

# London Borough of Barking and Dagenham

## Notice of Meeting

### ASSEMBLY

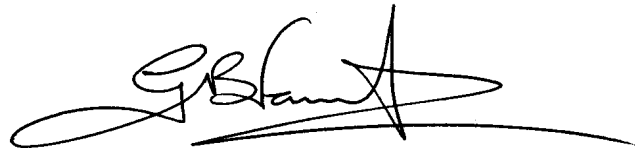
**Wednesday, 19 May 2004 – Town Hall, Barking, 7:00 pm**

To: Members of the Council of the London Borough of Barking and Dagenham

**Chair:** Councillor J Davis  
**Deputy-Chair:** Councillor D F Best

#### Declaration of Members Interest

In accordance with Article 1, paragraph 12 of the Council's Constitution, Members are asked to declare any direct/indirect financial or other interest they may have in any matter which is to be considered at this meeting



Graham Farrant  
Chief Executive

11.5.04

Contact Officer Valerie Dowdell  
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#### AGENDA

1. **Apologies for Absence**
2. **To confirm as correct the minutes for the Assembly meeting held on 7 April 2004 (Pages 1 - 3)**
3. **Tribute to the late Councillor R J E Jeyes (Page 5)**
4. **Petition: Rogers Gardens - Anti-Social Behaviour (for decision) (Pages 7 - 9)**
5. **Petition requesting a BMX track in Old Dagenham Park (for decision) (Pages 11 - 16)**

6. **Petition relating to the reorganisation and redevelopment of existing civic amenity site, Frizlands Depot, Frizlands Lane (for decision) (Pages 17 - 34)**
7. **Petition protesting about the non-completion of the subway at the end of the Scrattons Farm Estate (A13 Gale Street/Scrattons Farm Subway) (for decision) (Pages 35 - 43)**
8. **Petitions: (Pages 45 - 50)**
  - (i) Council's Decision on Community Halls
  - (ii) Request for a Community Hall in the Valence area

The local issues section of the agenda includes a presentation by Community Matters on their development contract around this issue. It is proposed that discussion of the two petitions is held after the presentation.

9. **Local Issues:**
  - (i) Presentation by Community Matters
  - (ii) Presentation by Transport for London
10. **Education Development Plan (EDP) (for decision) (Pages 51 - 52)**

Annual update of the 2002-2007 EDP for 2004/05 (report attached – EDP circulated separately)
11. **Final Report of the Erkenwald Centre Development Scrutiny Panel (for decision)**

To follow.
12. **Final Report of the Social Inclusion Policy Commission (for decision) (Pages 53 - 117)**
13. **Leader's Question Time (for response)**
14. **General Question Time (for response)**
15. **Annual Reports of Meetings - for information unless indicated otherwise (Pages 119 - 161)**
  - (i) Ceremonial Council
  - (ii) Community Forums
  - (iii) Executive, including Appointments to the Political Structure 2004/05 and Members' Allowances 2004/05 (to follow)
  - (iv) Scrutiny Management Board
  - (v) Development Control Board
  - (vi) Personnel Board
  - (vii) Standards Committee
  - (viii) BAD Youth Forum

16. **Any other public items which the Chair decides are urgent**
17. **To consider whether it would be appropriate to pass a resolution to exclude the public and press from the remainder of the meeting due to the nature of the business to be transacted.**

### **Private Business**

The public and press have a legal right to attend Council meetings such as the Assembly, except where business is confidential or certain other sensitive information is to be discussed. The list below shows why items are in the private part of the agenda, with reference to the relevant legislation (the relevant paragraph of Part 1 of Schedule 12A of the Local Government Act 1972). *There are no such items at the time of preparing this agenda.*

18. **Any other confidential or exempt items which the Chairman decides are urgent**

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## **ASSEMBLY**

Wednesday, 7 April 2004  
(7:00 - 8:05 pm)

### **PRESENT**

Councillor J Davis (Chair)

Councillor J L Alexander	Councillor W F L Barns
Councillor Mrs E E Bradley	Councillor G J Bramley
Councillor Mrs J E Bruce	Councillor H J Collins
Councillor L A Collins	Councillor Mrs J Conyard
Councillor B Cook	Councillor Mrs V W Cridland
Councillor R J Curtis	Councillor J R Denyer
Councillor C J Fairbrass	Councillor M A R Fani
Councillor Mrs K J Flint	Councillor C Geddes
Councillor A Gibbs	Councillor Mrs D Hunt
Councillor I S Jamu	Councillor T J Justice
Councillor S Kallar	Councillor R C Little
Councillor M A McCarthy	Councillor M E McKenzie
Councillor D S Miles	Councillor D O'Brien
Councillor B M Osborn	Councillor Mrs C T Osborn
Councillor J W Porter	Councillor Mrs V M Rush
Councillor L A Smith	Councillor Mrs P A Twomey
Councillor T G W Wade	Councillor J P Wainwright
Councillor L R Waker	Councillor Mrs M M West

### **APOLOGIES FOR ABSENCE**

Councillor Ms M G Baker	Councillor D F Best
Councillor Mrs J Blake	Councillor Mrs D Challis
Councillor A C Clark	Councillor A H G Cooper
Councillor Mrs J E Cooper	Councillor W C Dale
Councillor M W Huggins	Councillor R J E Jeyes
Councillor F C Jones	Councillor R B Parkin
Councillor Mrs J E Rawlinson	Councillor A G Thomas

#### **113. Minutes (3 March 2004)**

Agreed.

#### **114. Member Appointments:**

- Ratified the appointment of Councillor J Denyer as Chair of the Wellgate Community Forum.
- Councillor Mrs D Challis was appointed to serve on the Eastbury, Mayesbrook and Longbridge Community Housing Partnership.

**115. Presentation by young people from the Marks Gate area**

Received a presentation outlining the work being undertaken to improve behaviour and activities for the young people of the Marks Gate area. The young people present asked the Assembly to support them in obtaining further resources and finance to build on the progress made.

**116. Report of the BAD Youth Forum**

Received the report, which was presented by the Chair and Vice-Chair of the Forum.

**117. Report of the Director of Housing and Health: Housing - Improvement and Change: Housing Bylaws (report attached - for decision)**

Received a presentation by the Head of Housing Customer Services.

Agreed the recommendations set out in the report.

**118. Final Report of the Health and Social Care Partnership Arrangements Scrutiny Panel**

Agreed the recommendations made in the report.

Councillor Mrs Rush thanked Members and officers for their support.

**119. Final Report of the Housing Associations Scrutiny Panel**

Agreed the recommendations set out in the report.

Councillor Barns thanked Members and officers for their support.

**120. Report of the Executive**

Noted the recommendations for the following, which were considered under separate reports at the Assembly meeting on 3 March 2004:

- 1 Calendar of Meetings
- 2 Council Tax 2004/05 and Medium Term Financial Strategy
- 3 Treasury Management Annual Strategy Statement and the Council's Prudential Indicators

Agreed the Capital Budget for 2004/2005 (as amended by Minute 308 – Housing Investment Programme for 2004/5/6) to be met from the Council's usable capital receipts, as set out in Appendices B to E of the report, and in principle for later years subject to review.

**121. Report of the Scrutiny Management Board**

Noted.

**122. Report of the Development Control Board**

Noted.

**123. Report of the Personnel Board**

Noted

**124. Report of the Standards Committee**

Noted.

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### **COUNCILLOR R J E JEYES**

Robert Jeyes was born in Wapping, London in August 1927 and moved to the Borough when he was three years old. He was married to Hazel and they had a son and a daughter and three grandchildren. Before retirement he worked as a senior nursing officer.

Councillor Jeyes was Chairman of the Ratepayers/Residents' Association since 1979 and was elected onto the Council to serve Chadwell Heath Ward in 1982. He was the Leader of the Chadwell Heath Residents' Association Group on the Council.

Since 1959 Councillor Jeyes was an Executive Member of East London NALGO (health service), District Council representative from 1965 to 1992 and London Health Service representative from 1965 to 1992. He was also staff side representative for the Nurses and Midwives Whitley Council and London Weighting Committee.

In the early 1970s he became the TUC representative on industrial tribunals, Social Services appeals and NHS remuneration appeals.

Before the Council restructuring, Councillor Jeyes sat on the Establishment, Health and Consumer Services, Social Services, Finance and Policy Advisory committees. Since then he served on the Regulatory and General Matters Board and the Personnel Board and was Chair of the Wellgate Community Forum.

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**THE ASSEMBLY**

**19 MAY 2004**

**REPORT FROM THE DIRECTOR OF LEISURE AND ENVIRONMENTAL SERVICES**

<b>PETITION</b>	<b>FOR DECISION</b>
<b>ROGERS GARDENS - ANTI SOCIAL BEHAVIOUR</b>	
<i>The Constitution (Article 2 paragraph 15) requires petitions containing more than 50 signatories from separate addresses to be reported to the Assembly.</i>	
<b>Summary</b>	
<p>To report the receipt of a petition containing 60 individual signatories from 53 separate addresses, asking for the closure of the alley between Rogers Gardens and Stanfield Road.</p> <p>The heading on the petition stated:</p> <p>"The residents of Rogers Gardens, Dagenham Essex, request that the alley between Rogers Gardens and Stanfield Road be locked (and reopened in daytime), due to the unsociable behaviour, drug-taking and vandalism that takes place therein in the evening/nighttimes."</p> <p>Several letters were also received at the time of receiving the petition outlining the concerns of individual residents with respect to the same issue.</p> <p>In accordance with Council procedures in respect of petitions, a meeting was arranged on the 5 March 2004 and invitations to attend were issued to Councillor McKenzie (Portfolio Leader for Street Scene), Ward Members, (Councillors Davis, McCarthy and Wade) the local Police, Lead Petitioners (Mr and Mrs Smith) and Officers.</p> <p>At the meeting the Lead Petitioners were unable to attend due to a family bereavement however, petitioners Ms Terry and Mr Gorecki were in attendance and gave background information on the problems experienced and incidences of anti social behaviour. Details of instances of abuse to residents and damage to their vehicles were also outlined.</p> <p>It was felt by both Ward Members and petitioners that the derelict property No 1 Rogers Gardens was a contributing factor in attracting gangs of youths to the area.</p>	
<b>Recommendation</b>	
<p>The Assembly is asked to note the actions that have been taken and agree that no further action should be taken to close the alley.</p>	
<b>Wards Affected - Alibon Ward</b>	

<b>Contact</b> Mike Mitchell	Head of Environmental Management	Tel: 020 8227 2677 Fax: 020 8227 2221 e-mail <a href="mailto:mike.mitchell@lbbd.gov.uk">mike.mitchell@lbbd.gov.uk</a>
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## 1. Background

- 1.1 The alleyway, which runs between Rogers Gardens and Standfield Road, forms part of the public highway network which is maintained at public expense.
- 1.2 In accordance with Council procedures in respect of petitions, a meeting was arranged on the 5 March 2004 and invitations to attend were issued to Councillor McKenzie (Portfolio Leader for Street Scene), Ward Members, (Councillors Davis, McCarthy and Wade) the local Police, Lead Petitioners (Mr and Mrs Smith) and Officers.
- 1.3 At the meeting the petitioners, Ms Terry and Mr Gorecki gave background information on the problems experienced and incidences of anti-social behaviour. Details of instances of abuse to residents and damage to their vehicles were also outlined.
- 1.4 It was felt by both Ward Members and petitioners that the derelict property No 1 Rogers Gardens was a contributing factor in attracting gangs of youths to the area.
- 1.5 The Lead Petitioner confirmed that a petition had previously been submitted to the Council regarding this property. It was agreed that a copy of this petition would be passed to the Ward Councillors for action.
- 1.6 The situation regarding the alleyway was discussed and it was confirmed that, should a closure be proposed, then the matter would have to be the subject of an application to the local Magistrates Court under the requirements of the Highways Act 1980.
- 1.7 Wayleaves may be required to protect Statutory Undertakers equipment, which may be present in the alleyway.
- 1.8 The petitioners gave details of drug taking and dealing, which was taking place in the alleyway.
- 1.9 The Police confirmed that local beat officers had been called to the alleyway over the recent summer months, however, the situation had now calmed down. The Police incidence reports indicated that 20 calls had been made in the past 12 months of which 12 were for disorder and theft and damage to motor vehicles.
- 1.10 It was agreed that due to the difficulties, which may occur in achieving a closure order for the public highway, more effort should be concentrated on the other issues such as the derelict property and the issue of Anti-Social Behaviour Orders (ASBO).
- 1.11 It was acknowledged that when Police arrived to deal with an incident, the youths dispersed through the alleyway and then re-assembled when the police had gone.

1.12 Details of individual troublemakers were given to the Police following the conclusion of the meeting.

## **2. Follow Up Actions**

2.1 Due to the sensitive nature of the action regarding anti-social behaviour, the Police have been invited to this meeting to give a verbal report on the situation.

2.2 The Private Sector Housing Team is currently working on 1 Rogers Gardens to make the property fit. The property has been visited on a number of occasions and contact has been finally made with the current owner of the property. The owner has been served with a "minded to" section 189 notice on the 28 April 2004, which sets out what work is required to make the property fit. This has a life span of 15 days, after which, if no effort has been made to comply with this notice, a formal section 189 will be served which will set out a formal timescale for works to be completed. If there is still no co-operation from the owner then further legal action will be taken to ensure the property is returned to fitness.

2.3 The owner of the property, who is still living at 1 Rogers Gardens, has been met. It would appear that he is willing to co-operate with the team and has said that he is inclined to sell the property and move on.

2.4 The best option would be for the quick sale of the property on the open market as suggested by the owner. However, we will continue the formal legal approach as well, in case the owner changes his mind and decides to try and leave the property as it is.

2.5 It should be noted that if the legal route is needed then it will be a time consuming process due to legal timescales that need to be adhered to. However, the Private Sector Team will be endeavouring to improve the property in as quick a time as is legally practicable.

## **2 Financial Implications**

3.1 The formal closure of the alleyway would involve financial considerations arising from legal and advertising costs, possible physical closure by fencing and payment of wayleaves to any statutory undertaker who has equipment within the pathway. Any of the above financial considerations would have to be met from the existing Highways Maintenance Budget.

### **Background Papers**

Petition

Minutes of Petitioners Meeting 5 March 2004

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**THE ASSEMBLY**

**19 MAY 2004**

**REPORT FROM THE DIRECTOR OF LEISURE AND ENVIRONMENTAL SERVICES**

<b>PETITION REQUESTING THAT LEISURE &amp; COMMUNITY SERVICES CONSTRUCT A BMX TRACK IN THE ARENA IN OLD DAGENHAM PARK</b>	<b>FOR DECISION</b>
<p><i>The Constitution (Article 2, paragraph 15) requires petitions containing more than 50 signatories from separate addresses to be reported to the Assembly.</i></p>	
<p><b>Summary</b></p> <p>To report the receipt of a petition containing 96 individual signatures from 73 separate addresses, asking the Council to construct a BMX track in the Arena at Old Dagenham Park. The Heading on the petition stated:-</p> <p>'We the undersigned, ask the Barking &amp; Dagenham Council Parks Department to construct a BMX cycle track at the old arena in Old Dagenham Park'</p> <p>The Petition which was originally presented to Councillor Waker at the November 2003, Dagenham Village Partnership.</p> <p>In accordance with Council procedures in connection with petitions, a meeting was arranged for the 31 March 2004 at the Civic Centre to discuss the issues raised in the petition. The meeting included Councillor Porter, (portfolio holder for leisure services), Councillor Waker, (Ward Councillor, Village ward), Council Officers, the Lead Petitioner and a number of other petitioners.</p> <p>The petitioners outlined their wish to see a BMX facility constructed within the former Arena site. Consideration was given to the potential future use of the Arena in Old Dagenham Park. A Master Plan will be produced for the park identifying options for improvement and will include the provision of a BMX track in a suitable location within the Park. The Master Plan will then be consulted upon with park user groups and the local community. This consultation will include the Lead Petitioner. What was discussed was generally agreed upon.</p> <p><b>Recommendation</b></p> <p>The Assembly is asked:</p> <p>(ii) to agree with the proposed actions which will take place as part of the Parks &amp; Green Spaces Strategy.</p> <p><b>Reason</b></p> <p>To assist the Council in achieving its Community Priority of 'Making Barking and Dagenham Cleaner, Greener and Safer'.</p>	

<b>Wards Affected</b> – Village / River Wards. The Arena within Old Dagenham Park is located within Village Ward. However, the park goes into River Ward. A breakdown of the Wards in which the signatories of the petition reside is attached as <b>Appendix A</b> .		
<b>Contact</b> Damien Parker	Acting Group Manager Cemeteries, Parks & Security	Tel: 020 – 8227 3238 Fax: 020 – 8227 3129 E-mail: <a href="mailto:damien.parker@lbbd.gov.uk">damien.parker@lbbd.gov.uk</a>

## 1. Background

- 1.1 The Arena in Old Dagenham Park consists of an old Imperial cinder running track surrounding a grass area, which is marked out for football. The area is fenced in from the surrounding park by galvanised palisade fencing. The stadium which used to look onto the track has long since been removed. The running track has been redundant for athletics use since decimalisation in the early 1970's.
- 1.2 The athletics requirements for the Borough's residents are now met by the athletics arena in Mayesbrook Park. The running track in Mayesbrook Arena was resurfaced in 2003 at a cost of around £200,000.
- 1.3 Whilst the cinder running track within the Arena is redundant, the football pitch which lies within it is utilised by Romford Scorpions Football Club on alternate Saturdays.
- 1.4 The Parks Section currently receives an annual income of around £631 per year for the letting of this particular pitch.
- 1.5 Over the last 3 year period there has been a substantial investment in the infrastructure of Old Dagenham Park including:

New boundary fence along Ballards Road	£ 36,000
New children's Playground – Council Capital	£ 70,000
New Wheels area – London Riverside Ltd	£ 66,155
Re-surfacing of the tennis & basketball courts – London Riverside Ltd	£ 30,000
<b>Total</b>	<b>£202,155</b>

## 2. Current Position

- 2.1 The Parks Development Section is bringing together the Master Plan for Old Dagenham Park as part of year two of the Parks and Green Space Strategy. Within this overall plan for the park, consideration will be given to locate a BMX track within the park. The position of the track will be dependent on what comes out of the consultation with the local community, including the petitioners. This will be carried out within twelve to eighteen months.
- 2.2 At a recent Dagenham Village Partnership Forum, Monica Tyler – Chief Executive from Thames Gateway Consortium, referred to the BMX petition and to the possibility



of providing financial assistance. Officers will investigate this offer as part of the Old Dagenham Park Master Plan Project.

- 2.3 The strategic approach of the Parks section to the improvement of Old Dagenham Park was discussed at length with those petitioners who attended the consultation meeting on the 31 March 2004. Whilst the petitioners view the former arena area as their initial favoured site for a BMX track this might not suit the neighbouring residents or be the most strategically suitable position.
- 2.4 Attached to this report as **appendix B** is an extract from the “Transforming Your Space” bid application form which outlines the authority’s desire to transfer funding, which had originally been earmarked for Goresbrook Park phase two, to improvement works in Old Dagenham Park. A decision on the bid is expected in May 2004.
- 2.5 Officers recommend that the Petitioners be thanked for preparing their petition and drawing the site to Members’ attention.

### **3. Consultation**

- 3.1 Cllr Porter, Portfolio Holder for Leisure & Community Services and the Ward Councillors Best, Dale, Waker, Mrs Twomey, Jamu and Smith have seen this report and are happy with it as it stands.
- 3.2 A meeting between the Council’s representatives and the Lead Petitioner was originally scheduled to take place on the 9 February 2004. Unfortunately there was evidently an error in communications, which meant that the Lead Petitioner did not attend this meeting. A subsequent meeting was organised and the Lead Member and Councillor L Waker and Council Officers met with the Lead Petitioner and a number of other petitioners on the 31 March 2004 to discuss the issues raised in the petition.

### **4 Financial Implications**

- 4.1 There are no financial implications at this stage. A financial appraisal of the options will be included in the Master Plan for this park.

### **Background Papers**

Petition

Executive Report and Minute 148, 8 October 2002. Transforming your Space (TYS)

Community Forums, 2003. Community Action Plan Jan 04 – Jul 05

Executive Report and Minute 12, 27 May 2003. LBBD Parks and Green Spaces Strategy May 03

## APPENDIX A

### Breakdown of Signatures on Petition by Ward Area

Ward	Number of signatures	As a percentage of the total
Abbey	0	0%
Alibon	9	10%
Becontree	2	2%
Chadwell Heath	0	0%
Eastbrook	2	2%
Eastbury	1	1%
Gascoigne	0	0%
Goresbrook	22	23%
Heath	3	3%
Longbridge	0	0%
Mayesbrook	1	1%
Parsloes	0	0%
River	35	37%
Thames	0	0%
Valence	0	0%
Village	7	7%
Whalebone	0	0%
Out of Borough	10	11%
Unknown	4	4%
Total	96 signatures (73 individual addresses)	100%

### Extract from the Borough's "Transforming Your Space" bid Application

The aim of the Project is to deliver Park improvements to Old Dagenham Park, in partnership with the local community. The Park was opened in 1932 but is now in need of substantial investment to encourage local people to utilise this large green space.

The reasons why Old Dagenham Park has been chosen as a replacement project for Goresbrook Park are;

- a strategic masterplan and management plan process is about to be 'kicked off' this year that would dovetail in the objectives of the 'Transforming you Space' (TYS) programme
- it is in the same geographical area as Goresbrook Park, which ensures equality of green development throughout the Borough
- the other replacement option area of Scrattons Eco Park, has land issues with Network Rail that are likely to remain unresolved within the TYS timeframe.

Both the Community Action Plan Jan 04 – Jul 05 (community consultation document) and the LBBDD Parks and Green Spaces Strategy May 03 outlined the need to develop "Parks with a purpose – contain good facilities and that feel safe". This project will follow these principles by working with established groups such as;

- Dagenham Village Partnership,
- Dagenham Priory School (sports and art departments),
- the BMX petition group
- the Youth Forum
- other park stakeholders

The TYS project will improve four areas of need within the Park. These have been identified via public consultation, the Parks and Green Spaces Strategy (PGSS) and a preliminary analysis of the existing park facilities.

These four areas are:-

1. The Pavilion – this under used community facility would be the focus of an interior and exterior modernisation programme. Included in this is the refurbishment of public toilets, upgrade of the kitchen facilities and changing room areas. The establishment of courtyard area with seating, planting and cycle storage will create a focal point in the park (see PGSS – Part Three).
2. The Arena and auxiliary area – this redundant running track would be rejuvenated with a fitness trail suitable for school children, removal of eyesores such as internal palisade fencing and handstand areas. In addition to the arena enhancement, improving the carpark area with accessible surfacing and carpark lighting (security reasons) are vital to back up the park improvements.
3. Youth Area – by locating around already existing facilities and adding a BMX track, community shelter and new paths and mounds, the site would become a hub of activity and youth energy.
4. Ornamental Gardens – this peaceful area would be enhanced by the design of a touch and feel community garden. The site would be developed with an educational focus, to

encourage school children to learn about the types of plants that grow in their area and to develop a sense of ownership for the Park by this group.

To enable LBB and New Opportunities Fund (NOF) to optimise the most from the Old Dagenham Park improvements a community development worker would be contracted to generate capacity building. The worker will be tasked to ensure that park users' views are heard throughout the development process and to organise park community events in the summer.

**THE ASSEMBLY**

**19 MAY 2004**

**REPORT FROM THE DIRECTOR OF LEISURE AND  
ENVIRONMENTAL SERVICES AND THE DIRECTOR OF  
HOUSING AND HEALTH**

<b>PETITION: REORGANISATION AND REDEVELOPMENT OF EXISTING CIVIC AMENITY SITE, FRIZLANDS DEPOT, FRIZLANDS LANE</b>	<b>FOR DECISION</b>
<p><i>The Constitution (Article 2, paragraph 15) requires petitions containing signatures from 50 or more separate addresses to be reported to the Assembly, together with details of action taken or proposed.</i></p>	
<p><b>Summary</b></p>	
<p>To report the receipt of a petition containing 204 individual signatures from 144 separate addresses, objecting to the erection of the reorganisation of the Civic Amenity Site and the erection of the new covered tipping hall, which was granted Town Planning permission on 3 December 2002 and became operational in late November 2003.</p>	
<p>This petition was dated 20 Jan 2004 and was submitted following a meeting with residents on 15 December 2003 at the Civic Centre. It states that, since the new building has become operational, noise and vibration have increased, there is the potential for increases in dust, litter and odour, the privacy of nearby houses has been compromised and that traffic has increased along Bull Lane and Frizlands Lane. It is alleged that this has resulted in a loss of property values. There was also concern that there had been a lack of adequate consultation at the Town Planning Application stage.</p>	
<p><b>Recommendation</b></p>	
<p>The Assembly is recommended to note the works that have been carried out to alleviate the noise nuisance.</p>	
<p><b>Reason</b></p>	
<p>To assist the Council in achieving its Community Priority of <i>"Making Barking and Dagenham Cleaner, Greener and Safer"</i>.</p>	
<p><b>Wards Affected</b></p>	
<p>The depot is within Heath Ward. However, a breakdown of the Wards in which the signatories of the petition reside is attached as <b>Appendix C</b>.</p>	

<b>Contact</b> Tim Lewis	Development Control Manager, LESD	Tel: 020 – 8227 3706 Fax: 020 – 8227 3916 Minicom: 020 – 8227 3034 E-mail: <a href="mailto:tim.lewis@lbbd.gov.uk">tim.lewis@lbbd.gov.uk</a>
Darren Henaghan	Head of Health and Consumer Services, H&H	Tel: 020 – 8227 5660 E-mail: <a href="mailto:darren.henaghan@lbbd.gov.uk">darren.henaghan@lbbd.gov.uk</a>
Mike Mitchell	Head of Environmental Management, LESD	Tel: 020 – 8227 2677 E-mail: <a href="mailto:mike.mitchell@lbbd.gov.uk">mike.mitchell@lbbd.gov.uk</a>

## 1. Background

- 1.1 The petition was received from five Lead Petitioners residing in Bull Lane and is attached as **Appendix A**
- 1.2 The site of the new tipping hall is within the existing civic amenity facility; which has been on the site for approximately 60 years. Members are aware that East London Waste Authority (ELWA) is a joint statutory Waste Disposal Authority responsible for the disposal of waste generated by the London Boroughs of Barking and Dagenham, Havering, Redbridge and Newham. As part of ELWA's plans for the disposal of waste generated by the four boroughs, Shanks has been selected to manage and dispose of all delivered domestic waste and some trade waste across the ELWA area for the next 25 years.
- 1.3 As part of this agreement ELWA Limited, a specifically created company, proposes to redevelop the 4 existing civic amenity sites located at Gerpins Lane (Upminster), Jenkins Lane (Beckton), Chigwell Road (Woodford) and Frizlands Lane in Dagenham. Each site would be re-branded as Refuse and Recycling Centres with new facilities
- 1.4 To assist in this ELWA sought planning permission for the redevelopment and reorganisation of the existing facilities at Frizlands Lane.
- 1.5 The application was submitted on 29 July 2002. Ninety-eight adjoining occupiers, community and commercial uses were consulted and the application was advertised in the local press. One response was received from the William Bellamy Junior School inquiring about the boundary treatment. On the 3 December 2002 the Planning Application (02/00564/FUL) was considered by the Development Control Board and conditional consent granted. A copy of the report to the Development Control Board is attached as **Appendix B**.
- 1.6 The Town Planning Application process has been investigated by the Ombudsman following a separate action from a resident of Bull Lane. The Ombudsman has discontinued the investigation and could find no fault in the way the Town Planning Application was determined.

- 1.7 Following the opening of the new building for operational purposes, complaints were received from residents opposite the site in Bull Lane regarding noise and disturbance. As a result a meeting was held on the 15 December 2003 with residents, chaired by Councillor McKenzie and attended by Officers and representatives from Shanks and ELWA. At this meeting a number of concerns were raised which were subsequently repeated in the petition. The Council stated that it would look into these matters and suggested remedies and a further meeting would be held. At the original meeting the Lead Petitioners had put themselves forward as the contacts for the residents and a subsequent meeting was held on the 29 January 2004 and chaired by the Leader of the Council in Councillor McKenzie's absence on holiday. The petitioners invited the local press to be present at the 29 January meeting. At that meeting, the residents decided that they wished Councillor McKenzie to be present at the Lead Petitioners meeting, which is required under Article 2 of the Council's Constitution. This meant that the Lead Petitioners meeting could not be arranged until after his return from holiday at the end of February.
- 1.8 The meeting discussed various measures that had been taken to alleviate noise and disturbance. The screen trees indicated on the Town Planning Application had been planted, but it was agreed that Shanks would look into improving the tree screen. Shutters had been installed on the openings to the building nearest the residential premises and areas of the building which were not in use are closed off. Vehicle reversing alarms have been temporarily disabled and new white noise alarms will be fitted to all Shanks vehicles. Shanks staff have been advised of new working practices to load bulkier lorries with 'softer material' first wherever possible to help reduce impact noise and vibration. The dust suppression system is to be moved to fall in line with the new practices. Also a new regime has been introduced to regularly sweep the site for any loose rubbish.
- 1.9 It was also agreed that instructions would be issued to Council drivers not to use Bull Lane as a cut through when visiting the depot. Stickers have been issued to be placed in the cabs of all Council vehicles as a reminder to the drivers.
- 1.10 Finally, it was agreed that Shanks would seek Town Planning permission for a new 5m high acoustic fence between the building and the houses at a position as close as practicable to the building and it is expected that this will have a significant effect on noise levels. This application (04/00115/FUL) has now been submitted and approved and construction is under way and should be complete by the time this report is considered. Until such time that this is complete the opening hours of the depot have been adjusted to later weekend opening as a gesture of goodwill to residents.

## **2. Current Position**

- 2.1 The Lead Petitioners' meeting was held on the 1 April 2004 when progress was discussed with the Lead Petitioners. There were still concerns regarding the Town Planning consultation progress and the petitioners felt that the consultation letter did not give sufficient information. The Council representatives present at that meeting did not agree that a mistake had been made in granting consent.

- 2.2 It was agreed that the traffic situation had improved following the instructions to drivers.
- 2.3 Noise generation was discussed and residents stated that the situation has changed in that the primary noise source now seems to be the public using the facility rather than the larger bulkier vehicles moving the rubbish around. Residents feel that this has a lot to do with users not utilising the recycling facilities.
- 2.4 Sound level measurements were taken over two periods when the site was in operation. The first period was between 7 January 2004 and 8 February 2004 with measurements being taken on seven separate days, including two at weekends, from three sites in Bull Lane. The conclusion of the study was that the noise is at a level which suggests that action should be undertaken by the operator to reduce the impact of the noise on the residents. Shanks have been extremely cooperative in trying to achieve a solution to the residents' concerns.
- 2.5 The second set of measurements was taken on 17 March 2004 to determine whether the installation of shutters, and changes to working practices had reduced sound levels. It was found that the closure of the metal shutters whilst bulk loading was in progress, gave a 10dB(A) reduction in sound levels. This means that the short-term measures taken by the operator are having a significant impact, but that more action is still required by the operators to reduce the impact of the noise on the residents.
- 2.6 A further noise measurement will be made following the completion of the proposed acoustic barrier.
- 2.7 In connection with dust, the Council's Environmental Health Officers agreed to monitor this as the petitioners felt this may be a health hazard. Also pelmets for the new shutters are to be installed to reduce any dust transmission. The effectiveness of the dust suppression systems are to be monitored.
- 2.8 The petitioners admitted that there was no odour problem and that loss of privacy should be addressed by the new fence.
- 2.9 Some of the petitioners felt that their premises had been devalued and that compensation should be payable. As no Officers at the meeting felt qualified to answer this point it was agreed that this would be looked into. The advice of the Council's Legal Services has now been sought and they have now confirmed that there is no provision in the Town and Country Planning or other legislation requiring or enabling the Council to pay compensation in cases such as this where Town Planning permission has been granted for a neighbouring development.
- 2.10 The petitioners stated that they supported the Council's efforts to recycle in principle, but felt that they had been misled on the Town Planning Application. As mentioned previously, the Ombudsman has investigated and found that the Council has not acted incorrectly in the processing of the application. The Council and Shanks gave a commitment to keep the dialogue open and meet again following the completion of the fence and the accompanying noise survey.



