

# PULLING Together



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Issue 125 September 2009

The magazine for Tower Hamlets Council's staff



## Welcome Voter Registration Canvas 2009

Good humour, experience, hard work, commitment and sheer passion for the job and how it helps people struck me time and again last month when I was out and about with some of our Local Enforcement Team Officers.

Tackling the scourge of graffiti and helping to keep streets clear of rubbish really matter to people and its good for them to see council staff in action at the sharp end.

As colleagues I spoke to on return to the office must have noticed, I was bowled over by the LET teams' enthusiasm. But what's even better is knowing that they are representative of officers from across the council at all levels in all services who work hard to help residents to live well.

This was reinforced when I visited the Sundial Centre, Sonali Gardens and St Matthias, Neighbours in Poplar and saw Outreach Workers similarly hard at work with some of our more vulnerable residents.

Both sets of visits reminded me of the great importance of "walking the talk" and of the fact that people are our organisation's greatest asset. That's why I make no apologies for reminding you all again of the importance of the forthcoming 2009 staff survey, and urge you all to complete it,

As you can see from the article on pages 5-8, we do take such survey findings seriously and act on them. Your views count to me as much as the service you provide does to our residents. So please complete the questionnaire so we can all help to make what we do better for each other and therefore for our residents.

**Kevan Collins,**  
Interim Chief Executive

### General news

The council has started its annual audit to make sure eligible residents are included in the Register of Electors.

And this year it's more important than ever for staff who are residents to make sure they are on the Register, with both a local election and UK Parliamentary Election due in 2010.

A new version of the Register will be published on 1 December 2009.

Electoral Services canvassers will be calling at all properties in the borough until October.

They'll ask the householder to confirm the details held on the current Register of Electors and if no-one's home, they will post the voter registration form through the letterbox with an information leaflet.

Completing the form is quick and easy.

- Check all the details on the form, amend as needed and sign the declaration in Part D



- Return the form in the pre-paid envelope provided as soon as possible, ensuring the Electoral Services address on the back of the form can be seen in the window section
- If there are no changes to make to the form, residents can register by calling the council's free phone 24 hour telephone response line on 0800 197 4934 (English) or 0800 107 4934 (other languages) or by internet by visiting [www.registerbyinternet.com/TowerHamlets](http://www.registerbyinternet.com/TowerHamlets)

As well as making sure local people can have their say in elections, the register is a legal requirement for each household.

A fine can be imposed if residents refuse to co-operate with the annual audit.

If you have any questions, please contact the Electoral Services helpline on 020 7364 0872.

## Ringling the changes

As you are aware, the council is changing its telecoms provider to BT this winter.

As well as saving tax-payers £2.5 million over the term of the deal, the new system will offer staff a better quality of service and easier logging on and call management.

To make sure that we get everything right, and to ensure we can thoroughly test the new

system to iron out any potential problems, the changeover will take a number of weeks and staff will have the new phones on their desks for a while until the team are confident they can ensure a smooth transition.

There will be instruction manuals available for staff on the intranet for them to get used to the new system and its features.

## Are you a green campaigner?

Are you concerned about climate change? Do you think the council should be doing more to reduce its carbon footprint? If so then we want you as a Green Campaigner!

The council is launching The Big Switch off in late October, a campaign to encourage every member of staff to switch off their PCs at night, as well as kettles and photocopiers.

As well as saving the council tens of thousands of pounds, the campaign aims to seriously reduce our carbon footprint.

And we need your help. The Carbon Management team is looking for volunteers to become green campaigners.

As part of your duties you will be asked to remind staff to turn off their machines, and carry out

audits from time to time to see how many staff leave their machines on overnight.

All volunteers will receive full training and the support necessary to carry out their duties.

Sustainability officer Rachel Carless told Pulling Together: "It is vital that everyone works together to reduce our carbon footprint. If we all switch off our machines every night we will make a real difference not just to council finances but also to the environment.

"We need environmentally minded staff to volunteer to become Green Campaigners and help us make a real difference."

If you would like to make a difference email Rachel.carless@towerhamlets.gov.uk or call her on ext. 6649.

## LGBT Forum seeks new members

Tower Hamlets' Lesbian, Gay, Bisexual and Transgender (LGBT) Forum has been revamped and is now looking for new members.

