



## VALUE OVERVIEW & SCRUTINY COMMITTEE AGENDA

<b>7.30 pm</b>	<b>Tuesday 29 May 2012</b>	<b>Town Hall, Main Road, Romford</b>
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Members 6: Quorum 3

**COUNCILLORS:**

**Conservative Group  
( 4 )**

Robby Misir (Chairman)  
Ted Eden  
Billy Taylor  
Damian White

**Residents' Group  
( 2 )**

Ray Morgon (Vice-Chair)  
Ron Ower

**For information about the meeting please contact:  
Taiwo Adeoye 01708 433079  
taiwo.adeoye@haverling.gov.uk**

## AGENDA ITEMS

### 1 CHAIRMAN'S ANNOUNCEMENTS

The Chairman will announce details of the arrangements in case of fire or other events that might require the meeting room or building's evacuation.

### 2 APOLOGIES FOR ABSENCE AND ANNOUNCEMENT OF SUBSTITUTE MEMBERS

(if any) - receive.

### 3 DECLARATION OF INTERESTS

Members are invited to declare any interests in any of the items on the agenda at this point of the meeting. Members may still declare an interest in an item at any time prior to the consideration of the matter.

### 4 MINUTES (Pages 1 - 4)

To approve as a correct record the minutes of the meeting held on 29 February 2012 and authorise the Chairman to sign them.

### 5 AGEING WELL REPORT (Pages 5 - 14)

Following the recent Ageing Well event considering priorities for older people in the borough, the attached report details some themes arising from the event that could be used as components of the overview and scrutiny committee's work programme for the next municipal year.

### 6 ANNUAL REPORT OF THE COMMITTEE (Pages 15 - 24)

The Committee will receive a report on work carried out in the last municipal year.

The Committee are asked to agree the content and authorise the Chairman to sign off the final version.

### 7 COUNCIL TAX TOPIC GROUP UPDATE

Topic Group update

### 8 CORPORATE PERFORMANCE REPORT 2011/12 - QUARTER 4

Report to follow if available

**9 URGENT BUSINESS**

To consider any other item in respect of which the Chairman is of the opinion, by reason of special circumstances which shall be specific in the minutes that the item should be considered at the meeting as a matter of urgency.

**Ian Buckmaster  
Committee Administration &  
Member Support Manager**

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# Public Document Pack Agenda Item 4

**MINUTES OF A MEETING OF THE  
VALUE OVERVIEW & SCRUTINY COMMITTEE  
Town Hall, Main Road, Romford  
29 February 2012 (7.30 - 8.30 pm)**

**Present:**

Councillors Robby Misir (Chairman), Ray Morgon (Vice-Chair), Ted Eden, Billy Taylor and Damian White

Apologies for absence was received from Councillor Ron Ower

There were no declarations of interest.

The Chairman advised those present of action to be taken in the event of emergency evacuation of the Town Hall becoming necessary.

**19 MINUTES**

The minutes of the meeting of the Committee held on 24 November 2011 were agreed as a correct record and signed by the Chairman.

**20 CORPORATE PERFORMANCE REPORT 2011/12 - QUARTER 3**

The Committee considered a report that set out the Council's performance against the Living Ambition Goal - Value for Quarter 3 of 2011/12.

There were 12 indicators listed under the Value Goal. Ten indicators had a RAG (Red/Amber/Green) rating this quarter. Five indicators were rated as 'red' as they were more than 5% off the quarter target and five indicators rated 'green' as they were on, or above the quarter target.

The report detailed a slight rise in Sickness Absence. It was explained to the Committee that this was expected in the winter period due to the increase in cold, flu and other viruses.

The Committee was informed that in relation to the PASC visitor indicator, performance was slightly worse than last quarter as system changes were still ongoing and the transformation had meant staff attending training and meetings than usual. The Committee was assured that the changes will result in improved performance in the longer term.

The Head of Customer Service explained to the Committee as a result of the service undergoing major changes which was impacting performance, this

figure showed an improvement on quarter 2 and the Committee was also assured that this indicator was been monitored closely.

