



Havering

LONDON BOROUGH

OVERVIEW & SCRUTINY BOARD AGENDA

7.30 pm

**Tuesday
5 March 2019**

**Havering Town Hall,
Main Road, Romford**

Members 16: Quorum 6

COUNCILLORS:

**Conservative Group
(8)**

Ray Best
John Crowder
Philippa Crowder
Judith Holt
Robby Misir
John Mylod
Nisha Patel
Bob Perry

**Residents' Group
(2)**

Ray Morgon
Barry Mugglestone

**Upminster & Cranham
Residents' Group(2)**

Gillian Ford
Linda Hawthorn

**Independent Residents'
Group
(2)**

Natasha Summers
Graham Williamson

**Labour Group
(1)**

Keith Darvill (Vice-Chair)

**North Havering
Residents Group(1)**

Darren Wise (Chairman)

For information about the meeting please contact:

**Richard Cursons 01708 432430
richard.cursons@oneSource.co.uk**

Overview & Scrutiny Board, 5 March 2019

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.

OVERVIEW AND SCRUTINY BOARD

Under the Localism Act 2011 (s. 9F) each local authority is required by law to establish an overview and scrutiny function to support and scrutinise the Council's executive arrangements.

The Overview and Scrutiny Board acts as a vehicle by which the effectiveness of scrutiny is monitored and where work undertaken by themed sub-committees can be coordinated to avoid duplication and to ensure that areas of priority are being reviewed. The Board also scrutinises general management matters relating to the Council and further details are given in the terms of reference below. The Overview and Scrutiny Board has oversight of performance information submitted to the Council's executive and also leads on scrutiny of the Council budget and associated information. All requisitions or 'call-ins' of executive decisions are dealt with by the Board.

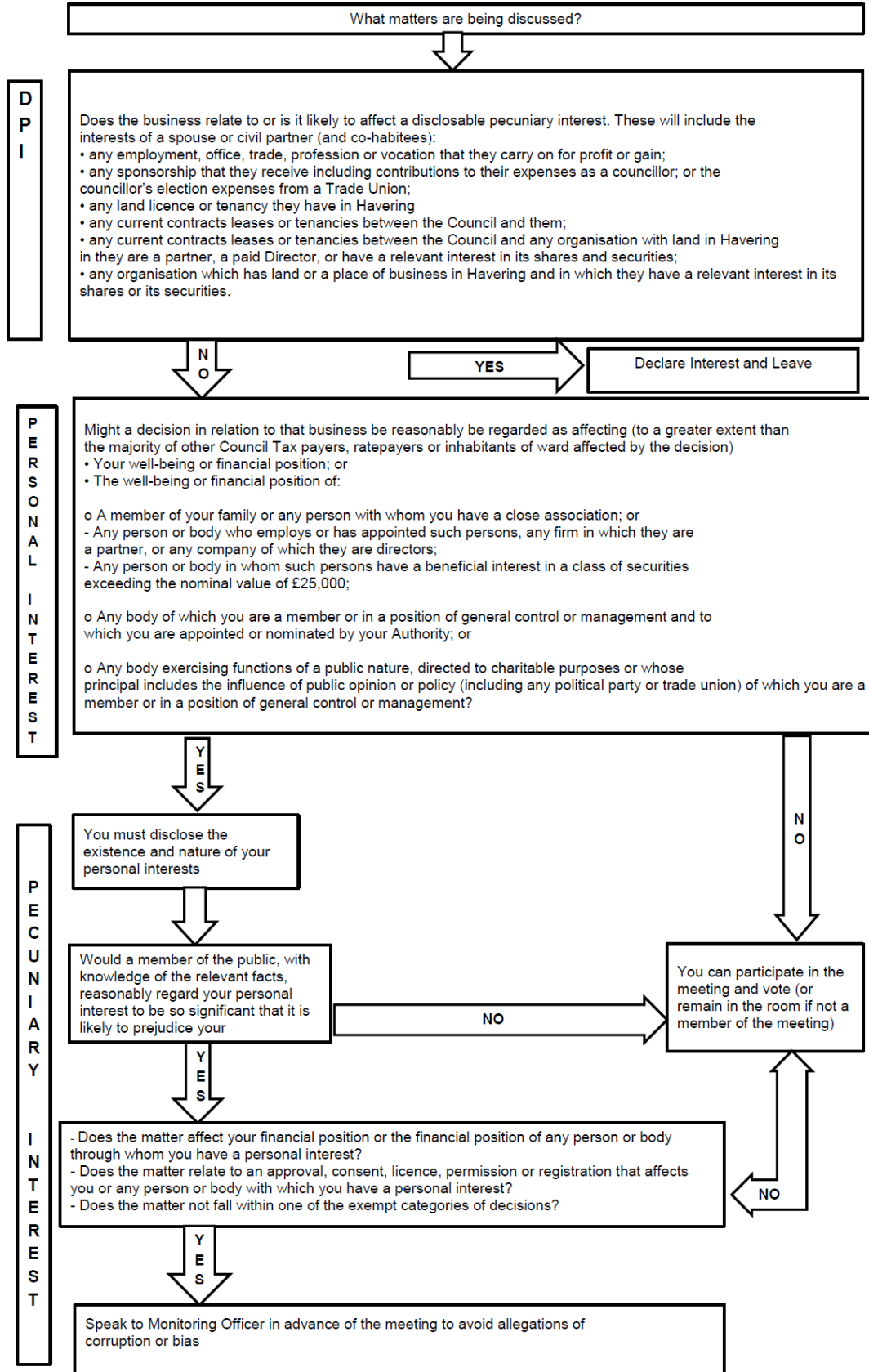
The Board is politically balanced and includes among its membership the Chairmen of the six themed Overview and Scrutiny Sub-Committees.

