



CABINET

7.30 pm	Thursday 29 November 2018	Council Chamber - Town Hall
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Members 9: Quorum 3

Councillor Damian White (Leader of the Council), Chairman

Cabinet Member responsibility:

Councillor Robert Benham

Cabinet Member for Education, Children & Families

Councillor Osman Dervish

Cabinet Member for Environment

Councillor Joshua Chapman

Cabinet Member for Housing

Councillor Jason Frost

Cabinet Member for Health & Adult Care Services

Councillor Roger Ramsey

Cabinet Member for Finance & Property

Councillor Viddy Persaud

Cabinet Member for Public Protection and Safety

Andrew Beesley
Head of Democratic Services

For information about the meeting please contact:

Debra Marlow tel: 01708 433091

e-mail: debra.marlow@onesource.co.uk



Webcast

**Please note that this meeting will be webcast.
Members of the public who do not wish to appear
in the webcast will be able to sit in the balcony,
which is not in camera range.**

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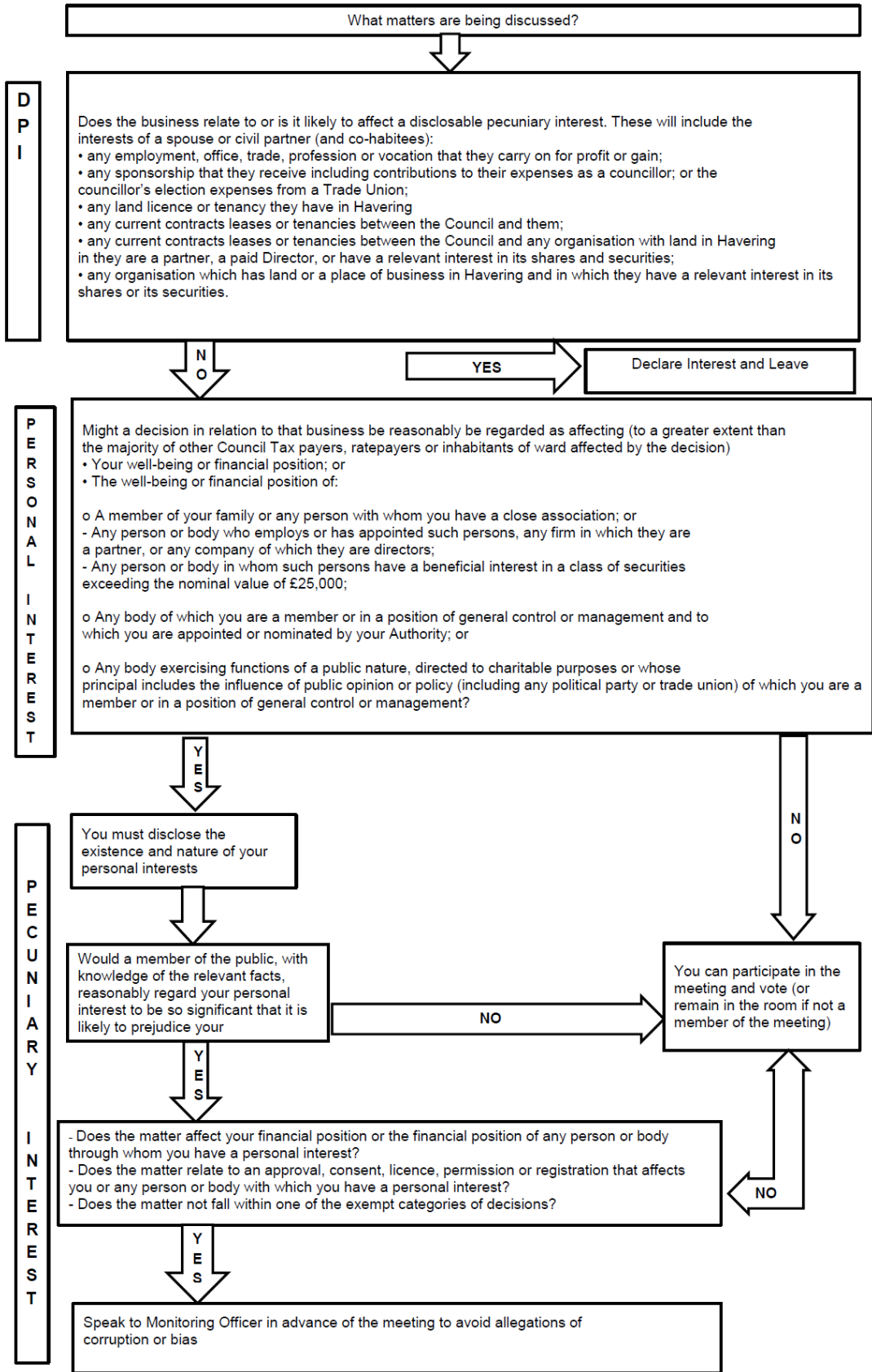
- filming, photographing or making an audio recording of the proceedings of the meeting;
- using any other means for enabling persons not present to see or hear proceedings at a meeting as it takes place or later; or
- reporting or providing commentary on proceedings at a meeting, orally or in writing,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

DECLARING INTERESTS FLOWCHART – QUESTIONS TO ASK YOURSELF



AGENDA

1 ANNOUNCEMENTS

On behalf of the Chairman, there will be an announcement about the arrangements in case of fire or other events that might require the meeting room or building's evacuation.

2 APOLOGIES FOR ABSENCE

(if any) - receive

3 DISCLOSURES OF INTEREST

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

4 UPDATE ON THE COUNCIL'S MEDIUM TERM FINANCIAL STRATEGY 2019-2020 (Pages 1 - 64)

5 UPDATE ON THE COUNCIL TAX SUPPORT SCHEME 2019 AND COUNCIL TAX SURCHARGE ON EMPTY HOMES (Pages 65 - 190)

6 BRETONS MANOR HOUSE, BARNS AND PARKS (Pages 191 - 198)

7 EXCLUSION OF THE PRESS AND PUBLIC

To consider whether the press and public should now be excluded from the remainder of the meeting on the grounds that it is likely that, in view of the nature of the business to be transacted or the nature of the proceedings, if members of the press and public were present during those items there would be disclosure to them of exempt information within the meaning of paragraph 1 of Schedule 12A to the Local Government Act 1972; and, if it is decided to exclude the public on those grounds, the Committee to resolve accordingly on the motion of the Chairman.

8 BRIDGE CLOSE, ROMFORD - PURCHASE OF RESIDENTIAL PROPERTIES ON WATERLOO ROAD AND OLDCHURCH ROAD (Pages 199 - 214)

CABINET

Subject Heading:

Update of the Council's Medium Term Financial Strategy (MTFS) and budget for 2019/20

Cabinet Member:

Councillor Damian White

SLT Lead:

Jane West
Section 151 officer

Report Author and contact details:

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Policy context:

The report provides an update on the Medium Term Financial Strategy for the period 2019/20 to 2022/23. It also sets out the process and timetable the Council will follow in order to achieve a balanced budget for 2019/20.

Financial summary:

This report includes:

- the current national funding outlook
- a summary of the Council's current financial situation
- the approach to setting the Council's 2019/20 budget and MTFS for the following three years

Is this a Key Decision?

Yes

When should this matter be reviewed?

February 2019

Reviewing OSC:

Overview and Scrutiny Board

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 report presents an overview of the national economic and financial environment within which all local authorities are currently developing their financial plans for the next 4 years. It explains the complex range of factors affecting local authority forecast funding streams, expenditure pressures and the Council's position in relation to these matters.

The report sets out the Council's current financial situation and its approach to achieving financial balance over the period 2019/20 to 2022/23.

This report consists of the following sections:

- Policy and strategic context (section 1)
- Summary of the national context (section 2)
- Update on the 2018/19 budget position (section 3)
- Update on the Medium Term Financial Strategy (section 4)
- Update on the consultation with residents undertaken over the last year (section 5)
- Update on the capital programme (section 6)
- Timetable and next steps (section 7)

RECOMMENDATIONS

The Cabinet is asked to:

1. **Note** the updated national financial context for local government, in year financial performance and the projected budget gap over the period 2019/20 to 2022/23 as set out in sections 1 and 2 and the period 6 (September 2018) and of year forecast position set out in section 3.

2. **Note** the assumptions which underpin the forecast.
3. **Approve** savings proposals for 2019/20 of £8.702m as set out in section 4 and **Appendices B** (£0.770m), **C** (£3.156m) and **D** (£4.776m), having considered the consultation feedback set out in **Appendices E** and **F**.
4. **Approve** the launch of consultation on the measures included in the Improving Traffic Flows project as set out in **Appendix D**.
5. **Approve the** growth proposal for 2019/20 of £1 million to fund the revenue costs of the £10 million capital investment in the Highways Investment Programme for 2019/20, as set out in section 4, having considered the consultation feedback set out in **Appendices E** and **F**.
6. **Approve** the updated 5 year Capital Programme in Section 6 for recommendation onto full Council for agreement in January 2019.
7. **Note** the timetable and process for developing, reporting and considering the 2019/20 budget and MTFS as set out in section 7.

REPORT DETAIL

1. Policy and Strategic context

- 1.1 This report presents an update of the Medium Term Financial Strategy (MTFS) between 2019/20 and 2022/23 that will be developed to deliver the Council's objectives and priorities whilst maintaining tight financial control and ensuring prudent levels of reserves and balances are maintained.
- 1.2 Havering Council's vision is focused on four cross-cutting priorities:

Communities

Helping young and old fulfil their potential through high-achieving schools and by supporting people to live safe, healthy and independent lives.

Places

Making sure that our neighbourhoods are great places to live by investing in them and keeping them clean, green and safe with access to quality parks and leisure facilities.

Opportunities

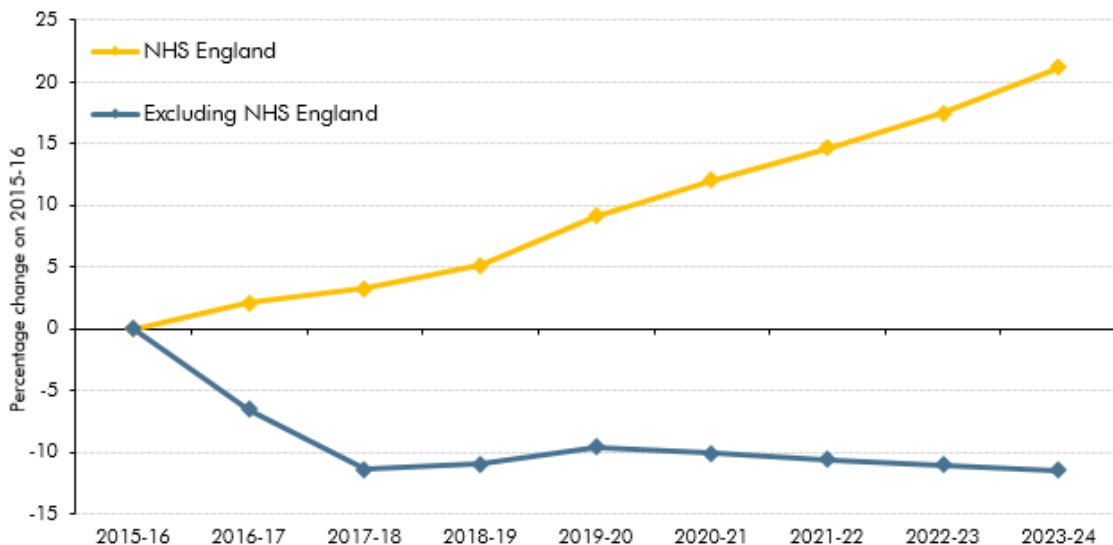
Helping people get on in life by creating jobs and skills opportunities and building genuinely affordable homes.

Connections

Making it easier for people to get around and get online by investing in road, transport links, faster internet and free Wi-Fi in town centres.

2. National Context

- 2.1 Since the July 2018 Medium Term Financial Strategy report there has been continued uncertainty regarding future funding for local government.
- 2.2 Recent analysis from the Office for Budget Responsibility, post the October 2019 Budget Statement from the Chancellor, anticipates very little increased funding for any public service except the National Health Service (NHS).



Note: RDEL ex - the basis on which HM Treasury sets Departmental plans - rather than PSCE in RDEL
Source: OBR

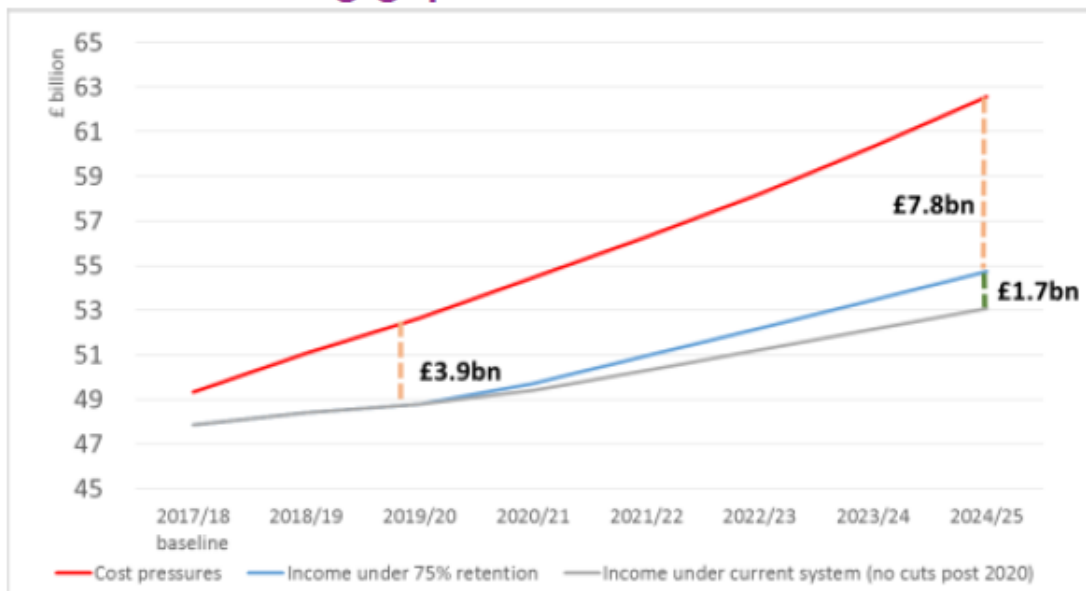
- 2.3 The formal 2019 Spending Review will be announced during 2019 and the eventual impact on local government from 2020/21 will not be known until then. The Council is also still awaiting the results of the 2020/21 Fair Funding Review (a review of the formula for distributing funding across local government) which will have an impact on how the total expenditure envelope for local government will be split between individual councils.
- 2.4 The long awaited Adult Social Care Green Paper is likely to show a large funding requirement but it is unclear where any additional funding would be

sourced from. The worst case scenario is that it is reallocated from other parts of local government.

- 2.5 Overall the Local Government Association is predicting a challenging funding gap for local government of between £6.1 billion and £7.8 billion by 2024/25, mainly due to growth in demand for adult and children’s social care services.



Council funding gap 2025



- 2.6 The future remains unclear with regard to Brexit. There is uncertainty both in the outcome of the present negotiations with the EU and also whether any deal will be ratified by parliament.
- 2.7 The London Resilience Forum has recently raised with the Ministry for Housing, Communities and Local Government (MHCLG) its concern that without further detailed information, disseminated in a timely way to all agencies with a requirement to plan for a no-deal scenario, further focussed local planning cannot be progressed.
- 2.8 The Office for Budget Responsibility has said in its recent statement on the October 2018 budget, ‘In the near term, it is worth emphasising that this forecast assumes a relatively smooth exit from the EU next year. A disorderly one could have severe short-term implications for the economy, the exchange rate, asset prices and the public finances. The scale would be very hard to predict, given the lack of precedent.’

2.9 The Chancellor delivered his Budget 2018 on 29 October. The main points from the Chancellor's Budget Statement that are relevant to local government are as follows:

- £45m of additional funding for Disabilities Facilities Grant in 2018/19;
- £420m in 2018/19 to tackle pot holes and other road highways works; Havering has been allocated £0.895m;
- £400m of in-year capital funding allocations to schools in 2018/19;
- £650m of extra Social Care funding for English Local Authorities in 2019/20; although £240m is a continuation of the 2018/19 winter pressures monies.
- An additional £84m of Children's Services funding over 5 years, but across only 20 councils;
- For two years up until the next Revaluation in 2021 all retail premises with an rateable value below £51,000 will have their bills reduced by one third; on past precedent it would be expected that Local Authorities will be compensated for this measure through s31 grant;
- £675m of co-funding will be provided through a new "High Streets Fund" to assist with rejuvenation of High Streets and, in particular, changing unused business and commercial property into residential accommodation;
- Additional funding for the Housing Infrastructure Fund of £500m will be provided;
- It is expected that Public Sector Debt will decline from a peak of 85.2% of GDP in 2016/17 to a forecast of 74.1% in 2023/24 and that public sector borrowing will be £19.8bn in 2023/24 (the lowest level for 10 years);
- The Chancellor re-emphasised that "austerity is coming to an end", and for the period of the next Spending Review projected that there will be an average real terms increase in annual Resource Departmental Expenditure Limits (RDEL) over the 5 years of 1.2%, per annum. This compares to an average of -3.0% during the period of SR2010 and -1.3% during the period of SR15. However, as set out above, the Office for Budget Responsibility anticipates that the NHS will be the beneficiary of the additional funding.
- The government will abolish the future use of PFI and PFI2, saying there is compelling evidence that it does not deliver value for taxpayers or genuinely transfer risk to the private sector.

2.10 The Provisional Local Government Settlement for 2019/20 is due on 6th December which will provide a better guide to the funding position.

3. Update on the 2018/19 budget position

3.1 The 2018/19 revenue budget is closely monitored each month to review and manage the various pressures that emerge during the year. A key part of the MTFS process is to review the current pressures in order to project the future demographic and inflationary impact on the 4 year budget. The monitoring report at the end of period 6 (September 2018), set out in **Appendix A**, shows a projected £3.340m overspend.

3.2 The main areas of overspend are Children's Services (£1.9m) and Housing (£0.7m). There is however also an overspend on Adult Services of £2.5m which is being managed through the use of surplus one off allocations in 2018/19. All services are taking action to reduce the overspends in order to return a balanced position at year end.

3.3 The MTFS includes pressures in respect of projected ongoing increased demand in relation to Adults' and Children's demographics and also for homelessness. This position will continue to be reviewed and if necessary, updated before the budget is formally set in February 2019.

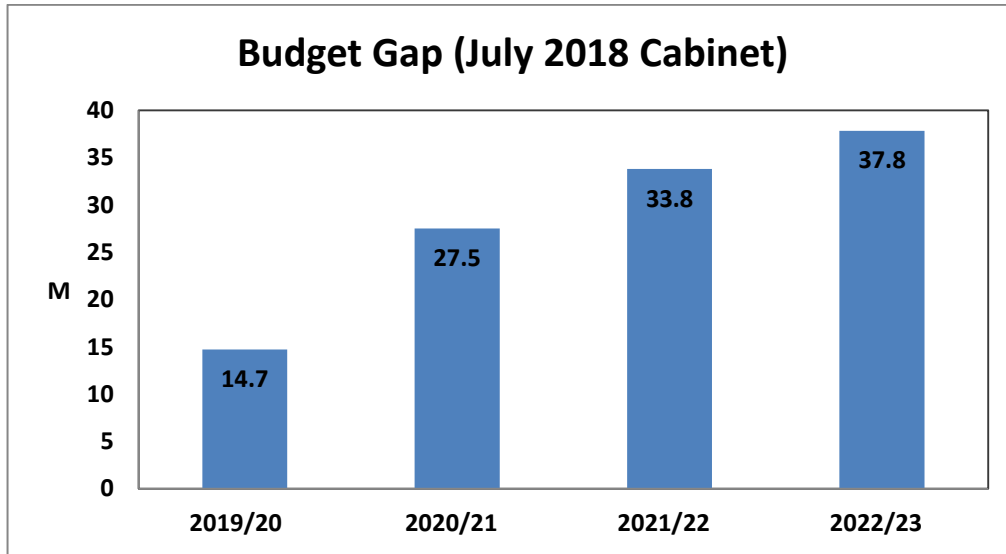
4 Update on the MTFS position

4.1 Updated base position

The July 2018 MTFS Cabinet report updated the base financial position from that assumed at Council Tax Setting in February 2018.

Latest Position	2019/20	2020/21	2021/22	2022/23	4 Year Plan
	£m	£m	£m	£m	£m
Gap at Council February 2018	10.341	12.886	4.596	2.201	30.025
Adults contract inflation pressure	1.600				1.600
Revision to pay inflation assumption		0.830	0.830	0.830	2.490
Revision to savings proposals	3.150	0.100	0.350		3.600
Reprofile pension contribution following actuarial review	-1.000	-1.000	1.000	1.000	0.000
Reprofile waste levy negotiation saving	0.500		-0.500		0.000
Revision to corporate assumptions	0.113				0.113
Revised Gap	14.704	12.816	6.276	4.031	37.828
Cumulative	14.704	27.520	33.796	37.828	

The budget gap is illustrated in the graph below.



In common with other authorities, the budgetary challenge for Havering is significant over the next four years as shown above. To address this, the Council has developed a major change and transformation programme, which will deliver a smaller, more efficient Council which can work closely with residents in order to provide services which are valued, relevant and balances cost, quality and meeting community and individual needs as efficiently as possible.

Since July 2018 considerable work has also been undertaken by officers to both review and test all the pressures and assumptions in the MTFS and also to review the business cases from the transformation programme so that any early savings can be included in this report for decision making.

As discussed earlier the MTFS takes account of the current revenue monitoring position recognising where reported pressures are unavoidable and ongoing. This information is combined with demographic and inflationary trends to provide an accurate assessment of the most likely pressures the Council will face over the next four years.

The table below shows the changes that have been made since July as a result of this review process.

Description	2019/20	2020/21	2021/22	2022/23	4 Year Plan
	£m	£m	£m	£m	£m
July position to Cabinet	14.704	12.816	6.276	4.031	37.827
Adjustments to Corporate, Inflation and Demographic pressures	-2.438	-1.631	1.311	1.108	-1.650
Deferment of the reinvestment of savings associated with Bridge Close and Rainham*	0.562	3.926	-0.950	1.673	5.211
Regeneration Restructure	0.380				0.380
Reduction in expected Taxbase yield	0.480				0.480
Add pressure for new capital – Mercury Land Holdings and the JVs	0.543				0.543
Total adjustments	-0.473	2.295	0.361	2.781	4.964
Revised Gap	14.231	15.111	6.637	6.812	42.791
Cumulative Total	14.231	29.342	35.979	42.791	42.791

* The budget report originally included profit yields from the Bridge Close and Rainham joint ventures. These joint ventures will deliver substantial benefits but it has been decided to reinvest the early profits to help finance future stages of the projects. As such the savings will not be available to the General Fund until after the current MTFS four year period

4.2 Efficiencies, service reductions and income changes

A number of proposals for efficiencies, service reductions and income changes were developed over the summer. Many of the proposals were efficiency based but where they impacted public facing services, they were included in the budget consultation.

These savings have been refined further in the light of the budget consultation over the summer. **Appendix B** sets out the detailed descriptions of these savings which are also summarised in the table below.

Efficiencies, service cuts and income changes	2019/20	2020/21	2021/22	2022/23	TOTAL
	£m	£m	£m	£m	£m
Increase Business Rates income - Actions of the Opportunities service plan		-0.300	-0.300	-0.432	-1.032
Changes to Council Tax Support scheme*	-0.600				-0.600
Shared Emergency Planning	-0.020				-0.020
Commercial Property Income	-0.100	-0.100	-0.100	-0.100	-0.400
Insurance Contractual Saving	-0.050				-0.050
Total Appendix B savings	-0.770	-0.400	-0.400	-0.532	-2.102

*This is the subject of a different report elsewhere on this Cabinet agenda.

4.3 Departmental Savings

A further set of savings have been identified for all Council departments. This report recommends the adoption of these savings proposals totalling £7.417m and listed in **Appendix C** and summarised below by department.

Departmental savings	2019/20	2020/21	2021/22	2022/23	Total
	£m	£m	£m	£m	£m
Adults'	-0.823	-1.000	-1.000	-1.000	-3.823
Chief Operating Officer	-0.851	0	0	0	-0.851
Neighbourhoods	-0.502	-0.115	0	0	-0.617
oneSource	-0.410	-0.475	-0.450	-0.048	-1.383
Children's	-0.570	0	0	0	-0.570
Public Health	0.000	-0.173	0	0	-0.173
Total	-3.156	-1.763	-1.450	-1.048	-7.417
Cumulative Total	-3.156	-4.919	-6.369	-7.417	-7.417

4.4 The Transformation Programme

The Council's initial thinking around a new Transformation Programme was set out in the July 2018 budget update Cabinet report. Since then, the concept cases that were presented for each project in the programme have been worked up into business cases which can be actioned over the next four years. These business cases set out how individual projects will contribute to closing the budget gap over the four year period. The Transformation Programme outline proposals are set out in **Appendix D** of this report. A summary is set out in the tables below which are arranged by Theme.

4.4.1 Communities

Project	2019/20	2020/21	2021/22	2022/23	TOTAL
	£m	£m	£m	£m	£m
Localities Gateways and Integration	-0.060	-1.477	-1.477	-1.134	-4.148
Review of Transport	-0.100	-0.045	-0.030	-0.005	-0.180
Revision of Charging Policy	-0.043	0.000	0.000	0.000	-0.043
Total Savings	-0.203	-1.522	-1.507	-1.139	-4.371

4.4.2 Places

Project	2019/20	2020/21	2021/22	2022/23	TOTAL
	£m	£m	£m	£m	£m
Asset Optimisation	TBC	TBC	TBC	TBC	TBC
Bretons*	0.000	0.000	0.000	-0.500	-0.500
Registration and Bereavement Services	-0.095	-0.117	-0.114	-0.143	-0.469
Review of Front Doors	0.000	-0.093	-0.050	-0.050	-0.193
Total Savings	-0.095	-0.210	-0.164	-0.693	-1.162

* This is the subject of a different report elsewhere on this Cabinet agenda.

4.4.3 Opportunities

Project	2019/20	2020/21	2021/22	2022/23	TOTAL
	£m	£m	£m	£m	£m
Contracts Review	-0.300	-0.640	-1.090	-1.580	-3.610
Digital Platform Replacement	-0.038	-0.077	-0.116	0.000	-0.231
Full Cost Recovery	-0.250	-0.150	-0.150	-0.150	-0.700
Income Debt Management and Enforcement	-0.067	-0.044	-0.027	-0.044	-0.182
Process Automation and Robotics	0.000	-0.050	-0.100	-0.150	-0.300
Service Redesign	-0.151	-0.583	-1.154	-1.559	-3.447
Transformation of Post and Print	-0.050	0.000	0.000	0.000	-0.050
Total Savings	-0.856	-1.544	-2.637	-3.483	-8.520

4.4.4 Connections

Project	2019/20	2020/21	2021/22	2022/23	TOTAL
	£m	£m	£m	£m	£m
Business Intelligence and Analytics	-0.622	-0.106	-0.106	0.000	-0.834
Improving Traffic Flows	-3.000	-0.658	0.000	0.000	-3.658
Total Savings	-3.622	-0.764	-0.106	0.000	-4.492

4.4.5 Summary

Summary	2019/20	2020/21	2021/22	2022/23	TOTAL
	£m	£m	£m	£m	£m
Communities	-0.203	-1.522	-1.507	-1.139	-4.371
Places	-0.095	-0.210	-0.164	-0.693	-1.162
Opportunities	-0.856	-1.544	-2.637	-3.483	-8.520
Connections	-3.622	-0.764	-0.106	0.000	-4.492
Total Savings	-4.776	-4.040	-4.414	-5.315	-18.545

Although a range of savings have been fully identified already, particularly for 2019/20, it is believed that these Transformation projects have the potential to deliver yet more savings over the following three years (2020/21 to 2022/23). Further work will be done to refine the business cases for these projects over the coming months.

4.5 Growth

New growth has been built into the revenue budget of £1 million in both 2019/20 and 2020/22 to fund new capital investment in highways and pavements, in line with the responses from the public consultation over the summer. The revenue growth is funded from anticipated additional income resulting from the changes proposed under the Improving Traffic Flows project.

4.6 Revised Budget position after savings identified to date

	2019/20	2020/21	2021/22	2022/23	TOTAL
	£m	£m	£m	£m	£m
Gap before savings	14.231	15.111	6.637	6.812	42.791
Efficiencies, Service Reductions and Income Changes (Appendix B)	-0.770	-0.400	-0.400	-0.532	-2.102
Departmental Savings (Appendix C)	-3.156	-1.763	-1.450	-1.048	-7.417
Transformation Savings (Appendix D)	-4.776	-4.040	-4.414	-5.315	-18.545
Revised Gap	5.529	8.908	0.373	-0.083	14.727
Revenue Contribution to Roads and Transport Capital Programme funded from the Improving Traffic Flows savings of £3.658 million	1.000	1.000	0.000	0.000	2.000
Revised Gap	6.529	9.908	0.373	-0.083	16.727

5. Consultation

- 5.1 Ipsos MORI undertook a Residents' Survey across the borough from late March to late April. The results of the survey showed a number of priority areas for residents and also highlighted areas that residents thought should be improved. These are set out in **Appendix E**.
- 5.2 In addition, a budget consultation took place over the summer, with thirteen public meetings, an on-line survey, a paper-based survey and a feature in the 'Living in Havering' magazine. There was also an opportunity for residents to talk to officers about the budget consultation on both days of the Havering Show. Over one thousand responses were received and a summary of the results of the survey are set out in **Appendix F**.
- 5.3 A number of proposals from July have been revised in line with the feedback from residents. The Improving Traffic Flows proposal has been extended to include a significant investment programme of £30 million into roads and pavements in the borough. The proposal to turn off or dim the street lighting on some roads in the borough was very unpopular and will now not be put forward for implementation. Finally, the proposal to review discretionary business rate relief for charities will not be undertaken and there will be no change in the current arrangements.

6. Capital Programme – Recommended additions

- 6.1 The current capital programme will need to be adjusted to reflect the business plans from Mercury Land Holdings and the Joint Ventures which are due to be finalised in January 2019.
- 6.2 A number of additional projects are being proposed to be added to the capital programme. These are as follows:-
- An additional £10m per annum is to be added into the Highways investment programme in 2019/20 and 2020/21 funded from the additional traffic and parking income proposed in the Improving Traffic Flows Strategy.
 - An additional £250k is to be built in for investment into CCTV. The current CCTV system requires investment. The equipment, including cameras, is over 10 years old and is now less reliable. It therefore critical to upgrade the system to ensure it remains fit for use. The bid will also fund investment in two mobile cameras that can be targeted as required.
 - An additional £28.1 million of external funding is to be added to the capital programme over the next 2 years. These include indicative

figures for TFL, Schools Basic Needs and the Disabled Facilities Grant.

- It is proposed that £2.5 million in capital receipts is set aside to implement a new Oracle Cloud Enterprise Resource Planning system to replace the current 1Oracle systems for finance and human resources. The current 1Oracle system is outdated and increasingly expensive to support as, from July 2019, Newham and Havering will be the only two councils of the original seven using the system. The current plan is to move to Oracle Cloud for 1 April 2020. Although Cloud based systems are revenue projects, there is a government scheme to allow the use of capital receipts for specific Transformation projects that deliver an ongoing saving (which Oracle Cloud does). The full business case will be considered at Cabinet in the New Year.
- Similarly, it is proposed that capital receipts of £1.8m are set aside for a new Customer Relationship Management (CRM) system again asking for funding from capital receipts under the government's scheme to allow the use of capital receipts for specific Transformation projects that deliver an ongoing saving (which CRM does, including cost avoidance). The current CRM is bespoke and very costly to support. It needs to be upgraded by 2020 as the current platform is due to come out of support. The full business case will be considered at Cabinet in the New Year.

6.3 The full updated capital programme is set out in the table below.

Capital Programme	2019/20 £m	2020/21 £m	2021/22 £m	2022/23 £m	Total £m
Children's Services	1.950	0.000	0.000	0.000	1.950
Public Health	0.000	0.000	0.000	0.000	0.000
Neighbourhoods	17.286	13.500	11.000	11.000	52.786
Adults Services	0.000	2.800	0.000	0.000	2.800
Regeneration Programme	113.353	42.907	11.211	1.090	168.561
Chief Operating Officer	11.990	5.668	0.854	0.485	18.997
oneSource	19.627	23.037	0.620	0.620	43.904
TOTAL CAPITAL PROGRAMME	164.205	87.912	23.685	13.195	288.997

7. Timetable and next steps

7.1 SLT are continuing to work to develop further budget proposals for consideration by Cabinet as follows:-

- January Cabinet:

- Update on financial assumptions following the Provisional Local Government Finance Settlement
- Update on the London Business Rate Pool Pilot
- January Council:
 - Approval of the updated General Fund and Housing Capital Programme
 - Approval of Council Tax Support Scheme
 - Approval of the Council Tax premium for properties that have been vacant for more than two years
- February Cabinet
 - Final budget and council tax proposals approved to recommend to Council
 - Final consideration of Capital Programme including Housing Capital Programme and recommendation to Council
 - Final consideration of the Treasury Management Strategy and recommendation to Council
 - Consideration and approval of the Housing Revenue Account budget
- February Council
 - Council Tax Setting Report
 - Consideration and approval of reports recommended by February Cabinet.

REASONS AND OPTIONS

Reasons for the decision:

The Council is required to set a balanced budget in advance of the beginning of each financial year. This report sets out progress in reaching the balanced budget for 2019/20 and sets out the Council's future plans for balancing the budget from 2020/21 to 2022/23.

Other options considered:

The report outlines all the options identified so far for balancing the 2019/20 budget. There is still a budget gap even if these options are approved and therefore officers will continue to seek further options for balancing not just next year's budget but also the budgets for 2020/21 to 2022/23.

IMPLICATIONS AND RISKS

Financial Implications and Risks

The financial implications of the Council's MTFs are the subject of this report and are therefore set out in the body of this report. The consultation process set out in this report will be used to inform decision making on the budget.

Legal Implications and Risks

Under S151 of the Local Government Act 1972 a local authority has to make proper arrangements for the administration of its financial affairs.

Under S28 of the Local Government Act 2003 a local authority has to review its budget calculations from time to time during the financial year and take appropriate action if there is any deterioration in its budget.

The Council is also required to set a balanced budget, taking into account a range of factors, including consultation feedback, and decisions must also be taken in accordance with the Council's duties under the Equality Act 2010.

The budget consultation and approval process is separate from individual decisions which may need to be taken for example in relation to service delivery; these may require a separate consultation process and equality impact assessment before a final decision is taken.

Human Resource Implications and Risks

The Council continues to work closely with its staff and with Trades Unions to ensure that the effects on staff of the savings required have been managed in an efficient and compassionate manner. All savings proposals or changes to the funding regime that impact on staff numbers, will be managed in accordance with both statutory requirements and the Council's Managing Organisational Change & Redundancy policy and associated guidance.

Equalities and Social Inclusion Implications and Risks

Havering has a diverse community made up of many different groups and individuals. The Council values diversity and believes it essential to understand and include the different contributions, perspectives and experience that people from different backgrounds bring.

The Public Sector Equality Duty (PSED) under section 149 of the Equality Act 2010 requires the council, when exercising its functions, to have due regard to:

- (i) the need to eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;

- (ii) the need to advance equality of opportunity between persons who share protected characteristics and those who do not, and;
- (iii) foster good relations between those who have protected characteristics and those who do not.

Note: 'Protected characteristics' are: age, gender, race, disability, sexual orientation, marriage and civil partnerships, religion or belief, pregnancy and maternity and gender reassignment.

The Council demonstrates its commitment to the Equality Act in its decision-making processes, the provision, procurement and commissioning of its services, and employment practices concerning its workforce. In addition, the Council is also committed to improving the quality of life and wellbeing of all Havering residents in respect of socio-economics and health determinants.

Any decisions which need to be taken in furtherance of the budget proposals will be undertaken in accordance with the duty set out in Section 149 of the Equality Act 2010 and where appropriate full Equality Assessments will be undertaken and form part of the decision making process.

BACKGROUND PAPERS

None

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Appendix A

Summary of Controllable Revenue Budget Monitoring Period 6

Directorate	Original Budget	Revised Budget	Actuals & Encumbrances	Forecast Outturn	Forecast Outturn Variance		Previous Forecast Outturn Variance	Change in Forecast Outturn Variance
	£m	£m	£m	£m	£m	%	£m	£m
Public Health	(1.981)	(0.332)	0.444	(0.332)	0.000	0.00	0.000	0.000
Children's Services	36.694	37.661	17.791	39.611	1.951	5.18	2.139	(0.188)
Adult Services	50.274	56.075	30.224	56.075	0.000	0.00	0.000	0.000
Neighbourhoods	11.754	11.178	7.881	11.904	0.725	6.49	0.838	(0.113)
Regeneration Programme Delivery	(0.004)	(0.249)	2.061	(0.175)	0.074	(29.83)	0.161	(0.086)
oneSource Non-Shared	2.424	2.199	(7.373)	2.898	0.699	31.79	0.457	0.242
Chief Operating Officer	7.707	23.816	21.877	23.707	(0.109)	(0.46)	(0.184)	0.074
SLT	1.321	1.540	0.985	1.540	0.000	0.00	0.042	(0.042)
oneSource shared	14.323	1.510	(6.202)	1.510	0.000	0.00	0.000	0.000
Service Total	122.511	133.398	67.688	136.739	3.340	2.50	3.453	(0.113)
Corporate Budget	29.724	18.837	2.857	18.837	0.000	0.00	0.000	0.000
Contingency	1.000	1.000	0.000	1.000	0.000	0.00	0.000	0.000
Net Controllable Budget	153.235	153.235	70.545	156.575	3.340	2.18	3.453	(0.113)

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Appendix B

Efficiencies, service reductions and income changes	2019/20	2020/21	2021/22	2022/23	TOTAL
	£m	£m	£m	£m	£m
Increase Business Rates income - Actions of the Opportunities service plan		(0.300)	(0.300)	(0.432)	(1.032)
Changes to Council Tax Support scheme	(0.600)				(0.600)
Shared Emergency Planning	(0.020)				(0.020)
Commerical Property Income	(0.100)	(0.100)	(0.100)	(0.100)	(0.400)
Insurance Contractual Saving	(0.050)				(0.050)
Total savings	(0.770)	(0.400)	(0.400)	(0.532)	(2.102)

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Appendix C

DEPARTMENTAL SAVINGS	2019/20	2020/21	2021/22	2022/23	TOTAL
	£m	£m	£m	£m	£m
Development and Transport	-0.070				-0.070
Public Conveniences		-0.115			-0.115
Network Coordination income	-0.080				-0.080
Highways management back office efficiencies	-0.120				-0.120
Reduce lighting stock	-0.030				-0.030
Corporate energy management	-0.025				-0.025
Registrar Restructure	-0.030				-0.030
Registration Changes to fees	-0.025				-0.025
Utility Gas	-0.012				-0.012
Registration Fee increases	-0.060				-0.060
Local Plan resources pressure reduction	-0.050				-0.050
COO charging for brokerage Function	-0.080				-0.080
COO Licences for homecare software	-0.100				-0.100
COO Consultancy Returns	-0.050				-0.050
Policy, Performance and Community Staffing and supplies efficiencies	-0.298				-0.298
Customer Services channel shift	-0.050				-0.050
Customer Services housing and parking admin reduction	-0.040				-0.040
Music School Full Cost Recovery	-0.117				-0.117
Health and Well Being Queens Theatre	-0.100				-0.100
Health and Well Being Talented 30	-0.006				-0.006
Health and Well Being Social Halls Income	-0.010				-0.010
One Source Investment in ICT and automations	-0.100	-0.150	-0.250		-0.500
One Source include more services into model	0.000	-0.100	-0.100		-0.200
One Source General Efficiency	-0.125	-0.125			-0.250
One Source Reduction in oneSource support	-0.100	-0.100	-0.100	-0.048	-0.348
One Source Union Support Time	-0.035				-0.035
One Source Transport Income	-0.050				-0.050
ASC Commissioning		-0.500	-0.500	-0.500	-1.500
ASC Older People		-0.500	-0.500	-0.500	-1.500
ASC Assistive Technology - remove adults fundings	-0.748				-0.748
ASC Income Generation	-0.075				-0.075
Childrens Centres review	-0.440				-0.440
Youth Services Review	-0.130				-0.130
Public Health BHR shared service		-0.100			-0.100
Public Health remove vacant posts		-0.073			-0.073
Total savings	-3.156	-1.763	-1.450	-1.048	-7.417

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Appendix D – Transformation Outline Proposals

Proposal	Summary	Financial Implications 2019/20-2022/23
<p>Locality Gateways and Integration</p>	<p>The Locality and Integration programme aims to transform the way we work with residents across adult social care and children’s social care, with our health partners, with an ambitious programme scaling up and accelerating our work to date on integrated care partnerships with health. We want to support residents young and old to be as independent as possible with less reliance on statutory services, but where support and intervention is needed that it is available, is as close to home as possible, is of high quality and supports the best outcomes possible. This will shift the focus from delivering institutionalised care to a model that actively promotes independence through the creation of new ways of working and expansion of networks of support in the community. It is also about providing the right interventions at the right time for people, including families, to manage difficulties in their lives, and working with health partners closely in a more joined up way.</p> <p>The new model follows a backdrop where we are seeing major demand pressures in Havering which has the oldest resident population in London, while estimated to have one of the highest rates of serious physical disabilities and dementia. Havering has also seen the largest growth of children moving into the borough over the past 9 years.</p> <p>The key focus of this work is in the following areas, although some are not yet fully worked up.</p> <ul style="list-style-type: none"> • Placed Based Care • Better Living • Local Area Coordination • Children Universal Plus • Information and Advice <p>Working with our health partners across the Havering, Barking and Dagenham and Redbridge (BHR) footprint, we are looking to further develop an Integrated Localities care model based on five component parts of delivery:</p> <p>(1) Place Based Care Networks which provides a strategic approach to demand management with GPs bringing a range of expertise around individuals to have a greater impact on their ability to manage their long term conditions; focus on early intervention using population segmentation and risk stratification, we anticipate that we can help more people</p>	<p>Ongoing Saving: £4.148m</p> <p>One-off Cost: £1.039m</p>

remain independent and supported in their community longer, reducing 'downstream' activity such as non-elective hospital admissions, long-term care packages and admissions to care homes. Community health services and Adult Social Care are already mapped into three localities (co-terminous with GP networks/federations) in North, Central and South locality multi-disciplinary teams. Through pooling of resources and expertise around individuals, a 5% reduction in care packages using this approach would reduce costs by £555,000 over 4 years. Project costs of £150k are anticipated for 2018/19 and 2019/20.

