



TOWNS & COMMUNITIES OVERVIEW & SCRUTINY SUB- COMMITTEE AGENDA

7.30 pm	Thursday 23 November 2017	Committee Room 3B - 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
June Alexander

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 7 September 2017 and to authorise the Chairman to sign them.

5 PERFORMANCE REPORT - QUARTER 2 (Pages 11 - 24)

6 PARKS AND OPEN SPACES - PRESENTATION (Pages 25 - 50)

7 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
Committee Room 3B - Town Hall
7 September 2017 (7.30 - 9.40 pm)**

Present:

Councillors Lawrence Webb (Chairman), Linda Hawthorn (Vice-Chair),
Steven Kelly, Robby Misir, Frederick Thompson, Jody Ganly and
Michael Deon Burton

Apologies for absence were received from Councillor Carol Smith and Councillor June Alexander

37 DECLARATION OF INTERESTS

No interest was declared at the meeting.

38 MINUTES

The minutes of the meeting of the Sub-Committee held on 20 June 2017 were agreed as a correct record and signed by the Chairman.

39 PERFORMANCE INDICATORS - QUARTER ONE

The report before Members set out the quarter one Corporate Performance data as selected by the Sub-Committee.

The report identified where the Council was performing well highlighted and not so well. The indicators that were rated as red (not so well) also detailed the corrective action that were required in order to indicate what action the Council was taking to address under performance.

The data presented reported on six performance indicators to the Sub-Committee, ratings were available for 3 of the 6 indicators.

It was reported that of the three indicators; one (33%) had status of Green being on target while two indicators (67%) have a status of Red being off target.

The Sub-Committee noted the Performance was above target for housing repairs completed within target and had improved compared to same time last year and compared to last quarter.

The Sub-Committee noted the following areas that required improvements:

- The number of complaints closed within timescale for 'Housing - Repairs' were below target. 34 out of 61 (56%) of Stage 1 complaints were closed within 15 days.
- It was noted that although the results were identified as 'Housing – Repairs' the figures included those from other service areas. It was stated that the CRM system was unable to differentiate more accurately the performance of Housing services.
- During the period the Complaints team lost a member of staff and this caused a backlog. Recruitment was currently underway.
- The complaints team also dealt with Freedom of Information (FOI) requests and Member Enquiries. Following the Grenfell Tower fire in June there was an increase in FOI requests and enquiries regarding the actions the Council was taking in respect of fire safety. This had a knock-on effect on complaints processing.
- The complaints process within Housing services was being reviewed to try to improve efficiency. A number of measures were being considered including the proposal to have contractor complaints staff working alongside Council complaints officers to improve response times and quality.

The Sub-Committee noted that there were two stage 2 complaints that were not closed within timescales resulting in the outturn being 1% below target (where bigger is better). One was for 'Housing –Repairs' and the other for 'Planning and Building Control'.

The Sub-Committee was informed that the Contractor liaison performance indicator with residents during regeneration work data was not currently available. A delivery partner/contractor had not yet been selected for the Housing Regeneration programme and was expected to be chosen by March 2018.

The Sub-Committee noted the performance update.

40 **PRESENTATION ON 'MOBILE FURNITURE RULES'**

At the request of a Member the Sub-Committee received a presentation on Mobile Furniture rules.

The Sub-Committee was informed that Mobile Furniture were installed under permitted development rights for telecommunications operators covered by Class A, Part 16 of what was called the 'Town and Country

Planning (General Permitted Development) Order 2015. The order enabled operators to undertake certain types of development without requiring permission from local authority.

The Sub-Committee noted that the Class A, Part 16 actually say allowed for a mobile furniture to be carried out in, on, over or under land if it consists of either of the following:

- The installation, alteration or replacement of any apparatus
- The use of land in an emergency for not more than 18 months and the operation of moveable apparatus to replace that sited elsewhere
- Development ancillary to radio equipment housing

The Sub-Committee was informed that permission of the local authority was required when the proposal of the Telecommunications development fell into one of three categories:

- Full planning permission is needed
- Prior approval being needed (siting and appearance only, 56 day procedure otherwise default approval)
- No prior consent is needed at all as the works are permitted development

The Sub-Committee noted that if an operator proposed to install a mast which was over 15 metres in height, a full planning permission was needed but if the mast was up to 15 metres in height or equipment cabinets with a volume more than 2.5 cubic metres, then prior approval from the council would be required.

It was also highlighted that an equipment cabinet with a volume less than 2.5 cubic metres would not require any consent although the operator should notify the council before undertaking such works. In conservation areas tighter controls were in place.

The Sub-Committee noted that the use of the Highway under the New Roads and Streetworks Act by a telecommunications operator, only required notification on intent in order to install equipment on the highway and for such an installation the local authority does not receive any rental income for the installation.

