



TOWNS & COMMUNITIES OVERVIEW & SCRUTINY SUB- COMMITTEE AGENDA

7.30 pm	Wednesday 19 April 2017	Committee Room 3A - Town Hall
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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:
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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 - 10)

To approve as a correct record the minutes of the meeting of 19 January 2017 and to authorise the Chairman to sign them.

5 MARKET TRANSFORMATION PROGRAMME - UPDATE (Pages 11 - 16)

6 LITERACY STRATEGY FOR HAVERING - UPDATE (Pages 17 - 22)

7 UPDATE ON 2 METRE HIGH FRONT WALLS AND APPEAL DECISION (Pages 23 - 26)

8 REPORT OF THE TOWNS & COMMUNITIES OVERVIEW AND SCRUTINY SUB-COMMITTEE - ASB IN COUNCIL TENANCY TOPIC GROUP (Pages 27 - 34)

9 URGENT BUSINESS

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

Andrew Beesley
Head of Democratic Services

**MINUTES OF A MEETING OF THE
TOWNS & COMMUNITIES OVERVIEW & SCRUTINY SUB- COMMITTEE
Town Hall, Main Road, Romford
19 January 2017 (7.30 - 9.00 pm)**

Present:

Councillors Lawrence Webb (Chairman), Steven Kelly, Frederick Thompson, Jody Ganly, Michael Deon Burton, Carol Smith, +Alex Donald and +June Alexander

Apologies for absence were received from Councillors Linda Hawthorn, (substitute Alex Donald) and Julie Wilkes (substitute June Alexander)

19 DECLARATIONS OF INTEREST

There were no declarations of interest.

20 MINUTES

The minutes of the meeting of the Sub-Committee held on 26 October 2016 were agreed as a correct record and signed by the Chairman.

21 ROMFORD MARKET UPDATE

The Sub-Committee received an update presentation from the Projects and Programmes Manager on behalf of Economic Development regarding the market transformation programme.

Members noted that a wide variety of events were held in the run up to Christmas 2016 including a Colouring Clinic - colouring and drawing on large pictures of Romford, Face Painting from the Feel Good Painted Company, Popcorn and Candyfloss stall. Cakes and Biscuits on sale from The Goodness Food Company and games like giant Kerplunk and Lantern Making- Seasonal Stalls, Princess Elsa and Princess Anna sing-a-long character in the Market Place.

The Retailery, a creative playground for makers, thinkers and doers was launched by the Mayor in November 2016. The Retailery provided a dedicated space for inexpensive retail, catering and office units to start-ups.

The Ice Rink was launched by the Mayor and Birmingham Eagles Acrobatic skating troupe. The Ice Rink had been very successful with over 12,300 people using the rink.

The Sub-Committee noted that a full evaluation of the events were yet to be completed.

A new market manager had been appointed and was now in post.

The Projects and Programmes Manager outlined that the following work streams were underway:

- Branding and marketing was been reviewed and a new programme of events and publicity to be devised.
- Review of market processes and procedures underway.
- Increased communication with traders- first new Traders Committee meeting held recently.
- Reviewing Social Media usage to improve profile with positive images and comments.
- Recruiting new traders - Identified and contacted several new traders to improve numbers. Held discussions on site with over twenty potential new traders.
- Establishing target products for longer term incentive scheme to increase trader numbers.

The Sub-Committee was informed that a planning application had been submitted for the proposed market house which would provide seven days food and beverage in a permanent catering unit. 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 including the new public square.

The Sub-Committee **noted** Romford Market transformation update.

22 **CORPORATE PERFORMANCE UPDATE - QUARTER THREE**

The Sub-Committee was provided with the latest Corporate Performance data for the 14 indicators which fall under the remit of the Sub-Committee. These related to the Clean and Proud goals.

Eleven of the indicators (78.6%) had a RAG status of Green while three indicators (21.4%) had a RAG status of Red.

The Sub-Committee was informed that the red indicators related to the Percentage of major applications processed within 13 weeks. Members noted that Major applications often required a legal agreement which could take the application beyond the target 13 week period. Various activities were taking place to process planning applications in the required times. These include:

- increased promotion of Planning Performance Agreements for significant major applications
- promotion of the pre-application advice offer
- quick turn-round of the validation process when application is received

- neighbour notification
- officer visit/report and the committee date better timed to allow optimum ability to keep applications in time without requiring Extension of Time agreements.

Performance figures presented for planning applications processed in the required timescales do not include extension of time (EoT) agreements. Taking extension of time agreements into account, performance is significantly better. However, the service is looking at ways to reduce reliance on EoT agreements.

The percentage of repairs completed on time (including services contractors) is below target. The fundamental barrier to complying with the repairs completed on time target is the volume of overdue orders that are completed every month. The main repairs contractor has produced a recovery plan to deal with the level of out of target orders and a sustainable action plan to prevent continuing poor performance. The timescales for tangible improvement and the achievement of 95%+ repairs completed on time will be the end of quarter 4.

The number of potential start-up businesses accessing advice via the Business Start-up Programme is below target (63 against a target of 75). Performance levels are recovering from the gap in service provision at the beginning of the year whilst a new contractor was procured. Enterprise Nation started in May and are confident that performance will continue to improve throughout the year and meet the year end target. The contractor will deliver workshops, coaching, one-to-one health checks, online webinars, masterclasses and podcasts to local businesses. Performance is believed to be higher than indicated but the full data is not currently available.

