

We have been working on efficiencies for the last few years and our streamlining approach is starting to make some significant savings.

Head of finance Alan Finch said: "The council is responsible for taxpayers money so we have saved £34.1m over the last three years, whilst still delivering some of the best services in the country.

"Our budget is agreed on a three year basis, which means we can plan for making savings over the longer term without having to make any sudden cuts

which might impact upon key services."

The council has built upon its successful Accommodation Strategy, which brought key services together into several core sites in 2007.

In 2007/8, streamlining "back-office" functions in Children's Services made savings of £180,000 and changes in what was then the Environment and Culture Directorate saved a further £130,000.

He added: "This approach, where we focus on streamlining shared finance, human resources and IT support, means that we're becoming more efficient without a reduction in the high levels of service we provide for residents.

Mandatory Data Security Procedures

With constant revelations in the press about lost data and identity theft, it is important that we all take the correct steps to protect our residents from identity fraud and safeguard personal and confidential data.

Here's a summary of the main rules that everyone must follow to protect personal and confidential data.

DON'T take data off site on removable media such as CDs, DVDs, USB data sticks, media card formats, laptops or external data drives.

DON'T send data via e-mail. Transfer of information should be made by storing the data on the m: drive so that only authorised staff can access it. Likewise, if you receive such data, immediately transfer it to the m: drive and delete it from your mail box. The u: drive, or the c: drive must

never be used to transfer or store personal or confidential information.

DON'T send data to an external party unless for an agreed purpose such as reporting to Government, and having ensured that security arrangements at the addressee's location follow security procedures.

DON'T send data to a home e-mail address.

All this applies equally to laptop users.

Finally, you must not copy data within the scope of this reminder to any location on PDAs, such as Blackberrys or iPhones.

Full details of the Council's data security policies and procedures can be found at http://towernet/Intranet/staff_services/ict/policies/information_security_policy.aspx Make sure you are familiar with them. If you need help or advice contact the Service Desk on 4444.



We CAN recycle more!

Tower Hamlets Council's recycling campaign - We Can Recycle More – is the biggest campaign of its type ever seen in the borough. The campaign raises awareness of the importance of recycling and how to use the borough's recycling service. Launched in October 2008, the campaign has already boosted the borough's recycling levels. During the first month of the campaign recycling rates rose significantly to a record breaking 1,200 tonnes, an excellent start towards achieving our target of 19% recycling in the borough.

It is now time for the staff of Tower Hamlets Council to do even more!

The council has an effective office recycling scheme running with blue internal recycling bins and purple wheelie bins placed throughout your office. Please use these bins to recycle as much of your waste as possible. The following materials can be

recycled in the office recycling scheme:

- Paper, newspapers, leaflets and magazines
- Glass bottles and jars
- Food and drink cans/tins
- Plastic bottles (eg. milk bottles)
- Cardboard
- Juice/milk cartons
- Paper and plastic cups
- Aerosol cans

"We want to encourage local residents and businesses to recycle more and it's important we lead by example. The staff recycling scheme has so far been a real success and we want to build on this with it being rolled out to all council offices," says Head of Waste Management, Fiona Heyland.

If you don't have recycling facilities in your office, please contact Catherine Cooke (Waste Management) on catherine.cooke@towerhamlets.gov.uk

Staff get 20% off Idea Store Learning courses

Get a head start on your New Year resolutions and learn something new at a course from Idea Store Learning.

This month hundreds of courses will start, ranging from language and computer skills to marathon training and arts. They include 'Get Qualified in' courses which are ideal for a career boost and 'Learn for Yourself' courses which involve no exams and give you the chance to try out something new.

Courses also include free family learning opportunities, giving parents and children the chance to learn and develop together.

The courses are run at the borough's four Idea Stores, the Brady Arts Centre, the Shadewell Centre and more than 20 community venues.

As an employee of Tower Hamlets Council you get 20% off the price of the course.

To enrol or find out more visit www.ideastore.co.uk or call 020 7364 5665 or pop along to an Idea Store.