Terms of Reference:

The areas scrutinised by the Board are:

- Strategy and commissioning
- Partnerships with Business
- Customer access
- E-government and ICT
- Finance (although each committee is responsible for budget processes that affect its area of oversight)
- Human resources
- Asset Management
- Property resources
- Facilities Management
- Communications
- Democratic Services
- Social inclusion
- Councillor Call for Action
-

DECLARING INTERESTS FLOWCHART – QUESTIONS TO ASK YOURSELF



AGENDA ITEMS

1 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.

2 APOLOGIES FOR ABSENCE AND ANNOUNCEMENT OF SUBSTITUTE MEMBERS

(if any) - receive.

3 DISCLOSURE OF INTERESTS

Members are invited to disclose any interest in any of the items on the agenda at this point of the meeting.

Members may still disclose any interest in an item at any time prior to the consideration of the matter.

4 MINUTES (Pages 1 - 6)

To approve as a correct record the minutes of the meeting of the Board held on 8 January 2019 and to authorise the Chairman to sign them.

5 QUARTER THREE PERFORMANCE REPORT 2018/19 (Pages 7 - 16)

Report attached

6 OVERVIEW AND SCRUTINY SUB COMMITTEE/TOPIC GROUP UPDATES (Pages 17 - 30)

Report attached

Andrew Beesley
Head of Democratic Services

**MINUTES OF A MEETING OF THE
OVERVIEW & SCRUTINY BOARD
Havering Town Hall, Main Road, Romford
8 January 2019 (7.30 - 9.00 pm)**

Present:

COUNCILLORS

Conservative Group	Ray Best, +John Crowder, Philippa Crowder, Judith Holt, Robby Misir, John Mylod, Bob Perry and +Timothy Ryan
Residents' Group	Ray Morgon and Barry Mugglestone
Upminster & Cranham Residents' Group'	Clarence Barrett and Gillian Ford
Independent Residents' Group	+Jan Sargent and Graham Williamson
Labour Group	Keith Darvill (Vice-Chair)
North Havering Residents' Group	Darren Wise (Chairman)

Apologies were received for the absence of Councillors Natasha Summers, Melvin Wallace and Nisha Patel

+Substitute members: Councillor Jan Sargent (for Natasha Summers), Councillor John Crowder (for Melvin Wallace) and Councillor Timothy Ryan (for Nisha Patel).

The Chairman reminded Members of the action to be taken in an emergency.

17 DISCLOSURE OF INTERESTS

There were no disclosures of interest.

18 KEEPING HAVERING MOVING - THE PARKING STRATEGY AND HIGHWAYS RESURFACING POLICY

The report before members detailed the call-in of a Cabinet decision relating to Keep Havering Moving - adoption of the Parking Strategy and the Highways Resurfacing Policy.

A requisition signed by Councillors Ray Morgon and Keith Darvill had called-in the Cabinet decision.

The reasons for the call-in were as follows:

1. The report failed to demonstrate that the changes would deliver less congestion and better parking management. Where would the additional manpower required be coming from to enforce additional parking restrictions? It was also unclear from the draft parking strategy that the proposals enabled the Council to respond positively to the stated pressures.
2. There was no evidence/data to demonstrate that the proposed parking arrangements would meet local need. How do the council know what that need is?
3. Many areas around commuter hubs already had parking restrictions to stop commuter parking. How would compulsory controlled parking zones improve on this?
4. There was a lack of detail on which roads would be impacted by the compulsory CPZs.
5. There were numerous references in the draft strategy to CPZs, but it did not fully explain whether this actually means resident parking permits, as opposed to yellow lines, it needed to be made very clear whether CPZs around commuter hubs were one or the other.
6. Controlled Parking Zones (CPZ) proposals should be subject to extensive local consultation on a ward by ward basis rather than a borough-wide imposition.
7. The financial implications suggested that there were none in the strategy, but may be in delivering actions. The financial implications should clearly set out there may be financial implications for residents should they be subject to resident parking permits and the current charges.
8. The financial implications should include the local authority parking accounts (as required by s55 of The Road Traffic Regulations Act 1984) for the last two years to add financial context.
9. How would the council identify those areas that need removal of grass verges to provide additional parking space and how would the conversion work be funded?
10. Conversion of grass verges to hard standing should not necessarily be limited to areas where CPZs were introduced
11. Parking pressures differed widely and were more acute in neighbourhoods of high housing density.

12. How would the lack of parking spaces on new developments be managed to reduce the impact on available parking space outside the development?

13. There should be a review of existing regeneration proposals which currently tended to provide less parking capacity which a knock-on effect of increasing demand will have leading to pressure on areas nearby to the individual regeneration.

14. There was no evidence to demonstrate that parking enforcement was fair,
Transparent, robust and evidence led.

15. There was no evidence to demonstrate that parking arrangements would be consistent around all transport hubs and Town Centres. What impact assessment had been carried out to ascertain the impact on local businesses resulting from the proposed changes.

16. How would increasing parking charges around businesses support their growth?

17. What consultation or evidence gathering had been undertaken with the local business community in forming this strategy?

18. There was a lack of information on the worst congestion hotspots in the borough.

19. The report/recommendations should be more specific on how the strategy would improve air quality and improve road safety supported by evidence in each case.

20. What were the incentive schemes to encourage residents to move away from using their car and own less polluting vehicles? There was no detail on where the money will come from to do this.

21. The outline proposals point to inconsistency of approach across the borough. It was unclear whether the report was proposing a one size fits all policy or tailor- made solutions.

22. Who would decide how each zone would be tailored to meet the needs of local people? If a zone was tailored made, how could it be consistent across the borough?