### **3 Conclusion**

3.1 In conclusion, it is considered that the Council has acted and is acting with all speed to address residents' concerns and that this is an ongoing process.

### **4 Consultation**

4.1 The following people have seen this report and are happy with it as it stands.

Robin Hanton, Corporate Lawyer & Deputy Monitoring Officer, CS  
Darren Henaghan, Head of Health and Consumer Services, H&H  
Mike Mitchell, Head of Environmental Management, LESD

The following have been consulted in the course of considering this petition and preparing this report:

#### **Councillors**

Councillors Fairbrass, Kallar and B Osborn as Ward Councillor and also Councillor McKenzie as Portfolio Holder for Waste Management and Recycling

#### **Background Papers**

Development Control Board Minute 81, 3 December 2002, (02/00564/FUL)  
Re: Redevelopment and Reorganisation of Frizlands Site  
Application by Shanks (see Appendix B attached to this report)

Town Planning Application Re: 5m High Acoustic Fence (04/00115/FUL)  
Application by Shanks (East London).

Minute 382, Technical Services Committee 27 September 1999  
Re: Management of the Technical Services Committee 27 September 1999.

Petition. (Covering pages of Petition See Appendix A)

Minutes of Lead Petitioners Meeting held on 1 April 2004.

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Mr G Farrent  
Chief Executive Officer  
London Borough of Barking & Dagenham  
Civic Centre  
Dagenham ESSEX  
RM10 7BY

20th of January 2004

*For and On behalf of the Residents of Bull Lane, Sparrow Green, Tannery Close,  
Frizlands Lane, William Bellamy Infant & Primary Schools et al*

Dear Mr Farrent

**Re: Frizlands Civic Amenities Site – Rainham Road North Dagenham –  
Redevelopment and Reorganisation – DC/02/00564/FUL**

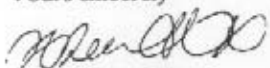
As the Chief Executive Officer and Managing Director of East London Waste Authority we feel that you are best placed to receive the enclosed copy of petition.

As you may be aware complaint has lead to negotiations with Local Authority officials, Shanks east London, local MPs and Councillors. Unfortunately progress is slow and we submit this petition to show our commitment in ensuring that the Local Authority investigates the matter in accordance with their code of corporate governance, local policy and Government Policy.

The original petition is being held for a more formal use and continuing collection of signatories, but is available for viewing should you require.

We shall await your reply in anticipation.

Yours sincerely

  
Sally Deathridge  
Paul Simmons  
Colin Pye  
Nicky Pye  
Rosemary Gasston  
The Representatives of the Residents Committee  
for and on behalf of all the local residents



Enc:  
CC: Mr T. Lewis – Development Control Manager, Mr Nash – Head of Environmental Health Department, Mr J Cruddas – MP, Cllr Milton Mckenzie

C:\petition letter.04

**PETITION FROM THE RESIDENTS OF HEATH WARD - BULL LANE, FRIZLANDS LANE, TANNERY CLOSE, SPARROW GREEN, WILLIAM BELLAMY INFANT & JUNIOR SCHOOL, ET AL - DATED DECEMBER 2003 - JANUARY 2004**

<b>IN OPPOSITION TO:</b>	THE REDEVELOPMENT/REORGANISATION OF FRIZLANDS CIVIC AMENITIES SITE - Waste Disposal Management - RAINHAM RD NORTH DAGENHAM ESSEX
<b>REFERRAL PAPER:</b>	ENVIRONMENTAL PROTECTION ACT 1990/HUMAN RIGHTS ACT OF 1998/WASTE MANAGEMENT LICENSING REGULATIONS 1994/CONTROL OF POLLUTION ACT 1974 ROAD SAFETY REGULATIONS
<b>COMPLAINT:</b>	<p>We the undersigned are petitioning against East London Waste Authority Ltd (Shanks.east London) sited at Frizlands Recycling &amp; Reuse Centre Rainham Rd North Dagenham Essex.</p> <p>Since the redevelopment Phase I of the site, commencement of Phase II and the daily operational use of the new waste disposal structure the noise &amp; vibration level has increased to an unacceptable level between the hours of 7.30am-4.30pm Mon-Fri and 7.30am-4.00pm Sat &amp; 8.00am-4.00pm Sun (&amp; sometimes out of these hours). Other issues are the potential increase in dust &amp; odour, lighting, privacy, lack of appropriate consultation and depreciation in property values. Further to this there has been an increase in traffic and speed of along Bull and Frizlands Lane, which is of considerable concern especially in regard to the close proximity of William Bellamy School. These issues are consequently affecting residents within the immediate vicinity of the site.</p> <p>We would like this problem investigated and a suitable solution found to all parties.</p>

Petition from Residents of Heath Ward December 2003 - This petition is a bona fide document - All signatures were collected by Ms S Deathridge, Mr & Mrs P Simmons, Mrs Gasston & Mrs Pye - Verified by witness signed: *Coak Baker* Mr C Baker

*204 Signatures to date & ongoing*

**REPORT TO DEVELOPMENT CONTROL BOARD 3 DECEMBER 2002**

Plan: Q                      DC/02/00564/FUL                      Heath Ward (A)

Address:                      Frizlands Depot, Frizlands Lane, Dagenham

Development:                Reorganisation and redevelopment of existing civic amenity site to provide improved facilities

Applicant:                    ELWA Limited

**Introduction and Description of Development**

The application site is the existing civic amenity facility, which is approximately 0.2ha in size and forms part of the larger Council run depot at Frizlands Lane. To the south of the depot is Bull Lane, with Frizlands Lane to the west both of which are dominated by residential accommodation, whilst running along the north eastern boundary is Rainham Road North from where the site is accessed.

Members are aware that the applicant is a joint statutory Waste Disposal Authority responsible for the disposal of waste generated by the London Boroughs of Barking and Dagenham, Havering, Redbridge and Newham. As part of ELWA's plans for the disposal of waste generated by the four Boroughs, Shanks has been selected to manage and dispose of all delivered domestic waste and some trade waste across the ELWA area for the next 25 years.

As part of this agreement ELWA Limited, a specifically created company, proposes to redevelop the 4 existing civic amenity sites located at Gerpins Lane (Upminster), Jenkins Lane (Beckton), Chigwell Road (Woodford) and Frizlands Lane in Dagenham. Each site would be re-branded as Refuse and Recycling Centres with new facilities, which would result in:

1. Improved waste handling and operational safety;
2. An increase in the level of waste recycled;
3. Better traffic flows within the sites thereby reducing queuing on the public highway;
4. Minimise environmental impact; and
5. Improve visual amenity.

In addition to this and as part of the overall programme of works for the 4 Boroughs it is proposed to construct at both frog Island and Jenkins Lane a new Biological Materials Recycling and Recovery facility, as well as a Refuse and Recycling Centre where waste material would be processed for recycling. Through this co-ordinated strategy it is hoped that the level of waste recycled by the 4 Boroughs will be significantly increased so as to meet the

requirements as outlined in the Government's Waste Strategy 2002 document and of the Mayor in his Draft Municipal Waste Management Strategy.

To assist in this the current application seeks planning permission for the redevelopment and reorganisation of the existing facilities at Frizlands Lane. At present the site consists of two open air tipping halls located approximately 65m from the nearest residential property in Bull Lane with limited facilities available for the recycling of materials. Access through the facility for all vehicles is via a one way system, which forms a ring road around the site.

The proposed redevelopment would result in a purpose built tipping hall measuring 15.5m wide by 79.5m long with a maximum height of 10m and a minimum height of 9m. The tipping hall would be constructed out of precast concrete up to a height of 5m with galvanised steel columns and the remainder finished in plastic coated profiled metal sheet cladding coloured green, with the same material utilised for the roof.

Access to the tipping hall would be segregated so that the south side would be for waste brought in by local residents only, whilst the north would be utilised by refuse and commercial vehicles, which would have access to a service yard 79.5m long by approximately 16.4m wide. Vehicles utilising the north side would discharge their loads through two permanently open entrance points measuring 10m and 12m wide respectively. For non commercial waste 24 parking spaces would be provided running in parallel with the building, with waste material being deposited through 10 open portals measuring either 7.6m or 6.2m wide. The building would be set back a minimum of 21m from the boundary of the site, so that the overall distance from the residential properties located in Bull Lane would be 34m. This would result in two existing buildings on the site being demolished. Running along the southern boundary of the site would be a 6m landscaped strip, which would further screen the development from the nearby residential properties.

Running along the northern boundary of the service yard colour coded containers would be located so as to provide the opportunity for a wider range of materials to be segregated. This would include traditional materials like glass, paper, plastic, cans and cardboard, but also white goods like fridges, textiles and timber. Eighteen car parking spaces would be provided adjacent to these containers in addition to two disabled parking spaces, with specially designed bins for disabled users.

Clear road markings would be provided to direct vehicles to the right location with a head height barrier provided to limit those vehicles utilising the non commercial area, whilst a rising arm vehicle barrier would restrict access to the service yard area. At present the site has a capacity of 50,000 tonnes per year and it is not expected that this figure would be increased as a result of this proposal. The proposed hours of operation would be 7.30am to 4.30pm Monday to Friday, 7.30am to 4pm on Saturday, 8am to 4pm on Sunday and 8am to 4pm on Bank Holidays except on Christmas and Boxing Day.

On site security would be provided through the existing weighbridge/guardhouse at the entrance to Frizlands Depot. The guardhouse is manned 24 hours a day and houses the site wide CCTV system enabling the depot and the Refuse and Recycling Centre. The proposed reorganisation would be carried out in phases so that the site would remain open and be able to provide a service to the Borough.

### **Background**

This part of the site has historically been used as a civic amenity site although no formal consent was granted when the use initially started. However, the use was regularised on 29 April 2002 when the site and the operations carried out were granted a Certificate of Lawfulness under decision notices DC/02/00199/CLU\_P and DC/02/00200/CLU\_P.

### **Consultations**

a) Adjoining Occupiers

The occupiers of 98 adjoining residential, community and commercial uses were consulted and, as a result, no letters were received objecting to the proposed development. One letter was received from the Headteacher of William Bellamy Junior School enquiring whether any additional boundary treatment could be provided along Frizlands Lane.

b) London Fire & Emergency Planning Authority - Safety

Proposal satisfactory provided there is the adequate provision of water supplies for fire fighting vehicles and that access is suitable.

c) London Fire & Emergency Planning Authority - Water

No addition fire hydrants are needed in the above mentioned area.

d) Access Officer

The site appears well laid out to meet the needs of disabled persons.

e) Traffic and Road Safety Manager

Various comments made requesting additional information/amendments to site layout.

f) English Heritage – Archaeology

There is no need for archaeology to be considered as a consequence of this application.

g) Director of Housing and Health – Environmental Protection Team

No comment to make.

h) Greater London Authority

The proposed development accords with the National Waste Strategy and planning policy guidance for waste management. However, the facilities provided at the site do not maximise all opportunities for reuse, which could result in higher rates of combined recycling and reuse. The proposal should provide opportunities to handle household goods, wood, a wider range of surplus building materials than just rubble (i.e. bricks, doors and building boards) and furniture.

i) Environment Agency

No objection in principle to the proposed development. Request condition to be attached to any consent granted in respect of site drainage.

**UDP Policy**

G.29 Waste

G.31 Waste Re-Use and Recycling

No policy issue.

**Analysis**

Policy G.31 states that:

*“The Council will encourage the re-use of materials and the recovery of resources from wastes and will:*

- i) Encourage the provision of installations for the deposition of materials for recycling in locations where they are convenient and accessible both to members of the public and the operator.*
- ii) Encourage the re-use and recycling of building materials and the renovation of adaption of existing buildings.*
- iii) Look favourably upon recycling activities at appropriate locations in the Borough subject to policy G.29 and other policies in this plan. The Council will also develop its Frizlands Civic Amenity Site as a recycling centre.**

Policy G.29 primarily relates to proposals for new facilities. However, whilst there is an existing civic amenity facility at Frizlands Depot it is still considered that the guidance provided in policy G.29 in respect of the impact of the development on residential properties is a material consideration. In this respect although the main tipping hall would be closer to the residential



properties in Bull Lane all operations would be located inside a purpose built building, with an environmental control system installed inside. In addition to this it is expected that all material brought to the building would be removed from the site on a daily basis. In light of this and with the addition of a 6m wide landscaped buffer zone it is not considered that the proposed redevelopment would have any serious impact on the amenity enjoyed by the occupiers of the adjoining residential properties. This view is supported by the fact that the Council's Environmental Protection Team was satisfied with the proposal and no letters objecting were received from the occupiers of adjoining properties.

The main thrust of policy G.31 is to encourage recycling within the Borough and to provide the facilities required to achieve this with the Civic Amenity site at Frizlands Lane identified as an existing site, which would be suitable for redevelopment. Consequently the proposed redevelopment complies with the aims of policy G.31 and will assist in the Council achieving the goals set by Central Government and the Greater London Authority in increasing the amount of waste, which is recycled and reused.

With regard to the comments received as a result of the consultation process the following comments are made:

1. Whilst the western boundary of Frizlands Depot is rather unattractive the civic amenity facility is set approximately 60m from the boundary wall and does not form part of the application site. It is therefore unreasonable to consider that this is the applicant's responsibility and that they should be required to improve its appearance.
2. Suitably amended plans have been submitted and the applicant is willing to having suitably worded conditions attached to any consent granted in respect of the comments raised by the Council's Traffic and Road Safety Group.
3. As a result of the formal comments made by the Greater London Authority the applicant and representatives from the GLA met and amended plans have now been received to accommodate the points raised.

Overall the proposed development would result in the site being suitably redeveloped so as to provide the services and facilities required by a modern and up to date civic amenity site in the 21<sup>st</sup> Century, whilst at the same time having no detrimental impact on the surrounding area.

### **Recommendation**

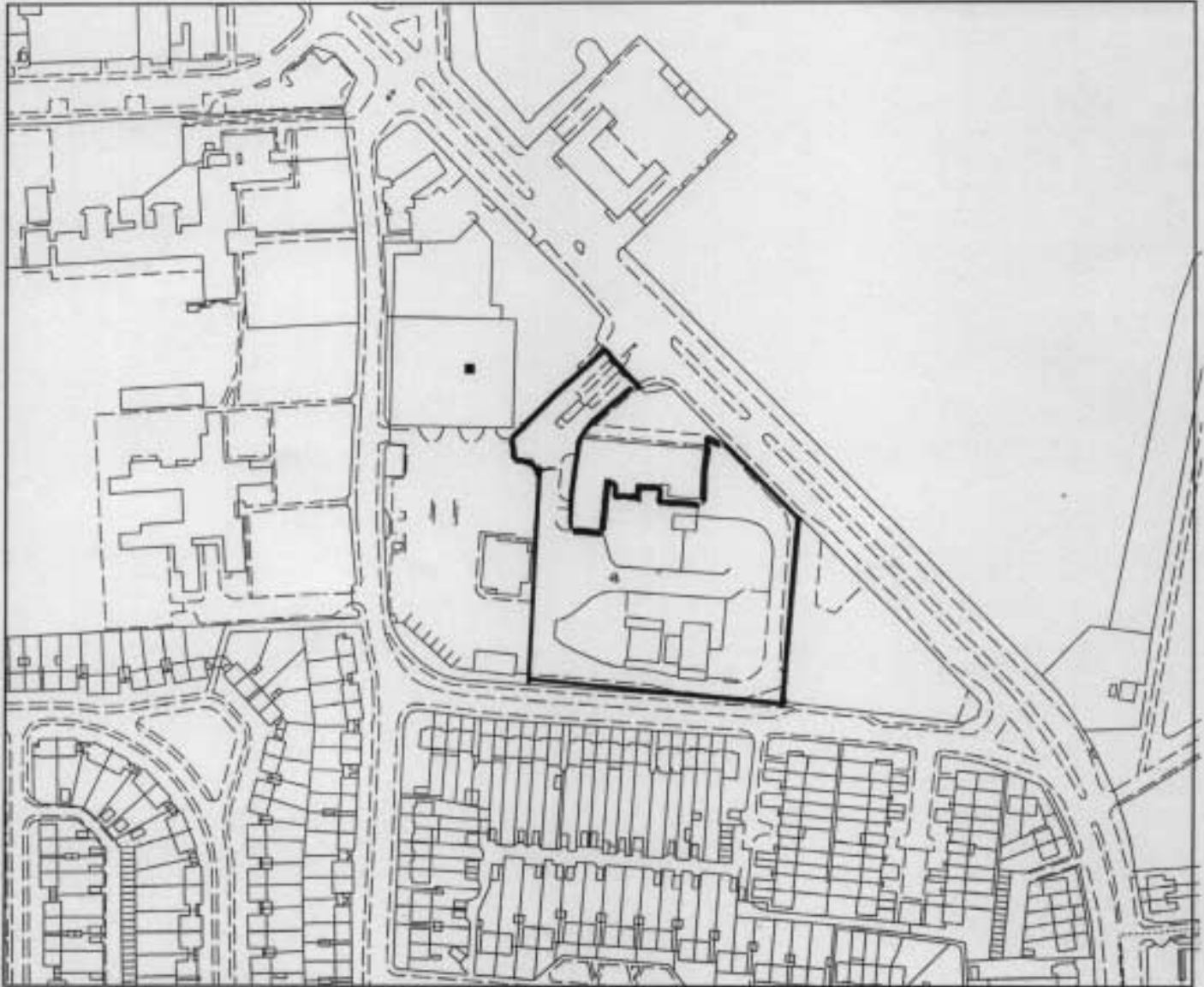
That subject to stage 2 notification from the Greater London Authority, is agreed, planning permission be approved subject to the following conditions:

1. F.1 Details of Soft Landscaping

2. F.2 Implementation of Soft Landscaping
3. F.4 Details of Hard Landscaping
4. I.4 Vehicle Access (Commercial)
5. I.6 Completion of Parking Areas
6. I.7 Use of Parking Areas
7. M.4 Hours of Construction
8. P01 Details of Boundary Treatment
9. R02 Disabled Passenger and Driver Bay
10. U.1 Land Contamination
11. The site shall only be used between the hours of 07.30am – 4.30pm Monday to Friday, 07.30am – 4.00pm on Saturdays, 08.00am – 4.00pm on Sundays and 08.00am – 4.00pm on Public and Bank Holidays (except on Christmas Day and Boxing Day).
12. Details of the environmental control system to be installed inside the waste handling building shall be submitted to and agreed by the Local Planning Authority before the development commence and then installed before the site becomes operational. The approved sprinkler system shall thereafter be permanently retained in good working order.
13. Prior to the installation of the recycling containers details of their appearance and how they shall operate shall be submitted to and approved by the Local Planning Authority and thereafter kept in good working order.
14. Details of all road markings shall be submitted to and approved by the Local Planning Authority and thereafter retained unless written notification is received otherwise.
15. Prior to redevelopment of the site details of the proposed on site lighting as indicated on drawing No. FL/MCL/GA Rev. C shall be submitted to and approved by the Local Planning Authority and thereafter maintained in good working order.

# Location Plan

DC/02/00564/FUL



### Legend



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<b>Organisation</b>	London Borough of Barking and Dagenham
<b>Department</b>	LES
<b>Comments</b>	Not Set
<b>Date</b>	22 November 2002
<b>SLA Number</b>	

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**APPENDIX C**

<b>Heath Ward</b>	
<b>Crescent Road:</b> 17, 97,105, 107, 143, 163 (x3) 20, 36 (x2) 134, 144 (x3)	<b>Frizlands Lane:</b> 20, 138 (x2) 142, 144, 146 (x2) 148 (x2) 152, 154, 143 (x3), 149, 151 (x2), 2 signatures no number given
<b>Boyne Road:</b> 2	<b>Lawrence Road:</b> 57
<b>Terling Road:</b> Number. not given	<b>Lawrence Crescent:</b> 40
<b>Gosfield Road:</b> 11,37,55,81	<b>Rainham Road North:</b> 243
<b>Bradwell Avenue:</b> 2 (x2) <b>Laburnham Close:</b> 16	<b>Rainham Road:</b> 108 (3x); 1 signature no number given
<b>Bull Lane:</b> 2 (x2), 8, 10 (x2), 14 (x2), 16, 18 (x3) 20, 22 (x3), 24, 26 (x2), 30 (x2), (32 x3), 34 (x3), 36(x2), 38 (x2), 40 (x3), 42 (x2), 44,43L,82	<b>Sparrow Green:</b> 1, 4, 10 (x2)
<b>Listowel Road:</b> 8	<b>Oxlow Lane:</b> 43, 257
<b>Naseby Road</b> 27 (x2)	<b>Tannery Close:</b> 1, 2 (x2), 3, 4, 5 (x2), 6, 8, 11, 13, 14 (x2)
<b>Homestead Road:</b> 1 signature no number given	<b>Wythenshaw Road (Mary McArthur House)</b> 6
<b>Heathway:</b> 534	<b>Hamden Crescent:</b> 3
<b>Abbey Ward</b>	
<b>Harts Lane:</b> 15	
<b>Alibon Ward</b>	
<b>Hunters Hall Road:</b> 162, 186,	<b>Holgate Road:</b> 76
<b>Heathway:</b> 493	<b>Kingsmill Road:</b> 35 (x2)
<b>Standfield Road:</b> 17	<b>Oxlow Lane:</b> 56
<b>Meadow Road:</b> 9	
<b>Becontree Ward</b>	
<b>Waldegrave Road:</b> Number unclear	<b>Becontree Avenue:</b> 291, 350 (x2)
<b>Chadwell Heath Ward</b>	
<b>Crabtree Avenue:</b> 53	
<b>Eastbrook Ward</b>	
<b>Horace Road:</b> 82	<b>Foxlands Road;</b> 53 (x4)
<b>Macdonald Avenue:</b> No number given – 3 signatures	<b>Central Park Avenue:</b> 13
<b>Strood Avenue:</b> 11	
<b>Goresbrook Ward</b>	
<b>Downing Road:</b> 65	<b>Finnymore Road:</b> 24
<b>Mayesbrook Ward</b>	
<b>Harold Road:</b> 49	
<b>Parsloes Ward</b>	
<b>Fanshaw Crescent:</b> 150	

<b>River Ward</b>	
<b>First Avenue: 1</b>	<b>Manning Road: 57</b>
<b>New Road: 3 (x2)</b>	<b>Hedgemans Road: 94 (x2)</b>
<b>Thames Ward</b>	
<b>Levine Gardens: 13</b>	
<b>Valence Ward</b>	
<b>Valence Avenue: 327,397</b>	<b>Mayfield Road: 76 (x2)</b>
<b>Manor Square: 86</b>	
<b>Village Ward</b>	
<b>Ibscott Close: No number given</b>	
<b>Whalebone Ward</b>	
<b>Temple Avenue: 45, 90, 92 (x2) 128, 2 signatures no number given</b>	<b>Brenden Road: 5</b>
<b>Mount Road: 31</b>	<b>Stanley Avenue: No number given</b>
<b>Limbourne Road: No number (x2)</b>	<b>Whalebone Lane South: 90,179</b>
<b>Roslyn Avenue: 51</b>	<b>Grosvenor Road: 34 (x2)</b>
<b>London Borough of Redbridge</b>	
<b>Ilfracombe Gardens: 3 signatures, no number given</b>	<b>North Road: 12</b>
<b>Glenwood Gardens: 12</b>	
<b>London Borough of Havering</b>	
<b>Wainfleet Avenue: No number given</b>	<b>Barton Avenue: 9,33</b>
<b>Lynton Avenue: 40</b>	<b>Jubilee Avenue: 115</b>
<b>Eastern Avenue East: 330</b>	
<b>Worthing, Sussex</b>	
<b>Berkeley Square: 20</b>	
<b>Unknown Addresses</b>	
<b>Bonington Chase Springfield: 76</b>	<b>Hawkins Close: 10</b>
<b>Gelsthorpe Road: 88</b>	<b>Fortinbras: 68</b>
<b>Gayneshill Road: 62</b>	<b>Durham Avenue: 48</b>
<b>Chestnut Place: 1</b>	<b>Page Clear: No number given</b>
<b>Rayners Lane: 660</b>	<b>Trescoe Gardens: No number given</b>
<b>Holmstead Road: 11</b>	<b>Paliser Drive: 24</b>

Numbers in brackets (e.g. x2) refer to the number of signatures against each house number.

## THE ASSEMBLY

19 MAY 2004

## REPORT FROM THE DIRECTOR OF LEISURE AND ENVIRONMENTAL SERVICES

PETITION : A13 GALE STREET/SCRATTONS FARM SUBWAY	FOR DECISION
<p><i>The Council's Constitution requires petitions which contain signatures from 50 or more separate addresses to be reported to the Assembly.</i></p>	
<p><b>Summary</b> Transport for London (TfL) is the Highway Authority for the A13 with Road Maintenance Services (RMS) responsible under a Design Build Operate and Finance (DBFO) contract for all maintenance and new build on the A13. The work was not commissioned or controlled by the Council.</p>	
<p>RMS are required to refurbish both Charlton Crescent Subway and Gale Street Subway in accordance with Artscape design, which includes improving ramps, re-cladding the side walls and re-tiling and lighting the subways.</p>	
<p>Works were originally programmed to be completed by the end of December 2003. However, it became apparent in late November that work to both subways was not progressing as per the programme and the December completion date would not be met.</p>	
<p>The Director of Leisure and Environmental Services entered into extensive communication with TfL and at that point TfL gave a revised completion date of April 2004. However, following subsequent correspondence (attached as <b>Appendix B.</b>) TfL advised the Council that the programme had been further delayed and were anticipating that the Gale Street subway would not be opening till May 2004.</p>	
<p>TfL advised that the additional delay was caused by the continuing problem of getting a new mains electricity supply to the permanent pumps and that, whilst the temporary electricity supply to the temporary pumps was being constantly vandalised (which in turn means the subway floods), there was no point in attempting to tile the walls of the subway as any work would be abortive.</p>	
<p>A petition has been received by the Council signed by over 170 residents, representing 156 addresses. The petitioners are protesting about the non-completion of the Gale Street subway which crosses under the A13.</p>	
<p>The Heading on the petition stated: -</p> <p><i>"The subway at the end of our estate opposite Gale Street has been closed for well over a year now, and we consider it is about time the whole project was completed. This is a petition to present to the Council and whoever is concerned to arrange for this matter to be resolved as soon as possible.."</i></p>	

In accordance with Council procedures in connection with petitions, a meeting was arranged between the Lead Members, (Councillor McKenzie and Councillor Kallar), Thames Ward Councillors, (Councillors Mrs Rawlingson, Barns, Miles) and Mr and Mrs Lincoln the Lead Petitioners and Officers from Transport for London (TfL) and Road Maintenance Services (RMS). The meeting took place on 14 April 2004.

At the 14 April meeting the Lead Petitioner outlined the ongoing problems affecting residents caused by the closure of the subway. RMS outlined their proposed program of works. It was noted that RMS aim to achieve a partial opening of the subway with the single ramps being made available on both sides of the subway by mid May and completion of all works by the end of June 2004.

RMS acknowledged that communication had been poor and agreed to advise both the Council and residents of any problems that might affect the agreed programme.

The Petitioners agreed to the actions being recommended to the Assembly.

### **Recommendation**

The Assembly is asked to note the action taken and that:

- RMS intend to open the subway for residents' use in mid May with one ramp in operation on both sides of the subway, and that all works to the subway and ramps will be completed by the end of June 2004.
- RMS have given assurances that they will keep both the Council and residents informed of any problems that could affect the opening dates of the subway.

### **Reason**

To assist the Council in achieving its Community Priority of *"Making Barking and Dagenham Cleaner, Greener and Safer"*.

### **Ward Affected**

The Subway is in the Thames Ward. Details of the addresses and Wards in which the signatories of the petition reside are attached as **Appendix A**.

### **Contact**

Mike Livesey

Head of Civil Engineering

**Tel:** 020 - 8227 3110

**Fax:** 020 - 8227 3166

**Minicom:** 020 - 8227 3034

**E-mail:** [mike.livesey@lbbd.gov.uk](mailto:mike.livesey@lbbd.gov.uk)

### **Background Papers**

- Petition.
- Notes of Petitioners Meeting; 8 January 2004.
- Letters to TfL 22/12/2003, 29/1/2004 (see Appendix B)
- Letters from TfL 19/12/2003, 14/1/ 2004, 26/1/2004, 25/3/ 2004 (see Appendix B)



**Details of Signatories to the Scrattons Tenants' and Residents' Association Petition  
Re: Subway A13 Gales Street to Scrattons Farm Estate**

<b>Thames Ward</b>
<b>Scrattons Terrace:</b> 38 addresses
<b>Julia Gardens:</b> 37 addresses
<b>Levine Gardens:</b> 27 addresses
<b>Morrison Road:</b> 16 addresses
<b>Shaw Avenue:</b> 36 addresses
<b>Alibon Ward</b>
<b>Ivyhouse Road:</b> 1 address
<b>Goresbrook Ward</b>
<b>Downing Road:</b> 1 address

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## APPENDIX B

Mr. Keith Ollier  
Director of Road Network  
Operations  
Street Management  
Windsor House  
42-50 Victoria Street  
London SW1H 0TL

Reference: ML/JW  
Phone: 020 8227 3110  
Fax: 020 8227 3166  
Minicom: 020 8227 3034  
E-mail: mike.livesey@lbbd.gov.uk

29 January 2004

Dear Mr. Ollier

### **Gale Street and Charlton Crescent Subways**

Thank you for your letter dated 26 January 2004, in response to Niall Bolger's letter dated 22 December 2003.

It would appear that the main delays have been caused by the discovery of an uncharted live sewer and other utilities diversions. According to Road Maintenance Group's (RMG) letter dated 19 December 2003, this delay was identified in February 2003, and it was known at the time that this would delay the project by several months. I must therefore ask the question, if this was known why was it that up until November 2003 TfL/RMG were still stating that they were on programme to complete the works by the original completion date of the end of December 2003?

In speaking to a representative of RMG on 19 January, I was advised that works to install stone cladding had commenced on the south side of Gale Street Subway and due to commence on the north side week commencing 2 February 2004.

Following discussion with Council Officers, I am advised that work has not commenced on the stone cladding putting the project completion date further back.

I understand that there is still a problem with a temporary electricity supply to the temporary pumps in the subway, which are being constantly vandalised resulting in the subway flooding, and that RMG and its sub-contractor will not commence tiling works in the subway until permanent pumps are in operation as RMG feel any work undertaken prior to this would be abortive should the subway flood and accept this as a valid reason for delay.

/continued...