The Committee requested for additional information be included with regards reference C13 "Corporate Complaint". Members suggested that the table include figures of number of complaint received. The Head of Customer Services stated that performance had improved since the last quarter as users were becoming more confident in running reports to indentify outstanding complaints, liaising with officers with outstanding complaints.

The other two indicators were included for monitoring purposes only did not have a 'RAG' rating.

The Committee **noted** the presentation and the assurances by the Head of Customer Services for various reasons the indicators had underperformed target in quarter 3.

## 21 COUNCIL TAX TOPIC GROUP UPDATE

The Topic Group considered a briefing note circulated by officers in response to a questionnaire submitted by a Member. This covered the following issues:

Agency workers were continuing to cover posts in the Council Tax section due to ongoing recruitment difficulties. The position had also been affected by the current review of the provision of bailiff services.

Charging orders were occasionally used to recover arrears but it was often a slow process to enforce the sale of a property that was still occupied.

Empty properties were now checked within the first six months of their being notified as in a vacated state. Properties left empty longer than six months were the responsibility of Housing & Public Protection.

As regards level of arrears, in the region of 1,600 residents owed in excess of £2,500 each with a total debt for this group of nearly £7 million. A further amount of nearly £5 million was owed by approximately 3,000 residents who owed between £1,000 and £2,500 each.

The Topic Group requested for the following information at its next meeting:

1. Updates on the performance of each of the 4 bailiff firms working for the Council.
2. A breakdown year on year of outstanding Council Tax debt.
3. A consideration by officers of the cost effectiveness of the six temporary staff employed.

4. The Topic Group suggested that a full update report on Council Tax collection be presented to the Committee at its October 2012 meeting.

The Topic Group **noted** the update.

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**Chairman**

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## REPORT TO ALL OVERVIEW AND SCRUTINY COMMITTEES, MARCH-MAY 2012

<b>Subject Heading:</b>	Potential Work Programme Themes Arising From Ageing Well Event
<b>CMT Lead:</b>	Ian Burns, Acting Assistant Chief Executive, Legal and Democratic Services
<b>Report Author and contact details:</b>	Anthony Clements, Principal Committee Officer Tel: 01708 433065 anthony.clements@havering.gov.uk
<b>Policy context:</b>	The Council's overview and scrutiny powers and the need to ensure an effective overview and scrutiny process.
<b>Financial summary:</b>	No implications arising directly from this report.

### The subject matter of this report deals with the following Council Objectives

Ensuring a clean, safe and green borough	<input type="checkbox"/>
Championing education and learning for all	<input type="checkbox"/>
Providing economic, social and cultural activity in thriving towns and villages	<input checked="" type="checkbox"/>
Valuing and enhancing the lives of our residents	<input checked="" type="checkbox"/>
Delivering high customer satisfaction and a stable council tax	<input type="checkbox"/>

### SUMMARY

Following the recent Ageing Well event considering priorities for older people in the borough, this report details some themes arising from the event that could be used as components of the overview and scrutiny committees' work programmes.

**RECOMMENDATION**

That Members consider the themes raised by the Ageing Well event and decide which, if any, should be added to the work programme of their Committees.

**REPORT DETAIL**

1. Members will be aware that, in January 2012, an event was held considering the implications for Havering of the growing elderly population and the Ageing Well agenda generally. The event was well attended with a number of Members and other stakeholders present. Groups and organisations dealing with the elderly who were represented included Age Concern, Havering Police and local NHS organisations.
2. The event produced a great deal of discussion and ideas from the delegates about what were considered the priority areas for older people (a number of members of the Havering Over-50s forum also attended and gave valuable input to the discussions). The results of these sessions are summarised in the appendix to this report.
3. Shortly after the event, several of the Overview and Scrutiny Committee Chairmen, assisted by officers, met informally to consider the outcomes from the event. A number of general themes emerged and these, along with some further suggestions, are listed below. It should be noted that this is not an exhaustive list and Members are welcome to use any of the information below or in the appendix to consider what items could be added to the Committees' work programmes.
  - Security and fear of crime including data protection issues
  - Lifestyle and social inclusion
  - The impact of housing and planning on older people
  - Accessibility and transport
  - Bereavement support
  - The impact on young carers
  - Safeguarding issues
4. Issues affecting older people are often wide ranging and it is likely that many of the issues listed above (or any others chosen by Members) may cover the remit of more than one Overview and Scrutiny Committee. This should not be seen as an obstacle to undertaking the work but Members may wish to give consideration to co-opting members from appropriate