23. How would the council determine what was considered a commercial vehicle?

24. How will the targeting of overnight parking of business vehicles be addressed?
How will it affect local businesses? What threshold would be applied (eg a BT Van or a Simply Flowers from Cranham van)?

25. There was insufficient evidence within the report to support the assertion that the proposals complement other strategic policies such as the Local Plan, Air Quality Action Plan, and the Joint Strategic Needs Assessment;

26. Where was the parking strategy within the Local Plan?

27. The Cabinet and Members scrutinising such proposals should receive more information and data relating to borough wide car journeys relating to travel to work, travel to study(schools and colleges).

28. The Parking Operation Plan should be prepared in draft form for consideration with the Parking Strategy.

29. Where was the evidence to demonstrate the level of out of borough commuter parking and where it was located?

30. What was the application criteria for a PSPO around schools and what were the viable alternatives to PSPOs?

31. Given that all new parking schemes had to be approved by ward councillors, what involvement would they have to any changes in their ward?

Highways Resurfacing Policy

a)The report failed to demonstrate that the worst first roads and pavements had been determined when no account was taken of reactive repairs spend, advice from Area Liaison Officers who regularly inspected our streets, information from the CRM system, Ward Councillor views, complaints, insurance claims, footfall etc.

b) The financial implications for the Highways Resurfacing Policy failed to demonstrate indicative projections for raising increased revenue to service borrowing and the timescales envisaged from the implementation of the proposals.

c) There was a lack of detail on the capital and revenue costs resulting from the application of the Horizon system.

d) Greater clarity needed to be demonstrated in the method of selecting priorities of the highways and footways to be repaired, particularly where a number of such highways and footways were in a similar condition.

Prior to the meeting Highways officers had submitted a response to each of the points raised above.

During the debate several Members expressed concerns that the subject matter had not been consulted on with the relevant Overview & Scrutiny Sub-Committee before production of the Cabinet decision.

The Cabinet Member for Environment advised that the Cabinet decision was first reading on the subject and that there would be more consultation and debate prior to the final report being produced and that the document showed a statement of intent.

Members were also advised that an All-Member briefing would take place prior to the implementation of the plan.

The Leader of the Council explained that that Council had secured extra funding of £30million over the next three years to assist with highways maintenance.

In response to a question relating to flexibility of determination of roads and areas where CPZs would be introduced officers advised that flexibility existed and residents would be given the choice of which parking options were introduced.

Some Members felt it made more sense to consult with ward councillors in the particular area rather than use the Highways Advisory Committee (HAC). Officers advised that HAC was the correct vehicle for making the decisions and that all ward members would be fully consulted with.

In relation to the highways resurfacing works Members were advised that full survey of the borough's roads and footways had been carried out and the data was being currently being inputted into the corporate computer software.

Members agreed that there needed to be further investigations into the classification of commercial vehicles which were parked in residential areas.

In response to a question relating to conversion costs of converting a green space to a parking space, the cost was approximately £12,000.

Members also suggested that investigation into the future provision of electric charging points be considered as a matter of priority.

At this point The Leader of the Council and the Cabinet Member for Environment left the chamber.

The vote for the decision as to whether to uphold or dismiss the call-in was carried by 9 votes to 7.

Councillors Darvill, Sargent, Williamson, Ford, Barrett, Morgon and Mugglestone voted to uphold the call-in.

Councillors Wise, J. Crowder, Perry, Ryan, Mylod, Misir, P. Crowder, Holt and Best voted to dismiss the call-in.

It was **RESOLVED** that the call-in of the Cabinet Decision dated 12 December 2018 be dismissed.

Chairman

Overview and Scrutiny Board

Subject Heading:

Quarter 3 Overview and Scrutiny Board Performance Report (2018/19)

SLT Lead:

Jane West, Chief Operating Officer

Report Author and contact details:

Sandy Hamberger, Assistant Director of Policy, Performance and Community
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Policy context:

The report sets out Quarter 3 performance reporting as requested by the Overview and Scrutiny Sub-Committees

Financial summary:

There are no direct financial implications arising from this report. However adverse performance against some performance indicators may have financial implications for the Council.

All service directorates are required to achieve their performance targets within approved budgets. The Senior Leadership Team (SLT) is actively monitoring and managing resources to remain within budgets, although several service areas continue to experience financial pressure from demand led services.

Is this a Key Decision?

No

Is this a Strategic Decision?

No

When should this matter be reviewed?

A number of the Overview and Scrutiny Sub-Committees are in the process of reviewing the performance indicators they monitor. Reporting to the Overview and Scrutiny Board will also need to be reviewed in due course to reflect the outcomes of this activity. The corporate performance reporting framework will also be reviewed during 2018/19.

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

The Corporate Performance Report which is presented to the Cabinet on a quarterly basis provides an overview of the Council's performance against each of the strategic goals set out in the Corporate Plan. Historically, the Overview and Scrutiny Board also scrutinised this data however, in 2017/18, the Board decided instead to scrutinise a selection of more operational performance indicators, determined by the six overview and scrutiny sub-committees. These indicators have been carried forward into 2018/19 and this report provides an overview of how the Council is performing against them. Greater detail is provided in the six sub-committee reports.