- (2) **Better living** aims to adopt an asset-based approach to assessments which moves the conversation away from 'what's the matter with people' to 'what matters to people', with a greater emphasis on the involvement of communities and families in supporting people to have a level of wellbeing and control to live a better life. In February 2018 the Havering Access Team (HAT) started using the model. While too early to fully assess the impact of the model, initial indications are that there has been a reduction in the number of people needing short-term and long-term support from the council. The data shows a potential for the council to support 10 more people per month to be supported within their community and family networks. Currently 11.86% of people who come through our front door receive long-term services. By safely reducing this to 10% by connecting people with family and community-based networks, there is the potential to reduce expenditure by £1.296m per year for two years which can be used to meet the demand and complexity of other cases. We therefore request an investment of £549,000 over four years to roll out the model
- (3) **Local Area Co-ordination** seeks to bridge the gaps between IAG and formal care and support by taking a hands-on preventive community-based approach to building resilience and self-management and enablement of individuals and their families within locality networks outside of formal care and support. This would be an integral building block to support the delivery of the Place Based Care Network and Better Living models. We are seeking approval for a feasibility study into adopting a Local Area Co-ordination model in Havering drawing from existing resources where possible. To adopt the model, national guidance suggests that we would need up to 21 Local Area Co-ordinators at an annual cost of £1.050million. It is anticipated that this cost can be funded through re-directing existing resources, negotiating new funding from partners and allocating potential new funding coming in from government. This would be subject to business case following the feasibility study. The feasibility study requires funding of £40k.
- (4) **Children's Universal Plus**
Families report the complexities of navigating the social care system, finding the range of services and their offers confusing. With a changing demographic in the borough, Children's Services are increasingly seeing families with more complex needs who require support; for example, throughout 2017/18 there was a 51% increase in the number of Child in Need (CiN) plans. Early intervention is a key part of the Council's strategy to managing this demand. By working together to help families find their own solutions and to deliver services more locally to fit the needs of the family, Havering Children's Services is developing a more joined up approach to Early Help in which professionals work

	<p>together across agencies to achieve a more coherent offer for families in need at an earlier stage. The Universal Plus offer is limited to families who require a higher level of intervention than signposting to universal services, but do not meet the threshold for Tier 2 Early Help interventions</p> <p>(5) Information and Advice and Guidance (IAG) is an integral part of the Care Act 2014 to ensure that people can get the information and advice that they need to make good decisions about care and support. We are seeking agreement to take a wider view of IAG with a channel shift and marketing strategy to significantly improve public information that is available, the delivery of which will be integrated with our partner organisations. It is anticipated this part of the project will cost £300k to implement.</p>	
<p>Business intelligence</p>	<p>The project aims to utilise the intelligence within the council's data warehouse to carry out 'targeted areas of intervention' to reduce cost.</p> <p>Currently the council has a wealth of insight at our disposal that we are not properly exploiting. By cross-matching and interrogating data it should be possible to manage demand on services much more effectively by pinpointing interventions much more precisely.</p> <p>In the short term there are immediate opportunities that are being reviewed:</p> <ul style="list-style-type: none"> • Single Person discount • Freedom Passes <p>Our approach over the next three years is continue this work and expand it to look at other areas where business intelligence could be applied.</p> <p>Single Person Discount</p> <p>Of 105,000 council tax paying households in Havering, 31,000 receive a 25% Single Person reduction. Initial work through the Data Warehouse have identified 332 properties where potentially a discount should no longer be applied.</p> <p>In addition Capita which has matched the data against Experian records, classifying homes in a high/medium/low probability of having more than one adult occupant which has brought the total number of cases under review to 1,632.</p> <p>As part of our review, which is phased across the risk categories, starting with those most likely to have multiple occupation, households are sent two letters within a 14-day period. A no response would lead to de-activation of SPD with the onus on the</p>	<p>Ongoing Saving: £834k</p>

	<p>resident to make contact if the action was not justified.</p> <p>The assumed full-year saving of £826k takes into account the 18% saving to the GLA and the costs of analytics.</p> <p>Freedom Passes</p> <p>The Council issues a range of passes to different client groups based on transport needs. This includes Freedom Passes for people with a disability and the elderly. A settlement is agreed with between TfL and transport operators and London Councils. In 2018/19 88% of the costs (£345m) are recoverable by London boroughs on a usage basis with 12% of the costs attributed to the number of passes issued.</p> <p>Through a business intelligence approach our aim is to deactivate passes where people are no longer eligible for them or because they have been identified as deceased.</p> <p>We have deactivated 209 passes for deceased post holders, with reviews ongoing into 105 passes potentially linked to vacant property. The potential saving to Havering in 18/19 of £8,000.</p>	
Contracts Review	<p>The council spends £158m annually with external suppliers. Our aim with a contact review is to ensure that costs are reduced by:</p> <ul style="list-style-type: none"> • Strengthening procurement practices for competitive market testing • Building new and sustainable supplier markets • Reviewing contracts regularly against market conditions • Improving data quality to get a better understanding of unit cost • Improving the management of supply chains • Improving commercial practices and negotiation skills. <p>An initial spend of £20,000 has been identified for project management support to review contracts and contract practices, with any contract over £25K considered for renegotiation.</p> <p>The project is working through an initial data analysis stage and this has identified some gaps in the data we hold and this is currently being addressed.</p>	Ongoing Saving net of cost of delivery: £3.61m

	<p>The next phase is to let a number of work packages on a risk/reward basis to examine the areas that show the greatest potential for savings. The areas identified for the first phase of the review are:-</p> <ul style="list-style-type: none"> • Energy • Interims and temporary staff • Professional services • Fleet • VAT recovery. <p>The work packages will be let shortly through existing local government procurement frameworks.</p> <p>By using the risk/reward mechanism, the costs of making the savings will be offset by the savings that are delivered. If no savings are identified by the work package delivery partner, no costs will be incurred.</p>	
<p>Digital Platform Replacement</p>	<p>The aim of this project is to replace the current Customer Relationship Management (CRM) system and Online portal. The current systems will be replaced with an alternative solution that is agile, flexible, cost effective and provides modern platform on which we can build a new customer engagement forms.</p> <p>This is a joint project with Newham and the project management costs will be shared. A capital allocation has been set aside for this project in the updated capital programme (see section 6 of the report). A detailed business case will be presented to Cabinet in the New Year.</p>	<p>Ongoing Savings: £231k</p> <p>One-off Cost: £1.8m to be funded from capital receipts under the government's scheme to allow Transformation projects to be capitalised</p>

Debt Management and enforcement	<p>This project aims to increase income and reduce bad debt through improved processes and service collaboration.</p> <p>The project will focus on six areas:</p> <ol style="list-style-type: none"> (1) Reviewing whether the number of invoices raised could be reduced through on-line charging. (2) Automating processes through Oracle where possible, including looking at whether a new bespoke system or bolt-ons to Oracle can lead to greater automation. (3) Consideration to recovery of historic debts, including former tenant arrears, former temporary accommodation charges and housing service charges. (4) Work with services to set up more direct debits which will reduce cost. (5) Increasing income by securing new business across the public sector for the One Source Enforcement team. (6) Providing more self-service facilities for debtors to pay which will reduce customer contact. <p>If agreed, the work would start across Havering and Newham from March 2019 with an overall projected cost saving of £546,000, of which Havering's share would be £182k.</p> <p>The project will require a project manager, business analysts and investment in IT infrastructure. This will be funded from existing resources within oneSource and the cost will be shared between Havering, Newham and Bexley.</p>	<p>Ongoing Savings: £182k</p> <p>One-off Cost: £250k (split across Havering, Newham and Bexley and funded from within existing oneSource resources)</p>
Full cost recovery	<p>The project aims to increase transparency, strengthen business principles and improve decision-making when it comes to fees and charges that are imposed internally and externally.</p> <p>The project is divided into three sections focused on different aspects of charging:</p> <ul style="list-style-type: none"> • Fees and charges to the public, whether they are statutory or discretionary services. • Internal charges for services provided on a traded basis. • Support services recharged across the organisation. <p>The council sets its fees and charges each year as part of the budget and council tax setting process. A corporate increase on income is generally agreed as part of the Medium Term Financial Strategy, with exemptions for those fees and charges that are statutory or controlled, or where a business case informed by market knowledge justifies a variation. For 2018/19 that level of assumed increase in levels was 3%. The fees and charges set as part of the 2018/19 budget are available on the council's website.</p> <p>The project will focus on the following workstreams:-</p>	<p>Ongoing Savings: £700k</p>

	<p>(1) For fees and charges to the public it will demonstrate the relationship between the costs of service delivery and the charges made for them, clarify the reasons for the method of charging, and give a context for making decisions on how the fees and charges are set going forward.</p> <p>(2) The internal trading recharges represent cases when a service is operated centrally for the whole organisation such as printing or mobile telephone services, and then these costs are charged out based on usage or other relevant bases. The project will clarify the relationship between the cost of the service and the charge made, how the trading operation has established the charging rates, and also look at the efficiency of the processes for undertaking those recharges.</p> <p>(3) The central support allocation process, which takes the costs of support services such as finance, legal and HR, and recharges them across the organisation on a reasonable and transparent basis. As part of the budget process, we will review the bases for the apportionment of services and the allocation across the core services. This is particularly important in light of the recharges that are made outside the general fund, for example to the HRA and DSG, and the requirement not to cross subsidise the separate funds of the council. The saving of £250k identified for 2019/20 is associated with this workstream.</p> <p>The project will be resources from within the existing Finance Team in oneSource.</p>	
<p>Process Automation and Virtual Workforce</p>	<p>We want to reduce process time across our services and created more efficient ways of working through increased automation which takes advantage of growth areas like the development of Artificial Intelligence and robotics</p> <p>The project will span four years to identify and determine:</p> <ul style="list-style-type: none"> • Process automation which can reduce repetitive tasks such as keying in data, which includes synchronisation of systems, data migration and data extraction. • Deployment of Virtual Workforce technology that will enable the reduction of human intervention. • Workforce learning and development to deploy automation. <p>As a separate project, but linked, is the future of the Oracle IT system with a potential move to a Cloud-based system which could support the shift to automation.</p> <p>An initial investment of £75,000 will be required to look at the development of Virtual Workforce, taking it to a Proof of Value (POV) stage.</p>	<p>Ongoing Savings: £300k</p> <p>One-off Cost: £75k</p>

	<p>The project will span the council’s organisational boundaries, underpinning our priorities and aligned with the digital strategy. It will support service reviews and wider transformation – therefore savings have not been included to avoid duplication.</p>	
<p>Asset optimisation</p>	<p>By developing a more strategic approach to our assets we want to optimise their use to increase income and save money.</p> <p>We will seek to develop a four-year property review and asset management plan which will:</p> <ul style="list-style-type: none"> • Support the delivery of council-wide plans, adopting a smart working approach. • Increase the use of buildings to maximise income or explore asset transfers to a third party to reduce cost. • Improve the condition of our retained buildings while making sure that they are energy efficient. • To promote acquisitions in areas of long-term value growth in support of the Borough’s regeneration, housing agenda and planning for new school places • Review options for one-stop shops and One Public Estate initiatives to improve the customer experience and drive down cost, in line with the council’s wider community strategy. • To ascertain operating principles to support the delivery of key objectives <p>Based on the Corporate Asset Management Plan 2015 – 2019, the majority of the Council’s operational assets (i.e. those held for the purposes of service delivery) were valued in excess of £371m, with the remaining commercial properties (i.e. non-operational) values in excess of £45m. The portfolio is diverse, includes schools, day centres, children’s centres, libraries, care homes, waste facilities, parks, and open spaces, etc.</p> <p>Work is currently underway by the Director of Asset Management to develop a new Asset Management Strategy and Action Plan 2018-2022. Operational buildings with mainly office accommodation are being reviewed as a priority, alongside key sites identified in consultation with the Leader of the Council and Chief Executive.</p> <p>The new Asset Management Strategy and Plan will refocus the Council’s approach to surplus assets, considering in the first instance how assets be reused to meet need such as housing, schools provision, economic development and regeneration. This will help the Council generate savings and new revenue through investment and disposal will be a last and final resort in line with good asset management practice.</p>	<p>Ongoing Saving: To be confirmed</p> <p>One-off Cost: £125k</p>

	<p>A new Corporate Asset Management Board will develop a communication platform to ensure stakeholders be informed about the review of assets. The Asset Management Strategy and Plan will help ensure consistency in decision-making in relation to assets, particularly where these may not be part of the operational estate moving forward.</p> <p>Projects costs of £125K, have already been identified, which includes £50K for a programme manager, £50K for a Town Hall and Mercury House concept plans and options and £25K to develop a community hubs vision.</p>	
Review of Front Doors	<p>The council owns a large number of public buildings where the public receive a face-to-face service. Our desire is to move to a ‘Community Hub’ model which will mean fewer buildings but more services delivered.</p> <p>This will free up some buildings which could be used for community-run services, other public services or they could be sold to reduce cost to taxpayers, while ploughing back some of the receipts to improve our other buildings.</p> <p>Eventually, we have an ambition to move to a “Library-Plus” offer with potentially more community use, better ICT and more books being made available.</p> <p>For Children’s Centres our intention is to invest in children’s centres that are well used, ensuring that a greater range of services are available overall.</p> <p>We are also analysing the usage of the buildings accommodating Youth Services.</p> <p>We have made good progress on the overall Review of Front Doors and expect to be able to go to consultation on proposals very early in 2019. However, there are still some important analyses that need to be undertaken before the consultation can commence. It is anticipated that the consultation proposals will be publically available well before the Council Tax Setting Council in February 2019.</p> <p>There are savings included in the Departmental Savings list that it is anticipated will also be delivered via this project:-</p> <ul style="list-style-type: none"> • Children’s Centres Review in 2019/20 - £440k • Youth Services Review in 2019/20 - £130k <p>Project management costs of £200k are required to manage this project.</p>	<p>Ongoing Saving: £193k</p> <p>One-off Cost: £200k</p>

Community Hubs	<p>The aim of the Community Hubs programme is to ensure that the council's buildings are fully optimised while reducing revenue cost by delivering multiple services under one roof.</p> <p>Through the approach we want to strengthen community resilience by encouraging greater community involvement in the delivery of services.</p> <p>The project aims to:</p> <ul style="list-style-type: none"> • Design and implement a new Community Hub model and ways of working that: <ul style="list-style-type: none"> – enables the Council to facilitate community resilience and development – makes best use of assets and capabilities to develop local solutions • Establish new Community Hub facilities, providing a physical space and focal point for the new model and ways of working to be delivered. • Involve community stakeholders in programme management and co-development of the design, implementation and operating solution to ensure that cultural changes are achieved and owned. • Provide an operational focus for other projects to realise their financial and non-financial benefits: <ul style="list-style-type: none"> – utilisation and / or rationalisation of assets (asset utilisation project) – early intervention and prevention work (locality working project) – streamlined and flexible working by Council teams • Provide learning to be used to inform the development of Community Hubs. • Piloting locality working alongside Community Hubs (operating from within the facilities). <p>The development of the Community Hubs is taking place alongside a transformation of other services, notably Libraries, Housing, Environmental Services and Locality Working. It also directly supports the Councils Asset Management approach, optimising use of council owned and underutilised buildings and should complement investment through the Councils Regeneration Strategy.</p>	Savings and investment costs to be defined as the project is developed, options appraised and final proposals agreed.
Service redesign reviews	<p>We are proposing a 3-year programme of reviews to ensure that services are being delivered in the most efficient and effective way, while maximising opportunities posed through increased use of technology, automation and business intelligence to drive down cost.</p> <p>The reviews would be carried out and led by service areas with support and co-ordination from the central transformation team. Through this approach we hope to embed a wider skill base and new ways of working with reviews conducted in three phases</p> <ul style="list-style-type: none"> • Scoping review 	<p>Ongoing Saving: £3.447m</p> <p>One-off Cost: £1.5m</p>

- Service redesign
- Commissioning

Reviews would be carried out on a concurrent rolling programme basis with each tranche of service reviews lasting an initial four months which will include the design phase, identification of quick wins and 'getting the basics right'. Each of these reviews would then move into delivery for the remainder of Year 1 and we expect the majority of 'Transformation' will be realised in the second year. Those services reviewed in Year 2 will follow a similar pattern with the design stage, quick wins and 'getting the basics right' being delivered in year and transformational change in Year 3.

The joint review team will be formed to include support from services, finance, HR, legal, transformation and programme management, which may include external experts where these are deemed essential to getting a positive result. A challenge team is also proposed to involve SLT and CLT in each review, with the final review findings, proposed targets for improvement or efficiencies and a business case (which will include recommendations, phasing and benefits to be realised from change) presented to SLT and Members.

Project costs include the identification of internal and external resources to support each review, including the potential back-filling of internal posts, covering:

- External Challenge resources as required (short-term, this may be one – headcount – per service area for up to 10 weeks)
- 1 x Project Manager
- 1 x Business Analyst
- 1 x Programme Manager
- 1 x Programme Support

Additional support will be required from HR, finance and legal to support the review.

<p>Improving traffic flows</p>	<p>Reducing traffic congestion and improving the quality of our roads and pavements is one of the major priorities of the council – responding to what our residents say is one of their biggest issues.</p> <p>Our aim is to</p> <ol style="list-style-type: none"> (1) Improve the quality of roads and pavements through significant investment. (2) Reduce congestion and traffic delays while also promoting public transport. (3) Protect parking for residents by reducing the number of commuters who park in residential streets or housing estates. (4) Improve air quality. <p>To achieve this our proposed programme is designed to:</p> <ul style="list-style-type: none"> • Significantly increase capital investment in roads and pavement maintenance by fixing potholes and resurfacing roads and pavements. • Increase resident parking through the introduction of a wider CPZ. • Deter bad driving which leads to unnecessary delays through the introduction of camera enforcement at key box junction locations. • Align PCN charges for all contraventions to ensure greater consistency • Simplify parking charges across the borough, while increasing revenue to support the long-term highways maintenance and investment programme. <p>Overall, the increase in revenue is dwarfed by the planned wider investment to improve our roads and pavements.</p> <p>Road and pavement maintenance improvements</p> <p>Our residents cite traffic congestion and the quality of road and pavement maintenance has the biggest issue facing the borough, according to this year’s Annual Resident Survey. Currently 76% of residents say there is too much traffic congestion while only 30% are satisfied with the quality of our roads (the lowest satisfaction score across the council).</p> <p>Already £3.2m is being spent in 2018/19 improving our roads and pavements. Our intention is to significantly upscale this by spending £10m per year on top of the existing budget for the next four years.</p>	<p>Ongoing Savings: £3.658m</p> <p>One-off Cost £1.763m funded from additional income raised through the project.</p>
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Improving resident parking

A number of factors are behind increased demand for parking across the borough, including an increase in residential properties and the number of cars on our roads. Free commuter parking in residential streets is available in a relatively short distance of the key commuter stations with evidence that people are prepared to walk up to 15 minutes for free parking. Many roads are at a minimum of 80% parking capacity, a situation which will be exacerbated by the introduction of Crossrail.

We are therefore proposing to consult on the expansion of the existing 10 CPZs through a large-scale CPZ covering a 1km radius around commuter hubs. To avoid displacement we would need to look at including housing estates while charging the same fee as on-street charging in car parks in parks that are within the radius.

The cost of implementing the scheme would be in the region of £1.42m with an estimated income of £500K per year, part of which could be used to fund grass verge conversions to increase resident parking.

Enforcement of box junctions

Havering has 10 yellow box junctions which play an important role in keeping traffic moving and reducing congestion. However, unlike neighbouring boroughs, none of them are enforced.

We want to deter irresponsible driving, which causes needless delays, through enforcement activity. It is therefore proposed to invest in four moveable cameras which can be used to enforce four locations at a time.

The enforcement of box junctions will increase road safety by reducing traffic build up at key junctions. It will also ensure the free-flow of traffic which will mitigate traffic congestion problems in the borough particularly during peak times.

The changes will require a one-off investment and an ongoing cost to maintain and review the cameras. This includes a £160,000 one-off cost to pay for the new cameras (£80,000), resurfacing and marking of four box junctions (£80,000) and a £45,000 annual cost to maintain and review footage from the cameras. Annual revenue is expected to be £250,000.

This investment can be funded from the additional revenue that is expected to be raised through this programme.

Changing the free parking period

The 30 minute free option was introduced in April 2015. This option is available at all on and off-street car parking spaces outside Romford. There is no free charging option inside of Romford or in off street car parks. During the year 2017/18 there were 1,437,996 free 30 minute transactions in the borough.

It is proposed to reduce the 30-minute period to 20 minutes in local areas and remove free parking in town centre locations to bring them in line with Romford. These are:

- Hornchurch Town Centre
- Hornchurch Station Area
- Upminster Town Centre
- Elm Park

This will result in fair and consistent parking charges across all the main shopping areas in Havering.

The switch from 30 minutes to 20 minute free parking in local areas will allow more drivers to use the spaces, particularly where there is high demand.

The total one-off cost of the changes is £55,500 to cover new notices and software updates, against an annual revenue projection of £1.166 million.

Reduction of P&D machines

There are 215 Pay and Display machines in the borough which require frequent emptying which incurs cost while they are also subject to vandalism and break-ins.

This option looks at removing P&D machines and replacing them with 61 machines in town centres that take contactless payment only, either through a debit or credit card or payment by phone. While some areas in London have introduced mobile phone-only payment, commonly through an App, this is often found to be inconvenient therefore we would want to expand payment options to include debit and credit card.

The strategy would replace machines that are identified as the lowest used and most prone to vandalism or theft.

The one-off cost of removing 154 machines would be £77,000, while the cost of converting the remaining 61 to contactless would be £244,000. This is against a projected annual revenue saving of £263,513.95 which includes a reduction of six staff and other back-office costs.

P&D tariff change

We want to simplify parking across the borough by charging a consistent amount that is in line with neighbouring boroughs. Currently there are four different tariffs with different charges for the same period.

The proposed tariffs are:

On street:

	Current Tariff	Proposal A1
12 mins	£0.20	NA
30 mins	£0.60	£0.00
1hr	£1.00	£2.00
1hr30mins	£1.60	NA
2hrs	£2.00	£2.50

Off street:

	Current Tariff	Proposal A1
20mins	£0.00	£0.00
30 mins	NA	£0.00
1hr	£0.60	£2.00
2hrs	£1.20	£2.50
3hrs	£2.40	£3.50
4hrs	£3.00	£4.50
5hrs	£6.00	£5.50
6hrs	£7.00	£6.50
7hrs	£8.00	£10.50
8hrs	£9.00	£11.50
Over 8hrs	£10.00	£12.50

	<p>The changes would create revenue of £700,000 which would be used to help fund the highways programme, with a one-off cost of £55,000 to fund changes in software and signs.</p> <p>Overnight charge for car parks</p> <p>Havering does not currently charge people to use car parks overnight. While there are no figures for the number of people who use car parks overnight, it is considered that a £1.50 fee applied across 17 car parks would be a reasonable contribution towards the cost of maintaining them.</p> <p>Sunday Charging</p> <p>There is no charging for parking on Sundays currently yet Sunday is one of the busiest shopping days which means there is a high demand for parking spaces. Subject to public consultation, the proposal is to introduce a flat fee of £1.50 in town centre areas to encourage the turnover of spaces. The areas include Romford, Hornchurch Town, Hornchurch Station and Elm Park.</p> <p>PCN banding</p> <p>There is an option to align Penalty Charge Notices across the borough to encourage greater compliance. Currently there are 2 levels of PCN banding, a higher level for more serious offences and a lower for more minor offences. It is felt that consistency needs to be applied and an offence needs to be treated as an offence with the higher rate applied across the board which should lead to greater compliance. Typically a higher PCN is £130 and lower would be £80; if paid within 14 days then this amount is reduced by 50%.</p>	
Registration and Bereavement Services Review	<p>We are proposing to increase income and generate savings for the service by widening the number of services that are available to the public, while making modest increases to fees and charges and making other changes to provide a more efficient service overall.</p> <p>The proposals include:</p> <ul style="list-style-type: none"> • Expansion of bereavement services by extending the product range to include pre-cast bricked graves and family plots as part of phase 2 and 3 of cemetery expansion which is due to open in April 2020. This will produce a saving of £14k. 	Ongoing Savings: £469k

	<ul style="list-style-type: none"> • Employment of a pool of Witness Committal Officers which is an increasingly popular service, especially at weekends, providing short and simple ceremonies to commit ashes to be laid to rest in our grounds. The creation of a pool of staff to carry out these duties on zero hours contracts could create £80k of additional income per annum. • Discontinuation of organist services at cremation following a reduction in demand from families for the service. Take up of the service is now at 25% rendering it increasingly unviable. This will produce a saving of £40k. • It may be possible to discontinue the Medical Referees service by 2020/21. This is a group of GPs who authorise paperwork before cremations can take place. New legislation deems that the NHS must appoint and fund a 'Medical Examiner to replace the Medical Referee. This would equate to £37k of potential savings. • A restructure of staff at management level is possible following a retirement, with a savings of £43k per year. 	
Transforming post and print services	<p>The project aims to reduce incoming and outgoing post costs through utilising other channels of communication, digitalisation and improving traditional post which cannot be digitised.</p> <p>The Council sends and receives post in either paper form or physical items through the post service. This is both expensive and inefficient. Projected spend in 18/19 is £164k.</p> <p>The project, which is intended to run in conjunction with Newham Council to reduce the implementation and provision of service costs, aims to explore options to digitalise post services as much as possible. Initial scoping suggests that 60% could be sent and received digitally.</p> <p>The project will have the added benefit of reducing duplication, streamlining processes and increasing productivity whilst ensuring GDPR compliance.</p> <p>The options include enhancing our existing services in-house or providing these services through an external specialist service provider. The third option is 'do nothing' which may reduce post items by 5% due to utilising other means of communication.</p> <ol style="list-style-type: none"> (1) Enhancing our existing services would involve investment in equipment, upskilling and training of staff and securing premises. This requires an upfront investment cost of £180,110. The annual revenue saving is anticipated to be £31,880 this takes into account reduced running costs of £128,350 after full implementation. (2) Engaging the services of an external specialist service provider to provide a fully managed hosted solution, with the expectation to digitalise 60% of incoming and outgoing post. This is expected to require an upfront implementation cost of £149,100 with an annual saving of £49,830, this takes into account reduced running costs of £114,050 after full implementation. 	<p>On-going Savings: £50k</p> <p>One-off Cost: £164k</p>

<p>Review of Transport</p>	<p>Adults and Children's Services face significant budgetary challenges and demand pressures over the next 5 years and need to identify how to support reducing the Council's budget gap between 2019/20 and 2022/23.</p> <p>Expenditure on the Passenger Transport Service (PTS) across Children and Adults Services expenditure has seen an overall year-on-year rise, due to demand pressures and rising unit costs. In Children's Services this has been a notable factor in the overall overspend.</p> <p>Havering's overall population has steadily expanded since 2002 with a 12.3% rise to 2016 - the largest net inflow in London of children between 2011 and 2016 - and, compared to 2017, is projecting a 19.2% increase in those of school age (5-16) by 2023. Further similar growth is also projected for future years.</p> <p>Despite an initial reduction in 2014/15, the volume of children requiring transport provision (minibus or taxi) rose again from 2016/17 with the 2018/19 academic year representing a 16% increase in total from 2017/18 (the largest annual jump in recent years).</p> <p>In order to mitigate against the overspend, delivering cost efficiencies and savings, there is a need to understand the factors which are causing an impact (particularly in regards to the demand) and this may lead to the design and implementation of alternative policies, practices and business processes to reduce costs.</p> <p>In the first instance, in 2019/20, it is anticipated that a saving can be realised by reviewing the current taxi contracts.</p>	<p>Saving: £180k</p>
<p>Review of Charging Policy</p>	<p>Unlike health care, adults have to pay, or contribute towards the cost of social care. By social care we mean both residential and non-residential services and support, such as domiciliary care, direct payments, respite, extra care, personal assistants, placements and personal budgets, which support adults to remain independent at home and residential care when they are no longer able to remain at home. Councils have then used these contributions to the cost of care to re-invest in social care services they would otherwise not be able to provide.</p> <p>From April 2016, Sections 14 and 17 of the Care Act 2014 give local authorities discretionary powers to charge for care and support services provided to service users and carers. Where a local authority applies the discretion to charge it must follow the Care and Support (Charging and Assessment Resources) Regulations 2014 and have regard to the Care and Support Statutory Guidance (October 2014) in determining its charging policy.</p> <p>Current policy is that charges will not be backdated and will apply from first Monday following issue of a letter advising of assessment outcome.</p>	<p>Saving: £43k</p>

	<p>Current analysis of 2017/18 data from the Financial Assessment Team shows that all new people financially assessed for non-residential care services and where the outcome of the financial assessment is not nil, received free provision up to an estimated £43k due to not backdating the charge from first point of receiving services.</p> <p>This proposal is to start the client contribution (where applicable) from the start of the community care package, rather than the first Monday following the completion of the financial assessment.</p>	
Bretons	See report elsewhere on the agenda	Ongoing Savings: £500k
Public Conveniences	<p>There are currently 9 Automated Public Toilets (APCs) in Havering. 2 APCs sit within the JC Decaux advertising contract, expiring August 2019. The contract for the remaining 7 expires 31 December 2020. The running cost of the APCs is £160,000 per annum. It is proposed that upon the expiry of the contract(s), a Community Toilet Scheme (CTS) is introduced focused on town centres and high streets within Havering. This is expected to cost in the region of £45,000 per annum, presenting a saving of £115,000.</p> <p>A CTS operates by providing payments to local businesses in exchange for the public being permitted to use their toilet facilities free of charge. The fee is dependent on the size and number of conveniences offered. The scheme enables provision of cleaner, safer and more accessible toilets available in the Boroughs town centre and high street shopping parades.</p> <p>Members of the public can use the facilities during the premises opening hours with no obligation to make a purchase. Participating premises display a sticker in their window, which would show the type of facilities available (e.g. male, female, baby changing facilities and wheelchair accessible).</p> <p>The council would expect to engage up to 50 businesses within first 2 years, predominantly in places the APCs were located to ensure local toilet provisions is maintained and thereby meet local community expectations. This represents either an equal or improved level of toilet provision in the Borough.</p>	Savings included in the Departmental Savings list
Assistive Technology	<p>This proposal has two parts:</p> <ol style="list-style-type: none"> To review the continuation of the Adult Social Care subsidy for residents who have assistive technology fully funded by Adult Social Care via the Better Care Fund (BCF). To explore the introduction of new generation technology into the Assistive Technology offer for Havering residents to reduce the reliance on other statutory services. 	Savings included in the Departmental Savings list

	<p>Assistive Technology is funded through the Better Care Fund. There are approximately 2700 residents whose assistive technology is funded by Adult Social Care, of which just under 1700 do not receive any other adult social care package.</p> <p>A full care and support review programme, formal consultation and equalities impact assessment will be undertaken starting in early 2019 with residents who are affected by this proposal. The review process will determine whether or not those currently in receipt of ASC funded AT, remain eligible (as per the national eligibility criteria set out in the Care Act 2014). In some circumstances, some residents may be asked to pay for their Assistive Technology rather than this being funded by Adult Social Care.</p> <p>As part of this review process, ASC will also look at opportunities for introducing and trialling new generation technology with residents that will offer potentially more cost effective solutions to supporting people to live at home independently.</p> <p>As well as consultation and engagement with residents affected, as this is funded through the Better Care Fund, there will also need to be engagement with Barking Havering and Redbridge Clinical Commissioning Group.</p>	
Income Generation	<p>Avelon Road Resource Centre is a day opportunities centre for people with complex learning disabilities. It primarily caters for Havering residents however in recent years, has attracted clients from other boroughs where day opportunities provision has been lost or restricted, creating an income generation opportunity for the centre moving forward. Charges for non-Havering residents (or direct payment holders) is £70 per day exclusive of transport and community activity charges, and the daily charge is levied whether or not the person attends. Having reviewed capacity and occupancy/attendance at the centre, the service proposes to actively market in other boroughs for an additional 10 service users, offering 2-2.5 days per week on average (based attendance for 48 weeks of the year), which would generate income of £75k. Analysis of occupancy of places, shows lower attendance levels on Wednesdays, Thursdays and Fridays, therefore the service has determined that increasing the number of users from other boroughs can be delivered with minimal disruption to current Havering users. Full engagement with current centre users / families regarding the proposals will be undertaken.</p>	Savings included in the Departmental Savings list

Appendix E

Havering in 2018

Lewis Hill

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Associate Director,
Ipsos MORI

lewis.hill@ipsos.com

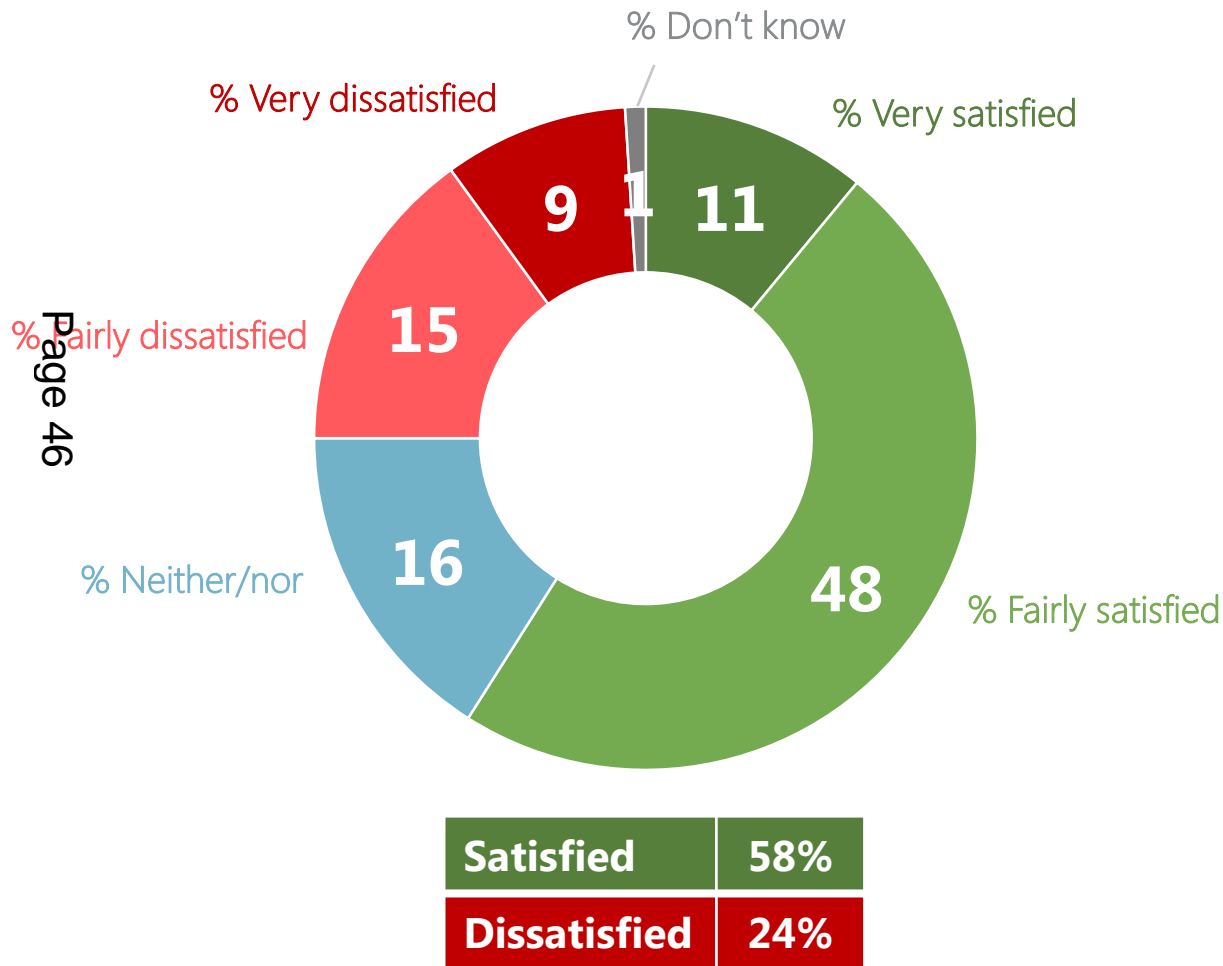


Ipsos Public Affairs



Majority of residents are satisfied with Havering Council

Q Overall, how satisfied or dissatisfied are you with the way Havering Council runs things?



By area of Havering

Romford, Collier Row and Gidea Park	28	55
Rainham and South Hornchurch	26	60
Hornchurch and Elm Park	16	67
Cranham, Upminster and Harold Wood	19	55
Harold Hill	32	50

By age

18-34	28	55
35-44	32	46
45-54	21	61
55-64	21	58
65+	21	67

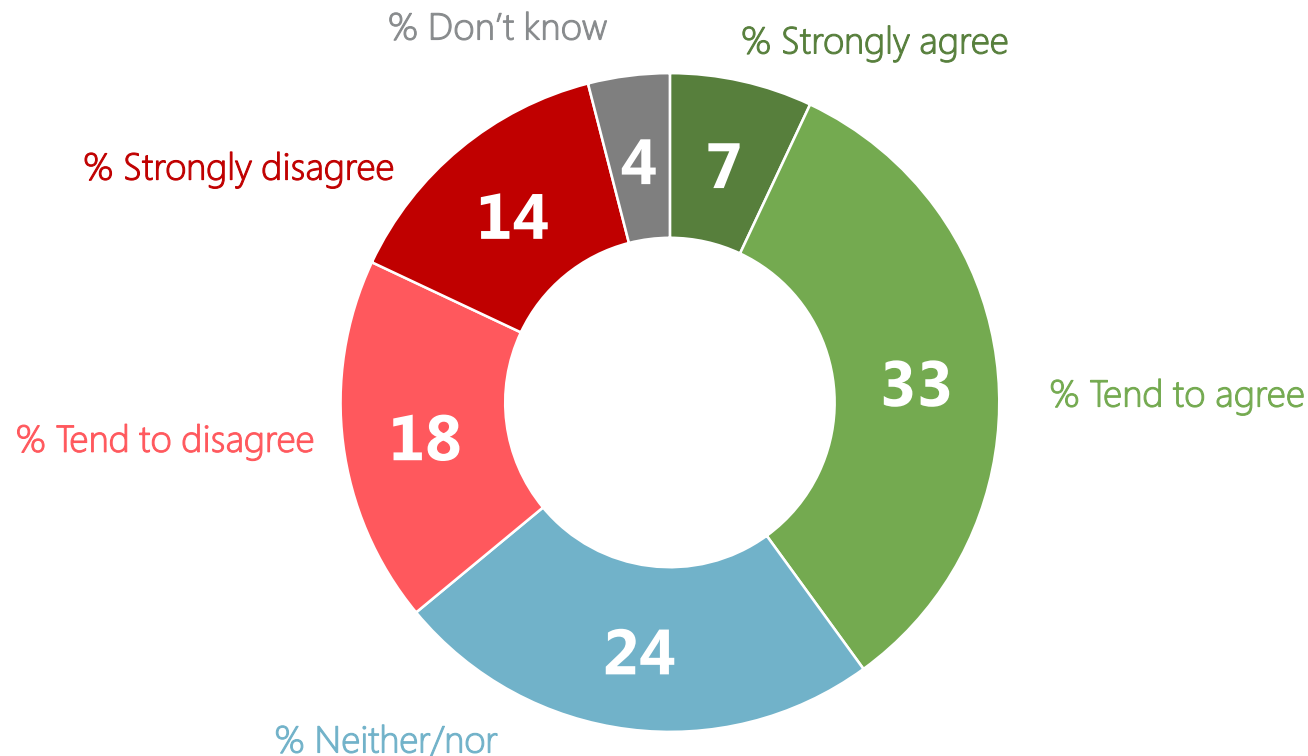
By working status

Working	24	55
Not working	23	64

Base: All participants (800) : Fieldwork dates: 27th March – 26th April 2018. Harold Hill booster (151) : Fieldwork dates: 8th – 15th October 2018.

...but less than half agree that the Council provides value for money

Q To what extent do you agree or disagree that Havering Council provides value for money?

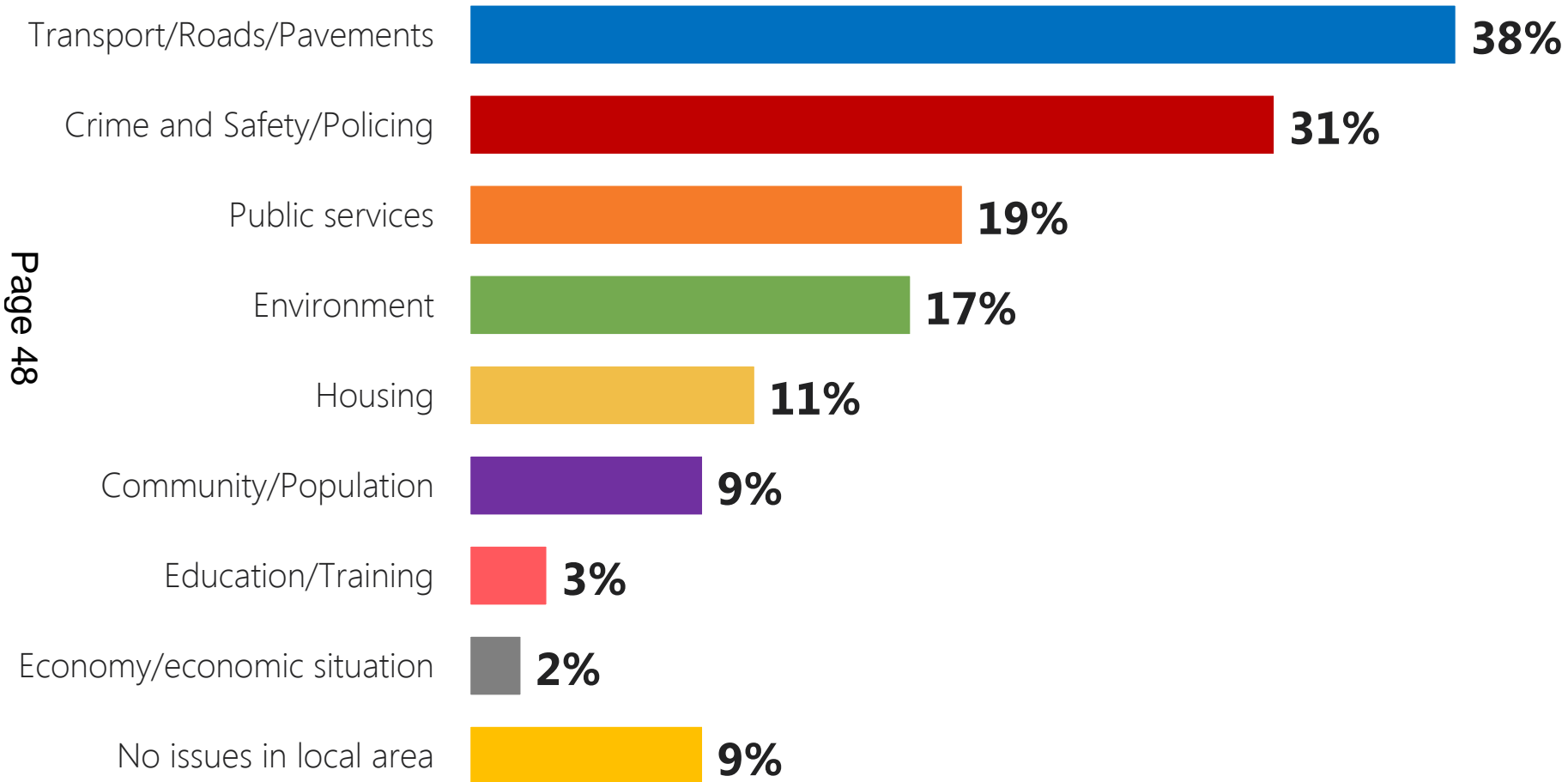


Agree	40%
Disagree	32%

Base: All participants (800) : Fieldwork dates: 27th March – 26th April 2018

Transport and crime are cited as main problems...

Q What would you say are the biggest problems for you in your local area?



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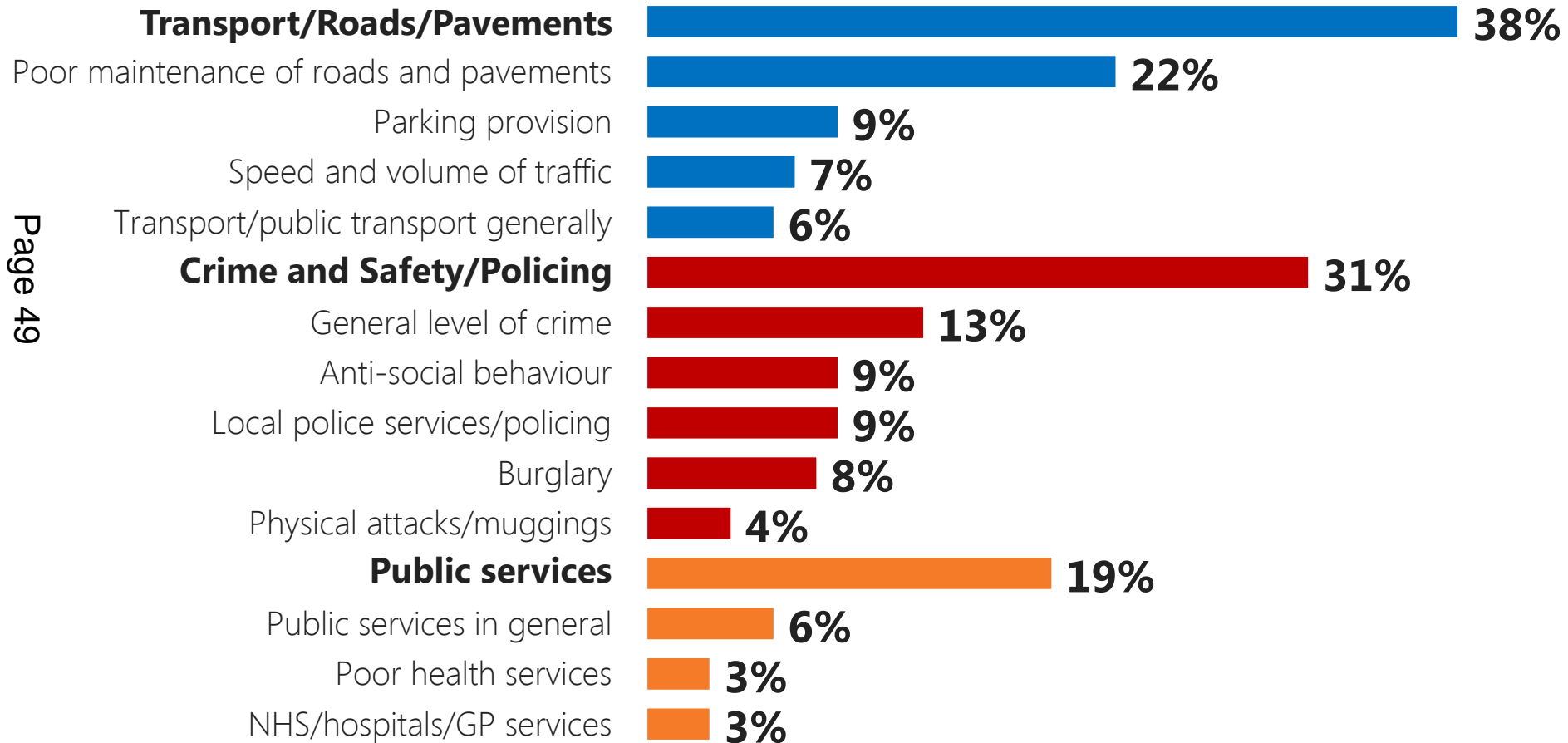
Base: All participants (800) : Fieldwork dates: 27th March – 26th April 2018

...more specifically road/pavement maintenance, and general unease about crime levels



What would you say are the biggest problems for you in your local area?

