



TOWNS & COMMUNITIES OVERVIEW & SCRUTINY SUB- COMMITTEE AGENDA

7.30 pm	Wednesday 27 July 2016	Town Hall, Main Road, Romford
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Members 9: Quorum 4

COUNCILLORS:

Conservative (4)

Steven Kelly
Robby Misir
Frederick Thompson
Carol Smith

Residents' (2)

June Alexander
Jody Ganly

East Havering Residents' (1)

Linda Hawthorn
(Vice-Chair)

UKIP (1)

Lawrence Webb
(Chairman)

Independent Residents' (1)

Michael Deon Burton

For information about the meeting please contact:

**Taiwo Adeoye 01708 433079
taiwo.adeoye@onesource.co.uk**

Protocol for members of the public wishing to report on meetings of the London Borough of Havering

Members of the public are entitled to report on meetings of Council, Committees and Cabinet, except in circumstances where the public have been excluded as permitted by law.

Reporting means:-

- filming, photographing or making an audio recording of the proceedings of the meeting;
- using any other means for enabling persons not present to see or hear proceedings at a meeting as it takes place or later; or
- reporting or providing commentary on proceedings at a meeting, orally or in writing, so that the report or commentary is available as the meeting takes place or later if the person is not present.

Anyone present at a meeting as it takes place is not permitted to carry out an oral commentary or report. This is to prevent the business of the meeting being disrupted.

Anyone attending a meeting is asked to advise Democratic Services staff on 01708 433076 that they wish to report on the meeting and how they wish to do so. This is to enable employees to guide anyone choosing to report on proceedings to an appropriate place from which to be able to report effectively.

Members of the public are asked to remain seated throughout the meeting as standing up and walking around could distract from the business in hand.

What is Overview & Scrutiny?

Each local authority is required by law to establish an overview and scrutiny function to support and scrutinise the Council's executive arrangements. Each overview and scrutiny sub-committee has its own remit as set out in the terms of reference but they each meet to consider issues of local importance.

The sub-committees have a number of key roles:

1. Providing a critical friend challenge to policy and decision makers.
2. Driving improvement in public services.
3. Holding key local partners to account.
4. Enabling the voice and concerns to the public.

The sub-committees consider issues by receiving information from, and questioning, Cabinet Members, officers and external partners to develop an understanding of proposals, policy and practices. They can then develop recommendations that they believe will improve performance, or as a response to public consultations. These are considered by the Overview

and Scrutiny Board and if approved, submitted for a response to Council, Cabinet and other relevant bodies.

Sub-Committees will often establish Topic Groups to examine specific areas in much greater detail. These groups consist of a number of Members and the review period can last for anything from a few weeks to a year or more to allow the Members to comprehensively examine an issue through interviewing expert witnesses, conducting research or undertaking site visits. Once the topic group has finished its work it will send a report to the Sub-Committee that created it and will often suggest recommendations for the Overview and Scrutiny Board to pass to the Council's Executive.

Terms of Reference

The areas scrutinised by the Committee are:

- Regulatory Services
- Planning and Building Control
- Town Centre Strategy
- Licensing
- Leisure, arts, culture
- Housing Retained Services
- Community Safety
- Social and economic regeneration
- Parks
- Social inclusion
- Councillor call for Action

AGENDA ITEMS

1 APOLOGIES FOR ABSENCE AND ANNOUNCEMENT OF SUBSTITUTE MEMBERS

(if any) - receive.

2 DISCLOSURE OF PECUNIARY 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.

3 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.

4 THE SUB-COMMITTEE TO NOTE CHANGES TO ITS MEMBERSHIP FOLLOWING ANNUAL COUNCIL

5 MINUTES (Pages 1 - 8)

To approve as a correct record the minutes of the meetings of 3 March 2016 and to authorise the Chairman to sign them.

6 CABINET REPORT UPDATE - RAINHAM COMPASS

Verbal Update

7 VOLUNTEER EXPANSION PROGRAMME - LIBRARY SERVICES

The Sub-Committee will receive an update on the Volunteer Programme.

8 UPDATE ON FRIENDS OF PARKS (Pages 9 - 20)

The Sub-Committee will receive an update on Friends of Park.

9 CORPORATE PERFORMANCE REPORTS Q3, Q4 & ANNUAL REPORT 2015/16. (Pages 21 - 42)

The Sub-Committee is to consider the report on the Corporate Performance Information for Quarters 3 and 4 of 2015 and Annual Report 2015/16t.

10 PRESENTATION ON QUARTER 1 2016/17

The Sub-Committee is to receive a presentation on the Corporate Performance Information for Quarter 1 for areas within its remit.

11 ROMFORD MARKET UPDATE

The Sub-Committee to receive a verbal update on the transformation programme.

12 ARTICLE 4 UPDATE (Pages 43 - 44)

The Sub-Committee are asked to note the update concerning adoption of Article 4 Direction on HMOs.

13 WORK PROGRAMME (Pages 45 - 46)

The Sub-Committee are asked to agree its work programme for the 2016/17 municipal year.

14 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 specified in the minutes, that the item should be considered at the meeting as a matter of urgency.

Andrew Beesley
Committee Administration Manager

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**MINUTES OF A MEETING OF THE
TOWNS & COMMUNITIES OVERVIEW & SCRUTINY SUB- COMMITTEE
Town Hall, Main Road, Romford
3 March 2016 (7.30 - 9.25 pm)**

Present:

Councillors Lawrence Webb (Chairman), Linda Hawthorn (Vice-Chair), Steven Kelly, Barbara Matthews, John Mylod and Frederick Thompson.

Councillors Michael Deon Burton, Robby Misir, and Linda Trew were absent.

20 CHAIRMAN'S ANNOUNCEMENTS

The Chairman gave details of arrangements in the event of fire or other event that may require the evacuation of the meeting room.

21 APOLOGIES FOR ABSENCE AND ANNOUNCEMENT OF SUBSTITUTE MEMBERS

Apologies were received from Councillor June Alexander (Councillor Barbara Matthews substituting) and Councillor Jody Ganly (Councillor John Mylod substituting).

22 DISCLOSURE OF INTERESTS

There were no disclosures of interest.

23 MINUTES

The minutes of the meeting of the Sub-Committee held on 21 January 2016 were agreed as a correct record and signed by the Chairman.

24 THE MAYOR'S OUTER LONDON FUND - APPROVAL TO MAKE ROUND TWO BIDS. CABINET REPORT UPDATE

In accordance with the Council's Continuous Improvement Model, the Sub-Committee received a presentation update on the Mayor's Outer London Fund – Approval to make Round Two bids from the Programmes & Projects Manager - Economic Development.

The Sub-Committee was informed that the council was awarded £900,000 of funding from the GLA's Outer London Fund Round 2 in 2013. The funding built on the monies secured as part of the Outer London Fund Round 1 funding and investment secured for other works in the Rainham area.

The Outer London Fund Round 2 specifically funded the following projects:

- Upminster Road South Public Realm
- Station Forecourt Public Realm
- Celebration and Events in Rainham
- Shop Front Improvements
- Rainham Youth Club and Enterprise Hub
- Rainham Library

The Sub-Committee was informed that the rationale behind the bid focused on external factors such as the downturn in the economy and localised issues. These included issues such as poor economic performance of the area and the desire that further work was required to improve the public realm, which built on the village's historic feel.

For these reasons the bid focused on improvements that would deliver a number of projects in the town centre and environs designed to complement existing interventions. These projects sought to deliver a more coherent and vibrant place, to make the most of Rainham's location close to Rainham Marshes and celebrate the village's historic feel.

These projects formed the heart of the bid and were based around the following objectives:

1. Improvements to the public realm of the village centre
2. Improvements to the High Street
3. Improvements to the Traffic Management System,
4. Revitalising the Village Shopfronts
5. Revitalise the Station Forecourt which had been shortlisted for an architectural award

All the projects funded by the Outer London Fund Round 2 had been completed on time and within specification. They had delivered outputs such as approximately 1,575 people hours of employment, improvements to the public realm and help to promote local businesses.

These projects had supported the on-going aspiration of the Council and its partners to regenerate an area that was amongst the most deprived in borough.

The Sub-Committee noted that there were still other work to be undertaken; it was agreed however that the funding of the round 2 projects had contributed and added value to other physical change projects and investment in the Rainham Hall and Marshes areas.

The Programmes & Projects Manager informed Members that the Council would continue to seek investment that built on the successes of the programme.

The Sub-Committee commended the projects already carried out.

The Sub-Committee **NOTED** the update presentation.

25 **2016/17 LOCAL IMPLEMENTATION PLAN PROGRAMME**

At the request of the Sub-Committee, the Transport Planning Team Leader outlined details of the 2016/17 Local Implementation Plan (LIP) programme.

The Sub-Committee noted that each year, the Council bids to Transport for London (TfL) for funding for its transport projects and programmes. In recent years, the “core” allocation from TfL had been in the region of £3m per year. This represented the bulk of the money that the Council could put towards a wide range of transport activities and responsibilities.

The Council had to spend this money in line with criteria set out by TfL and against a background set out in the Mayor’s strategies (mainly for planning and transport. The Council spent the allocation in accordance with its transport policy which was approved by TfL.

The Sub-Committee was taken through the process of preparing the submission to TFL. It was noted that following Cabinet Approval last July and formal Lead Member sign off of the programme in September, officers submitted Havering’s 2016/17 LIP Annual Spending Submission to TfL for consideration.

In December 2015, the council received confirmation that TfL had approved Havering’s 2016/17 LIP Programme valued at £2.826 million.

The report detailed the following 2016/17 allocation to the council:

- £2.247m “Corridors, Neighbourhoods and Supporting Measures” programme; these were comprehensive schemes and local area improvements. They included schemes to tackle congestion by smoothing traffic flows, measures to assist freight, contribute to regeneration, delivery of environmental improvements and safety as well as projects involving spaces used by several road users, cycling, walking, bus reliability and bus stop accessibility. It also covered ‘Smarter Travel’ schemes such as school and workplace travel plans, travel awareness initiatives, road safety education, training and publicity schemes.
- £479k “Principal Road Maintenance”; this focussed on highway surface improvements to Havering’s Principal Road Network . This was based on condition surveys to determine how much of the Principal Road Network across London required structural maintenance.

