



Havering

L O N D O N B O R O U G H

TOWNS & COMMUNITIES OVERVIEW & SCRUTINY SUB- COMMITTEE AGENDA

7.30 pm	Wednesday 26 October 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)

Jody Ganly
Julie Wilkes

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 DECLARATION OF INTERESTS

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

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 MINUTES (Pages 1 - 8)

To approve as a correct record the minutes of the meeting of 27 July 2016 and to authorise the Chairman to sign them.

5 ROMFORD MARKET TRANSFORMATION

6 CABINET REPORT UPDATE - REVIEW OF CABINET RECOMMENDATIONS RELATING TO THE CONSULTATION ON YOUTH SERVICE PROPOSALS (Pages 9 - 12)

7 CORPORATE PERFORMANCE UPDATE - QUARTER TWO

The Sub-Committee is to receive a verbal update.

8 CABINET REPORT UPDATE - HOUSING REVENUE ACCOUNT DEVELOPMENT PROGRAMME

The Sub-Committee to receive a verbal update

9 REVIEW OF CABINET REPORT - ESTABLISHMENT OF COUNCIL OWNED HOUSING COMPANY TO DELIVER MARKET RENT AND MARKET SALE HOME

The Sub-Committee to receive a presentation update.

10 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
27 July 2016 (7.30 - 9.45 pm)**

Present:

Councillors Linda Hawthorn (Chair), Steven Kelly, Frederick Thompson, June Alexander, Jody Ganly, Michael Deon Burton, +Meg Davis, +Viddy Persaud and +Patricia Rumble

Apologies were received from Councillor Lawrence Webb (Councillor Pat Rumble substituting), Councillor Robby Misir (Councillor Viddy Persaud substituting) and Councillor Carol Smith (Councillor Meg Davis substituting).

There was a member of the public present during the meeting.

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

The Sub-Committee noted changes to its membership that had been made following the Annual Council meeting.

2 MINUTES

The minutes of the meeting of the Sub-Committee held on 3 March 2016 were agreed as a correct record and signed by the Chairman.

3 CABINET REPORT UPDATE - RAINHAM COMPASS

In accordance with the Council's Continuous Improvement Model, the Sub-Committee received a briefing on the Rainham Compass Project from the Programmes & Projects Manager - Economic Development.

The presentation reviewed some of the programmes that had been successfully delivered such as:

- Rainham Village Transport Management System and public realm improvements
- Rainham Library, learning and community centre - a new community and cultural facility for local people,
- Rainham Station Interchange

- Rainham Primary School– integrated children's' centre and education provision
- Rainham Hall Gardens restoration; creation of a community open space in the heart of Rainham Village
- Orchard Village – demolishing unpopular tower blocks and creating decent homes for local people
- High quality employment space on Easter Park, a 30 acre business park owned by the GLA for over 1,000 local jobs
- New Tesco distribution centre on Beam Reach 5, a 90 acre employment site owned by the GLA, creating 800 local jobs
- The re-election of the London Riverside Business Improvement District to support business growth in the strategic employment area
- Wildspace – a new community park, reconnecting the Rainham community back to the river and the marshes, connecting people to green space
- Improvement to the A1306 road

The Sub-Committee **noted** that, overall the Compass programme had delivered a steady rise in local residents' satisfaction with their local area and environmental improvements to local parks and open spaces, and that the Rainham Compass had been followed by the new Rainham and Beam Park Housing Zone.

4 **CORPORATE PERFORMANCE REPORTS Q3, Q4 & ANNUAL REPORT 2015/16.**

The Sub-Committee received the Performance Indicators within its remit for Quarters 3 and 4 of 2015/16. It noted that each indicator was given either a red, amber or green (RAG) rating.

The report detailed 24 Corporate Performance Indicators under the remit of the Towns and Communities Overview & Scrutiny Sub-Committee. These related to Regulatory Services, Policy and Performance, Culture & Leisure, Housing, and Economic Development.

One of the highlights of the presentation that was highly commended by the Sub-Committee was the increase in the number of parks with Green flag status from nine to eleven. The Sub-Committee was also informed that in the 2017/18 financial year, a further 3 Green Flags would be applied for.

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

The following three indicators ended the year with a red or amber RAG status:

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. It was explained to the Sub-Committee that the 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 the indicators. In addition various activities were in place to improve performance 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.

The third indicator that was below target related to the percentage of appeals allowed against refusal of planning permission.

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

5 PRESENTATION ON QUARTER 1 2016/17

The Sub-Committee received a presentation that outlined the Quarter One performance indicators specific to the sub-committee.

The report detailed 14 corporate performance indicators that related to the CLEAN and PROUD goals. All indicators had been given a RAG status.

- In summary:
 - 11 indicators (79%) had a RAG status of Green.
 - 3 indicators (21%) had a RAG status of Red.

The Sub-Committee noted the areas that required improvements under the Clean goal. This included planning application process; various activities were in place to ensure planning applications were processed in the required times. These included the promotion of the pre-application advice offer, quick turn-round of the validation process when application was received, neighbour notification, officer visit/report and better timing of the committee date. In the case of major planning applications, better pre-planning was also taking place.