Forum meetings previously covered both business and community issues, but in recognition of the need for informal meetings as well as business ones, the forum will be divided into a steering group and wider community membership.

The steering group will meet bi-monthly to deal with forum business such as working in partnership with local organisations, championing key issues and organising community events.

In addition, everyone who is a community member will be invited to a wide range of events and activities organised by the steering group throughout the

year. These members will also be kept informed about relevant local information and can get involved in the Forum via e-mails and the website.

The new approach will ensure the community is engaged in key issues like the council's new sexual orientation equality scheme, which is based on the recent research into the needs of LGBT people.

This scheme aims to tackle homophobia and engage LGBT residents in the decisions that affect their lives. The forum will play an essential role in making sure that these things happen.

To get involved, contact Hafsha Ali, Diversity and Equality Coordinator, on 0207 3644762 or email hafsha.ali@towerhamlets.gov.uk. You can also go to [www.towerhamletslgbtforum.org.uk](http://www.towerhamletslgbtforum.org.uk)

## Stonewall Leadership Programme 2009

Ashridge Business School,  
26th & 27th November

The council is funding two places on this year's Stonewall Leadership Programme. This programme which is focused around authentic leadership is aimed at lesbian, gay and bisexual leaders and potential leaders.

Run in partnership with the prestigious Ashridge Business School in Berkhamsted, Hertfordshire the key objective of this programme is to provide individual LGB leaders with new skills, knowledge and inspiration to exercise leadership effectively in the workplace in order to benefit the individual and the organisation.

Applications are invited from lesbian, gay and bisexual leaders and those who show leadership potential. Typically, applicants will already be in management/leadership positions or will have demonstrated leadership potential.

As part of the selection process applicants will be asked to describe a current leadership challenge to work on over the two days, and what personal and organisational benefits they would hope to gain from participating in the programme.

Further details are provided via the following internet link: [www.stonewall.org.uk/leadership](http://www.stonewall.org.uk/leadership)

Deadline for applications is Monday 28th September 09

For more information please contact Steve Wiggett, HR, Organisational Development on 020 7364 3374

# EcoTeams? The fulfilling way to make a difference

The Sustainable Development Team, in partnership with Global Action Plan is launching the EcoTeams Programme on September 26.

The aim of the programme is to help the borough's residents take practical actions in their everyday lives to make a difference to the environment. If you live in the borough, why not become a team leader and spare two hours a month for four months? You will look at areas such as domestic waste, shopping and food, energy use at home, travel and water consumption.

A previous team leader said: "At first I was a little nervous as I didn't know much about being "green" but surprisingly, I wasn't the only one. It wasn't taxing at all; the programme enabled me to take small steps towards being more environmentally friendly. I met colleagues, made new friends and made contact with like-minded people. Overall, it was an enjoyable and fulfilling experience that has saved me money."

All EcoTeam leaders are issued with a United Nations certificate.

If you are interested, then we would like to hear from you. Please call 020 7364 (2631) or email [halim.abdul@towerhamlets.gov.uk](mailto:halim.abdul@towerhamlets.gov.uk)

## General news



## Karlene Thompson

Senior accounts admin officer  
Karlene Edwina Thompson died on July 19.

Karlene started work at the council in the engineers and road safety department as an admin officer back in September 1989.

Over the years Karlene worked in various sections including Highways, Traffic and Transportation and finally as Senior Accounts Administrator within Finance.

During her time here Karlene was a life-long learner and studied for a business diploma at Southbank University.

Being community-spirited, she also undertook studies in children and Youth Coaching and Social Care.

Using her qualifications Karlene set up a steel band project that offered local young people the opportunity to learn to play the steel pans, subsequently progressing to perform at the Notting Hill Carnival. She was also a youth mentor.

Karlene loved to travel, sometimes incorporating this passion into her charity work.

Her travels to destinations as diverse as Brazil, Hong Kong and the Gambia often included her daughter Chevante. A previous trip

to Brazil was to see the progress of children from a village project that she supported. Karlene felt that it was essential in her upbringing that Chevante appreciated different parts of the world and witnessed the life of those less fortunate than young people in the UK.

Karlene continued to express her sense of social responsibility into later life and achieved the status of magistrate in 2007 sitting at Bexley Magistrates Court.

Although she was the youngest on her bench, she exercised discretion and good judgement when hearing cases. Everyone who knew her spoke of her peaceful and calm nature.