other committees onto any topic group set up in response to the Ageing Well work. For example, a review of security and fear of crime led by the Crime & Disorder committee may find it useful to co-opt a member from the Towns & Communities overview and scrutiny committee in order to more fully consider the security aspects of housing design and related areas.

## **IMPLICATIONS AND RISKS**

### **Financial implications and risks:**

None arising directly from this report. Any financial implications arising from individual reviews would need to be considered as part of the report of the specific topic group.

### **Legal implications and risks:**

None.

### **Human Resources implications and risks:**

None, this work would be supported within the existing committee administration team.

### **Equalities implications and risks:**

The ageing well event was specifically focussed on issues affecting older people and hence sought to improve scrutiny of an area (age) that is a protected characteristic under the Equality Act 2010. Further scrutiny work in this area will assist in meeting the Council's equalities obligations.

## **BACKGROUND PAPERS**

Appendix: Feedback from Ageing Well Event Breakout Sessions, 19 January 2012, Havering Town Hall

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**Appendix: Feedback from Ageing Well Event Breakout Sessions, 19 January 2012, Havering Town Hall**

**Lifetime Housing & Health**

<b>Contributor's background</b>	<b>What is going well</b>	<b>What is not going well</b>	<b>Priority Areas</b>
Individual	<ul style="list-style-type: none"> <li>• Homes in Havering – tenants in need – contains service</li> <li>• LA – reablement. Occupational Health</li> <li>• Age Concern – partnership</li> <li>• Libraries service re info</li> <li>• Information – downsizing</li> <li>• Referral to chemists</li> <li>• Home blood tests</li> <li>• Polyclinic</li> <li>• Care at Queens</li> <li>• Patient choice/ Service Provision</li> </ul>	<ul style="list-style-type: none"> <li>• Dementia admission to hospital going into care homes and not home on discharge</li> <li>• Lowest survival rate in first year of cancer</li> <li>• Death rate 50% in falls</li> <li>• Unavailability of NHS Dental</li> <li>• Homes in Havering</li> <li>• First point of contact (Housing and Health, customer services, training)</li> <li>• Private sector – unsure where to access advice</li> <li>• Declining membership at libraries amongst older people</li> </ul>	<ul style="list-style-type: none"> <li>- Making sure voices are heard in the CCG</li> <li>- Discharge from hospital</li> </ul>
Community and voluntary sector	<ul style="list-style-type: none"> <li>• Homes in Havering – good partners</li> <li>• Training</li> <li>• Handyman service</li> <li>• Always someone on end of a phone</li> <li>• Gardening service</li> <li>• Bowel cancer screening</li> <li>• Day hospitals – full clinics</li> <li>• Personal budget</li> <li>• Age concern being totally independent</li> </ul>	<ul style="list-style-type: none"> <li>• Cross-related working</li> <li>• Removal of wardens from sheltered housing</li> <li>• Poor communication between partners</li> <li>• Apathy</li> <li>• Outcome of consultation and foregone conclusion</li> <li>• Major issue with discharge from hospital</li> </ul>	<ul style="list-style-type: none"> <li>• Homes in Havering work with older people</li> </ul>
Organisation and agency	<ul style="list-style-type: none"> <li>• Good liaison/communication with tenants</li> <li>• Lunch clubs run by Age Concern</li> <li>• Concessionary decoration</li> </ul>	<ul style="list-style-type: none"> <li>• Homes in Havering in implementation</li> <li>• GP commissioning – have a particular way of looking at things which may preclude other things</li> </ul>	<ul style="list-style-type: none"> <li>• Homes in Havering issues</li> <li>• Oversight of CCG's monitoring</li> </ul>