Recycling Champions

Are you passionate about recycling and want to encourage your colleagues to recycle more? We are looking for staff to volunteer as Recycling Champions to spread the office recycling message. If you would like to find out more about the scheme or to become a Recycling Champion, please forward your details to Dominic Woodley-Jones (Waste Management) on dominic.woodley-jones@towerhamlets.gov.uk.

News in brief

> IT gets the gold standard

The council has received Gold Standard

Accreditation from the Institute of IT Training.

The Institute's Accreditation is recognised as the highest standard in the IT training industry today.

Ruth Alabi, head of learning and development ICT said: "With ITs increasing strategic importance, the need for us to have access to the best possible IT skills has never been keener.

"By holding the GSA we can demonstrate that our ICT training design and delivery is carried out by trainers who are committed to continuing professional development for the benefit of our learners and business partners."

> Planning a successful future for Aldgate

Innovative plans to guide the future development of Aldgate in Tower Hamlets beat stiff competition to make it onto the shortlist of this year's London Planning Awards.

The Aldgate Masterplan, which provides planning and regeneration guidance for what the Aldgate area should look like in the future, has been shortlisted in the Best Conceptual Projects category. It was developed through extensive consultation

The award ceremony is to be held at City Hall on 24 February.

General news

Vote for a Tower Hamlets park to win a make over

Staff can vote for one of two Tower Hamlets parks that are in the running to win nearly half a million pounds for a regenerative make over.

Bethnal Green Gardens and Victoria Park are competing against 45 open spaces across the capital in a public vote. The scheme launched today (25.11.08) by the Mayor of London, Boris Johnson, will see £6 million invested in eleven London open spaces.

Boris Johnson said: 'I urge Tower Hamlets staff to use their vote so the most deserving parks in the capital benefit from ten hefty prizes. This investment will make the capital's open spaces cleaner, safer, greener and more enjoyable places for Londoners to use. Parks provide a free place for families to enjoy time out and often simple improvements such as better play areas and improved lighting can make a real difference in making

parks much more attractive and safer for people to use.'

If Bethnal Green Gardens wins the money, the park will become more welcoming, benefiting from new and improved entrances. Lighting will also be enhanced to make users feel safer.

If Victoria Park emerges victorious, residents would be able to find their way around the 86 hectare more easily as signage would be improved. There would also be more benches and entrances would be upgraded. This would complement the overall plans to regenerate the park.

Staff can vote for a Tower Hamlets park to win £400,000 simply by following the links on the home page of the council's website www.towerhamlets.gov.uk, by text message or by postal vote. Voting closes on Friday 30 January 2009.





Derek is on the ball

Forget “miracle man” Harry Redknapp, Tower Hamlets has its own football guru whose efforts to develop the game in the borough have been recognised by the London Football Association.

Derek Bennett, the council’s Senior Football Development Officer, was awarded “Partnership of the Year (North London) 2008” on Thursday 8 November. The award night, hosted by the London FA at the Football Association’s headquarters at Soho Square, recognises grassroots clubs and individual contributions to developing the game.

The Partnership of the Year (North London) 2008 award acknowledges the success of Tower Hamlets Football Partnership that Derek set up in January 2007, along with his tireless efforts to develop opportunities for residents to participate in football.

Derek said: “This was a big surprise. Tower Hamlets Football

Partnership has only been up and running for two years, but in that time we’ve made a real difference.

“We now have two senior women’s football clubs, four clubs have achieved Chartered Standard in that time and a few more are due soon and we’re working hard to encourage more and more people to take up football.

“Our task is made easier because of the support provided by our partners at London Football Association, who are full of energy, which in turn fuels our enthusiasm.”

Tower Hamlets Football Partnership, led by Tower Hamlets Council, aims to improve football participation and accessibility within the borough.

The majority of the borough’s 173 football clubs, along with principal stakeholders like the community organisations, youth groups, schools sports partnerships, West Ham United, Leyton Orient and local leagues are involved with the partnership.

Dodgy Ladder Amnesty

More than 40 dangerous ladders have been confiscated by Tower Hamlets Council’s Environmental Health team.

Falls from height remain the most common kind of workplace fatality. Every year an average of 14 people die and a further 1,200 are seriously injured at work as a result of falling from a leaning ladder or stepladder.

