

PULLING Together



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Issue 123 June 2009

The magazine for Tower Hamlets Council's staff



Welcome

General news

Log it or lose it!

My subject this month may at first sight seem pretty mundane – as it's about an everyday tool we all take for granted and probably only notice when it doesn't work. The telephone.

On this page and the next you'll find information on the new telephone system that will be installed in the next few weeks, and – most importantly – what you need to do now to make sure the implementation is successful.

I can already hear a few groans, and some of you will no doubt be wondering whether this is designed just to make your working day that little bit more complicated!

In fact there are three very good reasons why we are doing this.

Firstly, the new contract with BT will save the council around £2.5m over the life of the five-year contract.

Secondly, for the first time it will enable us to use one integrated system for all of our main services, including the contact centre, helping us to further improve customer service.

Thirdly, given the nature of technology, the new system has a range of additional functions. There will be no need to log onto phones separately from computers, there will be a voice activated directory as well as improved analysis of the type of calls we receive.

In summary, we will get an improved service at a much lower cost – better value for money for our taxpayers.

So be patient, follow the operating instructions that are being issued, and after a few weeks in the office limelight, and no doubt a few teething troubles, telephones can return to their humble place.

Martin Smith, Chief Executive

Log it or Lose it! That's the message from the council's telephone service as the council prepares to switch to a new service provider.

On July 1 all council telephone services will be operated by British Telecom.

The new service will offer greater value for money as providing a more efficient service.

But in order to make this happen successfully the team needs every one of you to do your bit.

By now you will have received emails asking you to check your details.

If you haven't checked your details by June 7 and they are wrong, you will no longer have a telephone extension. It really is as simple as that!

Visit

<http://thweb2ksrv/useredit/> to check your details are correct.

■ Why are we changing service providers?

The new contract with BT offers greater value for money and a more efficient service.

■ When will the system go live?

The new system will go live over a single weekend in late June or early July.

■ What are the advantages of the new system to the council?

The council will obtain significant cost savings over the life of the contract and the new service is easier to manage and offers higher levels of resilience to the council.

Other benefits include:

Single sign on: when your PC is logged on, the telephone will log in automatically.

Improved telephone reporting.

Voice activated directory (similar to the current Orator service)

Multi Media services for the Contact Centre

The new service will be almost completely hosted off site providing us with significant carbon reductions as well as reduced requirements for energy and space within our network and server rooms.

We will benefit from having all of our offices migrated over to the new IP telephony service. This includes 30 offices that previously didn't have the network capability of supporting IP telephony and as a result are currently still operating on an analogue phone system.

The new service will utilise directory information from our Active Directory database rather than various separate databases as used at present.

■ Is my telephone extension in scope?

If your extension is in the range 0207 364 XXXX then your extension is in scope.

■ Will my telephone be changed?

If your extension number is in scope and you currently use an office phone then yes, your telephone hand set will be replaced with a new model.

■ Will I keep the same hunt groups or distribution groups that I currently belong to?

Yes.

■ What happens to my analogue fax?

Council Policy is to use the Efax service wherever possible. It is possible to continue to utilise analogue faxes but preferable



where possible to avoid them as a result of their running costs and high carbon footprint.

■ **What happens to any other analogue devices in my area?**

If the analogue device in question is one that has been procured and supported by ICT (eg mini comms, chip and pin devices) then these will be supported under the new system with analogue to digital converters.

■ **What information do I need to provide how and when?**

One of the problems with the existing systems is that the user information is held in many places and often conflicts. Part of this project is to ensure that we get to a single database holding the necessary telephony related user data.

To facilitate obtaining and maintaining this data, a self-service interface will be added to the intranet allowing everybody to update their own profile information or to flag changes required to certain locked fields.

The self-service tool is here:
<http://thweb2ksrv/useredit/>

■ **How will the deployment of the phones work and how will it affect me?**

The phones are going to be built and configured in

Anchorage House before being delivered to the various offices.