RECOMMENDATIONS

That Members of the Overview and Scrutiny Board:

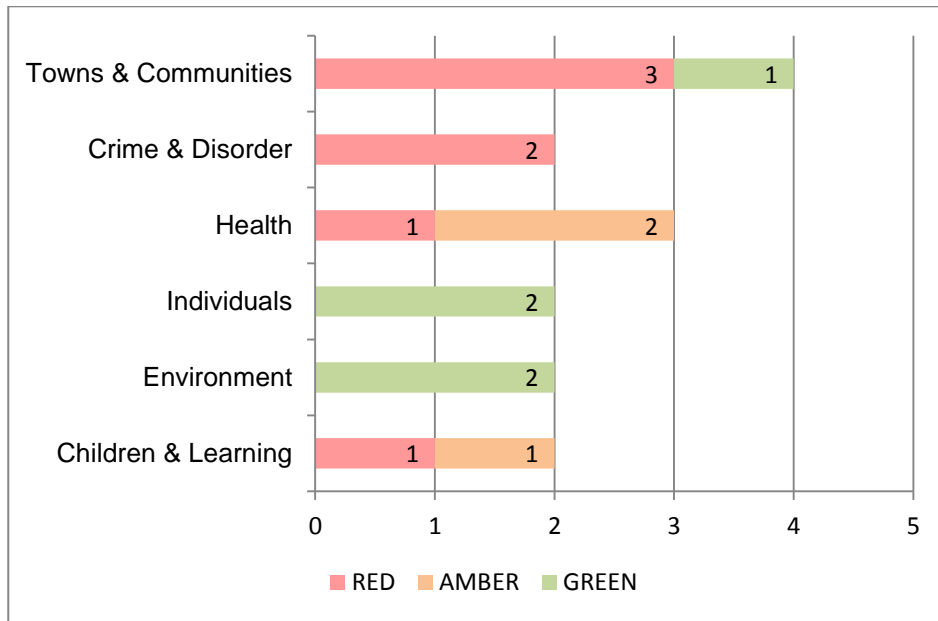
Review the performance set out in **Appendix 1** and the corrective action that is being taken to improve this where necessary.

REPORT DETAIL

1. For 2018/19, the Children & Learning Overview and Sub-Committee has selected a new suite of indicators. Other Overview and Scrutiny Sub-Committees are likewise in the process of reviewing the performance indicators they track, so there is likely to be further changes to the suite of indicators reported to the Overview and Scrutiny Board.
2. Tolerances around targets (and therefore the amber RAG rating) have been reinstated for 2018/19 performance reporting. Performance against each performance indicator has therefore been classified as follows:
 - **Red** = outside of the quarterly target and outside of the agreed target tolerance, or 'off track'
 - **Amber** = outside of the quarterly target, but within the agreed target tolerance
 - **Green** = on or better than the quarterly target, or 'on track'
3. Where performance is rated as '**Red**', '**Corrective Action**' is included in the report. This highlights what action the Council will take to improve performance.
4. Also included in the report are Direction of Travel (DoT) columns, which compare:
 - Short-term direction of travel – compared with performance the previous quarter (Quarter 2 2018/19)
 - Long-term direction of travel – compared with performance the same time the previous year (Quarter 3 2017/18)

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.

5. **Quarter 3 Summary**



6. In total, 21 Performance Indicators have been included in the Quarter 3 2018/19 report. Of these, 15 have been assigned a RAG status.
7. In summary, of those PIs with a target set against them:
- 7 (47%) have a RAG status of **Green** (on target).
 - 3 (20%) have a RAG status of **Amber** (off target but within the agreed tolerance)
 - 5 (33%) have a RAG status of **Red** (off target and outside the agreed tolerance).
8. The full Quarter 3 performance report is attached as **Appendix 1**.

REASONS AND OPTIONS

Reasons for the decision: To provide Overview and Scrutiny Board Members with an update on the Council’s performance during Quarter 3 of 2018/19.

Other options considered: N/A

IMPLICATIONS AND RISKS

Financial implications and risks:

There are no financial implications arising from this report. Whilst it is expected that targets will be delivered within existing resources, it should be noted that adverse performance against some indicators may have financial implications for the Council. However, 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 the established financial and service management processes and the Senior Leadership Team (SLT) is actively monitoring and managing resources to remain within budgets, although several service areas continue to experience significant financial pressures in relation to a number of demand led services such as housing and children's services and adults' social care. SLT officers are focused upon controlling expenditure within approved directorate budgets and within the total General Fund budget through the delivery of savings plans and mitigation plans to address new pressures that are arising within the year.

Human Resources implications and risks:

There are no Human Resources implications or risks arising directly from this report.

Legal implications and risks:

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

Equalities implications and risks:

The following performance indicators currently rated as 'Red' could potentially have equality and social inclusion implications for a number of different social groups if performance does not improve:

- % of housing repairs completed within the target timescale
- % of "I" calls responded to within target
- % of "S" calls responded to within target
- Obese children (4-5 years)

The commentary for each indicator provides further detail on steps that will be taken to improve performance and mitigate these potential inequalities.

BACKGROUND PAPERS

None

Overview & Scrutiny Board Performance Report: Quarter 3 2018/19

Corporate Performance Indicator

RAG Rating		Direction of Travel (DOT)	
GREEN	On or better than target On track	↑	Short Term: Performance is better than the previous quarter Long Term: Performance is better than at the same point last year
AMBER	Worse than target but within target tolerance	→	Short Term: Performance is the same as the previous quarter Long Term: Performance is the same as at the same point last year
RED	Worse than target and outside tolerance Off track	↓	Short Term: Performance is worse than the previous quarter Long Term: Performance is worse than at the same point last year