Friend Katherine Fleming said:

"Karlene was not a big wheel in the organisation but she was an important cog that made the big wheel keep turning day after day. Friends, colleagues and contractors are deeply shocked at Karlene's passing, and we all truly miss her.

"We still can't believe that Karlene won't be there talking about her love for sport, jazz music, and her love of food. Karlene was a private person, but one thing that was always paramount was her commitment to family life."



# The view from you

## staff survey 2009



Sometimes it's useful to look back.

It's been just over two years since we last asked staff to have their say through the 2007 staff survey, and since then we have used the information you gave us to make the council a better place to work, learn and develop.

We asked you how you felt about working for the council, and a massive 83 per cent of respondents felt Tower Hamlets was a good place to work, with over 75 per cent of staff feeling motivated in their work.

This comes down to a commitment from the council to be a place where people can work well and be developed, together with a strong commitment from our staff to making a difference in the borough for our communities.

Following the staff survey, you identified six priority areas where we could improve as a council. Here we look at how we have listened to your views and suggestions – and most importantly, how we have acted on them.

### You said, we did – your six priorities

- Involvement in team planning
- Developing managers: improving the management culture
- Communications, consultation & feedback
- Application and evaluation of learning & development
- Recognition & reward
- Improving cross-team working.

## Involvement in team planning

Following feedback we have introduced a range of measures designed to include more people in developing their team and service delivery plans.

With the launch of two new directorates last year (Resources, and Communities, Localities and Culture), nearly 1,500 staff got together at a series of launch events and directorate conferences to meet their new directors and management teams and to work on developing directorate priorities.

The directorate launches came at the same time as the finalisation of the new Community Plan, with One Tower Hamlets at its heart.

Using the themes of the

community plan, all our strategic and team plans now work towards the priorities set out in the plan. A number of directorate events have used these themes to work with staff on how they contribute to making a difference to our community.

Across all directorates, we have seen an increase in the number of people having their annual Performance & Development Review (PDR). The PDR process also provides space for team and individual members to make suggestions on how they can improve service delivery linked to the directorate and strategic plan.

Both CL&C and Children, Schools & Families directorates

have increased their monitoring of the number of PDR's undertaken and report an increase – as well as noticeable improvements in team plans.

Adults, Health & Wellbeing ran a conference for managers to help them work with staff in developing teams plans. With so much change happening in adult social care, the input of staff into service delivery and improvements through their team plans has been invaluable.

We can still do more, and we expect that all staff will have completed their PDR with their manager and made a contribution to improving their services and their team plans by the end of 2009.

Staff survey

## Developing managers: improving the management culture

We know that your manager is important to how you feel at work, and how well you are supported. Over the past two-years we have invested in supporting management development across the organisation. We became an accredited centre for the Institute of Leadership & Management (ILM) providing courses for team leaders, managers and potential senior managers across the organisation.

Each directorate has a Senior Managers Group (SMG) that brings together managers from across the services to share information, learn from one another and develop as a team. This also helps build consistency and support for managers across the council.

For Service Heads and Directors, we continue our bi-monthly meetings to look at strategic issues across the council. These help us join up our work across directorates, look at some of the common issues across the council and to work through solutions to these.

Twice a year, the top 200 managers commit their time to the Senior Managers' Development Conference. This is an invaluable opportunity to ensure that all our managers have the opportunity to learn from one another, share common experiences and plan for the future of the council, whilst learning from respected speakers on a wide range of topics.

In some directorates, specific areas of development have been undertaken. In Children's, Schools

and Families we are currently running a pilot to support managers in understanding how to get the best out of people through effective performance management. In AHWB, an inter-professional group of managers from across adults, children's and mental health social care are working with Westminster University in developing their skills in the sector.

We also ensure all managers are kept up to date with the latest developments and plans for the council through the monthly Managers' Briefing.

All managers, within their PDR's, are expected to demonstrate how they make the core values of the council come alive in the way they work with each other and manage their teams. Additionally, the Council's Leadership & Management Framework sets clear standards of conduct for managers and the development they can receive.

Across the council, a number of managers also went 'back to the

**Your manager is important to how you feel at work, and how well you are supported.**



floor' to experience front-line service delivery in their own directorates. The Director of Resources, Chris Naylor, joined the front-of-house team in the Town Hall (Mulberry Place) reception. He spent the morning on the front desk.