This will take place during the month of June in managed stages.

It is possible that for some of the smaller offices you could have two phones on your desk for a temporary period until the cutover date.

■ **I use the current IP telephony system, what will change for me?**

The current Siemens handsets that you are using now will be replaced with Nortel handsets.

The instructions for logging into the telephone and for its use will be slightly different. During the period following the initial go live date for the new service, a single sign on capability will be rolled out enabling your handset to be logged on automatically when you log your desktop in.

■ **I don't currently use IP telephony, what will change for me?**

The handset you currently use will be replaced with a new Nortel handset.

You will need to log on to a telephone handset to be able to use it (similar to logging into a PC). During the period following the initial go live date for the new service, a single sign on capability will be rolled out enabling your handset to be logged on automatically when you log your desktop in.

■ **Will I still be able to hotdesk when we migrate over to the new system?**

Yes

■ **How do I get training on the new system?**

Training will be provided at an appropriate level for all users, this will range from printed instructions for most users through to dedicated 121 training.

■ **What help will be available when the new system goes live?**

On the first two days after the new system goes live, there will be floor-walkers available to deal with any queries. Smaller buildings and

offices will be supported by local staff with appropriate training.

■ **I haven't been able to report on my team's performance for the service promise. Will the new system help with this?**

The new service will make call reporting simpler and more reliable.

Reports can be defined and automatically emailed to particular teams as required.

■ **I need a special telephony report, how can I get it?**

Place a call with the ICT service desk. Please be aware that due to the volume of work, no requests for special reports can be dealt with until after go live.

■ **What is single sign on?**

In the context of the replacement telephony project, single sign on is a piece of PC / Server software which can automatically log on the handset next to any workstation that you log onto. The handset will use your extension number and have your profile loaded.

■ **Can I just log onto a handset manually if I don't want to log into a PC.**

Yes.

■ **Will the switchboard facility be the same as it is now?**

Initially, yes it will although there are enhancements that will be rolled out over the first few months of the service.

■ **What is happening to Orator?**

Orator is a speech-activated directory. This will be replaced with a Nortel product and it is the project's intent that this will deliver voice activated directory functions for both internal and externally originated calls.

■ **Does this system include voice mail to replace my existing answering machine?**

Yes, the system can provide voice mail subject to management agreement.

News in brief

> Care for the carers

Staff can celebrate National Carers Week at the Russia Lane Day Centre on Wednesday, June 10.

From 10am to 4pm there will be a massage therapist and a podiatrist at the centre as well as information and guidance from the Alzheimer's Society on caring for people with dementia.

There is also the chance to buy crafts produced by service users and chat to keyworkers, management, resident nurses and an occupational therapist at the centre.

The centre is at Russia Lane, Bethnal Green.

> Strike it lucky!

Calling all Kingspins! Council worker Kash Patel is launching a Tower Hamlets Council tenpin team bowling competition.

Taking place on June 23 at the Hollywood Bowl in Surrey Quays the evening includes two games of bowling, food and one drink for £15 per person.

Medals will be awarded to the winning team, the best male and the best female.

If you want to join in the fun contact Kash in ext. 1648 or email him at rakesh.patel@towerhamlets.gov.uk

General news



Council comms scoops top award

The council's innovative campaign to get young people involved in democracy by electing a young mayor has scooped gold at the Local Government Communications Reputation Awards.

The team worked alongside Children's Services, Stakeholder Engagement and Youth Services while the council's Electoral, legal and democratic services ensured the election itself was a huge success.

Our young mayor election campaign picked up the Gold Award in the Local Democracy category at the awards ceremony held at the Mercure Hotel, Sheffield on Thursday 21 May.

The campaign resulted in a record 6,000 plus local youngsters heading to the polls, with Uma Akther from Bow becoming the borough's first ever female young mayor. At 46 per cent, the turnout for the election was 6 per cent higher than that of the borough's last local election in 2006 – proving that young people in Tower Hamlets are now not just aware of the democratic process, but actively taking part in it.