The amnesty on dangerous ladders in the borough has seen the teams make 135 visits to a wide range of businesses and they found more than 40 ladders which were unsafe including some whose rungs had been taped up with parcel tape and others with no feet and broken columns. All of the unfit ladders will now be recycled.

For further information and advice the Environmental Commercial Health and Safety team can be contacted on ext. 5008.



Training

January 2009

9th Recognising and Dealing with Stress

12th Procurement Module 1 – Essentials of Procurement

13th Introduction to Budget Management

14th Introduction to Programme and Project Management

15th Managing and Leading Change

16th Handling Disciplinary and Grievances

19th New Managers' Programme

20th Information Governance

20th Complying with Equalities Legislation

21st Accessing Hard to Reach Communities

22nd Effective Telephone Skills

22nd Recruitment and Selection Refresher

23rd Coaching Skills

26th Data Quality Workshop

27th Equality Impact Assessment

27th Excellent Customer Care

28th Advanced Programme and Project Management

29th & 30th Training for Trainers

February 2009

2nd Managing Sickness Absence

3rd Programme and Project Management Refresher

3rd Corporate Performance Management Framework

4th Completing Application Forms and CV Writing

4th Overview of the Local Government Pension Scheme

5th Performance Development Review

6th Programme and Project Management Sponsor Training

9th Procurement Module 2 – Letting Contracts

10th Effective Writing

10th Diversity and Equality Workshop

11th Stress Management

12th Business Process Improvement

12th & 13th Presentation Skills for Beginners

23rd Introduction to Programme and Project Management

24th Efficiency and Value for Money

25th Minute Writing

26th Data Quality Workshop

26th & 27th Preparing for Retirement

26th & 27th Recruitment and Selection

General news

Can you keep a promise?

At the most recent Cabinet meeting, members agreed to refresh the Council's Customer Promise.

The Promise, first agreed in 2005, sets out our standards for dealing with members of the public either when they visit council buildings or when we're dealing with their phone calls, faxes and letters.

The forty points in the original promise have been streamlined into nine concise commitments from the council. These focus on providing easy to remember telephone hotlines and resolving enquiries at the first point of contact, which is a key aim for all staff.

These are accompanied by three 'Promises' residents are asked to commit to, which include treating staff politely and

telling us when things go wrong so that we can put them right.

Service Head for Customer Access, Claire Symonds said: "This shorter, sharper version of the Customer Promise will be easier for local people to understand. It's clear and meaningful and is still based around our core principles of dealing with people in a courteous and timely fashion."

Claire added: "From January we'll be telling people about the Customer Promise and also publicising other improvements to our services, such as the additional telephone hotlines."

The successes of the Customer Promise will be measured by mystery shopping and the Customer Satisfaction Survey.

The full version of the Promise can be seen at

Ola's Rug-ged adventure

Community Park Ranger Ola Rug demonstrated some real pedal power when she cycled across India to raise funds for street children in India.

She cycled 273 miles across southern India through the mountains to Kodaikanal to raise £3,000 for ICT- a small London-based charity that is supporting some of the world's most vulnerable children in Kenya, Tanzania, India, Sri Lanka and Cambodia

She said: "It's been an experience of a lifetime and it's almost hard for me to come back to reality.



"This trip challenged me on so many levels, not only physically (it was harder than I thought) but emotionally and especially mentally.

"The last day of cycle, when we climbed from 200m to 2400m above sea level was a real struggle, but I made it!"

Fostering Service is 'oustanding'

Tower Hamlets Council's Fostering Service has officially been rated as outstanding – scoring top marks in every single category of a recent inspection.

The Fostering Service is responsible for making sure that children who need to be placed in care are matched with appropriate foster parents who can give them all the support and care they need.

The inspectors assessed the service in six categories: helping children to be healthy; protecting children from harm or neglect and helping them stay safe; helping children achieve well and enjoy what they do; helping children make a positive contribution; achieving economic wellbeing; and organisation. In all six categories, the inspectors found examples of fantastic work taking place in Tower Hamlets and the service was awarded an outstanding rating in each.

The report said: "The team has

continued to demonstrate an impressive commitment to developing and delivering comprehensive services to foster carers, kinship carers and children and young people in placement."