Top 12 mentions (within top 3 categories)



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Base: All participants (800) : Fieldwork dates: 27th March – 26th April 2018

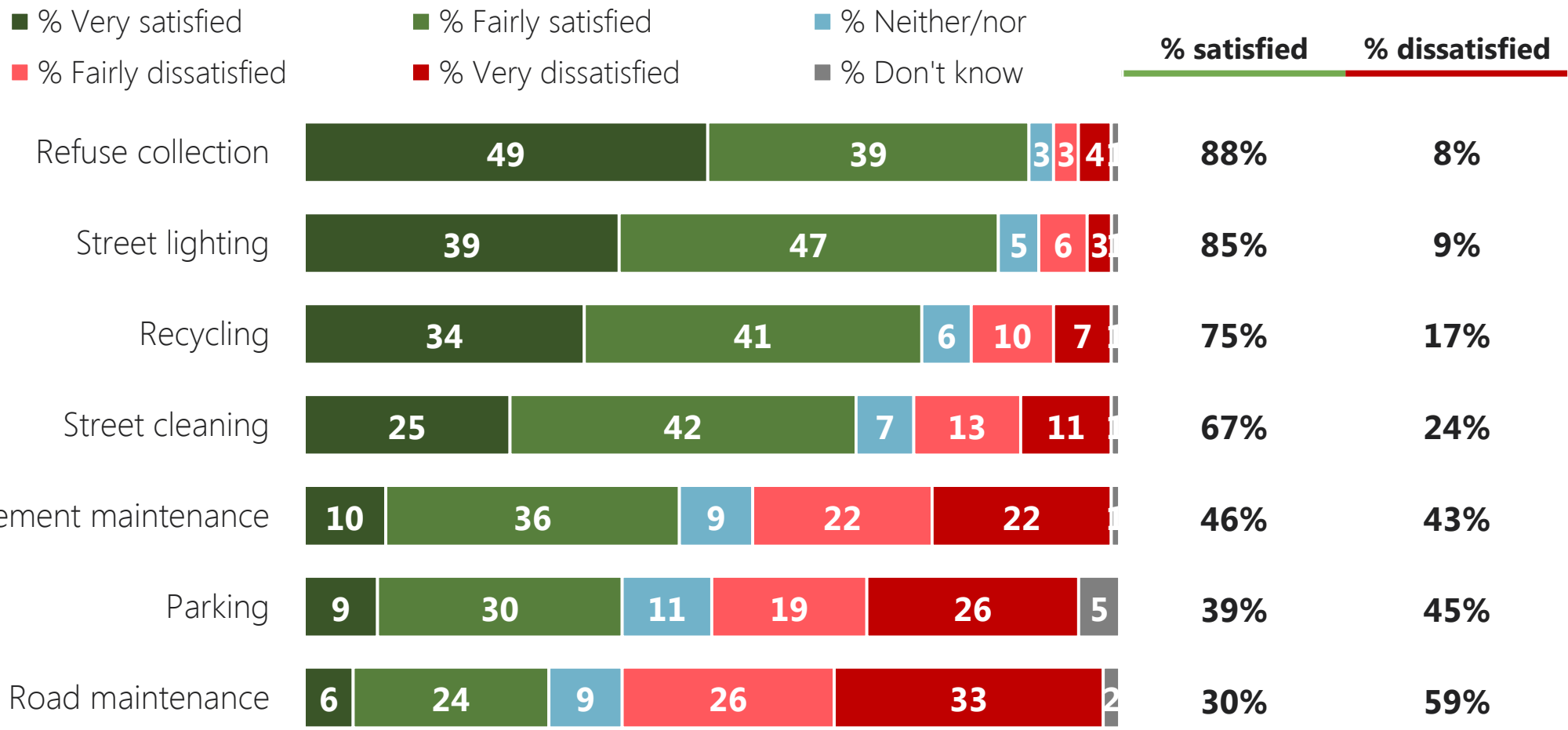


Ipsos Public Affairs

Source: Ipsos MORI

Satisfaction with universal services good, but not road/pavement maintenance and parking

Q How satisfied or dissatisfied you are with the quality of each of these in your local area?



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Base: All participants (800) : Fieldwork dates: 27th March – 26th April 2018

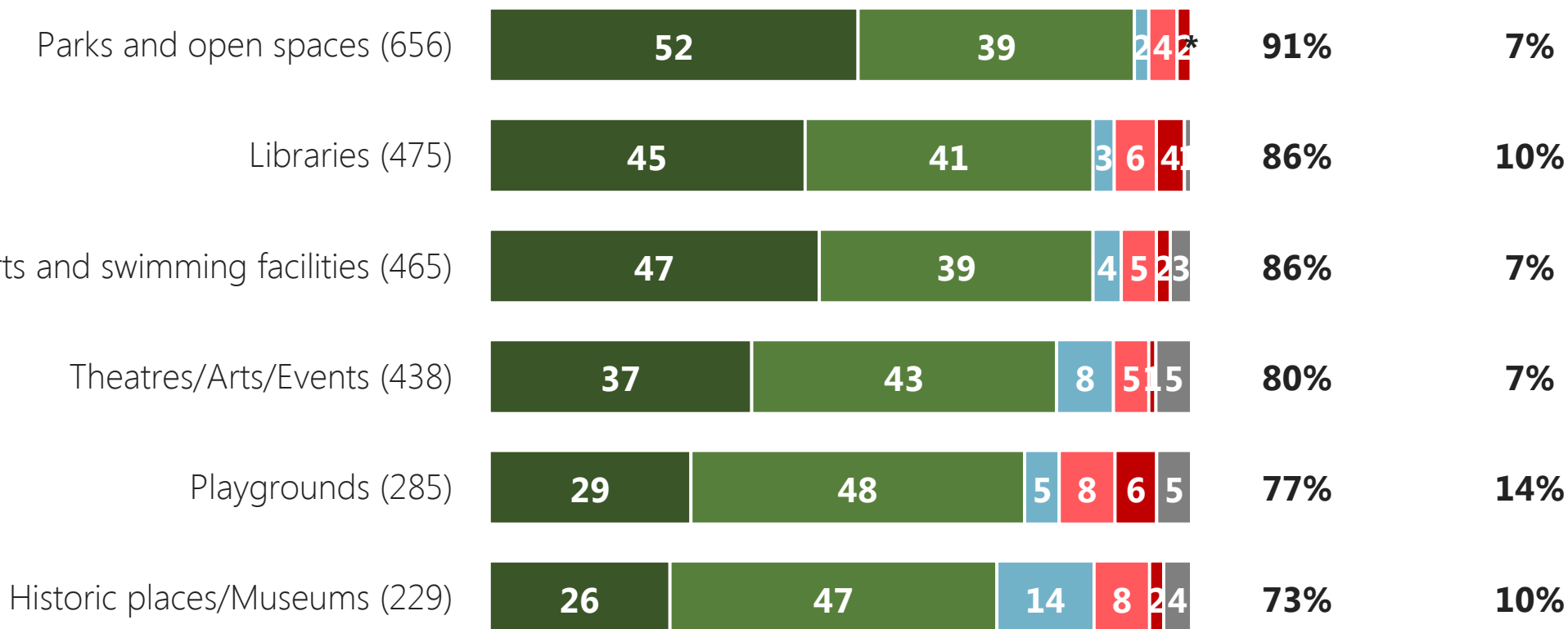
...with users especially positive about sports and recreational facilities

Q Any what about these services...How satisfied or dissatisfied are you with the quality of each of these in your local area?

■ % Very satisfied
 ■ % Fairly satisfied
 ■ % Neither/nor
■ % Fairly dissatisfied
 ■ % Very dissatisfied
 ■ % Don't know

% satisfied **% dissatisfied**

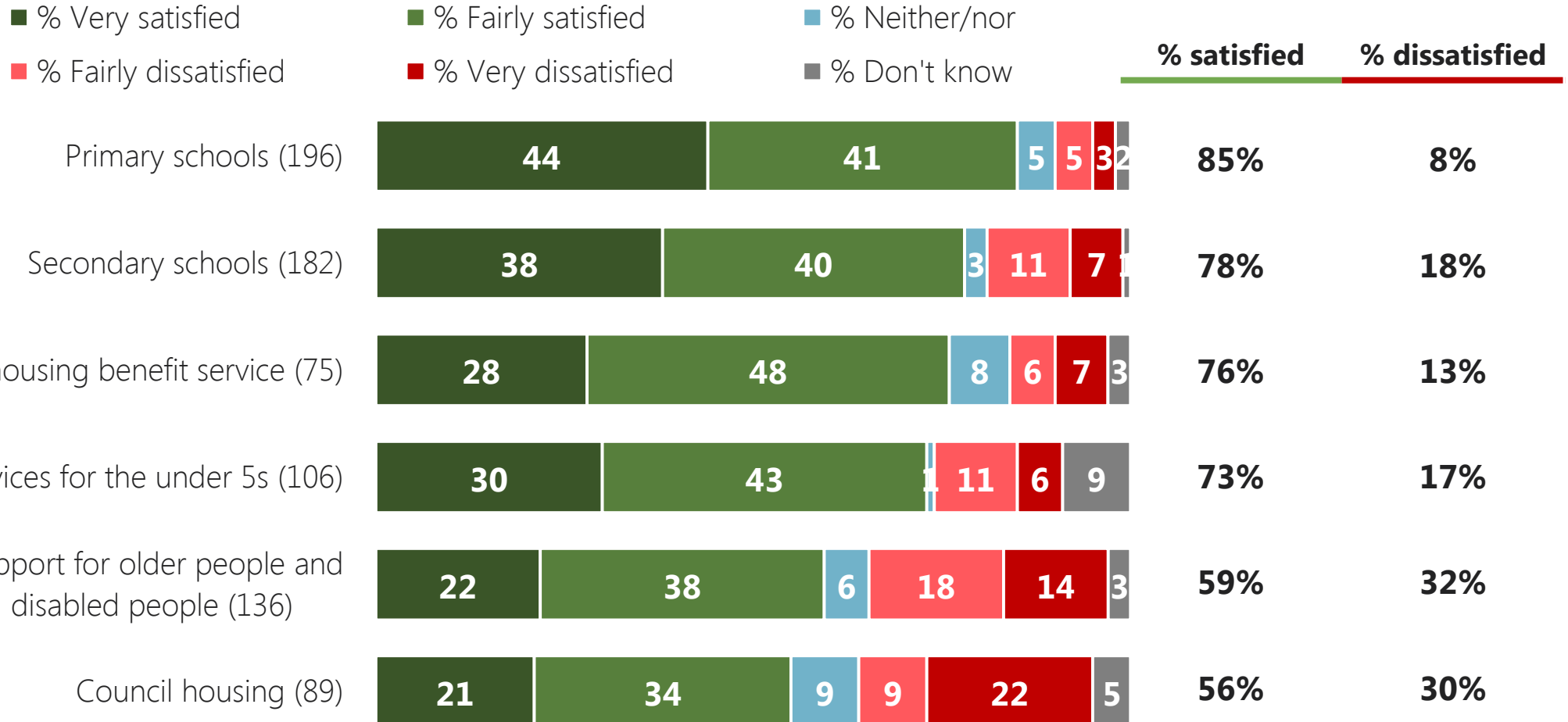
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Base: All service users (see above) : Fieldwork dates: 27th March – 26th April 2018

However, housing and social care are under pressure

Q And finally, what about these services...How satisfied or dissatisfied are you with the quality of each of these in your local area?



Base: All service users (see above) : Fieldwork dates: 27th March – 26th April 2018

A housing problem?

Q To what extent do you agree or disagree with each of the following statements about housing in Havering

■ % Strongly agree ■ % Tend to agree ■ % Neither/nor **% agree**
■ % Tend to disagree ■ % Strongly disagree ■ % Don't know **% disagree**

Young people are being priced out of the local housing market



89% **4%**

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There is a need for more affordable housing in the borough, such as council housing



71% **17%**

The types of housing being created in Havering are not really affordable for people like me



54% **22%**

I have noticed an increase in homelessness in the borough in the last two years



46% **31%**

More private housing developments would be a good thing for the borough



44% **39%**

Base: All participants (800) : Fieldwork dates: 27th March – 26th April 2018

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Haverling
LONDON BOROUGH

Appendix F
Budget Consultation 2019-2023
Results and Analysis
October 2018

Key Services rated as important (weighted ranking)

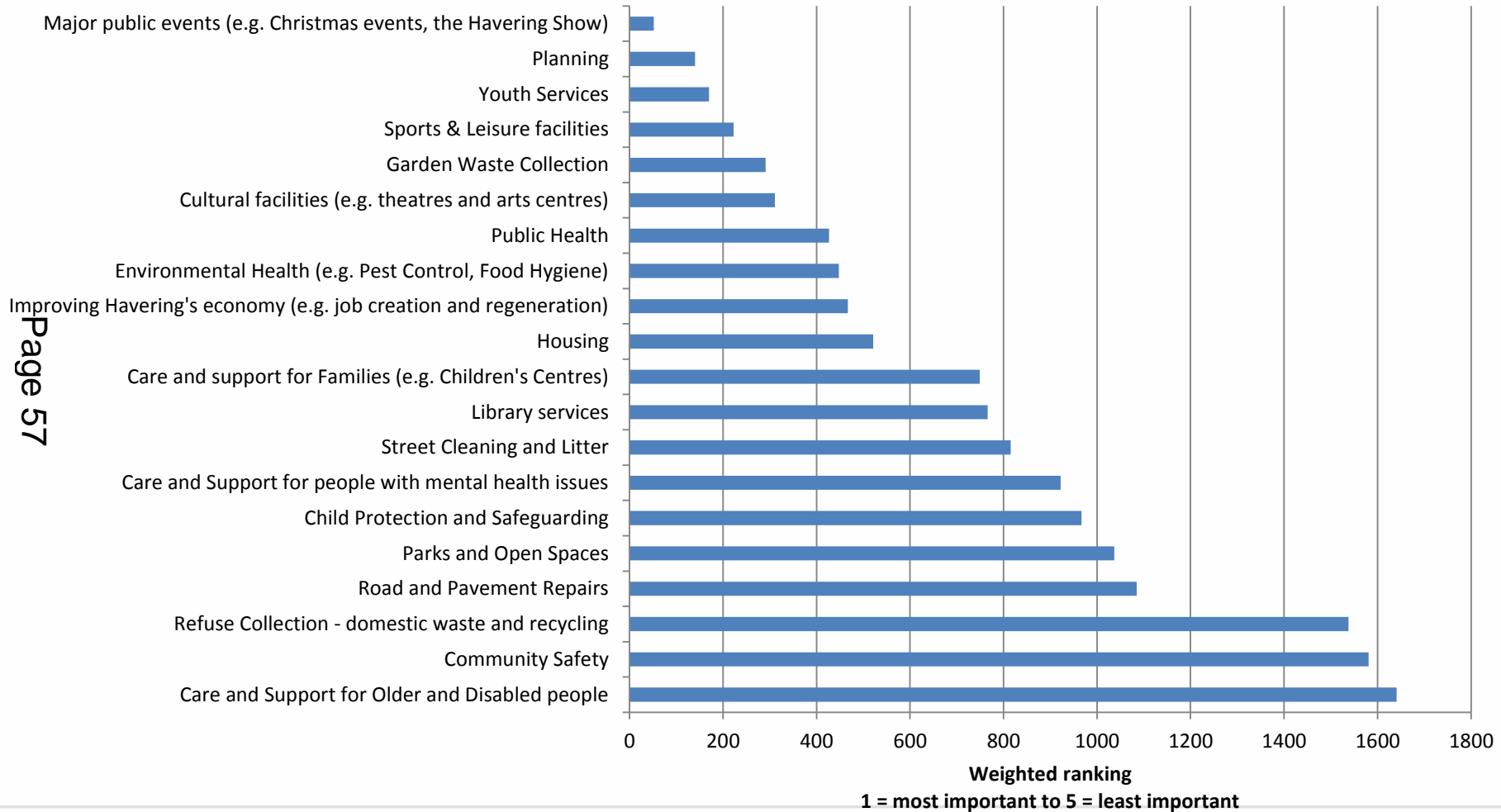


Chart shows weighted scores where rank 1 = 5 points, rank 2 = 4 points, rank 3 = 3 points, rank 4 = 2 points and rank 5 = 1 point.

Question 2 – number of responses per rank

Please rank in order up to five of Havering's key services that are most important to you (1 = most important). Please choose only one service for each rank, up to a maximum of five services.

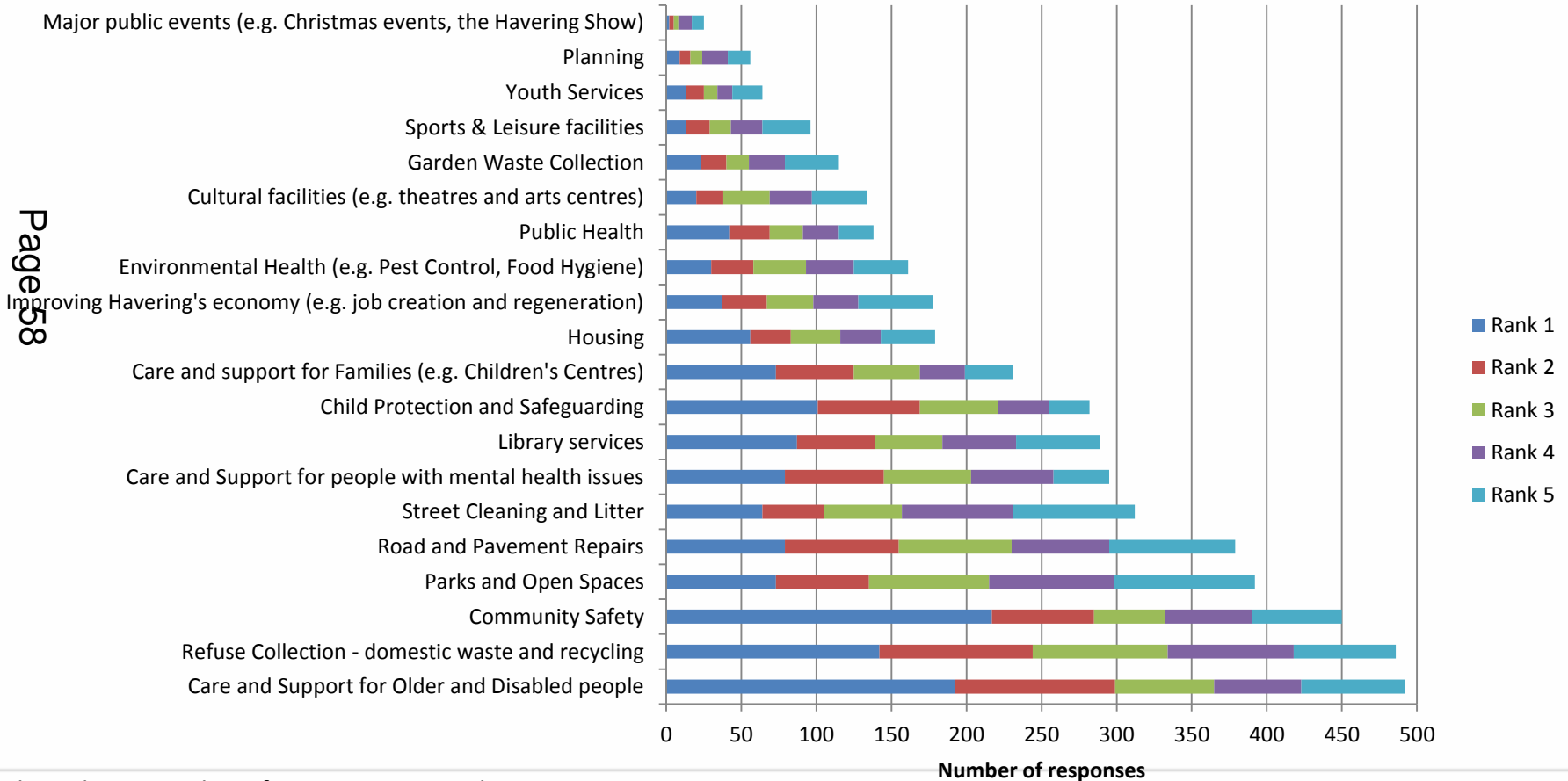
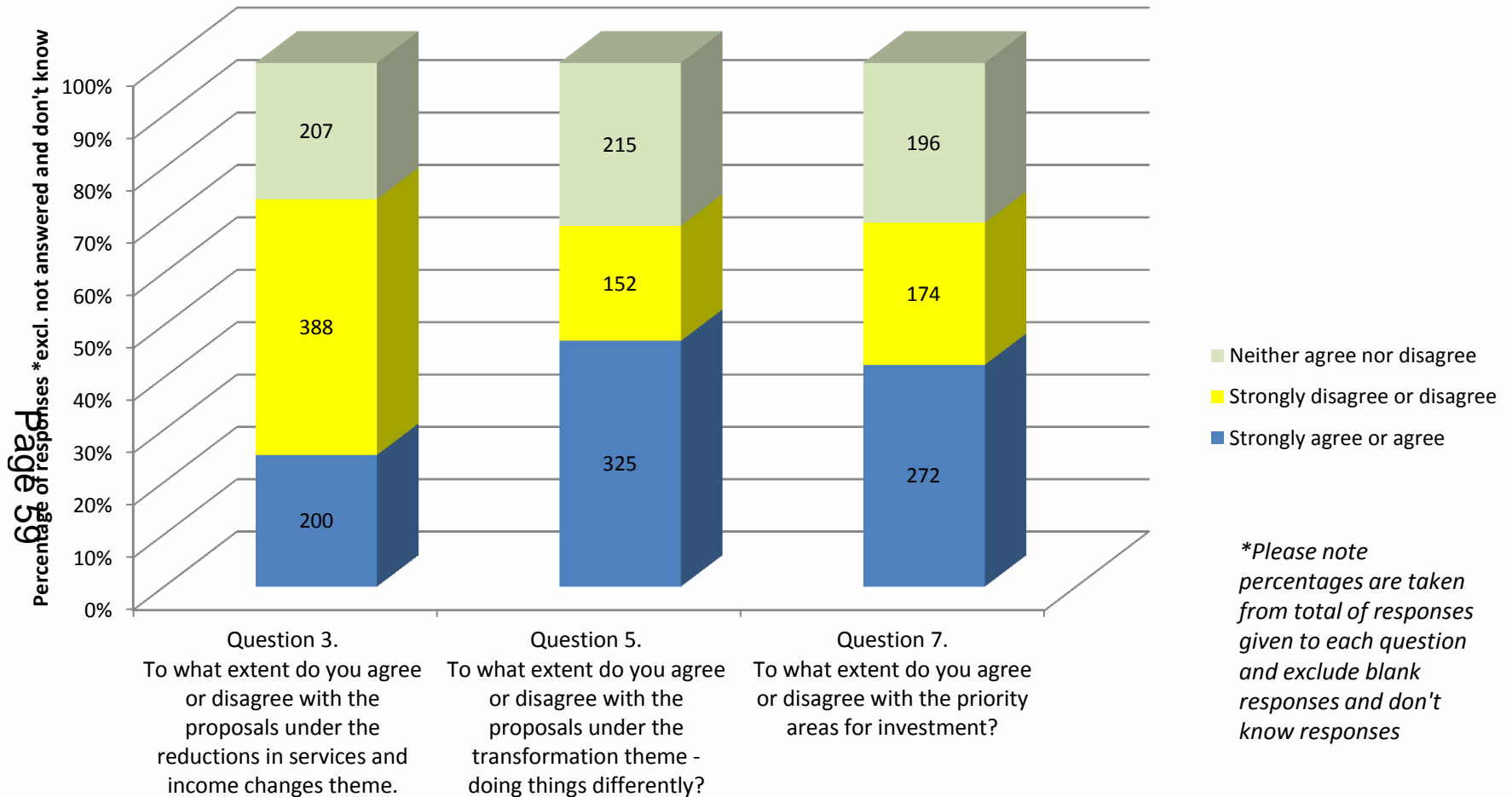


Chart shows number of responses per ranking.
Scores not weighted.



Question 3 (reductions in services and income changes): 25% of respondents either strongly agree or agree, 26% were neutral, and 49% either disagreed or strongly disagreed with the proposals. 281 respondents did not answer this question.

Question 5 (transformation): 47% of respondents either strongly agree or agree, 31% were neutral, and 22% either disagreed or strongly disagreed with the proposals. 384 respondents did not answer this question.

Question 7 (priority areas for investment): 42% of respondents either strongly agree or agree, 31% were neutral, and 27% either disagreed or strongly disagreed with the proposals. 434 respondents did not answer this question.

Question 4

Question 4 was analysed for the highest frequency words and phrases in the responses.

There were 491 responses in total.

The table shows only those key words and phrases that featured in greater than 5% of the responses.

What are your reasons for disagreeing with any individual proposals under the reductions in services and changes in income theme? What impact do you think this would have on you and your family?

*Of all responses under each theme –
how many were positive or negative*

Key word/phrase	Percentage of total responses	Positive responses / agree with proposals	Negative responses / disagree with proposals
Libraries and Front Door	18%	2%	98%
Street Lighting	13%	7%	93%
Toilets/conveniences	11%	4%	96%
Council Tax	8%	36%	64%
Council Tax support	4%	6%	94%
Brokerage/adult social care	5%	4%	96%
491 responses			

7% of responses mentioned children – this has not been split into positive and negative however comments can be read in the word document.

This question asked for the reasons for disagreeing with the proposals therefore this should be taken into account when reviewing the large number of negative responses.

The theme with the highest proportion of responses in agreement with the proposal was Council Tax.

Question 6

Question 6 was analysed for the highest frequency words and phrases in the responses. There were 308 responses in total. The two main themes featured in the responses are shown below.

What are your reasons for disagreeing with any individual proposals under the transformation theme - doing things differently? What impact do you think this would have on you and your family?

*Of all responses under each theme –
how many were positive or negative*

Key word/phrase	Percentage of total responses	Positive responses / agree with proposals	Negative responses / disagree with proposals
-----------------	-------------------------------	----------------------------------------------	-------------------------------------------------

Library/libraries	9%	10%	90%
Community and community hubs	8%	26%	74%

308 responses

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This question asked for the reasons for disagreeing with the proposals therefore this should be taken into account when reviewing the large number of negative responses.

The theme with the highest proportion of responses in agreement with the proposal was Community Hubs.

Question 8

Question 8 was analysed for the highest frequency words and phrases in the responses. There were 291 responses in total. The main themes featured in the responses are shown below.

What are your reasons for disagreeing with any individual proposals under the priority areas for investment? What impact do you think this would have on you and your family?

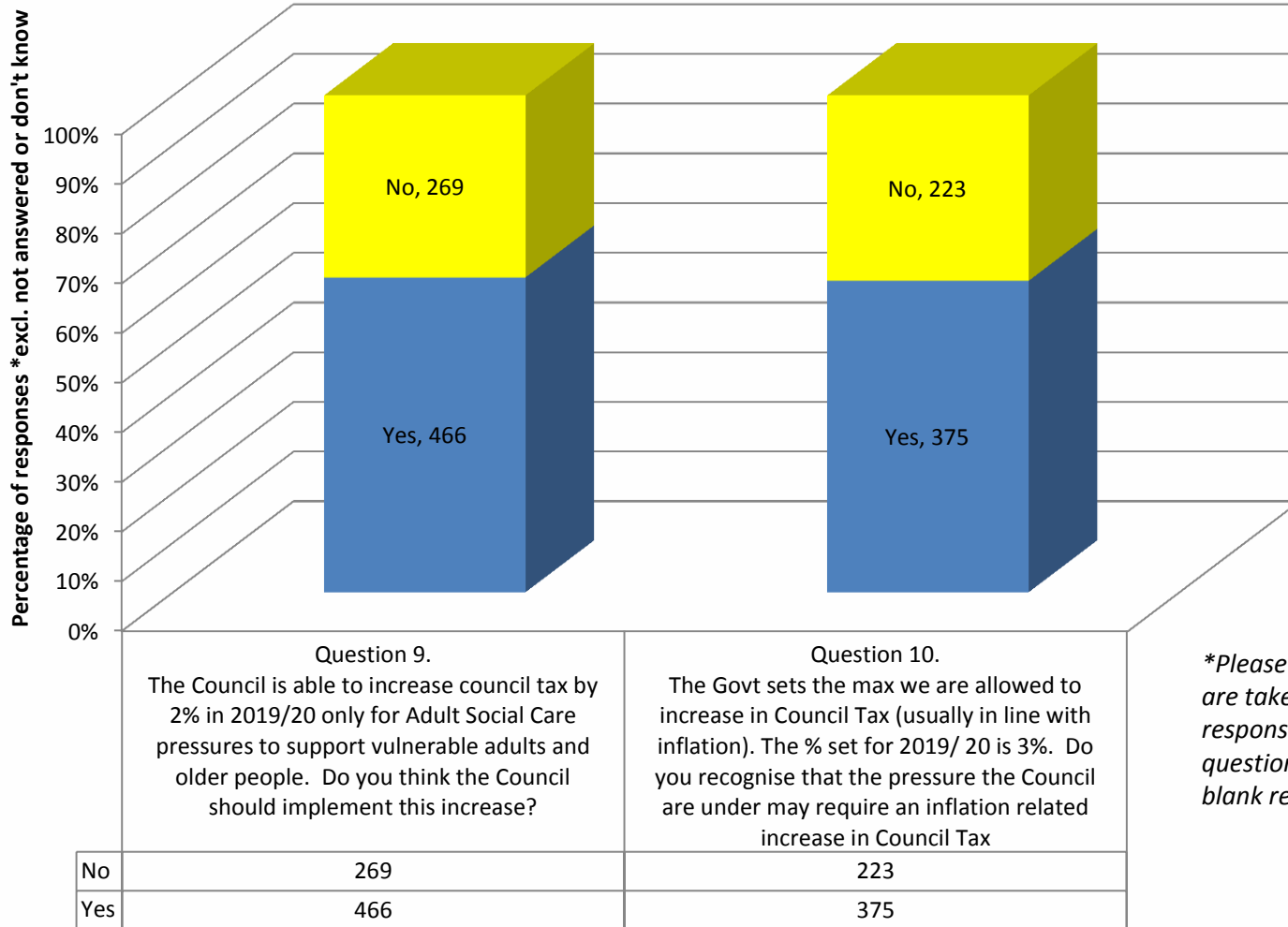
*Of all responses under each theme –
how many were positive or negative*

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Key word/phrase	Percentage of total responses	Positive responses / agree with proposals	Negative responses / disagree with proposals
Romford Market	23%	3%	97%
Housing	13%	11%	89%
Police / Policing	9%	41%	59%
Foster Carers / Fostering	9%	4%	96%
Town Centre	7%	5%	95%
	<i>291 responses</i>		

This question asked for the reasons for disagreeing with the proposals therefore this should be taken into account when reviewing the large number of negative responses.

The theme with the highest proportion of responses in agreement with the proposal was police / policing.



Question 9: 63% respondents said yes to an increase in council tax for Adult Social Care, and 37% of respondents said no. 341 respondents did not answer this question

Question 10: 63% respondents said yes to an increase in council tax for inflation related purposes, and 37% of respondents said no. 478 respondents did not answer this question.

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CABINET

Subject Heading:

Update on the Council Tax Support Scheme 2019 and Council Tax Surcharge on Empty Homes

Cabinet Member:

Councillor Roger Ramsey

SLT Lead:

Jane West
Section 151 Officer

Report Author and contact details:

Chris Henry
Head of Council Tax & Benefits
Chris.Henry@Havering.gov.uk

Policy context:

This report provides an update on proposed changes to the Council Tax Support Scheme 2019 and Council Tax Surcharge on Empty Properties following a public consultation.

Financial summary:

It is anticipated the proposed changes to the Council Tax Support Scheme 2019 will generate additional income from Council Tax estimated at £597,000.

Is this a Key Decision?

Yes

When should this matter be reviewed?

February 2019

Reviewing OSC:

Overview & Scrutiny Board

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

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

SUMMARY

This report sets out the detail of the responses to the public consultation to change the Council Tax Support Scheme 2019 (CTS Scheme) and the Council Tax surcharge on properties empty for more than two years.

An overview of the existing Council Tax Support Scheme is attached to this report along with an Equalities Impact Assessment, proposed CTS Scheme, Risk Register and full version of the consultation outcomes.

RECOMMENDATIONS

Cabinet are asked to:

- Consider the responses to the Council Tax Support Scheme and Long Term Empty Homes Premium consultation
- Approve and recommend to Council the adoption of the proposed Council Tax Support Scheme as summarised in Appendix C with effect from 1 April 2019.
- Approve and recommend to Council an increase from 50% to 100% as a surcharge rate of Council Tax for the properties that have been empty for more than two years with effect from 1 April 2019

REPORT DETAIL

1 Background

1.1 The Council Tax Support Scheme 2019

1.2 The Council Tax Support Scheme (CTS) has been in place since 1 April 2013. The CTS grant was rolled into the settlement funding allocation (SFA) which has been reduced annually in line with core funding. The consequence of less funding is that councils are left with choices as to whether to increase Council Tax, reduce other services, increase other sources of income or make amendments to the Council Tax Support Scheme to manage the financial shortfall.

- 1.3 The precise figures for the reduction in the CTS grant are not exemplified as the CTS grant has been rolled in with the overall reduction in the RSG. The MTFS report reviewed by Cabinet Members on 25 July 2018 outlined a number of proposals to transform services to meet the financial pressures. Further reductions and changes could be made to other services to address the reduction in Government funding in relation to the Council Tax Support Scheme but these would be on top of the already significant savings and additional income proposals required to balance the Council's financial position in the medium term. It is therefore proposed that Council Tax Support Scheme is reduced as part of a range of proposals for balancing the Council's MTFS.
- 1.4 The review has highlighted options for change in line with other surrounding councils' existing schemes which have duly considered and protected claimants of pensionable age in accordance with law. Therefore the proposals for change would only affect working age applicants.
- 1.5 At Cabinet on 25 July 2018, eight options to change the Council Tax Support Scheme were considered that proposed changes to the CTS Scheme expenditure to varying degrees. Members recommended the option set out in paragraph 2.3 be considered for consultation.
- 1.6 Members recommended this option for consultation which proposes an additional 10% reduction in Council Tax Support for claimants without disabilities and only 5% reduction for claimants with disabilities. This will make the overall reduction 25% for working age claimants without disabilities and 20% for working age claimants with disabilities.
- 1.7 This option provided a proportionate contribution to balancing the Council's MTFS while at the same time being more affordable to claimants.
- 1.8 This option would mean that no single vulnerable group is unduly impacted by the change which is the equivalent of an estimated additional £1.15 per week to pay in Council Tax for claimants with disabilities. For working age claimants without disabilities, the estimated additional amount to pay in Council Tax would be £2.20 per week.
- 1.9 It has been proven through the Office of National Statistics that claimants with disabilities are less likely to be in employment than those claimants without disabilities. Therefore, it would be reasonable to maintain the CTS reduction at a lower level of 20% than for working age claimants without disabilities for whom the reduction is proposed at 25%.
- 1.10 In summary, the savings proposed through the CTS Scheme are considered reasonable and it is believed will not cause undue hardship to working age claimants.

1.11 A summary of other Council Tax Support London local authority schemes is appended (G) to this report for comparison.

1.12 Following Members' consideration of the financial position and agreement to the basis on which a draft revised scheme should be consulted on, the Council has consulted with the Greater London Authority in advance of members of the public and other interested parties.

1.13 Council Tax Support caseload information:

Date Council Tax Support Data extracted	June 2018
Total Working Age and Elderly CTS Caseload	15,161
Total Working Age Caseload	8,890
Working Age Disable Caseload (included in total above)	3,422
Total Elderly Caseload	6,271
Working Age Expenditure	£7,813,793
Elderly Expenditure	£6,708,676
Total Expenditure	£14,522,469

1.14 Council Tax Long Term Empty Homes Premium

1.15 Properties that are empty for more than two years are currently liable for a surcharge of 50%. Government has enacted legislation to provide the facility to increase the surcharge from 50% to 100% with effect from 1 April 2019.

1.16 The premium is important as an incentive to bring long term empty properties back into use, increasing the supply of housing. In June 2018, there were 187 properties in the borough that have been empty for two years or more and of which 70 are Council owned (eg they are being held vacant pending redevelopment).

1.17 An increase in the long term empty homes premium would generate additional income of £133,069 in 2019/2020. However, this proposal to increase the premium has been made to encourage owners to occupy their properties. Therefore, it is likely the additional income will reduce over time.

Owner	No. of Properties	Council Tax 2018/19 50% Premium	Council Tax 2019/20 100% Premium
Havering	70	£121,833	£162,444
Private	117	£277,375	£369,833
Total	187	£399,208	£532,277

1.18 The increased income from the Collection Fund would be shared between the Council and the GLA at the ratio 82:18.

1.19 At the Ca

1.20 binet meeting held on 25 July 2018, Members agreed that a public consultation should take place to consider increasing the Empty Home surcharge from 50% to 100%.

2 Council Tax Support Scheme Proposed for 2019

2.1 Proposals are being made to revise the scheme from 1 April 2019 for working-age claimants as part of the Council's overall budget strategy. The CTS Scheme for claimants of pensionable age is not subject to the proposed modifications and remains unchanged by the Council.

1.21 Previously on 25 July 2018, Cabinet considered several options for changing the CTS Scheme before noting their preference on which to consult and the details of the proposed changes are set out in point 2.3 below.

2.3

Proposed Changes to the CTS Scheme 2019
a) Increase the minimum Council Tax payment for Working Age claimants to 25% (currently 15%). b) Increase the Council Tax payment for Disabled Working Age claimants to 20% (currently 15%).
Net Saving: £596,859 GLA element £149,215 BDP £82,897 Gross Savings £828,971
Who is affected: All working age Non- Disabled claimants (Pension age protected) 2695 JSA/Income Support claimants: £295,385 Average £109 per year/£2.10 p/w loss to claimant. 2770 All other working age claimants: £334,262 Average £120 per year/£2.30 p/w loss to claimant. Disabled Working Age 20%

2776 JSA/Income Support disabled claimants: £159,387 Average £57 per year/£1.10 p/w loss to claimant. 646 All other working age disabled claimants: £39,937 Average £61.82 per year/£1.19 p/w loss to claimant.

- 2.4 An overall summary of the proposed CTS Scheme can also be found at Appendix C. Following Cabinet Members' recommendation, a full version of the scheme will be available for decision by Council and subsequent publication.
- 2.5 In summary, it is now proposed that the current CTS 2019 scheme is amended as follows:
- To reduce CTS for Working Age claimants to a maximum of 75% of their Council Tax liability.
 - To reduce CTS for Working Age claimants with disabilities as defined in the CTS draft summary scheme, to a maximum of 80% of their Council Tax liability.

2 Consultation with the GLA and the Public

- 2.19 Council has formally consulted the GLA and members of the public on the proposed revisions to the CTS 2019 scheme. The consultation period commenced on 1 August 2018 and ended on 30 September 2018.
- 2.20 This Consultation also formed part of a wider consultation about the Council's budgetary position and the CTS results are set out in full in Appendix D (note personal data has been redacted from the consultation feedback contained in Appendix D). A summary of the CTS consultation outcomes can also be found at Appendix A including the detailed comments from electronic and meeting notes.
- 2.21 Letters were posted to 8,908 working age CTS claimants and 120 Second Home Owners inviting them to have their say on the proposed changes. Consultation meetings were also held with residents across the borough and the survey was publicised and made available to everyone on the Council's website giving all opportunity to comment on the CTS proposals for 2019.
- 2.22 Members are asked to read and consider the full response to the CTS and Long Term Empty Homes Premium consultation outcome report and the EIA which are contained within Appendix B and D of this report.
- 2.23 The specific consultation posed four questions:
- Q1. Is it reasonable to expect working age claimants without a disability to pay at least the minimum amount of 25% towards their Council Tax bill?

Q2 Should working age claimants who are disabled and less able to increase their household incomes, be protected and pay a minimum of 20% towards their Council Tax bill rather than 25%?

Q3. Are there any other realistic options available to manage the budget gap on the Council Tax Support Scheme that you think would produce a reasonable outcome, having regard to the needs of residents and the Council's budget position?

Q4. Should people who own property which has been empty for more than two years, be charged 200% Council Tax?

2.24 The proposals put the authority in line with 10 of the 33 London borough CTS Schemes which are summarised in Appendix G attached to this report.

2.25 It should be noted that the CTS consultation specifically targeted those currently in receipt of Council Tax Support by letter. Therefore, it is more likely that more comments would have come from CTS claimants than other residents. While data was made available on the other options to revise the Council Tax Scheme, no respondents suggested using one of the alternatives considered by Cabinet in its previous deliberations.

2.26 The summary of the individual responses show that 140 people responded to the CTS consultation.

2.27 In response to Question 1, 65% of respondents or 90 people were not in favour of the proposed reduction from 15% to 25% compared to 37 people (27%) who agreed. 8% (13 people) remained neutral. There was an overall majority of 40 people who disagreed with the proposed reduction in CTS.

2.28 With regard to Question 2, 53% of respondents or 73 people disagreed with the proposed reduction from 15% to 20% for disabled households compared to 50 people (36%) who agreed. A small majority of 6 respondents overall disagreed with this proposal. 17 people (11%) remained neutral.

2.29 With regard to Questions 1 and 2, some respondents felt that libraries and leisure centres should be reviewed to fund other services. These services are being included in the general budget proposals addressed in a report elsewhere on this Cabinet agenda. However, the Council still has a funding gap of £7 million to resolve for 2019/20.

- 2.30 Some responses indicated that people who are better off should pay more however, there is no provision in law to charge a higher Council Tax to only those properties in higher bands. Council Tax bands are not means tested but based on the property values at 1 April 1991.
- 2.31 A number of respondents wanted to know how people on a low income would pay the additional Council Tax. Where the CTS claimant continues to experience financial difficulties, there is a Council Tax Discretionary Policy that can assist depending on the claimant's individual circumstances.
- 2.32 Given the detailed consultation, though a small (in number) majority were against the proposal that everyone should pay at least 25% or 20% for households with disabilities, it is proposed to still proceed with these changes. Since 2013, the cost of Council Tax Support has been rolled into the Revenue Support Grant (RSG). However, the Council's RSG has been significantly reduced since then and is wholly to disappear from 2021. The original budget gap for 2019/20 was £14 million. There are proposals elsewhere on this Cabinet agenda which address £7 million but the Council still has a further £7 million gap in its budget for 2019/20.
- 2.33 If this change is not implemented other services would need to be cut or Council Tax levels would need to be considered. It is felt necessary to balance the overall views of where budget reductions will be made against the specific views of those in receipt of CTS, as they are more likely to oppose any changes as they will be personally affected by them. The recommendation was also based on a review of the other options available to change the CTS Scheme and the consequent preliminary view that this option is the best and fairest overall under the circumstances. The analysis of the options is set out in Appendix F Council Tax Support Scheme Options of this report.
- 2.34 In considering proposals to change the CTS Scheme 2019, it was noted that no changes have been made since 2015. However, since 2015, the Council has increased the Council Tax by more than 1.96% each year.
- 3.15 With regard to Question 4, 50% of respondents or 70 people disagreed with the proposed surcharge on properties empty for more than two years compared to 50 who agreed. In addition, eight respondents from the main budget consultation agreed the surcharge should be increased on empty homes. 20 respondents (14%) remained neutral. Therefore the number of respondents, who were in favour of or remained neutral, equalled those that were not in favour of increasing the empty property surcharge.
- 3.16 In view of this, it is also proposed to increase the long term empty property surcharge to 100% as it remains in the interest of the community

to bring these homes back into use. It should also be noted where a property has been left due to the liable person passing away, there is an exemption from Council Tax and the surcharge will not be applicable.

- 3.17 The GLA responded to the CTS Scheme 2019 and Empty Property Surcharge proposal and recognised the savings that the Council could use to apply to other proposals and services. They noted that vulnerable households or properties under stress would have access to an additional discretionary scheme to help reduce their Council Tax further. Further details can be found in Appendix A of this report.

REASONS AND OPTIONS

4 Reasons for the decision:

- 4.1 The Council has a statutory duty to provide a CTS Scheme and to consult the public and interested parties when considering changes to the CTS Scheme. This is set out in Schedule 4 of the Local Government Finance Act 2012.
- 4.2 There is a shortage in the housing market which Government has recognised and introduced legislation to enable local authorities to encourage the occupation of those empty properties by way of a further increase in the Council Tax surcharge.

5 Other options considered:

- 5.1 At Cabinet on 25 July 2018, Members considered in detail a number of options with regard to the CTS Scheme and selected the scheme proposed in Appendix C for consultation. Details of the options considered can be found in the July Cabinet report and are set out in Appendix F Council Tax Support Scheme Options of this report.
- 5.2 With regard to the Empty Property Surcharge, the only other option is to do nothing.

5.3 The responses to the consultation have also set out a number of other alternatives and the Council's replies to those are reflected elsewhere in this report and Appendices.

IMPLICATIONS AND RISKS

6 Financial implications and risks:

6.1 The financial implications are set out in the body of this report and are reiterated in the table below.

Estimated additional income from Council Tax	
Net saving	£596,859
GLA Element	£149,215
Bad Debt Provision	£82,897
Gross Savings	£828,971

6.2 There is a risk of further delay in the collection of the additional Council Tax income from households in receipt of Council Tax Support. This is highlighted on the Risk Register set out in Appendix E to this report and the Service will continue to monitor and prepare mitigation for the impact of this change.

7 Legal implications and risks:

- 7.1 Under S151 of the Local Government Act 1972 a local authority has to make proper arrangements for the administration of its financial affairs and must deliver a balanced budget.
- 7.2 The budget consultation and approval process is separate from individual decisions which may need to be taken for example in relation to service delivery; these may require a separate consultation process and equality impact assessment before a final decision is taken.
- 7.3 Where consultation is undertaken it must comply with the ‘Gunning’ principles; namely it must be undertaken at a formative stage, sufficient information should be provided to enable feedback, adequate time should be given for consideration and responses and the feedback should be taken into account in any decision taken. The consultation process complies with these rules and Members must give conscientious consideration to the feedback when making a decision.
- 7.4 The Local Government Finance Act 1992 (as amended) provides at Schedule 1A paragraph 5 for revisions to a Council Tax Reduction Scheme. For each financial year the Council must decide whether to revise the scheme or replace it with another scheme. Any revision must be made no later than 11th March in the financial year preceding the year in which it is to have effect. Any revision invokes the consultation duties in paragraph 3 of the Schedule namely that:

3 Preparation of a scheme

- (1) Before making a scheme, the authority must (in the following order)—
- (a) consult any major precepting authority which has power to issue a precept to it,
 - (b) publish a draft scheme in such manner as it thinks fit, and
 - (c) consult such other persons as it considers are likely to have an interest in the operation of the scheme.