There were proposals currently been considered regarding the outsourcing of the initial part of the planning application process. This would streamline the process and had the potential to improve overall performance.

The presentation also highlighted the improvement area under the Proud goal. It related to the number of potential start-up businesses accessing advice via the Business Start-up Programme that was below target. This was attributed to a gap in service provision whilst a new contractor was procured. Enterprise Nation started in May and were confident that performance would improve throughout the year. The contractor would

deliver workshops, coaching, one-to-one health checks, online webinars, master classes and podcasts to local businesses.

The Sub-Committee **noted** the presentation.

6 VOLUNTEER EXPANSION PROGRAMME - LIBRARY SERVICES

At the request of a Member, the Frontline Services Manager, Library Service provided an update on the Library Service

It was mentioned that with the support of Members all libraries have been allowed to remain open, although opening hours had to be reduced.

As part of the recent Libraries restructure, which included the reduction in hours, the Library Service embarked on a partnership model involving staff and volunteers working alongside each other to a much greater degree than they have previously.

Libraries had an excellent history of working with members of the community and it started the process with approximately 300 signed up volunteers.

The roles volunteers covered were mainly reading buddies, summer reading challenge (SRC) and ICT support. Volunteers would offer between one or two hours at a time and for SRC in the summer months.

The aim of the new model was to increase the roles that volunteers were able to provide support with. This in turn would support libraries to remain open and for existing services and activities to continue to be provided by either staff or volunteers. There were 12 different task roles for volunteers.

Following an earlier recruitment campaign, the service had recruited an additional 120 volunteers from the community and a further 50 volunteers were undergoing checks and training.

The Sub-Committee was informed that many of the volunteers were retired members of the community who also had other commitments and activities that they pursued; it was often difficult to encourage volunteers to sign up for more than one session per week of about two hours.

The Sub-Committee noted that another part of the restructure programme was for volunteers to undertake the Housebound Service (HBS). The new model entailed that the service would be provided by volunteers; including the choosing of books and delivering to customers' homes and returning books to the library. It was noted that the arrangement would require the biggest commitment as often customers do not see many people throughout the day or week.

The Services Manager informed the Sub-Committee that the service had developed guidance and procedures for a Community Managed Library. It was envisaged that established community organisations or groups of volunteers would form Friends of Groups to open libraries beyond their core hours to provide a basic level of service and activity to the community.

So far, only one organisation had indicated an interest but at present do not have the resources.

In response to a Member enquiry, the Sub-Committee was informed that a volunteer was able to outline a preference of which library they preferred to work in.

Following a comment that travellers had invaded a library car park, a Member suggested that the by-laws that applied to the Park enforcement team required a urgent review. It was also mentioned that an alert number should be advertise for members of the public and that a restructure of the working arrangement in order that the service could provide a 24 hours service be considered.

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

7 UPDATE ON FRIENDS OF PARKS

Following a Member request, the Sub-Committee received the report 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.

The Parks Development Manger outlined that there were currently 18 Friends of Parks groups across the borough and nine of the groups had achieved official Friends Group. These included relatively new ones at Hall Lane Mini Golf Course and Upminster Hall Playing Field.

The official friend's status was a voluntary application the groups made and if the criteria were met, the Council would provide the group with additional support.

The report outlined that the work of a well-organised volunteer group could be extremely beneficial to both the volunteers and the park in which they work. Volunteers acquired new skills, met new people and gained a sense of achievement and ownership of the park. The park itself benefited through the work the group completed 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 group was established in Havering around 2002 there were now many volunteer groups in existence working in the parks in Havering.

Each group was different in the way it had been formed and the work it carried out, but they all are effective and make a real difference.

The Sub-Committee noted that many of the groups had been active in their parks and open spaces, working with the Parks department to help clear unwanted vegetation, remove rubbish, paint railings and raising money for capital works. Some groups periodically organised fun-days and other such events to help promote their sites.

A survey of all the groups was carried out earlier this year and the service identified that there were 174 active members of friends groups.

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

8 ROMFORD MARKET UPDATE

The Sub-Committee was briefed by the Business Development Manager on the current position of the Market Transformation programme as the issue was a standing item on its agenda.

The Sub-Committee was informed that that an assessment of designs was carried out on the programme. This involved an independent review by market management and food and beverage experts to support part of the initiatives for the Market Place. A review by key stakeholders such as St Edwards Church, Historic England, retailers and traders was also undertaken.

The following key dates for the programme were detailed:

- September 2016 – stakeholder engagement including all Member briefing, trader and retailer meetings and public consultation
- October 2016 - planning application
- November/December 2016 – appointment of a contractor
- January 2017 - Initiate construction

The Sub-Committee gathered that part of the operational management involved Trader engagement and a weekly newsletter to keep all stakeholders informed.

A quarterly all trader meetings took place to ensure communication was both ways most importantly with the current research into new stalls and cover.

The next steps were to develop a Trader contract/pledge and undertake an assessment of current issues such as health & safety, traffic management, electricity, repairs and maintenance.