Sub-committee	Indicator and Description	Value	2018/19 Annual Target	2018/19 Q3 Target	Tolerance	2018/19 Q3 Performance	Short Term DOT against Q2 2018/189	Long Term DOT against Q3 2017/18	Comments		
Towns and Communities	No. of Stage 1 complaints received	Smaller is better	N/A	N/A	N/A	587	↓	392	↓	528	<p>The Towns & Communities OSSC has requested complaints performance data for the services within its remit.</p> <p>156 out of the 166 Stage 1 complaints that missed target within T&C remit were from Housing Services.</p> <p>Corrective Action: A new process has been put into place to deal with Housing complaints to bring about improvements to each of the service areas in Housing Services. Since 5 November 2018, Complaints Officers have been allocated to each of the service areas and are being managed directed by the Service Managers for: Property and Land, Tenancy Sustainment and Housing Demand. One officer remains in the Neighbourhoods Complaints Team and is responsible for the allocation of complaints, Members and MP Enquiries and FOIs.</p> <p>The main reason for Brayer performance being below target is due to a backlog of overdue orders they have allowed to accumulate. Clearing the backlog will inevitably mean Brayer will not be able to achieve target within this financial year, once the backlog has been cleared the target should be met. As previously reported Brayer provided and have been working to an improvement plan and gave assurances to the Council that the actions being taken would result in improved performance, by the end of the last quarter of 2018/19.</p> <p>The improvement plan has been and continues to be monitored through regular review meetings attended by Brayer's operational Director and Havering's Property Services Manager, together with operational managers from both organisations. The original improvement plan was not considered by Havering to be having sufficient impact and in view of this a new improvement plan has been developed and agreed. This new plan is reviewed more frequently (fortnightly) and should reduce the backlog and allow Brayer to achieve target by end of March 2019.</p> <p>Residents continue to be consulted. Each of the sites has had further consultation events where residents have been updated on the latest ideas for their estates or scheme. Resident meetings are approximately every 6months when there are new updates.</p>
	% of Stage 1 complaints closed in 15 days	Bigger is better	95%	95%	N/A	71.7% RED	↓	77.6%	↓	83.7%	
	No. of Stage 2 complaints received	Smaller is better	N/A	N/A	N/A	143	↓	107	↓	109	
	% of Stage 2 complaints closed within 20 days	Bigger is better	95%	95%	N/A	76.9% RED	↑	72.9%	↓	91.7%	
	% of housing repairs completed within the target timescale	Bigger is better	96%	96%	N/A	84.79% RED	↓	87.17%	↓	92%	
	Contractor liaison with residents during regeneration work	N/A	Residents Consulted	Residents Consulted	N/A	On Track GREEN	→	On Track	-	NEW	

Sub-committee	Indicator and Description	Value	2018/19 Annual Target	2018/19 Q3 Target	Tolerance	2018/19 Q3 Performance	Short Term DOT against Q2 2018/189	Long Term DOT against Q3 2017/18	Comments		
Crime and Disorder	Average response time to Immediate "I" calls	Smaller is better	15mins	15mins	± 0%	not known	-	not known	-	N/A	I-grades: For the week commencing 10th December 2018 Havering has seen an improvement in the number of I calls reaching the target time with a rate of 85.9% (compared to 76.9% for the week commencing 24th September 2018, an increase of 9%). This is slightly below the overall BCU improvement which saw response rates of 87.4% for the week (an increase of 6% compared to the previous period reported).
	% of "I" calls responded to within target	Bigger is better	90%	90%	± 0%	82% since September 2017 RED	↑	79.6% since September 2017	-	N/A	For the same period, Havering DA I grade calls have seen an increase in the number of calls reaching targets with a rate of 87.8% compared to the 84.2% reported for the week commencing 24th September 2018. This is an improvement of 3.6%. Comparing this to the overall East Area BCU figure which saw a slight reduction in response times of 0.2% for the same period seeing a response average of 84.8%. By comparison, as an average since September 2017 Redbridge saw an average of 87.1%, and Barking and Dagenham an average of 85.6%. Havering has seen an improved average of 82% however still sits at least 2.4% lower than the other two boroughs.
	Average response time to Significant "S" calls	Smaller is better	60mins	60mins	± 0%	not known	-	not known	-	N/A	S-grades: The rolling averages since September 2017 are as follows: Locally, 79.3% of S grades are met within an hour, against 79.2% for the BCU; and for Domestic Abuse S grades this figure is 80.0% against 79.4% for the BCU. Redbridge has an average rate since September of 77.3%, while Barking and Dagenham has a rate 76.6%.
	% of "S" calls responded to within target	Bigger is better	90%	90%	± 0%	79.3% since September 2017 RED	↓	81.7% since September 2017	-	N/A	
	Deployable police resources compared with establishment	Bigger is better	TBC	TBC	± 0%	92%*	-	DWO PCs on ward 89% of time	-	N/A	*Data was unavailable for this period and had been requested at the time of writing and submitting the report. The 92% is the figure for East Area BCU for DWO and cannot, for this period currently, be broken down by borough. However, the figure is in line with that reported last quarter.
	% of ASB reports relating to traveller incursions	N/A	N/A	N/A	N/A	0.1%	N/A	1.2%	-	N/A	Reported levels of ASB calls in relation to traveller incursions to the police were extremely low in Quarter 3 of 2018/19, whereby there was only 1 call. The location was as the south of the borough and a known site by both police and the council for incursions to take place and thus action is already in place to tackle this.