The Sub-Committee was made aware that a resident of the borough had made a representation direct to telecommunication operator company over the installation of a third cabinet and requesting that the cabinet be in one single colour as it was in the vicinity of their home.

The Sub-Committee was informed that officers had separately written to the consultants who were acting on behalf of telecommunication operators to relay the concerns which have been raised a Member and the resident and as yet awaiting a response.

The Sub-Committee noted the presentation.

41 CABINET REPORT UPDATE - ROMFORD DEVELOPMENT FRAMEWORK

In accordance with the Council's Continuous Improvement Model, the Sub-Committee received an update on the Romford Development Framework that was approved by Cabinet in July 2015.

The Sub-Committee noted that the Romford Development Framework had now been in place for two years and as demonstrated by this report it had been a valuable tool which had assisted in developing new planning policy (The Local Plan), provided guidance when determining planning applications and has raised the profile of Havering and helped achieve housing zone status.

The Sub-Committee was informed that Romford continues to be an important regeneration and growth area and the future development of the town was a key priority for the Council particularly the new Assistant Director of Development and the Development service. It was stated that work was currently underway to determine the most appropriate way of taking forward the Council's vision for Romford and for facilitating and optimising the development opportunities that exist.

It was anticipated the potential options will be discussed with Cabinet Members in due course.

The Sub-Committee was noted the update report .

42 ROMFORD MARKET TRANSFORMATION PROGRAMME - UPDATE

The Sub-Committee received an alternative proposal for the delivery of the Romford Market Transformation Programme that was being developed.

The original cabinet report for the market was for the implementation of a Transformation programme covering the following four key areas:

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

The programme covered a range of activity including rebranding, better control and management of stalls, delivery of public Wi-Fi, increasing and diversifying the number of traders and to physically transform the space.

The report detailed that in progressing implementation, officers focussed initially on the physical transformation by working up proposals for a new Market House, which aimed to deliver a high-quality food offer with public realm space for seating and a play area for children.

However, the final costing for the Market House indicated an additional cost of almost £1 million for groundworks, which had made it unviable. It was a major set-back in the delivery of the Transformation Programme.

The Sub-Committee noted that the principle activities in the programme as set out in the November 2015 Cabinet paper remain and alternative proposals were now being developed.

The technical studies and consumer research completed as part of the original Programme would continue to be utilised to inform the future proposals.

The Sub-Committee was informed that the current proposals in development and being costed included:

- Creation of a public dwell space, which can be used for seating and events.
- Re-branding and promotion of the market, digitally and traditional media.
- Measures to continue the upward trend of increasing market traders and diversifying the market offer.
- Reconfiguration of stalls, with matching covers and an aligned layout.
- Maximising the opportunity created through delivery of public Wi-Fi in the Market Place, including contactless payments.
- Introduction of additional market events to trial concepts and inform the transformation moving forward.

The report also indicated that there were proposals for a masterplan for Romford town centre, accompanied by a delivery strategy, to provide an overarching vision for the regeneration and development of the town.

The Sub-Committee noted that Romford Market Place was a key and historical asset to the town and a masterplan would carefully consider how to maximise its potential for the benefit of the town.

The Sub-Committee was informed that despite the setback in the delivery of the programme, an operational focus had continued on growing trader

numbers, expanding the offer and making small changes to refresh the look of the market.

It stated that since May 2017, the following outputs have been achieved:

- 3.5% increase in licenced traders, from 70 to 75
- 21 additional casual traders, total of 48 new casual traders this year to date.
- 10 new casual catering traders, which has improved the food offer and provided a more varied range.
- Footfall has remained steady with a monthly average of approximately 143,000 in May and July, with an increase to approximately 150,000 in June.

The aim was to continue the upward trend, culminating in a market which feels vibrant and busy, with an improved choice of quality products.

Since April 2017, the following operational changes have been achieved:

- Full Health & Safety checks and process/procedure assessment completed.
- A review of operational procedures was completed resulting in several minor changes. The most significant adjusted market staff working hours to provide better cover and improved trader contact from 6am to 7pm on Market days.
- Following discussion with the Police Counter Terrorism Unit, some additional safety measures have been put in place based on their advice.
- A review of Return on Investment for advertising was completed. This has resulted in more a more targeted and effective approach.
- Trader vehicle movements are now managed by Market Staff allowing safer and coordinated access at peak times.

During a discussion on the Market House, a Member sought information why the costs of the project had increased and the presence of the utility pipes. It was explained that although previous work had been undertaken on the market place the utilities were considered to be at a depth that did not impact on previous public realm work and as such a full ground surveys would not have been undertaken.

