

Appendix 1

Action Plan Responding to Overview & Scrutiny Committee's A2020 Scrutiny Review					
Recommendation	Actions required to implement recommendation	Target Date for completion of Recommendation	Progress	Lead	
KLOE 1					
1.	Smaller, local companies be encouraged to bid for more work with the Council and its companies	<p>1. All companies have access to opportunities via our online procurement portal, but a process will be developed in collaboration with Inclusive Growth to engage better with local suppliers on up-coming opportunities.</p> <p>2. We will be able to report data on spend through local suppliers following the procurement of our new ERP system</p>	<p>6 - 9 months</p> <p>12 months</p>	<p>A Social Value Co-Ordinator has been appointed and took up post on 1st August who will work with Inclusive Growth to develop a detailed plan. One example of progress is that The Business Forum Newsletter (a Newsletter that goes out to all known businesses within the borough from Councillor Bright) has highlighted Social Value and the toolkit in 2 editions of the Newsletter sent out recently. We are hoping to feature approx. once a quarter</p>	Hilary Morris

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2.	Business plans for the Council's companies be made publicly available (excluding any sensitive commercial information) to allow residents to understand how the companies are aiming to meet their objectives	All Council owned Companies will produce a summary business plan setting out their strategic objectives and how they will meet these as part of the Business Planning process	These documents will be made publicly available annually from 1 st April 21		Hilary Morris
3.	Officers provide assurance to the Committee that there are systems, principles and strategies in place to ensure that the Council gets best value from the companies commissioned to deliver services	Principles and strategy to demonstrate Best Value from services commissioned by the Council to the Companies will be set out in a report for OSC's January meeting as per the OSC work plan	In accordance with O&S work plan		

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KLOE 2

4.	Following the return of Elevate, contact centre staff receive additional training in dealing with all vulnerable groups (including young people in care and care leavers)	Calls relating to young people in care and care leavers currently go directly to Children's Care and Support and anything relating to a vulnerable adult would be directed to the Adult Intake Team. We have a guide used in training for vulnerable customers and will update this and the training to include young people in care and care leavers specifically.	End of November 2020	We have now reviewed our scripts relating to Vulnerable clients to identify the gaps which could prevent the Contact Centre from providing the most responsive service. Our guides have been updated and full training has also been provided to the Adult Intake Team.	
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KLOE 3					
5.	Working with support of the Insight Hub, commissioners from Inclusive Growth and Care & Support draw on available data to strengthen their understanding of how demand for services is affected by the movement of people in, out and around the Borough, including in response to new development	<p>1) Development of the Residents' Matrix 2019/20; the Council's internal demographic modelling tool</p> <p>2) Development of demand dashboards in the OneView tool to be deployed across Care & Support</p>	End of March 2021	<p>1) The Resident's Matrix 2019/20 will be complete by March 2021. Upon completion, there will be published demographic profiles per ward. These are also being modelled for development areas e.g. Riverside.</p> <p>2) Demand dashboards in OneView are now live for commissioners and operations staff to utilise.</p>	Graeme Cooke, Elaine Allegretti and Mark Fowler