- 7.5 The Council has appropriately consulted in accordance with the above rules with regard to the CTS Scheme.
- 7.6 In making a decision the Council is required to take into account relevant considerations and act reasonably in the “Wednesbury reasonable” sense.
- 7.7 With regard to the empty property council tax surcharge, the Local Government Finance Act 1992 provided at 11B that a Council may determine an increase in percentage not more than 50. The Rating (Property in Common Occupation) and Council Tax (Empty Dwellings) Act 2018 increases that maximum amount to 100% from 1/4/19 for properties unoccupied for more than 2 years.

8 Human Resources implications and risks:

- 8.1 There are no implications and risks arising that impact on the Council's workforce as a result of this report.

9 Equalities implications and risks:

9.1 Havering has a diverse community made up of many different groups and individuals. The Council values diversity and believes it essential to understand and include the different contributions, perspectives and experience that people from different backgrounds bring.

9.2 The Public Sector Equality Duty (PSED) under section 149 of the Equality Act 2010 requires the Council, when exercising its functions, to have due regard to:

- (i) the need to eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;
- (ii) the need to advance equality of opportunity between persons who share protected characteristics and those who do not, and;
- (iii) foster good relations between those who have protected characteristics and those who do not.

9.3 Note: 'Protected characteristics' are: age, sex, race, disability, sexual orientation, marriage and civil partnerships, religion or belief, pregnancy and maternity, and gender reassignment.

9.4 The Council demonstrates its commitment to the Equality Act in its decision-making processes, the provision, procurement and commissioning of its services, and employment practices concerning its workforce. In addition, the Council is also committed to improving the quality of life and wellbeing of all Havering residents in respect of socio-economics and health determinants.

9.5 The CTS Scheme is the subject of an Equalities Impact Assessment which is appended to this report. Members must consider the information set out in the Assessment in accordance with the statutory duty set out above, in reaching a decision on the Council Tax Support. In particular members must have due regard to the impact the proposals will have in relation to equality and any mitigating circumstances set out in the detailed assessment before making a decision.

- 9.6 Members should be aware that the duty is not to achieve the objectives or take the steps set out in s.149. Rather, the duty on public authorities is to bring these important objectives relating to discrimination into consideration when carrying out its public functions. “Due regard” means the regard that is appropriate in all the particular circumstances in which the authority is carrying out its functions. There must be a proper regard for the goals set out in s.149. At the same time, Members must also pay regard to any countervailing factors, which it is proper and reasonable for them to consider. Budgetary pressures will often be important. The weight of these countervailing factors in the decision making process is a matter for members. The report outlines the budget context and the proposed changes have been designed to have a lower impact on groups with disabilities.
- 9.7 The Equalities Assessment highlights a number of actions that will be taken to alleviate the effect of the changes to the CTS Scheme which inherently is designed to support the different groups with protected characteristics.
- 9.8 With regard to the Empty Property Surcharge, having considered the implications of the proposed change there is no apparent negative impact on any particular group and the potential effect of making more properties available has a positive effect for many.

BACKGROUND PAPERS

Appendices

- Appendix A: CTS Consultation Summary Outcome Report
Letter template to Council Tax Support recipients and Second Home Owners of Long Term Empty Properties
Equalities Data
- Appendix B: EIA for CTS Scheme 2019 Proposal
- Appendix C: Draft Summary CTS Scheme 2019
- Appendix D: CTS Consultation Full Version
- Appendix E: Risk Register for CTS
- Appendix F: Council Tax Support Scheme Options 2019/20
- Appendix G: Summary of other London LA Schemes 2017 & 2018

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Outcome Report: Proposals for changes to Council Tax Support and Council Tax from April 2019

Reason for Council Tax Support Consultation

Central Government funding to Havering has reduced by over £29 million since 2014/15 and we are anticipating a further loss of the remaining £7 million in general Government grant over the next two years. From 2021/22 we don't expect Havering to be in receipt of any general Government grant. Over the same period, and into the future, we are seeing Havering's population rising which is causing cost pressures.

The Council is developing a range of proposals which include measures to reduce the cost of the Council Tax Support Scheme (CTS) scheme in Havering.

In view of the financial climate where there is an increasing demand for services and ever reducing Government funding, residents on welfare benefits are being asked to contribute more.

Schedule 4 of the Local Government Finance Act 2012 requires local authorities to consult on any changes to their local Council Tax Support scheme. The purpose of the consultation is to ensure all our residents and other interested parties have the opportunity to have their say on the proposed changes to the Local Council Tax Support Scheme and the proposals for the Council Tax Empty Property Premium.

CTS Consultation Proposals:

The consultation posed four questions:

1. Is it reasonable to expect working age claimants without a disability to pay at least the minimum amount of 25% towards their Council Tax bill?
2. Should working age claimants who are disabled and less able to increase their household incomes, be protected and pay a minimum of 20% towards their Council Tax bill rather than 25%?
3. Are there any other realistic options available to manage the budget gap on the Council Tax Support Scheme that you think would produce a reasonable outcome, having regard to the needs of residents and the Council's budget position?
4. Should people who own property which has been empty for more than two years, be charged 200% Council Tax?

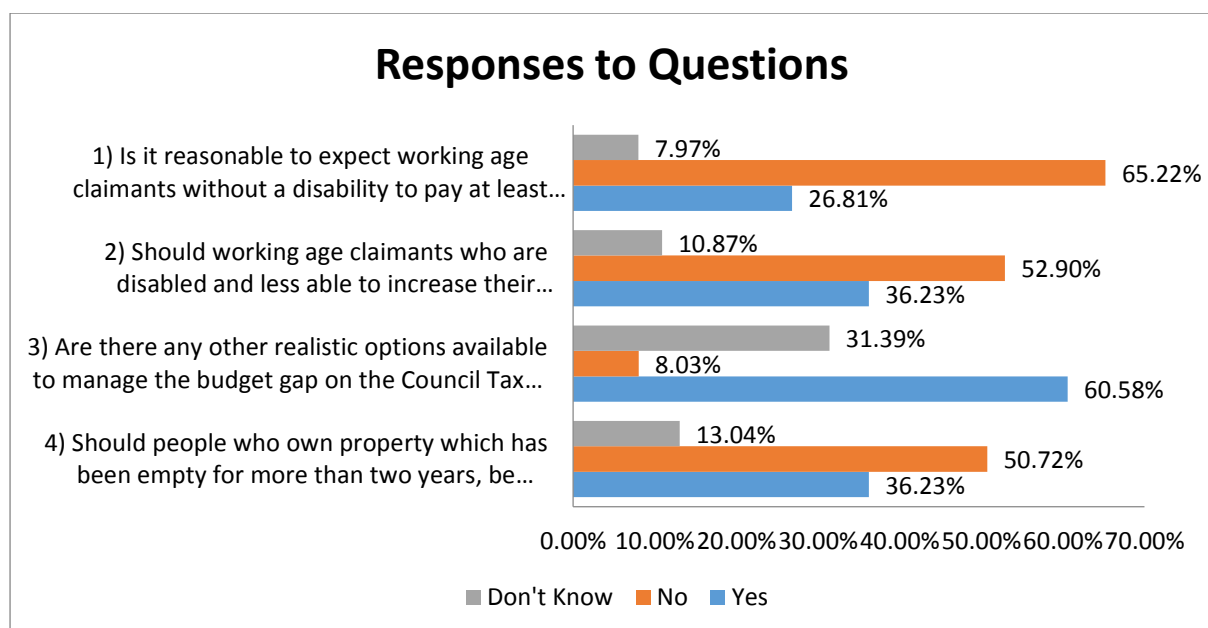
Numbers responding and basic Demographics

There are just fewer than 106,000 properties in the borough from which Council Tax is due. 8% of residents are working age claimants in receipt of Council Tax Support.

Between 1 August 2018 and 30 September 2018, 140 people in total responded to the Council Tax and Council Tax Support consultation on line.

Letters were issued to all CTS claimants (8,908 working age claimants at July 2018) to participate in the consultation to change the CTS scheme. The letter template can be seen below.

Second Home Owners whose property had been empty for more than two years were also invited to have their say. The letter template is also attached below.



Main Findings

It should be noted that three out of four questions demonstrated a lower percentage in agreement with the proposed changes compared with those opposed to the changes. The fourth question sought views about alternative options to the proposed changes.

The main findings on the specific questions were:

65% of Respondents did not agree that low income working age Council Tax Payers with no disabilities should pay at least 25 per cent of their Council Tax with, 27% being in favour of the change and 8% were unsure.

Of the 140 Respondents, 52% believed that working age disabled council tax payers should not have to pay a minimum of 20% towards their Council Tax bill rather than 25%.

A high proportion of Respondents (60%) believed there were other realistic options available to manage the budget gap compared with 8% who felt there was no other option. 31% of Respondents didn't know.

70 Respondents (50%) disagreed that people who own or rent a property which has been empty for more than two years, should be charged 200 per cent Council Tax compared to 50 Respondents (36%) who agreed. 18 Respondents (13%) didn't know.

Some consultation responses refer to the unfairness of making the low income disabled households pay extra while the rich have no change. The rich can only pay more if the Council Tax is increased generally.

Number of respondents

Question	Positive	Neutral	Negative	Total
1. Is it reasonable to expect working age claimants without a disability to pay at least the minimum amount of 25% towards their Council Tax bill?	37	13	90	140
2. Should working age claimants who are disabled and less able to increase their household incomes, be protected and pay a minimum of 20% towards their Council Tax bill rather than 25%?	50	17	73	140
3. Are there any other realistic options available to manage the budget gap on the Council Tax Support Scheme that you think would produce a reasonable outcome, having regard to the needs of residents and the Council's budget position?	83	46	11	140
4. Should people who own property which has been empty for more than two years, be charged 200% Council Tax?	50	20	70	140

Councillors are asked to review the full extract of the responses which can be found at Appendix D.

Analysis of Responses

1. With regard to the proposal that working age residents receiving should pay a minimum of 25 per cent of their council tax, 27% of respondents agreed. Some respondents commented that people who were sick or disabled or those receiving disability benefits should be exempt from the change. While it is proposed that people with disabilities should pay more Council Tax although not as much as working people, it should be noted that the CTS scheme does take sickness and disability into account, with more generous premiums and allowances awarded to this client group. This means that claimants with disabilities do receive higher rates of Council Tax Support and have more available income to spend.

One Respondent said people with high incomes should pay more Council Tax and there should be a higher band.

2. Most people did not agree that disabled people should have to pay 20% rather than 25% of their Council Tax bill. Some commented that the proposal penalised disabled people who should not have to pay more and be protected like people of pension age. A very few commented that disabled working age claimants should be treated the same as working age claimants. One Respondent noted that disabled working age claimants received more Benefits than other working age claimants. 2.5% of residents would be affected by this change.
3. With regard to other reasonable options available to bridge the budget gap, a large number of Respondents made comments, some of which were identical that libraries and leisure services should be reviewed with a view to being outsourced. A number of Respondents also commented that Management and Councillors should give up some of their salaries to support services. It should be noted a Terms and Conditions Review was undertaken and implemented in September 2017 which drew £5 million from the salaries budget. A few commented that high earning residents should pay more Council Tax.
4. Comments were divided on the proposal that people who own or rent a property which has been empty for more than two years should be charged 200 per cent Council Tax. Of the 61 respondents who commented, a large number, 30 Respondents, recognised the housing shortage and this proposal would help to encourage the return of the property into use which would benefit the local area. 22 Respondents commented the increase would be unfair or should be reduced. One respondent suggested the Council should offer to buy properties that have been empty for more than two years.

GLA Response

The GLA has been invited to comment on the proposals to reform the CTS scheme for 2019. In their letter of response dated 3 October 2018 which is attached below, the GLA view that the proposed changes should be considered in the whole. If one proposed change results in greater savings for the Council that could be used to reduce the need to apply other proposals, then they would encourage the Council to consider doing this as it would help to reduce the financial burden on individuals and families in Havering who see their Council Tax Support entitlement reduced.

They note for households that are vulnerable or under particular stress, the Council offers a discretionary hardship scheme to provide additional help and would encourage the Council to take a proactive approach to informing those council tax support claimants, who are facing difficulties, about this policy. This policy is communicated and made available on the Internet to all CTS claimants.

The GLA notes Havering is proposing to take advantage of the increased empty property premium to an additional charge equivalent to 100% of the council tax charge. They would encourage the council to keep its discount and premium policies under review and inform the GLA of any potential changes for 2020-21, when further flexibility is likely to be available.

Main Budget Consultation

Respondents to the main budget consultation also made reference to the above proposals. 1,076 responses were received in total.

Specifically on the proposed change to the empty home premium, eight respondents were pleased with the proposal to bring empty homes back into use.

A very few respondents, two people, indicated that a CTS reduction would cause financial hardship. The Council Tax Discretionary Policy remains available for individuals in this situation.

The main consultation report analysing the responses to the survey indicated that 4% (17 respondents) of narrative responses mentioned Council Tax Support. Of those, 94% were against any change in Council Tax Support in relation to the question which asked: What are your reasons for disagreeing with any individual proposals under the reductions in Services and changes in income theme? What impact do you think this would have on you and your family?

Reports from consultation meetings

A series of consultation meetings have taken place with residents on the Budget and proposed changes to the CTS Scheme 2019.

Residents felt the reduction in Council Tax Support could cause hardship. The Council Tax Discretionary Policy is available to help any resident in receipt of

Council Tax Support who continues to experience financial hardship. The discretionary payment can top up the Council Tax Support payment to remit up to 100% of the Council Tax and is considered on an individual basis.

**Letter to Working Council Tax Support recipients and Second Home Owners
of Long Term Empty Properties**



**The Council Tax Support Applicant
Address
Address
Address**

August 2018

Dear

**Have your say on proposals to change the Council Tax Support Scheme
2019**

There are changes being considered to the Council Tax Support (CTS) scheme and Havering would like you to have your say.

Havering's Budget

The Council needs to address a £37million budget gap that remains over the next four years which has arisen through reduced Government funding, increasing costs and a growing and ageing population. The Council is developing a range of proposals to close the budget gap for the next two years and a review of the CTS scheme forms part of these proposals. .

To balance the budget, the Council needs to **save** money by reducing running costs, and/or **raise** money by increasing income – most obviously through the Council Tax.

The Council has considered using money held in 'reserves'. This is money held for a specific purpose, or is set aside to cover unforeseen costs. We are not proposing to use reserves, as this money can only be used once. We are looking for permanent savings to our annual running costs.

CTS Proposals

We are proposing that working age CTS claimants with no disabilities pay a minimum amount of 25% towards their Council Tax. Currently the minimum amount is 15%.

For working CTS claimants with disabilities, the proposal is they pay a minimum of 20% towards their Council Tax.

More information about the range of options considered before the above changes were proposed, can be found in the Cabinet report at www.haverling.gov.uk/xxxxx

Have Your Say

We would like your views on our proposal to change the CTS Scheme from April 2019.

Please complete the survey at www.haverling.gov.uk/yoursay and have your say.

You can also find a summary of the proposed draft CTS Scheme 2019 on our website above along with a draft 'equality impact assessment'. The equality impact assessment sets out how the proposed changes might affect different groups of residents and what the Council intends to do to address this.

The consultation closes on 30 September 2018 and final decisions on the budget, including the CTS proposals, will be made early in the New Year.

Thank you for your time.

Benefit Services

Haverling Council

NOTE: Pensioners are protected by law from the proposed changes to the CTS scheme

Date: August 2018

Your Ref:

Our Ref:

Dear

Have your say on proposals to change the Council Tax Surcharge on Empty Homes

There are changes being considered to the long-term empty property surcharge and the Council would like you to have your say.

Havering Council has been surcharging properties that have been empty and unfurnished for more than two years with a sum equivalent to 50% of the Council Tax due. This means people who own their empty property are currently charged 150 per cent Council Tax where it has been empty for more than two years.

Councils will shortly be given the power to increase the surcharge from 50 percent to 100 percent. Havering is considering this proposal and would like your views.

More information about this proposal can be found in the Cabinet at www.havering.gov.uk/xxxxx

Please complete the survey at www.havering.gov.uk/yoursay and have your say.

The consultation closes on 30 September 2018 and final decisions will be made early in the New Year.

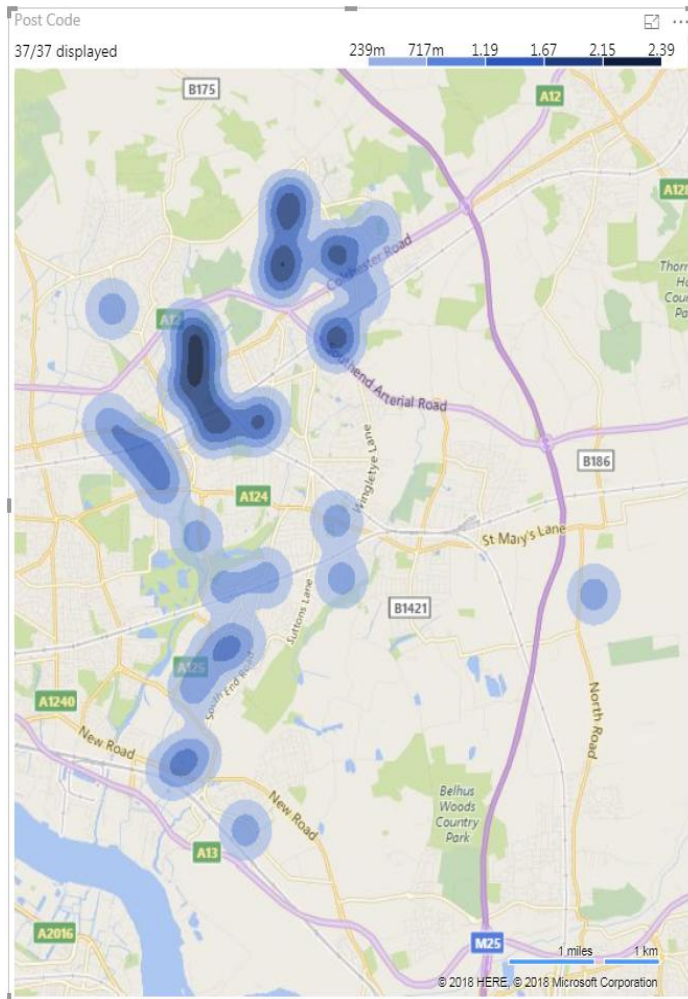
Thank you for your time

Council Tax Services

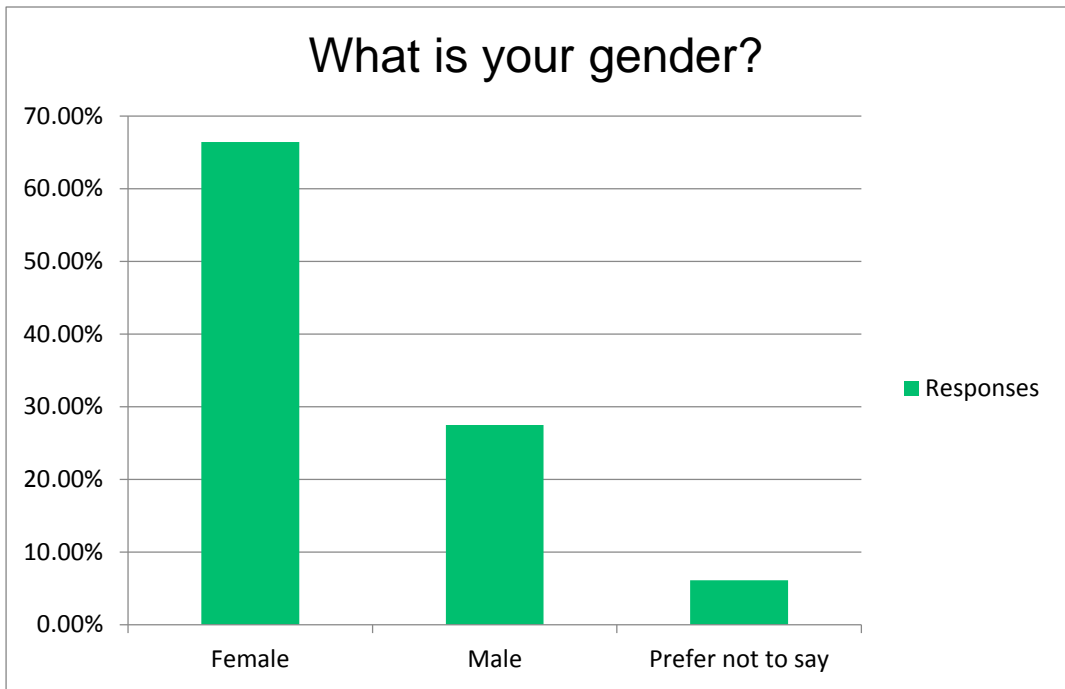
Equalities Data

Post code	Number responding
RM1	6
RM11	1
RM12	5
RM13	5
RM14	1
RM2	2
RM3	12
RM5	1
RM7	4
Total	37

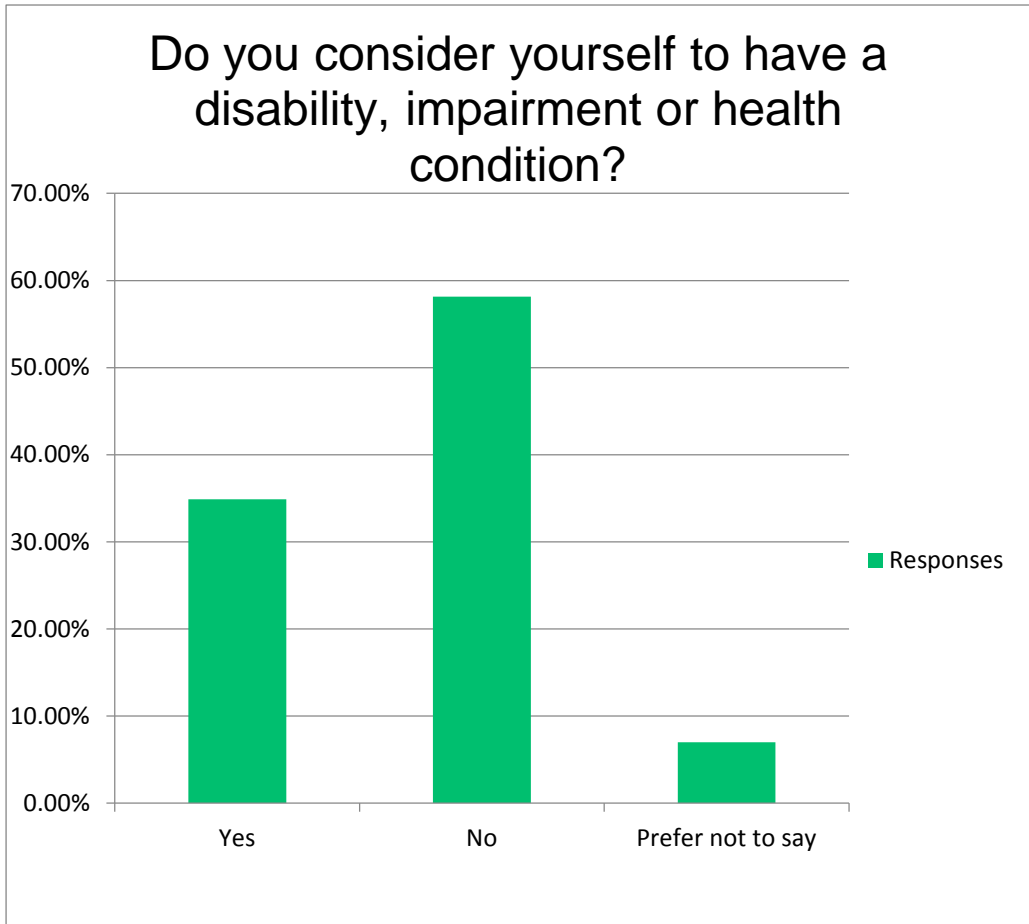
37 Valid Postcodes reflected on a Heatmap



Answer Choices	Responses	
Female	66.41%	87
Male	27.48%	36
Prefer not to say	6.11%	8
Answered	131	
Skipped	9	

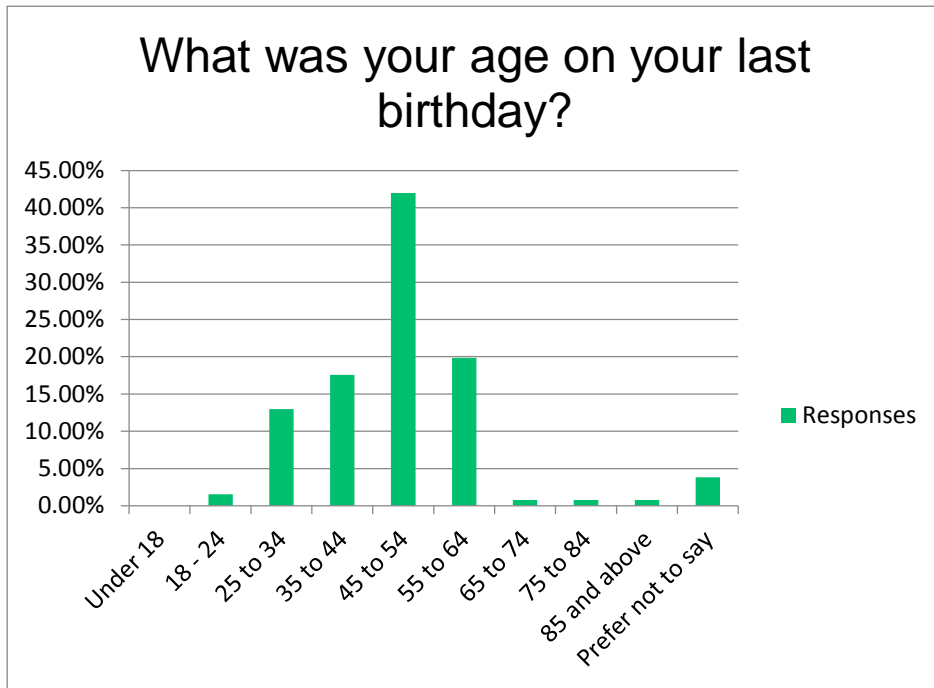


Answer Choices	Responses	
Yes	34.88%	45
No	58.14%	75
Prefer not to say	6.98%	9
Answered		129
Skipped		11

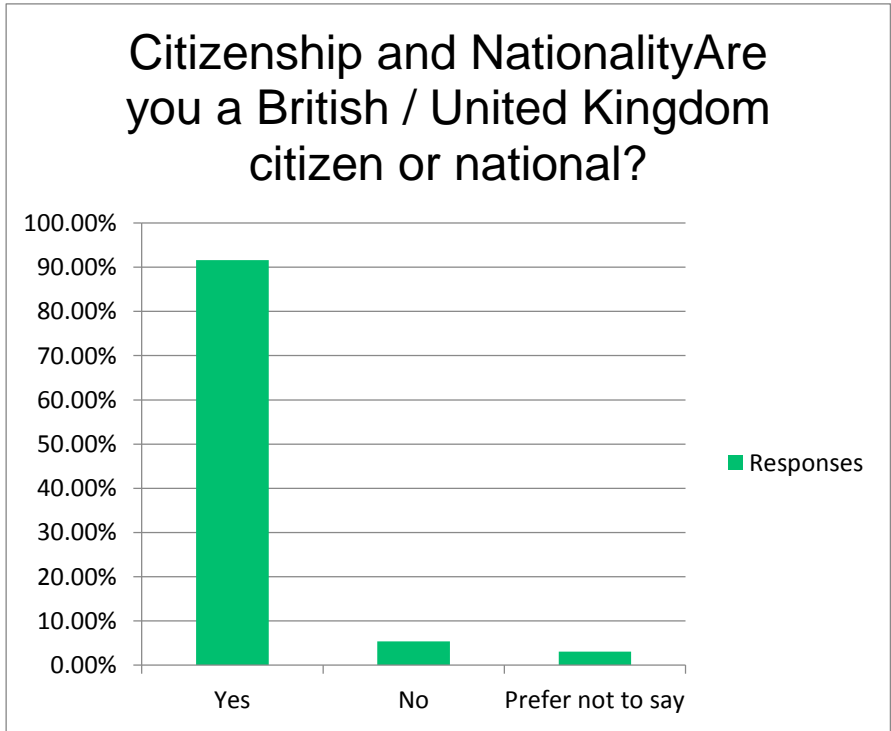


Answer Choices	Responses	
Under 18	0.00%	0
18 - 24	1.53%	2
25 to 34	12.98%	17
35 to 44	17.56%	23
45 to 54	41.98%	55
55 to 64	19.85%	26
65 to 74	0.76%	1
75 to 84	0.76%	1
85 and above	0.76%	1
Prefer not to say	3.82%	5

Answered 131
Skipped 9



Answer Choices	Responses	
Yes	91.60%	120
No	5.34%	7
Prefer not to say	3.05%	4
Answered		131
Skipped		9



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Debbie Wheatley
Principal Benefit Officer
oneSource Benefit Services
London Borough of Havering
Town Hall
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Dear Debbie

LONDON BOROUGH OF HAVERING COUNCIL TAX SUPPORT SCHEME 2019-20

Thank you for your email of 31 July informing the GLA about the Council's consultation on proposals for the draft council tax support (CTS) scheme for 2019-20. The draft scheme options consulted on are summarised in this letter. This letter sets out the GLA's response to the consultation.

Introduction

As in previous years, the GLA recognises that the determination of council tax support schemes under the provisions of the Local Government Finance Act 2012 are a local matter for each London borough. Individual schemes need to be developed which have regard to specific local circumstances, both in respect of the potential impact of any scheme on working age claimants (particularly vulnerable groups) and, more generally, the financial impact on the council and local council tax payers – and therefore the final policies adopted may, for legitimate reasons, differ across the capital's 33 billing authorities.

This fact notwithstanding the GLA also shares in the risks and potential shortfalls arising from the impact of council tax benefit localisation in proportion to its share of the council tax in each London billing authority. It is therefore important that we are engaged in the scheme development process and have an understanding of both the factors which have been taken into account by boroughs in framing their proposals, as well as the data and underlying assumptions used to determine any forecast shortfalls which will inform the final scheme design.

Framing Proposals

As part of the introduction of council tax support in 2013-14, the Government set out its expectation that, in developing their scheme proposals, billing authorities should ensure that:

- Pensioners see no change in their current level of awards whether they are existing or new claimants;
- They consider extending support or protection to other vulnerable groups; and
- Local schemes should support work incentives and, in particular, avoid disincentives to move into work.

The GLA concurs with those general broad principles and would encourage all billing authorities in London to have regard to them in framing their schemes.

Proposed 2019-20 Scheme

Under Havering’s current 2018-19 scheme, the maximum level of CTS available to working age claimants is 85% of their council tax liability. The Council is consulting on two proposed changes to the scheme, with effect from 1 April 2018. The changes are set out in the table below. In addition, the Council is consulting on a change to the empty home premium. This is discussed in the relevant section below.

Working age claimants not considered vulnerable	The maximum level of CTS support available to working age claimants who are not considered vulnerable would be reduced from the current level of 85% of the council tax due, to 75% This means that every working age household that is not considered vulnerable would have to pay a minimum charge of 25% towards their council tax bill, estimated to be an additional £2.20 per week in council tax to pay.
Working age claimants who are disabled	The maximum level of CTS support available to working age claimants who are disabled would be reduced from the current level of 85% of the council tax due, to 80% This means that disabled claimants would have to pay a minimum charge of 20% towards their council tax bill, estimated to be an additional £1.15 per week in council tax to pay. Disabled claimants are defined as people who have a disability income that entitles them to one of the following premiums: disability, severe disability, enhanced disability, disabled child and/or carer when calculating their benefit.

The proposal to increase the minimum contribution to 25% brings the minimum contribution level for the Council’s scheme in line with a number of other authorities, as stated in Appendix E of the report to Cabinet on 25 July 2018. However, it does mean that the Council’s proposed scheme would be amongst the schemes that require the highest level of contribution from working age claimants. In total, 5 of 33 billing authorities in London require a minimum contribution of 25%, with an additional 3 requiring a higher minimum contribution level.

Notwithstanding the above comments and recognising that the proposed scheme is in accordance with the general principles set out by Government (as listed above), the GLA is content to endorse the broad approach taken by Havering. Despite the changes, the Borough's scheme would still be in line with several other schemes in London.

It is however the GLA's view that the proposed changes should be considered in the whole. If one proposed change results in greater savings for the Council that could be used to reduce the need to apply other proposals, then we would encourage the Council to consider doing this as it would help to reduce the financial burden on individuals and families in Havering who see their Council Tax Support entitlement reduced. We note for households that are vulnerable or under particular stress, the Council offers a discretionary hardship scheme to provide additional help. We would encourage the council to take a proactive approach to informing those council tax support claimants, who are facing difficulties, about this policy.

The GLA notes that the council considered alternative changes that would have reduced entitlement to CTS, such as introducing minimum weekly awards and increasing non-dependant deductions. The Council rejected these changes after finding that these proposals would not be sufficient to generate the level of savings required, would lead to the scheme being more complex to administer, increasing the overall cost or could lead to financial hardship.

The GLA considers that, before finalising their 2019-20 schemes, all billing authorities should re-examine the challenges which they will face in collecting relatively small sums of money from claimants on low incomes, who may not be able to pay by direct debit or other automatic payment mechanisms, based on their experiences in the first five years of the localised system. In some cases, the administrative costs of enforcing such payments may outweigh the cost saved by reducing support.

Financial Implications of the Proposed 2019-20 Scheme

Appendix D of the paper to Cabinet on 25 July 2018 helpfully sets out the potential financial implications of the options considered, including the proposed option outlined in the consultation. For the GLA's planning purposes, it would be appreciated if, following the final decision on the scheme design for 2019-20, Havering could provide us with an updated forecast total cost. This would also allow the GLA to calculate its share of the cost of the scheme proposed by the Council.

Technical Reforms to Council Tax

The GLA considers that in formulating its council tax support scheme each billing authority should both consider and address the impact of the additional revenue it is expecting to raise from the technical reforms to council tax introduced in the Local Government Finance Act 2012, which provide greater flexibility in relation to discounts, exemptions and premiums for second and empty homes. The additional revenues from the technical reforms could be used to reduce any shortfalls

and thus the sums which need to be recovered from working age claimants via any changes to council tax support.

The GLA understands that in 2018-19 Havering has the following policies in place:

- For properties requiring or undergoing major repairs or structural alterations (former class A): a 0% discount
- For properties unoccupied and substantially unfurnished (former class C): a 0% discount
- Second homes: 0% discount
- Long-term empty properties: a 50% premium on properties that have been unoccupied and substantially unfurnished for a continuous period of two years, meaning the full charge of 150% is payable in such cases.

The Rating (Property in Common Occupation) and Council Tax (Empty Dwellings) Bill is currently progressing through its legislative stages in Parliament and is expected to receive Royal Assent before the end of 2018. It is expected that the Bill will become law in time to enable councils from April 2019 to charge 100% premiums on properties which have been empty for more than two years. The legislation as currently amended will also give councils the ability to charge higher premiums in subsequent years for properties which have been empty for longer periods of time.

The GLA notes Havering is proposing to take advantage of this increased flexibility to raise the empty homes premium to an additional charge equivalent to 100% of the council tax charge. We would encourage the council to keep its discount and premium policies under review and inform the GLA of any potential changes for 2020-21, when further flexibility is likely to be available. Again, the GLA would encourage councils to take into account potential additional revenues from these reforms when considering the detail of council tax support schemes.

Council Tax Protocol

In recent years the issue of council tax collection practices has become more high profile. The GLA, of course, recognises the importance of ensuring council tax arrears are collected wherever possible. However, in some instances poor collection practices can worsen debt problems for vulnerable residents.

Citizens Advice, in partnership with the Local Government Association, has developed a council tax protocol¹, which outlines a number of practical steps for early intervention to support people struggling with payments. In summary, the Protocol asks that councils:

- work with enforcement and advice agencies to help people pay their council tax bills while accessing debt advice;

¹<https://www.citizensadvice.org.uk/Global/CitizensAdvice/campaigns/Council%20Tax/Citizens%20Advice%20Council%20Tax%20Protocol%202017.pdf>

- ensure all communication with residents about council tax is clear;
- use the Standard Financial Statement when calculating repayment plans;
- offer flexible payment arrangements to residents;
- do not use enforcement agents where a resident receives council tax support;
- publish their policy on residents in vulnerable circumstances

In London, eight boroughs have now signed up to the protocol and the GLA would encourage all boroughs to consider adopting the protocol.

Providing Information on Schemes

Whilst we recognise that the detailed rules on council tax support schemes are inevitably complex, the GLA would encourage all boroughs to make every effort to set out information on their schemes as clearly as possible. Information that may help potential claimants could include an online calculator, to identify whether potential claimants are likely to be entitled to support, as well as 'Frequently Asked Questions' and a summary document outlining concise details of the scheme. In addition, for existing claimants, we would encourage boroughs to consider how the process for reporting changes in circumstances can be made as straightforward as possible.

Setting the Council Tax Base for 2019-20 and Assumptions in Relation to Collection Rates

The council will be required to set a council tax base for 2019-20 taking into account the potential impact of the discounts the Council may introduce in respect of council tax support and any potential changes the Council may implement regarding the changes to the treatment of second and empty homes.

The Council will need to make a judgement as to the forecast collection rates from those claimants and council taxpayers affected by any changes to council tax support, taking into account the experience in the first six years of the council tax support arrangements.

The GLA would encourage the council to provide it with an indicative council tax base forecast as soon as options are presented to members for approval, in order that it can assess the potential implications for the Mayor's budget for police, fire and other services for 2019-20. This should ideally be accompanied by supporting calculations disclosing any assumptions around collection rates and discounts granted having regard to the final council tax support scheme design.

Collection Fund and Precept Payments

By 23 January 2019 the council is required to notify the GLA of its forecast collection fund surplus or deficit for 2018-19, which will reflect the cumulative impact of the first six years of the localisation of council tax support. The GLA would encourage the council to provide it with this information as soon as it is available.

I would like to thank you again for consulting the GLA on your proposed council tax support options for 2019-20.

Yours sincerely

Martin Mitchell
Finance Manager

Budget Consultation Public Events

Central Government Funding

North Romford

- Why do we all have different amounts paid by the Government? What is the formula?

Town Hall

- Why has central government funding gone down?
- Even if the formula was changed in our favour, would we still be in trouble?

Hornchurch

- Compared to other Boroughs we've been led to believe we're the wealthiest because of older people and green space. So we get less money from the Government?
- I'm confused about a grant. Is it good to have more? Because you also said it's good to have austerity.
- Wasn't the grant supposed to be replaced by business rates?

Harold Hill

- What is the Council doing to increase money coming in from central government?
- Residents discussed how the budget gap was not just a local problem but a national problem and felt there was limited support from central government. One resident suggested that the local MP should be present at the consultation events.

Council Tax

North Romford

- How does Havering's council tax base compare to other London Boroughs?
- What percentage of Havering's properties that pays council tax are getting council tax support?
- I appreciate about the lack of funding from the Government but what about all the new builds in the Borough? The council tax must be colossal.
- One resident said more than a quarter of his pension goes on council tax. He has tried to appeal against how much council tax he pays, but they sent him a 22 page form that asks him everything from how much his Granddaughter earns to what sexuality he is.

Town Hall

- Does population density have anything to do with Westminster's council tax level?

Hornchurch

- Should we expect an increase in Council Tax?
- Referring to Questions 9 and 10 on the survey, you're asking whether we support these things, this suggests that Council Tax will increase?

- The issue of the fairness of who pays what amount of council tax needs to be addressed to make it more palatable to residents.

Upminster

- What is the default rate on council tax? And what is the collection rate on this?
- The council tax % is wrong compared to who is actually using services.

Reduction in Council Tax support

Town Hall

- What happens if people enter into hardship if you reduce council tax support?

Harold Wood

- Has the council tax grant gone up and have you forecasted what that will be in the future?
- Looking at council tax support and Front Doors hurts the most vulnerable people. Reducing those could produce a time bomb later on and lead to more costs. This could hurt the Borough more if not protected.

Harold Hill

- Residents felt that the reduction in council tax support will really impact on residents in the Harold Hill area and the rise to a 15% contribution was difficult enough for those eligible

Hornchurch

- One resident stated that they had not been written to in regards to a reduction in their council tax support.
- 15% is a lot of money already and a reduction is targeting the most vulnerable people such as carers or those who genuinely can't work. This will cost the council more in social care if carers go back to work.

Budget Gap

Town Hall

- What extent has the gap been closed by selling land?
- You have shown reductions. But what will the council be spending yearly after these 4 years? There is no slide that shows spending, we just see reductions.
- How much are you going to save through your proposals?
- How much money will all the transformation proposals make?
- Are you assuming a certain level of funding and austerity in your predictions?

Hornchurch

- Have you thought about the effect of Brexit on investment?
- If we keep cutting and cutting things, once Council services are gone, they're gone. It's not good at all.
- With Conservative Councillors (Andrew Rosendale), once a lot of services are gone and cuts are continuously made, what are you doing?

Harold Wood

- Many of the plans you've talked about take some time to implement. Can you share with us ideas for saving in the future?
- Are you able to go into reserves? Will you need to top it up?

Harold Hill

- Does a 37m budget gap mean that there will be 37m worth of cuts to council services?
- Residents were concerned that the proposals disproportionately impacted on the less affluent in the borough and that the less affluent are the least likely to have access to participate in the consultation.

Upminster

- What contingencies do you have in place if demand management fails for statutory services and safeguarding in social care? Would you raid another budget?

Business Rates

Town Hall

- What is happening with business rates? Are they increasing or decreasing?

Hornchurch

- What amount of business rates do we get?

Upminster

- How much will we get on retention of business rates over the next 4 years? Will we get extra money?

Income Generation

North Romford

- How much money do you receive from car parking tickets?

Hornchurch

- Are there any limits to what you can have as an income stream?
- Are you looking at renting the Town Hall out?

Harold Wood

- Two street cameras in Havering are on average bringing in £4 million (outside Lidl and B&Q). Put up ten more street cameras in Havering and we've solved the problem. There are areas with bad road safety.

Rainham

- Does the Council have targets for issuing parking fines in order to provide more funding for public services?

Front Doors

North Romford

- The options on the phone are never the ones I want.
- A lot of us older people prefer human contact

Town Hall

- Are we going down a path of selling all our assets?
- What do you mean by front doors? Will you be selling those assets or generating an income stream from them?

Hornchurch

- Are the property offices closing down on Chippenham Road? It is ok for people that are active, but not for those that aren't.

Harold Wood

- Looking at council tax support and Front Doors hurts the most vulnerable people. Reducing those could produce a time bomb later on and lead to more costs. This could hurt the Borough more if not protected.
- I'm just a bit concerned about everything going online and closing the Front Doors. I work with lots of vulnerable people who will be badly affected, as they have no Broadband/IT skills. A Community Hub is fine, but not one for the whole Borough.
- 49% of over 65's are not online, and we are the oldest Borough. You cannot use online as the online access point.

Rainham

- Need to ensure the sustainability of reducing the number of 'front doors'. Concerns that buildings would be closed and then due to increasing demand in the future re-opened

Elm Park

- Would only the number of physical locations of the front-door be reduced or would this include a reduction in front-door services as well?
- Residents suggested the information and advice could be clearer around who is the right person to speak to regarding a particular issue. Residents highlighted how sometimes it is importance to speak to a person as opposed to an automated response.

Libraries

North Romford

- One resident asked if Collier Row library was under threat and stated that they belong to groups there and have written a letter to the Council to highlight the importance of the library to local people.

Town Hall

- How many libraries will we have as a result of these proposals?
- Will you be closing libraries to develop community hubs?

Hornchurch

- Can you put a walk-in clinic in Harold Hill library?

- Did you say there are no plans to close any libraries? The smaller libraries have the potential to become hubs?
- This Hornchurch library closes at 10pm. Can we make the hours earlier in the morning?

Upminster

- Residents asked if there were plans to shut libraries.
- The leader was asked to confirm whether Upminster library would be shut
- One resident said how the library was important for social interaction and not just a bit of land to sell.

Harold Wood

- Do you see libraries having to close? As they do a lot supporting children and families and a lot supporting older people too.
- Do you physically own the libraries? *lots of concern regarding closing libraries.* Harold Wood library is particularly important, as it is in a good location next to the station (you talked about Connections). We need a Library/Community Hub in Harold Wood . . . (A) . . . There will be a lot of resistance in this area (to closing the library). I understand there are also lots of opportunities e.g. Community Café etc.
- Would there be the same amount of Libraries as Community Hubs, and would they be in the same location?

Elm Park

- How many and which libraries will be closed/reduced?

Community Hubs

Town Hall

- Is the community hub essentially a library?
- How many community hubs will there be?

Hornchurch

- Is there scope to say bring in a small post office/library in the Community Hub?
- Can you have walk-in clinics?

Public Conveniences

Hornchurch

- Will we be charged for using Community Toilets? . . . Are the main toilets in the market still to be open?
- Will there be a requirement to contribute to the costs of maintaining community toilets e.g. café toilets? It could be a system where you put 20p in a jar before you go in.