The Sub-Committee sought clarification on role of the Council in supporting the Clean up exercise at Tesco, as it was considered such a large company should be able to fund such a programme. In response, the Sub-Committee was informed that the Community Clean up at Tesco Roneo Corner was organised through the employer supported volunteer scheme and the programme enabled the Council to leverage companies corporate social responsibility to meet local needs. The Sub-Committee was informed that the clean-up took place not only in Tesco car park but also in the surrounding public areas and streets. The clean-up team was made up of Tesco staff, Community Clean-Up ambassadors and local residents and equipment was provided both by the Council and by Tesco.

In response to a Member enquiry on how staff at the Libraries assisted those who could not speak any or little English. Officers responded that Library staff were able to search for classes and courses for English as a second language as well as informing customers that Transparent Languages offers similar courses; (Transparent Languages was an online resource available free to library members on the library website). There were a selection of dual language picture books and a collection of

Community Language books available for parents and carers in the Central Library in Romford.

The Sub-Committee was also informed that the person that was rejected from the volunteer scheme was found not to be suitable for the role applied for at Collier Row Library.

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

23 REVIEW OF CABINET REPORT - HAVERING LOCAL PLAN

In accordance with the Council's Continuous Improvement Model, the Sub-Committee received an update on the progress of the Local Plan to date included details of the initial Local Plan consultation that took place earlier in 2015 and the preparation of evidenced base to support the Plan.

The report informed that the Local Plan report sought Cabinet approval to publish an updated Local Development Scheme (LDS) which was a statutory document setting out the plans and policy documents that would be prepared and a timetable for their delivery.

The Sub-Committee noted that since December 2015 the following progress had been made on the Local Plan:

1. Evidence Base

The Local Plan was required to be supported and justified by a credible and robust evidence base. The key pieces of evidence that had progressed since December 2015 were:

- **Strategic Flood Risk Assessment (SFRA) 2016** – The Havering's SFRA Level 1 was published in 2014 and it provided a robust depiction of flood risk across the borough. Since the report was finalised the Environment Agency had published revised climate change projections which are required to be taken into account. An update of the 2014 SFRA had therefore been produced.
- **Open Space, Allotments and Sport and Recreation Needs Assessment** - provided a comprehensive assessment of the borough's existing supply of and future need for open spaces, allotments and sports facilities (both indoor and outdoor).
- **Infrastructure Delivery Plan** –identified the infrastructure needed to support the population and housing growth over the plan period. The study covered transport, water supply, wastewater and its treatment, energy, telecommunications, utilities, waste, health, social care, education and burial space.

- **Gypsy and Traveller Accommodation Needs Assessment** – provided a robust assessment of current and future need for Gypsy, Traveller and Travelling Showpersons accommodation within the Borough.
- **Town Centre Audits** The surveys provided an up to date understanding of the uses and vacancies within each town centre. The Audit would inform on decisions on any updates to the town centre designations within the Local Plan.
- **Wind Energy Assessment** sought to identify areas within the borough that were potentially suitable for the development of wind turbines in response to the Written Ministerial Statement (HCWS42) in June 2015 and the subsequent amendments to the Planning Practice Guidance which stated that Local Planning Authorities should only grant planning permission for wind turbines if the development site was in an area identified as suitable for wind energy development in a Local Plan.
- **Residential Car Parking Standards Study** would set out the evidence to inform local car parking standards within the Plan.
- **Transport Background Paper** brought together a number of transport evidence base documents to support the Plan.
- **Outer North East London Strategic Housing Market Assessment** This study has been undertaken with the London Boroughs of Barking and Dagenham and Redbridge. It outlined the objectively assessed need for private and affordable housing within the housing market area for the outer north east London area. Prior to the publication of the study updated population and household projections were published by the GLA. Work was underway to ensure that these projections are reflected in the SHMA.
- **Local Plan Viability Assessment** –sought to determine the likely impact that the policies and standards in the Local Plan would have on the viability of developments within the borough. The purpose of the viability assessment was to show (in general terms) that the cumulative impact when considering the Plan as a whole does not put the implementation of the Plan at risk.
- **Sustainability Appraisal** – sought to ensure that the promotion of sustainable development was integrated in the plan making process. It was a key tool used to appraise the environmental, economic and social effects of plans, strategies and policies.

- **Green Belt Study** – assessed Havering's Green Belt against the purposes of green belt as outlined in the National Planning Policy Framework. A Green Belt Topic Group had been set up by the Towns and Communities Overview and Scrutiny Sub-Committee to scrutinise and better understand the process involved in green belt land designation within the local plan system. Several meetings and a tour of green belt sites had taken place. A further meeting was scheduled for late January 2017.

Officers stated that the Havering Local Plan was being prepared in accordance with the 'Duty to Co-operate', that placed a legal duty on local authorities and other public bodies to engage constructively, actively and on an on-going basis to maximise the effectiveness of Local Plan preparation on strategic cross-boundary matters.

The Sub-Committee noted that since December 2015 officers had carried out a programme of engagement with neighbouring boroughs, other public bodies including the GLA & Environment Agency and had individual meetings as well as a formal duty to co-operate workshop with neighbouring boroughs in November 2016.

The Sub-Committee was informed that the Local Plan Direction of Travel Document was published in November 2016 as a way of engaging with and keeping stakeholders up to date and providing further detail on the emerging strategy and policy approach that will be reflected in the Pre-Submission Local Plan.