As part of the campaign, the council worked extensively with local media to promote the election – with features introducing readers to all of the candidates, and regular press releases reminding young residents of milestones in the project such as candidate application

deadlines and voting days.

Importantly, the campaign also targeted the nine Bangladeshi newspapers that are available in the borough, including the distribution of translated media releases. This helped to reach the large Bangladeshi population in Tower Hamlets and contributed to the excellent turnout.

Eye-catching, youth-friendly marketing materials were sent to all schools and youth groups across the borough, whilst each candidate also filmed a short introduction to their manifesto – which voters could watch via the council's dedicated website for young people www.amp.uk.net.

All of the candidates were also supported in drafting imaginative and interesting manifestos, and encouraged to campaign within schools, youth groups and the local community. Many of the candidates took this opportunity to create posters, leaflets and t-shirts that outlined the priorities of their manifestos – all of which were used to promote their election campaign.

As a result of this publicity campaign, Tower Hamlets recorded its best ever turnout for a young mayor election and in the process – the council managed to appeal to thousands of local young people and the adult electorate of the future.

Mela mania hits staff

Mela mania took no prisoners as it consumed everyone in the Arts and Event Team in the run up to the big day – Sunday 10 May.

It was all hands on deck as Steve Murray, Nick Green and their band of merry helpers organised what would be a record breaking Mela.

With around 95,000 in attendance, the annual celebration of the Bengali New Year was helped by sunshine and cloudless skies.

Visitors flocked to Brick Lane, Allen Gardens and Weavers Fields from far and wide to enjoy a spectacular procession, stellar performances by international and local artists, tasty foods, funfair rides and a wide variety of entertainment.

Stephen Murray, Head of Arts and Events said: “We’re used to organising big events, but the Mela is on a different level, especially as we only had six

months to make it happen. The whole team worked together to organise something that we can all be very proud of.

“Not only did the event attract record numbers, but arrests were down and our food stall holders training course meant that we secured a clean bill of health from health and safety.”

In November 2008 the cabinet decided that the council would organise this year’s Mela and that’s when arts and events went into action.

Since then they’ve been talking to residents, artists and performers; booking international and local acts; organising the procession, which included more than 250 people; getting sponsors and media partners on board and much more.

They can now take a quick breather before the summer festival season starts later this month with Paradise Gardens.

National Tackling Drugs Week 8th to 12th June 2009

As part of the National Tackling Drugs Week Tower Hamlets Drug and Alcohol Action Team (DAAT) is running a series of events to make staff aware of drug use and how to help service users.

DAAT is holding two ‘staff only’ lunch-time seminars on Drug & Alcohol addiction. The first takes place on Monday, June 8 at 12.15pm, in room M73, Mulberry Place and the second session on Thursday 11th June at 12.15pm in room C1, also in Mulberry. Lunch will be provided at the end of each session.

Gilly Cottew, DAAT Co-ordinator said “The issue of substance misuse has a significant

impact on our communities and it is my job to ensure that we are at the forefront in effectively minimising that impact. My team co-ordinates delivery of a number of innovative treatment services in the Borough and are constantly looking at ways of attracting more people in to treatment. Our colleagues in the council can play an important role in conveying the message to the community that treatment works through a better understanding of the issues. We hope that these lunch time seminars will provide that opportunity”.

To register email sarah.khalifeh@towerhamlets.gov.uk

News in brief

> They decided!

The council gave power to the people with the ground-breaking You Decide! Events.

Held over five weeks, they allowed over 800 residents to have their say over a £2.38 million budget; money which was set aside by Tower Hamlets councillors for local residents to spend on additional services that really matter for their local community.

Over 92 different services were ‘purchased’ by residents and over the next year these services will be having a direct impact on the lives of people who live in these areas; meeting priorities as diverse as improving GCSE results to making the area look prettier.

The Local Area Partnership (LAP) Steering Group made up of local residents and councillors will have a key role in co-ordinating the delivery of these services and will ensure that the public will continue to ‘decide’ right through the year.