- £100k “Local Transport Funding”; for spending on projects of the Council’s choice that supported the delivery of the Mayor’s Transport Strategy.

Members of the Sub-Committee stated that Members were not been consulted during the compilation of the list for Cabinet and Lead Member decision.

A Member commented that the Wingletye Lane junction should be considered for funding in the future for a green man traffic light system.

Members requested that the following information be made available to the Sub-Committee.

- Examples of accident levels before a scheme was delivered and accident levels post scheme delivery
- Information on the number of schools that have active school travel plans in the borough, how they are monitored, and details on how grants were allocated to schools including details of modal shift since 2009
- Accidents data and list of roads for 2016/17 LIP Schemes

The Sub-Committee **NOTED** the update report.

26 **HAROLD HILL AMBITIONS CABINET REPORT UPDATE**

At the request of the Sub-Committee, an update on the Harold Hill Ambitions programme was provided in accordance with the Council’s Continuous Improvement Model.

The Regeneration Officer - Economic Development explained that the programme have been highly successful in delivering and initiating a complex series of physical change projects which had improved the built environment in Harold Hill.

The report informed the Sub-Committee of the following updates since January 2014 on the main projects within the Harold Hill Ambitions programme.

Gooshays Drive Site

The site had been purchased by Persimmon Homes to enable the main capital projects in the programme to be delivered and was now completed, delivering 240 family homes in the locality and securing significant S106 contributions

Hilldene Shopping Centre

The Shopping Centre, through a phased approach, had seen a variety of investment since 2009, with the initial phases mentioned in the January 2014 Cabinet Report. Phase 3, which was currently underway included £150k of Transport for London Local Implementation Plan investment. These works, due to complete by the spring of 2016, would seek to improve the public realm in the Shopping Centre and support the new library currently under construction and the new housing in Hilldene North and East. There were other works to enhance the public realm on Farnham Road, improved parking bays, improvements to pedestrian safety, installation of a taxi rank and investment in the green space.

Harold Hill Library

Construction on the new Harold Hill Library, located in the East Dene Arcade and funded from the Gooshays receipt, had begun and was due to complete in early summer 2016. The new library on completion would be 50% bigger than the present building and continue to be a centre of community activity providing a range of upgraded facilities including a mezzanine floor.

Whitworth Housing and Broxhill Park

Construction had begun on the Broxhill Sports Park, with the new pavilion now being built. The tender for stage two of the work was due to be completed shortly which would include a 3G sports pitch, a multi-use games area, tennis courts and car park. All works were due to be completed by the summer of 2016.

The Whitworth phase one housing had been completed, with phase two properties currently being marketed.

Central Park

The £1.5million project was now fully completed and operational, with the park achieving a gold award in the London in Bloom 2015 competition.

Community Programme

The Cabinet report also outlined that the principle focus of the programme moving forward would involve improving social aspects of Harold Hill that included skills and employment of its residents.

A short term recommendation of the Harold Hill Ambitions report established a post to coordinate the employment and skills agenda in Havering.

A long term recommendation was for the delivery of a project through the Economic Development, Adult Education and Housing departments,

developing a jobs and training brokerage to support work experience and entry level positions within the council.

The Sub-Committee noted that the project was targeted at local residents with the greatest barriers to employment and would engage a total of 162 participants and deliver the following outputs at community sites in Hitchin Close, St George's Church, the Children's Centre and My Place:

- 100 participants receiving 6 hours plus of Information, Advice and Guidance support.
- 39 participants achieving basic skills qualifications.
- 15 participants attending work placements.
- 12 participants starting full time education.
- 46 Participants starting full time employment
- 29 participants remaining in sustainable full time employment after 26 weeks.

It was noted that the capital programme agreed by Cabinet was now largely completed with the involvement of the private sector working with the Council.

The Sub-Committee suggested that the Briar Road development be included in the Harold Hill Ambitions programme.

Members agreed that it was vital that jobs and training be made available to young people in Harold Hill in order to carry them along in the programmes in the area.

The Regeneration Officer concluded by stating that the next step in the delivery of the programme was to deliver the remaining physical projects, while sustaining an even stronger focus on opportunities for local people, particularly through the development of jobs, education, skills and health.

The Sub-Committee **NOTED** the update report.

27 **HAROLD HILL AMBITIONS LEARNING VILLAGE - CABINET REPORT UPDATE**

In accordance with the Council's Continuous Improvement Model, the Sub-Committee received an update on the October 2014 Learning Village Cabinet report and progress to date.

The Regeneration Officer, Economic Development explained that following the investment in the Learning Village, there had been a variety of projects established including the injection of £60,000 to upgrade the public realm to match the high quality materials used in the Drapers Academy building, establishment of Drapers' Maylands Primary School, establishing of the Pyrgo Priory Academy and an extension of outline planning permission to

re-enforce the Councils commitment to the Learning Village concept and increased educational provision.

The report informed the Sub-Committee that the concept of improved educational provision and capacity resulting from the original vision in the November 2008 Harold Hill Ambitions Cabinet report had been realised despite the constraints imposed by reductions in central government funding.

The report also stated that although the original vision had not been entirely deliverable due to these reductions, significant investment in the Learning Village had seen the introduction of a new primary school; Drapers' Maylands School, subject to referral to the Mayor's office, would be located on the site of the old Kingswood School by September 2017.

The Sub-Committee commented that one key missing element of infrastructure on this site was the campus for Havering College; it was noted that the college was trying to rationalise its assets and not expand at this time.

The Sub-Committee **NOTED** the report.

28 **ROMFORD MARKET TRANSFORMATION**

At the request of the Sub-Committee, the Business Development Manager provided a further update on the Market Transformation programme.

The Sub-Committee noted that the aim of the programme was to deliver a best in class market experience that would regenerate the Market Place and acted as a catalyst for growth leading to an improved business rate base. The programme was looking to increase the quality of offer to the trader with modern stalls - new stalls which would look streamlined but could be adapted to a whole range of product offerings

It was mentioned that with the delivery of the programme, the Market Place would benefit from increased visitor numbers and retail spend across Romford with a focus on becoming more family friendly and appealing to discerning shoppers.

Part of the plan would provide for seven day food and beverage availability on permanent catering units. It was envisaged that this part of the programme would bring an increase in dwell time within the Market Place and Town Centre which would make the market the heart of the town

The Sub-Committee was informed that with the delivery of the programme, an increase in long term revenue streams for the Council would also be achieved.

The Business Development Manager informed the Sub-Committee that following the current reviews, a full business plan would be developed and presented to Members in June 2016.

The following workstreams were currently underway:

- Architects DK-CM had been appointed to develop design concepts for the Market Place
- Consultation on concepts underway which had already involved the Trader Representative Group
- Marketing and branding being put out to tender
- Transformation Programme Manager recruitment underway
- Draft Trader pledge and benefit package developed
- Food and beverage concessions analysis commissioned

The programme objectives were to encourage more people to visit the Market Place with the seven day food and beverage offer in the planned permanent catering units and to deliver a cohesive branding, identity and vision for the historic market.

With these improvements and new layout, the transformation programme intended to deliver a multi-functional public space in the Market Place that would be an attractive space with appropriate seating and lighting.

The Sub-Committee **NOTED** the position.

Chairman

TOWNS AND COMMUNITIES OVERVIEW AND SCRUTINY SUB-COMMITTEE

27 July 2016

Subject Heading:

Friends of Parks Groups

CMT Lead:

Paul Ellis/Steve Moore

Report Author and contact details:

James Rose
Ext 3868

Policy context:

SUMMARY

This report provides the Overview and Scrutiny Sub-Committee with information on friends of parks groups who volunteer and work in partnership with the Public Realm department, to assist with the improvement and development of their spaces.

RECOMMENDATIONS

The Sub-Committee is recommended to note the contents of this report.

REPORT DETAIL

BACKGROUND

The Parks and Open Spaces Service provides a range of services that when combined provide the management and maintenance of the parks in Havering. All of these services are required to work together in order to provide a quality park service. These services are delivered through a number of specialist operatives using a wide range of technology and mechanical equipment. The Parks and Open Spaces Service are supported through a network of “Friends” of parks. Friends groups bring together the strengths of local communities and the Council to make a real difference to local parks, enriching the lives of those who use the parks.

The work of a well-organised volunteer group can be extremely beneficial to both the volunteers and the park in which they work. Volunteers can learn new skills, meet new people and gain a sense of achievement and ownership of the park. The park itself benefits through the work the group completes which may include practical tasks, receiving funding for improvement work, or holding events to increase public awareness and enjoyment of the park.

Since the first groups established in Havering around 2002 there are now many volunteer groups in existence working in the parks in Havering. Each group is different in the way it has been formed and the work it completes, but they all are effective and make a real difference.

Many groups have been active in their parks and open spaces, working with the and raising money for capital works. Some groups have also organised fun-days and other such events to help promote their sites.

Numbers of Friends Groups

There are currently 18 friends of parks groups across the borough. These include relatively new ones at Hall Lane Mini Golf Course and Upminster Hall Playing Field (see list below).

	Park
1	Friends of Cottons Park
2	Friends of Dagnam Park
3	Friends of King Georges Playing Field
4	Hylands Park Action Group
5	Harrow Lodge Conservation Group
6	Friends of Bedfords Park
7	Friends of Clockhouse Gardens
8	Friends of Raphael Park and Lodge Farm Park
9	Friends of Langtons Gardens

10	Friends of Harold Wood Parks
11	Friends of Upminster Park
12	Friends of St Andrews Park
13	Friends of Rise Park
14	Havering atte Bower Conservation Society
15	Friends of the Ingrebourne Valley and Hornchurch Country Park
16	Friends of the River Rom (Collier Row Green Link)
17	Friends of Hall Lane Mini Golf Course
18	Friends of Upminster Hall Playing Fields

Working in Partnership with the Council

Parks Officers will support groups wherever possible and attend meetings when invited. Groups are encouraged to work with officers to establish their aims and objectives for their spaces, which can then be achieved within available resources and in line with management plans where relevant.