2003-2004  
Transforming Secondary Education



-2-

My main concern is that there appears to have been opportunity for TfL/RMG to explain the delays and to revise the programme and provide an updated completion date. Unfortunately this has not been the case and has resulted in misinformation being given to Members and Officers of the Council and residents, which in turn has caused frustration and anger in the community.

It is my hope that we can all work together to achieve the early completion of this project and that should further delay be identified that affect the target completion date, all concerned are notified as soon as possible. Residents can understand justified delay but not misinformation.

Yours sincerely



Mike Livesey  
Head of Civil Engineering  
Environmental Management Division

Leisure & Environmental Service  
Town Hall  
Barking  
IG11 7LU

c.c. Niall Bolger, Director of Leisure & Environmental Services  
c.c. Graham Farrant, Chief Executive  
c.c. Councillor Mrs. J.E. Rawlinson  
c.c. Councillor W.F.L. Barns  
c.c. Councillor D.S. Miles  
c.c. Peter Watson, L & E S  
c.c. John Biggs, GLA Member

W1ml33



Your ref:  
Our ref: 16/10/

M Livesey  
Head of Civil Engineering  
Environment Management Division  
London Borough of Barking & Dagenham  
Town Hall  
Barking  
Essex  
IG

**Street Management**

Windsor House  
42-50 Victoria Street  
London SW1H 0TL

Phone 020 7343 5000

[www.tfl.gov.uk](http://www.tfl.gov.uk)

25 March 2004

Dear Mr Livesey

**Gale Street and Charlton Crescent Subways**

Thank you for your letter dated 29<sup>th</sup> January 2004 and I apologise for not replying earlier.

I have now received a response from RMS and I enclose a copy of their letter dated 23 March 2004.

TfL have also investigated this matter and I confirm that the problems described by RMS are correct. We will however continue to press the contractors to complete the work to enable the subways to be reopened at the earliest possible date.

For your information, I attach a copy of a letter I recently sent to Mr Lincoln, the Chairperson of the Scrattons Tenants and Residents Association, in response to a petition raised by the Association concerned with Gale Street subway.

Yours sincerely

Keith Ollier  
**Director of Road Network Operations**  
Email: [keithollier@streetmanagement.org.uk](mailto:keithollier@streetmanagement.org.uk)  
Direct line: 020 7941 7387



**Road Management Services (A13) plc**  
**Crown Wharf, Bidder Street, Canning Town, London, E16 4ST**  
**Telephone: 020 7540 6900 Fax: 020 7540 6919**

Transport for London  
 A13 DBFO Site Office  
 Crown Wharf  
 Bidder Street  
 Canning Town  
 London E16 4ST

Your ref:

Our ref: PS/ef/4.69/9214s

DATE OF THE REP		23 March 2004	
A	A	A	1
MW	✓		
JR	✓		
Date		24 MAR 2004	Rec'd
INCOMING No		112-777	
FILE REF		2004, 2435	
ACTION BY DATE			
REPLY REF			

For the attention of Mr M Wright - DA/DR Site Representative

Dear Sirs,

**A13 THAMES GATEWAY DBFO**  
**GALE STREET AND CHARLTON CRESCENT SUBWAYS**

We refer to Mr Livesey's letter to Mr K Ollier regarding Gale Street and Charlton Crescent Subways.

Mr Livesey's comments and concerns are understood and we can only apologise for the misunderstanding regarding the completion date. Discussions about the finishes have continued throughout the winter with LBD and their architect and some details and approvals have only recently been finalised; in fact one item is still under discussion as at 19 March. In view of the above it is clear that our works could not have been completed last year.

Stone cladding commenced mid February, two weeks later than programmed and has been progressing well. However, we must report that blockwork erected on the south side has been pulled down by vandals and this will have to be replaced before the cladding can commence in this area.

We cannot over-emphasise the damage being inflicted on our works and the adverse impact on the programme that is caused by mindless acts of this sort.

In addition to the above and the damage to the pumps previously advised, the costs of which are running into thousands of pounds, our operatives are also constantly subjected to verbal and physical abuse. There have been a number of stone throwing incidents with the latest on 18 March resulting in one of the stone masons being hit in the eye. Although such incidents are reported to the police they seem either unable or unwilling to do anything about the situation.

Cont/.....

**ROAD MANAGEMENT SERVICES (A13) PLC**

Head Office The Old Brew House, 130 High Street, Old Woking, GU22 9NN Tel: 01483 717680 Fax: 01483 728719

Registered office: Sandway House, Hartford, Northwich, Cheshire CW8 2YA. Registered in England no.3917644.

We have now been obliged to employ additional security guards overnight and at weekends in an attempt to mitigate further damage to and loss of specialist plant, equipment and materials and so avoid any further delays. Indeed, we have been obliged to provide a security dog with the guards to address the concerns raised over their safety. We have in the circumstances, taken the decision to delay the tiling to the subway until the permanent pumps have been recommissioned due to the risk of further flooding.

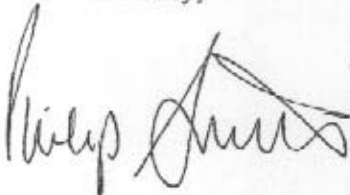
Current indications are that we will commence tiling in three weeks time and when this and other finishes inside the subway are complete, we anticipate the subway could re-open in May.

Works will continue to the exterior after this date with pedestrian access adjusted to suit as our works progress.

A similar scenario exists at Charlton Crescent subway. Here, for example, we have recently suffered extensive damage to 27 number of the acrylic panels on the north side together with a panel on the south side, which has had a bullet penetrate it. We have previously advised both yourselves and LBBB that should damage and vandalism continue on this scale, then we would not accept the responsibility for replacement of high cost items.

Please be assured that we will continue to endeavour to open the subways at the earliest practicable date but in the meantime we would welcome any assistance that you can offer in overcoming the problems described above.

Yours faithfully,



P Smith  
**RMS Agent**

RCB/X29979/4.52  
MJG

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**THE ASSEMBLY**

**19 MAY 2004**

**REPORT FROM THE DIRECTOR OF LEISURE AND ENVIRONMENTAL SERVICES**

<b>PETITION: REGARDING THE COUNCIL'S DECISION ON COMMUNITY HALLS</b>		<b>FOR DECISION</b>
<p><i>The Constitution (Article 2, paragraph 15) requires petitions containing more than 50 signatories from separate households to be reported to the Assembly, together with details of action taken or proposed.</i></p> <p><b>Summary</b> To report the receipt of a petition containing 975 individual signatures asking the Council to reconsider the decision in relation to the future management of Community Halls.</p> <p>A meeting was held with the Lead Petitioners on 3 February 2004 at which the Portfolio Holder and Councillor Waker were present. The petitioners expressed concerns about the ability of the Community Associations to be able to take on the running of the halls given the costs involved and the fact that the Community Associations generally consist of volunteers, many of whom are past retirement age.</p> <p><b>Recommendation</b> The Assembly is asked to:</p> <ul style="list-style-type: none"> <li>(i) note that a meeting was held with the Lead Petitioners</li> <li>(ii) agree that Officers continue to work with the Associations with a view to implementing the Executive's decision of July 22 2003 with the aim of transferring community halls to full local management and the granting of 21 year leases by 31 March 2005.</li> </ul> <p><b>Reason</b> To assist the Council in achieving its Community Priority of <i>"Developing Rights and Responsibilities with the Local Community"</i> and in achieving its Medium Term Financial plan.</p>		
<p><b>Wards Affected</b> – Community Halls are situated in 12 of the Borough's wards, however, the 17 Community Halls are available for use by all members of the community.</p>		
<p><b>Contact</b> Teresa Parish</p>	<p>Group Manager Leisure Community Services</p>	<p>Tel: 020 - 82273313 Fax: 020 – 8227 3129 Minicom: 020 – 8227 3034 E-mail: <a href="mailto:teresa.parish@lbbd.gov.uk">teresa.parish@lbbd.gov.uk</a></p>

## 1. Background

1.1 At its meeting on 22 July 2003 the Executive received a report from the Director of Corporate Strategy and agreed to the acceleration of the Community Halls Strategy which aims to pass the management and cost of running community halls to Community Associations. As a result, in order to achieve a £350,000 reduction in the Community Halls budget as part of the approved financial savings package for the next three years it was agreed that:

- The programme of transferring community halls to full local management and the granting of 21 year leases be accelerated;
- A one-off sum of £60,000 be made available for the legal work on leases and external support for self-management, to be funded by the savings;
- In the event that a Community Association cannot, or is unwilling to manage a hall and meet its running costs, the hall be taken over by the Council and run on a break-even basis, or closed down and disposed of; and
- To investigate, where appropriate, alternative management arrangements that would contribute to the savings target.

The Executive also noted that the savings in the report would be reduced to reflect the phasing-in over 18 months, but £350,000 is the required saving over three years.

It was requested that Community Matters, a national organisation for the development of Community Halls/Community Associations which could help the process by providing support and training to Community Associations, make a presentation to Councillors at the Assembly.

1.2 As a result of this decision a petition has been received containing 975 individual signatures, representing 686 individual addresses. Of those, there were 123 addresses with multiple names; 88 people gave no address just the group that they were with; 57 gave no full address. Although the petition was received from one Lead Petitioner some of the sheets had been completed by different Community Associations, as a result there is some duplication of names and addresses on some of the sheets. The Petition stated:

*“ BARKING AND DAGENHAM COMMUNITY HALLS*

*WE THE UNDERSIGNED DEPLORE THE ACTION TAKEN BY THIS COUNCIL BY DECIDING TO DISASSOCIATE THEMSELVES WITH THE RUNNING OF LOCAL COMMUNITY CENTRES, ESPECIALLY WHEN IT MEANS THAT LOCAL ORGANISATIONS WHICH CATER FOR THE TODDLERS, YOUTH AND THE ELDERLY OF THE AREA WILL HAVE TO DISBAND. THESE HALLS WERE BUILT WITH LOCAL MONEY AND MAINTAINED BY LOCAL MONEY, YET WE THE LOCAL TAXPAYERS HAVE NO SAY IN THIS MATTER. WE URGE THE COUNCIL TO THINK AGAIN.”*

- 1.3 A meeting was held with the Lead Petitioners on 3 February 2004 at which the Portfolio Holder and Councillor Waker were present. The petitioners expressed concerns about the ability of the Community Associations to be able to take on the running of the halls given the costs involved and the fact that the Community Associations generally consist of volunteers, many of whom are past retirement age.
- 1.4 The Petitioners felt that the 18 month accelerated programme would result in a number of Community Associations not being in a position to sign lease agreements, which could result in the halls being closed. They stated that they felt a more staged approach with the Associations directly paying some of the costs associated with running a hall (i.e. utility costs) as a first step before taking on the whole of the running costs would have given a better chance of the Associations succeeding in the long-term.
- 1.5 Another concern for the Community Associations is the responsibility of the maintenance of the building and their own personal liability should a major repair become necessary.
- 1.6 The reasons behind the Council's decision were explained to the Petitioners. They were also advised that the Council is not seeking to disassociate itself from Community Halls and that support in terms of the Community Development Officers would still be available to them. Discussions were also had regarding the possibility of halls working together with one management committee assisting with the running of one or more halls where there was the capacity within individual community associations.

## **2. Current Position**

- 2.1 Community Matters commenced work with Community Associations in January 2004. A number of training days have been made available to members of Community Associations, covering a range of topics. A consultant has also been attending Community Associations' committee meetings and advising the committees on development plans. This is to assist them in moving towards local management of their community halls.
- 2.2 Community Development Officers have continued to support the Community Associations and meet regularly with individual associations and the Community Association Federation, which was formed towards the end of 2003. The Group Manager Leisure Community Services also meets the Chair of the Federation on a six weekly basis to discuss issues relating to the work of the Federation and progress being made with associations in achieving the Council's policy.
- 2.3 Currently one Association has indicated that they do not feel they will be in a position to take on a lease for their community hall and alternative methods of managing the hall in partnership with this Association and other agencies/organisations are being explored.

**3. The Future**

- 3.1 Work will continue with Community Associations and Officers will be able to assess by the end of this year which Community Associations will be in a position to take on a lease and the responsibility for their hall.
- 3.2 Where self-management will not be possible, Officers will develop an exit strategy to assist groups to find alternative accommodation.

**3. Consultation**

Councillor Wade, Portfolio Holder for Developing Rights and Responsibilities with the Local Community and Promoting Equal Opportunities and Celebrating Diversity  
Councillor Waker, Village Ward  
Bob Cooper, Interim Head of Finance, LESD

<b>Background Papers</b>
Executive Report and Minute 57, 22 July 2003 Re: Community Halls - Savings Package
Petition

## THE ASSEMBLY

19 MAY 2004

### REPORT FROM THE DIRECTOR OF LEISURE AND ENVIRONMENTAL SERVICES

<b>PETITION: REQUESTING THE PROVISION OF A COMMUNITY HALL FOR VALENCE WARD</b>		<b>FOR DECISION</b>	
<i>The Constitution (Article 2, paragraph 15) requires petitions containing more than 50 signatories from separate households to be reported to the Assembly, together with details of action taken or proposed.</i>			
<b>Wards Affected</b> – Valence Ward			
<b>Summary</b> To report the receipt of a petition containing 73 individual signatures, representing 50 separate addresses, asking the Council to provide a Community Hall for Valence Ward.  Attempts have been made to arrange a meeting with the Lead Petitioners on a number of occasions the most recent of which was 6 May 2004. Councillors Wade, Mrs Bruce and Mrs Osborne were present, however, no representatives of the Petitioners attended.			
<b>Recommendation</b> The Assembly is asked to:  <ol style="list-style-type: none"><li>1. note that several attempts were made to meet with the Lead Petitioners;</li><li>2. note that Officers will continue to work on the Action Plan that accompanied the Executive's report on 22 July 2003, the priority of which is the transfer of community halls to full local management;</li><li>3. agree that no further action shall be taken with regard to the request for a community hall in Valence Ward.</li><li>4. note that a member of the Community Development Team will assist the community in finding venues and activities near to Valence ward where the community can come together.</li></ol>			
<b>Reason</b> To assist the Council in achieving its Community Priority of <i>"Developing Rights and Responsibilities with the Local Community"</i> and in achieving its Medium Term Financial plan.			
<b>Contact</b> Allan Aubrey	Head of Leisure and Community	Tel: Fax: Minicom: E-mail:	020 - 82273576 020 – 8227 3129 020 – 8227 3034 <a href="mailto:allan.aubrey@lbbd.gov.uk">allan.aubrey@lbbd.gov.uk</a>

## 1. Background

- 1.1 The petition was received in December 2003 via the Mayor. The Petition stated:

*“We the undersigned would like to apply to the council for a community centre in the Valence ward of Dagenham. It seems that other wards in Dagenham have this facility and are able to run functions and meetings from them. Our community has no such opportunity to get together in this way.*

*We do not have the opportunity to give our community or lonely or elderly a place to meet and enjoy the company of others in the same situation as themselves. We are badly in need of such a building and we would like our community to have this necessary means of socialising.”*

- 1.2 Letters were sent to the Lead Petitioners on two occasions advising of the need to hold a meeting to discuss their petition and asking them to advise of suitable dates. The Group Manager, Leisure Community Services, has also visited the Lead Petitioner on three occasions. As a result, a meeting was arranged for 6 May, to which the Lead Member (Councillor Wade) and Ward Members (Councillors Mrs Osborn and Mrs. Bruce) attended. Unfortunately the Petitioners did not contact the Council or attend this meeting.
- 1.3 As mentioned elsewhere, in the agenda on 22 July 2003 the Executive agreed to the acceleration of the Community Halls Strategy, the priority of which is the transfer of management and cost of running community halls to Community Associations. The Best Value Review of Community Halls in 2002 gave a clear focus that the use of existing facilities should be reviewed and rationalised to create strategic centres for community activity. Thus setting aside Capital funds to build new facilities is not a priority, bearing in mind the other demands facing the Council at present.

## 2. Consultation

Councillor Wade, Portfolio Holder for Developing Rights and Responsibilities with the Local Community and Promoting Equal Opportunities and Celebrating Diversity  
Councillor Mrs Bruce, Councillor Mrs Osborn (Ward Members) are aware of the issues.

<b>Background Papers</b>
Executive Minute 226, 26 November 2002 Re: Best Value Review - Community Development and Community Halls
Executive Report and Minute 57, 22 July 2003 Re: Community Halls - Savings Package
Petition

## THE ASSEMBLY

19 MAY 2004

### REPORT OF THE DIRECTOR OF EDUCATION, ARTS AND LIBRARIES

EDUCATION DEVELOPMENT PLAN	FOR DECISION										
<p><i>To present to the Assembly the update of the Education Development Plan (EDP) for 2004/05</i></p>											
<p><b>Summary</b></p> <p>In April 2002 the Council's second EDP (EDP2), covering the period 2002-07, was agreed by the Council and the DfES. The plan outlines our priorities for school improvement and includes details of how these priorities will be pursued. The original plan received very favourable feedback from both the DfES and OFSTED.</p> <p>We are required to review the priorities on an annual basis and update the plan accordingly.</p> <p>As the updated EDP2 for 2004-05 is a lengthy document (over 200 pages), it has been circulated separately to members.</p>											
<p><b>Recommendations</b></p> <p>The Assembly is asked to approve:</p> <ol style="list-style-type: none"> <li>1. The updated Plan for confirmation to the DfES.</li> <li>2. The School Improvement Priorities and Activities for 2004/05.</li> </ol>											
<p><b>Reason</b></p> <p>The Council needs to ensure that it continues to challenge and support local schools and their pupils to achieve at the highest possible level. The EDP remains the key document outlining the Council's strategy for school improvement.</p>											
<p>Contact Officer: Jenny Crossley</p>	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; padding-right: 10px;">Head of Policy and Management Services</td> <td style="padding: 0;"> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding-right: 10px;">Tel:</td> <td>020 8227 3507</td> </tr> <tr> <td style="padding-right: 10px;">Fax:</td> <td>020 8227 3101</td> </tr> <tr> <td style="padding-right: 10px;">Minicom:</td> <td>020 8227 3180</td> </tr> <tr> <td style="padding-right: 10px;">email:</td> <td><a href="mailto:jenny.crossley@lbbd.gov.uk">jenny.crossley@lbbd.gov.uk</a></td> </tr> </table> </td> </tr> </table>	Head of Policy and Management Services	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding-right: 10px;">Tel:</td> <td>020 8227 3507</td> </tr> <tr> <td style="padding-right: 10px;">Fax:</td> <td>020 8227 3101</td> </tr> <tr> <td style="padding-right: 10px;">Minicom:</td> <td>020 8227 3180</td> </tr> <tr> <td style="padding-right: 10px;">email:</td> <td><a href="mailto:jenny.crossley@lbbd.gov.uk">jenny.crossley@lbbd.gov.uk</a></td> </tr> </table>	Tel:	020 8227 3507	Fax:	020 8227 3101	Minicom:	020 8227 3180	email:	<a href="mailto:jenny.crossley@lbbd.gov.uk">jenny.crossley@lbbd.gov.uk</a>
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Fax:	020 8227 3101										
Minicom:	020 8227 3180										
email:	<a href="mailto:jenny.crossley@lbbd.gov.uk">jenny.crossley@lbbd.gov.uk</a>										

## 1 Background

- 1.1 EDP2 was agreed by the Council and the DfES in April 2002. The plan covers the 5 year period 2002-07. The plan sets out the eight priority areas agreed between the Council and its partners in education. These priorities are:

- 1) Promoting social inclusion
- 2) Raising standards in literacy at all levels of attainment
- 3) Raising standards in numeracy at all levels of attainment
- 4) Raising standards for primary children (Foundation Stage and Key Stages 1 and 2)
- 5) Key Stage 3 Improvement
- 6) Raising standards at GCSE and above
- 7) Attainment through support for school management
- 8) Improve the teaching and use of ICT in schools

These priorities remain in the updated plan for 2004/05 and the update includes details of activities within each priority area to be implemented during 2004/05.

## **2 Changes to note within the 2004/05 update**

- 2.1 The original plan for 2002-07 includes Borough level performance targets to be achieved by 2004, including: targets for attainment at Key Stages 2, 3 and 4; attendance targets; and attainment targets for looked after children and children from ethnic minorities. The update also contains borough level targets for 2005. Attainment targets are included for all schools for 2004 and 2005 with pupils at Key Stages 2, 3 and 4.
- 2.2 The plan brings together a wide range of related activities and the updated plan refers to the following:
  - Every Child Matters
  - Thames Gateway regeneration
  - Public Service Agreement
- 2.3 Three activity areas under Priority 1 – Promoting Inclusion – have been combined into one to focus the work of the priority area. The new activity area (1.1) is titled “Develop and implement a strategy for pupils with SEN or a disability and other vulnerable groups and support schools to raise attainment.” (This replaces activities 1.1, 1.2 and 1.3 in the March 2003 EDP2 update).
- 2.4 The OFSTED consultation with schools is now known as the Audit Commission annual schools’ survey. The Audit Commission conducts this survey on an annual basis asking schools to rate their views of the LEA’s support and services. These results are fed back to OFSTED for use during LEA inspections.

### **Background Papers**

EDP (2002-07) – January 2002

EDP Update and Consultation (2004-05) – December 2003

DfES EDP Update Guidance (2004-05)



## THE ANNUAL ASSEMBLY

19 MAY 2004

### REPORT OF THE SOCIAL INCLUSION POLICY COMMISSION

SOCIAL INCLUSION POLICY COMMISSION: FINAL REPORT	FOR DECISION	
<p>Policy Commission reports have to be submitted to the Assembly for approval under paragraph 10 of Article 6 of the Council's Constitution.</p> <p><b>Summary</b></p> <p>The final report of the Social Inclusion Policy Commission is attached.</p> <p><b>Recommendation</b></p> <p>The Assembly is recommended to agree the Policy Commission's recommendations as set out in the report.</p>		
<p>Contact: Councillor Graham Bramley</p>	<p>Chair of the Policy Commission</p>	<p>Tel: 0208 270 2260 e-mail: <a href="mailto:bramley@lbbd.gov.uk">bramley@lbbd.gov.uk</a></p>
<p>Riley Cullum</p>	<p>Policy &amp; Review Officer</p>	<p>Tel: 0208 227 2244 e-mail: <a href="mailto:riley.cullum@lbbd.gov.uk">riley.cullum@lbbd.gov.uk</a></p>

**Background papers used in the preparation of this report:-**

Social Inclusion Policy Commission: Final report

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# **SOCIAL INCLUSION POLICY COMMISSION**

## **FINAL REPORT**

## **Forward**

I have great pleasure in presenting the report of the Social Inclusion Policy Commission.

At the outset, I would like to thank all the Members and officers who have made their various contributions to what I hope will be an informative and thought provoking read, but above all, I hope that it will be a stimulus to action by everyone in the Borough who can contribute to social inclusion.

The Government have placed a great deal of emphasis on increasing social inclusion and reducing social exclusion. The Council of the London Borough of Barking and Dagenham agrees with the government's aims. Over the past few years, employment has risen to record highs, unemployment is at record lows, standards of health and education have risen, crime (especially youth crime) is falling and public services have improved thanks to increased investment.

These and many other things have contributed to social inclusion and most of the people of Barking and Dagenham have benefited. However, despite these successes, too many people are not leading the fulfilling lives they should be. The Government recognises this and so do we.

This document points the way forward for us as a community that values and includes everyone. We owe it to our community to succeed.

**Councillor G.J. Bramley – Chair of the Policy Commission**

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## 1. BACKGROUND

The Social Inclusion Policy Commission was established in October 2002, and its Members were appointed in January 2003. The following scope was suggested for the Policy commission in October 2002 by the Assembly:

- identify key social inclusion issues in the Borough
- ensure that poverty and its impact on health is reviewed
- identify best practice in other Councils
- identify current work being undertaken in the social inclusion area in the Borough; and
- set out a way forward to ensure that social inclusion is mainstreamed across all the activities of the Council and its partners

*“Social Exclusion is something that can happen to anyone. But certain groups, such as young people in care, those growing up in low income households or with family conflict, those who do not attend school, and people from some minority ethnic communities are disproportionately at risk of social inclusion. There are also particular times when people are most vulnerable, such as when leaving home, care or education.”*

**‘Preventing Social Exclusion’ – Social Exclusion Unit, March 2001**

The Government has defined Social Exclusion as:

***‘a shorthand term for what can happen when people or areas suffer from a combination of linked problems such as unemployment, poor skills, low incomes, poor housing, high crime, bad health and family breakdown’***

Social Exclusion can mean the following:

For an individual – underachievement in education and the labour market, low income, poor access to services, stress, ill-health and the impact on children

For the wider community – reduced social cohesion, higher crime and fear of crime, and higher levels of stress and reduced mobility

The Policy Commission identified a number of areas within Barking and Dagenham where consideration of existing provision and work of partners influences the lives of those who are socially excluded or are in danger of becoming socially included.

These key considerations were:

- Ensuring a decent family income, for example, by ensuring maximum take up of benefits
- Supporting families and the early development of children
- Raising standards in schools and making it less likely that children miss out through exclusion, truancy, not being motivated, or not being able to afford to stay on after 16
- Improving the experience of local authority care, and helping care leavers
- Making it less likely that people become parents in their teens, or if they do. Helping them back into learning and work
- Preventing crime
- Acting on the routes into homelessness, such as from the care system, the Armed Forces and prison
- Putting building blocks for economic opportunity in place by boosting regional capacity for innovation, enterprise, know-how and skills development
- Isolated elderly people
- Adult Basic Skills
- Mental Health

### **Aims**

The aim of the Commission was to review existing provision and the pilot work undertaken as part of the Neighbourhood Renewal Programme and look at ways of reducing the barriers to inclusion. A number of service providers provided information and visits to Beacon Authorities, on some of the issues identified, were undertaken to improve knowledge of good practice.

## Objectives

The Council wishes to ensure that:

- families improve their income where appropriate by being aware of, and taking up their entitlement to benefits
- families with young children are supported by easy access to services through the provision of Children's Centres
- children and young people, especially those who are non-attendees or excluded from school, are encouraged to make the most of educational opportunities and supported in accessing further and higher education opportunities
- vulnerable young people who are in the care of the Local Authority receive appropriate support to become independent
- teenage pregnancy is reduced and young parents are supported to access learning and employment opportunities
- crime and fear of crime is reduced and the impact on the more vulnerable in society is lessened
- action is taken to assist those who are most at risk of becoming homeless or who become homeless
- local residents are able to develop and improve basic skills that enable them to access employment opportunities in the area and region
- isolated elderly people are aware of their entitlements and receive support to enable them to participate in activities in the community; and
- those who suffer from mental health problems are able to access support and assistance to enable them to participate in activities in the community



## 2. Support for Families – Maximising Income

### Key facts:

- There are 22,815 households in the Borough with dependent children

NB: Dependent children are aged 0 to 15 and 16 where they are a full time student and living at home with parents

- There are 10,005 households in the Borough who are Lone Parent families with dependent or non-dependent children
- Almost 30% of dependent children in the Borough are aged 0 to 4. This is 3.5 % higher than the national average
- 37.9% of dependent children living in Gascoigne ward are aged 0 to 4. This compares with the Borough low of just 25.7% in Mayesbrook ward.

*Source: 2001 Census*

- As at September 2000 there were 2,620 Child Benefit claimants
- As at August 1999 there were 1,555 Family Credit claimants
- As at August 2000 there were 2,155 Working families Tax Credit claimants

*Source: Neighbourhood Statistics*

- 15% of the population aged over 16 are the beneficiaries of Income Support

*Source: Income Support Quarterly Statistical Enquiry, November 2002*

### Best Practice

#### Nationally and Regionally

Portsmouth City Partnership – Tackling Financial Exclusion

Portsmouth has developed a network of award winning services to address this issue. Their stated aim is to achieve a change from a culture of debt to a culture of saving.

There are 4 main strands to their financial exclusion action plan:

#### Portsmouth Area Regeneration Trust (PART)

This a partnership project between Lloyds Bank, Portsmouth Housing Association and the City Council. It provides banking services for personal and business loans to those people without access to traditional banking services.

The project was set up to deal with some of the consequences of financial exclusion including money management, short term credit involving the use of expensive money lenders, and financial security around inability to plan for the future. The first of its kind when established in July 2000 with private sector support and external funding PART operates with a staff of 7 persons plus volunteers, through High Street offices and community satellite locations.

PART will lend money for situations relating to debt relief (both consumption of debt and fresh start), and assistance in to training and employment (seed corn, learning and micro enterprise). Over the first 12 months of its operation PART lent over £350,000 to 550 people, gave advice, guidance or signposting to 500 people, helped over 70 people into employment and enabled 35 small businesses to start whilst giving advice to some 70 more. This led to PART winning a Business in the Community Award in 2001.

#### Integrated Benefits Advice Service (IBAS)

This is a partnership project between the City Council, the Employment Service, Benefits Agency and Inland Revenue supporting local people with benefit claims, and advice on employment and training opportunities within a community setting.

This project operates out of the most deprived wards in Portsmouth and the pilot initiative (the Portsea Access Point) won the Local Government Chronicle Community Initiative of the Year Award 2002.

The concept of local one stop shop 'Access Points' was developed. These schemes involve multi-agency staff with IT back-up and a pro-active door knocking campaign to ensure that all residents are able to access the service, particularly 'hard to reach' groups. The objectives of the project are to ensure that all residents have the opportunity to maximise all available income, and to also provide detailed knowledge of related issues, such as employment and training, childcare, debt advice, energy efficiency, and the promotion of the City's Leisure Card enabling cheaper leisure facilities.

The first 'Access Point' was opened to the public in Portsea, in June 2000, and this area was chosen as it is in a ward that is within the 10 % most deprived in the country. With regard to child poverty, it is the 23<sup>rd</sup> most deprived ward in the country with nearly 80% of its children in means tested benefits. The Portsea pilot ran for 2 years and in that time came into contact with 15,000 customers. It made 351 clients collectively over £1,000,000 financially wealthier. Further phases have been rolled out to other deprived wards within the City.

### Citizens Advice Bureau Debtline

This offers telephone access to a specialist debt advisor between 8.00am and 8.00pm.

### Portsmouth Savers Credit Union

A city-wide credit union encouraging people to make the first steps to saving for their future and even people with modest savings can benefit from low cost loans.

With 2 paid staff and a revenue budget of £85,000 per annum the following operating statistics were achieved in the first 20 months of trading:

- 1,065 accounts opened
- £217,056 in member savings
- £165,408 in outstanding loans; and
- £284,914 total loans given out

### Locally

Through the Customer First initiative, the Council has recognised its role in modernising service delivery and promoting welfare benefits take up.

In terms of accessibility and awareness of entitlements all reception areas have been audited and a programme of adaptations and refurbishments is in operation to improve front line service delivery. Particular work is ongoing with the Revenue and Benefits office at 90 Stour Road. In the longer term there is an aim to move towards One Stop Shops which will give residents a local point of access to all services. The use of Information Kiosks in Council buildings is also being explored.