The Sub-Committee was informed that all plans received from the utilities companies as part of initial enquiry work in RIBA stage 1-2 indicated that the gas pipe was in a different location to that which was subsequently discovered during ground investigations.

It was stated that Officers were working on a revised business plan for the market which would incorporate the four key area of the transformation programme. The Sub-Committee requested that a detailed financial

business plan and layout of the market place be brought to a future meeting.

The Sub-Committee was also informed that an ice rink was planned for Christmas 2017, following the impact of the ice rink at the Eastern End of Market Place. Tenders have been received and a provider would be appointed shortly.

The annual Christmas Lights Switch On would take place on Thursday 16 November in the Market Place, and the ice rink would be opened the following week until early January.

The Sub-Committee noted the update and requested that the Director of Neighbourhoods attend the next meeting.

43 CABINET REPORT UPDATE - AWARD OF THE SPORT AND LEISURE MANAGEMENT CONTRACT

In accordance with the Council's Continuous Improvement Model, the Sub-Committee received an update on the progress made during the first year of the Sports and Leisure Management (SLM) contract.

The report detailed key activities progressed during the first ten months of the contract. It was noted that the contract was to manage the following facilities:

- Hornchurch Sports Centre
- Central Park Leisure Centre
- Noak Hill Sports Complex (from January 2017)
- Sapphire Ice and Leisure Centre (once opened – Spring 2018)

SLM also continue to manage Chafford Sports Complex under the terms of the previous Sports and Leisure Management contract whilst negotiations were continuing with the aim of agreeing a variation to the contract that would secure the future operation of the Chafford Sports Complex.

The Sub-Committee was informed that the major investment proposals at the award of contract that secured the financial position as set out in SLM's Tender were:

- A new build Hornchurch Sports Centre
- An extension to Central Park Leisure Centre
- Opening of the Sapphire Ice and Leisure Centre

The report indicated that officers were satisfied that the contract was progressing well. It was noted that attendances at the Leisure Centres for the first nine months of the new contract were better than expected. The

attendances from April to June 2017 increased by 2,756 compared to the same period in the previous year.

There had also been a 35% increase in disability participation rates across the centres through SLM working in partnership with local disability groups.

It was noted that the Everyone Active Referral Scheme (EARS) was steadily increasing its referral numbers from local GP's and more patients were completing the 12 week programme and using the leisure facilities on a regular basis.

The Sub-Committee noted that following the costs analysis process for the 50 metres swimming facility at the new Hornchurch Sports Centre and the associated revenue and cost implications been known, the decision was taken to return to the 25 metres swimming pool proposal in May 2017.

The Sub-Committee was informed that the basis of the change from the design for the 50 metres had benefited the 25 metres pool that would be installed as it had reduced wasted circulation space.

The tender costs for building the new centre with the new design were currently been awaited. It was agreed that the Sub-Committee would receive an update in the future.

The Sub-Committee was informed that the costs for the new centre was factored into the evaluation of the tenders along with the cost of borrowing, the income to be received from SLM over the life of the contract and the savings that would be delivered.

The following revised timetable for a new build Hornchurch Sports Centre was outlined:

- September 2017 – Public engagement events
- October 2017 – Planning application submitted
- January 2018 – Planning application outcome
- May 2018 – Construction commences of new centre (subject to planning)
- January 2020 – Construction complete
- February 2020 – New centre opens/demolition commences of existing centre
- July 2020 – Demolition of existing centre complete and new car park opens

The report informed the Sub-Committee noted that the extension of the gym at Central Park Leisure Centre was underway and on track to open in October 2017. The extension would allow a larger fitness suite (gym) area (722 metres) and also provide a new dance/fitness studio space. The works would increase the fitness suite from 80 station gym to a 140 station gym.

The Sapphire Ice and Leisure Centre in Romford was progressing well and on schedule to be handed over to SLM by Wilmott Dixon in January 2018. Following handover, SLM would complete the fit out of the facility e.g. health and fitness equipment. The new 25 metres swimming pool would be used by Romford Town Swimming Club and would also be the base for the new Havering Borough swim squad, made up from the best club swimmers within Havering. London Raiders Ice Hockey Club (previously Romford Raiders) would also be returning to the new facility mid-way through next season.

Further to the Sub-Committee's comments about the standard of cleanliness at the Leisure Centres in July 2016. The report indicated that the issue was raised with the operator. A regime of inspections and challenges (including financial penalties issued under the terms of the contract) had ensured that the standard of cleanliness had greatly improved and consistently maintained.

The Sub-Committee was informed that SLM were working to ensure higher standards of cleanliness were maintained. The improvements at the centres have been noted during a recent Quest visit by external assessment.

The Sub-Committee noted the update report.