The Council's success in achieving the prestigious Green Flag Award for several parks (currently 9 with potentially 2 more to be announced later in July) consistently since 2007 is partly due to the community involvement aspect of our friends groups. This is part of the award's criteria and the groups input in the management of their spaces are recognised during the judging process. This is also applicable to the London in Bloom Awards, of which the Council achieved 37 in parks last year as well as category winner for best borough, being nominated for the Britain in Bloom Awards this year.

Officers facilitate Friends Group meetings, usually annually, where representatives from the various committees get together to discuss matters and share best

practices with each other. Officers are trying to encourage the establishment of a Havering Friends Group Forum and this may take place in 2017.

Groups also receive emails from the London Friends Group Network, relevant information from the London Parks and Green Spaces Forum and other useful information, usually regarding external funding, from the parks and green spaces industry via officers.

Official Friends Group Status

In 2008 Parks Officers pioneered this initiative which produced an agreement containing conditions that the groups must meet in return for additional support from the Council, e.g. providing match funding for capital projects and paying for insurance. This was established to help groups carry out activities beneficial to themselves, the community and the Council, e.g. surveys. It also encourages groups to hold events and other activities which promote their spaces, their group and the services provided by the Council. An example of an agreement is included as background papers.

This initiative was used as an example of good practice by CABE Space in 2011 and has been adopted by other London boroughs as an effective way of working in partnership with groups.

This is a voluntary application groups can make and awards are made in March. This year 9 groups achieved Official Status. Those groups that do not choose to apply or are unsuccessful will still receive support from officers however they would not be eligible for the additional items.

IMPLICATIONS AND RISKS

*There is a **corporate** requirement to set out the implications and risks of the decision sought, in the following areas*

Legal implications and risks:

There are no legal implications from this report.

Financial implications and risks:

There are no financial implications.

Human Resources implications and risks:

There are no HR implications arising directly as a result of this report.

Equalities implications and risks:

There are no implications.

BACKGROUND PAPERS

Official Friends Group Agreement

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DATED XXXXXXXX 2016

THE LONDON BOROUGH OF HAVERING

and

THE FRIENDS OF XXXXXXXXXXXX

OFFICIAL FRIENDS STATUS AGREEMENT 2016



THIS AGREEMENT is made on the xxxxxxxx 2016

BETWEEN the Council and the Friends Group

1 PARTICULARS

(1) "the Council" means **THE PARKS AND OPEN SPACES
SERVICE OF THE LONDON BOROUGH OF
HAVERING** of

The Stableblock, Langtons House, Billet Lane,
Hornchurch, RM11 1XJ

(2) "the Friends Group" means The Friends of xxxxxxxxxxxxxxxx

(3) "the Park" means xxxxxxxxx

The Council will:

1. Provide the Park free of charge for Official Friends events
2. Provide Insurance for group's events and activities on their site
3. Annually agree at least one project to be delivered by the Friends group. If this includes a capital project then this is to be part or fully funded by the award of £1,000 to be spent within 2016/2017. A report on expenditure to be submitted by the treasurer.
4. Work towards application and retention of a Green Flag for the site where applicable.
5. Annually award each of those achieving the Official status with a certificate
6. Attend all Friends meetings (Monday –Thursday, providing at least two weeks notice has been given)

In addition to these points provide an assistance package to the Friends of xxxxx in that:

2 THE FRIENDS GROUP UNDERTAKINGS

The Friends Group agrees and undertakes:-

1. Evidence the views of the Friends are representative of the local community through public consultation.
2. Deliver annual project(s). If this includes a capital project then the delivery plan shall be as set out on Appendix 1 of this document
3. Hold regular minuted meetings open to the public (minimum quarterly). Meetings to be published on the Council's Official Friends Groups website
4. Evidence the group holds an AGM and elect committee members into post
5. Ensure that only members who have attended at least 2 previous meetings are permitted to vote at the AGM
6. The group has a constitution in-line with Havering Community Regeneration Guidelines
7. Hold events that promote the park.
8. Attend the Parks Open Forum
9. Undertake fundraising to support the Friends activities and the park in accordance with requirements of the Management Plan where applicable.
10. Only undertake works that are in line with the programme detailed in the Parks Management Plan where applicable.
11. Ensure group is not politically influenced or motivated.
12. Communicate with members of group and the community.
13. Work in partnership with officers from Havering Parks and Open Spaces to improve the park. Groups do not take actions which bring the Council into disrepute, Council officers treated fairly, and no disputes with the Council or Council officials
14. Represent the local youth within the community on the group's committee.
15. Provide representative to attend the Friends Group meetings organised by the Council.

In addition to these points the Friends of xxxx have agreed to undertake the following:

3 PROVISOS

This Agreement shall continue until determined as hereinafter provided:-

- (1) This Agreement shall terminate
 - (a) immediately on the Friends Group ceasing to use the Park in accordance with the terms of this Agreement
 - (b) immediately upon the Council ceasing to be the owner of the Park
 - (c) by written notice which shall take effect immediately upon its service on the Agreement at any time following breach by the Friends Group of any of the agreements and conditions herein contained
 - (d) at any time by either party giving seven days' written notice to the other of desire to determine the agreement
 - (f) Any notice to be given to the Friends Group under this Agreement shall be sufficiently served by recorded delivery post to the Chair of the Friends Group's last known address and any notice to be given to the Council under this Agreement shall be sufficiently served if sent by recorded delivery to the Parks and Open Spaces, London Borough of Havering, The Stableblock, Langtons House, Billet Lane, Hornchurch, RM111XJ
- (2) Any obligation in this Agreement to pay money refers to a sum inclusive of VAT

- (3) Nothing in this Agreement shall affect or prejudice the Council's rights power duties and obligations as a local authority or as owner of any other property

IN WITNESS whereof the parties have executed this instrument the day and year first before written

**SIGNED ON BEHALF OF THE LONDON)
BOROUGH OF HAVERING)
)
)
.....)**

Duly Authorised Officer

**SIGNED ON BEHALF OF)
THE FRIENDS OF XXXXXXXXX)
)
)
)
By the said)
.....)**

**In the presence of:-)
)
.....)**

**Dated)
.....)**

THE LONDON BOROUGH OF HAVERING

- and -

The Friends of

Xxxxxxxxxxxxxx

Agreement granting Official Friends Status 2016

to the Friends of xxxxxxxx

Parks and Open Spaces,
London Borough of Havering
The Stableblock
Langtons House
Billet Lane
RM11 1XJ



Havering
LONDON BOROUGH

TOWNS AND COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE

Subject Heading:	Corporate Performance Report: Quarter 3 and Quarter 4 / Annual (2015/16)
SLT Lead:	Neil Stubbings, Interim Director of Housing; Steve Moore, Interim Director of Neighbourhoods; Sarah Homer, Interim Chief Operating Officer
Report Author and contact details:	Lucy Scamans (Performance & Business Intelligence Analyst) telephone 01708 434027 e-mail lucy.scamans@havering.gov.uk
Policy context:	The report sets out Quarter 3 and the 2015/16 annual performance for indicators relevant to the Towns and Communities Overview and Scrutiny sub-committee

SUMMARY

The Corporate Performance Report provides an overview of the Council's performance for each of the strategic goals (Clean, Safe and Proud).

The report identifies where the Council is performing well (**Green**) and not so well (**Amber** and **Red**). The RAG ratings for 2015/16 are as follows:

- **Red** = more than the '**target tolerance**' off the target and where performance has *not improved*.
- **Amber** = more than the '**target tolerance**' off the target and where performance has *improved or been maintained*
- **Green** = on or within the '**target tolerance**' of the annual target

Where performance is more than the '**target tolerance**' off the target and the RAG rating is '**Red**', '**Corrective Action**' is included in the report. This highlights what action the Council will take to address poor performance.

Also included in the report are Direction of Travel (DOT) columns, which compare:

- Short-term performance – with the previous quarter
- Long-term performance – with the same quarter the previous year

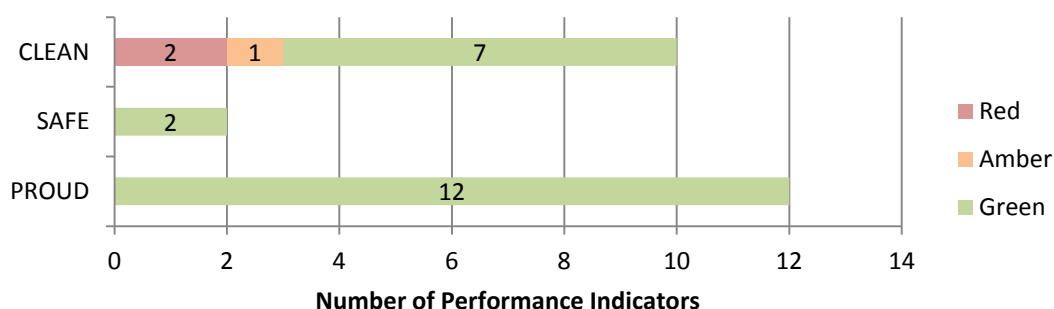
Towns & Communities Overview & Scrutiny Committee

A green arrow (↑) means performance is better and a red arrow (↓) means performance is worse. An amber arrow (→) means that performance is the same.

OVERVIEW OF TOWNS AND COMMUNITIES INDICATORS

24 Corporate Performance Indicators fall under the remit of the Towns and Communities Overview & Scrutiny sub-committee. These relate to Regulatory Services, Policy and Performance, Culture and Customer Access, Housing, and Economic Development.

Annual 2015/16 RAG Summary for Towns and Communities



Of the 24 indicators, all have been given a RAG status for 2015/16. **21 (87.5%)** are **Green** and **3 (12.5%)** are **Amber** or **Red**.

This represents improved performance compared with Quarter 3, when 76% of indicators were RAG rated **Green** and 19% of indicators were RAG rated **Amber** or **Red**¹.

The current levels of performance need to be interpreted in the context of increasing demands on services across the Council. Also attached to the report (as **Appendix 3**) is a Demand Pressure Dashboard that illustrates the growing demands in areas relevant to this committee and the context that the performance levels set out in this report have been achieved within.