The preparation of the Direction of Travel was not a statutory requirement but was prepared to inform stakeholders and assist in the process of preparing a new Plan. Responses received to the Direction of Travel Document would be collated and reported to Cabinet alongside the Pre-Submission version of the Local Plan in due course.

The Development Planning Team Leader informed the Sub-Committee that a draft Pre-Submission Local Plan would be discussed at a series of briefings with Cabinet Members throughout January 2017 followed by engagement with non-administration Members.

The indicative timetable for the progression of the Local Plan was outlined as follows:

- Consultation (under Regulation 19) on the Pre-Submission version to commence in early 2017
- Submission - Spring 2017
- Examination - Summer/Autumn 2017 (subject to the availability of the Planning Inspectorate)
- Adoption - Winter 2017/18

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

24 REVIEW OF CABINET REPORT - SOCIAL HOMEBUY

In accordance with the Council's Continuous Improvement Model, the Sub-Committee received a briefing on the Social Home Buy scheme that was considered by Cabinet in 2015.

Officers informed Members that the scheme was put in place in and published via at the Heart (a periodical for Council tenants and Leaseholders) in November 2015 and to date only one application had been submitted for the scheme which did not progress to completion due to financial issues of the applicant.

The Sub-Committee noted that in regards to any cost implications, from the Council's view point any property where the option of a share being purchased the social rent would be lost. However rental income was still receivable from the property, based on the remaining share owned by the Council. In addition routine repairs liabilities would discontinue which could be recorded as a saving to the Council.

The Sub-Committee was informed that the service propose to carry out some additional publicity targeted at Council tenants to further promote the scheme.

In response to an enquiry on feedback, the Sub-Committee noted that as there had only been one application there was no basis for a feedback. In response to uptake on the right to buy scheme, the Sub-Committee noted that there were about 110 applications been considered.

It was also clarified that the council retained a first option to buy back a property and that the maximum discount on a right to buy scheme was £140 thousand depending on length of tenancy.

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

25 REVIEW OF CABINET REPORT - ATTESTATION OF PARKS PROTECTION OFFICERS

The Sub-Committee received a written report that updated on the progress in implementing the proposals of introducing Parks Protection Officers as agreed by Cabinet in December 2015.

The report outlined that since February 2016, Parks Protection Officers have been attested as constables to enable them to detain suspected offenders in the Council's Parks and Open Spaces. The new powers have been used on average about twice a month. The power had assisted in dealing with those isolated cases where the alleged offenders have not been willing to cooperate and there had been no incidents in the use of the power.

The Sub-Committee noted that there were currently five permanent members of staff consisting of a Parks Protection Manager and 4 Parks Enforcement Officers whose responsibility to specifically in Havering parks and open spaces. The team operated seven days a week, covering key times throughout the day and evening from a base in Raphael Park.

The report informed Members that attestation provided powers of a constable to Parks Protection Officers have been in operation for ten months with them formally being used 21 times, an average of just over 2 detentions a month. It was still early to draw any firm conclusions at this stage other than the power had been of assistance in isolated cases which was the reason for introducing the power as identified in the Cabinet report.

The arrest powers have been successfully used and been an additional tool for the Parks Protection Service in patrolling the Council's parks and open spaces and responding to calls.

The status of constable had also assisted in providing a level of protection such that no officer had since been subject to assault or threat of assault during the monitoring period.

The Standard operating procedure had been reviewed with a slight change to clarify that Parks Protection Officers could act around the perimeter of parks/open spaces to prevent unlawful trespass and by exception can stop at incidents encountered when travelling in the Borough (for example stopping to assist the community where need for assistance is identified), although attestation powers cannot be used in either case.

The report stated that since June 2016, as part of the Clean and Safe review of senior management, Parks Protection had been part of the Regulatory Services service as part of the enforcement review within Regulatory Services would include the future role of Parks Protection in part of any Council enforcement function.

In the meantime, it is considered that the attestation process, providing a change to greater constable powers, has been successfully implemented without any incidents.

Other than an initial cost for additional equipment and court fees, the introduction of the attestation power for Parks Protection Officers has not resulted in any additional financial costs.

In officers' view, the attestation of officers to constable status in Parks had proved to be useful in addressing criminal behaviour in the parks/open spaces and a valuable additional tool in regard to ensuring effective enforcement.

The Sub-Committee noted that given that it was still early into the period since the power had been granted, the risks identified in the Cabinet report still existed and as such further periodic reviews of the power was

recommended as well as internal review at least annually of the Standard Operating Procedures.

The Sub-Committee noted the recommended to Members that this report be noted and the attestation powers be reviewed further in 12 months' time by December 2017.

Members noted that the report recommended that constable status continue, and remain under review for a further 12 months.

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

Chairman

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TOWNS AND COMMUNITIES OVERVIEW & SCRUTINY SUB-COMMITTEE

REPORT

19 April 2017

Subject Heading:

Market Transformation Programme Update

CMT Lead:

Steve Moore, Director of Neighbourhoods

Report Author and contact details:

Lindsay Hondebrink, Interim Business
Development Manager, Economic
Development
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Suzanne Lansley, Projects and
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Development
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Policy Context:

Havering Council Corporate Plan 2016-17:
Using our influence to 'Supporting business
to create jobs'

Havering - Making a Greater London 2017:
Places and Opportunities

1. SUMMARY

This report provides an update on the Market Transformation Programme.

2. RECOMMENDATIONS

Members are asked to review the report and note progress.