For full details of what residents voted for in each Local Area Partnership across the borough: visit www.towerhamlets.gov.uk/youdecide or call Tower Hamlets Partnership ext.4572.

Have your say

This September all permanent staff have the opportunity to shape the future of their working lives at the council by filling in the 2009 Staff Survey.

I know it's easy to be cynical and believe that nothing happens when you answer these, or that your views don't really count- but they do.

At Tower Hamlets we know that the service you all provide for residents is the key to our success and the basis for our national recognition as an excellent council.

And we also know that no-one knows more than you do about your job, your work/life balance, and what needs to be done in your section to make our services even better. That's why filling in the survey is so important- the answers you give will shape our policy over the coming years.

When I toured the borough last year on my Roadshows I got to meet a lot of you and what struck me most was how committed you all were to making sure Tower Hamlets was the best place for both residents and staff.

Your passion for your jobs was impressive, and I hope to see it again with the staff survey.

You have a few months now to really think about what you want to say about the council as an employer, and to show you that your views really do matter to me here are the answers from the ten most asked questions at the Martin Smith Chief Executive Roadshows.

■ What is the council doing to improve our recycling rates, both within our offices and in the borough?

When the roadshows took place our recycling rate was 15.8 per cent,

which is a significant improvement compared with previous years, but not good enough and not near our 22 per cent target.

Cabinet agreed to allocate almost £2million to help improve our waste collections, and to campaign so we could engage with residents and encourage them to want to recycle.

The We Can Recycle more Campaign was a huge success. Seen on buses, in the local press and even lamppost banners, it encouraged all residents to recycle and highlighted the different materials that could be recycled as well as the different recycling methods.

Within council buildings recycling facilities have improved and all sections now have purple recycling bins as well as their blue desk side recycling bins.

Our recycling monthly rate is now 24.89 per cent and rising.

■ When will the council have a workforce that reflects the community?

We are doing relatively well compared with other London boroughs but there is still more to do.

We are aware that we do not have a representative workforce at senior level and we are working hard to rectify that, but we also have to make sure that for every vacancy we only employ the very best candidate for the job.

While we cannot control who applies for our jobs, we can make ourselves an attractive employer for BME and disabled staff, which is where outside recognition such as the liP is very useful.

We are also investing heavily in staff training to develop our existing staff into management posts. This



obviously takes longer but it is starting to work.

The graduate training scheme started in 2001 and from this 62 people now hold permanent jobs with the council, and five of those are in jobs that pay over £45k.

And there is also our Aspiring Leaders programme which recruits 80 per cent BME and ten per cent of staff with disabilities onto a management training programme.

■ How can we make sure we make the most of the Olympics?

We are working closely with the LDA, the ODA and the other five Olympic boroughs to make sure that the Legacy Masterplan includes the maximum benefits for local people, mainly through access to jobs, new homes and the sporting and leisure opportunities of a major new park.

We are part of the Local Employment and training Scheme for the Olympics, and the borough's Business Forum is working with small businesses to make sure they have access to contract opportunities.

■ What benefits does Canary Wharf offer local people?

Nearly 5,000 local residents work in Canary Wharf now and we are working closely with businesses there to make sure this number increases.

We are running apprenticeship programmes with big companies such as Credit Suisse, and we run a training centre at Heron Quays that is paid for by the Canary Wharf group.



The borough also has a financial services academy, which is part of Tower Hamlets College, that works to get local people into careers in financial services.

Canary Wharf is also paying a significant contribution to Crossrail and sponsors a wide range of other activities including our Education Business Partnership.

■ **If the borough population is going to increase so dramatically, what plans are there to increase the DLR/ roads etc?**

The council's joint work with TfL and DLR resulted in a new station being opened at Langdon Park.

The DLR is increasing the cars on its trains from two to three in the very near future, and that will increase the overall capacity by 50 per cent.

Work has already started on platform extensions.