The Customer First initiative will specifically assist with the take up of welfare benefits entitlements in a number of ways:

- via the placing of promotional materials in all reception areas, and the basic training of all reception staff
- by changing the environment of the refurbished Revenue and Benefit reception area to bring about a move from 'claimant' to 'customer'
- via the instigation of alternative ways of queue management e.g. quick drop off points for submission of evidence
- long term development of One Stop Shops to enable benefit advice/entitlement to be borough wide and therefore more convenient for customers living in Barking and Dagenham.
- Customer Services Officers trained to give welfare benefits advice, and to assist in helping with the completion of application forms
- Improvements to IT systems to allow Customer Services Officers to identify customers not claiming benefits who may have entitlement

- the development of forms and self help guides which could be placed on the website to encourage residents to submit claims electronically from anywhere with internet access
- improved information material in community languages
- access to services 24 hours a day, seven days a week

The use of Neighbourhood Renewal (NRF) funding has pump primed the establishment of a Health Help – Advice on Prescription Project. The Citizens Advice Bureau (CAB) has been commissioned by the Primary Care Trust to operate the service providing access to advice for financially excluded people with stress related illness from Primary Care settings. This has concentrated initially on the Abbey and Gascoigne wards in line with neighbourhood renewal targets.

The service has been in operation for 12 months and is due for annual review. The half yearly progress report prepared by the CAB showed that in the six months (Nov 2002 – Mar 2003) 269 enquiries were received, 84 clients were taken on as casework. A total of £24,889 of additional entitlements were gained for clients and debt management arrangements were put in place for £25,644 of debt. This initiative has been approved for a further 2 years of NR funding

The dissimilation of the new Pensions Credit to all entitled over 60's will also target assistance and increased income at one of the most vulnerable groups in the Borough. The Pensions Credit is being operated by the Pensions Team in the Department of Work and Pensions and will be rolled out across the Borough over the next 18 months. This is set out in greater detail in the section of the report entitled Providing Support for Isolated Elderly Persons.

### **Analysis**

- The elements of good practice identified in Portsmouth could be adapted to benefit local people in Barking and Dagenham
- The Health Help Project operated by Barking and Dagenham Citizens Advice Bureau using neighbourhood renewal funding has attracted £24,889 of additional revenue for those who used the service. This is continuing to be supported by neighbourhood renewal funding for a further 2 years and the benefits will begin to reach a wider client group.
- The growing notion of 'social responsibility' among banking service providers is opening up a range of beneficial routes to financial services for both individuals and small businesses.

### **Gaps**

It is clear that there is evidence of good practice occurring in Barking and Dagenham to combat various elements of financial exclusion. However, it is considered that there is room for improvement in joined up partnership working across services and organisations.

There appears to be no strategic lead at present and Members could champion this work with partners on the Local Strategic Partnership and within its sub-group structure.

The Borough needs to make progress in exploring and developing alternative financial borrowing and saving mechanisms for residents such as Credit Unions, establishing relationships with established High Street financiers to explore what they can offer in terms of the 'social responsibility' agenda, and developing a 'joined up financial inclusion' strategy.

In view of the adult basic skill gap within the Borough consideration needs to be given to the methodology for contacting the vulnerable and most deprived elements of the community most in need of maximising their financial entitlements. It has been suggested by the Policy Commission that pro-active work including targeted 'door knocking' to promote benefit take up should be programmed both specifically and in line with any other one to one community consultation work. Where necessary this would involve the training of staff engaged in community consultation to deliver the pertinent advice and guidance.

### **Recommendations**

It is recommended that:

- a detailed mapping exercise be undertaken of organisations and initiatives providing aid, advice, support and positive action to combat financial exclusion
- a Financial Inclusion Strategy be developed to feed into the Community Strategy
- the Customer First Initiative be fully supported in its aims to help with the take up of welfare benefits
- pro-active community based methods of engagement be investigated and actioned where possible including 'door knocking' and the integration of benefits advice with other one to one based community consultation;
- the Council continues to support the Department of Work and Pensions in implementing the Pensions Credit in the Borough
- the Council investigates and supports the development of Credit Unions and/or other appropriate financial management services within the Borough.

### 3. Raising Standards in Schools – Ensuring that Children are not Excluded

#### Key facts:

- 49.1% of 16 year olds achieved 5 or more GCSEs Grades A\* - C (2003)
- 90.4% of 16 year olds achieving 5 or more GCSEs at Grades A\* - G including English and Mathematics (2003)
- 9.5% of half days missed due to total absence in Secondary Schools maintained by the local Education Authority (2002)
- 6.7% of half days missed due to total absence in Primary Schools maintained by the local Education Authority (2002)

#### Best Practice

##### Nationally and Regionally

Moss Side Youth College – Manchester

Moss Side Youth College, involves a partnership of schools and colleges, careers, youth community and business agencies. It offers targeted education and training for disaffected and under-achieving young people, focusing especially on the needs of African-Caribbean pupils. Initiatives include an alternative curriculum, work experience, IT literacy schemes, homework clubs encouraging parental involvement, and education programmes operated outside of school. Over the past five years it has enabled over 2,500 pupils to improve their skills, has provided a new start for 148 excluded/self excluding pupils, and has helped 55 young people gain access to employment.

Improving Educational Attainment - Argyle Primary School, West London

In 1993 at Argyle Primary School, where 92% of pupils were from BME groups, there were a broad range of problems including unsatisfactory teaching in English, mathematics and science. 60% of children had a reading age of under 8 at their chronological age of 11. Serious behavioural problems included classroom violence and the average daily attendance rate was only 72%.

A new head teacher took over the school and introduced a programme of change. These included replacing temporary and supply staff with permanent staff with clear responsibilities, establishing a highly visible head teacher presence, outreach into the local community, and an improvements programme involving parents, Governors and pupils, part financed by business and community organisations. Results for Key Stages 1 and 2 have improved dramatically, and are close to the national average.

Attendance has risen to 90%. The school received an outstanding OFSTED report in 1997.

### **Locally**

The Council is very proud of the progress made in recent years in raising the educational standards within its mainstream schools. A recent OFSTED inspection pointed out that Barking and Dagenham has broken the link between deprivation and educational performance. It is one of a very few to achieve this. The Council now wishes to ensure that all pupils benefit from a successful education, including those for whom a traditional curriculum has proved inappropriate.

The Neighbourhood Renewal programme is funding a number of interventions to improve children's ability to raise attainment or lessen the chances of them becoming disengaged from the learning process. Activities include the following:

- Reading Partners – provision of additional support to the Paired Reading Scheme in Primary schools within the Abbey, Gascoigne and former Fanshawe wards. The scheme operates by utilising trained volunteers to assist children in years 2 and 3, and via NRF, years 4, 5 and 6, who require additional individual support to help improve their reading skills and confidence.
- Learning Mentors – to work with disaffected and under achieving young people who have become disengaged from learning or who are in danger of doing so. The NRF funded activity sits within and links with the learning mentor strand of the Excellence in Cities initiative and is piloting the programme in Sydney Russell and Dagenham Priory Comprehensive Schools and through Barking and Dagenham Training Services.
- Alternative Learning Programmes - Employment of 2 full time Co-ordinators. The first to plan, establish and support alternative curriculum packages for pupils for whom existing school-based provision has proved inappropriate, and the second to plan, establish and manage work-based learning programmes for Key Stage (KS) 4 pupils. The Programme also uses sporting activities to re-engage disaffected young people and adults.
- Establishment of a pilot scheme to operate Healthy School Breakfast Clubs in 2 schools in the borough. The scheme aims to provide disadvantaged children aged between 5-11 years with the opportunity of attending extra curricular health promoting Breakfast Clubs. The scheme also provides a supportive healthy programme to promote a range of child centred activities for children who experience high levels of health deprivation.

## Analysis

- External funding has been used to increase the number of Access and Attendance Officers. Increased staffing levels and a restructuring of the Service has made an immediate impact on attendance rates. Attendance rose by 1% in the last year.
- Over the last year, through the Council's policy of inclusion, a significant number of pupils with special educational needs have been brought back from private external residential or day care to Borough based provision.
- Enhanced multi-agency work and co-operation has allowed the Council to include an increasing number of pupils within the mainstream who were previously excluded.
- Specialist provision is now in place to provide full-time education for secondary aged pupils who have a history of very poor or non-attendance. Several of these young people had been out of education for more than a year.
- A range of alternative education programmes are in place for key stage 4 pupils.
- A panel of senior officers, together with Head Teacher representatives, has been established to help admit pupils with complex or challenging backgrounds into mainstream provision.

## Gaps

Many performance indicators relating to the Council's strategy to ensure that all pupils, irrespective of their prior attainment or background, make good educational progress, have improved in recent years. However the Council remains concerned over four key areas:

- Permanent and fixed-term exclusions rates are too high. The Council has established a range of services to support schools in their work to manage the poor behaviour of a minority of pupils. However, the Council has not yet brought these together into a single, coherent and easily accessed framework.
- When pupils are excluded from school, the Council is currently slow to respond. This makes it more difficult to prepare these pupils for their eventual reintegration back into mainstream provision.
- The transfer of pupils with special educational needs from one key stage to the next and eventually from school to further education, training or employment is not smooth. The arrangements to support these particularly vulnerable children and young people at their times of significant and important change need to be enhanced.



- While recognising the work being undertaken to develop alternative educational curriculum's, the role of vocational education and training will continue to be developed to enable those children not benefiting from formal education to access occupational and training opportunities afforded by the regeneration ongoing and anticipated.
- A significant number of children and young people, resident in the Borough, have no school place. The Council's schools are largely full, many with long waiting lists. This makes it difficult to place children new to the Borough, especially those with difficult or complex backgrounds.

### **Recommendations**

It is recommended that:

- a single framework be developed to ensure that children at risk of, or excluded from school, are identified and supported through a range of services and return to education with minimum disruption
- response times be improved to ensure access to services to early preparation of excluded children for reintegration
- processes and procedures be developed to enhance transfer arrangements for children with special educational needs
- Investigation be undertaken of ways to improve the provision of school places especially those that cater for children with difficult or complex backgrounds

## 4. Improving the experience of Local Authority Care

### Key facts:

- At any one time there are around 350 children in care
- 29% of children in care are aged under 10 with 14% aged under 5
- More than three quarters of children in care live in foster placements or placed for adoption. Of the remainder, most live in children's homes or with their parents
- More than one in two children lives outside their home local authority. Out of authority placements can make planning for and supporting children's education particularly difficult

*Source: Social Services Department*

### Best Practice

#### Nationally and Regionally

The Government believes that in order to deliver better outcomes for all children in care local authorities, schools and independent care providers need to build on the progress made so far in six areas:

- Planning.
- Prioritising children in care in local government policies;
- Support for children in care;
- Advocating for children in care;
- Training and support for social workers, carers and teachers; and
- Better use of data to inform service improvements.

Government recommendations for Local Action have been drawn up listing 30 action points across the above headings. These are:

#### Planning

1. Use the integrated Children's System to improve the use of management information to assess likely future placement needs
2. Develop regional and local placement forums to plan for and meet the requirements of all children in care
3. Develop the use of managed vacancies over the longer term
4. Develop contingency plans before a child is taken into care
5. Ensure that initial and subsequent case reviews take place more frequently when children are placed outside the authority
6. More effective Personal Education Plans (PEPs).

Prioritising children in care

7. Consider identifying a designated early years co-ordinator to liaise between social workers, carers and pre-school providers
8. Consider using the Vulnerable Children's grant, or other funding streams, to provide bursaries for children in care
9. Consider whether alternative types of provision would be more appropriate in meeting the child's individual needs
10. School admissions forums should aim to secure the agreement of schools to exceed their roll by one or two to accommodate children in care
11. Schools should review the workload of designated teachers
12. Governing Bodies should have an annual update on children's progress
13. LEA governors to act as 'designated governors' in schools and nurseries
14. Further education colleges should have a designated member of staff to advocate on behalf of young people in care or care leavers in their college
15. The particular needs of children in care should be addressed in youth service development plans and other plans for out of school activities
16. Ensure that carers are fully aware of and encouraged to access, local services for pre-school children
17. Consider offering young people in care work placements
18. Local authorities and health authorities to work together to introduce dedicated access routes to mental health services for children in care

Support for Children in Care

19. Ensure that every child in care has access to appropriate and up to date books, toys, and ICT equipment
20. Local authorities developing school based therapeutic services should ensure they are accessible to children in care
21. If a child does not have a school place, local authorities should make immediate alternative arrangements to provide full time education
22. Those who fall behind need to be given additional support to catch up, which should be recorded in their PEP
23. All children in care should have equal access and support wherever they are placed
24. Consider employing qualified teachers to offer additional educational support outside the classroom
25. Business in the Community to engage businesses on raising awareness of the needs of children in care and increase involvement in their initiatives
26. Leaving care services need to work with local further and higher education institutions, the local Learning and Skills Council (LSC) and Connexions partnerships to raise awareness of the specific needs of care leavers
27. Develop a variety of employment or work experience placements for young people in care

## **Locally**

The Social Services department through their Children and Families Division are responsible for delivering on a wide range of duties and powers under the Children Act 1989, to provide for children in need in the area.

Most families will experience some difficulties at some point in their children's lives and the Children and Families Service receives over 2,000 referrals a year which range from requests for information to complex investigations of children in need of protection.

The Children and Families Service helps families to try to make sure that every child in the Borough has the chance of a safe and secure childhood and can go on to be as successful as possible in their lives. It does this by looking at the needs of children in Barking and Dagenham and working with families to make sure our services offer the most effective help and support.

There are approximately 43,000 children under the age of 18 in the Borough. Of these about one in every twenty is likely to need help from Social Services during the year. Some children may need to be placed on the Child Protection Register. At any one time the Council is likely to be directly looking after approximately 300 children.

Services are targeted to those children most in need. The Council believes a child to be in need, if he/she does not have a reasonable standard of health or development; or their health or development is at risk of deteriorating significantly. The Children and Families Service:

- Spends about £14 million each year helping children in need
- Employs 242 staff, 215 of whom work directly with the public; and
- Has over 45 foster carers

The service also has close links with other Council departments such as Education, Arts and Libraries and Housing and Health, the NHS and local voluntary organisations. The service offers an extensive range of delivery mechanisms of which those set out below are a sample:

- Initial Contact Service
- Assessment Team
- Childrens Care Management Team
- Children with Disabilities Team
- Childrens Mental Health
- Help for young people in trouble with the police
- Accommodation for children living away from home
- Protecting children
- Adoption and Fostering; and
- Help for young carers

The Council has recognised the raised profile of vulnerable children by the appointment of a Children's Champion and Executive Member.

The above service delivery areas are also monitored via a Member level Corporate Parenting Panel who take an overview of the issues and call for specific reports on service areas.

### **Analysis**

- The Adult College is currently providing tutors to deliver the ECDL qualification within its UK On-Line Centres. This is helping to raise the qualifications base of young people leaving care.

### **Gaps**

- Children within care and in key stage 4, need targeted and systematic support to help them with their GCSE coursework and examination preparation. Without this support they are likely to continue to keep up with their peers.

### **Recommendations**

It is recommended that:

- the Corporate Parenting Panel be supported in implementing their Improvement Plan
- a framework be developed for joined up working to deliver improvement in the take up of educational opportunities and in the attainment of looked after children
- the Education and Learning Sub-Group of the Borough Partnership be requested to give specific consideration to implementing action to raise attainment levels of looked after children within development of delivery of the Community Strategy

## 5. Reduction in Teenage Pregnancy and Support for Teenage Parents to return to Learning and Work

### Key facts:

- The conception rate for 15-17 year olds shows a decrease of 4.6% between 2000 and 2001 (The conception rate has fallen from 66.1 per 1000 15-17 year olds to 63.1)
- There has been a 18% increase in the under 18 conception rate from 1998-2001
- The conception rate for 13-15 year olds shows an increase of 15% between 2000 and 2001 (The conception rate has increased from 14.0 per 1000 13-15 year olds to 16.5)
- There has been a 53% increase in the less than 16 conception rate from 1998-2001.

### Best Practice

“Teenage pregnancy is a cause and a consequence of social exclusion. The risk of becoming a teenage mother is almost ten times higher for a girl from the lowest social class compared to a girl from a professional background. Rates are also very high for those who have been in care and those who have been excluded from school. Teenage mothers are less likely to finish their education, less likely to find a good job and more likely to end up bringing up their child alone and in poverty.”

Between 1992 and 1997, 45% of teenage conceptions occurred in the 20% most deprived wards as measured by the Index of Multiple Deprivation.”

*Teenage Pregnancy and Neighbourhood Renewal: Learning from New deal for Communities, published by the Department of Health Teenage Pregnancy Unit and the Neighbourhood Renewal Unit March 2002*

### Nationally and Regionally

Birmingham - Three Estates Youth Shop

This project occupies 2 shop units within a row of community shops, and offers an easily accessible, non-stigmatised sexual health service. Uptake for this is high, as it is run alongside 'The Matrix', a popular IT suite in the same premises. It is accessed by many 'hard to reach' young people who have little or no contact with other agencies.

The School Nurse estimates that the local comprehensive school has as many as 60-80 'ghost' pupils of both sexes who are school refusers and truants who use the Youth Shop. They were initially attracted by access to computers and the internet. Available services include;

- Daily drop-in sessions between 12-00-5.00 p.m. set in a private, convivial setting. Free condoms, contraception advice and pregnancy testing are available, facilitated by trained, young male and female staff.
- Young Men's Sexual Health Programme – a 10 week programme aims to address low self esteem, the implications of fatherhood, sexually transmitted infections (STI's), alcohol and drugs as being fundamental elements of teenage pregnancy issues. It includes 2 residential sessions away from the area to encourage team building and learn in a relaxed setting. The group's facilitator aims to set up a peer support group using graduates of the programme.

#### South Birmingham Family Service Unit – Young Parents Project

This project was established in 1996 by the South Birmingham Family Service Unit, which supports families in stress and provide a range of services to children and their families. Its aim is to empower young parents to improve the quality of their lives and increase the range of choices and opportunities available to them. Some support from New Deal for Communities (NDC) has helped to extend this programme. The group has attracted a large number of young parents during the duration of the programme and the group produced a video and resource pack called 24/7 to look at the issues that face teenage parents during pregnancy and after the birth of their children. The pack includes exercises that relate to images of parenthood, strengths of young parents, myths and stereotypes. Also covered are financial concerns, factual information about teenage pregnancy and where to get help.

#### Plymouth Tuition Service Young Mothers Centre

This DfES funded Plymouth Centre's services include mothers from the Devonport area. Up to 18 teenage mothers and mother's to be are supported while they finish their education by offering both childcare and personal attention to engage teenage mothers in returning to education. The crèche is staffed by qualified workers so the young women can be confident that their children are being adequately cared for while lessons are in progress. The Unit has a highly motivated staff and is run along 'sixth form' lines, allowing greater autonomy for the young women. A local health visitor, working in partnership with the Centre's Head Teacher. Recognised that the students faced many barriers in accessing primary health care services, increasing the risk of poor health outcomes for themselves and their children. The project involves the Centre having a dedicated midwife and health visitor to whom care can be transferred. This provides seamless, on-site, ante and post natal care as well as regular child development surveillance, for the duration of their education (often up to 4 years)

## Newham, West Ham and Plaistow – Teenage Advice Project

New Deal for Communities is supporting the development of a first phase teenage advice project in the NDC neighbourhood, inspired by the Devon Tic-tac scheme, the project has been developed by a multi-disciplinary/multi-agency approach. The Newham teenage pregnancy Co-ordinator has been instrumental in the development of the proposal, ensuring that teenage pregnancy issues will be integral to the approach.

The programme aims to target 12-17 year olds who did not really make use of primary care or advice services. The project will be offered in school premises during lunch hours and after school. The service will be confidential, easily accessible and will be staffed by a multi-disciplinary team (including Community Health Improvement Workers, Health Visitor, drugs worker, alcohol worker, GP, School Nurse, Well Family Service Co-ordinator, Youth worker, and a worker for employment issues),. Health information, advice, counselling support, listening, career advice and consultation with other professionals will be among the services offered. Topics will range from bullying, gambling, alcohol, sexual health, contraception and pregnancy.

### Locally

The Teenage Pregnancy Board has a strategic vision to:

- Provide 7 day access to young people friendly contraception services
- Ensure health, education and support services are specially framed to meet the needs of young people at risk from social exclusion
- Develop the role of professionals working at the interface of health and education to provide flexible, expert, needs led services; and
- Develop integrated support services for young people

A wide ranging programme is in operation to deliver the Teenage Pregnancy Strategy including specific project work around a number of headings:

- Better Prevention: Contraception, Advice and Information Services
- Better Prevention: Sex and Relationship Education (SRE)
- Supporting Young Parents
- Education/Training and Employment; and
- Better Support

A number of initiatives have or are being funded by neighbourhood renewal which impact upon the action plan of the Teenage Pregnancy Strategy:

- Commissioning of a feasibility study to provide an evidence base and cost benefit analysis to make recommendations on future funding, including condom schemes, patient groups, directions for emergency contraception, and extended nurse prescribing.



- Development of a programme aimed at empowering young mothers to make informed choices about future conceptions. Programme to include teaching resource pack and handbook for young mothers.
- Development of work started with Barking College students to develop a resource centre for peer educators, commission further training programmes for peer educators. Training to develop NVQ qualified peer educators in all wards
- Development of a scheme designed to encourage local organisations to develop a young people friendly approach and provision of non-judgemental services. The scheme will incorporate a handbook/training package, and development of a recognition scheme.
- Development of a local logo for use on publicity material and in the recognition scheme. Work with Barking College to develop range of logos, consult with focus groups of young people to test out logo's and develop materials for launch.
- Commissioning of work with local organisations to develop a pilot scheme to work with young men in hard to reach groups, the development of a handbook for local professionals working with young men, pilot means of working with 13 plus young men in school through extra-curricular activities

### **Analysis**

It is recognised within the SEU report that there 3 main reasons for high teenage parent rates:

- Mixed messages from society to young people
- Poverty and low educational achievement; and
- Lack of knowledge around contraception

### **Gaps**

The Teenage Pregnancy Partnership Board have identified the following key areas for further work in 2004/05:

- supporting young fathers, and working on relationships and responsibilities with young men
- provision of SRE to vulnerable children
- continuing to improve access to contraception, advice and information
- provision of self esteem/relationship workshop with young women, and
- developing education and support for parents

The Policy Commission have also highlighted the need to widen the focus of work to take into account not only the aim of lowering teenage pregnancy rates but also the issues of mother and child general health, and specifically sexual health including the increase in sexually transmitted diseases.

**Recommendations**

It has been recommended that:

- the Teenage Pregnancy Partnership Board be supported in delivering the Borough's Teenage Pregnancy Strategy and associated programme
- the Council concur with the Teenage Pregnancy Partnership Board's objective of reducing the conception rate in line with Government targets
- mainstream service providers ensure that they target appropriate resources to support young parents to reduce social exclusion impact and to improve their life opportunities for themselves and their children
- aspirational change be encouraged within young people via delivery of the Community Strategy, and to assist them through associated programmes to make informed life choices with regard to educational opportunities, life relationships, sexual health and parenthood

## 6. Reduction and Prevention of Crime

### Key facts:

- Barking and Dagenham is the 4<sup>th</sup> best performing Metropolitan Police force area in London, and has the 4<sup>th</sup> best performing Youth Offending Team in London
- In the last financial year (2002/03) recorded crime in the Borough fell by 0.7%, the first time the figures have fallen since the inception of the Community Safety Strategic Partnership in 1997.

### Crime rates for individual types of crime

Crime	2002/03	% change
Total Notifiable offences	20,394	-0.7%
Violent Crime	4,392	11.4%
Domestic Violence	3,072	24.3%
Sexual Offences	251	19.0%
Street Crime	833	-13.2%
Residential Burglary	1,262	-0.9%
Motor Vehicle Crime	4,675	-8.8%
Drug offences	868	85.9%
Criminal damage	21.3	-3.1%
Youth Offending	1,067	-15%
Racist Incidents	297	***

- The rise in violent crime mirrors national trends
- The rise in domestic violence follows improvement in the reporting mechanisms and publicity drive to encourage victims to come forward and contact the relevant authorities
- The drop in Street Crime highlights the extensive work undertaken on developing and implementing the Street Crime Initiative
- Crime figures for Motor vehicle crime have followed a downward trend for the past 4 years and are thought to be attributable to improvements in security and the fact that alternative crimes are currently more fashionable
- The large increase in reported Drug Offences is in direct correlation to the increased and targeted police activity undertaken
- The figure of 21.3 for criminal damage relates to offences per 1000 people
- The decrease in youth offending highlights the excellent performance of the YOT and the increased partnership working and targeting of resources around young people generally and particularly those at risk of offending
- The figure of 297 recorded racist incidents is significantly lower than the previous year (450) and is subject to further research

Source: Overview of Police Crime Statistics for Barking and Dagenham 2002/03  
 Produced by the Community Safety Unit (May 2003)

## Best Practice

### Nationally and Regionally

Many of the most successful approaches to crime now being put into practice draw on rigorous use of information about where crimes are committed, and creative thinking about how to increase preventative and protective factors. Examples of Best Practice include:

#### Cutting Crime: Safer Estates Task Force – Pennywell Sunderland

In 1997, Pennywell suffered from a burglary rate 40 times the national average. The task force – a partnership between police, the local authority and local Single regeneration Budget (SRB) projects – collaborated to address the problem. Since then burglary and juvenile disorder have been reduced by about 50%. Numbers leaving the estate have fallen substantially, with new tenants staying longer.

#### Tackling Youth Crime: York and Newham

A huge proportion of property crime is committed by young people, often by truants during school hours. Police have had the power to pick up truants since 1998. In York since truancy sweeps began, youth crime committed during school hours has fallen by 33%. In parts of Newham, car crime fell by 70% after sweeps were introduced.

#### Reducing anti-social behaviour: Monsall, Manchester

In Monsall, Manchester, reporting of anti-social behaviour (ASB) continues to increase following the introduction of new tenancy agreements for all social landlords. These include clauses on anti-social behaviour, common policies for all social landlords on lettings and intervention to stop ASB, and a community agreement created by residents to establish reasonable standards of behaviour.

#### Headstart: Thorncross Young Offenders Institute, Warrington

Ex-offenders are, statistically, highly likely to re-offend – some 58% of prisoners are reconvicted within two years of release. The most effective measure to prevent re-offending is finding and keeping a job. The Headstart project based in Thorncross Young Offenders Institute, provides skills training and work experience and tries to find jobs for its offenders prior to and on release. It also sends juvenile and young offenders to college, on training places and into work once eligible. There are also mentors to help them keep the job. In Headstart's first year, 41% of participants were in employment, education or on training placements on release.

*Examples of Best Practice drawn from A New Commitment to Neighbourhood Renewal – National Strategy Action Plan, January 2001.*

## **Locally**

The nature and extent of crimes have varying implications for social inclusion. The perceived 'Fear of Crime' is a major issue for people's quality of life and has consistently been highlighted as a leading concern through various consultation exercises undertaken specifically by the Community Safety Unit, and other Council departments.

In response to this a great deal of the work undertaken by the Community Safety Partnership in delivering its Action Plan has revolved around increasing the visibility of policing and community based enforcement and inspection initiatives to improve confidence.

Anti-Social Behaviour and nuisance crime has also been targeted as this is more likely to effect the most people within the Borough and has a direct correlation with the perceived 'fear of crime' issue. Through Neighbourhood Renewal funding the Police have operated a dedicated Anti-Social Behaviour Patrol since September 2002. This targeted intervention has been extremely successful, particularly in working with the community on the Gascoigne Estate. The introduction of the Neighbourhood Warden pilot initiative within a target area around River, Village and Goresbrook Ward has provided a further visible presence, aimed not only at environmental inspection and enforcement, but at increasing confidence in the community to take back responsibility and pride in their own area.

The targeting of isolated elderly persons by distraction burglars was identified as a serious social inclusion issue and a pilot initiative has been undertaken in the Abbey, Gascoigne and Thames Community Forum area. 'Memo Minders' devices have been provided, which to date have been distributed to 130 over 70's with a further 180 persons to take delivery shortly.

Intervention with young people at risk of offending or who have offended previously has been an important focus for activity within the Community Safety Partnership's Action Plan. The excellent 15% reduction in youth crime has been achieved through the strength of partnership working across a range of activities stretching across sports and media related projects, arts based initiatives, and advice, mediation and counselling.

Drug and alcohol abuse among young people has been highlighted as a concern requiring early intervention. The Drug Action Team and Communities Against Drugs Programme are specifically targeting this issue. In addition to this Neighbourhood Renewal has funded targeted enforcement by the Police and Council's Environmental Health Team against retail premises selling alcohol to underage children. They have provided counselling and aid and advice by the establishment of a Specialist School Nurse post within the 'First Stop Project designed to reduce alcohol related youth crime among 14-18 year olds and improve the young persons health and well being.

Work has been undertaken to minimise the risk of social exclusion among young offenders. A comprehensive programme of community reparation has been established by the Youth Offending Team (YOT) with the purpose of enabling all young offenders to give back something to their local community for the hurt or damage they have caused by their actions. This is an important part of the restorative justice approach adopted by the YOT, and achieved in one of two ways: either by direct or indirect reparation.

By direct reparation the offender will meet with their victim(s) and develop a mutually agreed form of recompense. Indirect reparation involves the offender taking part in a core programme of various forms of reparation work at any of the current 20 and growing number of sites around the Borough.

Barking and Dagenham Victim Support offer support and guidance to victims of crime to offset the stigma of victimisation and guard against the likelihood of repeat victimisation. By the use of Neighbourhood Renewal funding, additionality has been provided to this service by its extension to young people. This was particularly relevant in relation to the correlation with street crime affecting young people e.g. mobile phone theft.

### **Analysis**

At present the Borough is below the London average for offences and there has been a significant reduction in crimes committed by young people.

It is our aspiration to ensure that over the next 5 years crime is further reduced and the Community Safety Partnership continues to work on the reduction of fear of crime and particularly concentrates on crimes that are increasing.

The successes achieved to date have common characteristics in terms of :

- A high degree of partnership working across agencies
- Commitment to joint working
- Flexibility in adopting new methods of working
- Specific targeting of crimes, localities, or victim groups; and
- A greater understanding of the linkages to education, social, economic and cultural background, self esteem and aspiration

### **Gaps**

The rise in violent crime, particularly around domestic violence and hate crime is of concern and is unacceptable to us in terms of creating the inclusive society we wish for our Borough

To this end we are proposing to highlight these areas within the review of the Community Strategy and have identified a Key Target to:

- reduce the total notifiable crime and encourage the reporting of domestic violence and hate crime

This outcome will:

- promote equal opportunities and celebrate diversity by supporting the reductions in crime overall and specifically tackle hate crime and domestic violence which impact on minority groups and women
- raise general pride in the Borough by having relatively low levels of crime and reducing fear of crime
- develop rights and responsibilities by working with offenders to prevent re-offending and encouraging the reporting of hate crime and domestic violence

### **Recommendations**

It has been recommended that:

- Continued support is given to the work of the Community Safety Partnership
- links between the Partnership and the Local Strategic Partnership are strengthened through delivery of the Community Strategy
- work is undertaken through our Public Relations Unit to continue to improve and reinforce the positive messages about the real level of crime in the Borough and the successful measures being undertaken to combat it
- that domestic violence and hate crime are highlighted as a Key Priority and Target for improvement within the revised Community Strategy

## 7. Acting on Routes into Homelessness

### Key facts:

- 595 households were accepted as unintentionally homeless and in priority need in 2002/3
- Priority need acceptances were 58% higher in March 2003 than in the previous year
- Vulnerable young people form a higher proportion of acceptances than our peer group authorities

Source: Strategy for the Prevention and Alleviation of Homelessness in Barking and Dagenham 2003-2008

### Best Practice

The ODPM's Social Exclusion Unit has published a Good Practice Handbook on the development and implementation of Homelessness Strategies.

