

**MINUTES OF A MEETING OF THE  
VALUE OVERVIEW & SCRUTINY COMMITTEE  
Town Hall, Main Road, Romford  
28 November 2013 (7.30 - 8.30 pm)**

**Present:**

Councillors Robby Misir (Chairman), Ray Morgon (Vice-Chair), Jeffrey Brace, Damian White, Clarence Barrett, Keith Darvill and Frederick Thompson

Apologies for absence were received from Councillor Rebecca Bennett, Councillor Billy Taylor and Councillor Sandra Binion.

+Substitute member Councillor Frederick Thompson (for Rebecca Bennett)

**9 MINUTES**

The minutes of the meeting held on 11 July and 3 September 2013 were agreed as a correct record and signed by the Chairman subject to the following amendment;

11 July minutes should read in the preamble that Councillor Linda Hawthorn substituted for Councillor Clarence Barrett.

**10 CORPORATE PERFORMANCE INFORMATION**

The report before members detailed the Annual Corporate Performance Report which had been before Cabinet in July 2013.

Members were also given a copy of the Quarter 2 performance information that been before Cabinet on 20 November 2013.

Members studied both reports and a number of issues were raised during the debate.

It was highlighted that the statistical information provided did not have any "actual" numbers in the reports showing caseloads that officers were working with. Members felt that a more graphical illustration showing trends and trend data showing a direction of travel would be more useful.

Officers replied that provision of additional data would prove difficult to collate against all of the performance indicators but could be looked at regarding specific pre-identified indicators.

In reply to a question regarding the low level of Council Tax collection in the borough, members were advised that the figure shown was only for a six month period and therefore was quite high and showed that Havering was in the top half of all London boroughs in Council Tax collection rates. Members were given an update paper that showed the current position regarding Council Tax arrears collection rates in the borough

Members noted that the indicator relating to MP/Councillor enquiries had previously dropped, in reply officers confirmed that a couple of the Council's service areas had undergone re-structures and the introduction of new IT and had struggled to keep to the agreed deadlines for replies to MP/Councillor enquiries, a matter that had now been addressed.

In reply to a question regarding the increase in the employee sickness absence rate officers confirmed that staff still carried out return to work interviews and received continual training to manage sickness absence.

The Committee felt that it would be beneficial for the Head of Human Resources to provide a written update to the next meeting to give members an update on the current situation regarding sickness management.

Members also suggested that it would be prudent for other Overview and Scrutiny Committees (OSCs) to look at performance indicators with "actual" figures in mind and asked that the other OSCs be advised of this. Examples of this were the number of refuse collections that were missed and the actual number of fly tipping incidents that took place within the borough and what action was taken against perpetrators.

## **11 COUNCIL CONTINUOUS IMPROVEMENT MODEL**

Members agreed that they wished to see written updates on the following subjects at the next meeting of the Committee.

1. The corporate contract for the supply of agency workers (including which services were using temporary workers and the current spend).
2. The Council's financial strategy.

## **12 WORK PROGRAMME**

Following discussions (some contained earlier in these minutes) members agreed that written reports on the following subjects be brought before the Committee at the next meeting.

- An update on sickness absence monitoring
- Update on MP/Councillors enquiries (each member agreed to forward on two examples of enquiries that had not been dealt with within the specified time allowed)

- A full breakdown of the Council's partnership with the London Borough of Newham in providing shared back office services and how savings would be achieved
- Planning performance and a breakdown of Section 106/Mayoral CIL monies (how the contributions were raised and how the monies were spent)

---

**Chairman**