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6.	<p>The Cabinet Member for Social Care & Health Integration rigorously challenges local authorities who place families in the Borough but do not comply with the requirement to inform the Council that they had done so</p>	<p>Part (I): Challenging other local authorities where the guidance for the movement of social care cases is happening – DCS raising concern(s) with their counterpart.</p> <p>Part (II): Vulnerable non-Social Care cases moving into the borough via a housing route with no Social Care involvement and where there is no duty to notify (but is still placing a demand on Council services)- s208 process is adhered to and any breaches of this process are escalated with the placing Borough and through Chief Officer Groups and to MHCLG if required</p>	<p>Part (I): Notifications for Children’s Social Care cases. Completed.</p> <p>Part (II): Notifications for non-Social Care cases (but still vulnerable families): No further action – i.e. process is being applied (but can have only limited impact as there is no further duty to notify).</p>	<p>For Child Protection and Child in Need cases – or those in Care Proceedings – there is a clear and embedded protocol in place for notification and this is being adhered to. Where a child who is in the care of another LA is placed in our borough there is a separate notification process that should be followed – though this is not always followed as rigorously as it should be. Where it is not happening – and is identified – the DCS is writing to their counterpart to raise their concern.</p> <p>There is a statutory process of advising a receiving authority in the case of a homeless placement outside of the host borough (s208 process). This is being adhered to by LBB. Where we become</p>	<p>Elaine Allegetti</p>
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				aware other LAs have not followed this process this is raised with the placing authority. Where issues arise under this duty regarding placement in LBBD by others these are raised through the Housing Need Network and through Chief Officers Group.	
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7.	The Committee's 2020/21 Work Programme include an item which facilitates further consideration of the end-to-end process for Children's Care & Support (from early help to placement) so that the complexities of managing this demand can be subject to scrutiny and understood, and progress reviewed	<ul style="list-style-type: none">• The OSC's 2020-21 Work Programme now includes this report on the agenda list for the meeting on 6 January 2021.	6 January 2021		Elaine Allegretti
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KLOE 4 (Housing)					
8.	Early in the development of a housing scheme, relevant ward Members be provided with information on the proposed number of bedroom mix of the units, the type of rent, the approximate cost in monetary terms of those rents, and whether there might be any additional service charges, with information displaying how this relates to local need	Be First colleagues will be asked by Inclusive Growth commissioners to provide this information at feasibility stage. Inclusive Growth will match with local need and circulate with Ward members.	January 2021		
9.	The Council explores the issue of shared ownership and whether people could get 'stuck' in this arrangement, including whether it would be possible for the Council to ask developers to buy back shares to help residents wishing to move on	Inclusive Growth and Reside are currently assessing the experience of residents in Shared Ownership in contributing to a GLA consultation on intermediate housing products, due to close in the autumn. Findings will be shared with Members.	January 2021		Graeme Cooke

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10.	As there is a variety of figures in relation to housing need in the Borough, this information be more widely publicised and clarified	Inclusive Growth team to provide Members with consolidated briefing on different housing need indicators.	January 2021		Graeme Cooke	
11.	Officers develop more detailed communications for residents about the range of affordable housing options such as the Reside offer and shared ownership (including the difference between products, and the eligibility criteria)	New website will include an affordability calculator for potential applicants and allow for uploading of application documents. More information on Reside's existing and upcoming developments will also be added.	January 2021			
12.	Officers work to ensure that the supply of affordable homes, as far as viability allows, contains larger family homes of three and four bedrooms in order to ensure larger families can stay in the Borough, rather than moving to less expensive parts of the country	Inclusive Growth commissioners to work with Be First on an ongoing basis to work homes with more bedrooms into development plans. Will report back to committee in 2021.	Ongoing – June 2021			

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13.	Regular data is collected on the impact of the change in Reside's affordability threshold, and this data be presented to the Committee at an appropriate point in the 2020/21 municipal year	<ul style="list-style-type: none">• The OSC's 2020-21 Work Programme now includes this report on the agenda list for the meeting on 3 February 2021	3 February 2020		Graeme Cooke
14.	With the Government's Help to Buy scheme potentially coming to an end, further options to support residents in putting down deposits be explored by the Council	Inclusive Growth commissioners to review and report back to committee by 2021.	January 2021		

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15.	Officers consider the feasibility of providing positive landlord references for Council and Reside tenants who are seeking to move or secure a mortgage	Inclusive Growth commissioners to review and report back to committee by 2021.	January 2021		Graeme Cooke
KLOE 4 (Sustainability)					
16.	There is a focus on external communications going forward around parks and leisure so that residents can have sufficient knowledge of community activities being undertaken	Implement actions within the Parks and Open spaces strategy.	Ongoing – the strategy had short, medium and long term targets dates	Changes have been made to the website to ensure that more information is available to residents. A number of friends groups have been established for the parks to help communicate information at a local level.	Mark Tyson