Crossrail is another major new infrastructure investment that will benefit the borough.

We are also working with the Canary Wharf Group on the design of the Isle of Dogs station. This will improve access to and from Tower Hamlets for commuters.

■ **Are we investing enough in our street cleansing?**

Cabinet, at its meeting on 6th February 2008, agreed to fund a range of Service Improvements as part of the 2008/09 Budget settlement.

Included within this package is a sum of £258k to be utilised for a Public Realm improvement Programme that will fund the range of initiatives outlined below:

- Graffiti and fly-posting removal including privately-owned eyesores
- Street washing and removal of pigeon mess
- Mechanical sweeping by footway-width machines to remove any accumulated mud,

grit and other detritus in pedestrian areas

- Removal of dumped rubbish including illegal skips. This includes dumping and littering on un-adopted parcels of land
 - Street furniture and street signage to be cleaned up and treated with anti-graffiti coating
- The current service being provided by Veolia Environmental Services is based on an enhanced cleaning specification (put in place in February 2006) that requires our streets to be cleaned on a frequency reflective of the level of vehicle and pedestrian usage.

The service is essentially performing well, although there are some areas where improvements are required and these are being tackled. Some aspects of cleanliness relate to behavioural issues, rather than the performance of our service contractor.

Littering, for example, is an issue for the council to tackle through education and awareness raising, and resorting to enforcement where necessary. The council carries out Litter Patrols and issues Fixed Penalty Fines to people caught dropping litter.

■ **What is being done to make sure there are enough homes in the borough?**

More homes were built in Tower Hamlets last year than in any other borough, by a very wide margin. 34 per cent of the homes built last year were affordable and most of these were affordable to rent.

At the moment, most of these are offered to people on Tower Hamlets' waiting list through the common housing register.

The council is also working on a scheme with the LDA and GLA at the moment to promote affordable homes to buy in the borough targeted at young people.

The redevelopment of Robin

Hood Gardens will create 3,000 new homes in Poplar.

■ **Why do we employ so many consultants and temporary staff?**

There will always be the need for some posts to be of a temporary nature, particularly if:

- They require particular skills that we do not have. For example, there are currently difficulties in recruiting planners.
- There is no sense in employing people permanently for a project that is only for a specified amount of time, such as the accommodation strategy
- We have to cover long-term sickness, maternity or secondments.

We want all posts to be filled with permanent staff where possible, and in fact since last April, 11 of the 13 vacant posts at directorate and service head level have been filled by permanent staff.

Comensura, which now handles temporary staff recruitment, provides a much clearer picture of who is recruiting where and why. This means it is easier to identify posts into which people should be recruited.

■ **What services are going to be in the ALMO?**

All housing management services. It is a similar arrangement to contracting the management of our leisure services.

Ownership of the housing stock and key decisions, for example rent setting, remain with the council.

Tenants remain council tenants and policy decisions will still be made by the council.

The management agreement has break clauses after five years that mean the council can bring the management back in-house. Setting up an ALMO has the single biggest advantage of enabling the council to access extra government funding.

A great year for awards

Did you know the council has an officer dedicated to supporting directorates and services with awards submissions and promoting innovative practice?

Chloe Collins has been in post as Excellence Co-ordinator for 4 months and is keen to offer support. "I can help with the awards process; from sending out reminders about upcoming awards, co-ordinating and drafting submissions, proof-reading applications and organising site visits for the judges."

The council recognises the value of applying for awards and the benefits it can offer can include promoting and sharing good practice with other authorities and partners. Awards play an important role in motivating staff and recognising our successes, it can also improve perceptions and understanding of council services within local communities.

Over the course of the past year the council has been short-listed for or won over 40 national awards.