	<ul style="list-style-type: none"> <li>• Handyman services (HiH) – gardening etc</li> <li>• Health – emphasis on mental health – more awareness</li> <li>• Good new initiatives</li> <li>• Dementia liaison services</li> <li>• Hospital training</li> <li>• Housing transfer arrangements</li> </ul>	<ul style="list-style-type: none"> <li>• Housing provision is not fit for purpose – sheltered</li> <li>• OAP's become isolated</li> <li>• Reduction in in-patient beds</li> <li>• Failure to diagnose serious illness early enough</li> <li>• GPs not aware of symptoms of dementia</li> <li>• Wish Council would leave things alone if it is doing well</li> </ul>	<ul style="list-style-type: none"> <li>• Dementia services, esp. in health service.</li> </ul>
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### Remaining active & healthy

	What is going well	What is not going well	
Individual	<ul style="list-style-type: none"> <li>• Parks/open spaces</li> <li>• Adult gyms</li> <li>• Walking section social</li> <li>• Community/pensions clubs, dance clubs, active</li> <li>• Culture</li> <li>• Transport</li> <li>• Facilities for DIP second to none - everything you need</li> <li>• Use of allotment sites</li> </ul>	<ul style="list-style-type: none"> <li>• 2<sup>nd</sup> largest borough in London</li> <li>• cost of Dial-a-Ride prohibitive</li> <li>• compared to B &amp; D poorer service</li> <li>• need to pay for audio books</li> <li>• Transport</li> <li>• Safety in public</li> <li>• Not enough social activities in Romford</li> </ul>	<ul style="list-style-type: none"> <li>• Culture and Leisure Services</li> <li>• Dial-a-Ride</li> </ul>
Community and voluntary sector	<ul style="list-style-type: none"> <li>• Libraries/churches</li> <li>• Caring</li> <li>• Parks</li> <li>• Lots of open spaces</li> <li>• Concessionary swimming classes</li> <li>• Well being classes at centres</li> <li>• Walking clubs</li> <li>• Informed voluntary group (friends of Parks)</li> <li>• Volunteers are 50+</li> </ul>	<ul style="list-style-type: none"> <li>• Cost to health of stopping free swimming</li> <li>• Poor communication of activities</li> <li>• Integration of Services</li> <li>• People falling through the gaps</li> </ul>	<ul style="list-style-type: none"> <li>• Cost of Dial-a-Ride and poor service</li> <li>• Leisure activities for over 50s</li> </ul>

Organisation and agency	<ul style="list-style-type: none"> <li>• <b>referrals from GPs to Hornchurch Sports Centre</b></li> <li>• <b>rehabilitation service</b></li> <li>• <b>Freedom Pass – keeps people active</b></li> <li>• <b>Good leisure facilities</b></li> <li>• <b>Good integration between services</b></li> <li>• <b>Good CQC interventions and transformations</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Lack of coordination between agencies regarding preventative work</b></li> <li>• <b>Transport access to Queens/St Francis Hospice</b></li> <li>• <b>Gaps in bus provision (accessing care provision)</b></li> <li>• <b>Subway access in Romford market</b></li> <li>• <b>Fear of crime</b></li> <li>• <b>Nil increase in community support</b></li> <li>• <b>Sports co-ordinators lost</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Transport issues</b></li> <li>• <b>Fear of crime amongst over 50s</b></li> </ul>
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### Financial security & social inclusion

