

Key Achievements 2010 – 2014

*Performance figures based on 2010/11 – 2013/14 unless otherwise stated.

Awards and recognition achieved during the 5 months that the DCLG Inspection Team were undertaking their Best Value Inspection.

- The Council secured the Investors in People Silver Award demonstrating that we have strong systems and processes in place to learn from experience and develop our people to improve the organisation and putting us in the top 6% of all successful IIP accredited organisations nationally.
- The borough's schools were judged to be amongst the best urban schools in the world by independent academics.
- GCSE results further improved with 65% of pupils achieving 5 GCSEs at A*-C including English and Maths, which is better than the national average
- The Borough was confirmed as having one of the best records in the country for successful student university intake being in the top 10 nationally for proportion of students going to the top universities.
- We were identified as the Best performing borough in London for achieving the Healthy Schools Award with 92% achieving the award
- Our Idea Store library and lifelong learning service was the London Regional 'Learning through ESOL Award' Winner 2014
- Our Idea Stores also won the Learning in Families and Communities National Award Winner 2014 – both awards from NIACE (National Institute for Adult and Community Learning)
- Our parking Service secured ISO accreditation for the quality of its systems and processes.
- The Borough's Young@Heart Programme won the CommunityPhysical Activity Project Gold award at the London Sport & PhysicalActivity Awards.
- London Sport Awards - (GLL / Council Partnership) Sport4Women
- Community Sport Project of the Year - Silver Award
- Our Parks Service won 5 green flag awards for the quality of our parks.
- Our horticulture service won the following in the 2014 London in Bloom Competition :
 - Gold Award – London Borough of Tower Hamlets
 - (Best in London) 1st Prize in the Community Garden Award - Lady Mico's Almshouses
 - (Best in London) 1st Prize in the Allotment Award – Rocky Park Urban Gardens
 - 'Thriving' – Teesdale and Hollybush Community Tenants and Residents Association
 - 'Outstanding' – Winteron House Organic Garden
- Our catering contract services team won the catering business of the year award (Lead Association for Education Catering Awards) making Tower Hamlets the first Council to have won this award twice.

- Our insurance section and Highways department has been highly commended by the Public Risk Management Association ALARM for work undertaken to reduce insurance risk.
- The Council has been shortlisted for the IRRV Performance Awards for our partnership work to reduce transaction costs for customers and the Council

In addition to the above the Council has achieved the following including recognition for the quality and performance of its services over the four year review period of the Best Value Inspection.

Housing

Tower Hamlets is consistently one of the top performing London authorities for the delivery of affordable homes:

- 3980 affordable homes delivered
- 1262 affordable/social rented homes for families delivered
- Highest number of new affordable homes completions in the Country

In addition, 4,800 overcrowded families have been rehoused during the period representing the highest number of recipients of affordable housing in the Country

Tower Hamlets has levered in the highest level of New Homes Bonus nationally.

The Council has made significant strides in reshaping and regenerating the local area including:

- Adopting our Local Plan and award winning Core Strategy
- Completing the full renewal of the Ocean Estate and made strong progress in delivering regeneration of Blackwall Reach, delivering new homes and improving existing ones.

Significant housing regeneration schemes delivered or in progress include some of the biggest in the UK. These include

- The Ocean Estate (completed)
- Robin Hood Gardens (on site)
- News International Site (on site)
- Wood Wharf

National recognition includes:

- Winner of the Code for Sustainable Homes Awards – Most CSH Homes Delivered
- Winner of the Excellence in Equality and Diversity Award – Tower Hamlets Homes for the STEP (Somali Tenant Engagement Project)
- LGA Social Housing Equality Framework – THH assessed as excellent

Public Realm and Environment

Streets are cleaner with significant reductions in:

- Litter from 11% to 1.9%
- Detritus from 10% to 2.4%
- Graffiti from 20% to 6.2%
- Flyposting from 8% to 2%

The borough's recycling rate has increased year on year.