Chairman

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TOWNS AND COMMUNITIES OVERVIEW AND SCRUTINY SUB-COMMITTEE 23 November 2017

Subject Heading:	Quarter 2 performance report
SLT Lead:	Sarah Homer, Interim Chief Operating Officer
Report Author and contact details:	Thomas Goldrick, Senior Policy and Performance Officer, x4770, thomas.goldrick@havering.gov.uk
Policy context:	The report sets out Quarter 2 performance relevant to the Towns and Communities Overview and Scrutiny Sub-Committee
Financial summary:	There are no immediate financial implications. Adverse performance against some 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.

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

Communities making Havering	[X]
Places making Havering	[X]
Opportunities making Havering	[X]
Connections making Havering	[]

SUMMARY

This report supplements the presentation attached as **Appendix 1**, which sets out the Council's performance within the remit of the Towns and Communities Overview and Scrutiny Sub-Committee for Quarter 2 (July 2017- September 2017).

RECOMMENDATION

That the Towns and Communities Overview and Scrutiny Sub-Committee notes the contents of the report and presentation and makes any recommendations as appropriate.

REPORT DETAIL

1. The report and attached presentation provide an overview of the Council's performance against the performance indicators selected for monitoring by the Towns and Communities Overview and Scrutiny Sub-Committee. The presentation highlights areas of strong performance and potential areas for improvement.
2. The report and presentation identify where the Council is performing well (**Green**) and not so well (**Red**). The ratings for the 2017/18 reports are as follows:
 - **Green** = on target or better
 - **Red** = off target
3. Where performance is off the quarterly target and the rating is '**Red**', 'Improvements required' are included in the presentation. This highlights what action the Council will take to address poor performance.
4. Also included in the presentation (where relevant) are Direction of Travel (DoT) columns, which compare:
 - Short-term performance – with the previous quarter (Quarter 1 2017/18)
 - Long-term performance – with the same time the previous year (Quarter 2 2016/17)
5. A green arrow (↑) means performance is better and a red arrow (↓) means performance is worse. An amber arrow (→) means that performance has remained the same.
6. In total, five performance indicators have been included in the Quarter 2 2017/18 report and presentation. Of these, three have been assigned an on track / off track status. All three are currently rated Red (off track).

IMPLICATIONS AND RISKS

Financial implications and risks:

There are no financial implications arising directly from this report which is for information only.

Adverse performance against some performance indicators may have financial implications for the Council, particularly where targets are explicitly linked with particular funding streams and/or levies from other bodies. 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.

Robust ongoing monitoring is undertaken as part of the established financial and service management processes. Should it not be possible to deliver targets within approved budgets this will be raised through the appropriate channels as required.

Legal implications and risks:

Whilst reporting on performance is not a statutory requirement, it is considered best practice to regularly review the Council's progress.

Human Resources implications and risks:

There are no HR implications or risks involving the Council or its workforce that can be identified from the recommendations made in this report.

Equalities implications and risks:

There are no equalities or social inclusion implications or risks identified at present.

BACKGROUND PAPERS

Appendix 1: Quarter 2 Towns and Communities Performance Presentation
2017/18

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Havering

LONDON BOROUGH



Quarter 2 Performance Report 2017/18

Towns and Communities O&S Sub-Committee

23 November 2017

About the Towns and Communities O&S Committee Performance Report

- Overview of the key performance indicators as selected by the Towns and Communities Overview and Scrutiny Sub-Committee
- The report identifies where the Council is performing well (**Green**) and not so well (**Red**).
- Where the RAG rating is '**Red**', '**Corrective Action**' is included. This highlights what action the Council will take to address poor performance.

OVERVIEW OF TOWNS AND COMMUNITIES INDICATORS

- 6 Performance Indicators are reported to the Towns and Communities Overview & Scrutiny Sub-Committee.
- Data is available for 5 of the 6 indicators.
- Performance ratings are available for 3 of the 6 indicators. All are **Red** (off target)
- However, 3 of the 5 indicators for which data is available are showing an improving direction of travel against Quarter 1

Quarter 2 Performance

Indicator and Description	Value	2017/18 Annual Target	2017/18 Q2 Target	2017/18 Q2 Performance	Short Term DOT against Q1 2017/18		Long Term DOT against Q2 2016/17	
No. of Stage 1 complaints received (cumulative)	Smaller is better	N/A	N/A	366	↑	210	-	NEW
% of Stage 1 complaints closed in 15 days (cumulative)	Bigger is better	95%	95%	84.4% RED	↑	83.3%	-	NEW
No. of Stage 2 complaints received (cumulative)	Smaller is better	N/A	N/A	71	↑	36	-	NEW
% of Stage 2 complaints closed within 20 days (cumulative)	Bigger is better	95%	95%	94.4% RED	→	94.4%	-	NEW
% of housing repairs completed within target (cumulative)	Bigger is better	96%	96%	92% RED	↓	99%	↑	89.68%