3. REPORT DETAIL

This paper seeks to provide a progress update since the Sub-Committee's last meeting in January 2017 regarding the main components of the Romford Market Transformation Programme.

The original Cabinet report (November 2015) tasked officers to progress implementation of the Market Transformation in four key areas:

- Physical transformation and improved use of space
- Branding, identity and vision
- Business growth and development of market offer
- Operational management

3.1 PHYSICAL TRANSFORMATION AND IMPROVED USE OF SPACE

Market House

Planning permission was granted for the Market House at the Regulatory Services meeting held on 2nd February 2017 and work has started on the process of discharging planning conditions.

Colliers International has been appointed to support the Council with securing a pre-let for the Market House. A brochure has been prepared and sent out to a number of national chains; details have been placed on leading retail websites and sent to local operators. Responses are being evaluated and several companies have been invited to interview with discussions progressing.

Public Realm

Public realm designs are being finalised and a full costing for chosen materials is being prepared and reviewed.

Procurement and Timescale

It is the intention that the Public Realm works will be undertaken by Marlborough who will also act as the principle contractor for utility works.

In regard to the Market House works, a Pre-qualification questionnaire process has been carried out and four contractors have been invited to submit a full tender.

An indicative programme for the procurement and construction phases is detailed in the table below. This will be subject to change once the Market House contractor is appointed as they will liaise with Marlborough to finalise phasing and working arrangements. At which stage, a final programme will be issued.

Item	Date
ITT issued	W/C 1 st May
ITTs returned, evaluated and interview take place	W/C 29 th May – W/C 5 th June
Contract negotiations	W/C 12 th June – W/C 10 th July
East End works undertaken by Marlborough	W/C 10 th July
Market House Contractor Appointed	W/C 17 th July
West end Public Realm works start (Marlborough)	W/C 17 th July
Service Diversions Enabling works package	W/C 17 th July – W/C 6 th October
Market House Construction	W/C 20 th November – W/C 23 rd April 2018
West End Public Realm complete	W/C 25 th May 2018
Market House Fit Out complete	W/C 25 th June 2018

When the selection of the Market House contractor is complete and costs from Marlborough are finalised, we will be in a position to update members both on programme and budget.

3.2 BRANDING, IDENTITY AND VISION

The overall vision of the Programme is: *“To transform Romford Market, create a new heart of the town in the Market Place and enable growth”*

- Provide a higher quality, more diverse product offer
- Retain existing customers and attract new customer demographics – bringing an overall increase in footfall
- Provide new places to eat, drink and socialise
- Improve public realm

A tender specification for the development of a new market brand and identity has been prepared and final preparations are now being made to launch a tender exercise for the appointment of a marketing specialist.

3.3 BUSINESS GROWTH AND DEVELOPMENT OF MARKET OFFER

Events and Promotional Activity – to attract customers

A programme of events took place in the market place in the run up to Christmas 2016. A review has been carried out and key findings include:

- 41% increase in footfall at Christmas lights switch on (17 November), with 25,718 relative to an average Thursday footfall of 18,233
- A footfall increase on the day of the ice rink launch of 12% (19 November), with 34,600 relative to an average Saturday of 30,678
- A total of 12,268 skaters used the ice rink (18 November to 15 January)
- 510 children engaged in the events through schools and other educational settings

An event programme for 2017 is currently being finalised and, this year, it will focus around trialling new ways to increase footfall and customers, commencing with activity around Easter weekend and St Georges Day.

An options analysis is being carried out to consider the feasibility and Health and Safety requirements of a Christmas lights switch-on and the provision of an ice rink during the construction stage.

Developing a Growth Strategy

To inform a future growth strategy, a perception survey was completed in March 2017 with a total of 3,257 respondents. A summary of key findings include:

- The existing typical customer visits the market weekly, for 30 minutes to an hour and spends on average £10 to £20 per visit
- The character, history and atmosphere provide the most enjoyment from visiting the market place
- Fruit and vegetable stalls are the most visited, followed by clothing
- Almost a third of those who 'don't shop' at the market said that it was the lack of product offer that was preventing them. For those that 'do shop' in the market, the lack of variety provides the least enjoyment
- 49% of those that do shop and 21% of those that don't shop chose Sunday as their preferred additional trading day
- Handcrafted gifts and bakery stalls were highlighted as most likely to encourage them to visit the market

Two footfall counters have been installed. The weekly average footfall in the market place is 142,133, which will now be used as a baseline to track future market performance.

With the research and baseline phase complete, a growth strategy will now be developed to capitalise on the areas of opportunity and in line with the vision.

3.4 OPERATIONAL MANAGEMENT

A highly experienced new Market Manager was appointed in January 2017 who is now focusing on a number of key transformational areas:

- A new monthly Traders Committee is now in place with improved governance to strengthen engagement and communication

- A review of operations is continuing, including looking at changing market staff working hours, Health & Safety, advertising, communications and business development.
- A trader incentive scheme is being developed for during the construction phase to support retention and recruitment
- An operational plan is being prepared to accommodate and relocate existing permanent traders who will be displaced during the Market House build.
- A traders pledge to raise the quality standard and future ways of working to be introduced concurrently with the new market branding and identity.

4. IMPLICATIONS AND RISKS

Financial implications and risks:

When the procurement of the Market House contractor is complete and costs from Marlborough are finalised, a member update will be provided regarding the final programme and budget.

Legal implications and risks:

There are legal implications relating to the contractor procurement, which will comply with EU Procurement Legislation and the Council's Contract Procedure Rules.