The inspectors also found the service is not standing still, and is in a perfect position to improve even further:

"The Fostering Service also demonstrates a culture that is proactive, motivated and innovative and is willing to change."

Kamini Rambellas, Service Head for Children's Social Care at Tower Hamlets Council said:

"The staff in the Fostering Service perform a vital role for the community which often sees them face some really difficult challenges.

"It's not an easy role, but our staff do it very well indeed and we will look to make improvements that will see children and young people get an even better service in the future."



Margaret makes a move

After many years caring for the residents of Tower Hamlets Margaret is now going to be taking some time for herself. Throughout her long carer with the authority, Margaret has always worked 'hands on' caring for the elderly in our Day Care Services. Never without a funny story, always ready to help and never slow to speak her mind, Margaret will be missed by both users and staff at Poplar Day Centre where she is currently the Assistant Manager.

Youth and Community Services makes the mark in volunteering

Following a rigorous assessment process, Youth and Community Services has been awarded the Investing in Volunteers (IiV) Award.

The IiV Award is the national quality mark recognising good practice in volunteer management. It is applicable to any public or third sector organisation that recruits volunteers.

Assessment for the IiV covers the key areas of volunteer management including volunteer involvement, recruitment and retention.

Youth and Community Services (YCS) applied for the award to

strengthen the service's volunteering policy and recognise the valuable work undertaken by volunteers on a range of projects. During the assessment, a steering group comprised of senior and middle managers, YCS staff, volunteers and specialist advisors, was established. Members of the steering group were interviewed as part of the assessment process, and were responsible for gathering evidence in support of the application.

Shah Muhmud, Peer Work Development Worker, who played a

leading role during the IiV assessment, said:

"This is a significant achievement, not only for Youth and Community Services, but for the London Borough of Tower Hamlets as a whole.

"The IiV standard evidences our high regard for volunteers and shows we are serious about the value and commitment which they offer to our services."

For more information about the Investing in Volunteers standard, please visit www.investinginvolunteers.org.uk

Members Enquiries

our story of improvement



A vital part of our work is answering Members' enquiries, the questions they ask about why and how we do things, usually in response to a request from a resident. Here, Members Support Manager Beverley McKenzie shows us how it's done.

We're responding to Members Enquiries faster than ever – and it's all thanks to better communication between people at all stages of the process.

Every year Democratic Services process more than 6,000 Members Enquiries – requests for information from councillors. These relate to all aspects of the

council's work, and also to our partners such as housing associations and the police. We have a target agreed with Members that at least 85 per cent of Members' enquiries will be responded to within ten days of receipt.

So far we've seen a brilliant improvement in the speed of responses – with council responses for November averaging 96 per cent within ten days and partner responses improved by 25 per cent on average.

Getting everyone talking to each other was the key.

We established a Members' Enquiries Forum, made up of the officers who process the enquiries and those responsible for responding to them. Together the Forum developed the Members' Enquiries Guide, to help ensure

that each response is good quality, as well as fast. The guide was developed by the forum based on what works. It's also been really useful to help officers understand the different parts of the process, and get to know each other so that little niggles can be sorted out before they turn into big issues.

We also enhanced communication further, with directors now receiving monthly reports on their directorate's performance, so they know how they're contributing to the success of the overall target.

Now we've got the systems in place to respond on time, the focus of the Members' enquiries improvement project is on the quality of responses. If we can make sure that our responses always give councillors the information they need, then we can help them fulfil their democratic roles fully, and reduce the numbers of repeat enquiries we have to respond to! For good practice ideas on how to improve the quality of your response, see the Members' Enquiries Guide on the intranet http://towernet/Intranet/business_areas/members_intranet/members_enquiries.aspx.

My message to colleagues would be, if you have a good idea for improving your service, go for it! And the Strategy & Performance team are there to help you unblock any issues.

Beverley McKenzie,
Members Support Manager

'Challenge from the top'

Every six months there is a great hive of activity within the council as we take stock of how we're getting on.

This includes looking how we're doing with the key actions in the Strategic Plan, the performance targets we set ourselves and our spend against budget.