Measuring customer satisfaction

Whilst the PIs currently included in the Corporate Performance report provide both Members and officers with vital performance information that can be used to improve services, there are few PIs that focus on customer satisfaction. There are various options to address this, from undertaking small surveys on a quarterly basis, to larger surveys on an annual basis, consulting focus groups to setting up consultation panels, as well as many other options in between. So that the Council may fully understand the options available and what the benefits and resource implications of each option may be, the Communications Service is currently seeking views from an external consultant to gain expert advice on how we can gauge residents' satisfaction

¹ A performance outcome for one indicator was not available in Quarter 3

in the most meaningful way. This will inform any new performance indicators to be included in the Corporate Performance Report during 2016/17.

Future performance reporting arrangements

As approved by the Cabinet through the Quarter 2 Corporate Performance Report, from Quarter 1 of 2016/17 onwards the quarterly and annual Corporate Performance Reports will be considered first by the individual overview and scrutiny sub-committees, then the Overview and Scrutiny Board and finally the Cabinet. This will allow the Overview and Scrutiny Board to maintain oversight of the value the individual committees are adding in monitoring and influencing performance and will also allow the Cabinet reports to reflect any actions the overview and scrutiny committees may be taking to improve performance in highlighted areas. Work has been undertaken with Committee Services when setting the annual corporate calendar to ensure that the Overview and Scrutiny Board and the Cabinet will still receive the reports within the same timescale as currently, but with the added benefit that the individual scrutiny committees would already have had the opportunity to scrutinise the data and commission relevant pieces of work in response. The time taken to complete the entire reporting cycle will therefore be shortened.

RECOMMENDATIONS

That Members of the Towns and Communities Overview and Scrutiny Committee:

1. **Review** the levels of performance set out in **Appendices 1 and 2** and the corrective action that is being taken; and
2. **Note** the content of the Demand Pressures Dashboard attached as **Appendix 3**.

REPORT DETAIL

HAVERING WILL BE CLEAN AND WE WILL CARE FOR THE ENVIRONMENT

During 2015/16 there were ten indicators relevant to Towns & Communities under the CLEAN goal, of which seven (70%) ended the year with a green RAG status:

- Number of parks with Green Flag Status;
- Percentage of other applications processed within 8 weeks (Note –extension of time agreements not included);
- Percentage of major planning applications processed within 13 weeks at end of each quarter over a two year period;
- No more than 19% of planning decisions on major applications decided (or subject to non-determination appeal) in any 2 year rolling period are overturned at appeal within 9 months of the end of that 2 year period;

Towns & Communities Overview & Scrutiny Committee

- Percentage of minor planning applications processed within 8 weeks at end of each quarter over two year period;
- Number of volunteers participating in community clean ups, and
- Number of volunteers active as Friends of Parks.

Three indicators (30%) ended the year with a red or amber RAG status:

- Percentage of major applications processed within 13 weeks (Note –extension of time agreements not included);
- Percentage of minor applications processed within 8 weeks (Note –extension of time agreements not included), and
- Percentage of appeals allowed against refusal of planning permission

Highlights:

At the end of 2015/16 there were a total 9 parks with a Green flag status. For 2016/17 the Council will be applying for Green Flag Status for Central Park and Rise Park, which means Havering is aiming for a total of 11 green flags in 2016/17. In addition, for the following financial year (2017/18) a further 3 Green Flags will be applied for, increasing the target to 14.

The annual target to have 90 volunteers participating in community cleans ups was exceeded in-year. The final total at year end for this PI was 686 volunteers. The target has been revised for 2016/17 to reflect the previous year's outturn.

The number of volunteers who are part of Friends of Park Groups have seen an increase of 79%, from 97 active volunteers at the end of 2014/15 to the 174 volunteers at the end of 2015/16. During 2015/16 two new Friends of Parks groups formed; the Friends of Hall Lane Mini Golf Course and the Friends of Upminster Hall Playing Fields.

Improvements required:

The percentage of major applications processed within 13 weeks and minor applications processed within 8 weeks were below target and lower than during both the previous quarter and the previous year. However it is important the note that performance against both these indicators would have exceeded target if Extension of Time Agreements were treated as "in time" for the purpose of reporting against this PI. Various activities are in place to improve performance going forwards, including better pre-planning of applications and pre-application advice, a quicker validation process, and the committee target dates being better planned to keep planning applications within the agreed timeframe without needing an extension of time agreement.

PEOPLE WILL BE SAFE, IN THEIR HOMES AND IN THE COMMUNITY

There were two indicators relevant to Towns & Communities under the SAFE goal, both of which have a green RAG status for the 2015/16 annual report:

- Number of physical library visits, and
- Total number of Careline and Telecare users in the borough.

Highlights:

The number of Careline and Telecare users in the borough for 2015/16, whilst not meeting the annual target, was within tolerance and also better than both the Quarter 3 and previous year's outturns.

Despite a reduction in the number of events and activities in libraries in preparation for the implementation of the new service delivery model, the number of physical visits was within the target tolerance. The virtual library will also continue to be promoted to residents.

OUR RESIDENTS WILL BE PROUD TO LIVE IN HAVERING

There were 12 indicators relevant to Towns & Communities under the PROUD goal, all of which have a green RAG status for the 2015/16 annual report:

- Net external funding secured through regeneration initiatives;
- Number of businesses accessing advice through regeneration initiatives;
- Reduce collective retail and leisure vacancy rate for 7 town centres by 2% below national average for town centres;
- Percentage of repairs completed on time (including services contractors);
- Percentage of homes currently decent;
- Estate inspections achieving target score;
- Average void to re-let times;
- Number of potential start-up businesses accessing advice via the Business Start-up Programme;
- Number of volunteers assisting in the running of library services;
- Number of affordable homes delivered (gross);
- Percentage of Leaseholder Service Charge Arrears collected (excluding major works), and
- Percentage of rent arrears against rent debit.

Highlights:

The collective retail and leisure vacancy rate for the seven town centres is significantly better than target and below the UK's national vacancy rate, particularly in the larger town centres of Romford, Hornchurch, Upminster and Rainham.

92.3% of housing repairs were completed on time during 2015/16, which is an improvement on both Quarter 3 2015/16 and annual position for 2014/15 and above target (where bigger is better). This has been achieved through improved customer communications and repairs diagnosis.

Towns & Communities Overview & Scrutiny Committee

96.7% of estate inspections achieved the target score, which exceeded the 2015/16 target of 95% (where bigger is better) and also the Quarter 3 outturn. Improved use of mobile technology has assisted in maintaining high standards and ensuring prompt resolution of issues identified.

During 2015/16 the Empty Homes and Lettings Team was heavily involved in improving the overall re-let times and void processes. The success of the reviews, monitoring and pilot schemes which were undertaken improved re-let times exponentially, leading to an average re-let time of 11.9 days by the end of 2015/16. This is a 64.4% improvement on the 2014/15 average re-let time of 33.4 days.

By Quarter 4 the total net external funding secured through regeneration initiatives was £1,828,757. This is an increase in funding of 74.9% from Quarter 3. This was achieved largely through agreed funding of £1.4M from the New Homes Bonus. Total funding of £1,270,000 has already been agreed for 2016/17 which will be reflected in Quarter 1 (2016/17) figures.

The number of businesses accessing advice through regeneration initiatives has exceeded the year-end target by 145 (645 against a target of 500) and performance compared to Quarter 3 has increased by 62%. This has been achieved by implementing the Evolutive tool, a system that keeps records of Council's interactions with businesses.

During 2015/16 the Home Ownership team has continually undertaken reviews of its processes and has ensured effective and robust income recovery, whilst taking into account any new financial challenges with changes to legislation. Through this consistent monitoring of process, use of tracing systems and the relationship the Home Ownership Team has with its customers, the 2015/16 year-end outturn of 97% of Leaseholder Service Charge Arrears collected has exceeded the annual target of 96%.

During 2015/16 the work undertaken by the Income Recovery Team has been closely monitored and reviewed to ensure that any examples of best practice are introduced into our ways of working, as failure to do so could have a detrimental effect on the HRA. The output of this is streamlined accurate workload, earlier intervention, and improved efficiencies, which have lowered the cost of collection and reduced arrears to £1,181,160 which equates to 2.02% of the debt over the yearly rent debit.

IMPLICATIONS AND RISKS

Financial implications and risks:

Adverse performance against some Corporate Performance Indicators may have financial implications for the Council. Whilst it is expected that targets will be delivered within existing resources, officers regularly review the level and prioritisation of resources required to achieve the targets agreed by Cabinet at the start of the year.

Human Resources implications and risks:

The recommendations made in this report do not give rise to any identifiable HR risks or implications that would affect either the Council or its workforce.

Legal implications and risks:

Whilst reporting on performance is not a statutory requirement, it is considered best practice to review the Council's progress against the Corporate Plan and Service Plans on a regular basis.

Equalities implications and risks:

Whilst there are no direct equality and social inclusion implications, any information produced in performance reports help to inform our approach to equality and diversity.