Human Resources implications and risks:

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

Equalities implications and risks:

An Equality Impact Assessment has been completed at programme level. An action plan is in place and being monitored to mitigate against any potential risks of adverse impact.

5. BACKGROUND PAPERS

18th November 2015 Cabinet Report

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TOWNS & COMMUNITIES OVERVIEW AND SCRUTINY SUB-COMMITTEE

Subject Heading:	A Literacy Strategy for Havering
SLT Lead:	Sarah Homer
Report Author and contact details:	Magdalene Royer Magdalene.royer@havering.gov.uk 01708 433926
Policy context:	Living Ambition Culture Strategy

SUMMARY

The Strategy sets out how the Council and partners will improve Literacy levels in the borough and includes an Action Plan that identifies the priority actions for the next three years. The Strategy set out how the Council and partners would improve Literacy levels in the borough and included an Action Plan that identified the priority actions for the next three years. This is an update report.

RECOMMENDATIONS

Not applicable to this report.

REPORT DETAIL

The Literacy Strategy sets out a Vision for Literacy for the next three years: **‘For all in Havering to enjoy and feel confident in the English Language’**. The purpose of the strategy is to ensure better coordination of work to support literacy development in Havering.

The Strategy deliberately focuses on English because this is the language of the environment in which we all exist and relate to one another. Research has shown that English language proficiency is one of the key factors in supporting social integration

and community cohesion, as well as being important in an economic context i.e. helping people to gain and progress in employment..

Although the focus of this strategy is on English, it is important to recognise the need for communities to continue to celebrate their rich cultural traditions, including the continued use of their mother tongue, in addition to English.

This Literacy Strategy and associated action plan focuses on the following groups:

- Early Years (0-4 Years)
- Children 5-11 Years
- Young People 11-19 Years
- Adults with Low Literacy

Scope and Target Audience

Whilst the aim is to make literacy support available to all who want and/or need it, there are limited resources and it is necessary to prioritise key target groups for some actions.

Some of the organisations involved in the strategy, deliver, and will continue to deliver, literacy to people of all ages and backgrounds – a universal offer. Others focus on a specific age group or identified need.

The Library Service was restructured in 2015/16 to create MTFS saving of £894k with effect from 1st April 16 and some of the posts created in the strategy could not be filled, some posts were deleted and other reduced

This had a significant impact on the deliverable in the strategy, because of the lack of resources. However the Library service has seen an increase in footfall, the best in London Summer Reading challenge and are utilising the building in different ways to be of service and engage the community

1. Early Years (0-4 Years)

- 1.1 This strategy recognises the importance of supporting children and families at preschool stage in order to increase the achievement of early learning goals and facilitate the transition to primary school (i.e. school readiness).
- 1.2 The Library service had a large reduction in staff and opening hours of all Libraries, and this had a significant impact on the key objectives. HAVCO closed in September 2015 and was replaced by the Havering Volunteer Centre and all volunteer opportunities are forwarded to them for their database. Working with the centre and Reader Development team, The Library service have recruited and trained over 400 volunteers who provide a wide range of roles in Libraries.
- 1.3 Havering Libraries are top in London for having the most number of children read all six books they signed up for, in this year's Summer Reading Challenge. The 79 per cent completion rate is the highest in London – the average is 55 per cent.

1.4 The Summer Reading Challenge runs every year during the six weeks holiday. It is supported by library staff who recruited some 125 volunteers to talk to children about the books and reward them with stickers. Primary schools are also visited by the Reader Development team to promote the scheme and present certificates.

1.5 Activities in libraries such as Baby Bounce, Wiggle and Giggle and Read and Rhyme are very well attended and Langton's Registry office, on behalf of the Library service, continue to register all babies at birth and ensure new parents are giving the 'library pack'

2. Children 5-11 Years

2.1 With Havering's performance at all key stages above national averages, the literacy strategy will focus on narrowing the gap to ensure that effective support is provided to all children within the Borough who are identified as achieving below average scores for literacy.

2.2 Once again volunteers and partners are an integral part of Havering Libraries and allow the service, with staff, to offer a wider range of initiatives targeted at children.

- Reader Development Team, reduced from 8FTE, including a manager to 2FTE, have visited over 50 primary schools in the borough promoting libraries and literacy. They also offer curriculum based library visits.
- Reading Buddies support children with their school reading books.
- The Summer Reading Challenge encourages children to read over the summer and to share their opinions on their reading with somebody else
- Chatterbooks Reading Groups aimed at 7 – 11 year olds at 2 locations - sessions run by volunteers but prepared and supported by Reader Development Team.
- The Library Service works with a number of key partners including Arts Council, YMCA, Reading Agency and volunteers to deliver programmes aimed at supporting literacy.

3. Young People 11-19 Years

3.1 At secondary school level the challenge for young people, and for their teachers and parents, is that they become literate enough to access the curriculum during their secondary schooling and to progress into further education, training or employment. This is a difficult age group to keep engaged with reading for pleasure and an environment where there are competing distractions.

3.2 The libraries currently provide a wide collection of book stock suitable for young adults and free access to computers and free Wi-Fi which is utilised by the age group. The teen zones and teen reading groups were not as successful.

3.3 Havering College of Further and Higher Education, provides a range of services including:

- Adult Literacy entry provision
- Pre-entry reading programme
- Adult English and Functional Skills English Entry, Level 1, Level 2
- IT courses with embedded literacy
- Literacy workshops for adults on employability courses

3.4 Young people are involved in developing programme to support media activity in the libraries and in particular developing films for the libraries television system and managing content displayed to the public. In addition, working with the Youth Service, libraries will be central points of contact for young people for a range of things including information advice and guidance.