Sub-committee	Indicator and Description	Value	2018/19 Annual Target	2018/19 Q3 Target	Tolerance	2018/19 Q3 Performance	Short Term DOT against Q2 2018/189	Long Term DOT against Q3 2017/18	Comments		
Health	Obese Children (4-5 years)	Smaller is better	Better than England (9%)	Better than England (9%)	Similar to England	10.9% (2016/17) RED (Worse than England)	-	N/A	↓	10.8% (2015/16)	<p>Directed by Havering's 'Prevention of Obesity Strategy 2016-19', our borough working group continues to progress actions within the gift of the local authority and partners, and within available budgets. Progress on actions since the last update are as follows:</p> <ul style="list-style-type: none"> - The Public Health team was successful in a bid to take part in the LGA's Childhood Obesity Trailblazer Programme Discovery phase, which for Havering will focus on engaging communities in Harold Hill and Rainham to develop their own solutions to tackling obesity. The plans developed will form our bid for the next stage, for funding to implement a three year trailblazer programme. - A bid has also been submitted for funding of five public water fountains across the borough to encourage people to drink water instead of sugary drinks and reduce their plastic waste by refilling water bottles. - Obesity has been incorporated into the Council's Local Implementation Plan as part of the Healthy Streets Approach. - A further six Early Years settings in Havering have registered with the Healthy Early Years programme taking the total to 38. Sixteen have completed First Steps, four achieved the Bronze award and two the silver award. - Everyone Active is piloting a 12-week adult weight management programme at Hornchurch Leisure Centre combining nutrition advice and physical activity for individuals with a BMI of over 25. - HES Catering has promoted a SugarSmart campaign in secondary schools and will be introducing a traffic light system for menu items. - A weekly lunchtime walk has been introduced for LBH staff and changes have also been made in the Pantry, reducing sugar, introducing wholemeal pasta, reducing the price of water and adding more beans and pulses to the salad bar. <p>Obesity is a complex issue and many of the opportunities to tackle it fall outside of the local authority's influence. As such, work continues at national level, guided by the national 'Childhood Obesity: A Plan for Action' and we continue to link with national campaigns and programmes where appropriate.</p>
	Percentage of patients who are satisfied with GP out of hours services (Partnership PI)	Bigger is better	Better than England (69%)	Better than England (69%)	Similar to England	64% AMBER (Similar to England)	-	N/A	↓	67% (July 2017)	The latest available data for patient experiences of GP out-of-hours services shows no significant difference between the percentage of patients who are satisfied with the service in Havering and the England average. This follows an overall improvement in the England average performance as compared to the previous year (2017 – 66%). Use of out-of-hours services includes contacting an NHS service by phone (e.g. 111) and going to A&E - which a vast proportion (54% and 31% respectively) of the 882 Havering respondents who answered this question say they did.
	The number of instances where an adult patient is ready to leave hospital for home or move to a less acute stage of care but is prevented from doing so, per 100,000 population (delayed transfers of care)	Smaller is better	7	7	± 10%	7.4 AMBER	↑	7.8	↓	5.1	<p>The vast majority of delays are in the acute sector and are the responsibility of Health. There was an increase in delays attributable to Social Care during the second quarter of the year, which continues to affect cumulative performance but the direction of travel over the past three months has been positive. There were a small number of lengthy delays in the Summer due to the sourcing of specialist support. Some out of borough hospitals also reported delays against Havering which are being followed up.</p> <p>Actions being put in place to reduce delayed discharges include:</p> <ul style="list-style-type: none"> - Care Homes in Havering being supported to create a 'Trusted Assessor' role, based primarily in BHRUT; - Establishment of a pilot bringing together therapy resources in BHRUT and NELFT to manage the hospital / community interface differently; - Simplification of discharge processes, including a revised screening and referral process for NELFT inpatient rehab beds.
Individuals	% of service users receiving direct payments	Bigger is better	35%	35%	± 5%	35.9% GREEN	↑	34.9%	↑	34.0%	Performance at the end of Quarter 3 is better than target (where higher is better) for Direct Payments and shows an improvement in outturn when compared to both the previous quarter and the same point last year. 1,865 service users are currently in receipt of a Direct Payment.
	Rate of permanent admissions to residential and nursing care homes per 100,000 population (aged 65+)	Smaller is better	660	480	± 5%	424.4 GREEN	↑	293	↓	356.8	Performance remains better than target (where lower is better) for the rate of permanent admissions for service users aged 65+ into nursing or residential care. The average age of those permanently admitted has risen from 85 years in Quarter 2, to 86 years, and of all the admissions so far this year, 62% are aged 85 or older.

Sub-committee	Indicator and Description	Value	2018/19 Annual Target	2018/19 Q3 Target	Tolerance	2018/19 Q3 Performance	Short Term DOT against Q2 2018/189	Long Term DOT against Q3 2017/18	Comments		
Environment	Average no. of days taken to remove fly-tips	Smaller is better	1 day	1 day	± 0%	0.8 days GREEN	↓	0.5 days	↑	0.95 days	This PI measures the time from when a fly tip is reported to the Council until it is removed but excludes the majority of incidents that have been passed to Enforcement Officers to investigate for evidence. The average number of days taken to remove fly-tips is below target, and is better than the same period last year.
	The level of waste per head of population presented to East London Waste Authority (ELWA)	Smaller is better	441.01 kg per head	330.75kg per head	± 0%	326.84kg per head (provisional) GREEN	-	226.44kg per head (provisional)	↑	338.93kg per head	Performance this Quarter it is below target, which in this instance is a positive result and is also an improvement on the comparable Quarter last year (338.93). The changes have come from a reduction in street cleansing waste including fly tipping and Highways waste. This PI measures the total waste delivered to the ELWA. This includes collected household waste, waste from the reuse and recycling centre and municipal waste from Highways and Parks management activities. Various waste prevention campaigns focusing on home composting, reuse, and Love Food Hate Waste have contributed towards this target. We are also reviewing operations in Highways and Grounds Maintenance to reduce waste and, with ELWA, continue to review policies to prevent commercial waste entering the domestic waste stream at the household reuse and recycling centre. Without restrictions on the amount of waste we collect through the household waste collection service containing and reducing tonnages is very challenging and relies on attitudinal change.
Children & Learning	Percentage of 16-18 year olds who are not in education, employment or training (NEET), or not known	Smaller is better	3.5%	3.5%	±5%	3.6% AMBER	-	N/A	↓	3.5 (207/18)	The percentage of 16-18 year olds who are not in education, employment or training (NEET), or not known was recently confirmed as 3.5% for 2017/18; better than the England average of 6% and placing us in the top quintile. Performance at the end of Quarter 3 is off-target but within the agreed tolerance. Action being taken to further improve performance includes increased tracking activities using admissions data and intelligence to reduce the number of 'Not Knowns', and the introduction of a new NEET to EET programme in central Romford. The programme will focus on addressing barriers to participation and supporting young people to gain English and Maths qualifications, along with engaging parents / carers to ensure successful retention and progression.
	Number of new in-house foster carers (cumulative)	Bigger is better	16	12	±10%	7 RED	-	5	↓	14	The number of new in-house foster carers is below the target set for this point in the year. Work continues to recruit high quality foster carers, with marketing targeted at the caring professions, certain faith communities and those prepared to look after older children (age 11+) and sibling groups. We also continue to promote the message that IFA (independent fostering agency) carers can easily transfer to the local authority. A Christmas fostering campaign was undertaken with positive results and the service will consider any adjustments to the current marketing plan following this. Although the campaign resulted in a number of applications which are being progressed through assessment, these will not come to fruition in terms of approvals until the new financial year.