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17.	Officers look into how the Council can incentivise residents to use renewable energy technologies, such as electric cars and solar panels, to make sure these are attractive and feasible	<p>The Low Emissions Vehicle Working Group will be responsible for the Council's long-term roll-out of EV chargepoints across the public realm and will report back on recommendations for infrastructure, home installations and promotion of take-up of electric vehicles</p> <p>Through its Cosy Homes programme and Energiesprong pilots the Council is testing the roll-out of renewables across certain stock, with the aim of devising a 10-year decarbonisation programme for council stock to lead the way to net zero homes by 2030</p>	<p>Ongoing but starting in September 2020</p> <p>Ongoing, but pilots/schemes completed by March 2022</p>		Graeme Cooke
18.	The Council utilises the opportunity presented by our environment to make parks and open spaces deliver wider priorities such as reducing isolation for our older people and supporting young people to get outside and learn new skills	Implement actions within the Parks and Open spaces strategy.	Ongoing – the strategy had short, medium and long term targets dates		Mark Tyson

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19.	Officers ensure that the recommendations of the Biodiversity Action Plan 2017 are acted upon as part of the Council's new Local Plan	The Biodiversity Report forms part of the evidence base of the Local Plan and work is being undertaken to map the Sites of Interest for Nature Conservation (SINCs) against new developments to see whether developer contributions can be requested to support upgrades and improvements, as well as potentially accessing grant.#	Report back to O&S in January 2021 on next steps		Graeme Cooke
20.	Officers look into the possibility of offering more educational partnerships between the parks service and schools, possibly offering parks education as a Barking & Dagenham School Improvement Partnership (BDSIP) service	The Ranger service to develop its Outdoor Classroom room programme further to enable more schools to access. This will include group programmes at the Eastbrookend Discovery Centre as well as online content.	March 2020	The outdoor classroom programme has been refreshed but the school sign up has been limited due to the lockdown period.	Mark Tyson
21.	Officers utilise section 106 funding to support the deep retrofitting programme	Review of the Local Plan SPDs and section 106 contributions in the autumn to establish if and how carbon offset funds could be used for retrofitting and if not could it support carbon sequestration in other ways	Report back in January 2021		Graeme Cooke

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22.	Officers investigate how we can hold developers to account in relation to impacts on air quality	Review of air quality assessments and energy statements per development and quantify how schemes are contributing to carbon reduction	Ongoing – report back in March 2021 on the impact of schemes over the last six months		Graeme Cooke
23.	Officers report to Cabinet on a quarterly basis on progress against key environmental plans and objectives as set out in the Council's new corporate plan	Under constant review and monitored as part of the Single Performance Framework through the Corporate Performance Group	Ongoing		

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24.	<p>The Leader of the Council consider whether clearer ownership within the Cabinet of climate and sustainability issues would help to deliver on the Council’s ambitions in these areas</p>	<p>The Leader of the Council appointed a Member Champion for Climate Change. This was approved by Assembly on 13 May 2020 (Minute 7 refers).</p> <p>The role of the Member Champion for Climate Emergency is to work with the Leader of the Council and the Cabinet Member for Regeneration & Social Housing in addressing the pressing issue of climate change. The role includes:</p> <ol style="list-style-type: none"> 1. Maintaining a good knowledge of actions being taken by the Council, as well as its peers in London, to address the issue of climate change. 2. Working with Members to advocate for the delivery of a Zero-Carbon B&D, including assisting with the delivery of an effective communications strategy by acting as a “face” for the campaign, alongside the Leader. 3. Working with community groups to promote responsible use of parks and open spaces in the borough. 4. Looking at ways in which the corporate element of the council can learn from public and private sector partners to improve sustainability. 	<p>The action is complete.</p>	<p>The action is complete; however, the OSC is free to request updates from the Member Champion for Climate Emergency on his work.</p>	
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