Martin Smith told Pulling Together: "We may be a 4 star Council but we can't afford to be complacent. When I looked at performance in September I saw that less than half of our key indicators were on target, and only just over half of the actions due in the Strategic Plan were achieved.

"These areas are key to improving services for residents and must be delivered. Corporate Management Team and Members are continuing to monitor performance closely to ensure that we achieve our targets by the end of the year.

"However there is lots of excellent work being done across the council and I was particularly impressed with the improvements below".

- At the 6-month stage Adults, Health & Wellbeing had already exceeded the nine-month reductions target for the

number of families prevented from becoming homeless. This helps reduce pressure on our housing waiting list.

- No indicators were qualified in the annual data quality audit, and the Audit Commission commended the processes we had put in place to ensure all our data is robust.
- Actions were put in place to help looked after children succeed at school by Children's Services.
- Communities, Localities & Culture introduced garden and food waste recycling which has already had a positive impact on our recycling levels.
- Development & Renewal worked with housing associations to ensure they keep their promises to improve the standards of the housing stock transferred through Housing Choice. So far we are ahead of target with twice as many homes made reach the decent homes standard.
- Resources have been working with partners to roll out the 'workforce to reflect the community' strategy. This has now been adopted by the PCT Board.



The Council's Strategic Priorities

One Tower Hamlets

1. To reduce inequalities, foster strong community cohesion and provide strong leadership and inclusive services
2. Working efficiently and effectively as One Council

A Great Place to Live

3. Provide affordable housing and strong neighbourhoods
4. Strengthen and Connect Communities
5. Support vibrant town centres, and a cleaner, safer public realm
6. Improve the environment and tackle climate change

A Prosperous Community

7. Support lifelong learning opportunities for all
8. Reduce worklessness
9. Foster enterprise

A Safe and Supportive Community

10. Empower vulnerable people and support families
11. Tackle and Prevent Crime
12. Focus on Early Intervention

A Healthy Community

13. Improve health and reducing differences in people's health by promoting healthy lifestyles
14. Support mental health services to improve mental health
15. Improve access to, and experience of, health services

Thank you



Sometimes it can feel like your hard work goes unnoticed, but this is often not the case. Without the tireless hard work and dedication of staff we could not have been named as a four star authority.

Your efforts really do make a difference, both to your colleagues and to members of the public.

On this page you can thank a colleague for the extra work or excellence they have demonstrated that makes a difference.

So if you want to say thank you to a colleague simply pick up a Thank You card from Human Resources, fill in the details and return it to Steve Wiggett, 6th floor Anchorage House, c/o Mulberry Place, 5 Clove Crescent, E14 2BG. All entries will be entered in to a prize draw with one member of staff being selected at random for a £25 gift voucher.

Name: **Wingrave Henry**
Job title: refuse vehicle operator
Thanked for: prompt response and assistance when a resident dropped her keys into a refuse bin

Name: **Gilbert Thomas**
Job title: refuse vehicle assistant
Thanked for: prompt response and assistance when a resident dropped her keys into a refuse bin

Name: **Mohammed Yusef**
Job title: Language support officer
Thanked for: translating the new domestic violence leaflet

Name: **Cliff Peaston**
Job title: Corp. Learning and Development support officer
Thanked for: prompt attention and efficiency in dealing with an urgent task

Name: **Nurun Nahar**
Job title: Information assistant
Thanked for: warm and welcoming service offered at breastfeeding facility

Name: **Stephen Telling**
Job title: Pest control officer
Thanked for: undertaking unscheduled work to help a disabled lady

Name: **Nirmal Singh**
Job title: E-HR officer
Thanked for: helping with difficult problems with the system and printer

Name: **Alkesh Solanki**
Job title: Senior Noise Officer
Thanked for: being the captain of the LBTH cricket team

Name: **Elena Dellamura**
Job title: Technical Support Officer
Thanked for: always going the extra mile to help anyone

Name: **Tony Wisewell**
Job title: Reprographics officer
Thanked for: pulling out all the stops in producing some training documentation at short notice

Name: **Shalim Ahmed, Tina Dempsey, Steve Wiggett**
Thanked for: Doing a terrific job on arranging and delivering the CILRs of the future presentation to London Councils