	<b>What is going well</b>	<b>What is not going well</b>	
Individual	<ul style="list-style-type: none"> <li>• <b>Age Concern</b></li> <li>• <b>NELFT integrating social care/health</b></li> <li>• <b>Community nurses</b></li> <li>• <b>Willingness to engage with commissioners</b></li> <li>• <b>IT training – access to Financial Services</b></li> <li>• <b>Greater Choice</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Insurance provision and awareness (home/travel etc)</b></li> <li>• <b>Increase in suicide rate and dementia</b></li> <li>• <b>Mental health and separation of services</b></li> <li>• <b>Parcels of high relative deprivation (unseen poverty)</b></li> <li>• <b>Poor pension planning</b></li> <li>• <b>Lack of access/understanding of what benefits and support are available</b></li> <li>• <b>Power of attorney – lack of awareness</b></li> <li>• <b>Misunderstanding of LPA</b></li> <li>• <b>Dementia – putting people back in own homes</b></li> <li>• <b>Right to choice where to live</b></li> <li>• <b>Data Protection</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Financial awareness and social accessibility</b></li> <li>• <b>Role played by putting a charge on housing for people who access services</b></li> <li>• <b>Mental health services for older people</b></li> </ul>
Community and voluntary sector	<ul style="list-style-type: none"> <li>• <b>Borough looking at financial inclusion</b></li> <li>• <b>Work of Age Concern</b></li> <li>• <b>Banking protocol</b></li> <li>• <b>Advisory/signposting Services of Age Concern.</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>People not necessarily aware of rights</b></li> <li>• <b>Cannot access cash</b></li> </ul>	

Organisation and agency	<ul style="list-style-type: none"> <li>• <b>Super neighbourhood team</b></li> <li>• <b>Safeguarding</b></li> <li>• <b>Restructure of Dementia services</b></li> <li>• <b>Community engagement and awareness from London Fire Brigade</b></li> <li>• <b>Community provisions at Queens</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Safeguarding – care homes in the borough</b></li> <li>• <b>Relatives abusing parents to retain control</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Safeguarding</b></li> </ul>

### Independent Living

	What is going well	What is not going well	
Individual	<ul style="list-style-type: none"> <li>• <b>Specialist Dementia Teams in hospitals</b></li> <li>• <b>Staying longer in own home and not forced to leave</b></li> <li>• <b>Home shopping delivery</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Lack of personal responsibility</b></li> <li>• <b>Lack of ICT literacy (impact of demographic changes)</b></li> <li>• <b>Change of family set up</b></li> <li>• <b>No dementia phone</b></li> <li>• <b>Subsidy to people and children – need to look after yourselves</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Domiciliary care</b></li> </ul>
Community and voluntary sector	<ul style="list-style-type: none"> <li>• <b>Lots of volunteers in Age Concern</b></li> <li>• <b>Aware of people with Dementia</b></li> <li>• <b>Good local shops and facilities</b></li> <li>• <b>Provision of ICT support from various sectors</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Risk to local shops/community facilities</b></li> <li>• <b>Lack of recognition and broader awareness</b></li> <li>• <b>Lack of practical support for over 65's</b></li> <li>• <b>Support for carers – not individuals with dementia</b></li> <li>• <b>Gaps not aware of</b></li> <li>• <b>No one for single persons</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Role of carers</b></li> </ul>
Organisation and agency	<ul style="list-style-type: none"> <li>• <b>Provision of ICT classes at Libraries</b></li> <li>• <b>Re-ablement Services</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>automation of services (telephones)</b></li> <li>• <b>old equipment used by reablement services, not possible to recycle</b></li> <li>• <b>cutting funding for Advocacy Project at Age Concern</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Reablement service</b></li> </ul>