**OVERVIEW AND SCRUTINY BOARD
5 MARCH 2019**

Subject Heading:	Overview & Scrutiny Sub-Committee's Update Summary
CMT Lead:	Anne Brown
Report Author and contact details:	Deputy Director of Legal Services Richard Cursons, 01708 432430, Richard.cursons@onesource.co.uk
Policy context:	A summary of the Overview & Scrutiny Sub-Committee's current work is attached and will be presented at the meeting.
Financial summary:	No impact of presenting of the summary itself which is for review only.

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

A summary of recent work conducted by each Overview & Scrutiny Sub-Committee is attached.

RECOMMENDATIONS

1. The Board to note the summary.

REPORT DETAIL

The Board will receive an update on the current work of the Overview & Scrutiny Sub-Committees.

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.

APPENDICES

Appendices as attached.

OVERVIEW AND SCRUTINY BOARD 5 MARCH 2019 – UPDATE ON RECENT WORK OF CHILDREN AND LEARNING OVERVIEW AND SCRUTINY SUB-COMMITTEE

At its meeting in November 2018, the Sub-Committee received a report that provided an update on the provisional outcomes of the 2018 statutory assessments within the secondary and post-16 sector. The report provided headline figures for attainment and progress at GCSE and Attainment at A-Level. In attendance was Mr Stuart McLaughlin (Head Teacher Bower Park Academy) in his capacity as Chairman of the Havering Learning Partnership (HLP).

The Sub-Committee noted that the Local Authority had worked closely with the Havering Learning Partnership to deliver a joint improvement strategy and action plan. The HLP and Local Authority had jointly funded specific improvement activity to target areas in need of improvement, which had started to produce results.

The Sub-Committee received performance data for seven of the eight agreed indicators in Quarter Two. It was noted that five of the indicators have been given a RAG status. Two have a status of Green, two a status of Amber and one had a status of Red.

The Sub-Committee received an update report that outlined the Improvement Plan for Children's Social Care Service following the Ofsted Inspection in June 2018 and detailed the improvement work within the Service to address issues and risks throughout the social care system, review existing projects and consider if new areas of work needed to be explored and developed.

The Sub-Committee noted the planning for improvement work within the Service and agreed to receive regular updates on the Social Care Improvement Plan.

The Sub-Committee received a report that provided an update on the actions required following the Ofsted/Care Quality Commission inspection of Special Educational Needs and Disability (SEND).

The report detailed the action plan that would be monitored by the SEND Executive Board which comprised of partners, parent representatives, schools and representatives from health and the local council.

The Sub-Committee noted the progress made to implement the detailed SEND action plan following the CQC/Ofsted inspection of March 2018, including the establishment of the Executive Special Educational Needs and Disabilities Board (comprising of health, local authority and partner agencies including schools and parents).

“In December 2018, the Chairman undertook visits to departments in Children’s Social Services, including the Multi-Agency Safeguarding Hub (MASH) in Mercury House and the St. Kilda Children’s Centre in Romford. Further visits to Children’s Social Services and Schools are planned at Easter.”

At its meeting on 14 February 2019, The Sub-Committee received a report that detailed the work of the Council to support children and families affected by Domestic Abuse in Havering.

The Sub-Committee received a report on the review of the housing and support needs of residents in Private Sector Leased accommodation (PSL). A detailed report on the outcome of this review will be reported to Cabinet.

“The Sub-Committee agreed to scrutinise this topic further in the near future.”

At the meeting, Members received a report that detailed the current work of the Council to address Serious Youth Violence and Knife Crime in Havering.

The Sub-Committee agreed to scrutinise this topic further in the near future.”

Members also received a presentation on the Performance Indicators for Quarter Three that reported to the Sub-Committee. It was noted that six of the indicators were given a RAG status: three with a status of Green, two rated Amber and one rated Red.

Overall, the update was an improvement compared to the position at the end of Quarter Two.

“The Sub-Committee agreed on two Performance Indicators to report to the Overview and Scrutiny Board.”

Councillor Judith Holt,

Chairman, Children & Learning Overview and Scrutiny Sub-Committee

OVERVIEW AND SCRUTINY BOARD 5 MARCH 2019 – UPDATE ON RECENT
WORK OF CRIME AND DISORDER SUB-COMMITTEE

The Sub-Committee will be meeting on the 28 February 2019, during which they will receive information on performance against indicators and will be requested to note the contents of the report and to consider the performance information required going forward.