3.5 Maintain targeted provision for special needs schools delivered by Reader Development includes Corbets Tey who have classes visiting Upminster Library; Dycorts visits Harold Hill weekly for Bag Books and Ravensbourne have just started visiting Harold Hill monthly for Bag books sessions.

4. Adults with Low Literacy

4.1 Adults with low literacy skills are defined as those who experience problems with basic literacy and wider communication skills.

4.2 The importance of raising adult literacy levels will be reflected in the Borough's Employment and Skills Plan and is also recognised in the Health and Wellbeing Strategy.

4.3 The 'Books on Prescription' scheme to help people with common mental health problems, such as anxiety, depression, phobias and eating disorders are available in all libraries.

4.4. All libs have Health & Well Being Corners which increases the role of the public library service in supporting health, wellbeing and social care in Havering, including audio and e-books

4.5 Work with Romford Association for the Deaf to pilot a deaf reading group had very limited success and it will be reviewed again in the future.

IMPLICATIONS AND RISKS

Financial implications and risks:

It was intended that the delivery of the objectives and outcomes included within the Literacy Strategy would be achieved from within existing Culture and Leisure Services budgets. At the time the proposals do not create any budgetary pressure within the

service. However, The Library Service was restructured in 2015/16 to create MTFS saving of £894k with effect from 1st April 16 and some of the posts created in the strategy could not be filled, the impact of which is the report detail.

Legal implications and risks:

Subject to the equalities impact of the strategy which is addressed below, there should be no legal implications from the report.

Human Resources implications and risks:

Not applicable to this report.

Equalities implications and risks:

Research shows that poor literacy skills are part of a vicious cycle of factors that lead to disadvantage and poverty of opportunity, therefore the improvement in literacy provision and coordination will help promote equality within the borough.

Literacy is important for everyone's aspirations and the growth of the whole community within Havering, and we will continue to offer literacy support to all. However, there is a need for the purpose of this strategy and associated action plan to identify themed groups for action. This Literacy Strategy Action Plan looks at the following:

- Early Years (0-4 Years)
- Children 5-11 Years
- Young People 11-19 Years
- Adults with Low Literacy

BACKGROUND PAPERS

Library Strategy, 2013-15.

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TOWNS AND COMMUNITIES OVERVIEW AND SCRUTINY SUB-COMMITTEE

Subject Heading:

Update: 2 metre high front walls and appeal decision.

CMT Lead:

Steve Moore, Director of Neighbourhoods

Report Author and contact details:

Simon Thelwell, Planning Manager, Projects and Regulation
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Policy context:

National Planning Policy Framework
National Planning Practice Guidance
Havering Local Development Framework

SUMMARY

Following the resolution of the Full Council, this sub-committee is asked to review again the issue of walls which have been erected at the front of a property in the Borough and any action that could be taken as a consequence.

The Council has been successful at appeal in confirming that the walls, due to their height and position do need planning permission. Further legal advice has confirmed that the whole length of the wall is unauthorised and that consideration can be given to enforcement action requiring the whole wall to be reduced in height.

RECOMMENDATIONS

That the update report be noted and that, in accordance with the latest legal advice received, the lowering of the whole length of the walls to an acceptable height be sought, with formal enforcement action being taken if necessary.

REPORT DETAIL

1.0 Background

- 1.1 At the Full Council meeting on 22nd March 2017, following a motion on behalf of the Independent Residents Group, the following resolution was agreed:

This Council requests the Town and Communities O & S sub-committee to review again the case involving 2 metre high front walls referred to it on 25 November 2015 in the light of the subsequent appeal decision (Planning Inspectorate APP/B5480/X/16/3152643) and updated legal advice received.

- 1.2 The motion and subsequent resolution stems from two brick walls erected along the side boundaries of the front garden of a terraced house in Rainham. The walls are up to 2 metres in height next to the house and its neighbours and reduces in height to the highway.
- 1.3 The purpose of this report is to provide an update to the case and next actions.

2.0 Update to the Case

- 2.1 The owners of the property submitted a lawful development certificate claiming that the walls did not need planning permission. The Council sought legal advice which, in summary, was that if the walls posed a danger to highway users then the walls would not be permitted development. Furthermore, the advice was that any enforcement action should only seek to address the harm caused and only that part of the wall causing obstruction could be required to be removed.
- 2.2 The Council refused the certificate application which the owners appealed against. The appeal was dismissed with the Inspector concluding that the walls did represent a danger to highway users and therefore were not lawful.
- 2.3 Subsequent to the appeal decision, a further legal opinion has been sought in regard to the enforcement position in the light of the appeal decision. The legal view has now changed in that as the Inspector found that the walls, for their whole length, posed a danger, the Council can require that the whole length be reduced. The owners have been advised to lower the whole length of the walls in order to avoid enforcement action.
- 2.4 The owners have been advised to lower the wall, but presently are disputing this due to the earlier advice received (since updated by most recent legal advice). If the matter cannot be resolved by negotiation, an enforcement notice will be served requiring the walls to be reduced along their whole length.

3.0 Conclusion and Recommendation

- 3.1 In accordance with the latest legal advice received, officers have contacted the owner and informed them that the lowering of the whole length of the

walls needs to be undertaken. If the required works are not carried out voluntarily, formal enforcement action will be necessary.