## Care & community issues

	What is going well	What is not going well	
Individual	<ul style="list-style-type: none"> <li>• <b>Emphasis of keeping people in their own homes</b></li> <li>• <b>LINK</b></li> <li>• <b>HUBB and LA very good</b></li> <li>• <b>Churches in the Community</b></li> <li>• <b>CQC value the person</b></li> <li>• <b>Good to have standards thresholds</b></li> </ul>	<ul style="list-style-type: none"> <li>• Demise of extended family</li> <li>• Isolation of many individuals</li> <li>• Feelings of vulnerability (media driven)</li> <li>• Services of St Francis Hospice not reaching everybody – focus on education and lifelong learning</li> <li>• Need intergenerational demographic cohesion</li> <li>•</li> </ul>	
Community and voluntary sector	<ul style="list-style-type: none"> <li>• <b>Work of the Hospice</b></li> <li>• <b>Low level of crime</b></li> <li>• <b>Reablement service is very good</b></li> <li>• <b>Providing improvement in the home</b></li> <li>• <b>Involvement of Older People (over 50s forum)</b></li> </ul>	<ul style="list-style-type: none"> <li>• Quality of Home Care variable</li> <li>• Home care – plenty of it</li> <li>• Crimes get missed because of lack of resources</li> <li>• Lack of neighbourliness (public awareness)</li> <li>• Emphasis of Safeguarding</li> <li>• Lots of work goes unseen in the voluntary sector</li> <li>• Churches/ religious groups not being included in some events</li> </ul>	<ul style="list-style-type: none"> <li>• Domiciliary care – quality issues</li> <li>• Safeguarding work</li> <li>• Hard to reach groups</li> </ul>
Organisation and agency	<ul style="list-style-type: none"> <li>• <b>Voluntary sector provides excellent service</b></li> <li>• <b>People's Housing Choices are respected</b></li> </ul>	<ul style="list-style-type: none"> <li>• Unrecorded crime</li> <li>• Lack of referrals to Hospice from GP's (no consistency)</li> <li>• Are there enough people to help the elderly stay at home.</li> <li>• Churches to be involved in all aspects of work</li> <li>• Need to consult with voluntary/ community sector when designing new services (LA/NHS)</li> <li>• Unaware of CQC legal powers</li> </ul>	<ul style="list-style-type: none"> <li>• Role of GPs</li> <li>• Role of churches &amp; community groups</li> </ul>

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MEETING	DATE	ITEM
VALUE OVERVIEW AND SCRUTINY COMMITTEE	29 MAY 2011	

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## **REPORT OF THE CHIEF EXECUTIVE**

**SUBJECT: ANNUAL REPORT, 2011/12**

<b>SUMMARY</b>
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This report is the annual report of the Committee, summarising the Committee's activities during its year of operation ended May 2012.

It is planned for this report to stand as a public record of achievement for the year and enable Members and others to have a record of the Committee's performance.

There are no direct equalities or environmental implications attached to this covering report. Any financial implications & risks from reviews and work undertaken will be advised as part of the specific reviews.

<b>RECOMMENDATION</b>
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1. That the Committee note the 2011/12 Annual Report and authorise the Chairman to agree the final version for Council.
2. That the Committee agree the report be referred to full Council.

**Staff Contact:** Taiwo Adeoye  
Committee Officer

**Telephone:** 01708 433079

**Cheryl Coppell**  
Chief Executive

**Background Papers** - None



**Havering**  
LONDON BOROUGH

# VALUE OVERVIEW & SCRUTINY COMMITTEE

29 May 2012

# REPORT

**Subject Heading:**

Annual Report 2011/2012

**CMT Lead:**

Ian Burns  
Acting Assistant Chief Executive  
01708 432442

**Report Author and contact details:**

Taiwo Adeoye  
Committee Officer  
01708 433079  
taiwo.adeoye@havering.gov.uk

**Policy context:**

Under the Council's Constitution, each Overview and Scrutiny Committee is required to submit an annual report of its activities to full Council.

**Financial summary:**

There are no financial implications arising from this report.

## SUMMARY

This report is the annual report of the Committee, summarising the Committee's activities during the past Council year.

It is planned for this report to stand as a public record of achievement for the year and enable members and others to note the Committee's performance.

There are no direct equalities or environmental implications attached to this covering report. Any financial implications from reviews and work undertaken will be advised as part of the specific reviews.

## **RECOMMENDATIONS**

1. That the Committee note the 2011/2012 Annual Report and authorise the Chairman to agree the final version for Council.
2. That the Committee agree the report be referred to full Council.

## **REPORT DETAILS**

During the year under review, the Committee met on four occasions and dealt with the following issues:

### **1. COMMITTEE'S WORK PROGRAMME**

The Committee agreed that the following items would be placed on its work programme for the year.

1. Council Tax Collection
2. Voluntary Sector Grants distribution mechanism

### **2. CUSTOMER SERVICES UPDATE (COMPLAINTS SYSTEM & STATISTICS)**

At its meeting in July 2011, the Committee received two presentations from the Head of Customer Services on statistics figures for Corporate Complaints and Members Enquires.

The presentation informed the Committee that between 1 June 2010 and 31 May 2011, the total number of complaints logged on the Customer Relationship Management (CRM) system was 776. The presentation also highlighted that 624 responses were completed within the 10 working days timescale.