## Communications, co

In such a large workforce, communications and involving our staff is always a huge task, but it is something everyone understands needs to work well. We have many ways of communicating, with Pulling Together being the main focus for news, updates and stories from the front-line.

Published monthly and distributed across the council, we have been able let you know about the new Community Plan and the priorities for the council over the coming years, brought you news on our successes in double Beacon Awards, awards for learning and development, London Planning Awards, foster carers awards, Customer Service Excellence and many more great stories from across all services.

It also share tips on healthy living, being greener and caring for the environment, staff offers and recent

## Application and evaluation of learning & development

As an Investor in People, the council is recognised as one of the leading local authorities for allowing staff time to learn more about their jobs, the council, and provide skills and qualifications training.

From team away days to formal training courses and conferences as well as mentoring and coaching, there are always plenty of opportunities to learn and develop within the council.

We continue to offer a strong central and learning and development directorate that offers over 200 in-house and external courses throughout the year.

These are very often highlighted as development needs in your annual PDR that also links to service plans and your own career aspirations.

We continue to invest in, and develop, opportunities for new people to the council. This year we have doubled the size of the intake for local graduates and established the new apprenticeship service – linked to NVQ Level 2 & 3 in a range of professions and jobs.

We have also gained the Customer Service Excellence Award for our

investment in customer services and are rolling out the programme across front line services. Our social care staff qualification levels also exceed the required national standards and we are moving towards the social care NVQ level 3 programme targets ahead of schedule.

Finally, each year those undertaking NVQ's and qualifications including positive action programmes celebrate their achievement at an annual ceremony. Staff receive their certificates, take time to meet up with other people from their training courses, share learning experiences and receive well-earned congratulations from corporate directors and education partners in the Universities.

**The road shows hosted by the Chief Executive, Leader and Deputy Leader of the Council attracted over 350 staff.**

## Consultation & feedback

events and news from across the borough.

Another approach used to effectively engage, communicate and consult with staff was undertaken in early 2008, with a series of Chief Executive 'road shows'.

The road shows hosted by the Chief Executive, Leader and Deputy Leader of the Council attracted over 350 staff.

Staff were able to hear about and discuss the Community Plan refresh, our achievements and ambitions for the future and the challenges ahead. Staff also had the opportunity to engage in a question and answer session with the most frequently asked questions and responses publicised on the intranet.

You also said that it was important that managers and teams communicated more effectively.

The monthly Managers' Briefing provides key messages for team

meetings for discussion and information. We expect managers to feedback the information to their Service Heads and Directors and vice versa.

Steve Halsey, Director of CL&C, holds regular coffee mornings with small groups of staff from across all service areas to hear their views and experiences directly. On occasion, Steve has also been known to make more time for one-to-one conversations with people from the coffee mornings to have a more in-depth conversation.

With such a large workforce across Children's, Schools and Families, the annual Children's Workforce Development Conference brings together a range of practitioners and support staff from across the council and our partners to provide a chance for networking, sharing learning, hearing more about developments across the sector and to encourage greater working and shared developments across the range of services provided for children and their families within the borough.





## Recognition & reward

The council continuously strives to reward and recognise staff both formally and informally.

We do this in a variety of ways including a range of staff benefits and celebrating individual, team and organisational successes.

During 2008, staff received a one off, extra day's leave in recognition of the contribution they had made to the council becoming a 4-Star council.

As part of the Staff Recognition Scheme an annual staff awards gala is held each year to recognise and reward staff who have performed outstandingly.

Directorate staff winners in the categories of best employee, best manager, best team and best idea are nominated for the overall, council wide awards. The awards are co-hosted by the Chief Executive and a well known celebrity. In 2007, Paralympian, Dame Tanni Grey-Thompson presented the awards and last year actress Barbara Windsor of

Eastenders fame co-hosted the event.

At the 2008 ceremony a 'special Chief Executive's award' was presented to three courageous members of staff in AHWB directorate who rescued a service user from a home fire.

In May 2007, the Thank You Scheme was launched giving staff the opportunity to formally thank a colleague for their support or a job well done! Since the launch over 300 thank you cards have been received. Thank You cards can be sent as a hard copy or in electronic format.