Effective local homelessness strategies can:

- provide information on the scale and nature of homelessness in the area
- identify the additional accommodation and support required to meet those needs
- identify the services needed to prevent homelessness occurring or re-occurring
- identify the resources currently available to meet those needs
- identify additional resources required
- involve other public, voluntary and private agencies in partnership work; and
- spread best practice among agencies

The key stages to be worked through in developing a local homelessness strategy are:

- Consultation
- Needs Assessment
- Audit of Services including an assessment of resources; and
- Development of a programme for planning and implementing the strategy



Joint working is seen as an important aspect in developing a successful response to homelessness. The key mechanisms for securing effective joint working are:

- agreeing roles and responsibilities of all participating agencies from the outset
- improved sharing of information between agencies
- joint training and visits between agencies
- an agreed individual officer or agency who will facilitate the process of joint work

### **Nationally and Regionally**

#### Wakefield Rent Deposit Scheme

This scheme enables vulnerable homeless people to access private rented property of good standard by providing the financial deposit required by landlords. It supports tenancies in practical ways like helping with benefits, budgeting, health issues, and enables people to lead independent and settled lives.

#### Colchester Borough Council

Colchester Borough Council's housing advice service provides specialist advice on all aspects of housing. A spend to save approach has been utilised with the aim of preventing homelessness. Expert advice is offered on housing rights, housing benefit (including obtaining backdated and fast tracked payment where appropriate) and negotiating with housing providers to enable people to remain in their current accommodation. Since the establishment of a private lettings scheme in September 2002, the service has been able to negotiate the renewal of existing tenancies, arrange new lettings and provide low income households with access to suitable, affordable and sustainable private rented accommodation. It is estimated that the service prevents 100-120 priority households from becoming homeless each year.

#### Foyer Federation 'Safe Moves' Research

The Homelessness Directorate is funding research to evaluate the Safe Moves pilot, a partnership between local Connexions Services and the Foyer Federation in Suffolk, North Yorkshire, Wolverhampton and Birmingham. Safe Moves identifies young people between 13 and 20 at risk of homelessness. It offers a range of interventions including peer mentoring, informal life skills training and family mediation to help young people to stay at home. If this is not appropriate the project helps young people make a safe move to supported accommodation so that a young person is not exposed to the risks of homelessness.

### **Locally**

In Barking and Dagenham the local authority has developed its Homelessness Strategy "Strategy for the Prevention and Alleviation of Homelessness in Barking and Dagenham 2003-2008, which was adopted in July 2003.

The broad aims of the Strategy are set out below with their principal service objectives:

Prevent homelessness

- Prevent households becoming homeless wherever possible, including the prevention of repeat homelessness through the provision of effective advice and support
- Ensure that social landlords fully contribute to the prevention and alleviation of homelessness, maximising measures to sustain tenancies

Alleviate homelessness and prevent social exclusion

- Provide a cost-effective, accessible, sympathetic but robust service for people who experience homelessness
- Provide sufficient accommodation of an appropriate type for people who are, or who may become homeless
- Meet the needs of homeless people within local communities, ensuring that work to promote equality is fully integrated into service planning and policy development

Eliminate the need for anyone to sleep rough by the end of 2003 and eliminate the use of bed and breakfast accommodation for families by 2004

- Maintain the current situation that there are no rough sleepers in the Borough
- Provide alternative forms of good quality accommodation to replace the use of bed and breakfast

Secure joint work and service delivery by relevant agencies to provide user/needs-led services and support

- Implement the legislative requirements for homeless services, providing the best possible service through their own staff and the work of other agencies
- Ensure that an effective homelessness casework service operates
- Demonstrate and maximise Best Value, reduce and eliminate duplication, and identify best practice within homeless services
- Ensure equality of access and service provision for all users
- Regularly audit the extent of homelessness and hidden homelessness in order to measure the success of/need to review the strategy
- Reduce or minimise potential homelessness in the long term through inter agency working

As the incidence of homelessness has increased use of temporary accommodation has also increased steadily. Historically limited use has been made of Bed and Breakfast accommodation whilst this has increased the scale is still modest in comparison with other local authorities. Greater use was made of Council stock to provide temporary accommodation and this reduced dependence on more expensive

forms of temporary provision. There has been increased use of private sector leasing (PSL) although this has been limited as other boroughs are using PSL accommodation in Barking. It is expected that the Borough will meet the government target of no families with children in B&B by 2004, except in an emergency.

A user survey conducted in May and June 2003 showed that service users were positive about the services received and especially about the quality of housing advice. There are particular issues regarding specialist accommodation to meet the needs of users with a disability, for substance misusers or people with HIV and Aids. In implementing policies on rent arrears and anti-social behaviour, the Council and RSL landlords may be contributing to homelessness.

The Strategy promotes partnership, strategic working, integration, innovation, user orientation, co-ordination, evaluation, and pragmatism.

The Strategy contains a detailed Action Plan describing actions and timescales which will be reviewed annually. The Housing Sub-Group of the Local Strategic Partnership will have the lead responsibility for ensuring delivery of the actions and reviewing progress, in partnership with stakeholders and users.

### **Analysis**

- The Homelessness Strategy has drawn on national good practice and there is a clear programme of action
- The objective is to prevent homelessness but ensure that specific groups who may become homeless have access to advice services, mediation is available to families and that eviction is only a necessary option as a last resort having exhausted all other possibilities.
- Emphasis is placed on joint working and the importance linking with other services such as social services and health to provide support and advice

### **Gaps**

There are identified gaps that are being filled through the implementation of the Homelessness Strategy, Particularly:

- working with BME community leaders to understand and tackle the causes of homelessness and to use this work to inform the development of a BME Housing Strategy; and
- the establishment of links to the Joint Commissioning Boards for Older People, Physical and Sensory Services, Learning Disabilities and Supporting People Commissioning Group.

### **Recommendations**

It is recommended that:

- the Homelessness Strategy be implemented with particular emphasis on understanding and tackling the causes
- improvement be sought in the availability of advice and information before people are at risk of becoming homeless
- it is ensured that Customer First Information Point staff are trained to provide advice on homelessness avoidance and have information on support services
- it is ensured that the Voluntary Sector providers of advice and information are able to access up to date information on support available

## 8. Providing the Building Blocks for Economic Opportunity

### Key Facts:

- Unemployment has not been historically as high as Inner London although there are high rates in Gascoigne, Abbey and Thames
- There are very low skill base 39.5% of the population aged 16-74 have no qualifications and 19% only have level one
- Barking and Dagenham has the lowest percentage of employees in managerial, professional and technical occupations in London
- Barking and Dagenham has the lowest median wage at £8.65 per hour in London 28% below the Greater London figure and the lowest of any borough
- There has been a fall of 36% in jobs in the manufacturing sector between 1999 and 2001
- A small increase of 9% in the public administration, education and health sectors between 1999 and 2001

Source : Workforce Development Strategy

### Best Practice

#### Nationally and Regionally

The regional and sub-regional context is set out in the following extract from the draft Economic Development Strategy

“The fundamental driver of employment change in London over the past thirty years has been the shift from manufacturing to a service based economy. Manufacturing employment has shrunk by two thirds, to be replaced by new jobs in business, financial, leisure and other services. The Draft London Plan predicts that these trends will continue with manufacturing possibly shedding a further 40% of jobs by 2016.

Alongside financial, business and people services, the Draft London Plan identifies creative and cultural industries and Information and Communication Technologies (ICT's) as new growth drivers. The Draft London Plan has also identified an “environmental imperative” created by international environmental agreements and EU and UK directives, standards and targets, which will force London to consume fewer resources, recycle more and promote alternative energy sources. This will lead to major changes in operation and behaviour for businesses and move green technologies from the fringe of London's economy to nearer its centre.

Responding to these past and predicted changes, the London development Agency's (LDA's) Economic Development Strategy seeks to balance further development of London as a world and European financial centre, with greater social cohesion and a broader range of economic activity. In addition to creative and cultural industries, environmental technologies and ICT's, the LDA will also prioritise help to tourism and leisure industries, the production sector (manufacturing), life sciences and pharmaceuticals, and the public sector. The LDA's choice of these sectors is based on the number and quality of jobs, past and future employment growth, national and international competitiveness and potential to help social inclusion.

The LDA recognises the importance of maintaining a "high value-added, design-led" manufacturing sector in the region. It has designated East London a "key strategic development focus for London" and set objectives of modernising its infrastructure (particularly its transport, telecommunications and housing) and creating new investment and land use opportunities for economic growth.

The Local Government Act 2000 placed a duty on local authorities to promote the economic, social and environmental well-being of their area. It is evident that the government sees this in the context of community leadership. Across the country local authorities have seen it as one of their priorities to promote inward investment and to seek to retain those businesses already located within their area, although there is no specific duty to foster business growth and development.

Essentially businesses are supported in the expectation that they will recruit a proportion of their workforce from the local population and/or will provide services to Borough residents. The former factor illustrates the importance of promoting local recruitment with an element of training and/or upskilling across the range of regeneration initiatives. This is particularly the case for the relatively low skilled workforce of Barking and Dagenham. At the extreme and in the absence of local control over business rates it would be possible for businesses locating within the Borough to impose costs without any attendant benefits e.g. a manufacturer not employing any local labour.

### **Locally**

Barking and Dagenham are responding to the challenges outlined above through the development and implementation of our Economic Development and Workforce Development Strategies. The authority realises that it has a key role to play in promoting economic growth in the Borough, but it is not the only player.

The key recommendations of the draft Economic Development Strategy to achieve the 20:20 Vision's objective of a vibrant local economy and a well-educated, highly skilled population are set out below:

- provide leadership and co-ordination to economic development activity in Barking and Dagenham
- help build the enabling environment for business growth – transport, the built environment and information and communication technologies (ICT's)

- make Barking and Dagenham a business-friendly council, so that our policies take into account the needs of businesses
- support business growth, retention and competitiveness, working with our partners to ensure that businesses are able to find the sites, training and advice that they need to thrive within our borough
- promote social inclusion, encouraging the growth of social enterprise, intermediate labour markets and local entrepreneurship, so that all communities and neighbourhoods benefit
- help local people into employment and into more rewarding, better paid jobs, by increasing their access to employment opportunities and improving their skills, mobility and employability; and
- use the Council's power as a major local employer and purchaser of goods and services to foster economic growth in Barking and Dagenham

The draft Economic Development Strategy breaks down specific action either in progress or to be developed across the following themes:

To help build growth in retail, people and business services, we will:

- develop a viable retail strategy for Barking Town Centre
- discuss with businesses the feasibility of a Business Improvement District in Barking
- build upon the work at the Malthouse and Broadway Theatre to create a cultural industries quarter in Barking Town Centre; and
- consider how to provide high quality live-work accommodation at Barking Reach and start-up business units at South Dagenham

To help build growth in construction we will:

- explore new ways of meeting demand for building work
- make training in construction skills a priority for workforce development and use Section 106 agreements to encourage the training and use of local labour
- consider with other education providers how to provide construction-related skills, such as for architects and landscape designers
- encourage manufacturers of off-site construction materials to locate in the borough

To help build a viable high-technology manufacturing sector we will:

- promote the borough's locational advantage for manufacturing businesses
- build on the resources of high profile companies like Ford and Aventis Pharma
- help smaller manufacturing companies showcase innovative products and processes
- help build synergies for innovation and business support between the borough's new high tech centres (CEME, ETRCL and BIC)
- preserve employment sites for manufacturing through the new Local Development Framework and use planning guidance to encourage manufacturing development in key sites

- work with Gateway to Industry to improve manufacturing competitiveness
- use the planning system to encourage manufacturing development
- continue to provide support to the LSC-funded Executive Excellence in Industry programme

To support careers in the public sector we will:

- establish a Public Sector College in Barking Town Centre

To help build the enabling environment for business investment and growth in Barking and Dagenham we will:

- lobby and prepare for the speedy completion of transport improvements such as the DLR extension, C2C upgrade, the East London Transit, Crossrail and a new Thames Bridge
- implement a North-South Bus Strategy to link residents in the north of the borough with jobs south of the A13
- work with UEL, the East London Small Business Centre and BT to increase awareness and use of Information Technologies by businesses
- continue to improve the appearance and facilities of industrial estates
- improve the appearance of shopping parades where these have become run down
- investigate the possibility of creating an Enviro-Crime Unit
- work with police and businesses to tackle crime against businesses
- extend work to improve the appearance and security of the borough's shopping areas
- ensure the Thames East Strategy complements our efforts to improve the Riverside through effective landscaped policies
- develop policies to make best use of the borough's river wharves and railheads

To help build growth in environmental industries we will:

- establish London's home for green businesses at Dagenham Dock by;
- marketing the site to green businesses
- developing an Environmental Technology Resource Centre at the heart of the Sustainable Industrial Park
- promoting green business chains
- using the planning system to limit logistics operations on the site
- working with the LDA to improve the site's infrastructure and environment
- working within Benefits for Business to ensure that the new businesses receive a comprehensive business support service on the site

To ensure that disadvantaged, or hard to reach groups benefit from economic growth in Barking and Dagenham we will:

- develop our social enterprise network through LDA-funded champions
- help set up at least six additional social enterprises by 2005
- support Renew Dagenham's white goods recycling scheme



- establish more intermediate labour market schemes
- support the Prince's Trust programme
- work with Business Link and business associations to ensure the needs of BME companies are properly addressed
- continue to support the Young Enterprise programme in our schools
- promote the value of appropriate childcare to enable more women to work
- offer alternative learning programmes for young people of secondary school age who have disengaged from traditional schooling

To ensure that local people have the skills and training they need to compete for higher skilled and better paid jobs we will:

- continue to support CEME through our Engineering Innovation Programme and a new borough wide qualification for manufacturing and engineering
- continue to implement the Excellence in Industry initiative to support young people who want careers in industry
- establish a similar scheme for Excellence in Health and Care
- continue to improve literacy and numeracy through the Basic Skills Initiative
- establish the Barking Lifelong Learning Centre
- continue to improve links with local businesses, including through the Education Business Partnership
- evaluate and improve the schools careers education service
- continue to work with Job Net to help make job seekers "work-ready"
- provide high quality work-based learning programmes for young people aged 16-24 years
- consider with our partners and implement ways to encourage more small and medium enterprises to make provision for training and workforce development

Assistance from Neighbourhood Renewal has enabled:

- the employment of a Full Time Co-ordinator to support the implementation of the JIP Welfare to Work for Disabled People. Co-ordinating a multi-agency approach to implementation and increasing the number of local employers providing employment opportunities.
- The establishment of a Gateway to Health Project Co-ordinator 's post for one year to develop and implement a programme to encourage local people to access jobs in health and social care. Further funding for future years to develop this project has been secured from the LDA2 programme and partner organisations.

### **Analysis**

- Businesses in the area need to be made aware of the potential local workforce emerging with qualifications through the local schools
- There is an increase in opportunities.
- There is a need to improve the take up of adult learning opportunities and specifically basic skills
- The average income in Barking and Dagenham needs to be increased
- Employment is becoming more knowledge based
- The recent development of the Workforce Development Strategy and Economic Development Strategy

### **Gaps**

The Workforce Development Strategy and draft Economic Development Strategy documents are detailed and encompassing with clear recommendations for moving forward with the skills, training and employment agendas for the Borough.

While there are not any particular gaps within the above documents, it is worth reiterating the size of the challenge ahead to ensure that the existing and developing population of the Borough has the opportunity to develop or increase their ability to access the regeneration opportunities over the coming years.

Similarly there is a great deal of work to be undertaken to foster the relationships with existing and potential businesses to enable the linkages with use of the potential of local people to maximise the benefits for the Borough.

Development of the Borough's relationship with the emerging UDC will be a key element in achieving many of the aims and objectives set out in the strategies and links between physical and social regeneration initiatives will need to be strengthened through this relationship and the work of the Regeneration Board.

### **Recommendations**

It is recommended that:

- The Council implement the Best Value review of regeneration in relation to Raising Skills
- Improvement be sought in internal processes that attract and retain businesses that offer employment opportunities
- Social enterprises continue to be developed
- support be given to the Gateway To Health Project to assist in training local people to access and take up opportunities

## 9. Providing Support for Isolated Elderly People

### Key facts:

- 14.71% of people in Barking and Dagenham are over 65 years of age
- The largest proportion of elderly persons over 65 years of age are contained within Chadwell Heath ward (19.97%) with other larger than average concentrations spread across the Becontree Estate
- There are almost 21,000 one person households in the Borough
- There are almost 16,000 unpaid carers in the Borough

### Best Practice

#### Nationally and Regionally

The National Service Framework (NSF) published in March 2001 has roots in Modernising Social Services and the NHS Plan. It is a ten-year plan, although the milestones and targets require a rapid pace of change. All new government guidance and priorities for older people's services either flow from the NSF or are closely linked to one or more of the standards. The NSF is led by a National Director, Professor Ian Philp, and on a regional basis by the Social Services Inspectorate and NHS London Region.

Progress is monitored through the Performance Assessment Frameworks, Position Statements, specific reports and visits. The NSF is therefore important in respect of the performance of the Older People's Service, Social Services and the Council. Local implementation of the NSF is led by the Director of Older People's Services, a joint Primary Care Trust/Council post. The local authority's NSF participation programme is designed to ensure that older people are at the centre of new developments. The programme is co-ordinated by a neighbourhood renewal funded participation co-ordinator, who is based in Age Concern, and led by a multi-agency steering group.

The National Service Framework establishes 8 service standards.

#### Standard One – Rooting out age discrimination

NHS services will be provided, regardless of age, on the basis of clinical need alone. Social care services will not use age in their eligibility criteria or policies, to restrict access to available services.

## Benchmarking Tool

The NHS has developed a benchmarking tool designed to help those responsible for commissioning or delivering services at a local level to compare patterns of treatment at different ages with those in other areas. The Tool can be downloaded from [Age-Benchmarking@doh.gsi.gov.uk](mailto:Age-Benchmarking@doh.gsi.gov.uk)

The Kings Fund has developed a document which provides wider advice on the identification of age discrimination in health and social care, what it may look like and how it might be addressed.

No overt or explicit discrimination has been identified within key local policies and documents. The Fair Access to Care policy agreed by the Council in December 2002 and implemented as required in April 2003 is specifically designed to eliminate unfair discrimination of all kinds. The Anti-Age Discrimination Policy Commission report to the Council's Executive in December 2003 noted that there was little if any evidence of age discrimination in service provision. The Council's Scrutiny committees and other new NHS bodies under development such as the Patient and Public Involvement Forum and Independent Complaints Advocacy Service will have also have an important role in rooting out age discrimination.

## Standard Two – Person-centred care

NHS and social care services treat older people as individuals and enable them to make choices about their own care. This is achieved through the single assessment process, integrated commissioning arrangements and integrated provision of services, including community equipment and continence services.

Age Well programme in Sandwell Health Action Zone (HAZ) is typical of work developed in partnership with older people within HAZs to ensure that they have an equal voice in actively influencing policy and practice at strategic and local levels within partner organisations. The commitment to involving older people extends to those at particular risk of "missing out", for example those who are housebound or disabled. The involvement of black and other ethnic minority older people is also a significant theme of the project. At the same time a programme of practical work has been undertaken, including:

- publishing an A-Z of services for older people
- developing an approved list of local builders and tradesmen
- extending the availability of chiropody and similar services at local level
- enabling people to remain in their own homes by making increased investment in adaptations to support their needs
- piloting work to prevent accidents through Primary Care Teams in areas with high elderly populations.

Wolverhampton Health Action Zone's (HAZ) Older People's Forum is bringing about improvements in a range of health indicators affecting older people, including coronary heart disease, stroke and winter pressures. The work of the HAZ is aided by close participation of older people in the development of local services. More than 40 older people attend a monthly participant's forum and 20 peer health mentors are operating to work more closely with older people in the community to address their health needs.

In Barking and Dagenham the Single Assessment Process (SAP) has been successfully piloted within the Initial Contact Service, where the advantage of a nurse working closely with social care staff was demonstrated by the number of older people identified with infections that may have led to hospitalisation and permanent care, if not identified and treated at an early stage. The SAP assessment forms are now being integrated within the client record system (Swift), and will soon be tested on electronic notebooks. Single Assessment is more convenient for older people, improves assessments, and is a key element of integrated person centred health and social care.

### Standard Three – Intermediate care

Older people will have access to a new range of intermediate care services at home or in designated care settings, to promote their independence by providing enhanced services from the NHS and councils to prevent unnecessary hospital admission and effective rehabilitation services to enable early discharge from hospital and to prevent premature or unnecessary admission to long-term residential care.

The Torbay / CARRIE (Crisis and Rapid Reablement and Elderly) Team was jointly established by the local trust, GPs and social services and brings the services of an occupational therapist, physiotherapist and response co-ordinator together to supplement those of the usual community services (GPs, district nurse, health visitors and social workers). Rapid response is the key to the success of this service, which is provided in patient's homes and in other community settings like residential and nursing homes.

The service also co-ordinates the early provision and fitting of aids for daily living thus enabling patients to regain confidence and independence in the secure environment of their own home. Multidisciplinary joint team working has been the key to success in this scheme, which prides itself on providing short periods of structure and seamless care.

In Barking and Dagenham important developments in intermediate care this year include:

- The Grays Court site Intermediate Care Resource Centre with 45 beds and day facilities – a £4.9 million capital project – is on course for opening in the summer of 2005.
- The Fanshawe and Galleon Intermediate Care day centres will open in the spring of 2004

- The refurbishment of Lake Rise Intermediate Care Unit and use of intermediate beds at Brocklebank Lodge and the independent nursing home Hanbury Court
- The Intermediate Care Assessment Team (ICAT) has helped to keep delayed discharge from hospital well within target all year.
- The community geriatrician and support nurses and therapists are working closely with ICAT and secondary/primary care to support older people at home

#### Standard Four – General Hospital care

Older people's care in hospital is delivered through appropriate specialist care and by hospital staff who have the right set of skills to meet their needs.

Camden & Islington Community Health Services NHS Trust have community based general and specialist palliative care services. All services for those with continuing care and palliative needs within the primary and continuing care arm of the NHS Trust are co-ordinated under one Director. The service includes:

- a specialist palliative care team
- HIV clinical nurse specialist
- community night nursing service (meaning that staff have access to a clinical nurse specialist and medical advice when needed. Also the availability of drugs, equipment, specialist assessment and, if needed, fast track admission are all facilitated)
- complex care management (District Nurse care managers)
- generic home carers (enable people with specialist palliative care needs to be maintained at home if this is their wish - 90% of people die in their place of choice).

Linked facilities include:

- in-patient provision with acute diagnostic and/or palliative interventions (for example radiotherapy and chemotherapy) at local teaching hospital
- three local hospices providing specialist palliative care beds, home and day care
- continuing care beds for frail older people at local hospital
- a rapid response service, funded by local authority, provides for carers at short notice in times of crisis.

The specialist palliative care team operates from a palliative care centre, which acts as the "hub" for combined services. The team offers clinical services, teaching, research, and training. Joint operational policies are agreed between the service and secondary hospital services. Staff, particularly doctors, work across hospital and community settings. Working jointly with primary and community health care teams, they attend case review meetings and provide specialist advice and support.

Barking, Havering and Redbridge Hospitals NHS Trust (BHRT) now has a new nursing structure in place, which includes modern matrons, discharge co-ordinators and A&E community liaison nurses. A Better Hospital Care Project Group is working on a range of targets associated with this standard and Improving the Patient Experience, covering the five dimensions needed for a good experience:

- Improving access and waiting
- More information and choice
- Building closer relationships
- Safe, High quality, co-ordinated care
- A clean, comfortable, friendly environment

The Barking and Dagenham Palliative Care Service brings together the expertise of the Council's Home Support Service, District Nurses and the St. Francis Hospice in one service designed to provide high quality care at home.

### Standard Five – Stroke

The NHS will take action to prevent strokes, working in partnership with other agencies where appropriate. People who are thought to have had a stroke have access to diagnostic services, are treated appropriately by a specialist stroke service, and subsequently, with their carers, participate in a multidisciplinary programme of secondary prevention and rehabilitation.

Hull's Stroke Association is running two projects in the area. The Preventing Stroke and Saving Lives Project is targeted at patients who have experienced a TIA (transient ischaemic attack) and aims to provide an intensive follow-up service to limit the risk of stroke by providing a programme of lifestyle change, guidance and advice. The service is part of a multidisciplinary primary care team involved in the investigation and management of TIA patients within the pilot area. The service project is based at Primary Care Group level and working with GP Practices and the community. It's also offered to the patient's family so that they can encourage the patient and also to limit the risk of stroke to other family members.

The service employs a full-time Stroke Prevention Service Advisor who establishes a lifestyle change programme for patients diagnosed with TIA. The programme will be patient-led with a number of planned visits to the patient's home by the Advisor. Patients will also have the opportunity to attend group meetings on prevention issues and this is where the service project will link in with other partners in terms of health promotion e.g. the Primary Care Group Community Health Worker, Practice Nurses and Community Nurses.

The Stroke Prevention in Action Project is aimed at people who have experienced a first stroke. An advisor provides information and support to patients helping them to make long lasting changes to their lifestyles, based on the assessment of the patient's risk factors, which will reduce the risk of further strokes. The programme will be provided by a number of planned visits to the patient's home, telephone contact and group sessions when necessary. The service will also link into existing health promotion services and projects within the locality including Family Support Service.

In Barking and Dagenham a stroke plan has been developed which covers the need to have a specialised stroke service in each acute hospital. A community stroke group is being set up to co-ordinate and take forward primary and social care services. Preventative services offered by Age Concern and the Council's Leisure Service (including keep fit activities, guided walks, and Elderberries) all contribute towards reducing the incidence of stroke. In February 2004 an "Age Concern Ready Steady Cook" event was held as part of the NSF healthy ageing week.

### Standard Six – Falls

The NHS, working in partnership with councils, takes action to prevent falls and reduce resultant fractures or other injuries in their populations of older people. Older people who have fallen receive effective treatment and rehabilitation and, with their carers, receive advice on prevention through a specialised falls service.

The Elderly Health Unit at Broadgreen Hospital, Liverpool, is running a Falls Education Programme.

The aims of the programme are to examine the possible contributing factors and to offer the patients and their carers advice and practical instruction on how to prevent falls and their associated injuries. Following medical screening, an Occupational Therapy environmental assessment and Physiotherapy intervention the patients are referred to the Falls Education Programme which runs over eight consecutive weeks.

The programme consists of a session of Tai Chi and weekly educational talks, which include

- Physiotherapy (How to get up following a fall.)
- Occupational Therapy (Safety in the Home.)
- Doctor (Contribution of various health factors relating to falls.)
- Chiropody (Correct footwear and care.)
- Age Concern (Services available in the community.)
- Community Police Officer (Safety and crime prevention.)

Basic balance measurements using the Berg Balance scale and a visual analogue scale for fear of falling are recorded on the first and last week of the programme. The results for the past two years have shown that an eight week course of Tai Chi and Education for Elderly fallers held in the Elderly Health Unit setting results in improved balance and reduces the fear of falling.

Whilst setting up the programme we have forged valuable links with Age Concern who now offer our patients follow-up adapted Tai Chi sessions within their centres in the community.

Falls Clinic in Newham - The falls prevention service was established in 1999. Any person living in Newham, over the age of 65yrs who has suffered a fall in the previous year can attend the Clinic. We operate an open referral system. The Multi



Disciplinary Team in the Clinic comprises of a Consultant, Nurse, Physiotherapist, Occupational Therapist support workers and Podiatrist. Clients are interviewed and examined by the team. Treatment programmes are agreed and consent is obtained. Initial assessment includes:

- Levels of Confidence,
- Ability to get up from the floor safely and,
- Osteoporosis screen.

Most initial assessments by the team are carried out in the Clients Home. Should assessment reveal that the cause of the Fall is due to Cardiac disease (syncopy, irregular heart beats), the support worker can apply a 24hr tape to the client, the tape is then sent to the Cardiac Department at Newham General Hospital for analysis and a report is returned to the consultant who will take appropriate action.

A Falls care pathway and careplan has been developed for use by Health and Social care providers. Falls prevention leaflets and Postural Hypotension leaflets have been developed for Clients to use. During the Clients attendance at the Clinic, they will attend teaching sessions on:

- Anxiety management (from a Psychologist)
- Looking after your feet (from a Podiatrist)
- Tai Chi (improves balance)

All team members document information in the care plan, this avoids duplication and communication breakdown. The team also provides a discharge summary and this is sent to Clients, Health and Social care providers.

All local health and social care systems are required to have established an integrated falls service by April 2005. This work has started in Barking and Dagenham with the development of a Falls Strategy Group. Activity of this kind is usually more successful if there is a dedicated lead able to devote sufficient time to network building and development work. A bid for funding a Falls Co-ordinator made to the National Primary Care Development Board made a shortlist of 12 out of more than 70 bids, but was ultimately unsuccessful. Other sources of funding are now being sought.

A Falls Prevention event held at Fanshawe Hall on the 21<sup>st</sup> October attracted over 50 older people. Presentations were made by osteoporosis and older person's nurses and by the Fire Brigade who also distributed smoke alarms (and arranged fittings). A Leisure Services fitness adviser for older people led a chair based exercise session. Issues raised at the event by the older people are being followed up with London transport (District Line concerns), the Department of Leisure and Environmental Services (pavements) and through the Older People's Service (developing both prevention and treatment).

### Standard Seven – Mental health in Older People

Older people who have mental health problems have access to integrated mental health services, provided by the NHS and councils to ensure effective diagnosis, treatment and support, for them and their carers.

Salford Mental Health Services and Salford & Trafford Health Authority have undertaken a joint review of Old Age Mental Health Services in the area. It has identified the need to develop more services for older adults with mild to moderate mental health problems, and to enhance the awareness of primary care staff about mental health needs for older people. New developments based on local surveys include:

- accredited training for primary care nurses in the identification and initial management of mental health problems in older people, including dementia, depression and other conditions
- pilot training schemes for social workers, home carers, (NVQ mapped)
- basic protocols to assist primary care staff in making appropriate referrals
- improved access to psychology, occupational therapy and counseling
- mental health/primary care liaison to promote mental health in older people and facilitate an effective primary/secondary care interface.

Training developments have been extended over neighbouring districts, supported by Greater Manchester West Education and Training Consortium. Evaluations to date include positive feedback, and requests for future developments.

The Age Concern Oxfordshire Flexible Carers Service bridges the gap between the help offered by statutory and voluntary agencies and client need. Its purpose is to enhance the quality of life of older people with mental health needs by offering home-based active support in direct response to the individual's needs and wishes.

Trained care staff provide individual support to older people with significant mental health needs and who are reluctant to accept help. They also assist in rehabilitation improve levels of functioning, prevent further deterioration, enhancing quality of life and enabling the individual to remain in their own home.

In Barking and Dagenham during 2003:

- Work started in August on the 31 extra care housing units for people with dementia at the Saywood Lodge site. Completion is due in the spring of 2004.
- Work has also started at the Moreland Road LIFT financed day hospital and out patient's suite. Completion is due towards the end of 2004.
- Memory Lane Café for older people with dementia and their carers has become established as a popular service and is expanding to 5 days a week.

A new mental health strategy for older people is being drawn up following a consultation event arranged by Carers of Barking and Dagenham in November 2003.

Standard Eight – The Promotion of Health and Active Life in Older Age

The health and well-being of older people is promoted through a co-ordinated programme of action led by the NHS with support from Councils.