National recognition includes:

- Green Flag Award Scheme
- Victoria Park was awarded the accolade of Green Flag People's Choice of 2012. The "Nation's Favourite Park"
- Silver winner – iESE Transforming Local Services – street cleanliness (Cllr Shahed Ali)
- Transport & Highways were part of the Team which won the New London Architecture 2102 Public Space award for its role in delivering the Olympic Fringe Public Realm projects in Hackney Wick and Fish Island
- Awarded Gold by the Chartered Institute of Waste Management as part of the Clean Britain Award
- The Council's Street Naming and Local Highways service attained the highest grading of Gold in 2012 for the efficient submission and compilation of the Local Street Gazetteer.

Arts, Leisure and Culture

Tower Hamlets Council opened a new Idea Store (Watney Market) with 320,000 visits in the first 10 months.

The borough continues to deliver a programme of events that bring our communities together.

In February 2014 Council leisure centres were awarded the Customer Service Excellence (CSE) award for excellent standards. Awarded 'compliant plus' in 4 areas

November 2013 - QUEST Plus Accreditation – GLL – All Centres rated good with York Hall rated as Excellent

National recognition includes:

- Awarded UK Public Libraries Gold Star – for public library websites
- In 2014, Idea Store Learning was:
 - London Regional Learning through ESOL Award Winner 2014
 - Learning in Families and Communities National Award Winner 2014 – both awards from NIACE (National Institute for Adult and Community Learning)
- Winner of Adult Learning Week through ESOL Award (2012) – National Institute of Adult Continuing Education

Education and Children

Tower Hamlets has seen significant improvements in the educational attainment of children

- GCSE performance is now consistently better than the national average
- Year on year improvement in A-Level results
- Year on year improvement at the Early Years Foundation Stage

Tower Hamlets has also introduced:

- Free School Meals for primary school children
- Education Awards to help students stay in education after their GCSEs
- Higher Education Awards to help students with costs of University

National recognition includes:

- The borough's schools were judged to be amongst the best urban schools in the world by academics
- The Children's Family Information Service won the Families First Quality Awards (2012)

Ofsted judgement: Children's Services – Performing Well

Employment and Enterprise

The employment rate is improving – at its highest level ever recorded, from 58.3% to 64.4%

The borough has overseen year on year reductions in the number of young people not in education, employment or training from 6.0% to 4.6%.

The borough's child poverty rate has reduced significantly since 2009/10 – from 63.6% to 46.1% – and at a much quicker rate than nationally.

National recognition includes:

- Ranked 1st by Grant Thornton on its high growth index, which analysed factors such as demographic (skilled, young and active workforce, diverse communities) economic potential for growth and environmental factors.

Health and Care

The Council provides free (non means tested) homecare – the only Council in the country to do so.

The borough's teenage pregnancy rate has reduced significantly.

More than 11,000 residents have been supported to quit smoking (includes contribution of PCT prior to public health transfer).

Tower Hamlets Health and Wellbeing Board was the first in the UK to sign the Time to Change Pledge as a Partnership.

Ofsted judgement: Safeguarding and Looked After Children – Good

National recognition includes:

- Winner of Municipal Journal – Health and Social Care Award – Dementia
- Winner of National Government Opportunities (GO) Excellence in Public Procurement Awards: Innovation or Initiative of the Year Award – Health and Health Related Organisation

Equality and Cohesion

Tower Hamlets is recognised as an exemplar of equalities practice. The Council was recently assessed as Excellent against the LGA Equality Framework for Local Government.

In addition, the Council continues to be recognised as a Stonewall Top 100 Employer.

The borough has managed effectively attempts to divide our communities, including a campaign of homophobic stickering in the borough and a protest by members of the English Defence League.

Levels of cohesion have improved – more people now think people from different backgrounds get on well together. In 2014, 78% of people agree that people from different backgrounds get on well together compared to 69% in 2009.

Cross-cutting

Over the past 4 years the Council has continued to deliver excellent services, whilst delivering £84.4 million in savings.

The borough has frozen council tax year on year.

Tower Hamlets has become one of the first accredited London Living Wage (LLW) employers in London.

Tower Hamlets was one of only two councils that received national recognition for its Olympic Planning work by winning the Public Risk Management Association Strategic Risk Award for its Olympic Risk Management Work.

Tower Hamlets has developed and delivered an Energy Cooperative – reducing energy bills for local households.