Earlier this year the council refreshed some of its benefits that offer savings to staff in a number of areas. These include the Childcare Voucher scheme that offers substantial savings for staff with childcare arrangements. At present there are 75 employees who actively use the scheme.

In 2008, the council introduced the Cycle to Work Scheme. The



scheme offers an attractive employee benefit by encouraging staff to maintain a healthy and active lifestyle, whilst making substantial savings on the cost of a bike and safety equipment. Since its launch, 216 employees have participated in the scheme. In addition cycle parking, showers and changing facilities have been made available at the main council buildings.

In the last few years, over four hundred staff have taken advantage of the council's Employee Personal Computer Initiative Scheme (EPCIS). The scheme allows staff to make substantial savings on the cost of training and allows access to a PC or laptop to use in their home.

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## Improving cross-team working

Across the council, on a day-to-day basis, many teams work together to make a difference to the community. This is one way in which we stand out from other councils – the way we work together. In the past year we have continued to look at ways we can strengthen our links with each other and make connections between different services.

For example, in Communities, Localities and Culture, the Tier 4 management development project includes a number of projects to support other directorates. This helps managers

from CL&C understand the wider role of the council and make connections between their services and targets and other services to make improvements to the way we deliver to our community.

The development of the new apprenticeship programme is also looking at how we can work with the Leaving Care Team in Children's Schools and Families to support those who are leaving the care of the council and into training and employment.

Corporately, we have started a programme of 'peer reviews'

whereby service and team plans are reviewed by others across the council to provide constructive feedback on their development and links to other services and the Community Plan.

It's now time to tell us what you think again. In a few weeks staff surveys will be available to every member of staff so that every employee of the council can say what they think about working for Tower Hamlets.





## Changing THIS Borough

The Tower Hamlets Local Information System (THIS Borough) will undergo a major refresh this year. We're planning to make it a more user friendly system with more locally produced data, whilst also making research and analysis documents available from projects taking place across the Tower Hamlets Partnership. Council Directorates and partner agencies are being consulted on what they need from the refreshed THIS Borough to create a system that is relevant, robust and well used, and is viewed as the "One Stop Shop" for all statistical information about Tower Hamlets.

Data on "THIS Borough" will continue to be tailored around the Partnership's strategic priorities and Community Plan. The new

system will encourage the consistent use of datasets across the Tower Hamlets Partnership (e.g. population projections) and support analysis. "THIS Borough" is a primary source of information for council staff and helps partnership working. It is also a public resource, supporting accountability and transparency.

The refresh began in August 2009 and will be completed early next year. If you have any comments, suggestions or wish to contribute to the project, please do not hesitate to contact the THIS Borough team.

**THIS Borough Manager:** Tom Kalber (tom.kalber@towerhamlets.gov.uk)

**LIS Analyst:** Lolita Muhammad (Lolita.muhammad@towerhamlets.gov.uk)

## 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



## Third Sector Strategy

We are very proud to have a vibrant and active Third Sector\* here in Tower Hamlets.

Estimates suggest that there are over 2,500 groups working within our borough, receiving funding worth over £55m from the council alone.

We have a real interest in the Third Sector being effective, efficient and empowered – Third Sector Organisations (TSOs) deliver a wide range of key services that are essential to meeting Community Plan targets.

In recognition of the importance of the work of the TSOs we have included National Indicator 7, an environment for a thriving Third Sector, as one of our key Local Area Agreement targets. This measures the number of TSOs who say that local statutory bodies – such as us – help them to be successful.

We're starting from a strong foundation in that significantly more TSOs than nationally felt

that we help them succeed. But there is still a long way to go as the majority of TSOs don't think we're doing enough.

This is why we've developed the Third Sector Strategy which is out for consultation during August and September. The draft strategy aims to improve the way in which the council works with local groups in 4 key areas:

### Infrastructure

We're consulting about whether to establish a new council for Voluntary Services to represent the sector

### Voice and Representation

We're consulting about how to improve Third Sector involvement in decision making

### Funding

We're consulting about how to get the best value for money from our funding arrangements with the Third Sector, especially in

view of the economic downturn

### Assets

To be effective the Third Sector needs access to the right facilities and we're consulting about how best we can support this

One element of the consultation was a very successful event on 18th August at York Hall. Over 100 representatives of local third sector organisations took the chance to look at the 4 areas above.