BACKGROUND PAPERS

The Corporate Plan 2015/16 is available on the website at <http://www.haverling.gov.uk/Documents/Council-democracy-elections/Corporate-Plan-on-a-page-2015-16.pdf>

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Appendix 1 - Quarter 3 2015/16 Corporate Performance Report

RAG Rating		Direction of Travel (DOT)	Description
Green	On, above or within the 'target tolerance' of the quarter target	↑	Short Term: Performance is better than the previous quarter Long Term: Performance is better than at the same point last year
Amber	More than the 'target tolerance' off the quarter target but where performance has improved or been maintained.	→	Short Term: Performance is the same as the previous quarter Long Term: Performance is the same as at the same point last year
Red	More than the 'target tolerance' off the quarter target and where performance is worsening	↓	Short Term: Performance is worse than the previous quarter Long Term: Performance is worse than at the same point last year

Description	Indicator	Value	2015/16 Annual Target	2015/16 Quarter 3 Target	Target Tolerance	2015/16 Quarter 3 Performance		Short Term DOT against 2015/16 (Q2)		Long Term DOT against 2014/15 (Q3)	Comments	Service	O&S Sub-Committee	
CLEAN: Using our influence														
Page 29	(c)	Percentage of major applications processed within 13 weeks (Note –extension of time agreements not included)	Bigger is Better	62%	62%	±10%	46% (13 of 28) AMBER	↑	35% (7 of 20)	↓	88% (21 of 24)	For Q3, out of a total of 28 applications, 14 had Extension of Time Agreements and 100% of these were decided within the agreed time frame. This would give a revised percentage of 96.43% if EoT applications were treated as in time for the purposes of this PI. Going forward there will be better pre-planning of major applications to avoid revisions where possible. The service will also aim for a quick turn-round of the validation process when the application is received, neighbour notifications and better time officer visit/report & committee target dates to allow optimum ability to keep major applications in time without needing an EoT.	Regulatory Services <i>Reported to Department Communities & Local Govt (DCLG)</i>	Towns & Communities
	(c)	Percentage of minor applications processed within 8 weeks (Note –extension of time agreements not included)	Bigger is Better	65%	65%	±10%	57% (166 of 292) RED	↓	60% (134 of 224)	↓	74% (217 of 293)	For Q3 , out of a total of 292 applications, 89 had Extension of Time Agreements, 87 of which were decided within the agreed time frame. This would give a revised percentage of 86.64% if EoT applications were treated as in time for the purposes of this PI. Corrective action: Various activities such as promotion of pre-application advice offer, quick turn-round of the validation process when application received, neighbour notification, officer visit/report & committee target date better timed to allow optimum ability to keep minor applications in time without needing an EoT are in place.	Regulatory Services <i>Reported to Department Communities & Local Govt (DCLG)</i>	Towns & Communities
	(c)	Percentage of other applications processed within 8 weeks (Note –extension of time agreements not included)	Bigger is Better	80%	80%	±10%	86% (1,117 of 1,297) GREEN	→	86% (759 of 886)	↓	90% (1029 of 1152)	For Q3, out of a total of 1297applications, 113 had Extension of Time Agreements, 107 of which were decided within the agreed time frame. This would give a revised percentage of 94.37% if EoT applications were treated as in time for the purposes of this PI.	Regulatory Services <i>Reported to Department Communities & Local Govt (DCLG)</i>	Towns & Communities
	(C)	Percentage of major planning applications processed within 13 weeks at end of each quarter over a two year period	Bigger is Better	50%	50%	±10%	54% 37 of 68 GREEN	↓	55% (52 of 94)	—	NEW	For the rolling period end Q3 2013/14 to end Q3 2015/16, out of a total of 68 applications, 25 had Extension of Time Agreements, of which 24 were decided within the agree time frame. This would give a revised percentage of 89.71% if EoT applications were treated in time for the purposes of this PI.	Regulatory Services <i>Reported to Department Communities & Local Govt (DCLG)</i>	Towns & Communities

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Description	Indicator	Value	2015/16 Annual Target	2015/16 Quarter 3 Target	Target Tolerance	2015/16 Quarter 3 Performance	Short Term DOT against 2015/16 (Q2)		Long Term DOT against 2014/15 (Q3)		Comments	Service	O&S Sub-Committee
(C)	No more than 19% of planning decisions on major applications decided (or subject to non-determination appeal) in any 2 year rolling period are overturned at appeal within 9 months of the end of that 2 year period	Smaller is Better	19%	19%	±5%	3% (3 of 88) GREEN	→	3% (3 of 95)	–	NEW	This is a new PI so there isn't any comparable data for last year. Performance is well above target.	Regulatory Services <i>Reported to Department Communities & Local Govt (DCLG)</i>	Towns & Communities
(C)	Percentage of minor planning applications processed within 8 weeks at end of each quarter over two year period	Bigger is Better	60%	60%	±10%	59% (405 of 691) GREEN	↑	55% (458 of 831)	–	NEW	For the rolling period end Q3 2013/14 to end Q3 2015/16, out of a total of 691 applications, 155 had Extension of Time Agreements, of which 151 were decided within the agree time frame. This would give a revised percentage of 80.46% if EoT applications were treated in time for the purposes of this PI. Various activities are taking palce to improve performance such as the promotion of a pre-application advice offer, quick turn-round of the validation process when an application is received, neighbour notification, officer visit/report & committee target dates better timed to allow optimum ability to keep minor applications in time without needing an EoT.	Regulatory Services <i>Reported to Department Communities & Local Govt (DCLG)</i>	Towns & Communities
	Number of volunteers participating in community clean ups	Bigger is Better	90	68	±10%	206 GREEN	↑	110	–	NEW	Performance is above target for this indicator. There have been a number of volunteers contributing towards community clean ups. These include the Friends of Hornchurch Country Park/Ingrebourne Valley who undertake one clean up a month, the Friends of Raphaels Park group who undertake two clean ups a month, and Community Action which has taken place on 2 counts between Oct – Dec 2015 whereby residents/councillors have identified areas that require a clean- up and have led a clean-up session.	Policy and Performance <i>Local performance indicator</i>	Towns & Communities
CLEAN: Leading by example													
	Percentage of appeals allowed against refusal of planning permission	Smaller is Better	33%	33%	±10%	50% (27 of 54) AMBER	↑	58% (19 of 33)	↓	28% (18 of 64)	Appeals allowed against refusal of planning permission (50%) is higher than target (33%) and the same period last year (28%). However performance has improved compared with the last quarter. Performance will be monitored closely to identify any trends over a longer period and measures suggested to improve the figure over the longer term (appeal decisions can relate to planning decisions made some time ago).	Regulatory Services <i>Reported to Department Communities & Local Govt (DCLG)</i>	Towns & Communities
Description	Indicator	Value	2015/16 Annual Target	2015/16 Quarter 2 Target	Variable Tolerance	2015/16 Quarter 3 Performance	Short Term DOT against 2015/16 (Q2)		Long Term DOT against 2014/15 (Q3)		Comments	Service	O&S Sub-Committee
SAFE: Supporting our community													
(C)	Number of physical library visits	Bigger is Better	1,602,271	1,201,703	±10%	1,155,298 GREEN	↑	795,820	↓	1,276,414	There has been a reduction in events and activities in libraries compared with the same period last year, in preparation for the implementation of the new service delivery model. There has therefore been a reduction in the number of physical visits. However, the number of virtual visitors is significantly above target–1,060,312 against a target of 420,000.	Culture & Leisure <i>Reported to the Chartered Institute of Public Finance & Accountancy</i>	Towns & Communities
(C)	Total number of Careline and Telecare users in the borough	Bigger is Better	5,150	5,150	±10%	5,014 GREEN	↑	4,975	↑	4,659	Quarter 3 outturn highlights the continuing improvement during 2015/16 in the number of clients using telecare and careline services. Performance during Quarter 3 was at the highest level-since the reporting of this PI began. The Telecare team is achieving this by continuing to highlight the benefits of the equipment by spending time with ASC and outside agencies including Dementia help groups.	Housing <i>Local performance indicator</i>	Towns & Communities

Description	Indicator	Value	2015/16 Annual Target	2015/16 Quarter 3 Target	Target Tolerance	2015/16 Quarter 3 Performance		Short Term DOT against 2015/16 (Q2)	Long Term DOT against 2014/15 (Q3)		Comments	Service	O&S Sub-Committee
PROUD: Supporting our community													
(C)	Net external funding secured through regeneration initiatives	Bigger is Better	£2,000,000	£1,500,000	±10%	£459,950 AMBER	↑	£200,000	↓	£5,628,965	<p>The New Homes Bonus funding of £1.4m was confirmed in Q3 2014/2015 however the grant agreement was not sent until Q1 2015/2016. Queries have been raised with the GLA regarding the capital / revenue split which are still outstanding. A decision to change one of the projects is still pending, therefore stalling the process further. It is envisaged that the grant agreement will be signed in Q4.</p> <p>Rainham Housing Zone has been confirmed and an overarching borough agreement signed; individual funding for projects will be added to each relevant quarter as they come on line. Grant funding for the Rainham Housing Zone is £14.15m. Funding for the Major Scheme at Beam Park through TfL has been confirmed at £498k – this will be added to Q1 2016/17.</p> <p>We expect to reach the year end target at the end of Quarter 4.</p>	Economic Development <i>Local performance indicator</i>	Towns & Communities
(C)	Number of businesses accessing advice through regeneration initiatives	Bigger is Better	500	375	±10%	398 GREEN	↑	167	↓	658	The Evolutive tool, a system that records the Council's relationships with businesses, is starting to make a difference with most officers using it and recording their interactions with businesses. Further training on the system will be completed in 2016.	Economic Development <i>Local performance indicator</i>	Towns & Communities
(C)	Reduce collective retail and leisure vacancy rate for 7 town centres by 2% below national average for town centres	Smaller is Better	9.4% (national rate minus 2%)	9.4% (national rate minus 2%)	±10%	3.34% GREEN	↑	4.65%	–	NEW	The vacancy rate in Havering is significantly lower than the national average, particularly in the larger town centres of Romford, Hornchurch, Upminster and Rainham.	Economic Development <i>Local performance indicator</i>	Towns & Communities
Page 31	Percentage of repairs completed on time (including services contractors)	Bigger is Better	90%	90%	±10%	92.2% (5896 out of 6397) GREEN	↑	91.7% (6386 out of 6964)	↑	84.0% (18818 of 22410)	<p>The results for the months of April – December 2015 are encouraging with performance levels being over the target set for the year and showing a significant improvement on the performance for 2014/15.</p> <p>The maintenance team has identified areas for improvement through robust weekly monitoring of repairs activity. In addition a holistic review of operational repairs functions and processes has taken place jointly with the contractor and Contact Centre and a series of corrective actions have been instigated resulting in performance heading in a more expectant direction.</p> <p>The corrective actions identified during the latter stages of Q2 were implemented in the early stages of Q3 and have driven a positive outturn for Q3.</p>	Housing <i>Local performance indicator</i>	Towns & Communities
(C)	Percentage of homes currently decent	Bigger is Better	96.08% (9,342)	96.08% (9,342)	±10%	97.24% (9370 properties decent) GREEN	↑	97.18% (9365 properties classed as decent)	-	Methodology Changed	<p>The decency of homes as at 31st December 2015, is 97.24% with a total number of 9370 properties currently decent and 266 non decent homes.</p> <p>The results of the recent sample stock condition survey have now been entered into Keystone and the Capital programme will continue to focus on homes which are currently, or will imminently become non-decent, following a “just in time” principle.</p> <p>Keystone calculates the decency figures from January –December each year and does not currently follow the financial year. Keystone will re-populate the decency figures within the next couple of weeks and due to this the non-decency figure may temporarily increase until Q4 works are completed.</p> <p>The programme is on target for 2015/16.</p>	Housing <i>Reported to Department Communities & Local Govt (DCLG)</i>	Towns & Communities
(C)	Estate inspections achieving target score	Bigger is Better	95%	95%	±10%	96.9% (10732 / 11080) GREEN	↑	96.6% (11533 / 11977)	–	NEW	<p>The current Quarter 3 2015/16 outturn of 96.9% of estate elements achieving a high standard through estate inspections is above the 95% annual target set.</p> <p>The use of mobile technology for carrying out estate inspections has ensured that the high standards on the estates are maintained, and any low scoring elements are addressed promptly by the team.</p>	Housing <i>Local performance indicator</i>	Towns & Communities