The Rotherham Active in Later Life (RAILL) project provides health promotion activities for older people in local leisure centres at six locations. It is managed by Age Concern and includes:

- keep fit sessions and line dancing
- health promotion speakers with question/answer sessions/debate/information
- a Consumer Committee and involvement regarding future planned activities.

RAILL has a part-time manager, development worker and administrative staff: Rotherham Borough Council provides the keep-fit instructors. The scheme is part funded through joint finance and Health Action Zone monies.

Clients pay 80p per attendance and this is paid to the leisure centres. Benefits include improved physical health with members reporting improved ability to climb stairs, and mental health through increased socialisation thereby reducing isolation. Consumer questionnaires demonstrate a high level of satisfaction with the service. Leisure Centres are very supportive as they were underused during the day and now some older people have taken up mainstream leisure pursuits like swimming because of this initiative.

This standard covers a wide range of local activity in the Borough, which extends the healthy life expectancy of older people. These activities include:

- Housing Shape Up
- Community Strategy and Cohesion
- Leisure programmes linked to prevention of heart disease
- Smoking Cessation
- Neighbourhood Renewal
- Winter Flu immunisation for staff and vulnerable people

The Frail Elders Service started in April 2003 at 5 centres and prevention work continues in Age Concern's 10 Active Ageing Centres.

"Age Direct" is a name chosen by the older people who are continuing to meet following the NSF participation events. The NSF participation co-ordinator facilitates continuing meetings in order to ensure that NSF consultation and involvement is part of a systematic and continuing process, and not confined to one off events

### **Further local developments**

The Neighbourhood Renewal Fund has enabled the commissioning of work from Age Concern towards developing and overseeing some aspects of the Older Peoples' National Service Framework programme within the Borough. The activities will include promotion of older peoples' health and independence, and providing a person centred case that fits services around people's needs and roots out age discrimination.

A new Pensions Credit has recently come into being. This is a new entitlement which guarantees everyone aged 60 and over an income of at least:

- £102.10 per week if they are single; or
- £155.80 per week if they have a partner

For the first time, people aged 65 and over who have made modest arrangements for their retirement may also be rewarded. Subject to the criteria relating to the entitlement, Pensions Credit has the ability to give new money to those who have modest savings. This could be up to:

- £14.79 per week if they are single; or
- £19.20 per week if they have a partner

In Barking and Dagenham, the Pensions Credit is being co-ordinated and facilitated by the Pensions Team based within the Department of Work and Pensions Office. The Pensions Team have given presentations to both the Social Inclusion Policy Commission and the Neighbourhood Renewal Steering Group and have built up an extensive list of contacts within the authority and with partners.

The Pensions Team have 2 outreach advisers who are running weekly surgery sessions in every Community Forum area, and who also provide individual advice and assistance through home calling to the most vulnerable older people. Through the contacts they have made they are also visiting appropriate groups and meeting places for elderly persons e.g. Luncheon and Leisure Clubs.

As discussed previously under the Section entitled Reduction in Crime, elderly people have been identified as a major at risk group with regard to domestic burglary and particularly distraction burglary.

The Memo Minder initiative specifically targets this vulnerable group and in conjunction with other household adaptations such as the fitting of improved door and window locks and smoke alarms etc, supplied as part of the Supporting People Initiative operated by Social Services, goes some way to increasing confidence of the elderly with regard to personal and household safety. The Police have made a presentation on distraction burglary at the Social Services Home Support Providers Forum.

In relation to the above Age Concern are contracted to undertake some of the household adaptation work, and are very aware of the positive benefit of providing contact with particularly isolated elderly people as part of the initiative.

### Analysis

- Elderly people are seen as a priority group within the Borough and there is evidence of good practice and service delivery, including the most isolated and vulnerable
- There are opportunities for increased partnership working across departments and partner organisations. The development of integrated health and social care teams will be an important step towards improving access to care
- The SSI Inspection of Older People's Services in 2003 noted that the Service had promising prospects and gave recommendations to improve the service even further. A CHI inspection of health services is scheduled for early 2004 (this will help to identify gaps in health care and improve services).

### Gaps

It is obvious that there is much good practice being shown in delivering services to elderly people within the Borough in terms of their personal and household safety, potential to increase prosperity, and opportunity to lead a full and active life.

However, at present some initiatives still appear to be lead by individual service requirements and there is greater scope for service providers to liaise and plan service delivery in such a way as to maximise the potential benefits by increased joint working.

Recognition of the issues and differences raised by gender and ethnicity needs to be explicit and services tailored and scoped accordingly. Equalities impact assessments to be undertaken during 2004 will address these issues.

Identification of the most vulnerable elderly population and targeting of service delivery could be enhanced by the co-ordination of the various departmental databases including a greater use of the electoral roll, access to information restrictions not withstanding. This could be extended to external partners if the appropriate protocols can be agreed. An information sharing agreement based on the law and best practice has recently been agreed by the PCT and Social Services.

Further work needs to be explored to outreach the benefits of lifelong learning and IT capability to the isolated elderly. There is evidence that expanding the lifestyle possibilities of this target group in this way can help to alleviate some of the health and social disbenefits of isolation such as depression.

**Recommendations**

It is recommended that:

- Social Services and their commissioned agents, particularly Age Concern be supported in developing and delivering the National Service Framework for Older People in Barking and Dagenham
- partnership and corporate support is provided through the NSF Local Implementation Team and existing strategies and balanced scorecard implementation plans
- the appropriate Sub-Group of the Borough Partnership take an overview on the delivery of services to the elderly in the Borough with regard to Rights and Responsibilities, and Equalities and Diversities

## 10. Improvement in Adult Literacy and Numeracy

### Key facts:

- Barking and Dagenham has the highest proportion of adults with no qualifications in London (39.5%).
- Barking and Dagenham has the highest proportion of adults with basic skills needs in London (58.5%).
- The authority was placed fourth from bottom in adult literacy and second from bottom in adult numeracy out of 400+ local authorities.

### Qualifications held by Barking and Dagenham Adults

	% of Population by Qualification Type					
	None	Level 1	Level 2	Level 3	Level 4/5	Unknown/Other
	Basic skills needs		GCSE equiv.	A level equiv	Degree equiv	
LBBDD	39.5	19.0	18.1	5.8	10.2	7.3
London	23.7	13.0	17.0	9.8	31.0	5.4
England	28.9	16.6	19.4	8.3	19.9	6.9

Source: 2001 Census

### Estimate of Level of Basic Literacy and Numeracy Skills (Below level 1)

Authority/Ward	Population 16-60	Low Literacy	Lower Literacy	Very Low Literacy	Total Poor Literacy
Barking and Dagenham	87,473	17.5%	6.7%	7.1%	31.3%
Authority/Ward	Population 16-60	Low Numeracy	Lower Numeracy	Very Low Numeracy	Total Poor Numeracy
Barking and Dagenham	87,473	15.2%	10.2%	8.8%	34.2%

Source: The Basic Skills Agency: Opinion Research Business Survey 1997.

## Background

Skills for life, the national strategy for improving adult literacy and numeracy skills was launched in 2001. The strategy aimed to raise standards of three quarters of a million learners by 2004. This has recently been doubled to 1.5 million by 2006. Hard to reach groups are to be given priority as a major part of the social inclusion agenda. Research has shown clear links between poor basic skills and almost every measure of deprivation, including unemployment, crime, poverty and low pay.

The recently published DfES report indicates that over five million adults in England still cannot read or write at the level we would expect of an 11 year old. Up to 15 million were found to have basic numeracy problems.

The Success for all report gave a clear government commitment to fund provision of courses for all adults, including those in employment, up to and including level 3. Information and communications technology was recently designated a basic skill in the Government's skills white paper.

The recruitment drive for more learners has been successful following high profile publicity campaigns, although the number of adults gaining qualifications has not. Ofsted has recently branded the quality of teaching in this area as the worst in the sector.

## Best Practice

The DfES report entitled 'What works' analysed successful features of the skills for life pilots. This highlighted the importance of:

- mapping local provision to local needs;
- capacity-building to increase the number of qualified tutors;
- high quality continuing professional development for all staff;
- a range of learning environments and learning programmes including the use of information communications technology (ICT);
- effective screening, initial and diagnostic assessment procedures;
- thorough quality assurance measures and
- the opportunity for learners to gain qualifications by taking national tests;

The DfES has produced a series of guides highlighting good practice in a number of different contexts including Adult and Community learning, e-learning, Further Education Colleges and Learners with Learning Difficulties and/or disabilities.

## Locally

Improving the attainment levels of adult literacy and numeracy is one of the key priorities facing the borough if it is to enable its residents to access the regeneration opportunities afforded around employment and training over the coming years.



Within Barking and Dagenham the Adult Basic Skills Initiative, launched in autumn 2002, has been established to raise standards of adult literacy and numeracy. Working with the community in partnership across all Council departments and with the voluntary and private sectors this initiative aims to:

- move from one of the lowest levels of adult literacy and numeracy in the country to the national average;
- ensure that all groups, particularly the hard to reach are engaged and involved and
- develop the widest possible range of locations to provide access for the whole community

Building on the findings of the Best Value Review of Adult Literacy the establishment of the above Initiative has made tangible progress in terms of quality assurance and expanding the network of providers and courses available. An independent audit of physical provision, supplemented by a Basic Skills Agency consultancy, highlighted areas for development. These have contributed to a 'Whole borough framework for action'. A tutor-training group has been established to coordinate local training needs. Key partners are the Adult College, the Library Service, the Community Inspection and Advisory Service, Learndirect, Barking College, the Voluntary Sector Provider Network and via the Learning Village Network. Subject specialists who give support to improve the quality of teaching have provided literacy and numeracy materials.

Indicators show that these are beginning to take effect. The network of UK online centres has boosted the number of venues available for Adult college courses and opened up the possibility of IT based solutions. Linking to schools through the borough's Test Bed project has created opportunities to develop home, online and blended learning for adults.

The Neighbourhood Renewal programme has assisted the Adult Basic Skills Initiative via funding the following:

- Employment of a full time Co-ordinator within the Adult College, with the authority and influence to manage the work programme of the network of learning centres and maximise their potential benefits.
- Purchase of 4,000 licences for an adult basic skills software package to allow all providers of adult basic skills access to CATD software to support and track learning on-line.
- Employment of a full time Co-ordinator to ensure that a coherent approach is adopted to ESOL provision across the whole community and all providers.

The Initiative will also benefit greatly from substantial funding secured this year from the London Development Agency's LDA2 programme and the local Learning and Skills Council.

As a major employer within the borough the Council is an ideal starting point to tackle the stigma around adult literacy and numeracy. This has been recognised by the Adult Basic Skills Initiative and at the end of September a new programme was launched using LDA funding entitled 'Embedding Workplace Basic Skills'. All departments are supporting this. It aims to embed management and support mechanisms to ensure that people in need of improving their basic skills have the confidence to access the training opportunities.

### **Analysis**

- The national and local strategies for improving adult literacy, numeracy, language and workforce development present unique opportunities to tackle the educational disadvantage amongst Barking and Dagenham residents.
- The Council's commitment to tackle this issue has gained national recognition and acclaim.
- External funding for projects to improve the quality of teaching, expand and join up provision and tackle workplace basic skills and ESOL has been attracted to the borough.

### **Gaps**

The current initiative and projects represent only the tip of the iceberg in terms of what is needed to close the inter-generational gap in educational disadvantage which has been allowed to develop. The scale of the problem in Barking and Dagenham makes consolidation of existing initiatives and further expansion of work in this area vital. The most pressing tasks are:

- ensuring all tutors have training and gain new teaching qualifications which recognise subject knowledge and teaching skills;
- developing a range of innovative courses and learning environments to meet the needs of target groups;
- demonstrating the importance of workplace basic skills training in all sectors;
- co-ordinating a response to meet the needs of adults with learning difficulties and disabilities.

### **Recommendations**

It is recommended that:

- The Adult Basic Skills Initiative is secured and extended to enable current projects and contracts to be delivered and further opportunities to be exploited.
- The Initiative is expanded to meet the challenges faced by the huge expansion of the government's basic skills, workforce development, e-learning and further education agendas.

## 11. Support and Provision of Improved Services for People with Mental Health Problems

### Key facts:

- 23% of all mental health admissions are for schizophrenic, schizotypal and delusional disorders
- There are 12 community psychiatric nurses per 100,000 population (needs weighted)
- 11.5% of PCT budget spent on mental health services as opposed to 15.73% required budget spend as predicted by relative need
- Estimated that two thirds of GPs do not have direct access to psychological therapies
- There are currently 82 acute bed spaces including 3 PICU beds

### Sources:

Business Case report for Acute bed Space Provision – Mascalls Park (2003)  
Availability of mental health services in London – a report for the Mayor of London by Dr. Foster (2003)

### Best Practice

#### Nationally and Regionally

*Statement of Best Practice taken from 'Health and Neighbourhood Renewal' Guidance from the Department of Health and the Neighbourhood Renewal Unit*

Mental health problems are common. They are associated with high levels of distress and morbidity. The national Psychiatric Morbidity Survey shows one adult in six suffers from a common but moderately severe mental disorder. The problems range from anxiety and depression to rarer but very severe conditions such as schizophrenia.

Depression is one of the most common mental illnesses, affecting at least 6% of the population at any one time. It is estimated that up to one quarter of routine GP consultations are with people with a mental health problem. Mortality among people with schizophrenia is 1.6 times that in a general population of similar age and gender.

Some groups face very high risk of mental illness e.g. individuals who have suffered severe abuse, BME groups, people who sleep rough, people in prison, and people with physical illnesses. Single or divorced/separated people living on their own have a higher risk of mental illness, as do those who are unemployed and socially isolated. Depression in people from the BME communities, and among refugees and asylum seekers is thought to be high, but is frequently overlooked. Communities can

tackle the underlying factors as well as help to ensure that such individuals are not socially excluded.

In addition there is evidence that:

- mental illness is under-recognised and under-treated
- Families where there are mental health problems are overburdened
- Standards of care are variable and services sometimes un-coordinated
- Services are not always delivered equitably to BME groups

*Saving Lives: Our Healthier Nation* - makes mental health one of four priorities for the health of the population alongside coronary heart disease, cancers, and accidents. The aims of actions set out are to reduce the rates of death, extend the quality of years of life lived to the full, and to improve health for the many as well as the few. The main planks of its new policies are outlined below:

- Modernising Mental health Services : safe sound and supportive
- National Service framework for mental Health
- The NHS Plan
- Saving Lives: Our Healthier nation

The NHS Modernisation Fund focused in 1999/2000 on securing:

- 24 hour access to services
- new assertive outreach teams
- More 24 hour staffed beds in the community
- More beds in secure settings
- Integrating health and social care teams to co-ordinate services
- Increases in staff education and training
- A better quality of care for people with severe mental illness

The NSF for Mental health was the first National service framework to be published and covers the mental health needs of working age adults, setting several national standards.

The NHS Plan (July 2000) provides an extra annual investment of over £300 million by 2003/04 to fast forward the NSF and deliver NHS Plan commitments. The complementary Implementation Plan (December 2000) sets targets and objectives for 2001/02. This builds upon the investment in secure beds, 24 hour staffed beds. Extra assertive outreach teams and improving access to services 24hours a day, 7 days a week.

*Saving Lives: Our Healthier Nation* – suggests that communities can promote mental health in the following ways:

- Encouraging individuals to be involved in the community, and to keep in touch with family and friends
- Reducing stress through relaxation and physical activity
- Encouraging people to talk about problems and ask for help

- Awareness of mental health issues, and encouragement to seek help from GP's
- Social support and skills development for unemployed people
- Practical health and care information and social support for carers
- Support groups offering practical help, social networks and parenting advice for isolated parents. (This also helps with child development)
- Self help support groups, e.g. for widows

In addition, it is possible to reduce the risk of various mental illnesses, such as depression by strengthening support systems, encouraging smoking cessation, healthy eating and physical activity.

People with mental health problems are among the most excluded of society. Conversely, social exclusion is a key risk factor for a range of mental health problems. It is therefore crucial that mental health services engage with the broader public health agenda and look beyond service delivery goals, important though these are. It is important to mainstream mental health promotion within mental health and other health services.

While effective medical care is essential it will achieve little unless the broader social needs of people with mental health problems are addressed. The lack of a job or suitable occupational activity, inadequate housing, confusion about appropriate entitlement to welfare benefits and a failure to tap into the range of support people need to recover, can lead to a cycle of despair and a lifetime of mental health problems. Effective mental health promotion strategies at a local level will engage with a whole range of broader community development initiatives to strengthen social networks and structures to support local communities.

### **Locally**

Mental health is taking a higher priority in Barking and Dagenham with investment being increased from the local authority and the Primary Care Trust. In response to the Government agenda a consultation document has been prepared entitled 'Towards a Mental Health Strategy for Barking and Dagenham'.

When agreed by stakeholders the above document will set the direction of travel for the development of mental health services in Barking and Dagenham for the next 3-5 years. Implementation of the strategy is intended to form the basis for developing a modern, user centred service for people in the Borough. This whole system approach to mental health care and treatment encompasses the need for a range of different services available, and individual service elements will work together to provide a holistic and coherent care plan for individual service users.

Priorities for individual service developments are as follows:

- The development of a shared vision and set of values to underpin implementation of the strategy and development of services

Specific work on social inclusion to “include steps to reduce stigma and increase opportunities in the wider community. This will include health promotion activities traditionally within the arena of public health problems such as depression and stress as well as taking steps to improving opportunities and support for people in employment and maintaining tenancies.

- Development of the work and role of the mental health social inclusion co-ordinator who works across both Havering and Barking and Dagenham mental health services
- An audit of suicides in the Borough is currently being undertaken and systems will be established to enable the examination of local trends in a more informed fashion.

The document also recognises the need to see improvements in the capacity of primary care services ability to diagnose, manage and treat common mental health problems, as well as improving the earlier recognition of more serious problems and clear routes for access to help. The creation and improvement of care pathways is highlighted as a way forward. Some of the features of potential future action include:

- Increased role of GP's in mental health issues and a lead role in planning and delivery of services
- Improvements in short term provision through the use of graduate workers
- The use of gateway workers who would work in a primary care setting and A&E departments to provide an experienced triage function and cut delay in the receipt of treatment
- Establishment of Practitioners with Special Interest – government incentives through the new contractual arrangements for GP's.
- Increased use of NHS Direct (telephone service)
- Walk-in Centres – possibly linked to the Gateway Worker initiative
- Implementation of the LIFT Programme to increase the number of GP's

The development of improved Specialist Mental Health Services

- Development of a Crisis Resolution Team – staffed by nurses, social workers and medical input to provide 24/7 operational services around mental health crisis
- Linkage of use of places at the short stay unit based in Romford with the work of the Crisis Resolution Team
- Investigation of the development of a Day Hospital in the Borough
- Overview and development of our existing Community Mental Health Teams
- Review of and development where appropriate of Assertive Outreach and Early Intervention Teams, the latter particularly in cases of psychosis

Within the remit of providing activity support and pathways to employment the document recommends review of the day and drop-in facilities in the borough, linkages with other potential users, and refurbishment where possible from the LIFT

programme. Pathways to employment are provided via links with the Shaw Trust, Rethink Employment Service and Rethink Befriending Service.

It is recognised that current inpatient services at Mascalls Park do not meet modern standards and NELMHT have prepared an Outline Business Case for addressing these issues proposing a new modern unit on a more local site.

The Health Scrutiny Panels are championing the de-stigmatising of mental health illness via publicity channelled through the Community Forums and The Citizen.

The report also recognises the importance of utilising services users and carers views in developing and reviewing the service, and have specific proposals in action and planned around breaking down ethnicity, gender, and language barriers to make the service more accessible, and improve peoples experience of the service.

Improvements to the provision of services for the mentally ill have been assisted by neighbourhood renewal funding by:

- Re-shaping the working practices within the Mental Health Team to provide a full time Emergency Duty Worker to improve access to times to initial diagnosis and referral. This has engendered a reduction in waiting times for initial assessment and referral from 5 weeks to 1 and a half weeks This service is targeted at people with severe mental illness, who for a variety of reasons, including those associated with social exclusion, might otherwise refuse a service leading to worsening mental health. The scheme is anticipated to reduce hospital admissions and re-admission, promote earlier discharge for people admitted to hospital, improve take up of services by the BME community, promote an improvement in long term clinical and social outcomes
- The extension of pilot work being undertaken in mental health settings to establish a primary care based advice service. The prevention of ill health through enabling individuals to overcome socio-economic obstacles to healthy living, and to reduce primary care access times by providing an alternative resource for those seeking non-health advice

### **Analysis**

- The consultation document “Towards a Mental Health Strategy for Barking and Dagenham” identifies the key issues facing the Borough and its need to give renewed priority to mental health services
- The role of mental health as an indicator of social exclusion is becoming greater and the knock on effects for other social exclusion themes around unemployment, and general well being more marked
- There are examples of good practice but as with other social exclusion issues, funding and resources are stretched and benefits need to be identified in partnership and joint working arrangements.

## Gaps

There is a great deal of very successful activity and service delivery ongoing around mental health. This is recognised in the consultation document. However, with the continued increase in the movement of populations with high levels of social needs from inner city boroughs to Barking and Dagenham, it may be assumed that there will be additional pressures on the service. When coupled with the Government's requirements for improvements in service delivery on mental health issues it is important that linkages are improved between existing providers and other practitioners.

It is also considered beneficial that emphasis be placed on improving service delivery in other areas of social regeneration which can ensure that every effort is made to enable people to access support and assistance to prevent their situation from reaching a level where they need to access mental health services.

### Recommendations

It is recommended that:

- the consultation document "Towards a Mental Health Strategy for Barking and Dagenham" be supported and developed into an agreed mental Health Strategy for the Borough
- the recommendations within the consultation document be developed into an Action Plan for the future development and improvement of mental health services in the Borough
- consideration be given to the promotion of mental health services with a view to removing the stigma attached to mental illness
- the Council works with partners to champion a global approach on promoting a feeling of community well being.



**SOCIAL INCLUSION POLICY COMMISSION  
IMPLEMENTATION PLAN**

<p><b>Lead Member :</b> Councillor G J Bramley Councillor D F Best Councillor V W Cridland Councillor C Geddes Councillor V M Rush</p>	<p><b>Review Date: January 2005</b> (The Social Inclusion Policy Commission will meet again in January 2005 to review progress against the activity contained within this Implementation plan)</p>
<p><b>Other Partners/People Involved</b></p>	<p><b>Plans and Strategies:</b> Teenage Pregnancy Strategy Homelessness Strategy Regeneration Best Value Implementation Plan Community Strategy (incorporating Neighbourhood Renewal) Education Development Plan Customer First Programme Crime and Disorder Strategy Economic Development Strategy Workforce Development Strategy National Service Framework for Older People Towards a Mental Health Strategy Children in Need Commissioning Strategy DAAT Action Plans</p>

Target	Activity and lead:
To improve support for families to maximise income	<ul style="list-style-type: none"> <li>➤ Improve the profile of partnership working to maximise take up of entitlements - <b>Customer First/LSP Social Cohesion Sub-Group</b></li> <li>➤ Undertake a detailed mapping exercise to identify gaps – <b>LSP Social Cohesion Sub-Group</b></li> <li>➤ That financial inclusion be included in the implementation plans to deliver the community strategy – <b>Corporate Policy to co-ordinate Customer First</b> actively ensures that welfare benefits advice is available through its access points and consider how they might work with partners to share facilities – <b>Customer First</b></li> <li>➤ That the council actively supports the Pensions Services in maximising take up of entitlements – <b>Corporate Policy to co-ordinate</b></li> <li>➤ To ensure that credit unions and other financial service providers offer appropriate services to borough residents – <b>Corporate Policy/Community Development</b></li> </ul>
Raising standards in schools – ensuring that children are not excluded	<ul style="list-style-type: none"> <li>➤ Develop a single framework to ensure that children at risk of, or excluded are identified and supported through a range of services and return to education with minimum disruption - <b>DEAL</b></li> <li>➤ Improve response times to ensure access to services to early preparation of excluded children for reintegration - <b>DEAL</b></li> <li>➤ Development of processes and procedures to enhance transfer arrangements for children with special educational needs - <b>DEAL</b></li> <li>➤ Look at ways to improve the provision of school places especially those that can cater for those with difficult or complex backgrounds - <b>DEAL</b></li> </ul>
Improving the Experience of Local Authority Care	<ul style="list-style-type: none"> <li>➤ Support the Corporate Parenting Panel in implementing their improvement plan – <b>SS Children and Families</b></li> <li>➤ Encourage development of partnership working to deliver improvements in attainment – <b>DEAL/SS Children and Families</b></li> <li>➤ Ensure that the needs of Looked After Children are taken into account in the delivery of the Community Strategy – <b>Corporate Policy/DEAL/SS</b></li> </ul>
Reduction in Teenage Pregnancy and Support Teenage Parents to return to Learning and Work	<ul style="list-style-type: none"> <li>➤ Deliver the Teenage Pregnancy Strategy through the implementation plan – <b>Teenage Pregnancy Partnership Board</b></li> <li>➤ Identify young parents at risk and provide appropriate support – <b>Teenage Pregnancy Partnership Board</b></li> <li>➤ To ensure that every opportunity is taken to raise the aspirations of young women to enable them to make informed choices - <b>DEAL</b></li> </ul>
Reduction and prevention of crime	<ul style="list-style-type: none"> <li>➤ That continued support is given to the Community Safety Partnership through delivery of the Community Strategy – <b>CSSP/LSP Cleaner, Greener and Safer Sub-Group</b></li> <li>➤ Work is undertaken through the public relations unit to continue and reinforce the positive messages about the real level of crime and measures in place to combat it – <b>Community Safety/Public Relations</b></li> <li>➤ That domestic violence and hate crime are highlighted as key priorities for resources to reduce the crime levels – <b>CSSP/LSP Cleaner, Greener and Safer Sub-Group</b></li> <li>➤ Work with partners to encourage initiatives to prevent re-offending – <b>CSSP/YOT</b></li> <li>➤ Ensure children are safeguarded - <b>ACPC</b></li> </ul>
Acting on routes into Homelessness	<ul style="list-style-type: none"> <li>➤ Implement the Homelessness Strategy with particular emphasis on understanding and tackling the causes – <b>H&amp;H</b></li> <li>➤ Improving the availability of advice and information before people are at risk of becoming homeless – <b>H&amp;H/Customer First/Voluntary Sector</b></li> <li>➤ Ensure that Customer First information points are trained to provide advice on homelessness avoidance and have information on support services – <b>Customer First</b></li> <li>➤ Ensure that the Voluntary Sector providers of advice and information are able to access up to date information on support available – <b>H&amp;H/Customer First/Voluntary Sector</b></li> </ul>

Target	Activity and lead:
Providing the Building Blocks for Economic Opportunity	<ul style="list-style-type: none"> <li>➤ Implement the Best Value Review of Regeneration in relation to raising skills – <b>DLES/DEAL/LSP Education and Learning and Regenerating the Local Economy Sub-Groups</b></li> <li>➤ Increase employment opportunities for people with mental health problems, disabilities, and for children leaving care - <b>SS</b></li> <li>➤ Improve internal processes that attract and retain businesses that offer employment opportunities – <b>DLES/ LSP Regenerating the Local Economy Sub-Group</b></li> <li>➤ Develop Social Enterprises - <b>DLES/ LSP Regenerating the Local Economy Sub-Group</b></li> <li>➤ Support the Gateway to Health Project to assist in training local people to take up opportunities - <b>DLES/ LSP Regenerating the Local Economy Sub-Group</b></li> </ul>
Providing Support for Isolated Elderly People	<ul style="list-style-type: none"> <li>➤ Support the implementation of the National Service Framework for Older People – <b>SS Older Peoples Services/Age Concern</b></li> <li>➤ That partnership and corporate support is provided through the NSF Local Implementation Team and existing strategies and scorecard implementation plans - <b>LSP Health, Housing and Social Care Sub-Group</b></li> <li>➤ Ensure that the partnership work required to deliver the implementation plan is considered and supported by the appropriate sub group of the Borough Partnership – <b>LSP Health, Housing and Social Care Sub-Group</b></li> </ul>
Reduction in the number of adults with basic skills needs	<ul style="list-style-type: none"> <li>➤ The adult basic skills initiative is secured and extended to enable current projects and contracts to be delivered and further opportunities to be exploited – <b>DEAL/Adult College</b></li> <li>➤ The initiative is expanded to meet the challenges faced by the huge expansion of the Governments basic skills workforce development e.learning and further education agendas – <b>DEAL/Adult College</b></li> </ul>
Support and provision of improved services for the mentally ill	<ul style="list-style-type: none"> <li>➤ Agree a Mental Health Strategy for the Borough – <b>SS/NELMHT</b></li> <li>➤ Develop an Action Plan for the future development and improvement of services – <b>SS/NELMHT</b></li> <li>➤ Consider the promotion of mental health services with a view to removing the stigma attached to mental illness – <b>SS/NELMHT</b></li> </ul>

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## THE ANNUAL ASSEMBLY

19 MAY 2004

### REPORT OF THE CEREMONIAL COUNCIL MEETING

ANNUAL REPORT 2003/04	FOR INFORMATION	
<p><b>Summary</b></p> <p>This is the annual report of the Ceremonial Council. It summarises the remit and issues dealt with over the past year, including the following presentations:</p> <ul style="list-style-type: none"> <li>• Freedom of the Borough.</li> <li>• Borough Recognition Awards to staff for their exemplary service and members of the public for their work in the community.</li> <li>• Police Commendation Awards to officers who displayed bravery, professionalism, determination and leadership skills and to members of the public who displayed bravery and determination skills.</li> <li>• Outstanding Council worker of the year to staff for their hard work and dedication.</li> </ul>		
Contact: Andrea Catlin	Members' Secretary and Leader's PA	Tel: 020 8227 2116 Fax: 020 8227 2162 Minicom: 020 8227 2685 E-mail: andrea.catlin@lbbd.gov.uk

#### 1 Role

The Ceremonial Council is responsible for all ceremonial matters and leads the community in demonstrating appreciation for the work of individuals, community groups and organisations within the Borough.

#### 2 Meetings

Two meetings were held last year, on 20 June and 7 November 2003.

The meeting on 20 June 2003 was arranged to enable the presentation of the Freedom of the Borough to:

- Mrs Ronwen Rachel Beadle (accepted on her behalf by Councillor Cooper) in recognition of the eminent public service rendered by her over many years, including 12 years as a Member of the Council and over 50 years' service to the community.
- Councillors Graham Bramley, Robert Jeyes and John Wainwright in recognition of the eminent public service rendered by each of them over many years, including 21 years as a Member of the Council.

- Mr Derek Johnson, JP in recognition of the eminent public service rendered by him in his capacity as a Justice of the Peace and Chairman of the Bench at Barking Magistrates Court.
- Mr Royston Patient in recognition of the eminent public service rendered by him over many years, including 20 years as a Member of the Council and over 30 years as a Governor of Eastbury Comprehensive School.
- Also at this meeting the Mayor presented Borough Commander John Lansley with a gift and certificate in recognition of the service rendered by him to the Borough during his time as Borough Commander.