About Complaints Data

- A breakdown of complaints data by service from April to September 17 is provided below:

	No. of Stage 1 complaints received	% of Stage 1 complaints closed in 15 days	No. of Stage 2 complaints received	% of Stage 2 complaints closed within 20 days
Arts Services				
Businesses				
Cemeteries				
Community involvement (incl. volunteers)				
Crematorium	4	100%		
Development and Transport Planning				
Enforcement				
Housing – ASB	12	100%	2	100%
Housing – Other	153	92%	32	97%
Housing – Repairs	114	62%	22	95%
Leisure centres and sport	3	67%	2	100%
Library Services (incl. Havering Museum)	7	100%	2	100%
Parks and open spaces (incl. allotments)	23	100%	3	100%
Planning and Building Control	18	100%	6	83%
Public Protection	28	100%	2	50%
Regeneration				
Registrar Services	4	100%		
TOTAL	366	84.4%	71	94.4%

- There were 54 fewer Stage1 complaints received in Quarter 2 compared to Quarter 1 (smaller is better)
- There was 1 less Stage 2 complaint received in Quarter 2 compared to Quarter 1 (smaller is better)

Improvements Required

- Performance is below target for housing repairs completed within the target timescale with 12,140 repairs in time against a total of 13,195 repairs (92%), but has improved compared to the same period last year (89.68%).
- A service improvement plan has been put in place with the responsive repairs maintenance contractor. The action plan is monitored and scrutinised at regular review meetings, in addition to the normal contractual and partnership meetings.

Improvements Required

- The number of Stage 1 complaints closed within timescale for Housing is below target. 140 out of 153 (92%) of Stage 1 complaints for 'Housing – other' and 71 out of 114 (62%) for 'Housing – repairs' were closed within 15 days against a target of 95%.
- Issues contributing to below-target performance include:
 - Staffing shortages earlier in the year. After successful recruitment, the Complaints Team is now fully staffed and performance is improving, with results for September showing that 100% were closed within target.
 - The Complaints Team also deals with FOI requests and Member Enquiries. Following the Grenfell Tower fire in June there was an increase in FOI requests and Member enquiries regarding the actions the Council was taking in respect of fire safety. This had a knock-on effect on complaints processing.
- The complaints process in Housing is continuing to be reviewed. ICT issues and a potential office move have temporarily delayed the co-location of contractor complaints staff with Council complaints officers which would improve response times and the quality of complaint responses.

Improvements Required

- In total there were 4 Stage 2 complaints that were not closed within timescales resulting in the outturn being 0.6% below target (where bigger is better).
- Planning and Building Control and Public Protection are currently failing to meet the 95% target.
- One complaint was closed late due to a 3 month investigation. The correspondent was kept updated of progress throughout the complaint process and the matter was resolved to the complainant's satisfaction.
- Another Stage 2 complaint missed the target by 1 day.

Any questions?



TOWNS AND COMMUNITIES OVERVIEW AND SCRUTINY SUB-COMMITTEE 23 November 2017

Subject Heading:	Parks and Open Spaces
CMT Lead:	Steve Moore, Director of Neighbourhoods
Report Author and contact details:	James Rose, Parks development Manager
Policy context:	Havering Council Corporate Plan 2016-17: Havering - Making a Greater London 2017: Places and Opportunities
Financial summary:	There is no financial implications of the report for the Council

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

Communities making Havering	[X]
Places making Havering	[X]
Opportunities making Havering	[X]
Connections making Havering	[X]

SUMMARY

This presentation is to brief Members on Parks and Open Spaces.

RECOMMENDATIONS

Members are asked to note the presentation on Parks and Open Spaces.

REPORT DETAIL

Officers will present and summarise the main features on Parks and Open Spaces

IMPLICATIONS AND RISKS

Financial implications and risks: None of this covering report.

Legal implications and risks: None of this covering report.

Human Resources implications and risks: None of this covering report.

Equalities implications and risks: None of this covering report.

BACKGROUND PAPERS

None.