Rainham

- Is the Council going to establish whether there are enough businesses willing to offer their toilet facilities before they remove public conveniences?

Elm Park

- How will the Council ensure that there are a sufficient number of community conveniences available after 5pm when many shops and cafes close?
- How will the Council ensure that the public respect conveniences offered by local businesses?

Harold Hill

- In response to the proposal to move towards a community toilet scheme, one resident highlighted how Hilldene library has large signs up that say the toilets are only for use for those who have a library card and that the Council should lead by example.

Upminster

- The toilets next to Upminster park have been closed all summer and this has been very difficult for families with young children.
- Stickers should be put on windows and doors of shops/pubs so people can see that they can use the toilet. Important to have them in pubs which are open much longer.

Street Lighting

Hornchurch

- Do you have intelligence on which areas will need lighting and which won't?
- Can kinetic pavements work for street lighting?
- Some residents were concerned about an increase in crime if street lights were turned off.
- One resident indicated how a street light shines brightly into her bedroom window
- Can you get solar powered street lighting?

Rainham

- What percentage of the borough has LED lighting? How much more efficient is LED lighting?

Elm Park

- Would there be reductions in street lighting on roads that have dwellings on? How would the Council ensure that crime rates do not increase in areas where street lighting is reduced?

Upminster

- Reducing street lighting would increase anti-social behaviour particularly in Upminster and Cranham

Brokerage – Adult Social Care

Town Hall

- How does that save money (brokerage in adult social care)?

Rainham

- Charging for brokerage – one resident said that they would be very unhappy about this as a self-funder who would not receive other services from the Council and is already paying a lot of money for adult social care.

Hornchurch

- Charging for brokerage is targeting vulnerable people. The council doesn't charge people who have problems with children.

Refuse / Waste Management

North Romford

- Are we still staying on the weekly rubbish collection?
- Who can use the caged bins in the council flats? Fly tipping is terrible.

Hornchurch

- Are you going to recycle phones? Are you running out of waste sites?
- There's a lot in the press about variation between what can be recycled and what can't. Can the Council do more? Can some of the plastic that goes into recycling bins not be recycled? Can the method be changed to make it more effective?
- Is there a rubbish dump in Rainham?

Rainham

- Residents said there are not enough litter bins in the Rainham area by the station and library. It was suggested that there should be more litter bins by bus stops and where people walk regularly

Elm Park

- Is the Council going to look at how they can support schools more with recycling, particularly large numbers of milk cartons?

Upminster

- More cameras to prevent fly tipping would save the council money especially when it is asbestos based which is much more costly.
- Residents said fly tipping was a big issue in Upminster
- We are Festival created a lot of disruption and rubbish in the area. Getting to Romford on the bus was impossible. There was so much rubbish by Corbets Tey and they brought all their own food vans so don't spend money in our local shops.
- It costs a fortune to dispose of commercial waste.
- The charge for garden waste is very high in the borough. Most other boroughs include it in council tax.

Policing

North Romford

- You recently purchased Hornchurch Police Station. How much did that cost? The opening hours were severely reduced so it wasn't very accessible.

Town Hall

- Is the council buying Hornchurch police station? What will it cost?

- Will Hornchurch police station be used for anything other than police?

Hornchurch

- Is there any mention about the police? Does that come into these figures?
- How much does it cost to buy Hornchurch police station to open 4 hours a week?
- A smaller building could be used for the police station
- The leader said on the radio that the station had been bought.
- Is Romford police station secure?

Upminster

- Is there anyway of improving policing in Upminster e.g. for children in parks? It isn't safe for children playing in parks. The police say if it's anti-social behaviour to ring the council.
- Voluntary night pastors are very good at defusing situations. Could this be expanded to other areas? Jewish communities have their own services which works well.

Empty buildings

North Romford

- What about the empty shops in Romford?

Hornchurch

- Is there any element of being able to collect revenue on empty shop premises? The shop in the centre of Romford was closed ages ago . . . can't you force them to build something else?
- How do you know properties are empty?

Rainham

- Why does the proposal to tackle empty properties in the borough not include commercial properties?

Road and Pavement Repairs

North Romford

- When I first moved in in 1983, as soon as there was a crack in the pavement it was repaired. Now it's atrocious.

Housing

Town Hall

- From 2012 to the present day, how much social housing have the government sold?

Hornchurch

- They're supposed to be building a massive estate in Rainham. Why is the Mayor blocking it? Or is he pushing it?
- At The Old St George Hospital, lots of homes are being built. Is this private or through the Council? Is there asbestos in the building?

- How much does it cost to have 1,000 people in temporary accommodation? And when do you anticipate that number dropping?
- Why is all the regeneration happening flats? Flats are not suitable for the elderly population.
- There are lots of people moving into rented accommodation. Are you on top of HMOs?

Harold Wood

- Are we recovering any costs from other councils in terms of housing?
- How many land banks are there in Havering that have never been built on?

Rainham

- One resident was concerned over the number of planning applications for large blocks of flats in Romford.

Harold Hill

- One resident asked for reassurance that recent reports in the Romford Recorder were inaccurate and that residents living in PSL housing were not being moved out of the borough in order to save money.

Council Salaries

Town Hall

- What are the total councillors' allowances over recent years? It is a bitter pill to swallow with service cuts so it's not easy to see salaries not change.

Harold Wood

- How much could you save on agency staff? How much do you spend now?

Harold Hill

- One resident suggested that a review of salaries for councillors and council officers should be an option for reducing the budget gap.

Upminster

- How many outside consultants has the council got to do the transformation work?

Budget Consultation

- Do you know how many people have filled in the online budget consultation survey form?
- You said you had two people turn up to the Rainham Consultation, could you not advertise these sessions more widely? E.g. have a banner outside etc. This is at least as important as the Havering Show, and everyone knows where and when that is.
- There was an appreciation for holding the budget consultation and acknowledgement that the Council is working hard for local people.
- Residents felt that the documents provided for the consultation consisted of too much 'management speak' and is not accessible for residents.
- One resident felt that there wasn't a concrete set of proposals being put forward so it was difficult to give their views until this information is provided.
- It was difficult to complete the survey online, finding the information and clicking through.

Children and Young People

- Is the Council willing to invest more in the Youth council and opportunities and services for young people in the borough?

- A representative from the Youth Council highlighted concerns over the funding of the youth council and youth projects. The young person highlighted the rise in knife crime and the need to fund youth projects and spoke of the lack of youth centre facilities in the borough stating it's a long distance to travel to Myplace from Rainham. The representative also indicated missed opportunities to promote opportunities for young people to give their voice such as the national 'Make your Mark' campaign which they thought should have been promoted and supported by the Council.
- The Cocoon project was successful. Are you going to listen to what the people are saying now (outside the box)?
- Residents said that there was a lack of leisure facilities in Rainham and that young people were travelling to other boroughs to play sport at a high level.

Voluntary Sector

- One resident suggested that the Council should utilise the voluntary sector more highlighting how they are very resourceful and this knowledge could help the Council to provide services in a different way.
- There were concerns over the suggested reduction in voluntary sector grants as one resident highlighted their resourcefulness and how volunteering is very fulfilling for residents.

Queen's Theatre Grant

Hornchurch

- One resident agreed with the review of the grant and said theatre goers should fund the theatre.

Other Comments

- Several years ago you lost £11 million in an Icelandic bank. Why did you do that when we need that money for other things?
- Could we get a better variety of shops/restaurants? Everything is the same e.g. in Collier Row there are 4 Barbers. Is there anything you can do? For example, say no to an Indian Restaurant because there are already 4.
- Is your partnership with Newham still a value for money service?
- Why do voting records show every politician is voting for cuts?
- Are the parks going to be protected? What about Bedford's Park?
- Hackney Council have excluded petrol and diesel cars.
- There are a lot of risks with outsourcing aren't there? . . . It's also about negotiating the right contract.
- Are you looking at any renewable energy schemes?
- Are you still doing cross borough paper work? Do you share paper work between Boroughs?
- Old Council properties are getting on a bit and cost a lot of money to run, can they not have solar panels? Apparently they work better in the winter than in the summer because of the pollution.
- Are you trying to encourage more credit unions?
- Do you think the green belt is safe?

- At the Town Hall, if a member of staff is sick they have to call an external service. Is there a cost to this rather than doing it internally? . . . How much do we save on that?
- How much does Living cost? *I like reading it*
- A lot of the services in Havering have been outsourced. Have we ever quantified the savings associated with this?
- What plans do the Council have in place to offer more leisure facilities in the borough particularly the Rainham area?
- What is the Council doing to support local businesses by preventing private landlords charging high rents?
- How would the Council ensure that drones do not impact on resident's privacy?
- Residents said that there was a lack of leisure facilities in Rainham and that young people were travelling to other boroughs to play sport at a high level.
- One resident described issues with transport getting to Basildon and Southend.

What are your reasons for disagreeing with any of the proposals under the reductions in services and changes in income theme? What impact do you think this would have on you and your family?

46 respondents mentioned the word tax in their answer

I think that a small increase in council tax would mean that cutting back important services would be less likely. Those in more valuable properties or with empty property should pay more
After years of financial austerity it seems the same people will still be penalised by these proposals i.e. review of discretionary rate relief, charging brokerage for adult social care. However, I do agree with increasing council tax premiums on buildings empty over two years.
Council tax support should be paid partly by chasing payment and prosecuting those that evade payment. I disagree in us having to burden such extreme cuts in the first place however if it is already certain to go ahead reduction in street lighting could cost lives - it is too dark already to safely walk on uneven broken pavements. Council tax on empty properties should be 200% to help homelessness and our roads are dangerously pot holed and litter is bad
Our borough does not benefit from the same issues as boroughs. So even though we pay more tax, we have to reduce services. This is not acceptable.
The Box isn't big enough. Our borough gets hardly anything compared to other local boroughs. Yet our council tax is higher. Our council are too scared to ask government for more money.
There should be no reductions. INCREASE the council tax
Public convenience closure-should depend on where is nearest usable and publicising where. Council tax-care needed to protect vulnerable charities.
Public conveniences closure should depend on availability nearby being available. Council tax - care needed to protect vulnerable charities
Strongly agree with extra council tax on empty properties. Agree with review street lighting, Queens Theatre & Chafford Sports complex funding. Disagree with both proposals to review adult social care, change to discretionary rate relief (charities will have a bigger role with these cuts) & proposals re toilets
I am concerned that the less well-off are being expected to carry a heavier burden, with the reduction in Council tax support, and that adults in need of services are being expected to pay for brokerage, and for assistive technology. This will not have any impact on me as I am not in need of any of those services or Council Tax reductions.
I would prefer more tax and maintaining services but this is not an option. I don't expect it would affect me directly.
If the reductions are a result of increase in population stop over developing havering! If the government are to stop funding out of the taxes that we pay we should not have to pay for people to over populate the borough.
Really disagree with proposed council tax support. This is only applied for by the most in need that are on severely low income. Those temporary out of work, have the chance to go back to work but those who cannot i.e. severe mental disability who need 24/7 care and non-employed carers on Carers allowance topped up with Income Support do not have the luxury of going back to work because of these situations. I know so many carers who will not go down this poverty line anymore as can no longer get by on these severely low incomes and so their cared for have to ask social services for far more in the Direct Payment : which results in higher costs to the council. You need to get those who can afford to pay, pay far more i.e. no council tax reduction of unoccupied 2nd, 3rd plus homes. This consultation is about Havering and copying other boroughs is no excuse as a defence. When you are dealing with large amounts of money i.e. 100,000's to millions, you are losing contact with the reality of how important a few pounds a week literally mean to those with approx. £11 a day or less to live on and pay all their bills out of this and now you are taking their weekly heating or food allowance. Are you going to copy Scotland's free sanitary wear? The fact that this is a

big enough issue in poverty caused by a loss of a few Pounds a week reveals what a terrible impact this will have on people in a similar situation to me. plus I need to add, whilst I was lucky enough to have been educated as a child to a high Uni level and now find myself in this position, I can speak out but an awful lot of people cannot and are not aware until it is too late and then they feel they have to say nothing and just spend another night in the dark and cold or hungry. There is no justification to target these most vulnerable people in our society when there are far more ways of saving money. I am sure your Refreshment bill at the Town hall will more than cover it. I find it disgraceful that you are so ignorant to the fact that an extra bill of a few pounds a week is seen as so unimportant and manageable.

The council tax support system is there to assist the severely poor in our society and those that cannot stand up for themselves. These are the most vulnerable and poor that need this full support when they cannot work for a variety of Genuine reasons and are not abusers of the system that most seem to portray them as i.e. the false conception viewed in the media. They have to already have to find the 15% shortfall that came in a few years ago. When you are on £60 to £80 a week (as are the single allowances) this is a large amount to find. Many people may find this a small amount but to those of working age not in paid employment, what one pays for a tea and cake in Costa, is their food budget for the week or their Sanitary wear and toiletry budget. Out of this £10 to £15 a day, they are having to pay all their utility bills and are expected to find some rent as well as be contactable via phone or online access. This is no longer a luxury as if you do not have this, you cannot claim from the DWP. I am a carer for severe disabled family member who needs 24/7 care. I get 66pence an hour from the DWP and by paying the 15% these past few years has had serious implications to my budget. You basically are taking nearly half my food budget and I have also stopped some voluntary work when my DP son is out with a fully paid Carer as I have to think about the £3 costs of travelling there. Walking is not always an option because unpaid carers do not have time to do so as a luxury either.

Council tax reductions seem to target the most vulnerable of our community. With drawing discretionary rate relief will have an effect on our already vulnerable voluntary sector

Where has all the council tax gone? We have some of the highest tax as well as massive increases in parking charges in an area where there are constant major roadworks year on year since 2004

The council tax reduction would be unfair for low income families and would have an effect on them being able to be financially stable as the cost of other living expenses are increasing, not to mention the cost of renting in Havering is very high. I feel charging people for adult social care may decrease people getting the help they need.

I think the council tax charge should rise to maintain services.

Increase income by increasing council tax

Libraries should not close, street lighting should stay as it is, and toilets should stay open. All this means is cuts to a council that has one of the highest council taxes.

Charging disabled people more for council tax will affect my sister who is disabled and has a fixed budget

Services are reducing too much already whilst council tax increases. Havering residents pay far more than Westminster and Chelsea

We pay Rates Income Tax and Vat, where is all the money going?

Pressure on families struggling with high council tax rates but not benefit claimants.

I am and also other residents are on benefits or others on Universal Work Benefits, and cannot afford the 25%-15% which will get more people debt and also adding more debt on Council Tax (which already £19 billion owed by and in this Country. So what's the point of putting up?!!

Our household budget is already tight and Havering really do not provide us with good value considering the cost of our council tax when compared to other boroughs.

The government should be giving you the money instead of promising billions of pounds in foreign aid. Don't we pay enough money in taxes already?

I am currently unemployed & my JSA has been frozen until 2020.I am expected to pay £16.00 a month for Council Tax which I can ill afford. I struggle to pay my bills & live a frugal life due to financial constraints. I often go without the necessities. I do not agree with having to pay 25% which is a 10% increase & find it unfair
Serious impact to services provided and an increase in taxes from residents
More Council Tax, Less Benefit
Some of the proposals such as council tax support and charging people for brokerage effect the most vulnerable in our society
You should live within your means. Put up Council tax more than inflation
Services are already at a very low level for the money paid in Council Tax
There would be fewer services available for tax payers.
Council tax Benefit. The poor and sick can't afford it as it stands in 2018.To put the contribution up by anything is cruel.
Disabled people hit again as usual more council tax
Benefit monies are meant to provide minimum Maslow hierarchy existence, and you wish to go below even that?!? I don't know what effect it will have on my mental health, but I remember the Poll Tax riots by another famous Conservative taxing the poor. Is that what you want? Riots, increased crime and even (a let them eat cake) revolution. I already get next to nothing from your prior list of important services so I no commented.
I do not agree with the Increase In Council Tax Support contribution as you are asking people with little money to find money they have not got.
I live in a band D council tax, at nearly £1700 a year, I am on benefits due to disability, and my son who is 18 has just left 6th form and will be looking for work. I cannot downsize my home as no one wants it due to the high rent, and high council tax.
council tax reductions need to take into account single parents and families with children
Council Tax Support Reductions - I think that the Council should be sensitive to the needs of the poorest. Increased Council Tax premium on properties that have been empty for more than two years - this sounds like a good idea. Public conveniences - please make sure that suitable provision is in place before the current contract expires. Queen's Theatre grants review - sounds like a good idea.
council tax benefit reduction for working age people will make things worse for them
They are poorly formulated proposals and it is impossible to assess them, as currently drafted. For example, what types of public private partnerships are envisaged and how does the council intend to bring commerciality to services that are funded by council tax payers and which should be directed solely at meeting the obligations of the local community. None of the proposals are likely to have a direct impact upon me or my family, but I am very concerned that appropriate provisions will not be made for those require support. A desire to do something about homelessness, which is increasing all the time, is laudable but there is little strategy for achieving this.
We are paying Council Tax for council services. Put pressure on Central Government to properly fund councils. Get Andrew Rossendale to tell his bosses that all people matter, not just the elite!
It would affect us all. Put up the Council Tax to provide good services
Not sure about us stopping the support of assistive technology as upping the costs may put people off and then the holistic cost rises. Not sure about cutting the council tax support as it may end up costing us more money to recover council tax that people can't afford. I think it would be a shame to cut the funding to queens theatre but I think they will just need to up their costs and compete. I think residents will still go as an alternative to the west end and south end. otherwise I agree with them all

Equality Impact Assessment (EIA)

Document control

Title of activity:	Proposal to amend the Council Tax Support Scheme 2019
Type of activity:	This is a scheme which provides assistance to people on low incomes to help them pay their Council Tax.
Lead officer:	Chris Henry, Head of Council Tax & Benefits, Exchequer & Transactional Services, oneSource
Approved by:	Sarah Bryant, Director of Exchequer & Transactional Services
Date completed:	November 2018
Scheduled date for review:	June 2019

Did you seek advice from the Corporate Policy & Diversity team?	Yes
Does the EIA contain any confidential or exempt information that would prevent you publishing it on the Council's website?	No

1. Equality Impact Assessment Checklist

The Equality Impact Assessment (EIA) is a tool to ensure that your activity meets the needs of individuals and groups that use your service. It also helps the Council to meet its legal obligation under the [Equality Act 2010 and the Public Sector Equality Duty](#).

Please complete the following checklist to determine whether or not you will need to complete an EIA. Please ensure you keep this section for your audit trail. If you have any questions, please contact the Corporate Policy and Diversity Team at diversity@havering.gov.uk

About your activity

1	Title of activity	Proposal to amend the Council Tax Support Scheme 2019
2	Type of activity	This is a scheme which provides assistance to people on low incomes to help them pay their Council Tax.
3	Scope of activity	<p>Many people on low incomes can get Council Tax Support to help them pay their Council Tax bills. The Council Tax Support Scheme is funded by Central and local Government.</p> <p>The Council needs to address a £37million budget gap that remains over the next four years which has arisen through reduced Government funding, increasing costs and a growing and ageing population. The Council is developing a range of proposals to close the budget gap for the next two years and a review of the CTS scheme forms part of these proposals.</p> <p>The proposed scheme will continue to protect pensioners by law who will get the same level of council tax support as they do now.</p> <p>The proposals for 2019/20 are to:</p> <ul style="list-style-type: none"> • Increase the current Council Tax Support reduction for non- vulnerable working age claimants from 15% to 25%. This means that every non- vulnerable working age household would have to pay a minimum charge of 25% of their Council Tax Bill. This is an additional £2.20 per week in Council Tax. • Increase the current Council Tax Support reduction for vulnerable working age claimants from 15% to 20%. This means that every vulnerable working age household would have to pay a minimum

		charge of 20% of their Council Tax Bill. This is an additional £1.15 per week in Council Tax.
4a	Is the activity new or changing?	Yes – changing
4b	Is the activity likely to have an impact on individuals or groups?	Yes
5	If you answered yes:	

Completed by:	Chris Henry, Head of Council Tax & Benefits
Date:	September 2018

2. Equality Impact Assessment

Background/context:

The Council proposes to amend the Council Tax Support (CTS) Scheme from April 2019. The scheme provides assistance to people on low incomes to help them pay their Council Tax.

The Council needs to make savings in order to balance its budget due to reductions in government grant, increasing costs and a growing and ageing population.

The CTS grant has been rolled into the Settlement Funding Allocation which has been reduced in 18/19 as part of the core funding reduction.

To balance the budget, the Council needs to **save** money by reducing running costs, and/or **raise** money by increasing income, most obviously through the Council Tax. The Council is developing a range of proposals to close the budget gap for the next two years and a review of the CTS scheme forms part of these proposals. .

The Council will consult on various options including which service to protect and which to reduce and whether residents think there any other realistic options available to manage the budget gap on the Council Tax Support Scheme that would produce a reasonable outcome, having regard to the needs of residents and the Council's budget position.

The proposed scheme will continue to protect pensioners who will get the same level of Council Tax Support as they do now.

The proposals for 2019/20 are to:

- Increase the current Council Tax Support reduction for working age claimants without disabilities from 15% to 25%. This means that every working age household without disabilities would have to pay a minimum charge of 25% of their Council Tax Bill.
- Increase the current Council Tax Support reduction for working age claimants with disabilities from 15% to 20%. This means that every working age household with disabilities would have to pay a minimum charge of 20% of their Council Tax Bill.

At any one time, approximately 9,000 working-age claimants are in receipt of Council Tax Support. Our proposals are based on reducing the amount of CTS received by working age people.

Working age disabled claimants are defined as people who have a disability income that

entitles them to one of the following premiums: disability, severe disability, enhanced disability, disabled child and/or carer when calculating their benefit.

To contextualise the changes, all working age claimants without disabilities (approx. 5,500) will be affected by increasing the 15% reduction to 25%.

All working age claimants with disabilities (approx. 3,400) will be affected by increasing the 15% reduction to 20%.

The proposed changes will have a disproportionate impact on low income working age households because Council Tax Support is designed for low income working age households.

The proposals to change the current CTS Scheme to help bridge the funding gap was subject to a nine week consultation, and have been part of a wider package of proposals.

All 9,000 working-age CTS claimants will be contacted and invited to share their views, along with the wider public by commenting on the Council's proposals via an online survey.

<u>Council Tax Support Case Group Descriptions</u>	<u>Count</u>
Elderly - Non-Passported - Carer	138
Elderly - Non-Passported - Child Under 5	0
Elderly - Non-Passported - Enhanced Disability	0
Elderly - Non-Passported - Family Premium	2
Elderly - Non-Passported - Family Premium - 1 Child	6
Elderly - Non-Passported - Family Premium - 2 Child	1
Elderly - Non-Passported - Family Premium - 4 Child	1
Elderly - Non-Passported - Non Dependant	335
Elderly - Non-Passported - Other	1692
Elderly - Non-Passported - Severe Disability	396
Elderly - Non-Passported - War Pensioners	15
Elderly - Non-Passported - Working	84
Elderly - Passported - Carer	164
Elderly - Passported - Child Under 5	1
Elderly - Passported - Enhanced Disability	0
Elderly - Passported - Family Premium	5
Elderly - Passported - Family Premium - 1 Child	14
Elderly - Passported - Family Premium - 2 Child	4
Elderly - Passported - Family Premium - 3 Child	1
Elderly - Passported - Family Premium - 4 Child	0
Elderly - Passported - Non Dependant	435
Elderly - Passported - Other	2085
Elderly - Passported - Severe Disability	835
Elderly - Passported - Working	18

TOTAL (Elderly) = 6232 (41%)	
Working Age - Non-Passported - Carer	121
Working Age - Non-Passported - Child Under 5	351
Working Age - Non-Passported - Disability	96
Working Age - Non-Passported - Disabled Child Premium	39
Working Age - Non-Passported - Enhanced Disability	229
Working Age - Non-Passported - Family Premium	90
Working Age - Non-Passported - Family Premium - 1 Child	627
Working Age - Non-Passported - Family Premium - 2 Child	465
Working Age - Non-Passported - Family Premium - 3 Child	183
Working Age - Non-Passported - Family Premium - 4 Child	52
Working Age - Non-Passported - Family Premium - 5 and above	5
Working Age - Non-Passported - Lone Parent Child Under 5	432
Working Age - Non-Passported - Non Dependant	39
Working Age - Non-Passported - Other	165
Working Age - Non-Passported - Severe Disability	153
Working Age - Non-Passported - War Pensioners	3
Working Age - Non-Passported - Working	382
Working Age - Passported - Carer	475
Working Age - Passported - Child Under 5	73
Working Age - Passported - Disability	159
Working Age - Passported - Disabled Child Premium	21
Working Age - Passported - Enhanced Disability	1195
Working Age - Passported - Family Premium	66
Working Age - Passported - Family Premium - 1 Child	376
Working Age - Passported - Family Premium - 2 Child	181
Working Age - Passported - Family Premium - 3 Child	49
Working Age - Passported - Family Premium - 4 Child	13
Working Age - Passported - Family Premium - 5 and Above	2
Working Age - Passported - Lone Parent Child Under 5	815
Working Age - Passported - Non Dependant	239
Working Age - Passported - Other	836
Working Age - Passported - Severe Disability	935
Working Age - Passported - Working	44
TOTAL (Working Age) = 8,911 (59%)	
Grand Total Working Age & Elderly)	15143

Age: Consider the full range of age groups	
<i>Please tick (✓) the relevant box:</i>	
Positive	Overall impact: The proposed changes will impact negatively on working age Council Tax Support claimants. However, based on the findings from other London authorities who have implemented the same or higher reductions, we do not anticipate the impact to be significant.
Neutral	
Negative	
	<input checked="" type="checkbox"/> This proposal would mean working age claimants without disabilities

	<p>would have an estimated additional £2.20 per week to pay in Council Tax. Working age claimants with disabilities would have an estimated additional £1.15 per week to pay in Council Tax.</p> <p>However, within the scope of the 2019 scheme, there is a Council Tax Discretionary policy to enable the Council to consider cases of hardship which will help mitigate any negative impacts.</p> <p>Pension age claimants (currently men and women aged 62½ and over) will not be affected by the change.</p>
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Evidence:

At present approximately 59% of Council Tax Support claimants are working age and 41% are pension age.

For comparison, the working age population (18 – 64 years) in Havering is 76% and the pension age population (65 and over) is 24%.

The proposed changes mean that all working age Council Tax Support claimants not considered disabled for the purposes of the scheme will have to pay at least 25% towards their Council Tax and all working age Council Tax Support claimants considered disabled for the purposes of the scheme will have to pay at least 20% towards their Council Tax.

Sources used:

Council Tax Support caseload data
 Demographic, Diversity and Socio-economic Profile of Havering’s Population March 2017
 Havering Data Intelligence Hub
 Office of National Statistics (ONS)

Disability: Consider the full range of disabilities; including physical mental, sensory and progressive conditions	
<i>Please tick (✓) the relevant box:</i>	
Positive	<p>Overall impact:</p> <p>If the proposals are approved, disabled people who are of working age will also be negatively affected. This is because they are disproportionately represented amongst working age claimants who receive a reduction in Council Tax support.</p> <p>However, disabled claimants are partially protected by less of an increase, 5%, extra to pay compared to working age claimants who are not considered disabled for the purposes of the CTS scheme and who will have to pay and extra 10%.</p>
Neutral	
Negative ✓	

	<p>This takes into account that disabled people are less likely to have the same opportunities and access to work and employment that would improve their financial situation.</p> <p>Support is also in place through the Council Tax Discretionary policy for those who suffer hardship as a result of these proposals in order to mitigate any negative impacts.</p> <p>Pension age Council Tax Support claimants are not affected by these proposals.</p>
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Evidence:

In terms of Council Tax Support, disabled claimants are defined as people who have a disability income that entitles them to one of the following premiums: disability, severe disability, enhanced disability, disabled child and/or carer when calculating their benefit.

Approximately 23% of working age Council Tax Support claimants meet the above definition compared with 21% of the working age population of Havering.

The Council recognizes the barriers disabled people face and seek to assist address them by disregarding Disability Living Allowance and Attendance Allowance in the calculation of Council Tax Support. This often increases the amount of Council Tax Support a disabled person is entitled to. Havering has also chosen to disregard all Armed Forces compensation income from Veterans and Members of the Armed Forces.

In addition to the above, the Council seeks to maximize Council Tax Support for disabled people by increasing the applicable amount for them through premiums. Currently, there are premiums for severe disability, enhanced disability and a disabled child rate. Such premiums are granted when Council Tax Support applicants receive a relevant disability related benefit granted and administered by the Department of Work & Pensions.

Disabled people are historically disadvantaged and face greater barriers when accessing (information about) services and therefore disabled households are considered to be more vulnerable than other households. Disabled people who are unable to work receive higher levels of state benefits and while based on the proposals they will be subject to the 20% liability reduction, disabled working age claimants are likely to have a higher income than other unemployed, working age claimants whose council tax support will also be reduced.

Sources used:

Council Tax Support caseload data
Demographic, Diversity and Socio-economic Profile of Havering’s Population March 2017
Havering Data Intelligence Hub
Office of National Statistics (ONS)

Sex/gender: Consider both men and women																
<i>Please tick (✓) the relevant box:</i>																
Positive	<p>Overall impact:</p> <p>Due to the fact that only one claim is submitted per household, it is difficult to fully consider the implications the proposals will have on this protected characteristic.</p> <p>However, equalities monitoring indicates that the majority of claims (63%) are made by females (married and single titles) compared with males. We also know that lone parents, part-time workers and carers are more likely to be women.</p> <p>The proposals are therefore considered to have a disproportionate impact on women.</p> <p>Support is in place through the Council Tax Discretionary policy for those who suffer hardship as a result of these proposals in order to mitigate any negative impacts.</p> <p>The Council has considered the indirect discrimination and the legitimate aim of balancing the budget in the context of significant savings required. We also consider it is proportionate because the Council's budget situation is such that there are no feasible alternatives. Since 2013, Government grant for Council Tax Support was withdrawn and the scheme has been funded by the Council from its own resources.</p> <p>Changes to the Council Tax Support scheme have not been made since 2015. However, since 2015, the Council has increased the Council Tax by more than 1.96% each year.</p>															
Neutral																
Negative ✓																
Evidence:																
Council Tax Support caseload data July 2018:																
<table border="1"> <thead> <tr> <th>Title on claim</th> <th>No.</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Mr Count</td> <td>4,810</td> <td>32%</td> </tr> <tr> <td>Mrs Count</td> <td>4,958</td> <td>33%</td> </tr> <tr> <td>Ms/Miss Count</td> <td>5,224</td> <td>35%</td> </tr> <tr> <td>Other</td> <td>59</td> <td>0%</td> </tr> </tbody> </table>		Title on claim	No.	Percentage	Mr Count	4,810	32%	Mrs Count	4,958	33%	Ms/Miss Count	5,224	35%	Other	59	0%
Title on claim	No.	Percentage														
Mr Count	4,810	32%														
Mrs Count	4,958	33%														
Ms/Miss Count	5,224	35%														
Other	59	0%														
From the above table it is seen that in total 63% of the household claims are made by women.																

Sources used:

Council Tax Support caseload data
 Demographic, Diversity and Socio-economic Profile of Havering's Population March 2017
 Havering Data Intelligence Hub
 Office of National Statistics (ONS)

Ethnicity/race: Consider the impact on different ethnic groups and nationalities

Please tick (✓)
 the relevant box:

		Overall impact:
Positive		Our data shows that BME claimants are slightly over-represented amongst working age claimants receiving Council Tax Support.
Neutral		There could be a negative impact of the proposals on people from Black and Minority Ethnic (BME) groups. This could imply that BME groups experience more difficulty in finding employment.
Negative	✓	Support is in place through the Council Tax Discretionary policy for those who suffer hardship as a result of these proposals in order to mitigate any negative impacts.

Evidence:

The tables below show the projected figures for the breakdown of Havering by ethnicity/race and for Benefits claimants where they have supplied this information. The data is difficult to compare due to the different classifications of ethnicity used.

2017 (Havering general population projection)	Number	Percentage of population (%)
All ethnicities	253,478	100.00
White	211,814	83.6
Black Caribbean	3,696	1.5
Black African	10,405	4.1
Black Other	1,510	0.6
Indian	7,405	2.9
Pakistani	2,400	0.9
Bangladeshi	1,883	0.7
Chinese	1,567	0.6
Other Asian	3,652	1.4
Mixed	7,498	3.0
Other	1,648	0.7
<i>BAME¹ Total</i>	<i>41,664</i>	<i>16.4</i>

¹ The GLA define BAME differently to the ONS. The GLA does not include a 'White Other' Group. Instead they have one category 'White' that includes 'White British' and 'White Other'.

Council Tax Support & Housing Benefit Claimants where Equalities information provided

Claimant Population	Number	Percentage of claimants who provided information
White/British	8689	65%
White/Irish	164	1.2%
White/Other	1175	8.7%
White & Black Caribbean	197	1.5%
White & Black African	95	0.7%
White & Asian	56	0.4%
Mixed/Other	110	0.8%
Asian/Asian British Indian	192	1.4%
Asian/Asian British Pakistan	238	1.8%
Asian/Asian British Bangladesh	214	1.6%
Asian/Asian British: Any Other	135	1%
Asian/Other	14	0.1%
Arab	44	0.3%
Black/Black British Caribbean	412	3.1%
Black/Black British African	1160	8.7%
Black/Black British Other	157	1.2%
Chinese	28	0.2%
Gypsy/Traveller	11	0.1%
Other Ethnic Group	228	1.7%
Declined	65	0.5%
Total	13384	100%

From the data provided above, it would appear that there is a disproportionate impact on BME claimants. 83.6% of Havering's population are defined as White, compared to 74.9% of benefit claimants who define themselves as White (including 'White: Other').

Sources used:

Council Tax Support caseload data
 Demographic, Diversity and Socio-economic Profile of Havering's Population March 2017
 Havering Data Intelligence Hub
 Office of National Statistics (ONS)

*

Religion/faith: Consider people from different religions or beliefs including those with no religion or belief

Please tick (✓) the relevant box:

Positive	<input type="checkbox"/>
Neutral	<input type="checkbox"/>
Negative	<input type="checkbox"/>

Overall impact:

Not known

There is no information available to make an assessment on the impact of the proposals on this protected characteristic.

Evidence:
Sources used:

Sexual orientation: Consider people who are heterosexual, lesbian, gay or bisexual	
<i>Please tick (✓) the relevant box:</i>	Overall impact:
Positive	Not known
Neutral	There is no information available to make an assessment on the impact of the proposals on this protected characteristic.
Negative	
Evidence:	
Sources used:	

Gender reassignment: Consider people who are seeking, undergoing or have received gender reassignment surgery, as well as people whose gender identity is different from their gender at birth	
<i>Please tick (✓) the relevant box:</i>	Overall impact:
Positive	Not known
Neutral	There is no information available to make an assessment on the impact of the proposals on this protected characteristic.
Negative	
Evidence:	
.	

Sources used:

Marriage/civil partnership: Consider people in a marriage or civil partnership

<i>Please tick (✓) the relevant box:</i>		Overall impact:
Positive	<input type="checkbox"/>	Not known
Neutral	<input type="checkbox"/>	There is insufficient information available to make an assessment on the impact of the proposals on this protected characteristic.
Negative	<input type="checkbox"/>	

Evidence:

Sources used:

Pregnancy, maternity and paternity: Consider those who are pregnant and those who are undertaking maternity or paternity leave

<i>Please tick (✓) the relevant box:</i>		Overall impact:
Positive	<input type="checkbox"/>	Working mothers on maternity leave and women with caring responsibilities tend to have less income and/or reduced access to the labour market. However, there is insufficient information available to make an assessment on the impact of the proposals on this protected characteristic.
Neutral	<input type="checkbox"/>	
Negative	<input checked="" type="checkbox"/>	It is perceived that there may also be equality implications for parents with young children and babies, particularly lone parents who may experience a negative impact. Support is in place through the Council Tax Discretionary policy for those who suffer hardship as a result of these proposals in order to mitigate any negative impacts.

Evidence:
Sources used:

Socio-economic status: Consider those who are from low income or financially excluded backgrounds

<i>Please tick (✓) the relevant box:</i>		Overall impact:
Positive		Council Tax Support is a means tested scheme available to households on low incomes. Therefore all recipients would be considered to be at a socio-economic disadvantage, particularly lone parents (most likely to be women), part-time workers (most likely to be women), working-age couples on low income, large households (more likely to be from BME backgrounds) and carers (most likely to be women).
Neutral		
Negative	✓	
		Support is in place through the Council Tax Discretionary policy for those who suffer hardship as a result of these proposals in order to mitigate any negative impacts.
		Pension age Council Tax Support claimants will not be affected and will continue to receive similar levels of support with their council tax bills as they do at present.

Evidence:
Please refer to breakdowns of Council Tax Support claimants available above.

Sources used:
Council Tax Support caseload data Demographic, Diversity and Socio-economic Profile of Havering's Population March 2017 Havering Data Intelligence Hub Office of National Statistics (ONS)

Action Plan

In this section you should list the specific actions that set out how you will address any negative equality impacts you have identified in this assessment.

Protected characteristic	Identified negative impact	Action taken to mitigate impact*	Outcomes and monitoring**	Timescale	Lead officer
All	✓	Consultation on the proposed changes to take place in August & September 2018 and will report the results to Cabinet in January 2019	Individual households will have access to formal appeal and review arrangements should they have complaints or concerns about the assessment criteria and method used to identify the Council Tax Support they need.	January 2019	Chris Henry
All	✓	Monitor implication of change in Council Tax Support.	We will monitor the impact of the changes and take-up of hardship funds as part of our performance and quality checking systems. The performance data collated, including satisfaction surveys and community profile monitoring will form part of regular reporting arrangements to senior management and	February 2019	Debbie Wheatley

Protected characteristic	Identified negative impact	Action taken to mitigate impact*	Outcomes and monitoring**	Timescale	Lead officer
			members. Citizens' Advice Bureau commissioned to assist provides debt counselling and advice.		
All	✓	The Council Tax Discretionary Policy	The policy is available on the Internet for any claimant struggling to pay their Council Tax. Five applications were received in 2017/18, 2 were awarded a discretionary payment, two were assisted by other welfare benefits and the remaining claimant failed to provide information on request however, did remit the balance of the Council Tax due for 2017/18.		
All	✓	All affected CTS applicants to be contacted in advance to advise of change if agreed prior to annual billing	Customers will have time to adjust and make appropriate payment arrangements. The Council Tax Service will consider more lenient payment plans that allow CTS claimants additional time to pay.	April 2019	Rav Nizzer

Protected characteristic	Identified negative impact	Action taken to mitigate impact*	Outcomes and monitoring**	Timescale	Lead officer
Disability	✓	“Removing the Barrier”	<p>This is a practical event planned for International Day of the Disabled Person to engage with and advance the rights and wellbeing of persons with disabilities.</p> <p>The agenda will include public Speakers, open forum discussions and opportunities to develop and contribute local policy.</p>	December 2018	Vernal Scott

Review

The EIA will be reviewed at bi-annual intervals.

London Borough of Havering

Summary: Draft Council Tax Support Scheme 2019

Introduction

Each local authority is required by Section 9 of the Local Government Finance Act 2012 (the Act) to produce a Council Tax Support Scheme. The Scheme must be designed to support low income, working age households pay their Council Tax.

This document summarises the proposed Council Tax Support Scheme 2019 (2019 scheme) which the Council has produced in accordance with Schedule 4 of the Act.

The proposed 2019 scheme has due regard to the Department for Communities and Local Government's policy intentions and unequivocally protects pensioners.

Havering's Council Tax Support Scheme has been interpreted and applied in accordance with the Council Tax Reduction Schemes (Prescribed Requirements) (England) Regulations 2012 which set out what must be included in the scheme.

Summary of Council Tax Support Scheme changes from April 2019

The 2019 scheme will adopt the existing Council Tax Support Scheme as summarised in this document subject to the following amendments:

1. Set the maximum Council Tax Support to 75% of the Council Tax due for working age claimants who are not considered disabled (currently 85% for all working age claimants). This means that every working age household that is not considered disabled would have to pay a minimum charge of 25% towards their council tax bill.
2. Set the maximum Council Tax Support to 80% of the council tax due for working age claimants who are considered disabled (currently 85% for all working age claimants). This means that every working age household that is considered disabled would have to pay a minimum charge of 20% towards their Council Tax Bill

Disabled claimants for the purposes of the scheme are defined as people who have a disability income that entitles them to one of the following premiums: disability, severe disability, enhanced disability, disabled child and/or carer when calculating their benefit.

In this document 'the current scheme' means Havering's existing Council Tax Support scheme which was adopted in January 2013 and amended with effect from April 2014 and April 2015.

Unless expressly stated otherwise, the provisions outlined below relate solely to working age applicants under the current scheme.

This document summarises the Council's proposed Scheme for eligible working age Council Tax payers to receive council tax support.

The scheme applicable to pensioners is defined in The Council Tax Reduction Schemes (Prescribed Requirements) Regulations 2012, Part 3, and Schedules 1 to 6, which is adopted within this scheme.

The procedure for the application and calculation of the 2019 scheme is summarised below and is made in accordance with Schedules 7 and 8 of the Council Tax Reduction Schemes (Prescribed Requirements) Regulations 2012.

The principles embodying the 2019 Scheme include the following:

- Havering will be expected to manage significant reductions in subsidised expenditure.
- Regulations have been set to protect claimants of state pension credit age.
- Consultation on the scheme will take place with precepting authorities and the public.
- The Council will adopt the final scheme before 31 March 2019 or the default scheme will apply.
- The Council will aim to protect vulnerable groups.
- In developing schemes, Havering will consider incentivising claimants into work.

The Local Council Tax Support Scheme includes the following:

- Introduction and definitions
- Prescribed of persons
- Provisions relating to entitlement under the scheme
- Applicable amounts
- Maximum Council Tax Reduction
- Amount of reduction under the scheme
- Assessment of Income and Capital under the scheme
- Students
- Applications
- Extended reductions
- Period of entitlement and changes of circumstances
- Schedules

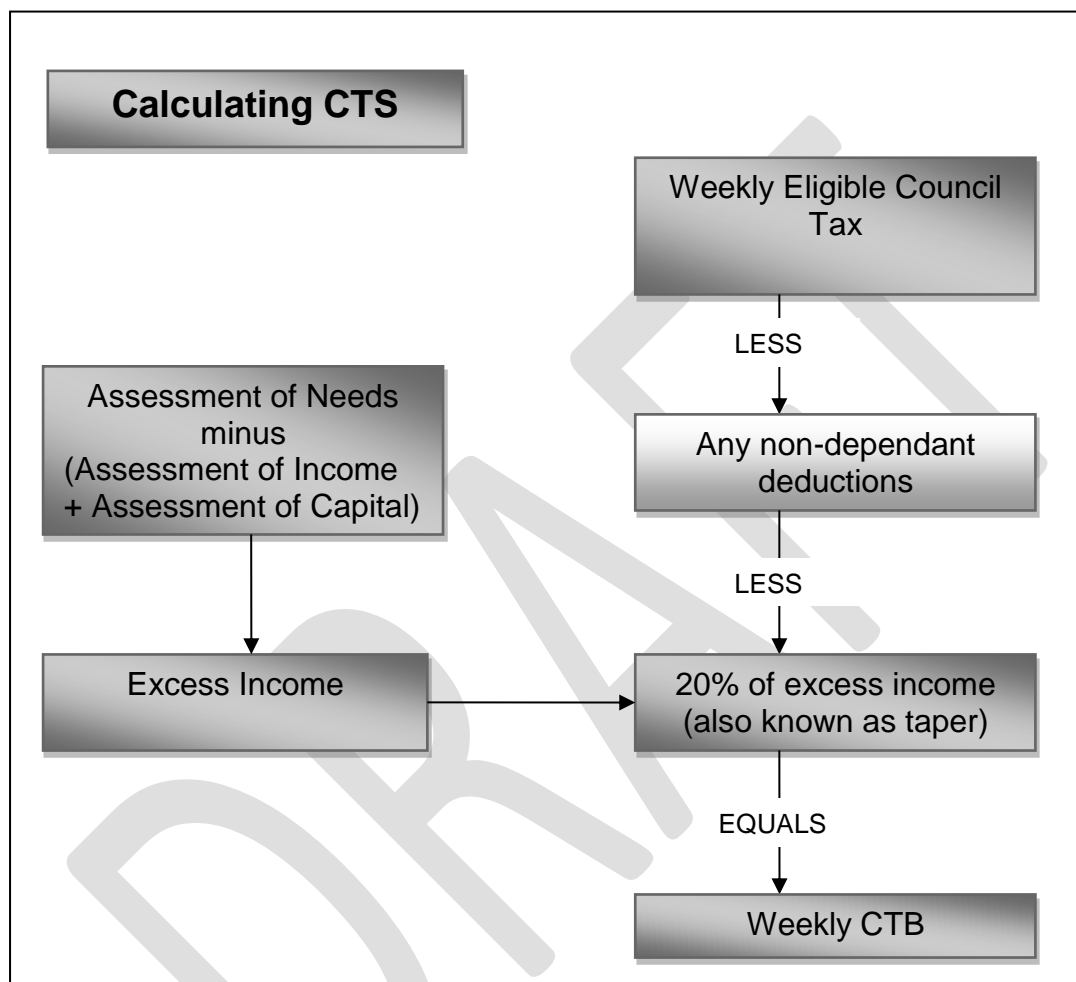
The Council Tax Support Calculation

The starting point for all calculations of Council Tax Support is the claimant's 'maximum benefit'. This is the claimant's weekly eligible Council Tax less any non-dependant deductions that apply.