IMPLICATIONS AND RISKS

As is an update report, there are no new implications or risks to consider.

BACKGROUND PAPERS

Town and Country Planning (General Permitted Development)(England) Order 2015

Local Development Framework

National Planning Policy Framework

National Planning Practice Guidance

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REPORT OF THE CHIEF EXECUTIVE

**SUBJECT: REPORT OF THE TOWNS & COMMUNITIES OVERVIEW
AND SCRUTINY SUB-COMMITTEE: ASB IN COUNCIL
TENANCY TOPIC GROUP**

SUMMARY

This report contains the findings and recommendations that have emerged after the Topic Group scrutinised the subject selected by the Sub-Committee in August 2015.

The environmental, equalities & social inclusion, financial, legal and HR implications and risks are addressed within the topic group's report.

RECOMMENDATION

That Members:

1. Note the report of the Towns & Communities Overview and Scrutiny Sub-Committee Topic Group (attached);
2. Decide whether to refer the recommendations of the Topic Group to Cabinet.

REPORT DETAIL

At its meeting on 18 August 2015, the Towns & Communities Overview and Scrutiny Sub-Committee agreed to start a topic group to scrutinise the Council's Policy on Anti-Social Behaviour by Council Tenants within Housing Services.

Attached is a copy of the Topic Group's report. The report includes details of the scrutiny work undertaken by Members in reaching the recommendations set out.

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Andrew Blake-Herbert
Chief Executive

Background Papers - None



REPORT OF THE TOWNS & COMMUNITIES OVERVIEW AND SCRUTINY SUB-COMMITTEE ASB IN COUNCIL TENANCY TOPIC GROUP

1.0 BACKGROUND

1.1 At its meeting on 18 August 2015, the Towns & Communities Overview and Scrutiny Sub-Committee agreed to start a topic group to scrutinise the Council's Policy on Anti-Social Behaviour by Council Tenants within Housing Services.

1.2 The membership of the Topic Group was open to all Members of the Sub-Committee. Councillors Lawrence Webb (Chairman), June Alexander, Jody Ganly and Linda Trew indicated to participate in the review.

The following Members also indicated interest and were co-opted to the review group; Councillors John Granville, Pat Rumble and Ian De Wulverton.

1.3 The Topic Group met on four occasions and undertook a joint review of the current Tenancy Agreement which sets out the rights and responsibilities of new tenants.

2.0 SCOPE OF THE REVIEW

At its meeting on 23 June 2015, the Sub-Committee received a briefing report on Anti-Social Behaviour and Council Tenancies.

The report informed Members of progress with combating Anti-Social Behaviour (ASB) within the Council's housing stock.

Anti-Social behaviour (ASB) is a broad term used to describe the day-to-day incidents of crime, nuisance and disorder, from litter and vandalism to public drunkenness or aggressive dogs, to noisy or abusive neighbours.

It was noted that such a wide range of behaviours meant that responsibility for dealing with anti-social behaviour was shared between a number of agencies, but particularly the Council and the Police.

The Sub-Committee found that dealing with the root causes of ASB had to be the best solution for long-term change.

The Sub-Committee noted that a review of the current Housing Tenancy Terms and Conditions was in progress. The project was at an early stage and would include a full and extensive consultation process.

The Topic Group was set-up to scrutinise the Council's Policy on Anti-Social Behaviour for Council Tenants within Housing Services.

The Group noted that dealing with ASB within the Council's housing stock was a significant part of the Council's overall ASB strategy but that it should not be looked at in isolation as the Council's Crime and Disorder strategy comprised a number of separate methods that were available to tackle ASB across all tenures.

The Topic Group was informed that the recently enacted Anti-Social Behaviour, Crime and Policing Act 2014 had introduced a series of new powers to assist with combatting ASB. One aspect was the amendment to the Housing Act 1985 in respect of secure tenancies (as used by Councils) to provide for mandatory possession of a property, where ASB or criminal behaviour had already been proved in another court. This also enables social landlords to expedite possession proceedings where another court has proven significant anti-social behaviour or criminality in the locality of the property.

These included situations where a tenant, a member of their household or one or more of their visitors was found to be:

- In breach of a Court Undertaking and / or Civil Injunction;
- In breach of a Court Ordered Criminal Behaviour Order;
- Convicted of Breaching a Noise Abatement Notice;
- Subject to a breach of a Closure Order.

The Group noted that Housing Services had a Prevention and Diversionary Strategy for dealing with Council tenants. Members noted that the service took an intelligence led approach to identify hot spots and to target resources.

It was noted that the service worked closely with partner agencies to both prevent and resolve ASB alongside the Community Engagement Team who had organised a number of events such as Job Clubs and other initiatives to help reduce unemployment and to provide diversionary projects to prevent ASB such as the Football Academy and 'Family Boot Camp' schemes.

The Group noted that:

- Non-payment of council tax could not be included in a tenancy agreement
- The Council could still take action against a council tenant on anti-social grounds but what action could be taken was very much dependent on the regularity and seriousness of the incident(s) and the impact on the wider community.
- One of the principal delays in taking effective and timely action is the courts. There were substantial delays in getting cases listed for hearing

which appears to have worsened following cuts to the Ministry of Justice budgets

- The Council was aware of the serious issue of substance abuse such as the use of cannabis and laughing gas amongst young people.
- Noise nuisance was about 35-40% of the caseload of Neighbourhood Officers

During the course of the exercise, Members of the Topic Group identified tenants' cases that they would like the Topic Group to review as part of the scrutiny process in order to understand the approach that was taken on each individual case.