Recent successes include:

- The Hate Crime Champions Project which won Diversity Peace Awards at the London Week of Peace Awards
- Skillsmatch won a National Training Award with Credit Suisse for their partnership work on Transitional Programmes
- The council and NHS Tower Hamlets won a Health Service



Journal Award for their Health and Wellbeing Joint Commissioning

- At the Local Government Chronicle Awards ceremony Whitechapel Market Recycling programme was Highly Commended

Chloe's position also encompasses the role of Beacon Co-ordinator. Beacon responsibilities include representing Tower Hamlets at meetings with government departments, disseminating good and innovative practice nationally and organising learning events and open days.

This year we are particularly proud having scooped the prestigious Beacon Award in two categories; Positive Engagement of Older People and Preventing and Tackling Child Poverty. Chloe continues: "I am eager to build upon the successes of this past year by further promoting Tower

Hamlets' achievements through awards and the recognition they provide".

Tower Hamlets' reputation as a Beacon Authority is an international one when earlier this year we hosted a delegation from Bosnia and Herzegovina interested in the scheme and the benefits it brings to us.

If you know of any upcoming external awards that you would like to enter or have a great project that you feel deserves recognition and would like corporate support with the process please contact Chloe Collins on the details below.
Chloe.Collins@towerhamlets.gov.uk
020 7364 4041

A list of forth coming awards is available on the intranet under the Awards Calendar through this link: http://townternet/Intranet/staff_services/business_planning/improving_tower_hamlets.aspx

Strategy & Performance welcome new team members

The corporate Strategy and Performance service has undergone some major staff changes over the last few months, with new faces in every team. We thought we'd take this opportunity to bring you up-to-date on the team's new members and key contact details.

Service Head

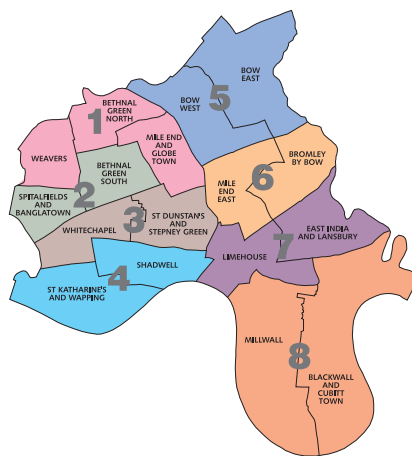
Louise Russell is returning to her substantive post as Service Head for the team from June. Alan Steward and Jon Underwood have been ably covering the role during her maternity leave and secondment.

Policy

Kevin Kewin (Policy Manager x4075) and Nasim Patel (Policy Officer), have been joined by Daisy Beserve (Policy Officer) and Lorna Spence (Research & Information Officer). Lorna has joined us from the Greater London Authority, but Daisy isn't completely new, having been with Tower Hamlets for over a year now in various departments through the National Graduate Development Programme. James Millington has also joined the team for the next six months as part of the NGDP scheme. You'll find an article from our new Excellence Co-ordinator, Chloe Collins, on the previous page.

Performance

Stephanie Ford (Performance Manager x4361) has rejoined the team, filling in for Lucy Sutton whilst she's on maternity leave. We also have three new Performance Officers: Kael Long, who joined the team in November 2008; James Coumbe,



who arrived at the council in April; and Xhelal Gerguri, who will be joining in June from Barnet. Vicky Allen, who was previously PA to the S&P Service Head, is now our Performance & Information Officer.

THIS Borough

There has also been change in the THIS Borough team. Lolita Muhammad has joined us from Parking as the Local Information Systems Analyst. She will be joined in June by Tom Kalber, who will be replacing Robin Harris as THIS Borough Manager.

Finally, we have also welcomed Ayden Wellington (Support Officer x4455) and Alice Wallace (Third Sector Development Manager). Ayden has joined us from Community Safety and Alice is with us for 9 months from the East London CVS Network. Alice will be working on a refresh of the joint Council and NHS Tower Hamlets Third Sector Strategy, and reporting to Jon Underwood, who is staying on in the team temporarily to oversee co-ordination of the council's third sector work.

Strategy and Performance

The Strategy and Performance team drive the council's strategic planning and performance management activity. The service supports performance improvement across the council and its partners and increasingly looks to support strategy and policy development.