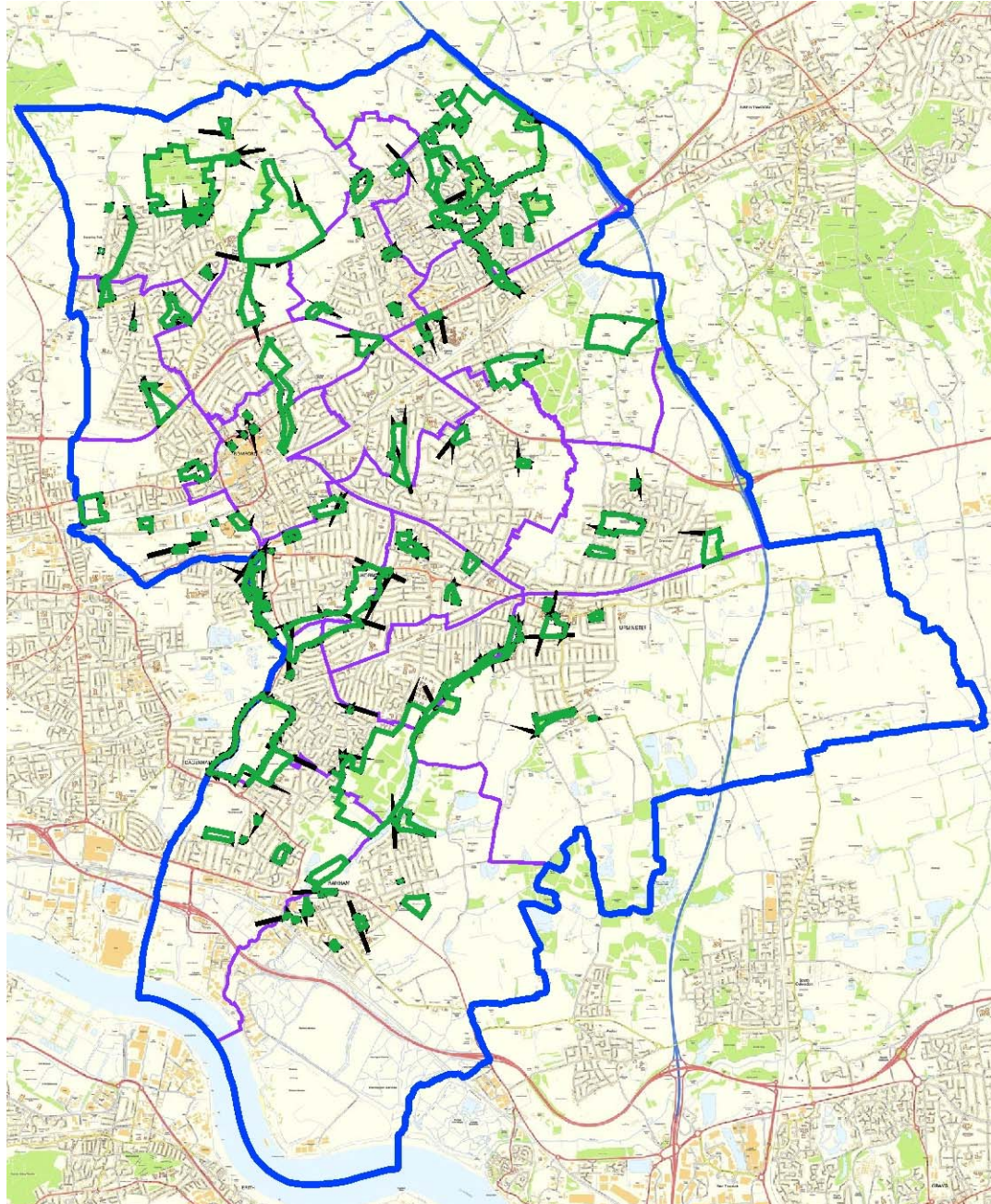
Parks and Open Spaces

Page 27



St Andrews Park

100 Parks and Open Spaces



Hornchurch Country Park





Bedfords Park





Conservation Management





Historic Landscapes





Cottons Park



Hornchurch Country Park



Harrow Lodge Park



Lodge Farm Park

Areas of Work

- Management of 100 parks and open spaces, including 4 country parks
- Management of Ranger Service and apprentices
- Management of Parks Maintenance (infrastructure and play area repairs)
- Management of Hall Lane Mini Golf Course
- Parks Monitoring and formal inspection system
- Management of 3 tier play area inspection system
- Capital project management
- External funding applications
- Development and implementation of Parks and Open Spaces strategy
- Management of allotments and liaison with allotment societies
- Management of Public Rights of Way and liaison with Ramblers
- Liaison with Friends Groups, including volunteering and management of 'Official Status' initiative
- Management of Green Flag applications (13 currently held) and London in Bloom Awards for parks (25 including 1 category winner and discretionary award)
- Event and activities management, including fairs, circuses and 'boot camps'
- Management of leases and licences, including bowls, cricket, tennis, fishing, cafes and fishing clubs.
- Management of sports pitch hire, including football and rugby
- Marketing and promotion via social media (Parks Facebook page), website, brochure and press releases