Following the exercise, the Topic Group was satisfied with officers' approach to each of the cases reviewed based on the information that was available.

3.0 FINDINGS

The current top messages to council tenants were:

- Your tenancy is your home and you are responsible for your family members and visitors' behaviour.
- You need to take care of your home – any damage that you, your family or your visitors cause will be your responsibility. If the Council has to undertake any such repairs then we will recharge you the costs.

The current policy on pets in councils home allows for:

- Two pets if the tenant lives in a house, bungalow or flat with access to a garden
- Written permission for a dog
- Dogs to be chipped
- One pet if the tenant lives in a flat or the building has a warden service
- No reptiles, pigeons or dangerous dogs
- Animal welfare requirements
- Not allowing pets to frighten or cause a nuisance to neighbours

The policy promotes being a good tenant whilst living in a council home by putting in place controls around:

- Running a business
- Maintaining pest control
- Providing access for repairs – especially gas
- Home improvements
- Damage and rechargeable repairs

The policy promotes taking care of the environment by maintaining:

- Gardens

- Communal areas
- Fly tipping and graffiti
- Trees
- Satellite dishes (this was currently not been enforced due to the poor TV reception in some homes)

The Topic Group was informed that the new Tenancy Strategy which was drafted following the Localism Act 2011 introduced secure fixed terms tenancies for 3 or 5 years

The Topic Group noted the following regarding the new fixed term tenancies:

- Older people (60+) are exempt and therefore will still continue to be offered secure lifetime tenancies
- A three year fixed term will be offered where the tenant has a known history of rent arrears or Anti-Social behaviour. In all other cases a 5 year fixed term will be offered.
- Whether 3 or 5 years the tenancy will be reviewed 6 months from the end of the fixed term to establish whether the 'housing need' of the individual or household has changed.
- This will provide the Council with more control. So for example the Council could refuse to extend the fixed term if the tenant has committed Anti-Social behaviour, is under-occupying, has made unauthorized alterations to the property or is in arrears

The Topic Group was informed that the Localism Act also made some major changes to the law on succession. Prior to the Act being passed the law on secure tenancies was that there was:

- Only one succession on death was allowed and that could be to the spouse living with tenant at time of death or a member of the family living with the tenant for at least 12 months at the time of death.
- The Localism Act changed the above – so that new tenancies post 1st April 2013 could only have one succession on death and this was only to a spouse or civil partner living with tenant at the time of death
- The Topic Group noted however that because the Council's Secure Tenancy has not been revised since the Localism Act was passed the old law still remains in place until such time as the Council agrees any proposed revisions to the tenancy strategy and/or tenancy agreement at which point the new succession changes will take effect.

The Group noted that the Council was presently conducting an assessment into the feasibility of implementing a Landlord Accreditation Scheme and/or additional licensing for Houses in Multiple Occupation. This was due to be completed for formal consideration by January 2017. Much of the need for this related to anti-social behaviour (ASB) within the borough, hence to deal with ASB strategically this needs to be considered when also dealing with all forms of tenancy including Council Tenancy.'

During the process of this review, the Group endorsed a joint nuisance information pack that outlined how a statutory nuisance issue, such as noise, for all forms of tenancy would be investigated. It was intended that this document would now be taken forward towards implementation within both Housing Services and Regulatory Services.'

The Group understand that residents who were owner/occupiers of their property could be held to account under the following two key pieces of legislation:

1. Environmental Protection Act 1990, Statutory Nuisance: evidence is gathered from residents via diary sheets, noise monitoring equipment that can be installed and officers can attend to witness the issue. If following this a nuisance is present then a warning notice is served whereby observations for compliance follow. Should a breach of notice occur a prosecution can be taken forward potentially resulting in a criminal record and fine.
2. Anti-Social Behaviour, Crime and Policing Act 2014: evidence is gathered via diary sheets from residents and observations by officers. There is then a number of tools that can be used i.e. community protection order to deal with the individuals causing the ASB.

The Group understand that throughout these processes the Council would make every effort to deal with the matter informally.

RECOMMENDATION

Following the review exercise undertaken with officers, the Topic Group supports the Housing Services and Public Protection operating a joint service dealing with statutory noise nuisance consistently. This would be via a shared Nuisance Information Pack advising residents of the new procedure. There are various legal remedies that can be used such as Section 80 of the EPA 1990 and the Crime & Policing Act 2015; however the Housing Service can also use Tenancy Terms & Conditions to deal with some issues relating to noise nuisance.

It is recommended that a Policy and Procedure is produced and implemented defining the new joint service. This will also demonstrate how the Council was dealing with noise nuisance in a consistent and as far as is possible tenure neutral manner for all residents.

The Topic Group agreed that in regular communication with all tenants there would be a notice added highlighting any evictions for ASB and a gentle reminder of tenants own obligations.

ACKNOWLEDGEMENTS

During the course of its review, the topic group was supported by the following officers:

Peter Doherty – Tenancy Sustainment Services Manager
Louise Watkinson - Environmental Health
Martin Grant - Environmental Health
John Smith – Tenancy Sustainment Manager

Financial Implications and Risks:

None

Legal Implications and Risks:

None

Human Resources Implications and Risks:

None

Equalities and Social Inclusion Implications and Risks:

None

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Background Papers List

None