It was stated that a trial of the new market layout was proposed for autumn 2016. This would also include plans for Christmas Market. The service was considering Improvements to call handling and office administration and feasibility into efficiencies in waste management, stall storage assembly and breakdown.

In order to develop the branding and marketing for the market, the service was exploring a potential delivery options for WiFi in Market Place and an Initial work to identify traders who wanted to develop their own website was on-going.

The Sub-Committee noted that the next steps were to undertake further 'customer' market research and the creation of an annual calendar of events, promotions and activities for Romford Market. Other plans included update on the website for the Market and exploring funding and delivery of new Market App with the GLA.

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

9 **ARTICLE 4 UPDATE**

In accordance with the Council's Continuous Improvement Model, the Sub-Committee received an update report on the Article 4 Directions. The Article 4 Directions came into force on 13 July 2016.

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

The Sub-Committee **noted** the report

10 **WORK PROGRAMME**

The Sub-Committee agreed its work programme for the 2016/17 municipal year.

Chairman

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**TOWNS AND
COMMUNITIES
OVERVIEW & SCRUTINY
COMMITTEE
26 October 2016**

REPORT

Subject Heading:

Review of 4th November 2015 Cabinet recommendations relating to the consultation on Youth Service proposals

SLT Lead:

Sarah Homer, Chief Operating Officer

Report Author and contact details:

Simon Parkinson x 2199
Simon.Parkinson@havering.gov.uk

Policy context:

The Council's Medium Term Financial Strategy

SUMMARY

This report provides a review of the Cabinet Report which sought a Member decision on the Medium Term Financial Savings (MTFS) for the Youth Facilitation and MyPlace teams, in the light of consultation undertaken, as from the 2016/17 financial year.

RECOMMENDATIONS

Members are asked to consider the progress that has been made in implementing the recommendations agreed by Cabinet on 4th November 2015, as set out in this report.

REPORT DETAIL

Progress against the Cabinet Recommendations

*1. **Note** the outcome of the community consultation on the MTFS proposals that impact on the Youth Facilitation and MyPlace teams, as detailed in Appendix 1 to this report.*

The outcome of the community consultation was duly noted and informed the staff consultation which commenced October 23rd 2015. The initial consultation period was extended to January 9th 2016 in order that staff and trade union representatives could comment on revised proposals put forward by the Head of Service. Following approval of the restructure and on completion of the consultation period, staff were invited to seek assimilation or redeployment. The process was completed in April 2016 and the new service started 1st May 2016.

*2. **Confirm** that the level of MTFS savings will be £516k per annum for the Youth Facilitation team, as from the 2016/17 financial year and £100k for MyPlace as from the 2017/18 financial year.*

The proposed level of MTFS savings is £516k per annum for the Youth Facilitation team, as from the 2016/17 financial year and £100k for MyPlace as from the 2017/18 financial year (£50k in 16/17 and £50k in 17/18). However after staff consultation it was decided to integrate the Myplace and Youth Facilitation restructure proposals and complete one restructure at the same time, so the full £100k saving for Myplace was made in 2016/17.

*3. **Note** that a budget of £250k per annum will be retained to support the work of the Youth Facilitation team and that a net budget of approximately £250k will be retained to deliver services at the MyPlace building.*

A budget of £250k per annum has been retained to support the work of the Youth Service team and that a net budget of approximately £250k has been retained to deliver services at the MyPlace building. This came into effect 1st May 2016.

*4. **Confirm** that Housing Revenue Account funding of £100k per annum being allocated to work with young people living on Council estates where a high percentage of Council tenants live.*

Housing Revenue Account funding of £100k per annum has been allocated to the Youth Service to work with young people living on Council estates where a high percentage of Council tenants live. The Youth Service team are working closely with Housing managers and wardens to identify the areas of need and the Mobile provision is deployed as an intervention in order to work directly with the young people whose behaviour is of concern. Detached sessions, walking around the

estate and engaging with young people has proved useful in signposting young people to other support services.

*5. **Agree** to officers progressing restructures in both the Youth Facilitation and MyPlace teams, to achieve the required MTFS savings.*

The restructures in both the Youth Facilitation and Myplace teams took place during February and March 2016. The new Youth Service team was implemented on 1st May 2016

*6. **Agree** to officers progressing a procurement process that will result in the externalisation of the Youth Facilitation and MyPlace services, once the restructures in both services are implemented.*

Various externalisation options have been considered and a further review of those options, as well as the associated procurement process, is now planned before a final decision on externalisation is taken. This work was temporarily put on hold for approximately 3 months (during the summer period) as a result of the need to resolve various issues relating to youth provision at the Robert Beard building, in the context of the Council decision to move the Pupil Referral Unit to the site.

In the meantime the Youth Service team continues to provides services to young people at Myplace, The Robert Beard Centre, through the Mobile provision and at various other locations around the borough

IMPLICATIONS AND RISKS

Financial implications and risks:

MTFS savings of £516k per annum for the Youth Facilitation service and £100k per annum for the service provided at the MyPlace building was achieved and the restructured service commenced on 1st May 2016

Legal implications and risks:

There are no legal implications arising from this report.

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 Equality implications arising directly as a result of this report.

BACKGROUND PAPERS

None