The presentation identified service failure and quality of service as the two major reasons for complaints. The statistics also informed Members that the service with the most complaints was Streetcare.

### **3. PRESENTATION ON NON DOMESTIC RATES (NNDR) PARTNERSHIP**

At the request of the Committee, Members received a presentation that provided an overview on the Non Domestic Rates Partnership Programme that was in place in conjunction with London Borough of Barking and Dagenham.

The presentation highlighted the drivers for change that were identified by both Councils.

The NNDR programme achievements from the objectives of the partnership included:

- The project itself was under spent by £20-30K
- The savings over the three years to date totalled £282K with Havering accruing £147K. :
- A resilient value for money service had been firmly established
- It had been proven that the model can work

The presentation also informed the Committee that performance on collection was identified as an area for improvement by the programme.

### **4. REPORT ON FREEDOM OF INFORMATION - ACCESS TO INFORMATION**

At its meeting on 11 October the Committee received a report that set out how Access to Information is administered.

The report identified the Access to Information team and the way the team works in regard to Access to Information (including an explanation of Freedom of Information and related legislation).

The presentation detailed the team's performance in responding to Freedom of Information requests in the period from January 2009 to August 2011.

The Committee was informed that members of the public cannot be charged for any additional work further to the initial fees unless the work takes over 18 hours to be completed by law.

### **5. VOLUNTARY SECTOR GRANTS 2010/11**

At its July meeting, the Committee requested information on the total amount of grant awarded to the community and voluntary sector as part of their work programme. The information for 2010/11 was compiled and reported to the Committee.

The overall distribution of grants to the voluntary sector was as shown in the table below:

## Total voluntary sector grants\*, 2010/11

<b>Organisation</b>	<b>Amount (£)</b>
Core funding	255,313.00
Community Engagement Team - Regeneration, Policy & Planning	52,357.85
Community Safety Team - Legal & Democratic	51,000.00
Culture & Leisure	520,397.00
Children & Young People	15,000.00
Children's Services	1,452,887.00
Social Care & Learning*	3,698,169.00
<b>TOTAL</b>	<b>6,045,123.85</b>

*\*This includes both grants and contracted services.*

### 6. PRESENTATION DEALING WITH SERVICE REQUESTS/COMPLAINTS

At the request of the Committee, a presentation on the CRM system since going live was requested. The presentation detailed the services that had gone live on the system.

The presentation informed Members of how a resident's request can escalate to a complaint if matter was not resolved within the set timescale.

The Committee agreed to receive a regular update on this area even though they were aware that some issues can be categorised as seasonal.

The Committee also agreed to receive further updates on services that are yet to go live on the new CRM system (with projected dates for their commencement).

### 7. CRM REQUESTS AND COMPLAINTS RECEIVED

The Committee received an update on Corporate Complaints and Members Enquiries - two sets of information that related to Corporate Performance Indicators 2011/12. Members proposed that the performance indicators be included in the Members' pack for quarter one 2011/12.

The Committee agreed to review the list of Corporate Performance Indicators and suggest any further indicators that Members would consider for inclusion in the proposed Performance Indicators Members' pack.

### 8. HAVERING STRATEGIC PARTNERSHIP

As part of the Committee's work programme, the Committee received a presentation on the status of the Havering Strategic Partnership (HSP).

The presentation informed the Committee that following a review of the HSP, the partners were of the view that the success of partnership working in Havering over the last decade had meant that it was now embedded throughout everything they did. They also recognised that there were a few services that were not delivered in partnership with other agencies.

The Committee was informed that the 'sub-groups' of the HSP, including the Community Safety Partnership, were now well established partnerships in their own right. It was felt that since the Local Area Agreement had been abolished, the HSP Board's role had diminished and it was felt to be adding little value to strengthening partnership working.

The Leader had therefore written to HSP board members to inform them that all board meetings scheduled for 2011/12 were to be cancelled. The Council remained committed to the Havering Strategic Partnership however, and planned to hold an annual HSP conference, so that all partners from across the HSP will have the opportunity to come together and discuss the challenges and opportunities facing Havering over the coming year, as well as showcasing examples of best practice in partnership working in Havering.