The meeting on 7 November 2003 was arranged to enable the presentation of the following:

Borough Recognition Awards to:

- Sylvia Stanley, Geraldine and Rick Haden and Rita and Emmanuel St Louis, who between them have cared for more than 70 children since being approved as foster carers.
- Ian Cambell, who takes a lot of pride in his work as a road sweeper.
- Peter London and Kevin Tanner for their flair and hard work in creating the small garden project for the Hampton Court Palace Garden Show.
- Shirley Thorogood for her tireless work for the Over Sixties Club in Barking for over 30 years.
- The Home Support Service for its hard work and service to the most vulnerable people in the Borough.
- Frances Askern, who has worked hard in the community, with young and old alike, for over 40 years.

Police Commendation Awards to:

- Ghanshyam Patel, Lynne Tillet, Adrienne Williams, Celia Brooke and Moira Andrews for their bravery in tackling a robber.
- PCs Richard Thomas, Terry Bent and Adam Dooley for their bravery, professionalism, determination and investigative skills.
- Sprenger for her bravery and quick thinking when her home was burgled.

- Joe Keating, Tony Bleakley and Nicholas Goldfinch for bravery in apprehending a robber.
- Jay O'Connor, who controlled and brought to a standstill the car his mother was driving when she collapsed after suffering a heart seizure.

Outstanding Council Worker of the Year Award to Ian Collins, Ted Wood and Diane Warne for their hard work and dedication.

**Background papers used in the preparation of this report:-**

Agendas and minutes of the Ceremonial Council meetings held on 20 June and 7 November 2003.

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# THE ANNUAL ASSEMBLY

19 MAY 2004

## REPORT OF THE COMMUNITY FORUMS

COMMUNITY FORUMS - ANNUAL REPORT 2003/04	FOR INFORMATION
<p><i>This Annual Report on the work of Community Forums is submitted under Article 2 of paragraph 8.2 of the Constitution.</i></p>	
<p><b>Summary</b></p>	
<p>The Annual Report summarises the activities of the Community Forums and what they have achieved over the past year, as well as looking at future developments.</p>	
<ul style="list-style-type: none"><li>• The Forums, now in their fourth year of operation, continue to attract in excess of the attendance targets set at 40 plus per meeting. There is however targeted work being undertaken planned to attract wider sections of the community, particularly those harder to reach groups i.e. Black Minority Ethnic (BME), young people and disabled.</li><li>• The Forums continue to be allocated the sum of £10,000 annually for small local projects. Details of specific projects are set out.</li><li>• The Forums continue to be used extensively to pass on information from the Council and other organisations and to seek views on a range of matters, some of which are of local importance while others have Borough-wide significance. They are also used as a platform for presentations for other organisations. Details of these presentations are set out.</li><li>• Addressing criticism from the public in the last year, the Forums have now sought to achieve a balance of items on each agenda. Details of specific issues raised by the public are listed.</li><li>• It is important that the Forums are not seen merely as talking shops, and to that extent the Democratic Support's Balanced Scorecard has for the past two years had a specific action of monitoring the responses to public meetings such as Community Forums, to ensure that comments, criticisms from the public are fed back to the Council and thereby reflected in its decision making i.e. through the setting up of Scrutiny Panels or changes to policies etc. The report gives an example of this working in practice.</li><li>• The Management Team (TMT) received a discussion paper in 2003 reviewing the forums' operations and looking at the way forward, with particular emphasis on local action planning from which a number of steps were proposed and which will be implemented in the coming year.</li><li>• Neighbourhood Management funding continues to be used to address local issues in the Abbey and Wellgate Forum areas. The Council, in recognising that this was limited to the most deprived wards of the Borough, commissioned Groundwork East London to develop Community Action Plans in the remaining four Forums, the</li></ul>	

progress of which is outlined in the Report.

- The Empowerment and Engagement Policy Commission reported to the Assembly in February 2004 setting out its findings and recommendations. A lot of the work and recommendations centred on the operation of Community Forums. These now form part of the Democratic Support's Balanced Scorecard for 2004/05, specifically under the objective of encouraging and empowering citizens to be more participative.
- In that respect in the previous year's Balanced Scorecard a survey of all attendees, Members and the general public was undertaken to gauge progress and the direction of Forums, the aim being to review the contents of agendas and format of meetings to be more in line with public expectations. The results and findings and follow-up actions from the survey are set out.
- Some Forums have organised themed meetings during the year, reflecting those areas of concerns/interest to the community and thereby encouraging greater attendance and participation. These have been complemented by workshops at Community Forums. Of particular note were the Health Scrutiny Workshops which took place at all six Forums, which considered access to GP and primary care services, the comments and results from which have been fed into the overall Health Scrutiny Report, due to be submitted to the Assembly in the Summer.
- The Chairs and Deputy Chairs continue to meet on a quarterly basis to discuss issues of good practice across the Forums. These are now complemented by a meeting led by the Director of Corporate Strategy with Lead Officers and Neighbourhood Management Co-ordinators, being one of the actions instigated as a result of the report to TMT Review report. The purpose of the meeting is to review progress with Forums and clear any blockages through to TMT and to act as a pre-meeting for the Chairs and Deputy Chairs briefings.
- Community feedback is undertaken on the work of the Barking and Dagenham Local Strategic and Neighbourhood Management Partnerships.

## Conclusion

The Forums, now in their fourth year of operation, continue overall to exceed attendance targets, with meetings and administration arrangements generally running smoothly. However, bearing in mind views expressed by TMT, the outcome of the Empowerment and Engagement Policy Commission and the actions contained in the Democratic Support Balanced Scorecard, the coming year will see work to continue to improve a number of aspects of the Forums, particularly broadening the mix of attendance, developing the local action planning processes and ensuring that the Forums remain an integral part of the Council's decision making structures.

Contact: Councillor T Wade	Lead Member	E-mail: <a href="mailto:terry.wade@lbbd.gov.uk">terry.wade@lbbd.gov.uk</a>
John Dawe	Democratic & Electoral Services Manager	Tel: 020 8227 2135 Fax: 020 8227 2171 Textlink: 020 8227 2594 Email: <a href="mailto:john.dawe@lbbd.gov.uk">john.dawe@lbbd.gov.uk</a>

## **1. Attendance and Budgets**

- 1.1 The initial attendance targets set at 40 plus per meeting have overall continued to be exceeded (see Appendix A for details). Development work will continue, however, to seek to broaden the mix of attendees.
- 1.2 Each Community Forum was again delegated the sum of £10,000 to be spent on minor projects within local areas. Similar to last year Budget Sub-Groups were formed involving Chairs, Deputy Chairs, officers and representatives of the community, whose task it was to consider where the money would be best spent, the recommendations from which were then ratified at the Forums. (Appendix B details the projects).

## **2 Operational Issues**

- 2.1 During the year the Forums have continued to be used to pass on important information from the Council, other organisations and to seek views on a range of issues; some of local importance and others having Borough-wide significance. The have included

- Street cleansing
- Tackling drugs
- Borough Library Services
- Consumer Services
- Community Action Plans
- Good Motor Traders Scheme
- Recycling
- Foster Care
- Sports Development
- Community Housing Partnerships
- Parks Constabulary
- Corporate Complaints
- Trading Standards
- London North East Community Foundation - Fair Share Programme
- Shape-Up Programme
- Thames Accord - provision of Housing Maintenance Services
- Neighbourhood Caretaking Services
- Redevelopment of Eastbury School

- 2.2 The Forums continue to receive information from the Police and Health Authorities, as well as other organisations. The agendas look to achieve a balance between public questions and presentations, particularly to ensure that presentations from third parties are not merely seen as “ticking” others’ consultation boxes. The range of presentations in the past year have included:

- Abbey, Gascoigne and Thames Community Development Trust
- The future of the UEL Campus
- London Development Agency re: regeneration of South Dagenham
- Update on the work of London Riverside
- London Transport Buses
- Pensions Agency
- Annual Report on Public Health
- North East Mental Health Trust

- Barking, Havering and Redbridge Hospital NHS Trust
- North East Strategic Health Authority
- PCT Teenage Pregnancy Strategy
- National Police Reassurance Scheme
- Students from Eastbury Comprehensive School - Studies and Surveys re: traffic and the environment

2.3 Whilst it is important to pass on information from both the Council and other organisations, the Forums do represent a unique opportunity for the public to directly raise questions to elected Members and officers. A vast range of issues have been raised in the past year, which have focused on street scene, the environment and community safety. These have included:

- Telecommunications masks
- Redevelopment of the A13
- Drinking in public
- Library services
- Controlled parking zones
- Future of the former Barking Park open-air swimming pool
- Adult education
- Provision in the Borough
- Fencing on Thames View Estate
- Rules around new tenancy agreements
- Traffic works at Barking Station
- Safer routes to schools
- CCTV
- Use of heavy goods vehicles
- Sale and use of fireworks
- Untaxed vehicles
- Town Centre paving
- Gulley cleansing
- Street lighting provision
- Vetting procedures around staff employed to work with children
- Intercom facilities in Council flats
- Anti-social behaviour generally
- Parking facilities
- Street paving

2.4 It remains vital that the Council seeks to address the genuine concerns raised by the public to ensure the Forums do not turn into talking shops. The Democratic Support Balanced Scorecard includes a direct action to monitor the outcome of meetings involving the public to ensure that issues of genuine concern are being raised and addressed through the Council's decision making structures. There are a number of examples where this has occurred. Of particular note was the Marks Gate anti-social petition containing 650 names that was initially submitted to the Wellgate Forum. Officers, Members, the Police and other relevant agencies sought to address some of the issues raised in the petition at the Forum. It was pointed out, however, that the Council had in place procedures for dealing with petitions, as a result of which a separate meeting was arranged with the Lead Petitioner to discuss the issues, from which a number of ideas/solutions to improve the situation at Marks Gate were presented and supported by the Assembly. As a result a number of actions were instigated which has resulted in significant improvements on the Estate.

### **3. Organisational Issues and Development Work**

- 3.1 In October 2003 a discussion paper was submitted to TMT reviewing the progress of the Community Forums since their launch in 2001, focusing on their future development in relation to local action planning.
- 3.2 The role of Lead Officer to the Forums was identified as crucial to their future development, as is the support required from other officers. The paper also looked at the role of Chairs and Deputy Chairs, particularly around possible training needs.
- 3.3 TMT reaffirmed their commitment to Community Forums seeing them as a key element of the Council's overall political structure. They re-enforced the view that each Forum should be led by nominated JNC officers, who have the responsibility for "championing" the process of local action planning. To that extent a list of lead officer accountabilities was drawn up and agreed.
- 3.4 TMT also confirmed their commitment to the community action planning process in four of the six Forums and the work required at that time for each Department to be able to sign up to their delivery.
- 3.5 Departments/service areas were asked to assign officers to each Forum and in the case of the Leisure and Environmental Services Department, officers from a range of disciplines have been identified. These officers are not expected to attend Forums on mass, but should support the Lead Officer and Chairs/Deputy Chairs at pre and debriefing meetings. Alongside these there is one or more designated officers from DLES and DHH who need to attend Forum meetings on a consistent basis, with other Departments represented as and when.
- 3.6 A quarterly meeting led by the Director of Corporate Strategy with Lead Officers/Neighbourhood Management Co-ordinators has now been put in place to review progress of Forums and to clear any blockages through to TMT.
- 3.7 TMT stressed that the Police and PCT/Social Services should be represented at all meetings at a sufficiently senior level, and furthermore, in the case of representation from the PCT/Social Services, they need to be able to address health issues as these are the predominant concerns of the Forums. As a result a list of accountabilities for PCT/Social Services representatives has been drawn up and accepted.
- 3.8 Finally, it was proposed, and has been supported by the Chairs and Deputy Chairs briefing, that a professional facilitator be used as a pilot at one or two of the Forums in the coming 12 months to focus on how best to engage with the community. The aim is to develop/explore alternative ways of running the Forum, and if this proves successful then to roll it out to other Forums.

#### **4. Local Action Planning**

- 4.1 Members will be aware that the Neighbourhood Management has now been operating successfully for the past two years in the Abbey and Wellgate Forum areas.
- 4.2 It was recognised however that a number of Forums were not able to access funding from Neighbourhood Renewal and to that extent the Council appointed Groundwork East London to develop Community Action Plans in those Forum areas. Part of Groundwork's co-ordinating role included getting an understanding of local issues, engaging the wider community, developing the role of residents, as well as exploring solutions and funding opportunities for individual projects.
- 4.3 Originally a questionnaire/newsletter was circulated throughout the Forum areas leading to prioritised actions for the future, broken down as the environment, housing, health, safety, education, employment and the community. The priorities and projects that have come out of the Action Plans are to be used by the Forum in partnership with the Council to demonstrate real actions in the local area.
- 4.4 The concept of the Plan is that it should lead to action in different ways. These include actions that:
- are led by local people driven by the Community Forum
  - the Council takes to improve services or develop initiatives
  - the Council and other organisations take in partnership with local people
- 4.5 The Community Action Plan is seen as the first real step for the Community Forums to move beyond their information and consultative role and to really start to create community action. Some projects may take longer to develop than others, and in some instances perhaps none will happen due to issues of resources or other commitments. That said, the documents provide a focused way for residents and the Council to work together to improve the local area.
- 4.6 The Forums will have a responsibility for monitoring the Plans. Each project has a target date to feedback progress to a Forum; followed by a three-month update to ensure that things do not get forgotten. Many of the projects contained in the Plans mirror in one shape or another what is already happening in the Council. It should be stressed that these Plans are not necessarily imposing a series of new priorities on the Council, but in many instances complimenting what is already in place. Copies of the Plans have already been circulated to all Councillors.

#### **5. Empowerment and Engagement Policy Commission**

- 5.1 The Empowerment and Engagement Policy Commission submitted its final report to the Assembly in February 2004. A lot of the work and recommendations centred on the operation of Community Forums, as a result of which a series of actions have been incorporated in the 2004/05 Democratic Support Balanced Scorecard, including:
- Organising two workshops a year to encourage greater community participation, to be led by Ward Councillors

- Encourage Community Forums to allocate proportions of their annual budgets (at least £1,000) to fund small local community groups within their areas
  - Annual reports covering key achievements of each Community Forum to be submitted at the end of each year
  - Community Forum Members and officers to visit local faith groups to promote Forums (as identified as best practice in Abbey, Gasgoine and Thames)
- 5.2 Reflecting on actions contained in last year's Balanced Scorecard, the Democratic and Electoral Services Section conducted a survey of all attendees to gauge progress/direction of the Forums. The aim of the survey was to gain sufficient information to review the content of agendas and format of meetings more in line with community expectations.
- 5.3 A general view was that the Forums should have more say in how money is spent by the Council in their area. It is hoped that the work that is being undertaken in the Community Action Plans and through Neighbourhood Management will go some way to addressing these concerns, as will be the decision of the Scrutiny Management Board to review the Council's budget setting process, including public consultation.
- 5.4 The overwhelming percentage of the public responded that they would like to have a greater say in determining items for discussion at meetings. Members are reminded that at the end of each meeting the Forum is asked whether there are any particular issues they would like to see on a future agenda, in addition to which when letters of invites are sent out the public are encouraged to come forward with any particular issues they would like to see addressed at the meeting. What will be introduced in the coming year is the idea of a suggestion box at each of the Forums, which can also be used to take queries and comments. The suggestion box will also be put on line.
- 5.5 The survey also suggested the public would like to be able to discuss issues and problems with officers and Councillors before the start of each meeting. In response the Chairs and Deputy Chairs have agreed that an officer surgery be piloted at the Parsloes Forum at their next meeting on 24 May 2004 from 6.00 pm to 7.00 pm.
- 5.6 Reference was made in the survey to the fact that the majority of people do not appear to look at the Community Forum Website. To that extent officers are looking to better promotion of the site and links to existing IT services i.e. libraries and schools etc.

## **6. Themed Meetings/Workshops**

- 6.1 One of the ways some/all Forums have sought to better engage with the community in the past year is to organise themed meetings and/or workshops.
- 6.2 At the River, Village and Goresbrook Community Forum, where two themed sessions were organised in the past year, namely anti-social behaviour and

health. Both proved very successful in ensuring that the subject matters were what the community actually wanted to hear about.

- 6.3 The anti-social presentation, which took place in July 2003, provided statistics on the levels of different types of crime within the Forum area, together with details of actions being taken by the Council and/or the Police to target certain types of crime. There was information on the role of the Magistrates Courts and the Crown Prosecution Service, highlighting the difficulties both encounter in bringing prosecutions to Court. The presentation was concluded with information on the work of the Youth Offending Team, including details of the reparation programmes put in place for offenders.
- 6.4 By taking a holistic view to the problems of anti-social behaviour, it gave the community an insight into both the tremendous amount of work being undertaken by the various agencies, as well as the difficulties faced by all.
- 6.5 The presentation around health related issues took place in February this year and involved the Barking, Havering and Redbridge Hospital NHS Trust, the North East Strategic Health Authority, the PCT and North East Mental Health Trust. It generated a number of questions, particularly in relation to the development and capacity of the new Oldchurch Hospital, the shortfalls in funding the local PCT as a consequence of Government formulas for funding health services, and a whole range of questions for the PCT, including the prevention of breast cancer, the promotion of Wellmen's clinics in the Borough, waiting and admission times, problems of obesity, particularly the need for better education in schools, and strategies around addressing mental health problems within ethnic minority communities.
- 6.6 The workshop approach has also proved successful in engaging the community and encouraging debate. This was particularly highlighted in the workshops conducted by Groundwork in relation to delivering the Community Action Plans and the sessions which looked at a range of issues related to Access to Primary Care, the comments from which were fed back from each of the Forums to the Health Scrutiny Panel, who will include them as part of their final report due to be submitted to the Assembly in the Summer.
- 6.7 More workshops will be organised at Forums in the coming year, as well as a range of themed meetings, including benefits and public transport.

## **7. Meetings of Chairs/Deputy Chairs**

- 7.1 The quarterly meetings of all Forum Chairs and Deputy Chairs continue to take place, the purpose being to establish a dialogue to discuss issues of good practice across each of the Forums. These are now being complimented by the Director's meeting with Lead Officers.



## **8. Community Feedback**

- 8.1 As part of the drive to develop the community's involvement through the Forums, there is regular community feedback through representation on the Barking and Dagenham Local Strategic Partnership and the Abbey, Thames and Gascoigne Neighbourhood Management Partnership. The Community Empowerment Network are aiming to provide better levels of training and support to community representatives in the next 12 months.

Report Annual- Assembly - 19-5-04-Community Forums/JD-Community forums file

**COMMUNITY FORUM ATTENDANCE**

Eastbrook, Heath and Alibon	2 June 2003	(42) daytime
	21 July 2003	(40)
	22 September 2003	(30)
	17 November 2003	(42)
	26 January 2004	(40)
	22 March 2004	(40)
Abbey, Gascoigne and Thames	19 May 2003	(49)
	7 July 2003	(39)
	8 September 2003	(52)
	3 November 2003	(19) daytime
	12 January 2004	(40)
	8 March 2004-04-21	(50)
Eastbury, Mayesbrook and Longbridge	9 June 2003	(62)
	21 July 2003	(69)
	6 October 2003	(42)
	24 November 2003	- cancelled due to the Eastbury By-Election
	9 February 2004	(54)
	5 April 2004	(58) daytime
Parsloes, Becontree and Valence	19 May 2003	(58)
	14 July 2003	(53)
	15 September 2003	(47)
	10 November 2003	(20)
	19 January 2004	(45) daytime
	15 March 2004	(41)
River, Village and Goresbrook	16 June 2003	(35)
	21 July 2003	(50) daytime
	13 October 2003	(40)
	8 December 2003	(30)
	16 February 2004	(66)
	19 April 2004	(38)
Wellgate	3 June 2003	(58)
	28 July 2003	(25) daytime
	20 October 2003	(41)
	8 December 2003	(33)
	23 February 2004	(25)
	26 April 2004	(33)

**PROJECTS ON WHICH THE COMMUNITY FORUM BUDGETS  
HAVE BEEN SPENT IN 2003/04**

**Eastbrook, Heath and Alibon**

- New barrier in Central Park
- Fencing in Pondfield Park

**Abbey, Gascoigne and Thames**

- Memo-minders (community safety devices for the elderly and vulnerable)
- Funding toward benches in the grounds of schools, places of worship and other community organisations on the basis that the Forum contributed half of the costs, with the other half being met by individual applicants
- Future anti-litter campaign to encourage people to take pride and responsibility in the local environment
- Future child safety campaign

**Parsloes, Becontree and Valence**

- Welcome safe drivers road signs
- Memo-minders
- Anti-dog fouling campaign involving a large poster campaign across the Borough linked to a competition in local primary schools
- Funding for "The Avenue", the Forum Newsletter including identifying new premises, equipment and training for editors

**Eastbury, Mayesbrook and Longbridge**

- Memo-minders
- Park bench
- Refurbishment of the Barking Park main entrance gates

**River, Village and Goresbrook**

- Continue funding towards phase two of the Scheme on the Green known as Garden Squares, and specifically the Rose Garden, which was officially opened in March 2004.

To note that external funding through the office of the Deputy Prime Minister is being sought under a grant scheme entitled 'Open Spaces' to complete the

second and third phases of the project, which involves a second square including seating, coloured patterned safety surfacing, a number of play panels providing an activity centre for small children. The third square, which forms the apex that joins the Heathway, will continue the play theme having hopscotch design at its centre

## **Wellgate**

- Youth environmental project
- Memo-minders
- Support to luncheon centres
- Community Farm cardboard recycling project
- Bulb planting
- Small grants to local voluntary organisations
- Leaflets for establishing a Friends of St Chads Park
- Welcome safe drivers road signs
- Support for a local community newsletter

**COMMUNITY FORUM DATES / VENUES – MAY 2004 TO APRIL 2005**

Forum/Ward Area/Chairman/Officer	Date	Venue
<b>Abbey, Gascoigne and Thames:</b>		
Officer: Paul Kutasi	10 May 2004	Gascoigne Community Centre
Telephone: Democratic Services Ext 2370	28 June 2004	Ripple Community Centre <b>(to be confirmed)</b>
Chairman: Councillor Mrs V Rush	6 September 2004	Thames View Community Centre
	8 November 2004	Ripple Community Centre <b>(to be confirmed)</b>
	17 January 2005	Thames View Community Centre
	<b>7 March 2005 - 11.00 am</b>	Gascoigne Community Centre <b>(to be confirmed)</b>
<b>Eastbrook, Heath &amp; Alibon:</b>		
Officer: Barry Ray	<b>7 June 2004 - 11.00 am</b>	Heath Park Community Centre, Uvedale Road, Dagen
Telephone: Democratic Services Ext: 2134	19 July 2004	Eastbrook Comprehensive School, Dagenahm Road
Chairman: Councillor S Kallar	20 September 2004	Richard Alibon School, Alibon Road, Dagenham
	22 November 2004	Seabrook Community Centre, Wood Lane, Dagenham
	24 January 2005	
	14 March 2005	Eastbrook Comprehensive School, Dagenham Road
<b>Eastbury Mayesbrook &amp; Longbridge</b>		
Officer: John Barry	14 June 2004	
Telephone: Democratic Services Ext: 2352	26 July 2004	
Chairman: Councillor D Hunt	27 September 2004	
	<b>29 November 2004 - 11.00 am</b>	
	7 February 2005	
	11 April 2005	
<b>Parsloes, Becontree &amp; Valence:</b>		
Officer: Julie Willing	24 May 2004	
Telephone: Democratic Services Ext: 2119	12 July 2004	
Chairman: Councillor J Wainwright	13 September 2004	
	15 November 2004	
	<b>24 January 2005 - 11.00 am</b>	
	21 March 2005	
<b>River, Village &amp; Goresbrook:</b>		
Officer: John Dawe	14 June 2004	Thomas Arnold School, Rowdowns Road, Dagenham
Telephone: Democratic Services Ext: 2348	<b>2 August 2004 - 11.00 am</b>	River Community Centre, Oval Road North, Dagenham
Chairman: Councillor A Thomas	11 October 2004	Dagenham Priory School, School Road, Dagenham
	6 December 2004	Church Hall, Exeter Road, Dagenham
	14 February 2005	Thomas Arnold School, Rowdowns Road, Dagenham
	18 April 2005	Teresa Green Community Centre, Leys Avenue, Dagen
<b>Wellgate (Chadwell Heath &amp; Whalebone)</b>		
Officer: Alan Dawson	<b>21 June 2004 - 12 noon</b>	Houses of Parliament, Westminster
Telephone: Democratic Services Ext: 2135	2 August 2004	Marks Gate Community Centre, Rose Lane, Dagenham
Chairman: vacant	18 October 2004	Warren Junior School, Gordon Road, Chadwell Heath
	<b>6 December 2004 - 10.00 am</b>	Seabrook Community Centre, Wood Lane, Dagenham
	21 February 2005	Marks Gate Community Centre, Rose Lane, Dagenham
	25 April 2005	Warren Junior School, Gordon Road, Chadwell Heath

\* Meetings in bold are daytime meetings

S:\Democratic Services\Committee\community forum general\Community Forum Dates Schedule.doc

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# THE ANNUAL ASSEMBLY

19 MAY 2004

## REPORT OF THE SCRUTINY MANAGEMENT BOARD

<b>REPORT OF MEETINGS - 24 MARCH, 28 APRIL 2004, CALL-IN 5 MAY 2004 AND ANNUAL REPORT 2003/04</b>	<b>FOR INFORMATION</b>
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*This regular and annual report on the work of the Scrutiny Management Board is submitted under Article 2, paragraphs 8.2 and 9.2 of the Constitution.*

### **Summary**

This report summarises the key issues dealt with by the Scrutiny Management Board at its meetings on 24 March and 28 April 2004 and the annual report covers the work of the Board over the past year.

### **Meetings 24 March and 28 April 2004**

- 1 The Council's Emergency Plan** – received a progress report on activities that have taken place with respect to the Council's Emergency Plan. The Board will receive a further update in six months' time.
- 2 Erkenwald Centre Development Scrutiny Panel** – received and welcomed the Panel's draft final report.
- 3 Allotments Issues** – agreed to refer issues identified by Members appointed by the Board to look into allotments issues be referred to the appropriate Portfolio Holders for action.
- 4 Number of Staff on Establishment** – further report containing updated information to be submitted to the next meeting.
- 5 Education of Looked After Children Scrutiny Panel** – Panel disbanded and outstanding concerns of the Panel referred to the relevant Portfolio Member for future monitoring action.
- 6 New Scrutiny Panels** - three new Scrutiny Panels established to consider Anti-Social Behaviour, the Budget Process and the Marketing of Shops.

### **Call-In 5 May 2004**

The Board considered a Call-In following the Executive's decision of 13 April 2004 to agree proposals on how the Council's Corporate Grants Programme will be utilised to support local voluntary and community sector organisations in 2004/2005, with particular reference to the Citizen's Advice Bureau. The

Board agreed unanimously that the Executive's decision should stand.

### **The Annual Report 2003/04**

This report sets out the work done by the Scrutiny Management Board during the year 2003/04.

The Board has continued to establish Panels to carry out short, sharp scrutinies of particular topics and has itself looked at a range of issues which did not necessarily require a Panel approach, but, nevertheless, warranted attention. The Board has requested Heads of Service and Chief Officers to report to them on matters of concern and, where necessary, has requested regular progress reports. The Board has also invited independent people from organisations outside local government to sit on Scrutiny Panels.

The number of call-ins during the year has been low but it is now felt that Members are familiar with the process and are happy to use it if they feel that a particular decision of the Executive should be questioned.

The Scrutiny panel dedicated to looking into and reporting on local health services on behalf of local residents has continued its work, raising local issues with the health services and undertaking a major scrutiny review.

The Board reviewed services with bottom quartile Performance Indicators for the first time, and continued to monitor the Members' role in Best Value Reviews.

Non-Executive Members have been encouraged to participate in scrutiny work and the number of those involved in Scrutiny Panels/Policy Commissions has been monitored throughout the year. During this time the number has increased by 7%.

Contacts:		
Councillor Mrs P A Twomey	Chair of Scrutiny Management Board	Tel: 0208 227 2116 E-mail: <a href="mailto:pat.twomey@lbbd.gov.uk">pat.twomey@lbbd.gov.uk</a>
Valerie Dowdell	Democratic Support Officer	Tel: 020 8227 2756 Fax: 020 8227 2171 E-mail: <a href="mailto:valerie.dowdell@lbbd.gov.uk">valerie.dowdell@lbbd.gov.uk</a>

### **Annual Report 2003/04**

#### **1 Role**

- 1.1 The Board manages the scrutiny element of the Council's political structure. It is responsible for:



- keeping a check on all aspects of the Council's operation;
- liaising with, and making recommendations to, the Executive and the Assembly on Council policies, the budget and how services are delivered;
- Setting up and managing the work of scrutiny panels;
- Monitoring the decisions of the Executive through a 'Call-In' process; and
- Looking at concerns arising from scrutiny work and advising on the action that should be taken in response.

## **2 Meetings**

2.1 The Board meets every month to undertake their management role.

2.2 The Board also meets as and when required to deal with any decisions of the Executive that are Called-In.

2.3 There were two Call-Ins during the year:

- (i) Selection of Registered Social Landlords for Barking and Dagenham's Preferred Partners Panel and Allocation to New Housing Projects
- (ii) Members' Telephones

which successfully enabled Members' concerns to be raised and resulted in positive action being taken.

## **3 Scrutiny Panels**

3.1 Scrutiny Panels continue to be set up by the Board to look at specific areas of the Council's work.

### **Completed Scrutiny Panels**

3.2 Scrutiny Panels that have been successfully completed are:

- Scheme of Delegation – reviewed the Scheme of Delegation and its effectiveness in improving decision making since its introduction in May 2000 (a further report on random monitoring of officer decisions is due in June 2004)
- Housing Associations – examined the Trickle Transfer Programme under which the Council transfers stock to a

Housing Association and looked at various aspects related to the housing services provided by Housing Associations (a progress report is due in October 2004)

- School Inspection Reports – examined the arrangements and procedures for ensuring that the Authority was able to effectively discharge its corporate parenting role in relation to the education of Looked After Children and adequately promote greater levels of achievement (future monitoring to be undertaken through the Portfolio Member for Education)
- Erkenwald Centre Development – monitored the development of the Community Health and Education Centre on the former Erkenwald Youth Club site
- Equal Opportunities in Employment – focussed on two areas of Equal Opportunities in Employment – disabilities and human rights. Following the exemplary work of this Scrutiny Panel the Council achieved the ‘Two Tick Employer’s Award (a further progress report is due in May 2004)
- Tenancy Succession and Benefit Issues – looked at the problems caused when Council letters were sent to a deceased resident threatening court action over rent and Council Tax arrears. It examined the procedures and systems used and recommended improvements to prevent the embarrassment of such letters being sent and the emotional consequences for relatives (a progress report is due in November 2004)

3.3 An important part of the scrutiny process is to follow up the recommendations of scrutiny reports and six months after final reports of Scrutiny Panels have been accepted by the Assembly, progress reports on how their recommendations are being implemented are submitted to the Board where relevant.

3.4 The Health and Social Care Partnership Arrangements Scrutiny Panel, which was set up this year to establish the reasons and the course of events leading up to the termination of the joint top management arrangements between the Council and the Primary Care Trust, was unable to fully complete its task. However, it raised a check list of issues/good practice to try to make sure that any existing or future partnerships function as efficiently and effectively as possible.

### **Current Scrutiny Panel**

3.5 The Leisure Facilities Scrutiny Panel was established to investigate the range and provision of leisure facilities across the Borough (both Council and private) and decide whether these

offer residents adequate choice and availability. The Panel felt that information about activities, including details of charges, programmes, location and times, is not easily accessible to the community and has therefore focussed primarily on gathering this information for compiling a comprehensive Leisure Activities Directory.