At their meeting, Members will be requested to note the Strategic Assessment 2018. The Strategic Assessment uses data from partner agencies as well as publicly-available information to consider crime levels and trends in Havering. Members will receive a presentation on the findings of the Strategic Assessment which will be used to refresh the Havering Community Safety Plan 2017-20.

The Sub-Committee will receive a report which sets out a brief background to the Modern Slavery Act 2015, outlining the duties it places on local authorities and specifying different types of modern day slavery. The report will provide a brief account of what is happening in Havering and the wider London context along with plans for next steps.

Members of the Sub-Committee topic group continue their work scrutinising serious youth violence and knife crime in Havering.

Councillor Bob Perry,
Chairman, Crime and Disorder Sub-Committee

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OVERVIEW AND SCRUTINY BOARD 5 MARCH 2019 – UPDATE ON RECENT WORK OF THE ENVIRONMENT OVERVIEW AND SCRUTINY SUB-COMMITTEE

The Sub-Committee had received presentations on the following:

- Air Quality Action Plan
- Resource and Waste Strategy Summary.

The Sub-Committee had also received the quarter 3 performance report which provided an overview of the Council's performance against the two performance indicators selected for monitoring by the Sub-Committee:

Average number of days taken to remove fly-tips

The level of waste per head of population presented to the East London Waste Authority (ELWA)

The Sub-Committee also had agreed to the formation of a topic group to scrutinise the use of motorcycle lanes by other traffic and as part of Council's request report back to Cabinet. The Sub-Committee was advised that Keith Prince (London Assembly Member for Havering & Redbridge) wished to be involved with the scrutiny as he had been involved in the formulation of several reports relating to motorcycle safety during his time as Chairman of the Greater London Assembly Transport Committee.

Councillor John Mylod
Chairman, Individuals Overview and Scrutiny Sub-Committee

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OVERVIEW AND SCRUTINY BOARD 5 MARCH 2019 – UPDATE ON RECENT WORK OF HEALTH OVERVIEW AND SCRUTINY SUB-COMMITTEE

Following the recent announcement that the bid for capital funding for the redevelopment of the St George's Hospital site in Hornchurch had failed, the Health OSSC met with senior health officers including the Accountable Officer for BHR Clinical Commissioning Groups and the Chair of the Delivery Board for the St George's Hospital project. Officers were frustrated at the lack of capital funding awarded and we discussed possible alternative strategies for moving the project forward.

The performance information presented to the OSSC highlighted a number of instances where out of borough hospitals had posted discharge delays against either Havering health or social care and we have asked for more details of this.

We were also pleased to continue the Sub-Committee's positive working relationship with Healthwatch Havering and scrutinised three recent reports by the organisation covering in-patient meals, maternity and Accident & Emergency services at Queen's Hospital.

The Joint Committee for Outer North East London has expressed significant reservations about the recent move of chemotherapy services from King George to Queen's Hospital and the way in which this was done. Particular concern has been expressed about the ability of facilities at Queen's Hospital to cope with the rising demand for chemotherapy services in the coming years.

Councillor Nisha Patel,

Chairman, Health Overview and Scrutiny Sub-Committee

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OVERVIEW AND SCRUTINY BOARD 5 MARCH 2019 – UPDATE ON RECENT WORK OF THE INDIVIDUALS OVERVIEW AND SCRUTINY SUB-COMMITTEE

The Sub-Committee had received a presentation from DABD on the Dial-A-Ride service which was a membership scheme run by Transport for London which provided a bookable door-to-door minibus service free of charge for disabled and older people who had difficulties accessing public transport.

The Sub-Committee had also received the quarter 2 performance report which provided an overview of the Council's performance against the two performance indicators selected for monitoring by the Sub-Committee:

- Percentage of service users receiving Direct Payments; and
- Rate of permanent admissions to residential and nursing care homes per 100,000 population (aged 65+).

The Sub-Committee is not due to meet until after the meeting of the Overview & Scrutiny Board but items for discussion are as follows:

- Down Sizing Accommodation
- Respite Care for Carers
- Adult Social Care Funding and the Voluntary Sector
- Domestic Violence Progress Report

Councillor Ray Best
Chairman, Individuals Overview and Scrutiny Sub-Committee

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OVERVIEW AND SCRUTINY BOARD 5 MARCH 2019 – UPDATE ON RECENT WORK OF TOWNS AND COMMUNITIES OVERVIEW AND SCRUTINY SUB-COMMITTEE

Members had received a presentation on Performance Indicators for Quarter Two; and noted that three indicators were off target and one was on target.

The Sub-Committee noted that a new process had been put in place to deal with Housing Complaints to bring about improvements to each of the service areas in the Service and that all Stage 2 complaint responses were signed off by the Chief Executive and that Case officers were in regular contact with complainants.

The Service was reviewing its contract management approach, against other repairs services, in order to determine a new line of approach. The lack of improvement in performance against the KPI had led to a new improvement plan being developed and the performance would be monitored. Breyer had advised that their new plan should result in improved performance.

Members received a report that outlined the challenges faced by the service in the undertaking of their work, with a specific focus upon Development Management and planning application handling.

The Sub-Committee received a presentation on the future of Chafford Sports Complex and were advised that the complex and its land were now owned by the Harris Academy. Due to the dual use, the complex did not meet with current expectations for quality of leisure facilities and a significant capital investment would be required to modernize the complex.

The Sub-Committee was informed that following the reduction in Government funding by about £29m to the Council since 2014/15, the Council faced a funding gap of £37.8m over the next four years. The options for Chafford Sports Complex were being reviewed to avoid the funding gap increasing.

The Sub-Committee had agreed to establish a Topic Group to scrutinise Housing Issues – Repairs in particular in the near future.

Councillor Keith Darvill,

Chairman, Towns & Communities Overview and Scrutiny Sub-Committee

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