## **9. BUSINESS RATE RELIEF**

At its meeting in October 2011, a Member was of the opinion that many small businesses were either not aware of what they could claim in terms of business rate relief or that the appropriate information was not getting through to them.

The Committee therefore received a presentation on Small Business Rate Relief and how it was administered in Havering. The presentation detailed that the Small Business Rates Relief was available where the sole or main property occupied had a rateable value of less than £25,500 in Greater London. A business had to apply to the Council and confirm that they met the conditions for the relief.

The presentation also informed the Committee that the Localism Act 2011 would result in the following changes:

- Proposal to bring changes into force in time for the 2012/13 financial year (full details were awaited).
- Removal of the legal requirement for ratepayers to submit an application in order to claim Small Business Rate Relief.
- Previous legislation would be amended to remove the single occupancy criteria for ratepayers to have their bills calculated using the small business multiplier in 2012-13 and onwards.

The Committee **noted** the presentation.



## 10. COMPLETED TOPIC GROUP – LONDON COUNCILS

At its meeting on 25 November 2010, the Committee requested that a topic group be established to examine the Council's membership of the Local Government Association (LGA), London Councils and any other similar bodies which the Council currently is a member of. The following objectives were agreed and following two meetings the Topic Group conclude its review.

- To investigate the value for money of remaining a member of London Councils in this difficult financial climate
- To investigate whether the role played by London Councils could be provided by the GLA, removing the need for London Councils as an additional body
- To make a recommendation to Cabinet as to whether the Committee feels LB Havering should remain a Member of London Councils or not going forward

During the year, the Committee completed its topic group work considering if it was still advantageous to the Council to remain a member of London Councils, the Local Government Association and any similar bodies.

The topic group interviewed the Leader of the Council who felt strongly that such memberships represented good value for money for the Council and that they should continue to be taken up. The topic group also agreed to modify its scope in order to only consider the Council's membership of London Councils at this stage.

In light of the evidence received from the Leader, the topic group reached the conclusion that the Council should remain as a member of London Councils and presented a report to this effect to the full Committee at its meeting on 7 July 2011. The topic group therefore concluded its work at this point.

Following the submission from the Leader, the Topic Group members present overwhelmingly agreed that the Council maintain its membership of London Councils.

The Group agreed that an update report be presented to the Committee in order for this topic to be closed.

The Topic Group agreed that the scope of the review was only to consider Havering's membership of London Councils and no other bodies at this stage.

That Committee **noted** the report and **agreed** that the review be closed.

## **11. TOPIC GROUP - UPDATE**

1. Council Tax Collection -The Committee discussed the scope for the Council Tax Collection Topic Group. A member offered to share some suggested terms of reference with members of the Committee via email.
2. Voluntary Sector Grants distribution mechanism - The Committee was informed that the service was currently undertaking a review of voluntary sector funding and the development of a new voluntary sector strategy for Havering. That this was part of the Cabinet Member for Culture, Towns and Communities' Community Action project.

That the piece of work would make recommendations to Cabinet in due course. The Corporate Policy & Community Manager was of the opinion that it might be more appropriate and reduce duplication of effort if to allow Cabinet to consider the recommendations the Value Overview and Scrutiny Committee then scrutinised the issue at that point.

## **12. PERFORMANCE INDICATORS RELEVANT TO VALUE OVERVIEW & SCRUTINY – QUARTERLY UPDATES**

The Committee agreed unanimously that it should receive a quarterly report from officers summarising the key performance indicators relevant to the Committee's areas of work. Productive scrutiny of these performance indicators was undertaken by the Committee during the year and this process will continue during the new municipal year.

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**Background Papers** – None.

**The following comments have been submitted by members of staff:**

**Financial implications and risks:**

Narrative Report Only – not applicable.

**Human Resources implications and risks:**

Narrative Report Only – not applicable.

**Legal implications and risks:**

Narrative Report Only – not applicable.

**Equalities and Social Inclusion Implications and Risks:**

Narrative Report Only – not applicable.

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