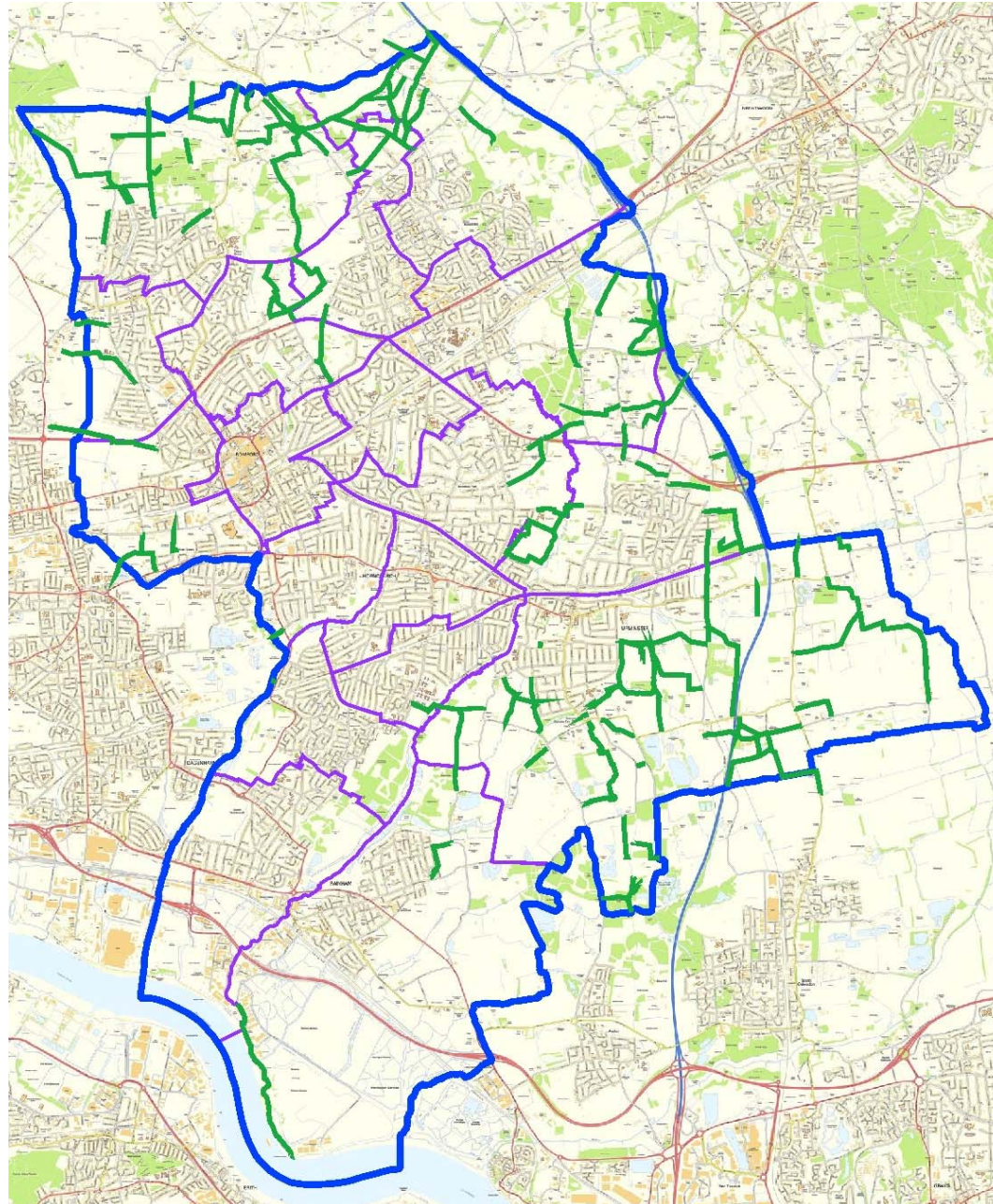


Norfolk Road Allotments



Robin Close Allotments

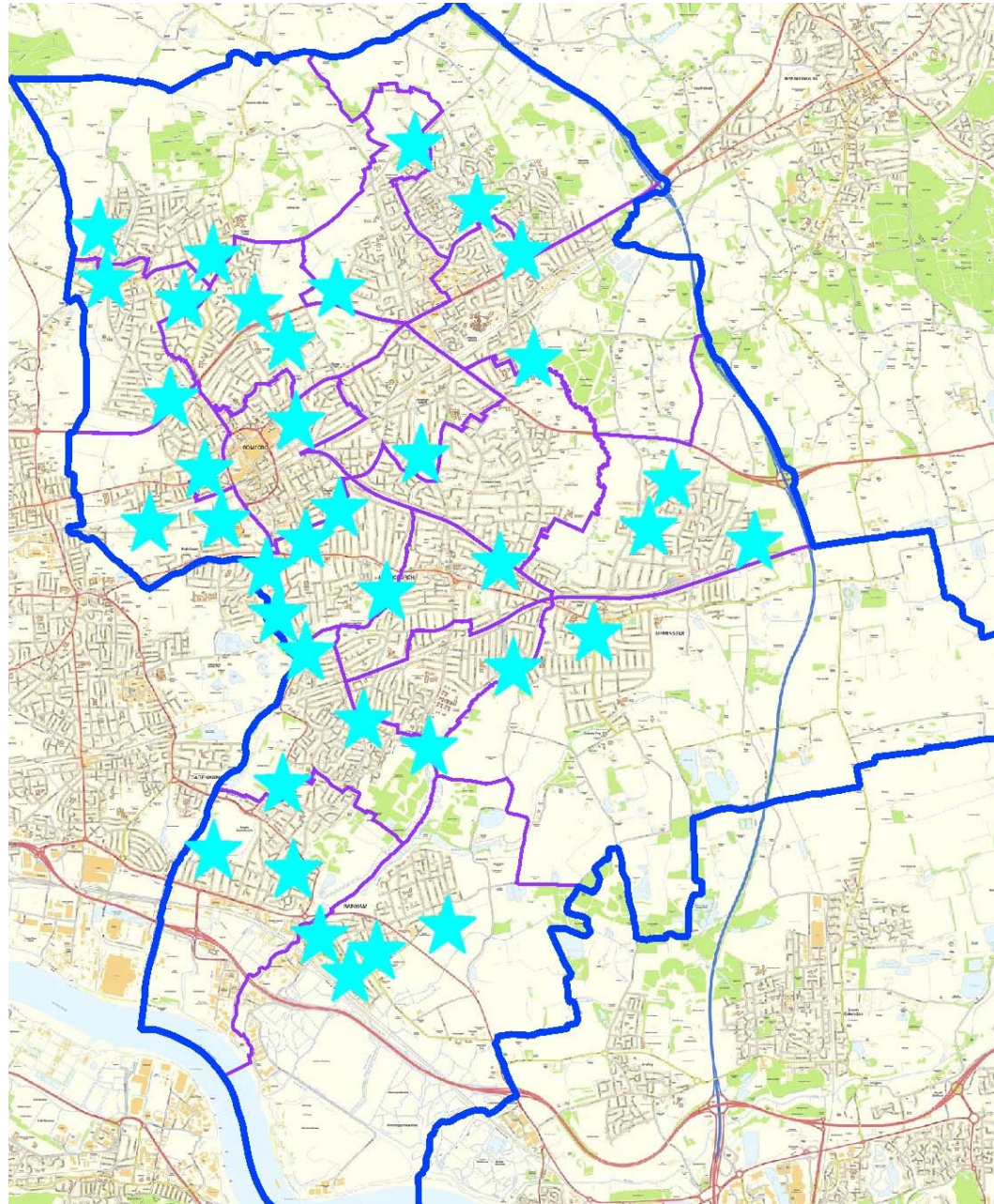
98 Rural Public Rights of Way





Havering Ramblers

41 Play Areas (26 Recreation/Fitness Areas)





Cranham Brickfields



Raphael Park

Parks Maintenance

Page 43

Hall Lane Playing Fields



Hall Lane Mini-Golf Course



Friends Groups



Rise Park



Raphael Park



Upminster Park

External Funding



King Georges Playing Field



Harold Wood Park



Upminster Windmill

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2013

Green Flag Awards



Harrow Lodge Park

Since 2007 following the establishment of a dedicated parks team and regular capital investment the key parks across the borough have achieved the prestigious Green Flag Awards. This has now reached 13 awards:

Harrow Lodge Park– *new in 2017*

Haynes Park– *new in 2017*

Bedfords Park

Upminster Park

Hylands Park

Lodge Farm Park

Harold Wood Park

Cottons Park

St Andrews Park

Lawns Park

Raphael Park

Central Park

Rise Park



12 Gold, 11 Silver Gilt, 2 Silver



Discretionary Award for Riverside Meadow



Best Floral Display

Future Projects

- Application for Green Flag Award at Langtons Gardens and retention of existing sites
- Applications for London in Bloom Awards for parks and contribution in Best Borough category
- Working with private companies who want to invest in our parks and help generate income.
- Research through the London Parks Benchmarking Group and Parks for London to collate ideas for additional income generation.
- Improved publicity of our parks and open spaces with new brochure, web-pages and use of the events management website 'Filmapp'.
- Improved parks condition and safety inspections with the use of the 'Commontime' software (as currently used on Housing Estates).
- Improved parks tree management with establishment of regular surveying and recording system.
- Produce an up to date Parks Strategy linking with the corporate vision