Description	Indicator	Value	2015/16 Annual Target	2015/16 Quarter 3 Target	Target Tolerance	2015/16 Quarter 3 Performance	Short Term DOT against 2015/16 (Q2)	Long Term DOT against 2014/15 (Q3)	Comments	Service	O&S Sub-Committee		
(c)	Average void to re-let times	Smaller is Better	22 days	22 days	±10%	15.3 days (432 lets) GREEN	↑	17.1 days (125 lets)	↑	32.8 days (478 lets)	Performance as at Q3 was 15.3 days and has improved from the 17.2 days performance achieved in Q2 and 16.3 days achieved in Q1. This has been achieved with the increasing number of voids that were available for letting being allocated to meet the demand for accommodation by accepted homeless cases occupying temporary accommodation. It was agreed to focus the demand to avoid using costly Bed & Breakfast accommodation and to reduce the number of voids created by transferring tenants with low if any housing priority. All the teams involved in the Void Management, Contractors, Housing Register and Lettings processes meet on a regular basis. These meetings were initially held fortnightly but now they are being held monthly due to the reducing number of properties registered as void. A constant weekly review of all functions involved in the process is monitored against the set targets, challenging any failure in the performance; to ensure continuous improvement and to identify areas of weakness to be improved. The Empty Homes and Lettings team has operated two pilot schemes to improve the overall voids and lettings process. The first pilot has since been adopted as a process to reduce the time void properties undergo repairs and works. The second pilot scheme adopted is in relation to marketing properties. During the notification period when tenants are made offers and transfers to other properties or terminate their tenancy, they are required to give the Council notice and during this period we have piloted advertising the property the tenant is vacating. During this time we have carried out asbestos surveys, and the pre-inspection survey to identify the works required and cost, to reduce the time taken to complete all of the necessary repair works and H&S checks. These pilot schemes have proved to be successful and have been adopted as part of the void process.	Housing <i>Local performance indicator</i>	Towns & Communities
Page 32 (c)	Number of potential start-up businesses accessing advice via the Business Start-up Programme	Bigger is Better	25	17	±10%	39 GREEN	↑	18	–	NEW	Performance is significantly above target for this indicator. The Business Start Up Programme is in place and producing positive results.	Economic Development <i>Local performance indicator</i>	Towns & Communities
PROUD to be using our influence													
32 (c)	Number of affordable homes delivered (gross)	Bigger is Better	300	300	±10%	4 RED	↑	0	↓	422	This performance indicator is derived from two sources. New build delivery from the Council itself and data gathered from Housing Associations working in the Borough. The provision of information from the housing associations is on a voluntary basis and requires a resource to request, progress chase and monitor data collection. Due to a combination of staff sickness and a strong focus on new build delivery rather than housing association enabling activity data returns have been inadequate in the last two quarters. Actions are now being taken to re-establish the collection of this data for Q4.	Housing <i>Local performance indicator</i>	Towns & Communities

Description	Indicator	Value	2015/16 Annual Target	2015/16 Quarter 3 Target	Target Tolerance	2015/16 Quarter 3 Performance	Short Term DOT against 2015/16 (Q2)	Long Term DOT against 2014/15 (Q3)	Comments	Service	O&S Sub-Committee
PROUD: Leading by example											
(S)	Percentage of Leaseholder Service Charge Arrears collected (excluding major works)	Bigger is Better	96%	72%	±10%	79.7% (£344434.20 of £1,693,522.42) GREEN	↑ 59.5% (£401,461.97 of £1,724,018.9)	↓ 84.6% (£88,296.76 of £253,818)	The current level of 79.7% for service charge arrears collected has taken a dip in performance when compared to this time in 2014/15 which was 84.6%. This is due to technical complications on Direct Debit transfers made during December 2015. This resulted in some leaseholders having to cancel their Direct Debits and then having to manually pay their service charge debt. During this period any payment received through DD amended the monthly instalment amount due and these needed to be adjusted which had another knock on effect on the collections.	Housing <i>Local performance indicator</i>	Towns & Communities
(S)	Percentage of rent arrears against rent debit	Smaller is Better	2.4%	2.4%	±10%	2.12% (£1,229,743.34 of £57,905,260.32) GREEN	↑ 2.37% (£1,389,753.50 of £58,546,212.96)	↑ 2.15% (£1,147,583.23 of £53,360,251.2)	<p>The work undertaken by the Income Recovery Team is closely monitored and reviewed to ensure that any examples of best practice are introduced into our ways of working, as failure to do so could have a detrimental effect on the HRA.</p> <p>We have robust systems in place and a very cohesive team to ensure that the workload is always covered and that activities are monitored closely to ensure that cases are actioned in a timely manner.</p> <p>It is as a direct result of our working practices; that we are able to continuously improve our rent collection rate and surpass the target for reducing arrears.</p> <p>The Income team acknowledges that there is always room for improvement and continue to look for new ways of working in order that our collection rate increases and arrears reduce. To this end, we are in the process of introducing RentSense, a product which analyses rent payment patterns by utilising algorithms and complex data analytics to analyse past payment history, aggregate trends, highlight risk and provide predictive intelligence. The output of this is streamlined accurate workload, earlier intervention, improved efficiencies, lowered cost of collection and reduced arrears.</p>	Housing <i>Local performance indicator</i>	Towns & Communities

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RAG Rating		Direction of Travel (DOT)	Description
Green	On or within the 'target tolerance' of the annual target	↑	Short Term: Performance is better than the previous quarter Long Term: Performance is better than at the same point last year
Amber	More than the 'target tolerance' off the annual target but where performance has improved or been maintained.	→	Short Term: Performance is the same as the previous quarter Long Term: Performance is the same as at the same point last year
Red	More than the 'target tolerance' off the annual target and where performance is worsening	↓	Short Term: Performance is worse than the previous quarter Long Term: Performance is worse than at the same point last year

Ref.	Indicator	Value	2015/16 Annual Target	VariableTarget Tolerance	2015/16 Annual Performance		Short Term DOT against 2015/16 (Q3)		Long Term DOT against 2014/15 (Annual)	Comments	Service	O&S Sub-Committee
CLEAN: Supporting our community												
(S)	Number of parks with Green Flag Status	Bigger is Better	9	±10%	9 GREEN	➡	9	➡	9	Whilst no additional Green Flags have been achieved this year, the Council will be applying for Green Flag Status for Central Park and Rise Park in 2016, making the target for 2016/17 11 Green Flags. In addition, in 2017, the Council will be applying for Green Flag status for Harrow Lodge Park, Haines Park and Langton Gardens, taking the target to 14 for 2017/18.	Culture & Leisure <i>Local performance indicator</i>	Towns & Communities
CLEAN: Using our influence												
Page 35 (C)	Percentage of major applications processed within 13 weeks (Note –extension of time agreements not included)	Bigger is Better	62%	±10%	41.67% (15 of 36) RED	⬇	46.43% (13 of 28)	⬇	84.61% (33 of 39)	For the year, out of a total of 36 applications, 19 had Extension of Time Agreements and 100% of these were decided within the agreed time frame. This would give a revised percentage of 94.44% if EoT applications were treated as in time for the purposes of this PI. Corrective action: Better pre-planning of major applications to avoid revisions where possible. Quick turn-round of the validation process when applications are received, neighbour notification, officer visit/report & committee target date better timed to allow optimum ability to keep major applications in time without needing an EoT.	Regulatory Services <i>Reported to Department Communities & Local Govt (DCLG)</i>	Towns & Communities
(C)	Percentage of minor applications processed within 8 weeks (Note –extension of time agreements not included)	Bigger is Better	65%	±10%	53.56% (188 of 351) RED	⬇	56.85% (166 of 292)	⬇	74.43% (303 of 408)	For the year out of a total of 351 applications, 118 had Extension of Time Agreements, 114 of which were decided within the agreed time frame. This would give a revised percentage of 86.04% if EoT applications were treated as in time for the purposes of this PI. Corrective action: Various activities such as promotion of pre-application advice offer, quick turn-round of validation process when application received, neighbour notification, officer visit/report & committee target date better timed to allow optimum ability to keep minor applications in time without needing an EoT.	Regulatory Services <i>Reported to Department Communities & Local Govt (DCLG)</i>	Towns & Communities
(C)	Percentage of other applications processed within 8 weeks (Note –extension of time agreements not included)	Bigger is Better	80%	±10%	85.93% (1,454 of 1,692) GREEN	⬇	86.12% (1,117 of 1,297)	⬇	90.02% (1,326 of 1,473)	For Q4 (cumulative), out of a total of 1,692 applications, 158 had Extension of Time Agreements, 150 of which were decided within the agreed time frame. This would give a revised percentage of 94.79% if EoT applications were treated as in time for the purposes of this PI.	Regulatory Services <i>Reported to Department Communities & Local Govt (DCLG)</i>	Towns & Communities
(C)	Percentage of major planning applications processed within 13 weeks at end of each quarter over a two year period	Bigger is Better	50%	±10%	51.32% (39 of 76) GREEN	⬇	54.41% (37 of 68)	–	NEW	For the rolling period end Q4 2013/14 to end Q4 2015/16, out of a total of 76 applications, 30 had Extension of Time Agreements, of which 29 were decided within the agree time frame. This would give a revised percentage of 97% if EoT applications were treated in time for the purposes of this PI.	Regulatory Services <i>Reported to Department Communities & Local Govt (DCLG)</i>	Towns & Communities