The performance team is responsible for the council's performance management framework and for developing effective performance management across the organisation. They are involved in developing and monitoring corporate plans as well as overseeing performance improvement across the council.

The main aim of the policy team is to strengthen the strategic direction of the council and support the Tower Hamlets Partnership. They are responsible for developing and negotiating the Local Area Agreement and managing Government assessment processes like the new Comprehensive Area Assessment. The team has a role in supporting the good use of research and information, which is essential in the development of effective strategy and policy.

Both teams share a focus on inter-agency and inter-authority working, identifying opportunities to become a more outward-looking council able to learn and develop from best practice.

Supporting the team's work is the Tower Hamlets Information System (THIS Borough), which makes a wide range of performance data and general borough information available to both the council and the public.

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.

It's now even easier to nominate colleagues that you think deserve a special thank you.

The thank you card is now available to download from TownerNet, the council's intranet, making it quicker and easier for you to let colleagues know that you appreciate the work they do.

To nominate someone visit http://towernet/Intranet/staff_services/learning_development/staff_recognition_strategy/staff_thank_you_scheme.aspx

Name: **Peter Allnut**
Job title: CCTV Control Centre Manager
Thanked for: successfully completing the CCTV Capital Spend Programme

Name: **Vivien Ebanks**
Job title: Customer Services Manager
Thanked for: Participating in the Eqia process at short notice

Name: **Fizz Annand**
Job title: Alcohol Strategy Lead
Thanked for: work on alcohol related violence strategy

Name: **Elizabeth Hamer**
Job title: DIP manager
Thanked for: Achieving green status on all KPIs

Name: **Theresa Berecz**
Job title: Admin officer
Thanked for: all the hard work you do for the full council meetings

Name: **Paul Fenton**
Job title: Business Support Officer
Thanked for: Valuable contribution to the team throughout 08/09

Name: **Mike Arnold**
Job title: Pool Engineer Design
Thanked for: The fantastic job you've done transforming Lukin Street

Name: **Denise Hornidge**
Job title: Idea Store Supervisor
Thanked for: Making the Shadwell Centre look stunning

Name: **Mark Gelfs**
Job title: CCTV Pool Engineer
Thanked for: Delivering the 08/09 Capital Programme

Name: **Benilda Baiden**
Job title: Senior Administrative Office
Thanked for: all the hard work you do and extra work you undertake

Name: **Suzanne Wright**
Job title: Office Manager, Extended Services
Thanked for: Extraordinary efforts in closing the year end accounts for nine budgets

Name: **Elizabeth Hamer**
Job title: Dip Manager
Thanked for: outstanding work

Name: **Shaheda Begum**
Job title: Admin officer
Thanked for: Hard work during the 08/09 closure procedure

Name: **June Cairns**
Job title: Senior admin officer
Thanked for: Hard work and contribution throughout the 08/09 closure process



Healthy Workplace Programme

The Healthy Workplace Programme has recently been set up for staff at both NHS Tower Hamlets and Tower Hamlets Council.

The programme aims to improve the health and wellbeing of employees by encouraging staff to adopt healthy lifestyle practices in the workplace.

The programme will need to address three key elements to be successful: the physical environment, healthy lifestyle practices and a supportive environment and workplace culture.

The physical environment refers to areas like staff canteens, bike sheds, lockers, showers and work stations.

Healthy lifestyle practices means the provision of workplace opportunities for increasing physical activity, encouraging healthy eating, supporting good

mental health, smoking cessation and alcohol awareness.

A Healthy Workplace policy has been written to provide guidance for creating a supportive environment and workplace culture.

The Healthy Workplace Programme is supported by a network of Healthy Workplace Champions across various services. These champions act as role models and can signpost or provide support for colleagues that are interested in improving their health and wellbeing.

If you would like more information on existing or planned services or you would like to have some input into your Healthy Workplace Programme email Healthy Workplace Manager: Kirk St.Lewis at kirk.stlewis@thpct.nhs.uk or call: 07534 254 248.