Income and capital are compared to the claimant's applicable amount. Any income over the applicable amount is known as the Excess Income.

The claimant qualifies for maximum support less 20% of any excess income figure. The 20% reduction to the maximum benefit is known as a taper.

Claimants in receipt of Job Seeker's Allowance and Income Support have already been assessed by the Department for Work and Pensions (DWP) as having income lower than their applicable amount and so will receive maximum council tax support less any non-dependant deductions.



Non-dependant deductions

A non-dependant deduction is an amount of council tax that is due from the CTS claimant because there is another adult (non-dependant), who is not the claimant's partner, living in the household who receives an income. This reduces the amount of CTS a claimant will receive which is described in paragraph 58 of the draft 2017 scheme as follows:

- (1) Subject to the following provisions of this regulation, the non-dependant deductions in respect of a day referred to in regulation 57 (maximum council tax benefit) shall be—
 - (a) in respect of a non-dependant aged 18 or over in remunerative work, £20.00 x 1/7;
 - (b) in respect of a non-dependant aged 18 or over to whom sub-paragraph (a) does not apply, £6.00 x 1/7.

(2) In the case of a non-dependant aged 18 or over to whom paragraph (1)(a) applies, where it is shown to the appropriate authority that his normal gross weekly income is—

- (a) Less than £202.85, the deduction to be made under this regulation shall be that specified in paragraph (1)(b);
- (b) Not less than £202.85 but less than £351.65, the deduction to be made under this regulation shall be £9.00;
- (c) Not less than £351.65 but less than £436.90, the deduction to be made under this regulation shall be £15.00.

From April 2014 onwards, the eligible weekly council tax used to calculate council tax support shall be no higher than the weekly Council Tax Band D value for a property in Havering.

Paragraph 57 of the draft CTS scheme 2017 provides that:

- (1) Subject to paragraphs (2) to (5), the amount of a person's maximum council tax benefit in respect of a day for which he is liable to pay council tax, shall be 100 per cent of the amount A/B where—
 - (a) A is the amount set by the appropriate authority as the council tax for the relevant financial year in respect of the dwelling in which he is a resident and for which he is liable, subject to any discount which may be appropriate to that dwelling under the 1992 Act; and
 - (b) B is the number of days in that financial year, less any deductions in respect of non-dependants which fall to be made under regulation 58 (non-dependant deductions).
- (2) In calculating a person's maximum council tax benefit any reduction in the amount that person is liable to pay in respect of council tax, which is made in consequence of any enactment in, or made under, the 1992 Act, shall be taken into account.
- (3) The level of any Council Tax Support awarded shall be restricted to the level of band D
- (4) Subject to paragraph (5), where a claimant is jointly and severally liable for council tax in respect of a dwelling in which he is resident with one or more other persons but excepting any person so residing with the claimant who is a student to whom regulation 45(2) (students who are excluded from entitlement to council tax benefit) applies, in determining the maximum council tax benefit in his case in accordance with paragraph (1), the amount A shall be divided by the number of persons who are jointly and severally liable for that tax.
- (5) Where a claimant is jointly and severally liable for council tax in respect of a dwelling with only his partner, paragraph (4) shall not apply in his case.

From April 2019 onwards, Maximum Council Tax Support for working age claimants without disabilities will reduce by 25% (currently 15%). For working age claimants classified as disabled for the purposes of the 2019 scheme, the maximum council tax support will reduce by 20% (currently 15%).

This means that working age households (not disabled) have to pay a minimum charge of 25% of their Council Tax Bill and working age disabled households have to pay a minimum charge of 20% of their Council Tax bill.

Paragraph 29A of the draft CTS scheme 2019 provides that:

(1) Subject to sub-paragraphs (2) to (4), for persons in classes D to E in this scheme a person's maximum council tax reduction amount in respect of a day is 75 per cent for working age (not disabled) & 80% for working age (disabled) of the amount A/B where—

(a) A is the amount set by the authority as the council tax for the relevant financial year in respect of the dwelling in which he is a resident and for which he is liable, subject to any discount which may be appropriate to that dwelling under the 1992 Act; and

(b) B is the number of days in that financial year, less any deductions in respect of non-dependants which fall to be made under paragraph 30A (non-dependant deductions: persons who are not pensioners) and any award restricted to the level of Band D

From April 2015 onwards, the amount of savings and investments people are allowed to have and still be entitled to claim CTS was reduced from £16,000 to £6,000.

The CTS scheme 2013/14 and 2014/15 did not accept claims from applicants who have savings and investments of more than £16,000. These individual were not entitled to any CTS.

From April 2015, applicants who have more than £6,000 in savings or investments are not be eligible to claim and will therefore have no entitlement to CTS.

Paragraph 23 of the draft CTS scheme states that:

(1) The class of person described in this paragraph consists of -

(a) Persons in class A and B whose capital exceeds £16,000

(b) Persons in class D and E whose capital exceeds £6,000.

From April 2015 onwards, Second Adult Rebate was abolished.

Second Adult Rebate supports working age council tax payers whose income is too high in their own right for Council Tax Support but who have other adults living in the household whose income is low.

Applications for Council Tax Support

This part applies to both pension-age and working-age applicants

The following procedure has been set in accordance with the Council Tax Reduction Schemes (Prescribed Requirements) Regulations 2012, referred to as 'the Regulations' below.

Entitlement to CTS is legally dependent on an application being made in the following way:

An application may be made:

- (a) In writing
- (b) By means of an electronic communication or
- (c) By telephone following publication by the Council of a number for this purpose.

The form provided by the Council for this purpose must be properly completed, and the Council may require the applicant to complete the form in the proper manner, and may further require that further information and evidence is provided by the applicant.

An application will be made defective if the applicant does not provide all of the information the Council requires.

Applications made by telephone will only be accepted if the applicant provides a written statement of their circumstances in the format required by the Council.

The Council will allow a certain length of time for applicants to correct any defects in their application.

The Regulations provide for which classes of people are eligible to make application for Council Tax Support.

Evidence and information

Any person who makes an application or any person to whom a reduction under the CTS scheme 2019 has been awarded shall furnish such certificates, documents, information and evidence in connection with the application or award, or question arising out of it as may reasonably be required by the Council in order to determine the person's entitlement. Where the Council requests information it shall inform the applicant or person of their duty to notify the Council of any change of circumstances and shall indicate the kind of changes of circumstances which are to be notified.

Matters related to the electronic communication of information, proof of delivery and content of information will be determined in accordance with Part 4 of Schedule 7 of the Regulations.

Where the person is a pensioner paragraph 7(4) (5) (6) and (7) of Schedule 8 of the Regulations apply which specify matters relevant to evidence and information related to pensioners.

Amendment and withdrawal of applications

Any person who has made an application may amend it at any time before a decision had been made by serving a notice in writing to the Council in accordance with paragraph 8 of Schedule 8 of the Regulations.

Decisions by the Council

The Council will make a decision in respect of any application for a reduction under this scheme in accordance with the criteria set out within the CTS scheme 2019 rules.

The decision will be made within 14 days or as soon as reasonably practicable of the Council receiving at its designated office the properly completed application or the information requested to complete it or the evidence required. The date upon which the Council is deemed to have received the properly completed application shall be determined in accordance with paragraphs 6 of Schedule 1, paragraph 7 and Part 1 of Schedule 7 of the Regulations being satisfied, or as soon as reasonably practicable thereafter.

The Council will notify the applicant or any person affected by its decision under the scheme in writing forthwith, or as soon as reasonably practicable.

Any person affected to whom the Council sends or delivers a notification of a decision to may, within one month of the notification of the decision, request in writing from the Council a statement setting out the reasons for its decision on any matter set out in the notice.

Following receipt of a request for a written statement the Council will provide this within 14 days or as soon as reasonably practicable thereafter.

Where an award or payment of reduction is made the time and manner of granting the reduction under the scheme will be in accordance with Part 5 of Schedule 8 of the Regulations.

Change of circumstances

For persons who are not pensioners the date on which changes of circumstances are to take effect will be determined in accordance with paragraph 4 of Part 2 of Schedule 8 of the Regulations.

Procedure for making an appeal

Any applicant who is not in agreement with the decision of the Council taken under this scheme may service a notice in writing on the Council setting out their reasons and grounds upon which they believe the Council has made the wrong decision.

Following receipt of an appeal in writing the Council will:

- (1) Consider the appeal
- (2) Notify the applicant in writing of the following:
 - (i) Any decision not to uphold the appeal and the reasons for that; or
 - (ii) That steps are being taken to proceed with the appeal and set out what steps.

Where an applicant remains dissatisfied following receipt of any written notice sent by the Council in response to their appeal, they may within two months of the service of that notice, appeal to the valuation tribunal.

Applications for further discretionary reductions

Under Section 13A(1)(c) of the Local Government Finance Act 1992 and The Council Tax Reduction Schemes (Prescribed Requirements) Regulations 2012, the Authority will consider applications for a further reduction in Council Tax.

There will be financial implications in that the cost of any reduction will be a direct cost to the Council. The cost of any discretionary reduction will, therefore, have to be met by the rest of the council taxpayers.

Applications must be made in writing or by prescribed electronic communications.

The Council will, in making decisions for further discretionary reductions, have due regard to its duties under The Child Poverty Act 2010, The Housing Act 1996, and The Equality Act 2010.

The Council will review all relevant matters when deciding whether to award a reduction including, but not limited to:

- The circumstances of any other person with whom the applicant is jointly and severally liable for Council Tax.
- The overall financial situation of the applicant and the applicant's family.
- The effect the council believes making an award will have on the applicant and any members of the applicant's family.
- Protecting the public purse and maintaining financial budgets.

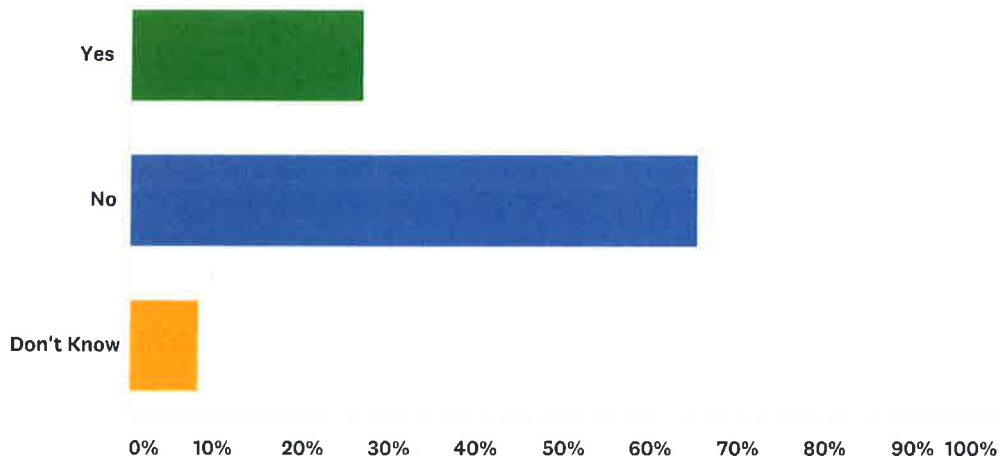
A person who applies for a discretionary reduction may request that the Council review its decision. Any such request must be made in writing and be received within one month of the date the notification of the decision.

If practicable, another more senior officer, will reconsider the decision in light of all available evidence and, if appropriate amend it. Any change may lead to either a reduction or an increase in any award.

A further right of review will be available against the decision as reviewed which will be considered by a manager but only against the legality of the decision and not the actual outcome.

Q1 Is it reasonable to expect working age claimants without a disability to pay at least the minimum amount of 25% towards their Council Tax bill?

Answered: 138 Skipped: 2



ANSWER CHOICES

RESPONSES

Yes	26.81%	37
No	65.22%	90
Don't Know	7.97%	11
TOTAL		138

Q2 Comments on question 1

Answered: 66 Skipped: 74

#	RESPONSES	DATE
1	These are the people who are under most financial pressure. It is better to ask the comfortably off (like me) to pay more.	9/30/2018 10:07 AM
2	What does "reasonable" mean - isn't this different from one person to another? How can objective answers to this question be obtained? How can we infer, not knowing anything about any one person's particular circumstances, if any whole-group increase is reasonable?	9/29/2018 11:25 AM
3	I am currently struggling to survive on the benefits received, and if I have less to spend I will have to reduce my the energy(meaning insufficient heating in the winter) and food expenditure (which means I that I will not be able to buy food at the end of the month).	9/28/2018 1:43 PM
4	i was not aware until today	9/27/2018 5:26 PM
5	Depending on financial assessment of affordability	9/27/2018 4:02 PM
6	It's depend	9/25/2018 2:59 PM
7	That is fair	9/16/2018 11:46 PM
8	Struggling to pay it at 15%	9/16/2018 3:02 PM
9	anyone work should pay towards they council tax bill	9/12/2018 10:06 PM
10	I believe this uplift is reasonable.	9/10/2018 2:31 PM
11	vulnerable The vulnerable should be protected, not exploited for shortfalls	9/9/2018 7:34 PM
12	I don't believe 25% is much to pay.	9/6/2018 11:12 AM
13	They.will get more in to trouble paying other bills	9/5/2018 5:08 PM
14	Everyone of working age should be liable to pay Council Tax, it is not fair that they should be subsidised by the Tax Payer.	9/5/2018 12:31 AM
15	As far as I understand it the amount of money currently recieved is at subsistence level - hence the qualification for CT benefit. There is no surplus - what do you expect them to forgo?	9/4/2018 12:05 PM
16	Yes	8/30/2018 4:28 PM
17	It must however be borne in mind that people's incomes are not increasing and it could be causing undue hardship to some, especially if council tax is set to increase for everyone.	8/29/2018 8:08 PM
18	It is a struggle to pay the 25% when the person does not have much money to begin with and just about gets by with the money they have	8/29/2018 3:32 PM
19	They are able to work	8/29/2018 11:43 AM
20	Due to Brexit cost of living has risen so very hard to pay for bills when on benefits.	8/28/2018 6:25 PM
21	'Without a disability' - if a person is on ESA and not considered to have a disability they receive less in benefits than those with a disability, so would find it even harder. Plus, who exactly will define who has a disability? Is that everyone in ESA support group?	8/28/2018 4:50 PM
22	Rising austerity is in full effect. Poverty is at an all time high. an extra £8-10 per month is money to go towards gas, electric or any other bill. Some families I know are living on £40 a week with a family of four. The Government clearly don't understand the effect austerity has on the poorer communities so wish to take from their pockets. This goes for Central Government and Local. 	8/28/2018 11:56 AM
23	I have an ongoing illness which limits my ability to work full-time but is not classed as disability so my earnings are low. An extra 10% increase on bill is a lot for people that already need help and it always appears that those in most need get penalised.	8/27/2018 6:26 PM

Consultation on the Council Tax Support Scheme and the Council Tax Long Term Empty Homes Premium

- 24 I think its a joke paying what we do for council tax already! My block is never cleaned properly! The bins are left more than a week before being emptied and this is a regular occurence! The communal area is often a mess the council barely maintains it. Cannot believe you want us to pay even more. 8/24/2018 9:03 AM
- 25 This will cause undue hardship in a time of austerity. You will end up with more people in debt forcing them out of their homes and possible court cases to chase to the cover debt owed simply because you increased the council tax. This will not be cost effective for the council in the long run as it may potentially cost money taking these cases to court to enforce and recover any debts. People of working age who are claiming cts are already struggling to feed themselves and heat their homes including keeping a roof over their heads. Maybe increase it for households where there are two adults or more. Moreover isn't it unlawful to raise council tax by 2% or more without a local referendum? Having a survey or consultation via survey monkey is not a local referendum. 8/23/2018 11:18 AM
- 26 benefits recipients should not be subject to direct taxation 8/22/2018 8:04 PM
- 27 I am a full time carer looking after my disabled son. I only get a minimum a week and I can't work because of his care and anxiety and depression. I can't afford anymore! 8/21/2018 1:07 PM
- 28 Not if they are sick. What is the point of handing people benefit for sickness only to sneakily try and claw it back with increases in Council Tax. There was already a pay freeze for sick people for two years a couple of years ago. Why are people who are sick through no fault of their own, always targeted. There are plenty of people living in council houses who have cars, sometimes two cars - these costs include: outlay for the car, car tax, car insurance, servicing, petrol, etc. I have to get the bus to and from supermarkets with heavy shopping, most of these people don't actually need cars and surely, if they can afford a car then they can afford to rent privately. 8/17/2018 2:17 PM
- 29 Once again, you are targeting the poorest in the Borough. Where do you expect people already struggling, to find this extra money? 8/16/2018 4:34 PM
- 30 They only receive a minimal amount of money from the job seekers. They still have to pay for fares to job interviews, buy food, clothing and pay bills either for themselves or for family. they struggle already i feel it would be unfair to put them further into poverty. 8/14/2018 10:58 AM
- 31 Some people are struggling under universal credit so increasing ct will only make life harder 8/13/2018 3:16 PM
- 32 we need to pay for services but money should be paid only if worth it that a main reason lots of people think otherwise 8/13/2018 12:24 PM
- 33 It's already high without raising it. 8/11/2018 12:57 PM
- 34 If their only income is benefits then they are given the minimum allowed to be able to live on. To take more money will leave them even further in poverty 8/11/2018 11:53 AM
- 35 claimants benefits will not be increased to cover that additional 10% and how many claimants are taken to court for non payment at the current rate? Which cost the council additional cost due to court expenses there for this amount would increase as more people will not be able to pay the additional percentage therefore will incur great cost to council in court cost 8/11/2018 11:45 AM
- 36 It's not all black and white! You can't tar everyone with the same brush. Some have more money coming in than others and thanks to Universal Credits most now have less than a year ago. 8/11/2018 11:25 AM
- 37 No it isn't reasonable to even expect those on state benefits to pay even 15% let alone 25%. The reason being that non disability related out of work benefits have been frozen indefinitely which means those claimants are seeing further reduction in their income as the cost of living increases. The CTS proposals will add even more oreashre to claimants ability to keep their head above water, forcing them further into poverty which is likely to cause a further increase on demands for other local authority and government services. Out of work benefits are to cover daily living expenses, which traditionally does not include paying for council tax. Another distasteful aspect of this attack on the poor is that when Council budgets begin to recover in future, I don't envisage local authorities reversing the CTS reforms. Secondly, whatever is the outcome of this questionnaire, local authorities will go ahead with the proposals in any case because it seems the poor are an easy target for government. 8/11/2018 9:38 AM
- 38 People are already living on the bread line, everything has gone up in price the energy suppliers gas and electricity is going up at an alarming rate, people are literally starving. 8/10/2018 12:28 PM
- 39 As long as they have job allowance support coming in to make sure they can have a decent quality of life. 8/9/2018 4:36 PM

Consultation on the Council Tax Support Scheme and the Council Tax Long Term Empty Homes Premium

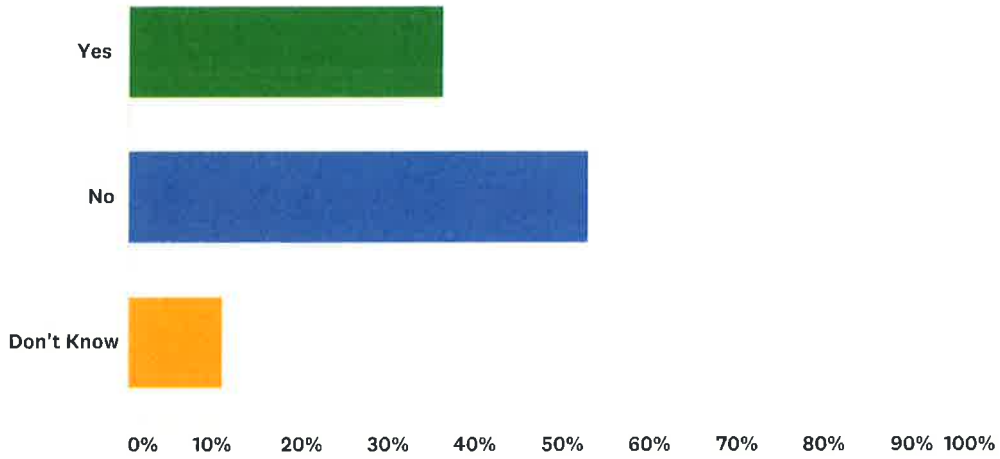
40	if they are happy to claim benefits then they should still make a contribution to the borough where they live	8/9/2018 4:33 PM
41	Yes, everyone needs to pay it.	8/9/2018 4:23 PM
42	Where do they get the extra cash to pay this. It is again making it harder for CTS people to live	8/8/2018 5:32 PM
43	Because some people of working age are on benefits and are not even able to feed their family for the month with out having to go to the local food bank, not to mention those low income families who also are left visiting the local food banks because their wages doesn't cover all the bills and food cost.	8/8/2018 2:55 PM
44	Not everybody who has a disability gets extra help with money and job seekers allowance wouldn't increase to pay a larger amount	8/7/2018 7:57 PM
45	They can't afford what they have to pay now.... another £10 a month is cruel! It might not be much to the Council but it is to a lot of people on benefits.	8/7/2018 7:03 PM
46	Think you take enough council tax and do nothing with it all ready	8/7/2018 5:29 PM
47	If you are able to work full time i think you should pay something toward public services	8/7/2018 4:54 PM
48	You are targeting people with the least ability to pay. Pensioners are exempt but could have a higher income than many working age benefit claimants.	8/7/2018 3:42 PM
49	Not easy living on Job Seekers Allowance	8/7/2018 2:49 PM
50	vulnerable The council is scamming people. It is not meant to be a money making scheme/scam yet they have [REDACTED] How about you go to the wealthy to get your extra funding, rather than robbing the poor? It is not the fault of the poor that the council wastes money on things we don't need, and drains money into the pockets of the wealthy. [REDACTED] [REDACTED]	8/7/2018 2:20 PM
51	People who are on a low income or only work part time may not be able to afford the increase	8/7/2018 2:15 PM
52	The cost of living is too high already every pound you take extra is putting families nearer the breadline already . Many working people in havering don't get ctax support even though their monthly income isn't enough to provide basic needs for their families. So now you're already ignoring the needs of some families and are proposing to penalise those of us who are struggling already to exist on the current level of benefits.	8/7/2018 1:43 PM
53	This is blatant discrimination : the government dictate the amount of benefit they pay per week - this is the bare minimum a human being is expected to survive on -WHY are the council robbing claimants of their basic benefit allowance - they are only given the minimum to start with....if pensioners are not expected to pay, then every other person drawing government allowance CANNOT be expected to pay: DISCRIMINATION; He matter must be referred to a court of law as I believe the council is being discriminatory and needs prosecuting.	8/7/2018 1:09 PM
54	Because with the rise in prices for cost of living people are already struggling to pay bills	8/7/2018 12:49 PM
55	For single people on benefits, it is already hard to cover the cost of 15%	8/7/2018 12:27 PM
56	My only income is ESA, and I'm already struggling with bills. With this change, it seems that things will get even harder.	8/5/2018 8:14 PM
57	1. You have not provided a solid rational for charging working age claimants without a disability more than those with a disability? 2. Where is the equality in this proposal? If your going to decrease the percentage of support, then be fair to all. 3. You say only 'an extra £2.20 per week extra, this is roughly £10 extra per month. For me, this would lead to financial hardship for our family as I already live on a shoes string. Shall I take £10 out of my food budget for you? Anyone who is claiming council tax support, those with or without a disability, are the most deprived families.	8/5/2018 5:55 PM
58	I cannot understand how It Is possible to ask for extra money from those who have little In the first place. You are asking people with little or nothing to find money they have not got. Is It not time to reform Council Tax and ask those with the broadest shoulders to pay the same proportion as those with the least.	8/5/2018 8:08 AM
59	I can hardly afford to live now. Every penny counts! Too much of an increase!	8/4/2018 10:27 PM
60	Jobseekers allowance never increases so how would people be able to afford to pay more	8/4/2018 6:16 PM

Consultation on the Council Tax Support Scheme and the Council Tax Long Term Empty Homes Premium

61	Benefit entitlements are not rising with the changes in outgoing bills, which are rising, food costs are rising and so is the service charges, putting people who are finding it difficult to get back into work or with families deeper into poverty, find another way.	8/4/2018 1:58 PM
62	Jobseekers Allowance just does not factor this into "living costs" where are people meant to find this money?	8/4/2018 12:06 PM
63	You need to look at the bigger picture of these claimants. Do they have children? Are they a lone parent?	8/4/2018 10:53 AM
64	If they can afford to then they should. But IF for whatever reason they can't, Then there should be substantial help available	8/4/2018 10:35 AM
65	lots of claimants only get £73 of personal money to live on(by law)and after taking of bills etc they have nothing extra to pay towards the extra money required. so no money should be taken at all.	8/4/2018 9:47 AM
66	agree	8/1/2018 10:27 AM

Q3 Should working age claimants who are disabled and less able to increase their household incomes, be protected and pay a minimum of 20% towards their Council Tax bill rather than 25%?

Answered: 138 Skipped: 2



ANSWER CHOICES

RESPONSES

Yes	36.23%	50
No	52.90%	73
Don't Know	10.87%	15
TOTAL		138

Q4 Comments on question 3

Answered: 70 Skipped: 70

#	RESPONSES	DATE
1	Disabled people are even worse off, and often have extra costs due to their disability. They need further protection.	9/30/2018 10:07 AM
2	This change adversely affects those who are already more likely to have less, and less likely to be able to find work, or better paid work, to make up the extra cost.	9/29/2018 11:25 AM
3	Depends on their circumstances, they should not be disadvantaged, everybody should be provided with support if they genuinely need it.	9/28/2018 1:43 PM
4	I have no knowledge of Disabilities benefits	9/27/2018 5:26 PM
5	Just because you are disabled it doesn't always mean limited funds. Financial assessment should help to settle this rather than a discount just because you are disabled	9/27/2018 4:02 PM
6	surely it must depend upon their actual income as against outgoings, including rent and rates.	9/26/2018 6:31 PM
7	Because the person is disabled and can't work full time	9/25/2018 2:59 PM
8	This is fair as well	9/16/2018 11:46 PM
9	You are putting financial burdens on the poorest in society	9/16/2018 3:02 PM
10	I don't know	9/12/2018 10:06 PM
11	I don't think 25% is unreasonable.	9/10/2018 2:31 PM
12	As above	9/9/2018 7:34 PM
13	They only have a fixed income and will struggle if they have to pay more than 20%.	9/6/2018 11:12 AM
14	Not disabled so can't comment	9/5/2018 5:08 PM
15	It depends on their disability and their family background. If their family can support them the Tax Payer should not be subsidising them, especially as they are likely to use more of the facilities provided by the council.	9/5/2018 12:31 AM
16	Same as per above.	9/4/2018 12:05 PM
17	Disabled people already get premiums and income disregarded when calculating means tested benefits. They should be treated the same as everyone else.	8/29/2018 8:08 PM
18	They shouldn't have to pay anything at all but also should definitely not have to pay more than they are already	8/29/2018 3:32 PM
19	its fair to them	8/29/2018 11:43 AM
20	Not fair.	8/28/2018 6:25 PM
21	20% is too high. Increase the amount you charge those in affluent areas such as Emerson Park, Hidea Park & Upminster. STOP targeting those of us with mectvto nothing.	8/28/2018 4:50 PM
22	Realistically, it is difficult to impossible for disabled people to obtain employment even when they see it. Therefore, as their unemployment is usually involuntary, they should not be asked to pay more.	8/28/2018 3:56 PM
23	They currently pay 15% Your options on this survey are biased as they do not allow a "keep at current levels" option.	8/28/2018 12:46 PM

Consultation on the Council Tax Support Scheme and the Council Tax Long Term Empty Homes Premium

24	IT SHOULD NOT RISE TO 20% FOR DISABLED CLAIMANTS. This question should be asking if its right to rise from 15% to 20%. Those who are disabled are feeling the high impact of rising austerity due to Government continuously trying to cut and subsidise PIP or ESA. It is extremely hard for those with non visible disabilities to be in receipt of PIP or ESA, those of which are then forced to find work and struggle to keep work. This means many of them are living in poverty and result to using foodbanks to survive. The Council may think an extra £1 odd per week isn't much, but add that up throughout the month and that is a pint of milk, loaf of bread, some butter and some jam. It also could be £5-6 on their electric or gas key. The Council never look this far into matters, therefore wouldn't think what an extra £5-6 a month could do to disabled people.	8/28/2018 11:56 AM
25	Again an increase for the most needy seems inappropriate.	8/27/2018 6:26 PM
26	We are all struggling, everyone should pay the same regardless.	8/24/2018 9:03 AM
27	It is possible that they can afford this from their disability income.	8/23/2018 11:18 AM
28	benefits recipients should not be subject to direct taxation	8/22/2018 8:04 PM
29	Full time Carer on income support. I can't afford anymore!	8/21/2018 1:07 PM
30	Some people who are very sick and especially on long-term sickness but are not labelled 'disabled' should also be protected. Both categories should NOT have to pay even a minimum of 20% - the minimum should remain at 15% and no more. I can't afford the internet so I have to come into the library to use it, as I am now in order to complete this survey, but there are plenty of people living in council homes who are working full or part-time who do have internet access at home, these people can obviously afford to pay extra, not people who are sick and are already on the breadline.	8/17/2018 2:17 PM
31	If you're poor and struggling, you're poor and struggling, regardless of disability.	8/16/2018 4:34 PM
32	Disabled persons who are able to work, i feel, should pay for the Council Tax like everyone else of working age. Disabled persons who have Carers Allowance and DLA are clearly unable to work regardless of the system in place for benefits stating they are able to do so. They wouldn't be awarded carers or DLA if they could work. The extra money pays for carers and for the aids required for the disabilities. Therefore i strongly feel the 20% should be protected and NOT changed to 25%.	8/14/2018 10:58 AM
33	Sick and disabled people don't have increases in expenditures.	8/13/2018 3:16 PM
34	Disability does not mean poverty	8/13/2018 1:59 PM
35	we need to make sure people get support and help so they can enjoy life as much as they can	8/13/2018 12:24 PM
36	If their only income is benefits then they are given the minimum allowed to be able to live on. To take more money will leave them even further in poverty	8/11/2018 11:53 AM
37	The benefit system will not increase income to cover this raise so therefore disabled people will be having to use pip/dla money to cover the raised percentage and pip /dla is ment for additional cost to claimants do to disability	8/11/2018 11:45 AM
38	This is the most vulnerable set of people. As their benefits do not increase by the amount proposed each year they are being put under more pressure to find the extra amount. This mean they have to give up some of the funds they use for their care or services needed to help them with their daily life. I feel the current amount for these people should remain the same.	8/11/2018 11:25 AM
39	With reference to the answer in question 2, it is disgusting to expect any person on benefits to pay such a proportion of the total council tax bill. It is tantamount to an insult to poor and disabled people that disabled people will have to pay a lower rate, when the fact that any rate having to be paid by all citizens is regressive tax policy. Please refer to my points in answer 2 above.	8/11/2018 9:38 AM
40	many disabled will never be in a position to work should be treated the same as pensioners, social discrimination of the disabled	8/10/2018 12:28 PM
41	Absolutely. We need to support the disabled to ensure that they have a decent quality of life.	8/9/2018 4:36 PM
42	costs of living are going up so people with disabilities who are less able to work could find it difficult to make payments towards council tax	8/9/2018 4:33 PM
43	na	8/9/2018 4:23 PM
44	Again extra pressure on finances, Dear oh dear life is hard enough already.	8/8/2018 5:32 PM

Consultation on the Council Tax Support Scheme and the Council Tax Long Term Empty Homes Premium

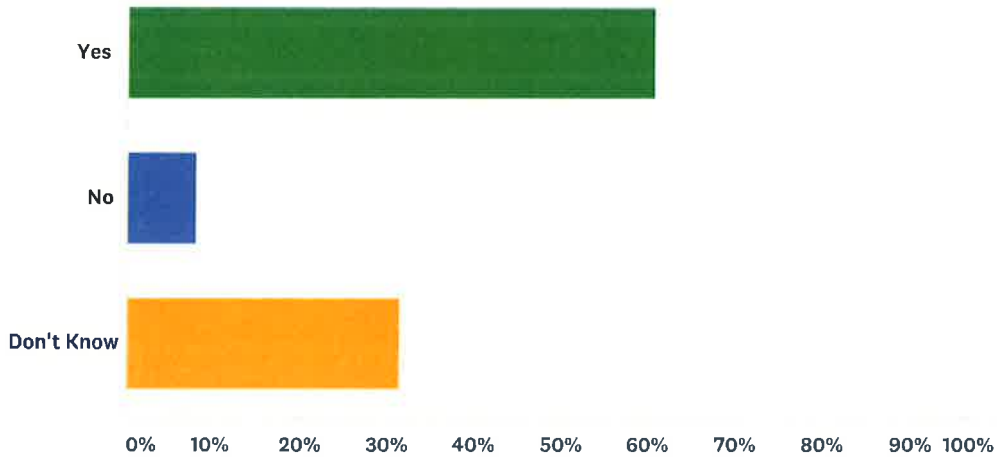
- 45 I am in receipt of Employment support allowance with a severe disability premium (support group) and my ESA has gone up by £4 in 10 years!!! So please do not raise the amount to more than 20% as people like myself just cannot afford to pay 25%! 20% is going to be a struggle even! 8/8/2018 3:50 PM
- 46 You will find like most people with disabilities and low income are struggling with what finance they have now let alone increasing their council tax to 20%, if they have nothing left now how are they going to get the money to pay the increase. 8/8/2018 2:55 PM
- 47 As a claimant with a disability and unable to work I have no way of increasing the amount of money coming in to pay for increases. My DLA was cut drastically 2 years ago when PIP was introduced and I am now facing my ESA being either reduced or taken away when Universal Credit changes my benefit from ESA. I have had to make a lot of changes to my outgoings because of these changes through the unfair system this government has imposed. Yet again the disabled people are the ones to incur these price increases. 8/8/2018 10:12 AM
- 48 Why should people who are at the low end of income be given the extra worry 8/7/2018 7:57 PM
- 49 They already pay enough. A lot of people who are sick on benefits can't afford to pay more. It,s hard already. Why not ask for more off the high earners in the borough! 8/7/2018 7:03 PM
- 50 You take enough 8/7/2018 5:29 PM
- 51 I think if the person is disabled & unable to work or is not being taken on by any company because of this,then this person should pay a small amount depending on income 8/7/2018 4:54 PM
- 52 They should receive 100% towards the bill and pay zero. 8/7/2018 3:42 PM
- 53 No 8/7/2018 2:49 PM
- 54 The disabled are less able to increase their household incomes, than those who are able bodied. Other household expenses are increasing all the time e.g cost of utilities, food, fuel for cars, but the amount of benefit received has not increased in line with this. A disabled person living on benefits only receives enough to get by, they are already just "existing" on the money they get to live on, without having to pay out any extra money every week, or month. The increase may only be the price of a cup of tea, in the cheapest cafe in town, but that may be the only luxury a disabled person on benefits may be able to treat themselves to. 8/7/2018 2:27 PM
- 55 Disabled people should not be charged any council tax. The vote before was for non disabled people who were on benefits to pay an amount towards the council tax, and then when people had voted (very few actually voted) the council applied the results of the (fixed?) vote also to disabled people. The council scammed us and want to scam us again. It seems there is no humanity left in having council. It is disgusting. 8/7/2018 2:20 PM
- 56 Because for lots of disabled people like myself we don't actually seem to get much anyway from what we pay to council tax. Council rents for shop space Means that elderly and disabled can't even get to a bank or decent post office. All the small convenience stores are now foreign food restaurants takeaway shops or hairdressers and beauty parlours. We don't have a proper dial a ride service, we're charged too much to get rid of garden rubbish and bulk rubbish. We've even lost the confessions for green bins. For two years I paid full amount yet only actually filled the bin enough two or three times per year but we still need a way to get rid of our green waste from time to time. I'd like to know what exactly do the elderly and housebound having residents actually get for their contribution to council tax as it is. 8/7/2018 1:43 PM
- 57 Council SHOULD NOT be taking money from ANYONE on basic government assistance benefits .PENSIONERS are protected so why are DISABLED PEOPLE being discriminated against? This is outrageous - the council has a responsibility to protect the vulnerable, it is however abusing trust and taking money that government has assessed as needed to enable the claimant to survive. PENSIONERS ARE PROTECTED - WHY ARE THE DISABLED NOT? This is abuse of the needy and mus be taken up with the press. It is abuse of the vulnerable. 8/7/2018 1:09 PM
- 58 I feel disabled people are also struggling & it would be a great worry for them to be able to pay an increase in council tax 8/7/2018 12:49 PM
- 59 It shouldn't be raised at all. 8/7/2018 12:27 PM
- 60 Why should a disabled individual be protected exactly? You don't have to be disabled to find it difficult to increase your household income. Disabled or not, increasing your income is difficult in the current climate - why should a non disabled person have less of a reduction? Again, you have just not provided a rational for this proposal, it's like you have just selected a sub group and gone with it. 8/5/2018 5:55 PM

Consultation on the Council Tax Support Scheme and the Council Tax Long Term Empty Homes Premium

61	If they can't be expected to increase their incomes, how is it possible for them to pay more.	8/5/2018 8:08 AM
62	No! Most disability claimants are financially well off with pip, ESA, dla...it's discrimination!	8/4/2018 10:27 PM
63	Same reason as number 2 answer.	8/4/2018 1:58 PM
64	There should be no increase whatsoever - again where are we meant to find this money?	8/4/2018 12:06 PM
65	Why are the people who are least able to work and least able to fend for themselves expected to face a 5% increase which will cause great hardship to them in turn raise so little money for the council	8/4/2018 11:44 AM
66	If a person is unable to work due to being disabled you should help them	8/4/2018 10:53 AM
67	I said No to this because some disabled claimants are already struggling to pay essential bills due to benefit cuts	8/4/2018 10:35 AM
68	Why should they pay extra for being disabled, when their money is being squeezed to the hilt anyway and have usually have zero money to spare, so could put them all in financial hardship	8/4/2018 9:47 AM
69	Just because they are disabled doesn't mean they should be treated differently. If they can afford to pay 25% like everyone else they should do so.	8/1/2018 12:16 PM
70	agree	8/1/2018 10:27 AM

Q5 Are there any other realistic options available to manage the budget gap on the Council Tax Support Scheme that you think would produce a reasonable outcome, having regard to the needs of residents and the Council’s budget position?

Answered: 137 Skipped: 3



ANSWER CHOICES

RESPONSES

Yes	60.58%	83
No	8.03%	11
Don't Know	31.39%	43
TOTAL		137

Q6 Comments on question 5



Answered: 91 Skipped: 49

#	RESPONSES	DATE
1	In 1993, Greenwich Council needed to find a new way to run its leisure centres because of public spending cuts and together, we came up with a new model. The first of its kind in UK leisure. GLL was born	9/30/2018 10:13 AM
2	It is better to ask the comfortably off (like me) to pay more on their council tax, like many other suppliers are doing at the moment. Longer term, the whole council tax/ business rates system is overdue for major reform. Meanwhile, a short term fix would be to add further tax bands at the top.	9/30/2018 10:07 AM
3	Those who are vulnerable should not face increased cost burden.	9/29/2018 11:25 AM
4	In 1993, Greenwich Council needed to find a new way to run its leisure centres because of public spending cuts and together, we came up with a new model. The first of its kind in UK leisure. GLL was born.	9/29/2018 10:18 AM
5	Not in a position to comment, as I don't know where the budget is being spent currently. I do know there has been money wasted in the past on projects that have failed.	9/28/2018 1:43 PM
6	Croydon decided to outsource its libraries to Laing (November 2012), giving them their second library authority. The tests that Croydon consider important for the tendering process in their council paper on the subject are important enough to quote in full: • Seeking to achieve good value for money	9/28/2018 12:15 PM
7	no further comment other than everyone should be financially assessed, as one cap does not fit all	9/27/2018 4:02 PM
8	Ealing and Harrow Councils. The Council believe that the new contracts will help them meet their annual savings targets of £250,000 per annum for leisure and £233,000 for libraries	9/27/2018 3:55 PM
9	Wandsworth decided not to go with a private company but rather to outsource its libraries to a non-profit trust, GLL (November 2012). A highly pro-privatisation piece has been written by Wandsworth's deputy leader for the Guardian. In this, he appears to suggest that all London's libraries should be privatised. He also makes clear that the successful bidder will run both council's library services in tandem	9/25/2018 3:04 PM
10	Wandsworth decided not to go with a private company but rather to outsource its libraries to a non-profit trust, GLL (November 2012). A highly pro-privatisation piece has been written by Wandsworth's deputy leader for the Guardian. In this, he appears to suggest that all London's libraries should be privatised. He also makes clear that the successful bidder will run both council's library services in tandem.	9/24/2018 1:03 PM
11	Hounslow. Laing gained the Hounslow contract due to the collapse of another earlier outsourcing (to a Trust) attempt. In the two years since taking over the system, the Council states that Laing has made £1.25m of efficiencies in Hounslow, with overall library attendance improving by 7%.	9/22/2018 3:11 PM
12	In 1993, Greenwich Council needed to find a new way to run its leisure centres because of public spending cuts and together, we came up with a new model. The first of its kind in UK leisure. GLL was born	9/20/2018 12:48 PM
13	change domestic waste collections to contracted companies. GLL operate library services on behalf of local councils	9/19/2018 3:51 PM
14	In 1993, Greenwich Council needed to find a new way to run its leisure centres because of public spending cuts and together, we came up with a new model. The first of its kind in UK leisure. GLL was born	9/18/2018 2:53 PM
15	[REDACTED]	9/18/2018 1:06 PM
16	In 1993, Greenwich Council needed to find a new way to run its leisure centres because of public spending cuts and together, we came up with a new model. The first of its kind in UK leisure. GLL was born.	9/17/2018 1:07 PM
17	Don't know.	9/16/2018 11:46 PM

Consultation on the Council Tax Support Scheme and the Council Tax Long Term Empty Homes Premium

18	[REDACTED]	9/16/2018 3:02 PM
19	In 1993, Greenwich Council needed to find a new way to run its leisure centres because of public spending cuts and together, we came up with a new model. The first of its kind in UK leisure. GLL was born	9/16/2018 10:27 AM
20	In 1993, Greenwich Council needed to find a new way to run its leisure centres because of public spending cuts and together, we came up with a new model. The first of its kind in UK leisure. GLL was born.	9/14/2018 9:54 AM
21	I don't know	9/12/2018 10:06 PM
22	Greenwich Leisure Limited, Better run libraries on behalf of local authorities	9/12/2018 3:32 PM
23	It is becoming increasingly common for people to build within their garden and use this additional accommodation to house people. Where these buildings have running water and separate toilet / bathroom facilities to the main house, these buildings should attract council tax costs.	9/10/2018 2:31 PM
24	[REDACTED]	9/9/2018 7:34 PM
25	Outsourcing library services like Greenwich Leisure Limited	9/6/2018 4:24 PM
26	Could look at changing the other council tax discounts, change the single persons discount from 25% to a lower figure.	9/6/2018 11:12 AM
27	[REDACTED]	9/5/2018 5:08 PM
28	People who own empty properties should not be penalised if there is a good reason for the property being empty, where the property is empty due to the death of the owner and especially where the property is a Retirement property, it is immoral. There are a number of genuine reasons such a property could be empty and as there is nobody living in the property that property is not a drain on Council resources. This policy is surely unethical as well as immoral.	9/5/2018 12:31 AM
29	Like Greenwich Leisure Limited outsource libraries	9/4/2018 2:59 PM
30	utilise the space in Romford library, offer international companies opportunities to advertised them moving to Romford. Outreach library services.	9/3/2018 1:39 PM
31	utilise the space in romford library	9/1/2018 11:16 AM
32	Reduce councillors' expenses, raise income by fining fly tippers, litterers and dog mess offenders. The powers already exist and should be applied rigorously even if it's just people putting their bin bags out the night before. Cut expenses and free taxis for people attending meetings. Cut free parking, just charge £1 for the first two hours. People would moan but it's still just a small charge and would raise a lot of money.	8/29/2018 8:08 PM
33	[REDACTED] most other people are struggling and even living on the streets	8/29/2018 3:32 PM
34	none	8/29/2018 11:43 AM
35	Parking permits across the borough	8/28/2018 6:25 PM
36	Charge more for the top rate bands. The wealthy should pay more than the poor, it's a lower percentage of their income anyway plus the wealthier area of the borough get better services... the streets in Upminster fir example aren't crumbling like those in Harold Hill.	8/28/2018 4:50 PM
37	increase Council Tax by maximum allowed without government punitive action.	8/28/2018 3:56 PM
38	Councillor's monthly wage should be reduced, those who sit on committee's shouldn't get paid the amount they do. And the number of committee's should be cut down. Instead of Councillor's talking amongst themselves and deciding what's best for the borough - talk to it's residents. Also large businesses should be paying more business rates. But large businesses that bring in a certain amount of profit. Small businesses or businesses that bring in low-medium profit shouldn't be effected by a rise in business rates.	8/28/2018 11:56 AM
39	Making savings by targeting people who need assistance may put them in financial hardship.	8/27/2018 6:26 PM
40	use some of our money that's in the bank	8/26/2018 9:36 PM
41	utilising the rooms in Romford central library, and outsourcing library services.	8/26/2018 10:46 AM

Consultation on the Council Tax Support Scheme and the Council Tax Long Term Empty Homes Premium