We'd also value the views of colleagues about how to improve the way we work with TSOs.

For more information or to contribute your views please contact Nasim Patel on 020 7364 4062 or email [nasim.patel@towerhamlets.gov.uk](mailto:nasim.patel@towerhamlets.gov.uk)

\*The term 'Third Sector' is used to describe voluntary and community organisations, religious organisations, social enterprises and social landlords.

# Tower Hamlets Healthy Workplace Programme

## Onsite massage at Anchorage House

11-3pm every Thursday in the Occupational Health clinic rooms, ground floor, Anchorage House. Just £8 for a 15 minute session or £15 for a half an hour.

To Book your Onsite Massage call Sarah on 07960 585 277 or email: [Zonetherapies@tiscali.co.uk](mailto:Zonetherapies@tiscali.co.uk)



## Five-a-side football

Every Friday 6-7pm at Mile End stadium. For more information contact the Healthy Workplace Manager by email: [kirk.stlewis@thpct.nhs.uk](mailto:kirk.stlewis@thpct.nhs.uk) or phone: 020 7364 3938.



## FREE online exercise classes for staff!

- Get fit for free
- Exercise anywhere in the world
- Exercise alone or with friends
- It's quick and easy to sign up
- Unlimited access to hundreds of classes
- Keep track of your progress with Virtual Personal Trainer

The healthy workplace programme is providing free online exercise classes for all council staff – available 24 hours a day, 7 days a week!

VirtualGym TV is our latest benefit scheme to all staff for free. The service offers online on demand classes instructed by the UK's top instructors, including the likes of Dan Little. Classes include: Dance, Spinning, Slim Aerobics, Circuit Training, Pilates and much more.

Getting started is easy. Just register at the website <http://th.virtualgym.tv>, where you will be required to enter the User ID '1' and password 'th021'. A self-registration page will then appear requiring you to enter your personal details and unique eight digit staff number (found on your payslip).

Unlimited access to the ever-growing classes is now available at your convenience. So, whether you fancy losing weight, toning up or just exercising for fun, the service will accommodate your needs - free for a whole year!



Be part of the future of fitness by signing up to the world's 2<sup>nd</sup> online gym at:

## <http://th.virtualgym.tv>

For any questions, queries or support on this great new staff benefit, please email [th@virtualgym.tv](mailto:th@virtualgym.tv)



## Are you feeling revitalised?

Take advantage of a great staff benefit:-

From 1st October 2009, we are arranging for you to have access to the revitalised system...

'revitalised' is a unique web based tool that can help you:-

- Improve health
- Get fitter
- Lose weight
- Eat healthily
- Reduce stress
- Access discounts from national wellbeing providers

## Share the health...!

You'll also be able to nominate up to 3 friends & family members for free access to revitalised.

(Please note that the system is only suitable for those aged 18 and over.)

Full access details will follow nearer the time...





## Do you know someone who deserves a makeover?

Do you know a colleague who would love a makeover? Are they obsessed with Gok Wan and Trinny and Susannah? If so then why not enter this competition to have them pampered by local beauty experts Robert E Lee.

The Poplar High Street salon is offering one member of staff the chance to win a top to toe beauty day including a hair colour, cut and blow dry, manicure, pedicure, eyebrow shape and facial.

Simply nominate a friend or colleague who works for the council and send a picture of them along with the reason why you think they deserve a treat.

The salon will decide the winner and notify them.

Send your entries to Robert E Lee, 261 Poplar High Street, London E14 OBE. Entries must be received no later than September 30.



CALLING ALL BOROUGH WORKERS ... STOP PRESS

**ROBERT E LEE**  
261 Poplar High Street  
020 7515 5372

Are now offering all LBTH workers 20% off all services (Discount is not in conjunction with any other offer or on retail products).

All you have to do is bring your photo ID card with you when you come for your appointment to receive discount.



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.

**Chief Executive's** Kevin Kewin ext. 4075

**Development and Renewal**

Lee Lixenberg x4754

**Children's Services**

Sukhjinder Nunwa x4149

**Communities, Localities and Culture**

Sarah McLaughlin ext. 2860

**Adult Services** Lorna Bayford ext. 2189

Or email [claire.rudd@towerhamlets.gov.uk](mailto:claire.rudd@towerhamlets.gov.uk)

A large print version is  
available by contacting  
020 7364 7791



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