Here are some of the benefits offered to staff:

Onsite massage at Anchorage House

11am-3pm every Thursday in the Occupational Health clinic rooms, ground floor, Anchorage House. The massage, which takes place fully clothed costs £8 for a 15 minute session or £15 for a half an hour

To book call Sarah on 07960 585 277 or email: Zonetherapies@tiscali.co.uk. Payments can be made by Cheque or Standing order

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 or phone: 020 7364 3938.

National Bike Week

Runs from the 13th to 21st June. For more information on local cycle events contact the Travel Awareness Officer by email: sam.margolis@towerhamlets.gov.uk or phone: 020 7364 6707.

Healthy Workplace Challenge

This month's challenge is the Barts and The London Charity 10K in Victoria Park E9 on the 14th June. We are putting together teams to walk or run the distance. For more information contact the Healthy Workplace Manager by email: kirk.stlewis@thpct.nhs.uk or phone: 020 7364 3938.

Weight Management

For online help for people wanting to lose weight use the link below (free) <http://www.bdaweightwise.com/>

Discover Docklands for free

Docklands Discovery is part of the larger **Story of London**, in partnership with the Mayor's Office and Visit London. Canary Wharf Arts & Events celebrates the Story of London with music, dance, theatre, history and nature walking trails, visual art and fashion exhibitions plus free beaded jewellery and sustainable craft workshops for kids.

Exhibitions

Various art exhibitions will be on display throughout the month of June, including a wallpaper exhibition by Lizzie Allen in Cabot Place East window gallery and paintings of London by Richard Colson in Canada Place. In addition The British Sari Story exhibition by Bridging Arts is on display in the foyer, One Canada Square, from 18-26 June.

Music

Many of the excellent music performances that will be taking place on Friday 19 and Saturday 20 June will include ensembles and choirs local to the Docklands area and feature London's newest symphony orchestra, the Docklands Sinfonia. Choirs from Credit Suisse, Morgan Stanley, HSBC and the London Docklands Singers will all perform along with musicians from Trinity College of Music, the wonderfully dynamic Blossom Street Singers, led by TCM postgraduate Hilary Campbell, and The Classic Buskers.

Music, Dance & Theatre
Meanwhile in Jubilee Park, on Saturday 20th June a varied programme of music, drama and dance will be on offer, including

the stunning Mahua Bangla Dhakis and Peacock Dancers with their rhythmic drumming and colourful dance moves, steeped in Bengali culture. There will be interactive workshops courtesy of Bottlefed Creative Dance and Drama and east London's Theatre of Inspirations with their intriguingly-titled *The Spamhaus Project*.

Walking History Trails

Walkers will come to understand the origin of the names Canary Wharf, Cabot, Cubitt and Milligan and gain an insight into the footprint of West India Docks and the history behind their construction and how they functioned as well as the area's vital multi-cultural roots. The devastation of WWII will be revealed, followed by the boom then decline of the docks and the dramatic regeneration of Canary Wharf.

Walking Nature Trails

From green roofs and parks to colourful flower-beds and aquatic features, walkers will discover the green areas and learn of the species of bird, fish and insect that the area attracts. They will hear how green areas are managed from a member of Canary Wharf's landscape gardening team and have the opportunity to visit one of the green roofs for which Canary Wharf is famed.

Echo Piece (Canary Wharf) 2009

This is a one-hour walk through Canary Wharf to complement a site specific sound composition



The Classic Buskers

with a live brass accompaniment, written by the respected British composer and writer Michael Parsons. *Echo Piece* is an environmental sound work, to be performed by a number of musicians, exploring the acoustic properties of an open-air space and its reflective surfaces.

The events take place on June 19 and 20, from 12pm – 2pm & 6pm – 8pm, Friday and 11am – 5pm, Saturday in Canary Wharf. For more information call 020 7001 3016 or email arts&events@canarywharf.com



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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