- 42 Made comments 4 years ago never made any difference Outsource library services 8/25/2018 3:01 PM
- 43 Maybe cut 2% of each service. But only within the framework of legislation. 8/23/2018 11:18 AM
- 44 in accordance with austerity, all non-essentials must be first to be cut (and probably cut completely...) the people of Havering do not need county fairs, plays in the park, music in the town centre, second rate music festivals, sports centres, social programs, or anything else of this ilk... people have enough money to spend, and opportunity to spend it, on recreation and development in the private sector... 8/22/2018 8:04 PM
- 45 Housing for people who weren't born here shouldn't be given! 8/21/2018 1:07 PM
- 46 outsource library services 8/20/2018 2:37 PM
- 47 outsource services 8/17/2018 3:16 PM
- 48  8/17/2018 2:17 PM
- 49 Charge more for homes with multiple occupancies. 8/16/2018 4:34 PM
- 50 Replace long term repairs with new items. This will save on parts and labor required on constant revisits for old appliances like boilers and windows etc. 8/14/2018 10:58 AM
- 51 Stop the government implementing austerity 8/13/2018 3:16 PM
- 52 A complete overhaul of assisted accommodation homes i.e. those in which supervised youths live in expensive homes in expensive streets. There is such a scheme at , where only 1 or 2 youths are costing the Council vast amount of money on rent and care. Why are they not accommodated in cheaper, more affordable housing? Or better still, have several youths all under one roof, such as in a large complex, as this means fewer staff and accommodated in areas with cheaper rents! 8/13/2018 1:59 PM
- 53 issuing universal parking permits to local businesses so they can park car/vans without paying all the time just pay once a year or every three months per car/van this offer should bring more money 8/13/2018 12:24 PM
- 54 outsourcing services 8/11/2018 2:44 PM
- 55 Go into the reserves and let it set an example, its very important. 8/11/2018 12:57 PM
- 56 Reduce councillors wages. Allow councillors only 1 income not several depending on how many things they are in charge of. Stop applying bulk rubbish clean up charges to council tenants rent and apply to all council tax payments 8/11/2018 11:53 AM
- 57 Firstly need to ensure they have recouped all unpaid council tax from previous years and ensure the council do not incur court cost for non payment of council tax if a claimants is of working age and not worked for 5 years then impose the raise in percentage on these claimants however some claimants have Foubd themselves in the situation through no fault of their own and should not be made to struggle when they have only just found themselves reliant on benefits disabled claimants should not incur a additional loss of benefit as the additional cost in being disabled is greater due to care needs to these claimants and being made to incur a greater amount of Benefit reduction is totally unfair as no one would want to be disabled through choice 8/11/2018 11:45 AM

Consultation on the Council Tax Support Scheme and the Council Tax Long Term Empty Homes Premium

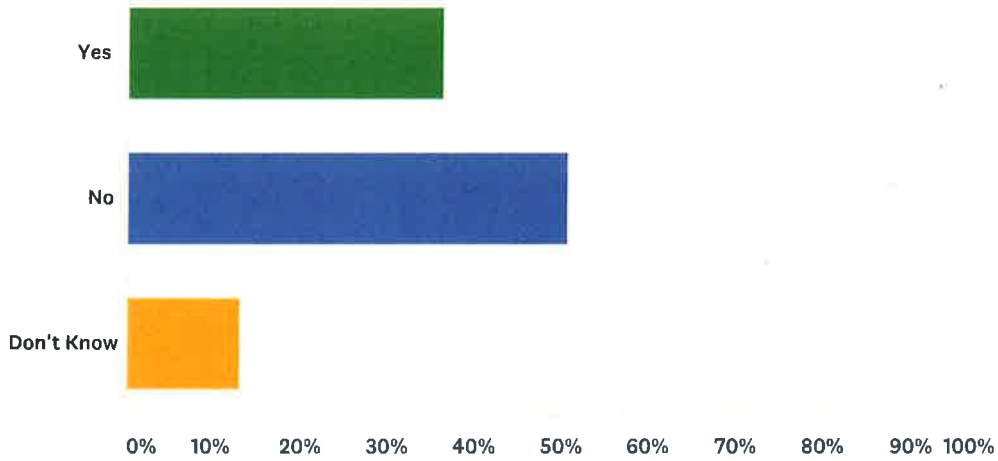
- 58 Increase the higher band properties payments scales. The majority of people who can afford to live in the larger size properties have much larger incomes than the people who you are proposing to hit with these increases. The vulnerable and those who have to rely on benefits are always the worse off and little to spare. Not all are in their post because of something they have done. Leave the under dogs alone. 8/11/2018 11:25 AM
- 59 A reasonable alternative is to STOP MAKING FURTHER INCREASES IN CTS REDUCTUON, so as to prevent more pressure on demands for other government services arising from the damage caused by the CTS cuts. In other words the proposal is circular in its effect, and is really an attack on the poor and disabled. [REDACTED] Why is the poor being attacked again and again? It is disgusting, and does not not promote well being and a sense of egalitarianism within communities. 8/11/2018 9:38 AM
- 60 reduce the 25% taken from council tax for the golden pension schemes for the [REDACTED] also reduce what Councillors get paid 8/10/2018 12:28 PM
- 61 I'm not qualified enough to know such a solution unfortunately. 8/9/2018 4:36 PM
- 62 not sure what other options there could be 8/9/2018 4:33 PM
- 63 People on benefits to pay a higher rate than the 25% they currently pay. 8/9/2018 4:23 PM
- 64 [REDACTED] 8/8/2018 5:32 PM
- 65 [REDACTED] 8/8/2018 3:50 PM
- 66 [REDACTED] 8/8/2018 2:55 PM
- 67 Outsource library services 8/8/2018 12:46 PM
- 68 That i believe is up to the Council to find ways to manage the budget gap. 8/8/2018 10:12 AM
- 69 If someone is in the high earners in Havering and has a house worth over a certain amount, they should pay extra. They can afford it! (Of course that might effect the Councillors or MPs, Thats why Havering will take it from the poor).Thats wrong!!!! 8/7/2018 7:03 PM
- 70 Increase the penesonrs council tax as you putting up to 17 cameras in shelted housing schemes to benefit them and no one else oh and maybe stop buting the mayor nice cars 8/7/2018 5:29 PM
- 71 Just do not have any replies to this question. 8/7/2018 4:54 PM
- 72 That is for the council to come up with, however you could use the cash reserves available and not ask the vulnerable for even more money. 8/7/2018 3:42 PM
- 73 Rather than increasing the minimum percentage that working age claimants pay you should be asking claimants of pensionable age to make some contribution towards their council tax. 8/7/2018 3:27 PM
- 74 Outsource library services like Greenwich Leisure Limited 8/7/2018 2:49 PM
- 75 I do not agree that pensioners should be protected from this increase. Many receive more in benefits than the disabled and the unemployed. Erect more cameras around town and fine more people for road traffic violations, littering, using mobiles whilst driving. 8/7/2018 2:27 PM
- 76 Stop wasting council tax payers money, and [REDACTED] (shareholders means the council is now a money making organisation/corporation/scam). 8/7/2018 2:20 PM
- 77 [REDACTED] and [REDACTED] Increase the inspections of 'overcrowded' houses: [REDACTED] has so many adults residing their (at least 10 to 12 per household) however... The tenants are benefit claimants...the council fails council tax payers when they ignore illegal overcrowding and then expect the sick and disabled to pick up the bills - as you are proposing; outrageous! 8/7/2018 1:09 PM
- 78 Make more of a determined effort to collect unpaid council tax & council rent for those in arrears 8/7/2018 12:49 PM
- 79 Raise revenue by other means such as penalties for parking near schools and diesel polluting vehicles on the road. Financial penalties for parents of children who are violent in school or bring weapons into school. All these measures would make our schools safer so can be introduced for child protection reasons and will increase revenue 8/7/2018 12:33 PM

Consultation on the Council Tax Support Scheme and the Council Tax Long Term Empty Homes Premium

80	1.How about increasing the council tax for those who do not claim council tax support - you know - target the less vulnerable, more financially sound people? 2. Significantly increase parking fines for all those parents that pull up outside schools to drop off their darlings in their 4x4 tanks. 3. How about creating short term/long term voluntary positions within Havering Council.	8/5/2018 5:55 PM
81	You should [REDACTED] within the council and use that money to pay the funding gap.	8/5/2018 8:08 AM
82	Find the deficit from elsewhere! Please leave us that are already on the bread line alone. Every penny Counts!	8/4/2018 10:27 PM
83	Stop wasting money on consultants, take a lower wage like the rest of us for the managers, you know reduce in house then reduce elsewhere.	8/4/2018 1:58 PM
84	Having worked for the Council some years ago I know there are inefficiencies - look hard at yourselves	8/4/2018 12:06 PM
85	Yes, raise council tax by 1% For those who can afford to pay	8/4/2018 11:44 AM
86	Stop wasting money on non essential projects and [REDACTED] increase council tax to those who can afford to pay more and not the ones who can't	8/4/2018 11:44 AM
87	Pay the higher up officials less salary	8/4/2018 10:53 AM
88	Apply for Grants from City Hall (Mayor of London) or use money from Business rates perhaps?	8/4/2018 10:35 AM
89	yes, stop council wasting money on lawyers and other daft ideas that dont get implimented. before you start tryign to take money from people who need it the most.	8/4/2018 9:47 AM
90	Be more realistic in to whom you give support. I am aware of some elderly people who get the support but can still afford to run a car or go on foreign holidays. Do they really need it?	8/1/2018 12:16 PM
91	don't know	8/1/2018 10:27 AM

Q7 Should people who own property which has been empty for more than two years, be charged 200% Council Tax?

Answered: 138 Skipped: 2



ANSWER CHOICES

RESPONSES

Yes	36.23%	50
No	50.72%	70
Don't Know	13.04%	18
TOTAL		138

Q8 Comments on question 7

Answered: 61 Skipped: 79

#	RESPONSES	DATE
1	What evidence is there to show that a 200% council tax charge will bring in more revenue? For this measure to provide more income, the house owner would have to leave the property empty - what is the projected number of houses that will be left in this state, and hence how much money will be raised. In the other instance, if the owner is encouraged to make the property inhabited, what will be done differently to the current situation in order to affect the habitation? Why aren't these properties currently inhabited? Are they perhaps not fit for habitation, in undesirable locations, ill-served by community services, etc?	9/29/2018 11:25 AM
2	Again it depends on the circumstances, Second homes and/or homes bought as investments then probably yes, but there could be other reasons why a home has been empty for an extended period.	9/28/2018 1:43 PM
3	This is a pure property tax. If the property is empty no-one is using the services that council tax pays for. Also the people concerned are paying council tax where they have to reside so effectively, the Council are taxing this person 300% Scandalous.	9/27/2018 4:02 PM
4	It depends upon reason for remaining empty. In the case of deceased person(s), clearing the property and probate may delay sale.	9/26/2018 6:31 PM
5	Because the property as been empty for more than 2 years	9/25/2018 2:59 PM
6	It's unfair on the commercial business properties to charge 200% as they are already struggling with the business rates.	9/16/2018 11:46 PM
7	I don't think this is far	9/12/2018 10:06 PM
8	200% seems excessive.	9/10/2018 2:31 PM
9	No property should be empty for 2 years	9/9/2018 7:34 PM
10	I believe they should be charged and why should a property be empty that long when we have a housing shortage.	9/6/2018 11:12 AM
11	That's right	9/5/2018 5:08 PM
12	People who own empty properties should not be penalised if there is a good reason for the property being empty, where the property is empty due to the death of the owner and especially where the property is a Retirement property, it is immoral. There are a number of genuine reasons such a property could be empty and as there is nobody living in the property that property is not a drain on Council resources. This policy is surely unethical as well as immoral. So long as there is a genuine reason for the property being empty for so long there should not be a penalty, especially as empty properties do not use any of the local amenities, it's a shameful disgrace!	9/5/2018 12:31 AM
13	Charges should be applied to people who just leave property empty and don't care. Leeway has to be given to people whose family have died and are struggling to sell or dispose of a house or when there is a legal dispute preventing sale.	8/29/2018 8:08 PM
14	If they own the property it's their business what they do with it and shouldn't be penalised for it	8/29/2018 3:32 PM
15	wastage of space	8/29/2018 11:43 AM
16	If you can afford to leave a propert empty for 2 years, you're hardly poor. Make the wealthier pay more than those already struggling. Everything is going up EXCEPT out benefits.	8/28/2018 4:50 PM
17	Given the housing pressures in Havering, we need to stongly encourage active use of all residential properties	8/28/2018 3:56 PM
18	This should be a priority above further penalising the most vulnerable in our community who are unable to work	8/28/2018 12:46 PM
19	Housing is needed. There shouldn't be any empty properties. If the Council are responsible in renovating properties then get it done. Homelessness is at an all time high and needs to be addressed not swept under the carpet.	8/28/2018 11:56 AM

Consultation on the Council Tax Support Scheme and the Council Tax Long Term Empty Homes Premium

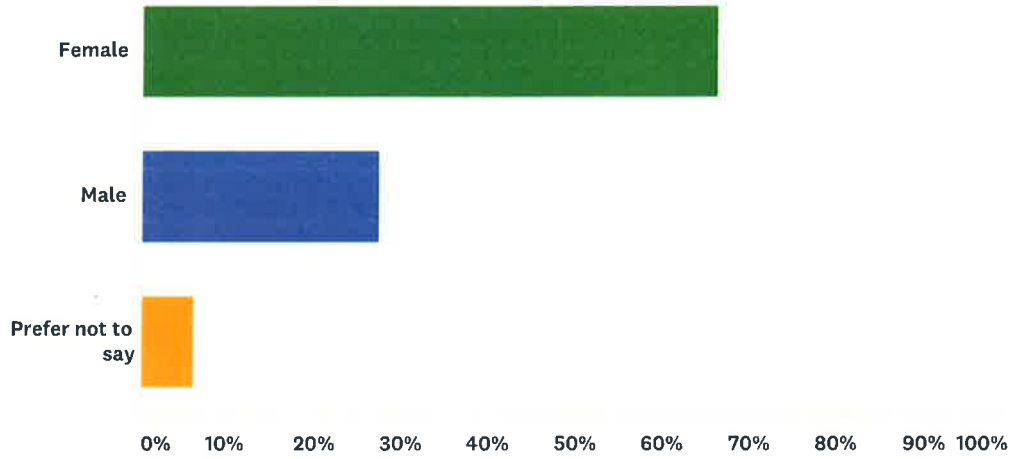
20	I agree provided correspondence stating the action to be taken.	8/27/2018 6:26 PM
21	There's plenty of people that need a home and they have houses just sitting there not being used? Tax the hell out of them. What is this world coming to? Why is that even a question. The council feels perfectly fine increasing the council tax for us poor people but god forbid we tax people who own houses and are not being used.	8/24/2018 9:03 AM
22	But does that mean that the person who does move in i.e a person whom the council has discharged their duty of homelessness through the private rented sector will then have to pay the 200% Council tax? Maybe only charge this when the property is vacant. But how will you monitor this? Because a home owner could say that they're living in it or a friend or family member is living there instead of them. So the council will need to verify.	8/23/2018 11:18 AM
23	That's just wrong!	8/21/2018 1:07 PM
24	No property should remain idle when there are so many people in need of homes. People who allow properties to remain empty instead of renting them out should have to pay a much higher council tax rate on that property.	8/17/2018 2:17 PM
25	If they can afford to leave a property empty that long, they can afford the extra.	8/16/2018 4:34 PM
26	If the property is empty and therefore not using any services then people should not be charged more council tax than an occupied property. It is fundamentally wrong.	8/15/2018 2:40 PM
27	This is unfair in my opinion. The property should be made to become habitable so it can be rented out or lived in privately. Charging double would be ridiculous as it would take the money away from the cash they need for repairs to make it habitable.	8/14/2018 10:58 AM
28	this is unfair you need to make sure welcome new people not asking them money on first day	8/13/2018 12:24 PM
29	Many properties are empty due to legal issues such as lengthy probate, planning issues and for leaseholders disputes with Freeholders. The length a property is vacant is often beyond the owners control and they are unable to occupy the premises. They are already significantly penalised with the 50% levy and to increase this further will be unfair. This will not incentivise them to occupy the property, it will be another unfair and unjust tax, at a time when they are often still dealing with bereavement and the issues of the estate. These properties are often in poor condition and refurbishment is very expensive and lengthy and additional costs may actually lengthen the time for occupancy due to finding the additional cost. Very short sighted and unfair. Consider a 100% levy after 4 years not 2 as this is too short. Reject this proposal.	8/12/2018 5:35 PM
30	Why is empty when it can be rented out to the council	8/11/2018 12:57 PM
31	This would be grossly unfair as why would they be paying this amount if the property is empty and therefore not using any council resources so how can you justify this	8/11/2018 11:45 AM
32	If someone can own a property and leave it empty regardless the amount of time period, they can afford to pay council tax on it. All properties should be made to pay some council tax whether empty or not. There is a huge housing shortage within the borough as it is. Why should properties remain empty for a year or more.	8/11/2018 11:25 AM
33	There's no hard and fast answer to this question because it depends on the property owners income overall, and the reasons why the property is empty needs to be considered too. To just pluck an arbitrary set of criteria to trigger 200% liability is again just an easy excuse to attack citizens within Havering. Home owners and property owners liability needs to be assessed on a case by case basis, taking into account all their circumstances leading to a property being empty for so long.	8/11/2018 9:38 AM
34	We have a terrible housing shortage. homes are made to live in not to simply look at	8/10/2018 12:28 PM
35	It encourages more rental (and hopefully affordable renting) of properties.	8/9/2018 4:36 PM
36	to encourage them to do something with the empty property when there are there are homeless people in need of housing	8/9/2018 4:33 PM
37	not fair to penalise the people that are unable to sell it for certain reasons.	8/9/2018 4:23 PM
38	As they have not been helping alleviate the struggle in lack of family homes	8/8/2018 5:32 PM
39	with the increase of homeless people on a waiting list and not enough social housing being built I believe this may help more properties to become available.	8/8/2018 2:55 PM
40	Would depend on why the property is empty if it's due to probate then no	8/7/2018 7:57 PM

Consultation on the Council Tax Support Scheme and the Council Tax Long Term Empty Homes Premium

41	Depends on the reasons it's empty.	8/7/2018 7:03 PM
42	If uts empty for 2 years pay extra council tax or sell to the council for a reduced rate	8/7/2018 5:29 PM
43	they should be charged something but i do not think it should be so high.	8/7/2018 4:54 PM
44	Why charge them, they arent using any services.	8/7/2018 3:42 PM
45	200% is a lot	8/7/2018 2:49 PM
46	This is insanity. Why are the council scamming people? Stop the extortion. [REDACTED] [REDACTED]	8/7/2018 2:20 PM
47	150 percent is plenty high enough as council tax in this area is pretty high as it is.	8/7/2018 1:43 PM
48	Every property within the borough should be served with a council tax bill - if the owners choose to leave the property empty it is their prerogative but they must pay the bill in full with the backdated amount - exactly how car tax works.	8/7/2018 1:09 PM
49	Isn't that just theft if they're paying their way anyway?	8/7/2018 12:27 PM
50	Empty properties should pay less than 100% rather than 200% as they don't use many of the expensive person-based council services, which is reason for single-person reduction. Bringing properties back is just a fig-leaf for charging more.	8/6/2018 11:58 AM
51	There is a critical housing shortage - do I really need to say any more?	8/5/2018 5:55 PM
52	Tthis seems fair as an unoccupied property can provide a useful rental revenue stream If let out, and It Is not unreasonable to assume If people have unoccupied properties they can afford to pay more for that privilege	8/5/2018 8:08 AM
53	No. Discrimination again! It's their property so they can do what they want with it.	8/4/2018 10:27 PM
54	There is a housing shortage and more people are finding themselves homeless, these properties could be a family home for a working family.	8/4/2018 1:58 PM
55	Unless excellent reason for being empty given - & I can't think of any	8/4/2018 12:06 PM
56	If they can afford to own several properties	8/4/2018 11:44 AM
57	Why would you even suggest such a thing? They are already paying council tax.	8/4/2018 10:53 AM
58	If people own an empty home and not using it as a home,They should be made to pay the full amount	8/4/2018 10:35 AM
59	if they own it, ask them why its not being let out or sold withiin a year of being made empty rather than charging them extra. if they own it outright they should be able to do what ever they like with it and not be hounded for extra money because its empty.	8/4/2018 9:47 AM
60	I think the penal council tax should kick in sooner than 2 years. A year is enough time to gain probate to sell an inherited property and enough time to renovate a property bought for development.	8/1/2018 12:16 PM
61	fair	8/1/2018 10:27 AM

Q9 What is your gender?

Answered: 131 Skipped: 9



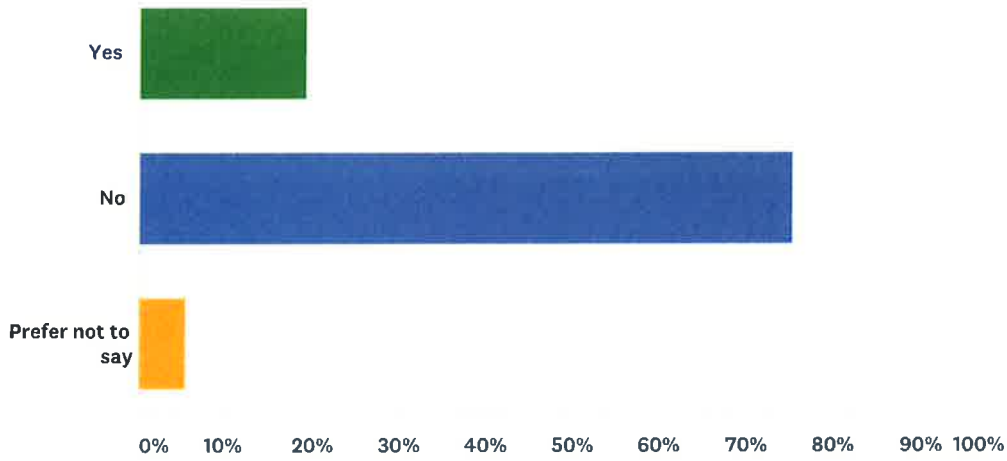
ANSWER CHOICES

RESPONSES

Female	66.41%	87
Male	27.48%	36
Prefer not to say	6.11%	8
TOTAL		131

Q10 Childcare responsibilities Do you have unpaid responsibility for a child as a parent or guardian

Answered: 130 Skipped: 10



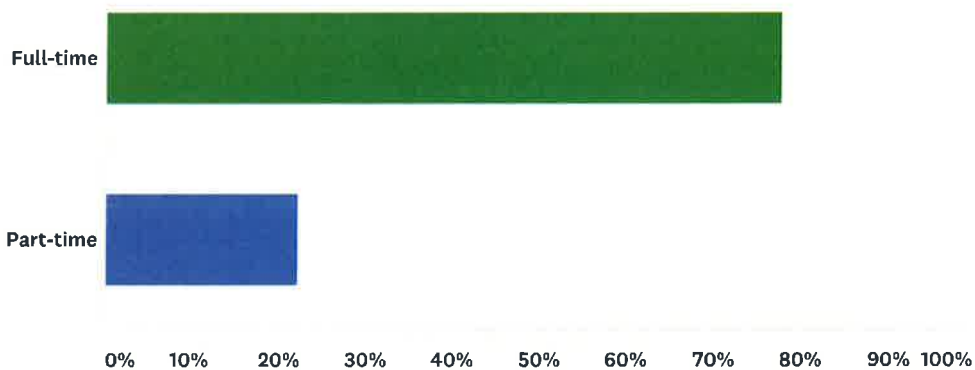
ANSWER CHOICES

RESPONSES

Yes	19.23%	25
No	75.38%	98
Prefer not to say	5.38%	7
TOTAL		130

Q11 If yes, is the care

Answered: 27 Skipped: 113



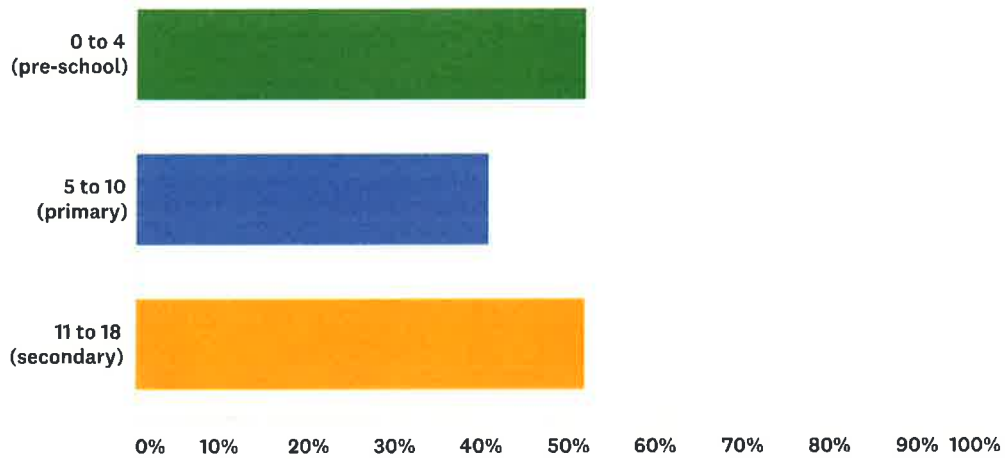
ANSWER CHOICES

RESPONSES

Full-time	77.78%	21
Part-time	22.22%	6
TOTAL		27

Q12 How old is the child / are the children? Please tick all that apply

Answered: 27 Skipped: 113



ANSWER CHOICES

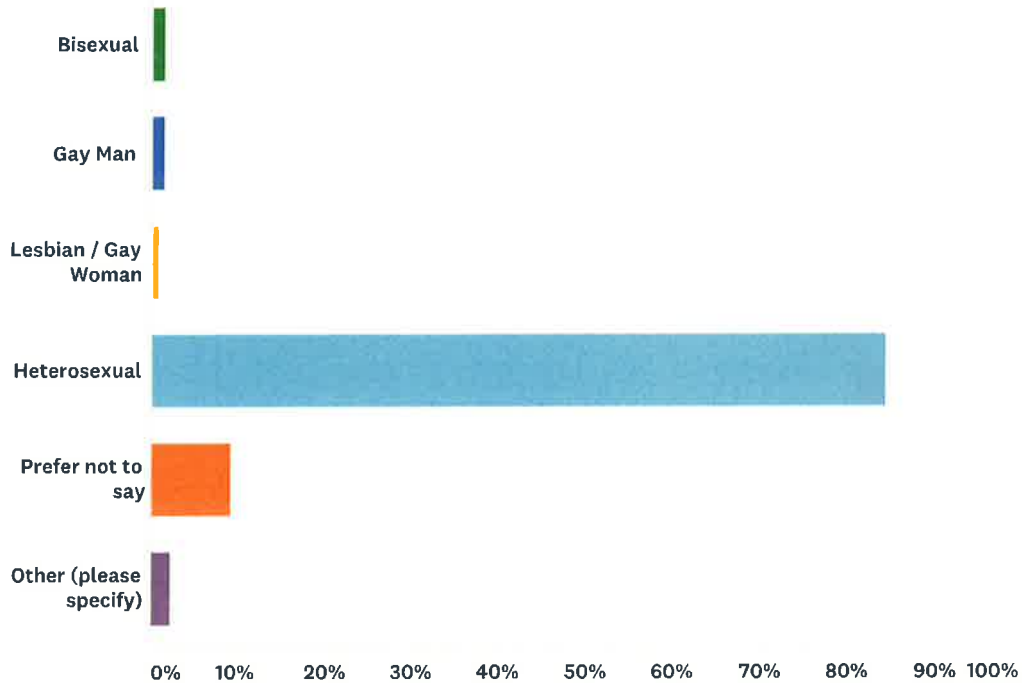
- 0 to 4 (pre-school)
- 5 to 10 (primary)
- 11 to 18 (secondary)
- Total Respondents: 27

RESPONSES

0 to 4 (pre-school)	51.85%	14
5 to 10 (primary)	40.74%	11
11 to 18 (secondary)	51.85%	14

Q13 Sexual Orientation

Answered: 129 Skipped: 11

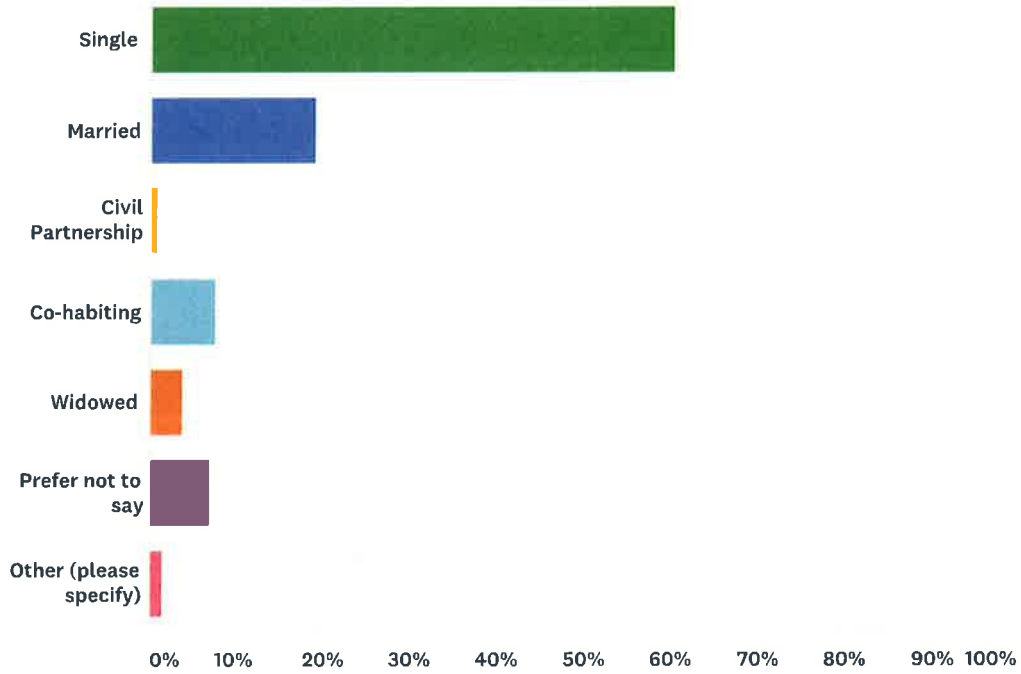


ANSWER CHOICES	RESPONSES	
Bisexual	1.55%	2
Gay Man	1.55%	2
Lesbian / Gay Woman	0.78%	1
Heterosexual	84.50%	109
Prefer not to say	9.30%	12
Other (please specify)	2.33%	3
TOTAL		129

#	OTHER (PLEASE SPECIFY)	DATE
1	I do not believe this is relevant to my point of view	9/28/2018 1:47 PM
2	Don't see the relavence for this survey.	8/11/2018 11:26 AM
3	None of your business. This is ridiculous.	8/7/2018 2:24 PM

Q14 Relationship Status

Answered: 131 Skipped: 9



ANSWER CHOICES

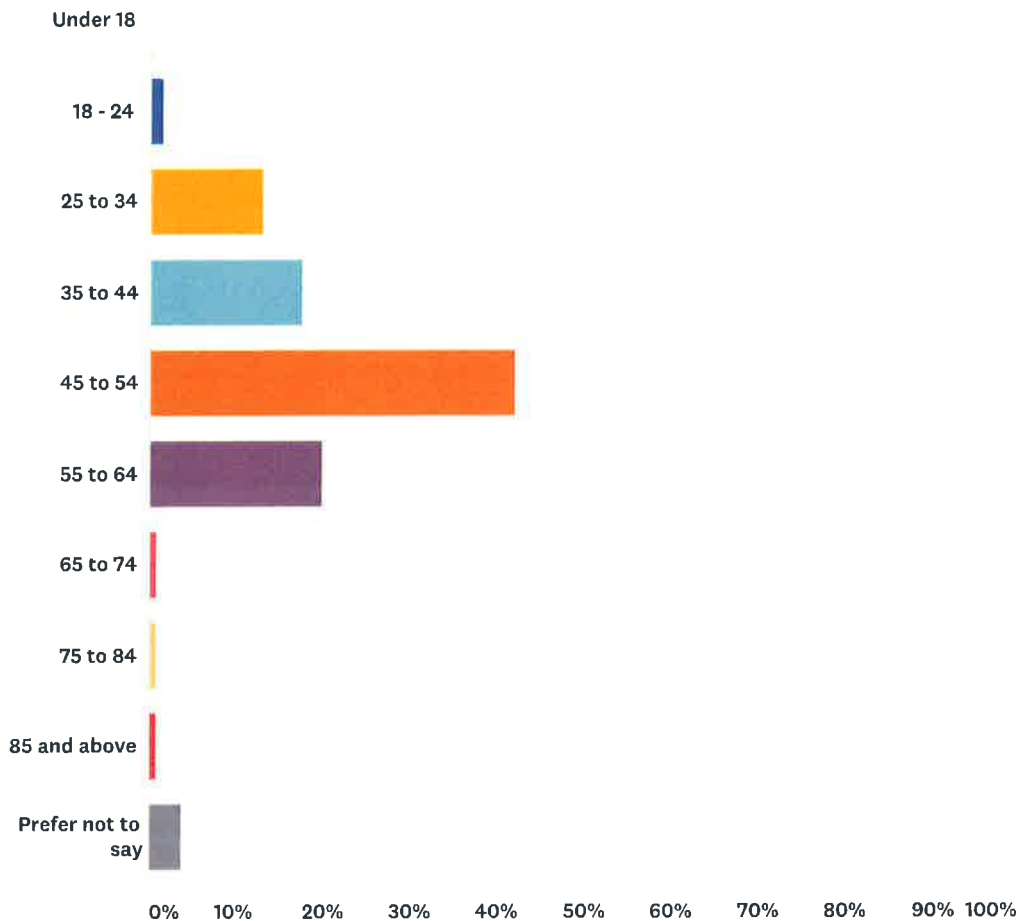
RESPONSES

Single	60.31%	79
Married	19.08%	25
Civil Partnership	0.76%	1
Co-habiting	7.63%	10
Widowed	3.82%	5
Prefer not to say	6.87%	9
Other (please specify)	1.53%	2
TOTAL		131

#	OTHER (PLEASE SPECIFY)	DATE
1	Divorced	8/27/2018 6:29 PM
2	Engaged	8/9/2018 4:39 PM

Q15 What was your age on your last birthday?

Answered: 131 Skipped: 9



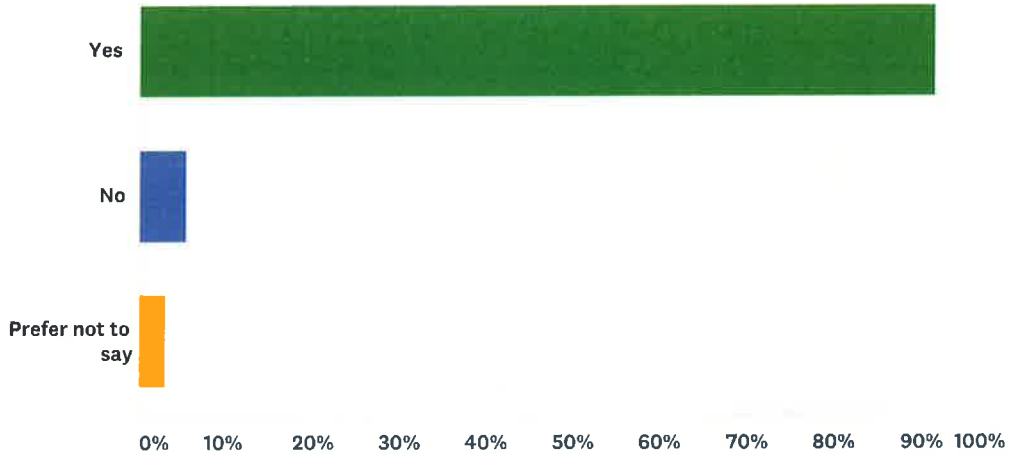
ANSWER CHOICES

RESPONSES

Under 18	0.00%	0
18 - 24	1.53%	2
25 to 34	12.98%	17
35 to 44	17.56%	23
45 to 54	41.98%	55
55 to 64	19.85%	26
65 to 74	0.76%	1
75 to 84	0.76%	1
85 and above	0.76%	1
Prefer not to say	3.82%	5
TOTAL		131

Q16 Citizenship and Nationality Are you a British / United Kingdom citizen or national?

Answered: 131 Skipped: 9



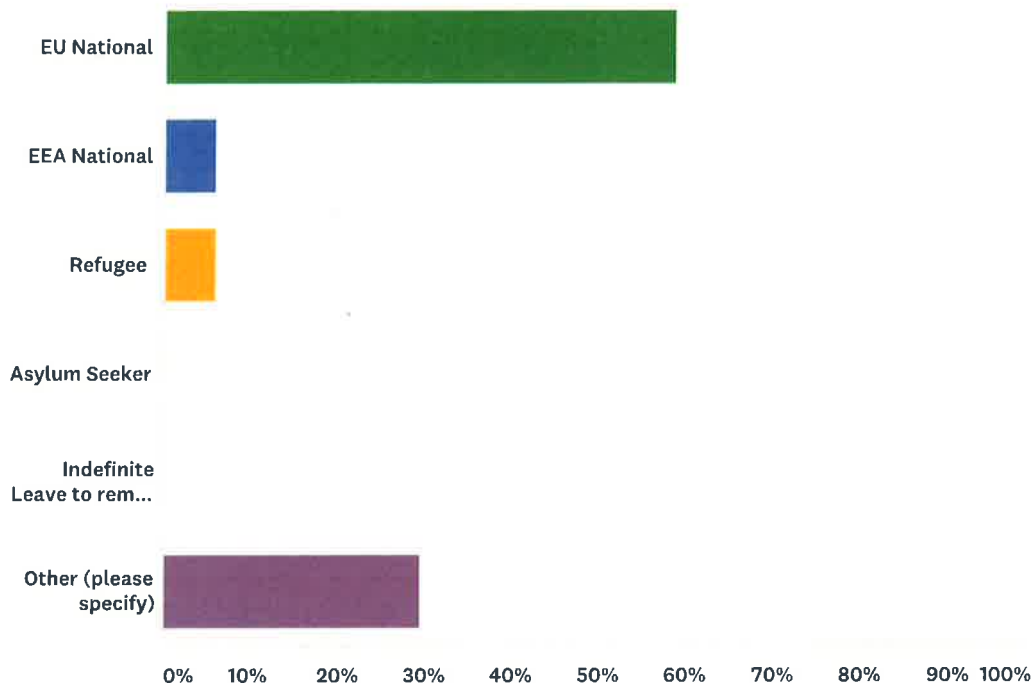
ANSWER CHOICES

RESPONSES

Yes	91.60%	120
No	5.34%	7
Prefer not to say	3.05%	4
TOTAL		131

Q17 If no, please select from the list below

Answered: 17 Skipped: 123



ANSWER CHOICES

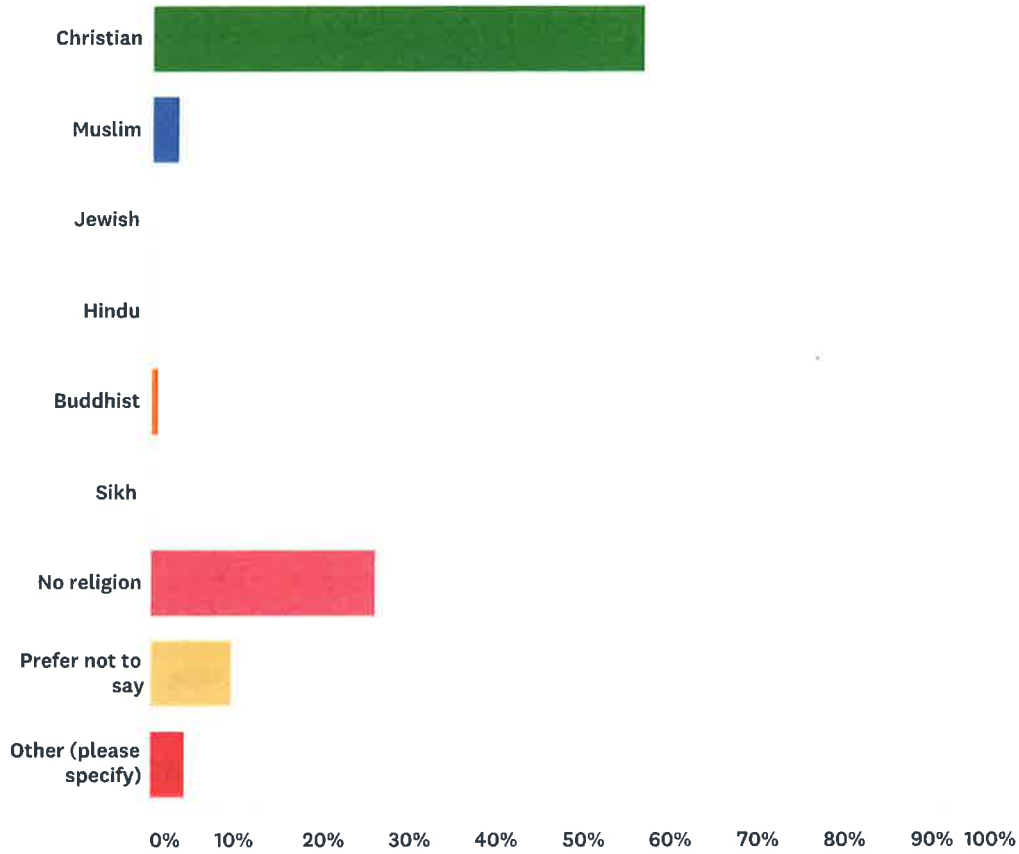
RESPONSES

ANSWER CHOICES	RESPONSES	
EU National	58.82%	10
EEA National	5.88%	1
Refugee	5.88%	1
Asylum Seeker	0.00%	0
Indefinite Leave to remain / enter	0.00%	0
Other (please specify)	29.41%	5
TOTAL		17

#	OTHER (PLEASE SPECIFY)	DATE
1	I prefer not to say.	9/26/2018 6:34 PM
2	I am a British National. This is a fault in your survey	9/9/2018 7:36 PM
3	I ticked yes to British	9/6/2018 11:16 AM
4	ENGLISH	8/10/2018 12:32 PM
5	7	8/4/2018 11:48 AM

Q18 Faith, Religion or Belief

Answered: 127 Skipped: 13



ANSWER CHOICES

RESPONSES

ANSWER CHOICES	RESPONSES	
Christian	56.69%	72
Muslim	3.15%	4
Jewish	0.00%	0
Hindu	0.00%	0
Buddhist	0.79%	1
Sikh	0.00%	0
No religion	25.98%	33
Prefer not to say	9.45%	12
Other (please specify)	3.94%	5
TOTAL		127

#	OTHER (PLEASE SPECIFY)	DATE
1	I do not believe this is relevant to my point of view	9/28/2018 1:47 PM
2	Catholic	8/17/2018 2:19 PM

Consultation on the Council Tax Support Scheme and the Council Tax Long Term Empty Homes Premium

3	AGNOSTIC	8/14/2018 11:08 AM
4	None of your business. This is disgusting.	8/7/2018 2:24 PM
5	Christian spiritualist	8/7/2018 1:47 PM

Q19 What is your ethnicity?