Ref.	Indicator	Value	2015/16 Annual Target	VariableTarget Tolerance	2015/16 Annual Performance	Short Term DOT against 2015/16 (Q3)		Long Term DOT against 2014/15 (Annual)		Comments	Service	O&S Sub-Committee
(C)	No more than 19% of planning decisions on major applications decided (or subject to non-determination appeal) in any 2 year rolling period are overturned at appeal within 9 months of the end of that 2 year period	Smaller is Better	19%	±5%	3.57% (3 of 84) GREEN	↓	3.44% (3 of 87)	–	NEW	This is a new PI so there isn't any comparable data for last year. Performance is below target where smaller is better.	Regulatory Services <i>Reported to Department Communities & Local Govt (DCLG)</i>	Towns & Communities
(C)	Percentage of minor planning applications processed within 8 weeks at end of each quarter over two year period	Bigger is Better	60%	±10%	56.93% (427 of 750) GREEN	↓	58.61% (405 of 691)	–	NEW	Performance is above target for this PI. For the rolling period end Q4 2013/14 to end Q4 2015/16, out of a total of 750 applications, 184 had Extension of Time Agreements, of which 178 were decided within the agree time frame. This would give a revised percentage of 96.74% if EoT applications were treated in time for the purposes of this PI.	Regulatory Services <i>Reported to Department Communities & Local Govt (DCLG)</i>	Towns & Communities
(C)	Number of volunteers participating in community clean ups	Bigger is Better	90	±10%	686 GREEN	↑	206	–	NEW	Performance is well above target at year end. 18 clean ups took place between January and the end of March with 480 volunteers taking part. 12 of the 18 clean-ups were for the 'Clean for the Queen' campaign (which had not yet been announced when the taregt was set), with 452 of the total 480 volunteers taking part in these community clean ups.	Policy and Performance <i>Local performance indicator</i>	Towns & Communities
(S)	Number of volunteers active as Friends of Parks	Bigger is Better	111	±10%	174 GREEN	–	Annual	↑	97	At the end of 2014/15 there were 97 active volunteers who were part of Friends of Parks Groups. At the end of 2015/16 the figure has increased to 174 volunteers representing a 79% increase. There were two new Friends of Parks groups formed in 2015/16; the Friends of Hall Lane Mini Golf Course and the Friends of Upminster Hall Playing Fields.	Culture & Leisure <i>Local performance indicator</i>	Towns & Communities
CLEAN: Leading by example												
(C)	Percentage of appeals allowed against refusal of planning permission	Smaller is Better	33%	±10%	44.2% (42 of 95) AMBER	↑	50.0% (27 of 54)	↓	31% (31 of 100)	The percentage of appeals allowed against refusal of planning permission for the year (44.21%) is higher than target (33%) and the same period last year (31%). However, there is a slight improvement on Q3 performance (50%). Performance is being monitored closely to identify any specific trends, with decision making adjusted where a pattern is identified. Performance for Q1 of 2016-17 is anticipated to be closer to target.	Regulatory Services <i>Reported to Department Communities & Local Govt (DCLG)</i>	Towns & Communities
Ref.	Indicator	Value	2015/16 Annual Target	VariableTarget Tolerance	2015/16 Annual Performance	Short Term DOT against 2015/16 (Q3)		Long Term DOT against 2014/15 (Annual)		Comments	Service	O&S Sub-Committee
SAFE: Supporting our community												
(C)	Number of physical library visits	Bigger is Better	1,602,271	±10%	1,498,040 GREEN	↑	1,155,298	↓	1,668,460	Although below target, performance is within target tolerance. There has been a reduction in events and activities in libraries compared with the same period last year, in preparation for the implementation of the new service delivery model on the 21st March 2016. There has therefore been a reduction in the number of physical visits to libraries compared with the previous year. The target for 2016/17 has been revised in light of the new library opening hours. Whilst there will be a reduction in physical visits, the virtual library will be available 24/7 and will continue to be promoted to customers.	Culture & Leisure <i>Reported to the Chartered Institute of Public Finance & Accountancy</i>	Towns & Communities
(C)	Total number of Careline and Telecare users in the borough	Bigger is Better	5,150	±10%	5,023 GREEN	↑	5,014	↑	4,725	The client base has not risen as much as in the last few quarters, although it is continuing to rise. The number of installations has continued to be steady however a data cleanse was undertaken during last quarter which resulted in the closure of a number of accounts which decreased the total client number.	Housing <i>Local performance indicator</i>	Towns & Communities

Ref.	Indicator	Value	2015/16 Annual Target	VariableTarget Tolerance	2015/16 Annual Performance		Short Term DOT against 2015/16 (Q3)		Long Term DOT against 2014/15 (Annual)	Comments	Service	O&S Sub-Committee
PROUD: Supporting our community												
(C)	Net external funding secured through regeneration initiatives	Bigger is Better	£2,000,000	±10% (£200,000)	£1,828,757 GREEN	↑	£459,950	↓	£5,628,965	The grant agreement for the New Homes Bonus funding (£1.4m) has been signed, bringing performance within the target tolerance. Additional funding from the GLA for Business Support with CEME (£270,000) has been agreed in Q1 2016/17, as well as £1m funding from the GLA for Romford Market. These will be reflected in the Q1 2016/17 figures.	Economic Development <i>Local performance indicator</i>	Towns & Communities
(C)	Number of businesses accessing advice through regeneration initiatives	Bigger is Better	500	±10%	645 GREEN	↑	398	–	Different measurement to 2014/15	The Evolutive tool, a system that records the Council's relationships with businesses, is making a difference to performance against this PI, with most officers using it and recording their interactions with businesses. Further training on the system will be completed in 2016.	Economic Development <i>Local performance indicator</i>	Towns & Communities
(S)	Reduce collective retail and leisure vacancy rate for 7 town centres by 2% below national average for town centres	Smaller is Better	9.2%	±10%	3.2% GREEN	↑	3.34%	–	NEW	Performance is significantly below target (where lower is better). The vacancy rate in Havering is lower than the national average, particularly in the larger town centres of Romford, Hornchurch, Upminster and Rainham.	Economic Development <i>Local performance indicator</i>	Towns & Communities
(C)	Percentage of repairs completed on time (including services contractors)	Bigger is Better	90%	±10%	92.3% (28,045 out of 30,395) GREEN	↑	92.2% (18,985 out of 20,584)	↑	86.4% (27,218 out of 31,616)	The year-end outturn of 92.3% of repairs completed on time shows the positive direction of travel on this indicator throughout the year and it has exceeded the 2015/16 annual target of 90%. Improving the methods of customer communication and an improved repairs diagnosis at first point of contact have contributed to 3.9% fewer orders being raised than during 2014/15. This combined with a review of priority orders has enabled the contractor to carry out more repairs within target. Simultaneously, rigorous monitoring of contractor performance resulted in a series of corrective actions that have resulted in a 3% increase in repairs being completed on time when compared to performance in 2014/15. Performance during 2015/16 has illustrated a positive turn around with our repairs service and contractor performance with a 5.9% increase in repairs completed on time when compared to the 2014/15 year-end performance of 86.4%.	Housing <i>Local performance indicator</i>	Towns & Communities
(C)	Percentage of homes currently decent	Bigger is Better	96.08% (9,342)	±10%	98.19% (9,422 properties decent) GREEN	↑	97.24% (9,370 properties decent)	-	Methodology Changed	Quarter 4 decency is 98.19% with a total number of 9,422 properties currently decent and 174 non decent homes. The results of the recent sample stock condition survey have now been entered into Keystone and the Capital programme will continue to focus on homes which are currently, or will imminently become non-decent, following a “just in time” principle. Keystone calculates the decency figures from January –December each year and does not currently follow the financial year. Keystone will re-populate the decency figures within the next couple of weeks and due to this the non-decency figure may temporarily increase. The Keystone database now contains far more accurate information which allows capital investment to be targeted at those homes which would otherwise change status.	Housing <i>Reported to Department Communities & Local Govt (DCLG)</i>	Towns & Communities
(C)	Estate inspections achieving target score	Bigger is Better	95%	±10%	96.7% (39,692 / 41,060) GREEN	↑	96.6% (33,034 / 34,181)	–	NEW	The Quarter 4 2015/16 outturn of 96.7% of estate elements achieving a high standard through estate inspections is above the 95% annual target set. The use of mobile technology for carrying out estate inspections has ensured that the high standards on the estates are maintained, and any low scoring elements are addressed promptly by the team.	Housing <i>Local performance indicator</i>	Towns & Communities