Name: **Cliff Peaston**
Job title: Learning and Development officer
Thanked for: always helping out across teams

Name: **Sian Pipe**
Job title: Energy Contracts Manager
Thanked for: her support during the reorganisation of energy services

Name: **Selma Henry**
Job title: office manager
Thanked for: all your support in helping out with the commission

Name: **Shopna Ahmed**
Job title: PA to service head
Thanked for: all your support in helping out with the commission

Sleeping



There's no right amount of sleep at any age, but if you feel sleepy during the day, you're probably sleep deprived. Most adults sleep around 7.5 - 8.5 hours a night. Here are a few things you can do to make a good night's sleep more likely:

Eat earlier

Your digestive system likes to go to sleep around seven o'clock, so try to have your main meal in the middle of the day and eat lightly and as early as possible in the evening.

Be careful what you eat

Some foods - raw fruit, salad, high fat, spicy and rich foods - aren't good for sleep, while steamed vegetables, fish, pasta and stir-fries are easier to digest. Cakes and biscuits (high levels of hydrogenated fat) raise the acid levels in your stomach, can cause heartburn and interfere with sleep.

Curb your tea or coffee habit

Cut down on stimulants such as caffeine in tea or coffee - especially in the evening. They interfere with falling asleep and prevent deep sleep. Have a hot milky drink or herbal tea instead.

Drink less alcohol

Alcohol may make you drop off quickly, but can leave you wide awake at two o'clock in the morning. Alcohol also relaxes your muscles, making you more likely to snore.

Try and give up smoking

Smokers generally take longer to fall asleep, wake more often and often experience more sleep disruption.

Go for a Walk

Exercising, such as going for a 30 minutes walk, is a great way to improve your sleep. Just be careful not to do it close to bedtime, as exercise produces stimulants that stop the brain from relaxing quickly.

Establish a sleep routine

Try to go to bed and get up at the same time every day. Routine can help give you a more sound sleep. Ideally, give yourself at least an hour to relax, maybe having a bath or listening to music.

Plan ahead

Try not to lie awake thinking and planning when you should be sleeping. Clear your mind before you go to bed by jotting down a list of things you need to do the next day.

Sleep in the dark

The hormone that helps you sleep, melatonin, is produced when it's dark. Going to bed straight after being in a brightly lit area or looking at a TV screen

can make falling asleep difficult. Make sure your bedroom is as dark as possible.

Create the right environment

Don't allow the bedroom to become an office, a playroom, or a TV room. Get rid of clutter and eliminate distractions. Maintain a comfortable temperature, usually 16 – 21c.

Get comfortable

Turn the mattress every couple of months to even out wear of the mattress. Check the mattress is the right size and firmness for you and the bedding is not too heavy.

Keep the alarm clock out of sight

If you can, try to keep your clock out of sight. Set your alarm and then put it out of your general view.

Wake up, get up

If you wake up in the middle of the night, don't lie in bed tossing and turning hoping to get back to sleep. Instead, get up for a short time and do something that is undemanding and that should help you relax – such as making a milky drink, remaking the bed, flicking through a magazine, until you feel sleepy again.

Offers

Win tickets to the London International Boat Show as it celebrates its 55th Year

9-18 January 2009



The London International Boat Show returns to ExCeL from 9-18 January 2009, celebrating 55 years of bringing the best of boating to the nation's capital.

The Show will showcase over 500 exhibitors including power and sail

boats, dinghies, deck equipment, charter holidays and sailing courses. If this does not capture your imagination then come along and soak up the atmosphere and enjoy some great entertainment provided throughout the Show.

Show organisers are offering you a £3 discount off the standard day door price (full ticket price £15). This offer is available by calling the hotline number on 0844 209 0333 and quoting 'THC' or by visiting www.londonboatshow.com/tickets.aspx, calls are charged at a national rate. Offer excludes Press and Preview day on 9 January. Tickets are valid from 10-18 January. Two children aged 15 and under will be admitted free for every adult ticket purchased.

To find out more and view full terms and conditions, please visit our website: www.londonboatshow.com

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or email:
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We'd like to
hear from you

If you've got a story to tell in Pulling Together please contact your directorate lead or editor Claire Rudd.

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