## **New Scrutiny Panels**

3.6 The following Scrutiny Panels are currently being set up:

- (i) **Anti-Social Behaviour** – the terms of reference for this Panel will be considered at the first meeting of the Panel and recommendations made to the Scrutiny Management Board. The Board appreciates that there is much activity currently being undertaken within departments to address anti-social behaviour and information about these actions has been sought from departments, which will also help to determine the terms of reference.

Membership of the Panel, whose work it is anticipated will take approximately six months to complete, comprises Councillors Mrs D Hunt (lead Member) and Councillors H J Collins, T Justice, D O'Brien, Mrs C T Osborn and Mrs M M West. The Lead Client Officer is Naomi Goldberg, Head of Policy and Performance, the Independent Scrutiny Support Officer is Jeremy Grint, Head of Regeneration Implementation and the Democratic Support Officer is Steve Foster. An external representative is being sought from the Anti-Social Behaviour Unit within the Home Office.

- (ii) **Budget Process** – the terms of reference are to examine the annual budget (revenue and capital for both the general fund and the HRA) process and, in doing so, to have particular regard to external and internal pressures and influences, including statutory requirements and communications and consultation processes with the community, Members, senior management and trade unions. In looking at communications, to be conscious of the need for plain language and to make sure that all stakeholders are able to understand the full impact of any savings and growth items before final decisions are taken. In relation to consultations, to make sure that these are timely and sufficiently comprehensive and generally, to have regard to any equalities and diversity, and health issues.

The Panel will aim to complete its work within three months and currently membership comprises Councillors

B Cook and Ms M G Baker. The Chair of the Board will be approaching three other Councillors to join the Panel. The Lead Client Officer is Joe Chesterton, Head of Financial Services, the Independent Scrutiny Support Officer is Jennie Duffy, Head of Customer First and the Democratic Support Officer is Alan Dawson. External representation is being sought from the membership of the Local Strategic Partnership.

- (iii) **Marketing of Shops** – the terms of reference are to examine the way that the Council (a) markets and manages its own vacant shops and (b) is able to influence the provision of private shops in the Borough. In doing so, to give particular consideration to the outcomes in terms of choice and environmental aspects, and to have regard to planning and wider regeneration aspects. To have regard to any equalities and diversity, and health issues.

Currently membership of the Panel includes Councillor W F L Barns (lead Member) and Councillor Mrs J Conyard. The Chair of the Board will be approaching three other Councillors to join the Panel. The Lead Client Officer is Jim Mack, Head of Asset Management and Development, the Independent Scrutiny Support Officer is Roger Phillips, Head of Housing Customer Services and the Democratic Support Officer is Lopa Sarkar. External representation is being sought from the Chamber of Commerce and it is anticipated that the Panel will complete its work within three months.

3.7 Suggested topics for possible future Scrutiny Panels include:

- Housing Benefits
- Energy Costs of Buildings
- Communications (report from the Head of Corporate Communications to be submitted to the Board in May)
- Training
- Tenant Participation and Community Housing Partnerships
- Transport – Working Arrangements and Costs
- Grants to Voluntary Organisations
- Non-Employment Related Equalities Issues

## 4 Other Scrutiny Work

4.1 In the light of concerns about resources for scrutiny, the Board agreed to appoint two/three Members to consider/investigate less formally some of the topics on the list of future scrutiny panels and report back to the Board. These issues included:

- Corporate Computer Systems (Oracle)
- Kitchen and Electrical Installation Programme
- Allotment matters
- Use of Consultants (yet to report)

4.2 Over the year the Board has also looked at:

- Estate Management (void management and garages)
- School Admissions
- Transitional arrangements for disabled school leavers
- Introduction of the Oracle computer system, particularly with regard to schools
- The Council's Emergency Plan
- Accommodation at the Civic Centre
- Number of Staff on Establishment
- Accommodation – 90 Stour Road/Council's office accommodation (further to a Scrutiny Panel report)
- 'People Matters'
- Passenger Transport Service
- Location of Council Staff
- Accord/LBBD Partnership
- Fees and Charges
- Children Matters
- The Forward Plan (requested various reports listed on the forward plan and raised issues of concern relating to certain reports)
- Scrutiny Community Involvement (receiving feedback from Community Forums about main issues being raised)

Officers from the departments involved have attended Board meetings to report on the circumstances surrounding Members' concerns and on what action would be taken to address them. On some of the issues progress reports continue to be received at intervals.

## **5 Scrutiny of the National Health Service**

- 5.1 Since January 2003 Councils have had a new power to look into and report on local health services on behalf of residents. A dedicated Scrutiny Panel has been set up to carry out this work.
- 5.2 The Panel has raised a number of current local issues with the health services. It has also undertaken its first major scrutiny review 'Access to Primary Care' by meeting local stakeholders and consulting Community Forums and other groups.
- 5.3 A second review on 'Speech and Language Therapy', with particular focus on provision for children, will commence in May 2004

**Background Papers**  
SMB minutes and agendas 2003/04

# THE ANNUAL ASSEMBLY

19 MAY 2004

## REPORT OF THE DEVELOPMENT CONTROL BOARD

ANNUAL REPORT 2003/2004		FOR INFORMATION
<p><i>This annual report on the work of the Development Control Board is submitted under Article 2, paragraphs 8.2 and 9.2 of the Constitution.</i></p> <p><b><u>Summary</u></b></p> <p>This is the fourth Annual Report, which summarizes the business that the Development Control Board has considered from 7 May 2003 to 21 April 2004. It covers:</p> <ul style="list-style-type: none"><li>• Key issues and successes</li><li>• Statistical analysis of planning applications and Town Planning Appeals</li><li>• The work of the Development Control Board Visiting Panel</li><li>• Future development</li></ul>		
<b>Contact:</b> Lead Member:	Councillor Mrs Bruce	Tel: 020-8227 2135 E-mail: <a href="mailto:jean.bruce@lbbd.gov.uk">jean.bruce@lbbd.gov.uk</a>
Lopa Sarkar	Democratic Services Officer	Tel: 020 8227 2775 E-mail: <a href="mailto:lopa.sarkar@lbbd.gov.uk">lopa.sarkar@lbbd.gov.uk</a>

### 1. **Key Issues and Successes**

- 1.1 The Board continues its open and transparent approach with systems that allow the public to speak if they object to a planning application. In addition applicants whose permission is recommended for refusal may also speak and provide evidence to the Board.
- 1.2 PowerPoint slides which exhibit pictures of the planning item continue to provide Members with a visual display and aids the decision making process. The meetings are lively and give the opportunity for interesting debates on all aspects of planning matters.

### 2. **Planning Applications**

- 2.1 The Development Control Board has met on twenty three occasions since the last annual report. In that time a total of 135 planning applications have been presented involving new planning applications, Channel Tunnel Rail Link and Council developments. From these applications a total of 121 were decided in accordance with officer recommendation. Of the remaining, 6 were granted and 6 were refused against

officer's recommendations. In addition, 7 were deferred pending site visits and subsequently decided, and 2 were withdrawn.

### **3. Development Control Board Visiting Panel**

3.1 The Development Control Board Visiting Panel has met six times this municipal year. The panel has reviewed 7 applications of which 3 were granted and 4 were deferred to allow for further consultation and therefore referred back to the Development Control Board for a decision.

### **4. Town Planning Appeals**

4.1 26 Town Planning Appeals were submitted, of which 26 were determined (11 allowed and 13 dismissed). 5 were withdrawn.

### **5. Statistics**

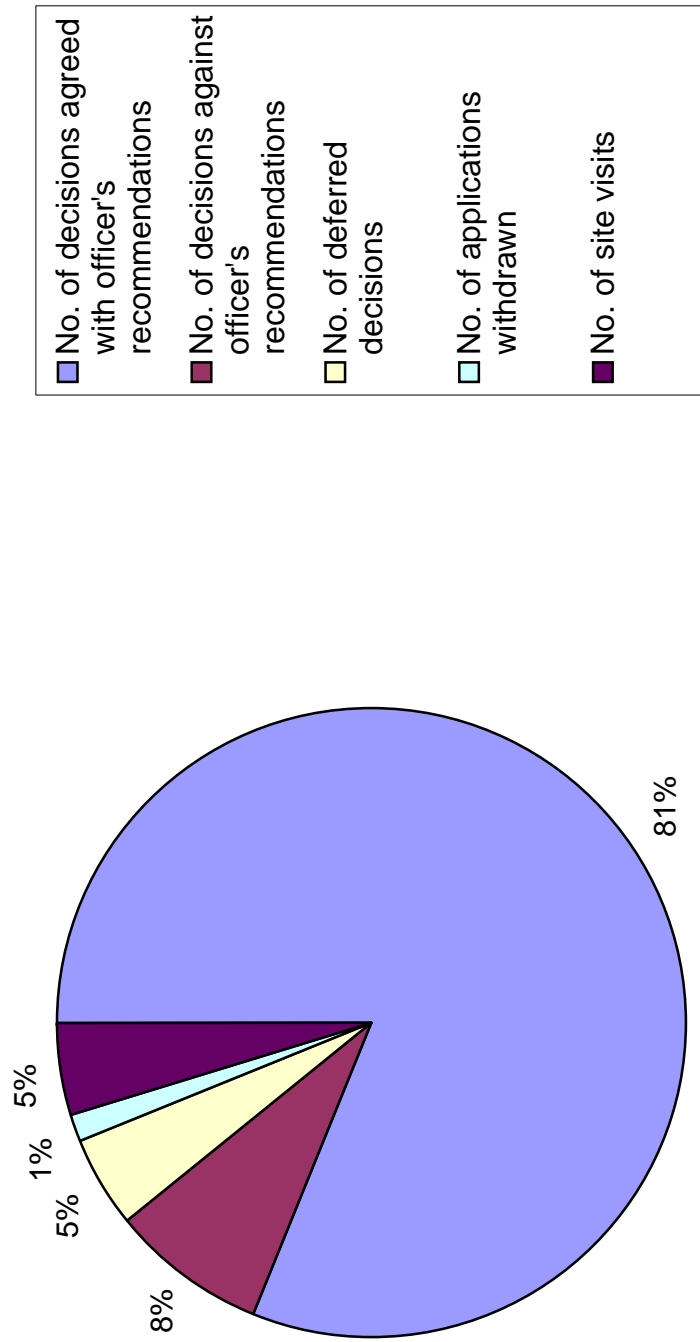
5.1 Appendix 1 shows the breakdown by percentage of decisions made between June 2003 – May 2004. Appendix 2 provides comparatives between 2002 / 2003 and 2003 / 2004.

## **Background papers**

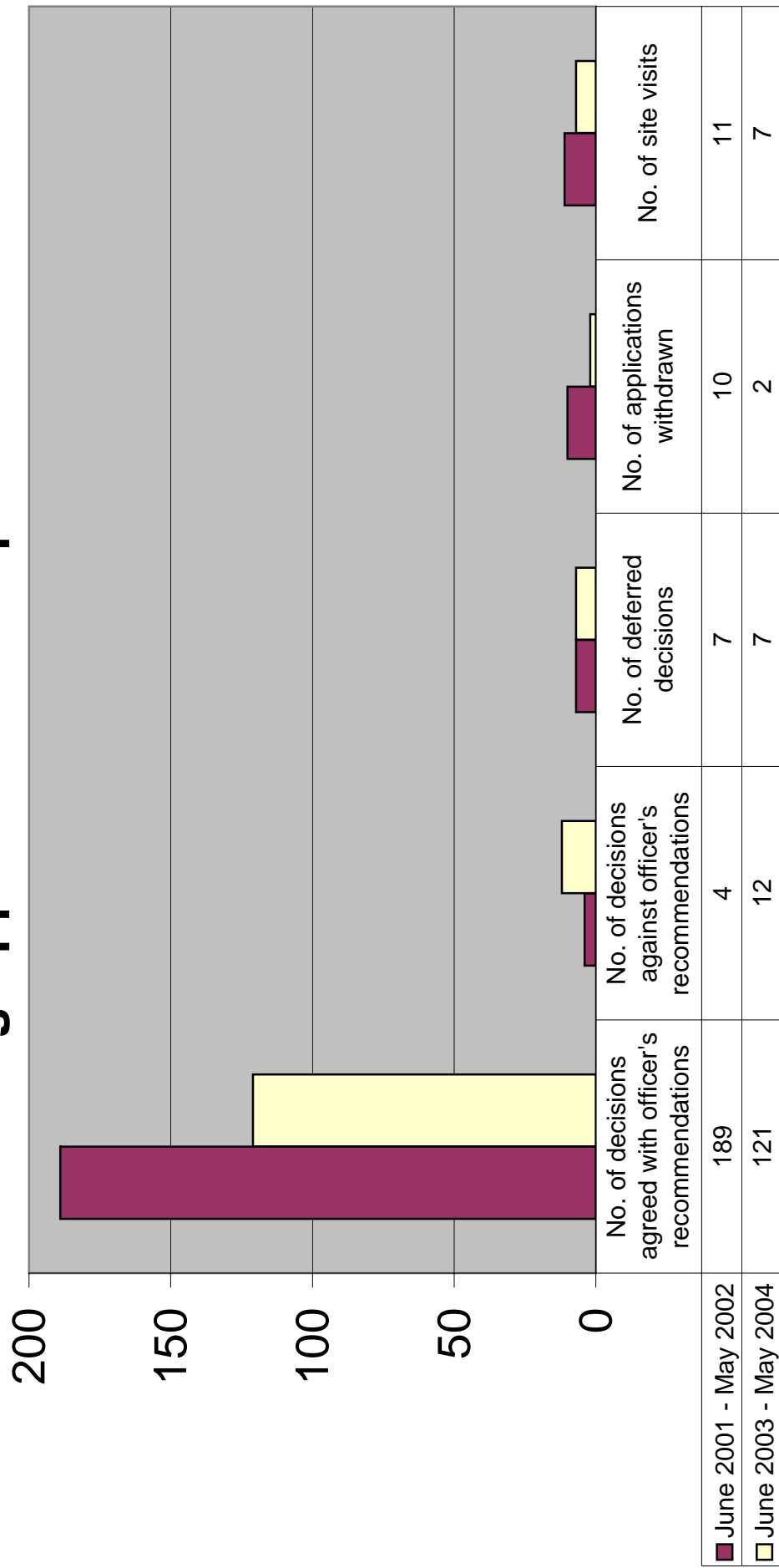
- Reports of the Development Control Board to the Assembly from 4 September 2002 to 9 April 2003.
- Agenda and Minutes of the Development Control Boards 8<sup>th</sup> April 2003.
- Report to the Development Control Board on Government's 'Planning Green Paper – Delivering a Fundamental Change'.



**APPENDIX 1: DEVELOPMENT CONTROL BOARD  
Planning Applications June 2003 - May 2004**



## Appendix 2: DEVELOPMENT CONTROL BOARD - Planning Applications comparison



# THE ANNUAL ASSEMBLY

19 MAY 2004

## REPORT OF THE PERSONNEL BOARD

REPORTS OF MEETINGS 20 MARCH TO 30 APRIL 2004 AND ANNUAL REPORT 2003/04		FOR INFORMATION
<p><i>This regular and annual report on the work of the Personnel Board is submitted under Article 2, Paragraphs 8.2 and 9.2 of the Constitution.</i></p> <p><b><u>Summary</u></b></p> <p>This report summarises the work of the Personnel Board from 20 March to 30 April 2004. It also includes the annual report of the Personnel Board for the past year.</p>		
Contact: Alan Dawson	Democratic and Electoral Services	Tel: 020 8227 2348 Fax:020 8227 2171 Minicom: 020 8227 2685 Email: alan.dawson @lbbd.gov.uk

- 1 Since the last report to the Assembly, the Board has met and addressed matters as follows:-

**22 March and 7 April 2004 - Allowed** an appeal against the issuing of a first written warning and the management decision to uphold the decision at a Stage 2 hearing in respect of an employee in the Environmental Management Division, Leisure and Environmental Services Department. Also made a number of recommendations to management in the light of the case.

**25 March 2004 am** - Agreed a nominal Injury Allowance award to a former employee (ill health retirement) of the Housing and Health Department.

**25 March 2004 pm** -

- (i) Considered the redundancy of an employee in the Leisure and Environmental Services Department. Did not support the proposal.
- (ii) Upheld the management's decision to dismiss an employee in the Leisure and Environmental Services Department.

**7 April 2004 pm** – Dismissed a grievance of two employees in the Leisure and Community Services Division, Leisure and Environmental Services Department.

- 2 The Annual Report for 2003/04 is attached at Appendix A.

### **Background papers used in the preparation of this report:**

Minutes of the Personnel Board: 22 May 2003 - 7 April 2004

**The Annual Report of the Personnel Board 2003/04**

**Role**

The role of the Personnel Board is to:

- determine appeals against all decisions taken in respect of all employment matters
- exercise the Council's functions in respect of early retirements, severance and redundancy except those subject to the National Schemes of Conditions of Service for JNC Officers
- determine job evaluation appeals jointly with the Trade Unions
- approve injury allowances and discretionary death grants
- consider employees' grievances as the third stage in the Council's grievance procedure.

**Membership**

A panel of nineteen Members was appointed by the Assembly last year. Three Members are chosen on a rota basis for each meeting, the Chair being appointed on each occasion by those Members present.

**Statistics**

There have been 21 meetings during the past year (22 May 2003 - 7 April 2004) to consider 18 cases.

The statistics for these meetings, broken down into departments, and the outcomes are shown below:

**Corporate Strategy (1):**

Early Payment of Preserved Benefits (1) - agreed

**Finance (5):**

Grievance (2) – upheld management's decisions

Job Evaluation Appeal (1) – agreed

Redundancy (1) – agreed

Early Retirement (1) – agreed

**Social Services (4):**

Redundancies (2) – agreed

Early Retirement (1) – agreed

Grievance (1) – did not support management's decision

**Education, Arts and Libraries (1):**

Payment of Death Grant (1) – agreed

**Housing and Health (3):**

Dismissal Appeal (1) - withdrawn

Job Evaluation Appeal (1) – agreed

Injury Allowance Award (1) – agreed

**Leisure and Environmental Services (4):**

Redundancy (1) – did not support management’s decision

Dismissal Appeal (1) – upheld management’s decision

Grievance (1) – upheld management’s decision

Appeal against 1<sup>st</sup> Written Warning (1) – allowed appeal and did not support the management’s position

An area of concern that has arisen on a number of occasions during the year has been management’s application of the Council’s grievance and disciplinary procedures. As a result, a detailed review of procedures has been undertaken and, where appropriate, the management guidance has been revised and updated. The new procedures are expected to be implemented over the summer.

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# THE ANNUAL ASSEMBLY

19 MAY 2004

## REPORT OF THE STANDARDS COMMITTEE

ANNUAL REPORT 2003/04	FOR INFORMATION	
<p><i>This annual report on the work of the Standards Committee is submitted under Article 2, Paragraph 8.2 of the Constitution.</i></p> <p><b>Summary</b></p> <p>This report summarises the remit of the Standards Committee and key issues dealt with during the year 2003/04.</p> <p>The Standards Committee is responsible for promoting and maintaining high standards of conduct by the Members and employees of the Council and to assist them in observing relevant Codes of Conduct.</p> <p>The Committee has concentrated on reviewing all policies and procedures relating to ethical standards, and is particularly grateful to the two independent members for their valuable interest and support.</p>		
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The Committee meets every two months and has covered the following key issues during the year.

### **The Standards Board for England**

The Board was officially launched in 2001 and the Committee has kept up to date with advice/information from the Board. Standards Board Bulletins and details of Standards Board investigations and decisions are provided to all Members via Member Matters.

### **Anti-Fraud and Corruption Policy**

The Council's revised Anti-Fraud and Corruption Policy and Strategy has also been reviewed and revised slightly.

## **Appointment of Independent Member**

Following the end of special arrangements for authorities that had established a Standards Committee before 28 August 2001, the Standards Committee re-advertised for one of its two Independent Members and, following interviews, re-appointed Reverend Poole to this post. Reverend Poole is also the Deputy Chair.

## **Use of Council Resources, Facilities and Equipment**

This Guide was developed by the Standards Committee as a result of concerns expressed by Members. The Guide was finalised and is now included in the Council Constitution and is subject to annual review by the Committee.

## **Revenue Services Policy and Strategy Documents**

The Comprehensive Performance Assessment carried out on the Benefits Service in 2002 underlined the need for strategic policies and objectives. Accordingly, the Committee considered draft policy documents and made recommendations on:

- Fraud Investigators and Visiting Officers Code of Conduct;
- Anti Fraud Policy and Strategy;
- Fraud Prosecution Policy.

## **Whistleblowing - Annual Report**

The Council introduced a Whistle-blowing policy in August 2000 as a safe and confidential avenue for staff and citizens to raise concerns about serious wrongdoings by councillors, employees and others working for the Council (including schools based staff). The Committee received brief (anonymous) details of the Whistleblowing cases received over the previous year.

## **Standards and Ethics - Publicity and Training**

The Committee considered how best to promote standards and ethics issues and decided to make more use of publications, like Members Matters, by including in future editions features, scenarios and ethical questions, as well as bulletins and advice from the Standards Board for England.

## **Criminal Records Bureau (CRB) Checks for Agency Staff**

The Committee also heard a report outlining the procedures used to ensure Agency Staff are CRB checked when they work with children and vulnerable members of the community. Whilst the Committee was satisfied that the procedures are sufficiently robust it nevertheless intends to keep the matter under review



## **Conferences, Visits and Hospitality Rules**

These Rules have been in operation for about four years and are included in the Council Constitution. Suggested changes to them, following consultation with all Members, Chief Officers and Heads of Service, were considered by the Panel. The Panel also agreed to check the application of the Rules closely, with the Head of Audit continuing to monitor further records and registers, and a special emphasis placed on reporting to the Executive.

## **Annual Report of the Head of Audit**

The Standards Committee received a report updating it on the work of Internal Audit, outlining recurring areas of concern (specific employment and disciplinary concerns, potential problems with the recruitment process and difficulties with the use of council phones) and indicating what steps are being taken to counter them.

## **Standards for Members of the Public (Volunteers) Undertaking Council Activities**

As part of the review of all documents and policies which relate to standards or conduct issues, the Committee revisited these Standards, undertaking further consultation to ensure they were being applied where appropriate and that no difficulties had been encountered in their use.

## **Code of Conduct issues**

The Committee considered various issues related to the Code of Conduct, including Member and Officer Indemnities, Determination of Standards Allegations by the Standards Committee, the Code of Conduct for Employees, and Section 66 Regulations, that enables the local determination of allegations against Members which have been investigated by Ethical Standards Officers.

## **Contractors and Monitoring Of Behaviour**

The Committee were keen to make certain that all departments have in place adequate monitoring arrangements to ensure the appropriate performance and behaviour of Contractors, and have received reports reassuring them of this.

## **Background papers used in the preparation of this report:**

Public agendas and minutes of Standards Committee meetings 2003/2004.

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## ANNUAL ASSEMBLY

19 MAY 2004

### REPORT OF THE BAD YOUTH FORUM

**ANNUAL REPORT 2003/04**

**FOR INFORMATION**

*This Annual Report on the work of the BAD Youth Forum is submitted under Article 2, paragraph 8.2 of the Constitution.*

#### **Summary**

- The report summarises the activities of the BAD. Youth Forum over the past twelve months. The Forum is an elected representative body of young people throughout the Borough, established to give the Council greater contact with young people and in turn give young people a voice in local democracy.
- The work of the Forum corresponds with the Council's Community Priorities of "Developing Rights and Responsibilities", "Promoting Equal Opportunities and Celebrating Diversity" and "Raising General Pride in the Borough". The Forum is primarily made up of students from local schools, although it also consists of representatives from various other youth organisations in the Borough.
- The Forum meets as a whole every two months. In the intervening time there are regular meetings of sub-groups, created to examine specific issues important to young people under the headings of Crime and Safety, Education, Leisure and Health/Social Services. Each sub-group has a number of ongoing projects, as outlined in a report and feedback regularly to the full Forum. A report is regularly submitted to the Assembly updating on the work of the Forum.
- As in previous years, this year's Forum was launched during Local Democracy Week and was also linked to a question-time session that was held in that Week, involving the Youth Forum and sixth formers, who were able to quiz a panel of local and national decision makers.
- The Forum, now in its third year of operation, has achieved a number of successes, the details of which are set out in the report.
- Forming part of the LGC Local Government Awards, and specifically the Local Democracy Initiative of the Year, a submission was made on behalf of the Forum, although unfortunately this was unsuccessful.
- Officers from a range of services have been invited to attend both the full Forum and sub-groups over the past year, for the purposes of informing young people what is happening in the Borough, as well as using the Forum as a form of consultation. Details are set out in the report.

- The Forum has put forward representatives to sit on a number of national bodies, including Connexions UK and the UK Youth Parliament. In addition a conference organised by the LGA following on from Local Democracy Week 2003 with the theme of “Making the Case - Young People and Democracy” was attended by officers and two young people from the Forum.
- Details of the annual meeting held at the House of Commons are set out in the report.

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## 1. Introduction

1.1 The BAD Youth Forum, launched in October 2001, was developed as part of an initiative aimed at giving young people a voice in local democracy and access to local decision makers. The Forum is co-ordinated by the Youth Supporting Development Services, with the support of Democratic and Electoral Services. It is also championed by Councillors McKenzie and Thomas.

1.2 The Forum operates both as a single assembly and also divided into a number of sub-groups that focus on areas important to young people. These are crime and safety, education, leisure and health/social services. Each sub-group meets as often as necessary to work on issues they have identified, whilst the entire Forum comes together every two months to share feedback with the wider group.

1.3 Three of the Council's Community Priorities are particularly relevant to the work of the Forum: “Developing Rights and Responsibilities”, “Promoting Equal Opportunities and Celebrating Diversity” and “Raising General Pride in the Borough”. The Council also seeks to achieve a number of key objectives through its modernisation of the political structures, including most importantly encouraging and empowering citizens to be more participative.

## 2. Composition of This Year's Forum

2.1 Promotion of this year's Forum elections ran during late September to early October when elections were held in all the secondary schools. Membership of the Forum totals 60 and aims to be representative of all young people of the ages of 11 to 19 in the Borough, regardless of background. This has meant that in addition to the recruitment from secondary schools, young people have also been recruited from various youth organisations i.e. Unaccompanied Asylum Seekers, Looked After Children and the Prince's Trust.

2.2 This year's Forum was launched as an AGM on 13 October 2003. The meeting was well attended and young people were enthusiastic and vocal.

### 3. Progress to Date

The Forum is now in its third year of operation and has achieved many successes including:

- Formal representation on various boards such as Connexions UK
- Formal involvement with consultations on Council issues such as planning and designing park teen shelters, and other youth facilities
- Delivering training and presenting recommendations for sex and relationship education to teachers
- Making decisions on the allocation of resources from the Children's Fund Regional Network
- Helping to redesign the Children's Charter
- Contributing to the Strategic Policing Plan
- Making new friends

### 4. Sub Groups

Many issues have been raised and discussed through the Forum have then been followed up by the appropriate sub-groups. The key issues raised in the past twelve months have included:

- **Crime and safety** – How parks and buses can be made more safe for young people, work on designing cards for young people in relation to knowing their rights re stop and search, discussions with Transport for London regarding Citizen cards
- **Education** – PSE improvements, teacher/pupil respect, careers advice, a need for water fountains in schools, better bike security, more football/rugby pitches and improvements in canteen food
- **Leisure** – Provision of skate parks, redevelopment ideas around the former petrol station in Becontree Avenue and general discussions around more places for young people to hang out and better local facilities
- **Health/Social Services** – In the short term the group have been looking at disabled toilets, and access to social services in general, as well as issues around the environment. Longer term projects include better provision of bins as part of a recycling initiative, cleaner public toilets, healthy food in schools, and improvements in sex education (both linked to the Education Sub-Group work), and more support for vulnerable children.

A considerable amount of work was done last year on the content of sex education within the PSHE curriculum. This year's Forum have again

stressed the importance of pupil's having an input into the teaching of this sensitive subject. Ideas have been put forward include training of peers in schools and invites "to outsiders" say from local hospitals, to give talks to young people about sex education.

## **5. Officer Support**

The Forum is being used by officers from a variety of Council departments and other organisations to provide information and as an avenue for consultation. During the past year the following officers/other organisations have attended either the Forum and/or the Sub-Groups.

- The Events Manager from Leisure Services who outlined the work of the Events Section including the information about the main events organised in the Borough
- Head of Lifelong Learning in the Education, Arts and Libraries Department who agreed to set up a meeting between the Forum and careers advisors
- Representatives from Connexions UK outlining the benefits of the organisation to the Forum particularly around issues of inclusion for getting more young people involved in shaping services
- The Interim Head of Policy & Performance who presented information about the Community Strategy on behalf of the Barking & Dagenham Local Strategic Partnership
- A consultant appointed by the Youth Development Service to undertake a piece of work around about how to get more people involved in the Forum particularly disabled and vulnerable groups.
- Alcohol Concern, a group who have established a Bus project on the Gascoigne Estate.

## **6. Representation**

The Forum is seeking to extend its influence and in that respect has now got representation on both the Connexions UK Board and the UK Parliament. In addition, the Local Government Association arranged a conference in March 2004 following on from Local Democracy Week 2003, the theme being "making the case – young people and democracy". The conference was attended by officers and two young people from the Forum and reflected on the outcome of Local Democracy Week, exploring the events, best practice and how everybody can work effectively together to develop positive campaigns to increase young people's awareness of democracy and, in the longer term, make a positive impact on election turnout. To that extent it is proposed to involve representatives from the Forum in the forthcoming GLA/Euro Elections in June 2004.

## **7. Questions**

Forming part of Local Democracy Week 2003 the Forum took part along with sixth Formers in a "Question Time" session whereupon young people were able to quiz a panel involving Jon Cruddas, MP, John Biggs, the GLA representative, Councillors and the Director of Education, Arts & Libraries. It was a lively debate which was well received by all to the extent that consideration is being given to host a further session in 2004.

Taking into account school commitments, the Forum are suggesting that it be held in early July and that invites be opened up to both the Forum and

secondary schools, with the session to be chaired by Louise Hill, who was selected as Chair of the Forum. The Forum would like to approach Margaret Hodge, MP, the London Mayor and/or their adviser on young people's issues, the Council Executive portfolio holders, the Borough's Police Commander and a representative from Transport for London, to sit on the Panel.

## **8. LGC Local Government Awards**

As part of the LGC Local Government Awards the Council made a submission on behalf of the BAD Youth Forum under the Heading of Local Democracy Initiative of the year. Unfortunately the submission was not short listed.

## **9. Meeting at the House of Commons**

One of the purposes of the Youth Forum is to increase young people's awareness of issues of democracy. To that extent a meeting is held annually at the House of Commons, which this year, Jon Cruddas, MP kindly hosted on 29 March 2004. The Forum meeting was held in the Committee Room in Westminster when the main items discussed were:

- a lively question and answer session with the MP which covered the following topics: top up fees, the process of legislation through parliament, voting at 16, gay and lesbian marriage, the lack of affordable housing and BME representation in Parliament
- feed back from the Sub-Groups
- update on the development of the Beacon Youth Centre
- information around the GLA/Euro Elections on 10 June and
- feedback on the recent local Government Association Conference referred to under item 6 above

### **Background Papers used in the preparation of this report:**

Agendas and minutes from previous meetings of the BAD Youth Forum in 2003/04.

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