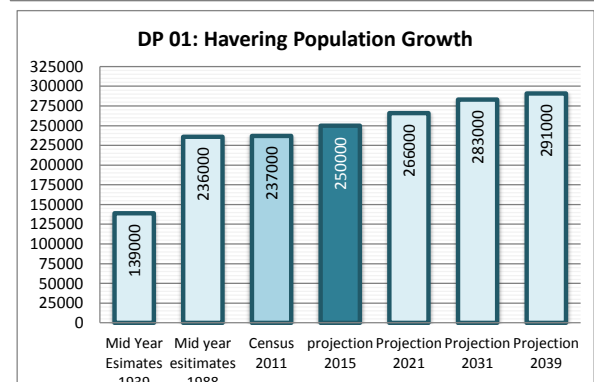
Ref.	Indicator	Value	2015/16 Annual Target	VariableTarget Tolerance	2015/16 Annual Performance	Short Term DOT against 2015/16 (Q3)		Long Term DOT against 2014/15 (Annual)		Comments	Service	O&S Sub-Committee
(C)	Average void to re-let times	Smaller is Better	22 days	±10%	11.9 days GREEN	↑	15.3 days	↑	33.4 days	<p>During 2015/16 the Empty Homes and Lettings Team was heavily involved in improving the overall relet times and void processes. This was done through regular Cross Functional Core Group Meetings between Void Management, contractors, Housing Register and Lettings team leaders.</p> <p>A weekly review is carried out of all functions involved in the process against the set targets. This provides management with the opportunity to identify areas where weaknesses can be improved and challenge any performance failures to ensure continuous improvement.</p> <p>The Empty Homes and Lettings Team also operated two pilot schemes to improve the overall relet process. The first scheme introduced a process to reduce the time taken to carry out repairs and maintenance within properties. The second scheme made improvements to the manner in which properties were being marketed. These pilot schemes have proved to be successful and have been adopted as part of the void and lettings process.</p> <p>The success of the process reviews, monitoring and pilot schemes has improved relet times exponentially leading to a 2015/16 year end average of 11.9 days, which is a 64.5% improvement on the 2014/15 average relet time of 33.4 days.</p>	Housing <i>Local performance indicator</i>	Towns & Communities
(C)	Number of potential start-up businesses accessing advice via the Business Start-up Programme	Bigger is Better	25	±10%	44 GREEN	↑	39	–	NEW	Performance is significantly above target for this PI. A new start-up programme has been procured for 2016/17 which will deliver further improvements over the next financial year.	Economic Development <i>Local performance indicator</i>	Towns & Communities
(S)	Number of volunteers assisting in the running of library services	Bigger is Better	290	±10%	280 GREEN	–	Annual	–	NEW	As of 31 March 2016 the Library Service had 280 volunteers, which is 97% of the target. There were a further 28 potential volunteers 'in process', meaning they were waiting for an interview, references, DBS checks or training.	Culture & Leisure <i>Local performance indicator</i>	Towns & Communities
PROUD: Using our influence												
(C)	Number of affordable homes delivered (gross)	Bigger is Better	300	±10%	305 GREEN	–	NOT AVAILABLE	↓	493	During 2015/16 a total of 305 social, affordable and intermediate homes were delivered within Havering. Of this a total of 284 were developed by housing organisations and 21 new builds delivered by LB Havering.	Housing <i>Local performance indicator</i>	Towns & Communities
PROUD: Leading by example												
(S)	Percentage of Leaseholder Service Charge Arrears collected (excluding major works)	Bigger is Better	96% (£1,655,058)	±10% (£165,506)	97.0% (£1,672,495.90) GREEN	↑	79.7%	↑	96.8%	<p>During 2015/16 the Home Ownership team has continually undertaken reviews of its processes and has ensured an effective and robust income recovery, whilst taking into account any new financial challenges with changes to legislation.</p> <p>The team tackled a few contentious cases with absent landlords. Through the use of the Three Sixty Connections Hub, a tenancy audit check system, these landlords were successfully found and outstanding payments were made.</p> <p>Through this consistent monitoring of process, use of tracing systems and the relationship the Home Ownership Team has with its customers, the 2015/16 year-end outturn of 97% has exceeded the annual target of 96%.</p>	Housing <i>Local performance indicator</i>	Towns & Communities

Ref.	Indicator	Value	2015/16 Annual Target	VariableTarget Tolerance	2015/16 Annual Performance	Short Term DOT against 2015/16 (Q3)		Long Term DOT against 2014/15 (Annual)		Comments	Service	O&S Sub-Committee
(S)	Percentage of rent arrears against rent debit	Smaller is Better	2.4% (£1,400,225)	±10% (£140,023)	2.02% (£1,181,160) GREEN	↑	2.12% (£1,229,743.34)	↑	2.08%	<p>During 2015/16 the work undertaken by the Income Recovery Team has been closely monitored and reviewed to ensure that any examples of best practice are introduced into our ways of working, as failure to do so could have a detrimental effect on the HRA.</p> <p>There is a robust system in place and a very cohesive team to ensure that the workload is always covered and that activities are monitored closely to ensure that cases are actioned in a timely manner.</p> <p>It is as a direct result of these working practices that the Income Recovery Team is able to continuously improve the rent collection rate and surpass the target for reducing arrears. The Income Team acknowledges that there is always room for improvement and continues to look for new ways of working in order that our collection rate increases and arrears reduce. RentSense was introduced in the middle of February 2016. This is a product which analyses rent payment patterns by utilising algorithms and complex data analytics to analyse past payment history, aggregate trends, highlight risk and provide predictive intelligence. The output of this is streamlined accurate workload, earlier intervention, improved efficiencies, lowered the cost of collection and reduced arrears. The Income Recovery team is beginning to see the benefits of the product reflected in the reduction of the arrears and officers' increased productivity.</p>	Housing <i>Local performance indicator</i>	Towns & Communities

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Appendix 3: Quarter 4 2015/16 Demand Pressure Dashboard

Annual POPULATION

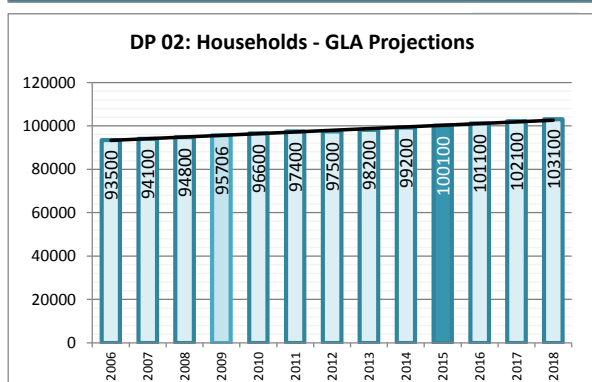


Source: ONS population estimates; 2011 Census; GLA 2013 round capped SHLAA projections

The ONS population estimates, the 2011 Census and GLA 2013 round capped SHLAA Projections show that Havering's population has seen the second largest proportional increase in London from 1939-2015 (80%). Hillingdon has the highest (82%) and Bromley saw the third highest proportional increase in London (35%).

* Figures rounded to nearest 100

Annual POPULATION

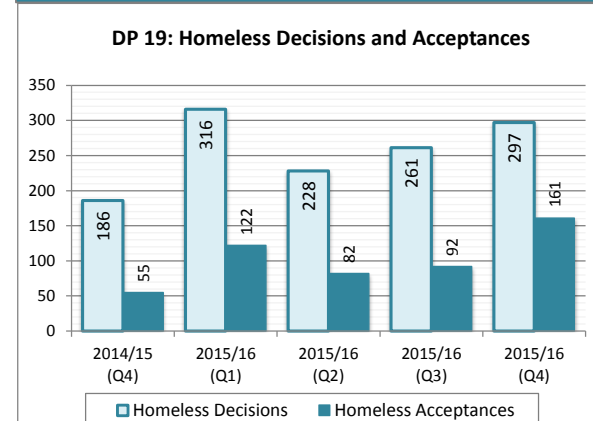


Source: GLA Round Demographic Projections, 2014

Using GLA estimates of the total number of households by borough, 1991-2041, the number of households in Havering has grown by 6,600 households (as at 2015) and is projected to grow by a further 3,000 households by 2018.

* Figures rounded to nearest 100

Quarterly HOMELESSNESS



This measure is quarterly, not cumulative. The increase in Q1 for 2015/16 was due to the clearing of a backlog of cases. The number of homeless decisions at Q4 is 59.7% greater than that of the previous year evidencing continued demand in this area. The number of acceptances has also increased by 192.7%.

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Update to Towns and Communities Overview & Scrutiny Sub-Committee concerning adoption of Article 4 Direction on HMOs (Houses in Multiple Occupation)

On 13 May 2015 Cabinet noted a report following a 25 March Council Motion about the introduction of an Article 4 Direction on HMOs (Housings in Multiple Occupation). Introducing an Article 4 Direction would mean that those new HMOs falling within a category of change of use which currently do not need planning permission would need approval through a planning application once an Article 4 is in force.

The report explained that two Article 4s were anticipated, one geographically specific and the other to address possible displacement of HMOs into other parts of the Borough. The aim was to strike an appropriate balance recognising the continuing contribution that HMOs make as part of the housing mix but sufficient controlled so that their day to day operation would have no materially harmful impact on the community including the living conditions of neighbouring properties.

Delegated powers existed for the Head of Regulatory Services to make Article 4 Directions and it was agreed he would consult with the Leader and Lead Member for Regulatory Services & Community Safety when deciding to which wards the two respective Article 4 Directions should apply on the basis of evidence produced from a data profiling exercise.

Update

The Article 4 Directions as described above were made on a geographically specific basis, one for Brooklands, Gooshays, Heaton and Romford Town ward where change of use of all types of dwellings to a HMO would require planning permission and the other direction for the remainder of the Borough where change of use of all dwellings except detached houses to HMO would need planning permission. The Directions were made on 13th July 2015 and came into force 12 months after that Notice of Direction. Publicity and consultation was carried out as part of the exercise.

The Article 4 Directions came into force on 13 July 2016. The effect of the Directions will be monitored in terms of enforcement activity and housing supply in the Borough. Planning applications submitted as the result of the Article 4 Direction will be assessed against current planning policies in the London Plan and Havering Local Development Framework. The results of any planning appeals will also be monitored. As part of the local plan preparation, a revised policy for HMO's will be formulated and consulted upon.

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TOWNS AND COMMUNITIES OVERVIEW AND SCRUTINY SUB-COMMITTEE WORK PROGRAMME 2016 -17

27 July 2016	26 October 2016	19 January 2017	19 April 2017		
Friends of Park	Establishment of council owned Housing Company				
Cabinet Report Update – Rainham Compass	Private Rental Sector Landlord Topic Group - Update				
Romford Market Update	Romford Market Update	Romford Market Update	Romford Market Update		
Volunteer Expansion Programme - Library	Consultation on the Youth Service Proposals				
Article 4 Update	Housing Development Plan				

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