Answered: 130 Skipped: 10

Consultation on the Council Tax Support Scheme and the Council Tax Long Term Empty Homes Premium



ANSWER CHOICES

RESPONSES

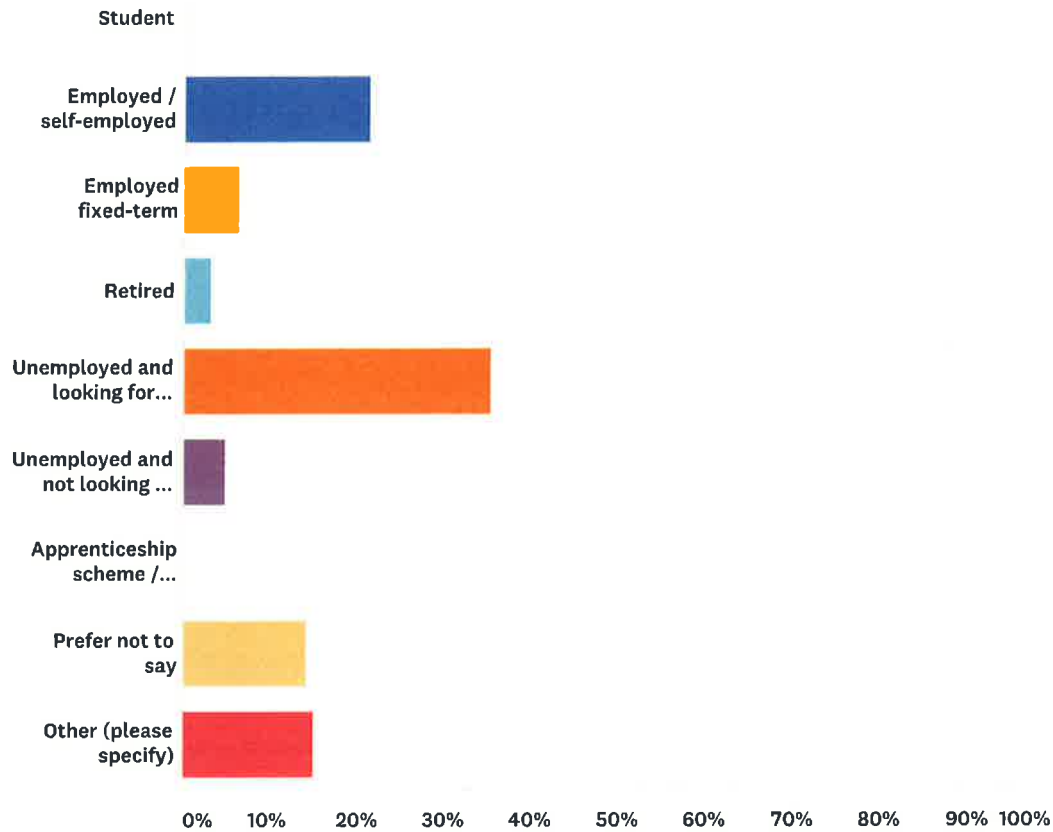
Consultation on the Council Tax Support Scheme and the Council Tax Long Term Empty Homes Premium

White British	83.85%	109
White Irish	0.77%	1
White Gypsy or Irish Traveller	0.00%	0
White European	3.08%	4
Other White Background	0.00%	0
White and Black Caribbean	0.00%	0
White and Black African	0.00%	0
White and Asian	0.00%	0
Other Mixed Background	0.00%	0
Indian	0.00%	0
Pakistani	0.77%	1
Bangladeshi	1.54%	2
Chinese	0.00%	0
African	1.54%	2
Caribbean	0.00%	0
Other Black/African/Caribbean background	0.77%	1
Arab	0.00%	0
Prefer not to say	5.38%	7
Other (please specify)	2.31%	3
TOTAL		130

#	OTHER (PLEASE SPECIFY)	DATE
1	I do not believe this is relevant to my point of view	9/28/2018 1:47 PM
2	Sri Lankan	9/16/2018 11:51 PM
3	This question is racist.	8/7/2018 2:24 PM

Q20 What is your employment status

Answered: 127 Skipped: 13



ANSWER CHOICES	RESPONSES	
Student	0.00%	0
Employed / self-employed	21.26%	27
Employed fixed-term	6.30%	8
Retired	3.15%	4
Unemployed and looking for work	35.43%	45
Unemployed and not looking for work	4.72%	6
Apprenticeship scheme / training	0.00%	0
Prefer not to say	14.17%	18
Other (please specify)	14.96%	19
TOTAL		127

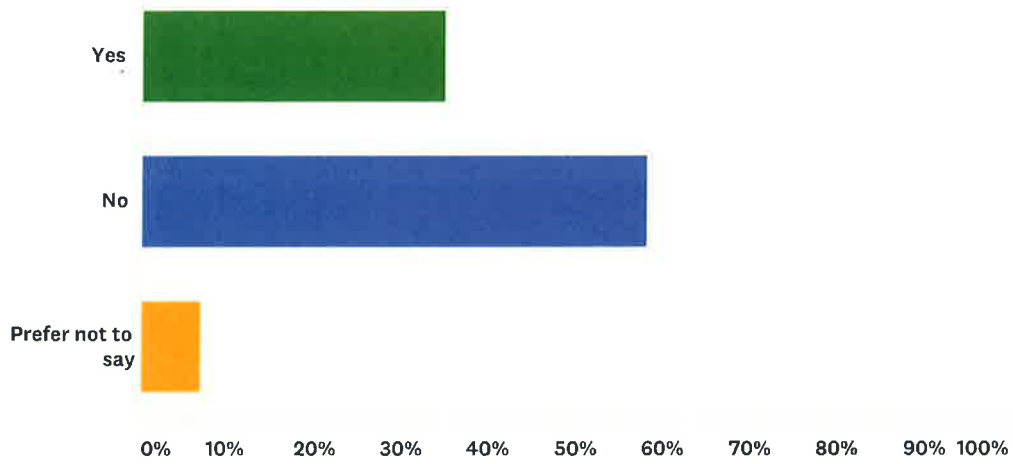
#	OTHER (PLEASE SPECIFY)	DATE
1	Unemployed and UNABLE to work.	8/28/2018 4:51 PM
2	Full time career for disabled partner	8/28/2018 2:37 PM

Consultation on the Council Tax Support Scheme and the Council Tax Long Term Empty Homes Premium

3	Full time mum	8/24/2018 9:04 AM
4	Stay at home parent. Full time carer of 2 children under 1.	8/23/2018 11:20 AM
5	Long-term debilitating sickness	8/17/2018 2:19 PM
6	UNABLE TO WORK DUE TO LONG TERM DISABILITIES.	8/14/2018 11:08 AM
7	Disabled	8/13/2018 3:17 PM
8	Unpaid career for partner	8/11/2018 11:54 AM
9	Sick and disabled	8/8/2018 5:35 PM
10	Disabled due to M.E	8/8/2018 3:51 PM
11	Off sick. Cannot work due to illness.	8/7/2018 7:08 PM
12	Not working due to disability	8/7/2018 2:31 PM
13	Disabled	8/7/2018 2:24 PM
14	Unable to work due to physical disabilities.	8/7/2018 1:47 PM
15	Out of work due to ill health	8/5/2018 8:16 PM
16	Medically unfit to work due to mental health disability	8/4/2018 1:32 PM
17	Disabled & unable to work	8/4/2018 12:08 PM
18	Retires through permanent illness	8/4/2018 11:48 AM
19	Disbled	8/4/2018 11:47 AM

Q21 Do you consider yourself to have a disability, impairment or health condition?

Answered: 129 Skipped: 11



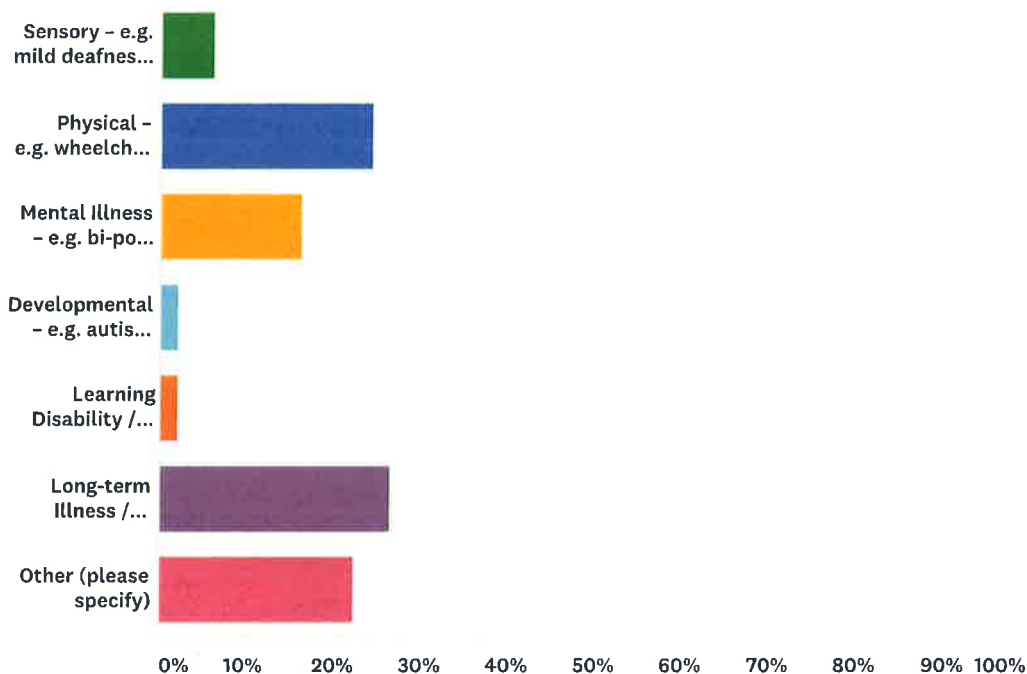
ANSWER CHOICES

RESPONSES

Yes	34.88%	45
No	58.14%	75
Prefer not to say	6.98%	9
TOTAL		129

Q22 If yes, which description best describes your impairment? This information will help us improve access to our services.

Answered: 49 Skipped: 91



ANSWER CHOICES

RESPONSES

Sensory – e.g. mild deafness; partially sighted; blindness	6.12%	3
Physical – e.g. wheelchair user	24.49%	12
Mental Illness – e.g. bi-polar disorder; schizophrenia; depression	16.33%	8
Developmental – e.g. autistic spectrum disorders (ASD); dyslexia and dyspraxia	2.04%	1
Learning Disability / Condition – e.g. Down’s syndrome; Cerebral palsy	2.04%	1
Long-term Illness / Health Condition – e.g. cancer, HIV, diabetes, chronic heart disease, stroke	26.53%	13
Other (please specify)	22.45%	11
TOTAL		49

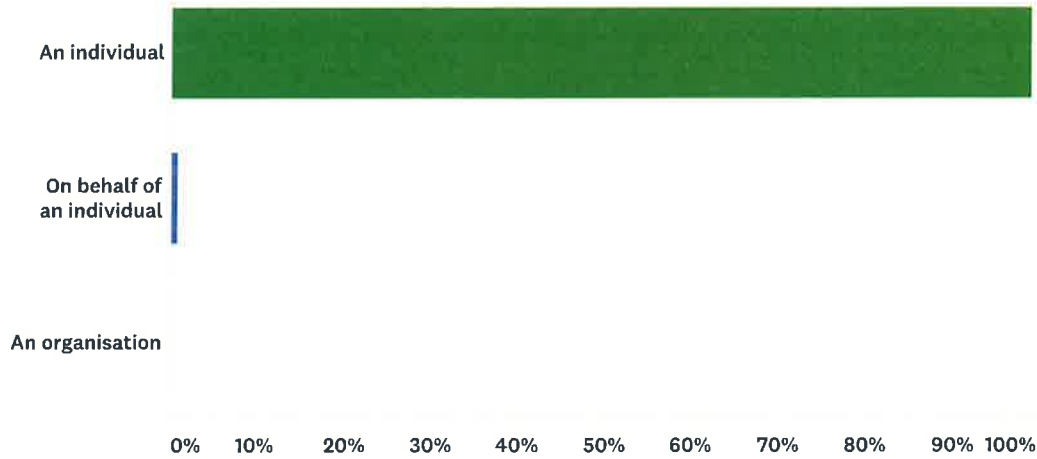
#	OTHER (PLEASE SPECIFY)	DATE
1	None	9/9/2018 7:36 PM
2	No	9/6/2018 11:16 AM
3	prefer not to say	8/22/2018 8:06 PM
4	KYPHISCOLIOSIS, PARTIALLY DEAF, SIATICA, OSTEO ARTHRITIS, NEED GLASSES, OCD, DEPRESSION, ANXIETY, SPEECH IMPAIRMENT. MEMORY PROBLEMS.	8/14/2018 11:08 AM
5	Severe deafness and long term medical conditions not really covered by the above	8/11/2018 11:26 AM
6	Mental illness and physical. Your survey wouldn't let me tick 2	8/8/2018 5:35 PM
7	I have C.O.P.D plus osteoarthritis	8/7/2018 7:59 PM

Consultation on the Council Tax Support Scheme and the Council Tax Long Term Empty Homes Premium

8	Epilepsy diabetes & stroke.	8/7/2018 4:57 PM
9	n/a	8/7/2018 2:51 PM
10	Anxiety and depression. Severe back disability. High blood pressure.	8/7/2018 2:24 PM
11	not saying.	8/4/2018 9:49 AM

Q23 I am answering as:

Answered: 129 Skipped: 11



ANSWER CHOICES

RESPONSES

ANSWER CHOICES	RESPONSES	
An individual	99.22%	128
On behalf of an individual	0.78%	1
An organisation	0.00%	0
TOTAL		129

#	YOU / THEIR POSTCODE	DATE
1	RM3 0RX	9/30/2018 10:09 AM
2	rm1 2qj	9/27/2018 5:28 PM
3	RM13 8SJ	9/27/2018 12:25 PM
4	CO7 0EY	9/26/2018 6:34 PM
5	RM3 0UT	9/25/2018 3:08 PM
6	RM1 4EF	9/5/2018 12:34 AM
7	rm13 7at	9/4/2018 12:07 PM
8	Rm139ht	8/30/2018 4:31 PM
9	RM30UU	8/29/2018 3:33 PM
10	rm13 8jb	8/28/2018 3:58 PM
11	Rm3	8/28/2018 2:37 PM
12	rm2 5th	8/26/2018 9:48 PM
13	Rm1	8/23/2018 11:20 AM
14	IM1	8/22/2018 8:06 PM
15	RM12 4PX	8/14/2018 9:05 PM
16	RM3 8RU	8/14/2018 11:08 AM
17	RM1 4HD	8/13/2018 2:00 PM
18	RM14	8/12/2018 5:38 PM

Consultation on the Council Tax Support Scheme and the Council Tax Long Term Empty Homes Premium

19	RM7 9LT	8/11/2018 3:05 PM
20	RM13 7PP	8/11/2018 12:58 PM
21	RM12 6BA	8/10/2018 12:32 PM
22	rm2 5sp	8/9/2018 4:25 PM
23	RM3 7HP	8/7/2018 7:08 PM
24	rm3 8ru	8/7/2018 5:31 PM
25	RM1 3BB	8/7/2018 4:23 PM
26	rm12	8/7/2018 3:45 PM
27	RM3 9TH	8/7/2018 2:51 PM
28	RM7 9DP	8/7/2018 2:31 PM
29	RM1 2np	8/7/2018 2:18 PM
30	Rm5 3ej	8/7/2018 1:47 PM
31	Rm70qa	8/7/2018 1:10 PM
32	Rm3 7RX	8/7/2018 10:54 AM
33	rm12	8/6/2018 11:59 AM
34	RM11 3SH	8/5/2018 5:56 PM
35	RM12 4EG	8/5/2018 8:10 AM
36	Rm137jb	8/4/2018 6:18 PM
37	RM37TH	8/4/2018 2:00 PM
38	Rm1	8/4/2018 1:32 PM
39	rm3 8yx	8/4/2018 12:08 PM
40	RM7 0BF	8/4/2018 10:55 AM
41	RM3 8JW	8/4/2018 10:36 AM
42	RM1 3BX	8/2/2018 10:32 AM

Risk Register

Appendix E

Project Name:	Proposed changes to Local Council Tax Support Scheme	Project Ref:		Project Manager	Chris Henry
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Risk No	Risk	Possible Consequences	Impact Red/Amber/Green	Likelihood Red/Amber/Green	Counter-measures	Owner
01	Managing the new administrative burdens arising from the proposed amendments to the local Council Tax Support scheme. As well as reviewing performance management measures. Additionally, amendments to notification letters, the claim form and publicity including website.	Additional resources will be needed to ensure that the necessary changes are made.	Red	Amber	Changes in processes should be kept to a minimum. Current procedures will be adapted. For forms and letters, current stocks can be used as an interim measure.	Project Board
02	The proposed amendments to the Local Council Tax Support scheme will have a potential impact on collection rates.	Collection rates could drop significantly	Red	Red	Raising awareness of residents about the forthcoming changes is essential. Ensure payment options including instalments, direct debits etc. are also widely publicised. The scheme should also link in with debt counselling and financial inclusion provision.	Council Tax and Benefits
03	Significant changes to caseload profile could affect the Local Council Tax Support scheme. This could undermine the savings anticipated, increase costs and reduce effectiveness.	If the numbers applying for help increase (including significant migration from other boroughs), this would increase costs to the borough which would need to be reflected in the budget	Amber	Green	Building a surplus into the savings will allow for a hardship fund for short term Council Tax and Benefits Finance support for vulnerable families, although there will be associated admin costs. The scheme should also link in with debt counselling and financial inclusion provision.	Council Tax and Benefits Finance
04	The impact of continuing roll out of the wider welfare reform agenda undermines the policy intentions and costs profiling of the proposed changes to the Local Council Tax Support scheme.	Efforts to protect sections of the community would be undermined and cause them to be more adversely affected than intended.	Amber	Amber	Working closely with the local community and consulting widely on the changes to the scheme will help to minimise any unforeseen outcomes.	Project Board Finance

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Appendix F

Council Tax Support (CTS) Options 2019/20

Considered at Cabinet 25 July 2018

1. High Level Summary of the current Council Tax Support Scheme

The Council Tax Support Scheme (CTS) is a local scheme designed to help working age residents on a low income with their council tax payments.

Residents who are of pensionable age and on a low income may receive up to 100% CTS. The CTS Scheme for Pensioners is prescribed in The Council Tax Reduction Schemes (Prescribed Requirements) Regulations 2012.

The Council applies the following rules to working-age claimants:

- The maximum CTS allowed for working-age claimants is 85% of their council tax liability. This means that every working age household must pay a minimum charge of 15% towards their Council Tax Bill.
- Non-dependant deductions will apply for other adults living in the Claimant's household. A deduction rate of £20, £15, £9 or £6 per week will apply depending on the other adult's income. The higher the income, the higher the non-dependant deduction.
- The eligible weekly Council Tax used to calculate CTS shall not exceed the weekly Council Tax Band D value for a property in Havering.
- The amount of savings and investments residents are allowed to have and still be entitled to claim CTS is £6,000 or below.

Applications for further discretionary reductions

Under Section 13A(1)(c) of the Local Government Finance Act 1992 and The Council Tax Reduction Schemes (Prescribed Requirements) Regulations 2012, the Authority will consider applications for a further reduction in Council Tax.

There will be financial implications in that the cost of any reduction which will be a direct cost to the Council. The cost of any discretionary reduction will, therefore, have to be met by Havering's taxpayers.

Applications must be made in writing or by prescribed electronic communications.

2. Estimated savings options proposing varying increases to the minimum Council Tax payable by Working Age CTS claimants

Option 1
Increase minimum Council Tax payment for Working Age and Disabled Working Age claimants to 20% (currently 15%).
Net Savings £367,289 GLA element 95,572 BDP £ 51,428 Gross Savings £514,289
Who is affected: All working age claimants (Pension age protected) 5471 JSA(Job Seeker's Allowance)/Income Support claimants: £306,595 Average £56 per year/£1.08 p/w loss to claimant 3416 All other working age claimants: £207,694 Average £61 per year/£1.17 p/w loss to claimant <i>Similar scheme adopted by oS Newham, oS Bexley & Barnet</i>

Option 2
a) Increase minimum Council Tax payment for Working Age claimants to 20% (currently 15%) b) No change to Disabled Working Age & Carer claimants @ 15% (3422 claimants)
Net Saving: £226,776 GLA element £56,693 BDP £31,496 Gross Savings £314,965
Who is affected: All Non- Disabled working age claimants (Pension age protected) 2695 JSA/Income Support claimants: £147,209 Average £54.62 per year/£1.05 p/w loss to claimant. 2770 All other working age claimants: £167,756 Average £60 per year/£1.16 p/w loss to claimant. <i>Similar scheme adopted by Brent, Haringey & Sutton</i>

Option 3

Increase minimum Council Tax payment for Working Age and Disabled Working Age claimants to 25% (currently 15%)

Net Saving: £742,793

GLA element £185,698

BDP £ 103,165

Gross Savings £1,031,656

Who is affected: All working age claimants (Pension age protected)

5471 JSA/Income Support claimants: £617,010 Average £113 per year/£2.17 p/w loss to claimant

3416 All other working age claimants: £414,646 Average £121 per year/£2.33 p/w loss to claimant

Similar scheme adopted by Barking & Dagenham, Bromley

Option 4 Preferred Option

a) Increase the minimum Council Tax payment for Working Age claimants to 25% (currently 15%).

b) Increase the Council Tax payment for Disabled Working Age claimants to 20% (currently 15%).

Net Saving: £596,859

GLA element £149,215

BDP £82,897

Gross Savings £828,971

Who is affected:**All working age Non- Disabled claimants (Pension age protected)**

2695 JSA/Income Support claimants: £295,385 Average £109 per year/£2.10 p/w loss to claimant.

2770 All other working age claimants: £334,262 Average £120 per year/£2.30 p/w loss to claimant.

Disabled Working Age 20%

2776 JSA/Income Support disabled claimants: £159,387 Average £57 per year/£1.10 p/w loss to claimant.

646 All other working age disabled claimants: £39,937 Average £61.82 per year/£1.19 p/w loss to claimant.

Option 4a

- a) Increase minimum Council Tax payment for Working Age claimants to 25% (currently 15%)
b) No change to Disabled Working Age & Carer claimants @ 15% (3422 claimants)

Net Saving: £453,347

GLA element £113,336
BDP £62,964
Gross Savings £629,647

Who is affected: All working age Non- Disabled claimants (Pension age protected)

2695 JSA/Income Support claimants: £295,385 Average £109 per year/£2.10 p/w loss to claimant.

2770 All other working age claimants: £334,262 Average £120 per year/£2.30 p/w loss to claimant.

Similar scheme adopted by Redbridge, Ealing, Enfield & Hillingdon

Option 5

Increase minimum Council Tax payment for Working Age claimants to 30% (currently 15%)

Net Saving: £1,111,804

GLA element £277,950
BDP £154,417
Gross Savings £1,544,171

Who is affected: All working age claimants (Pension age protected)

5471 JSA/Income Support claimants: £927,214 Average £169 per year/£3.26 p/w per claimant

3416 All other working age claimants: £616,957 Average £180 per year/£3.47 p/w loss to claimant

Similar Scheme adopted by Lewisham 33%

Option 5a

- a) Increase minimum Council Tax payment for Working Age claimants to 30% (currently 15%) (5465 claimants)
b) Increase minimum Council Tax payment for Disabled Working Age & Carer claimants to 20% (currently 15%) (3422 claimants)

Net Saving: £820,394

GLA element £205,098
BDP £113,943.
Gross Savings £1,139,435

Who is affected: All working age claimants (Pension age protected)**Working age 30%:**

2695 JSA/Income Support claimants: £ 443,400 Average £164 per year/£3.16 p/w loss to claimant.

2770 All other working age claimants: £496,711 Average £179 per year/£3.44 p/w loss to claimant.

Disabled Working age 20%:

2776 JSA/Income Support disabled claimants: £159,387 Average £57 per year/£1.10 p/w loss to claimant.

646 All other working age disabled claimants: £39,937 Average £61.82 per year/£1.19 p/w loss to claimant.

Option 6

- a) Increase minimum Council Tax payment for Working Age claimants to 30% (currently 15%)
b) No change to Disabled Working Age & Carer claimants @ 15% (3422 claimants)

Net Saving: £676,880

GLA element £169,220
BDP £94,011
Gross Savings £940,111

Who is affected: All Non- Disabled working age claimants (Pension age protected)

2695 JSA/Income Support claimants: £ 443,400 Average £164 per year/£3.16 p/w loss to claimant.

2770 All other working age claimants: £496,711 Average £179 per year/£3.44 p/w loss to claimant.

Similar scheme adopted by Wandsworth & Harrow

3. London Local Authority Information

- Neighbouring borough Scheme dates in options above are in respect of 2018 year
- Bromley, Barking & Dagenham, Ealing, Redbridge & Hillingdon have a 25% minimum CT charge.
- 6 boroughs (Kensington, City, Hammersmith, Kingston, Merton & Westminster) have 100% CTS scheme since 2013.

Appendix G

Summary of Other London Local Authority Schemes for 2017/18 & 2018/19

Local Authority	LA area	Minimum council tax payment 2018/19	Minimum council tax payment 2017/18	Known protected groups
Lewisham	Inner London	33%	33.0%	Advises section 13A for vulnerable residents
Harrow	Outer London	30.0%	30.0%	14% disabled Bands F & G. War Pensioners
Wandsworth	Inner London	30.0%	30.0%	Carers/disabled/war pensioners/child u3
Enfield	Outer London	26.5%	26.5%	Care leavers added to carers/disabled/pip
Bromley	Outer London	25.0%	25.0%	War pensioners
Barking & Dagenham	Outer London	25.0%	25.0%	
Ealing	Outer London	25.0%	25.0%	Vulnerable protected 100%
Redbridge	Outer London	25.0%	20.0%	15% Disabled
Hillingdon	Outer London		25.0%	Disabled 10% War pensioners 0%
Waltham Forest	Outer London	24.0%	24.0%	Advises Section 13A for hardship
Barnet	Outer London	20.0%	20.0%	War pensioners
Bexley	Outer London	20.0%	20.0%	Advises section 13A for exceptional circs.
Brent	Outer London	20.0%	20.0%	Disabled/war pensioners/carers Allowance
Newham	Inner London	20.0%	20.0%	
Haringey	Inner London	20.0%	19.8%	Disabled/vulnerable/care leavers 0%
Sutton	Outer London	20.0%	20.0%	Disabled/non-working care leavers 0% Working care leavers-higher income disregard
Lambeth	Inner London	15.9%	15.9%	Disabled/Carers/war pensioners
Croydon	Outer London	15.0%	15.0%	Disabled/Income Support/Single parents child U5
Greenwich	Outer London	15.0%	15.0%	
Hackney	Inner London	17.0%	15.0%	Additional discount for Care leavers
Havering	Outer London	15.0%	15.0%	War Pensioners
Southwark	Inner London		15.0%	
Richmond upon Thames	Outer London	15%	15.0%	Vulnerable working age protection
Hounslow	Outer London	8.5%	8.5%	?
Islington	Inner London	8.5%	8.5%	?
City of London	Inner London	0.0%	0.0%	N/A no minimum payment
Hammersmith and Fulham	Inner London	0.0%	0.0%	N/A no minimum payment
Kensington and Chelsea	Inner London	0.0%	0.0%	N/A no minimum payment

Kingston upon Thames	Outer London	0.0%	0.0%	N/A no minimum payment
Merton	Outer London	0.0%	0.0%	N/A no minimum payment
Tower Hamlets	Inner London	0.0%	0.0%	N/A- no minimum payment
Westminster	Inner London	0.0%	0.0%	N/A- no minimum payment
Camden	Inner London groups	0.0%	8.5%	N/A- no minimum payment

Source IPPR analysis of MHCLG 2017 & Individual Council websites

CABINET

Subject Heading:

Bretons Manor House, Barns & Parks

Cabinet Member:

Clr Viddy Persaud, Cabinet Member for Public Protection and Safety

SLT Lead:

Jane West, Chief Operating Officer

Report Author and contact details:

Reedah El-Saie, Project Manager

07957 361 378

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Policy context:

The Bretons Proposal relates to the Places theme.

Financial summary:

The report requests funding of £350k for the revenue project management costs for the continuation of the Bretons Project to October 2019. In addition a sum capped at £100k is sought from the Business Risk Reserve in relation to any legal costs arising.

Is this a Key Decision?

No

When should this matter be reviewed?

October 2019

Reviewing OSC:

Overview and Scrutiny Board

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 Bretons Project has been working up options in relation to Bretons Manor House and surrounding grounds and park over the last year. Cabinet is asked to approve further funding of £350k for the revenue project management costs to take forward the Project for a further year, funded from the Transformation Fund. The funding will support Phase II Development of Bretons Manor House, Tudor barn, outbuildings, walled garden, lake and parks. Phase II Development will include an architects' master plan for the site, planning permission for the totality of the site and the continuation of external funding applications for specific projects on the site.

Further, Cabinet is asked to approve an application to fund legal costs from the Business Risk Reserve as necessary to a cap of £100k.

RECOMMENDATIONS

It is recommended that Cabinet Members:

1. Agree that £350k be allocated from the Transformation Fund to fund the project management, master planning and other associated costs plus that funding to a cap of £100k be made available from the Business Risk Reserve to cover any necessary legal costs arising.
3. Delegate authority to the Chief Operating Officer, after consultation with the Leader and Cabinet Member for Public Protection and Safety, to authorise the submission of related funding applications to external bodies to a limit of £5m.

REPORT DETAIL

The Grade II* listed Bretons Manor House, Tudor Barn and walled gardens are on the 'At Risk' register with English Heritage. In addition there are a number of outbuildings, allotments, lake and 168 acres of parkland, which have been deteriorating for the last three decades. Presently, the site is accessed and used by over 50,000 residents and visitors per annum from Havering and Barking & Dagenham. Despite limited amenities, activities on the site include boys' football, archery, seniors' model railway club, model airplane club, dog walking, jogging, growing food, preschool, table tennis, PHAB (physically handicapped and able bodied) dance as well as arts and crafts. Bretons is nestled between the borders of Havering, Barking & Dagenham and within close proximity to wider East London boroughs. There has been an ongoing history of anti-social behaviour on the site, which needs to be resolved.

It is proposed that a Phase II Development project will be designed and led by a project manager who will be responsible for delivering the project and key milestones;

- Designing a project programme to deliver the project.
- In accordance with Council policies, procure specialist design architects to focus on key aspects of the project.
- In accordance with Council policies, procure planning specialists to focus on key aspects of the project.
- In accordance with Council policies, procure legal advice to address land referencing work.
- Develop a business case for the commercial business model with a view to seeking future Cabinet approval for funding, launching and managing the Great Hall, which commercially underpins the project.
- Developing proposals for future Cabinet consideration in relation to the development of 3G football pitches on the site in conjunction with the Football Foundation.
- Working through the day to day problems, including the anti-social behaviour, on the site.
- Consideration will be given to engaging partners in appropriate parts of the project, both public (eg Barking & Dagenham, the National Trust, Historic England, GLA, Sport England, Football Foundation and Heritage Lottery Funding amongst others) and potential private sector partners.

It is estimated that a complete build out of the site would require £28.96 million but could be delivered over the next 20 years, staggered as funding becomes available for various aspects of the site.

An initial business plan has been developed for a community focused, commercially sustainable business model based on local resident demographic and needs, which is aligned with wider national strategies.

Research demonstrates that for Havering:-

- 19% of population is seniors (above London average)
- 51% of population are girls & women (above London average)
- 5% of women in the borough as well as in Barking & Dagenham are self employed compared to London average of 9.4% (below London average)
- There has been an 80% Increase in lone parents in between 2001 and 2011
- There were approximately 950 young people who were NEETS, asylum seeking children, vulnerable or care leavers in the borough in 2018
- Knife attacks have recently increased by 29% with 13 known gangs in Havering
- 16.6% of children & young people in the borough are living in poverty
- 21.7% of LBH's population and 27% of LBBD's population is aged 0-17 yrs

There are growing numbers of diverse communities moving into the borough as well as an increasingly diverse young demographic. It is predicted that the largest increase in population will occur in 0-17 year olds up to 2032 and accordingly the plans for Bretons focus on targeting women and girls, as well as young people, and particularly vulnerable groups such as NEETs.

(Source: Census 2011, Star Chamber, Nomis Labour Statistics, MOPAC map 2018)

The business model is also based on the latest market trends in the following areas; wedding and venue hire, creative industries, culture and heritage, sports, health and wellbeing markets as well as local competitor benchmark analysis.

The current business plan proposals consist of three clusters, which would provide a community focused, commercially sustainable model which also retain, and enhance, the current usage of the site, thus creating a sustainable legacy for future generations. It includes repurposing the use of the buildings and surrounding area to create enhanced income as follows:-

i) Culture & Heritage Cluster

- a) Manor House: the restored Manor House to be used as a wedding/venue hire hub or even a destination restaurant with overnight rooms (all options supporting the Great Hall)
- b) Tudor Barn: restored Tudor barn, wedding venue/function room.
- c) Great Hall: large capacity venue for weddings, music concert and events.
- d) Victorian Barn: restored Victorian barn, converted museum & art gallery.
- e) Courtyard café: restored outbuildings and courtyard café.

ii) Creative Industries Cluster & preschool learning

- a) 'Youth and Female Entrepreneur led' business zone incorporating 40 creative workspaces
- b) 20 artists studios spaces
- c) A purpose built pre-school.

iii) Sports & Leisure Cluster

- a) Football Hub
- b) Olympic Heritage Sports
- c) Community leisure rooms

REASONS AND OPTIONS

A number of options have been explored in relation to the totality of the Bretons site. These include;

- Do nothing: this would still cost £4m over the next 20 years as there would need to be capital costs (approximately £100k pa) and revenue costs (approximately £100k pa) incurred over the next 20 years to maintain the site
- Sell land and buildings: this may generate a sale of approximately £2m but only if the park was included which is probably not an attractive proposition for the local community. The Council would lose responsibility for the anti-social aspects of the area but also levers of control.
- Outsource entire model through joint venture: this is not viable as there has been a lack of interest in investing in the capital costs and the returns would not be commercially viable for the council. This situation may change over time if the problems with the site are resolved.

- Deliver the model in-house and lease aspects of the site: this is the recommended approach however it requires £28.9m investment and would present a very high risk for the Council without external funding. It would involve, over time, investing in minimum viable projects (MVPs) that generate commercial returns (eg the Great Hall) or priority projects (eg the 3G football pitches) in a phased approach.

Reasons for the decision:

Due to a lack of funding at the present time, a phased approach is recommended, which would enable the development of different clusters as funding is secured. It is recommended that the Council initially invest revenue to develop a Masterplan for the site, secure planning permission for the totality of the site and to continue to submit funding bids to external bodies. The GLA have indicated that the Council should submit a bid to them for revenue development funding for this project which they consider one of just two very complex but exciting projects in London, economically and culturally.

This report requests that £350k be allocated from the Transformation Fund to fund the project management, master planning and other associated costs of taking this project forward during the period from December 2018 to November 2019 plus that funding to a cap of £100k be made available from the Business Risk Reserve to cover any necessary legal costs arising.

Additional requests for funding were considered but are not being recommended at this stage. There are projects that are close to being ready to progress but require more certainty in relation to the context for the whole site or would benefit from external funding which is currently not confirmed. These projects are:-

- The Great Hall - investment of £3.45 million would be required to build a brand new Great Hall in the grounds of the Manor House as a wedding and events venue. Such a development could activate the project and unlock the commercial potential of the site. However, the success of such a venue will partly be dependent on the Hall's surroundings and these are not currently up to the standard required. It has been concluded a bid for Council funding should be paused at this time.
- 3G Football Pitches - investment of £2.2 million is currently required for two 3G football pitches and associated changing/social facilities in the south of the site. The Football Foundation is keen on this option and would probably be prepared to fund up to £1 million of the cost. Feasibility work with the Football Foundation and Essex FA is already underway. However, this leaves a potential shortfall of £1.2 million for the Council to find or to seek funding sources from elsewhere. Veolia were approached but will not fund facilities which are, or are likely to be, run by external contractors, which is expected to be the outcome for these football pitches. It is also considered unlikely that a commercial case for the pitches can be achieved. In addition, the anti-social behaviour issues will also need to be resolved before this end of the site can be developed. It has therefore been decided not to submit a bid to the Council for funding at this stage.

IMPLICATIONS AND RISKS

Financial implications and risks:

The report requests that £350k be allocated from the Transformation Fund to fund the project management, master planning and other associated costs of taking the project forward during the period from December 2018 to November 2019 plus that funding to a cap of £100k be made available from the Business Risk Reserve to cover any necessary legal costs arising.

It should be noted that implementation of the master plan is likely to have significant financial implications in terms of capital investment and ongoing revenue costs/income. These will be set out in detail in future reports once the masterplan has been developed. With significant capital investment in leisure services, which in some instances are classified as exempt from VAT, there are likely to be significant VAT implications, including an impact on the Council's partial exemption calculation. There are mitigations for many of these implications but the approach to be adopted will be dependant on the level of capital investment, the type of services provided, whether they are run by the Council or other provider. The VAT implications of individual proposals will need to be fully assessed as part of any decision making process. It may also be necessary to seek independent specialist advice as proposals become clearer."

Legal implications and risks:

Officers are requesting funding to prepare a Masterplan that will provide the policy basis upon which to progress the project. The Masterplan will provide the justification required for seeking planning and listed building permissions. Funding is also requested for legal, planning and other advisory costs for the project including on land referencing.

Partnership funding is part of the consideration in determining applications. The overall Bretons project includes proposals to bid to a range of different funders and the Council's current direct contribution is the site.

The Council has specific powers to provide a range of recreational facilities under the Local Government (Miscellaneous Provisions) Act 1976 S19 (1) *A local authority may provide, inside or outside its area, such recreational facilities as it thinks fit* and under section 111 of the Local Government Act 1972, powers incidental to any primary powers or duties. Under section 1 of the Localism Act 2011 the Council also has powers under its general power of competence to progress and provide the services outlined in this report.

Further legal advice will be provided during the course of the project for example on land ownership and lease arrangements, securing planning permission and listed building consents.

Human Resources implications and risks:

There are no human resources implications during Bretons Phase II Development.

Equalities implications and risks:

The Public Sector Equality Duty (PSED) under section 149 of the Equality Act 2010 requires the Council, when exercising its functions, to have due regard to:

- (i) the need to eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;
- (ii) the need to advance equality of opportunity between persons who share protected characteristics and those who do not, and;
- (iii) foster good relations between those who have protected characteristics and those who do not.

Note: 'Protected characteristics' are: age, sex, race, disability, sexual orientation, marriage and civil partnerships, religion or belief, pregnancy and maternity and gender reassignment.

The Council is committed to all of the above in the provision, procurement and commissioning of its services, and the employment of its workforce. In addition, the Council is also committed to improving the quality of life and wellbeing for all Havering residents in respect of socio-economics and health determinants. An important aspect of this project will be to develop an EqHIA in relation to the multiple users and future users of the site, plus the nearby residents who would potentially be affected by future projects on the site.

BACKGROUND PAPERS

None

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CABINET

29th November 2018

This Cabinet Report is part exempt and Appendix A is not available for public inspection as it contains or relates to exempt information within the meaning of paragraph 2 and 3 of Schedule 12A to the Local Government Act 1972. It is exempt because it refers to information, which is likely to reveal the identity of an individual and includes price sensitive information in relation to the proposed acquisition of residential interests; and the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

Subject Heading:

Bridge Close, Romford - purchase of residential properties on Waterloo Road and Oldchurch Road

SLT Lead:

Neil Stubbings - Regeneration Programme Director

Report Author and contact details:

Nick Gyring-Nielsen – Senior Regeneration Manager
T 01708 434 612

Policy context:

London Plan 2011 and Draft London Plan 2019 - 2041

Havering Local Development Framework, Romford Area Action Plan 2008 and Romford Development Framework 2015

Havering Proposed Submission Local Plan 2017

Bridge Close Business Plan and Joint Venture Partnership Agreement - Cabinet November 2017

Bridge Close, Finalisation of Legal Agreements to enter into a Limited Liability Partnership – Executive Decision March 2018

Financial summary:

The cost of acquiring residential properties not in Council or Joint Venture ownership is set out in Appendix A.

It is proposed that properties acquired may subsequently be transfer to the Joint Venture as part of the Council's equity

contribution as agreed by Council in February 2018, and in accordance with the terms of the Joint Venture legal agreements. Prior to transferring to the Joint Venture, it is proposed that the properties be used as temporary accommodation.

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 Bridge Close redevelopment area includes residential properties, which front onto Waterloo Road and Oldchurch Road. These are owned by the Council, the Bridge Close Regeneration LLP (the Joint Venture) and private owners. This report proposes that the Council should seek to purchase **all** of the privately-owned residential properties not in Council or Joint Venture ownership through private treaty. The expected cost of acquiring the residential properties not in Council or Joint Venture ownership is set out in Appendix A.

It is proposed that properties acquired may be subsequently transferred to the Joint Venture as part of the Council's equity contribution as agreed by Council in February 2018, and in accordance with the terms of the Joint Venture legal agreements signed in April 2018. Prior to transferring to the Joint Venture, it is proposed that the properties be used as temporary accommodation, to assist to reduce General Fund pressures around homelessness.

The proposal constitutes an adjustment to the HRA Capital programme to provide sufficient funding for the Council to acquire the privately owned residential properties through private treaty.

RECOMMENDATIONS

That Cabinet:

1. **Agree** to the Council entering into direct negotiations with landowners to purchase up to 23 residential properties on Waterloo Road and Oldchurch Road, Romford through private treaty.
2. **Agree** to delegate to the Director of Regeneration authority to take all necessary steps to enable and complete the acquisitions outlined in Resolution 1 above following consultation with the Director of Finance; that includes the authority to approve the terms to enable of the acquisition by private treaty, any financial arrangements for relocation of current land owners or tenants, completion of relevant agreements and appointments of relevant professionals.
3. **Agree** that in the event that Cabinet agrees resolutions 1 and 2 above to agree to recommend to Council to include sufficient financial provision as set out in Appendix A, to enable the private treaty purchase of the 23 residential properties on Waterloo Road and Oldchurch Road, Romford.
4. **Note** that the transfer of the properties acquired via this Cabinet decision may be transferred to the Bridge Close Regeneration LLP in accordance with the terms set out in the Land Acquisition Strategy, the Land Agreement and the Members Agreement.

REPORT DETAIL

1 Background

a) Relevant decisions taken

- 1.1 In June 2016 Cabinet approved an in-principle vision for Bridge Close which included that the Council enter into direct negotiations with land owners of residential properties on Waterloo Road and Oldchurch Road, Romford to purchase these properties through private treaty.
- 1.2 In November 2017 Cabinet approved a Limited Liability Partnership (“the Joint Venture”) for the purpose of meeting the Council’s regeneration objectives for Bridge Close and, authority to enter into a number of legal agreements including a Members’ Agreement and a Land Agreement. The Land Agreement in particular governs the arrangements for assembly of the Bridge Close site, including the residential properties.
- 1.3 The decisions made by Cabinet in November were subject to the approval of funding by Council in February 2018. In March 2018 the Leader made an Executive Decision, which executed the recommendations agreed by Cabinet in November 2017. The Council entered into the legal agreements in April 2018.

b) Current ownership

- 1.4 The Council currently owns 6 properties within the Housing Revenue Account (HRA).
- 1.5 Cabinet gave approval in June 2016 to enter into negotiations with owners as part of our involvement in the regeneration of Bridge Close. 4 properties were acquired.
- 1.6 1 additional property is expected to complete before the end of this calendar year in accordance with an Executive Decision of 19th July 2018.
- 1.7 This means the Council will own 11 properties by the end of 2018.
- 1.8 There are 26 further residential properties within the Bridge Close regeneration area. 3 of these properties are under option to Bridge Close Regeneration LLP (the Joint Venture), leaving 23 properties to be acquired. This report relates to these 23 properties.

2 Rationale for Council purchase of residential properties

a) The Joint Venture's Land Acquisition Strategy

2.1 Further to the Land Agreement, the Joint Venture will ultimately own all properties that will be required to enable the approved regeneration. This will be a combination of properties that:

- the Joint Venture already owns or has an agreement in-place to purchase;
- the Council already owns and which will transfer to the Joint Venture;
- are acquired by either the Joint Venture or the Council by private treaty negotiations; and
- are secured by the use of Compulsory Order Powers (CPO)(subject to approval by Cabinet and with the agreement of the Secretary of State) which will be acquired by the Council and then transfer to the Joint Venture.

2.2 Transfer of land interests, and the indicative timing, from the Council to the Joint Venture is reflected in the Joint Venture's Business Plan. Any transfer of Council's land interests will form part of its equity contribution to the Joint Venture.

2.3 The Joint Venture Land Acquisition Strategy provides the option and anticipates that the Council will acquire residential properties by private treaty based on Compulsory Purchase Order compensation and then transfer the land when required by the Joint Venture. This is the approach recommended in this report in respect of the remaining 23 privately owned residential properties. For clarity, the commercial property interests will be purchased by the Joint Venture who is making progress towards amicable acquisitions.

2.4 The date at which land will be required by the Joint Venture is dependent on the progress of the overall project, including the design and planning programme. Subject to approval by Cabinet, the Joint Venture will commence discussions to purchase the private residential properties during 2019 with the aspiration to complete the acquisition of all interests through private treaty as soon as possible and by mid-2020 at the latest. This timescale is based on the assumption of submitting a planning application in Spring 2019. Prior to transfer, the acquired properties will be used by the Council for temporary accommodation.

b) Advantages and disadvantages of early Council purchase

2.5 This section sets out advantages and disadvantages of Council purchase; the detailed financial and legal implications and risks are set out in later sections of the report.

i) Advantages

- Any early purchase assists the overall land assembly process and reduces the risk of problems at a later stage, for example if a third-party purchases a property in the erroneous belief that a significant 'ransom' profit can be made.
- The Council is protected against any loss as a result of adverse market development by provisions in the Land Agreement guaranteeing the Council will be reimbursed the purchase price and related costs. This is addressed later in the report.
- The Council is able to use properties as temporary accommodation to house homeless people in Havering, until such time as the properties may be required for regeneration. This reduces financial pressures in the General Fund associate with homelessness.
- Owning a higher proportion of the properties would give the Council a greater influence in future if for any reason the proposed redevelopment of Bridge Close does not proceed or later phases are not completed.

ii) Disadvantages

- Settled private tenants would be faced with a loss of their home earlier than would otherwise be the case unless there are circumstances in which the Council can continue to let to them.
- Whilst some of the properties are in a good condition, others will require investment in order to bring them to the required standard for use as temporary accommodation. The cost of refurbishment is off-set against the savings/income generated in the financial implications section of this report.
- A financial loss may be incurred if properties are acquired but the redevelopment does not proceed or later phases are not completed and the market drops. In that scenario the Council would retain ownership and assess the options available at the time.
- Similarly, the Council would not be able to recover costs associated with the purchase of properties if they do not transfer to the Joint Venture.

3 Consultation and Next Steps

- 3.1 The Council has previously consulted with owners of residential property at Bridge Close at a Public Meeting held in October 2016, on the principle of regeneration, the making of offers for purchase 2016 and 2017, and more recently, by way of letter in September 2018 in relation to the Public Consultation Events underway in anticipation of submitting a planning application in Spring 2019. In this communication, the Council has restated

its commitment to purchase the remaining residential interests not in Council or JV control subject to release of funding in Autumn 2018. The Public Consultation held in September 2018 also provided the opportunity to engage with owner-occupiers and tenants and to outline the options and support available to them. Further Public Consultation events have been scheduled for November 2018 and in the beginning of 2019.

- 3.2 Subject to approval being granted by Cabinet, steps will be taken as soon as practicable to negotiate the purchase of the remaining 23 properties.
- 3.3 Where special circumstances apply, for example in relation to identified vulnerable residents, additional consultation through the Council's Housing and Access teams may be appropriate. Appropriate resources, funded by the JV, are in place. Furthermore, specific arrangements for existing owners to remain in their property may be agreed subject to entering into a lease from the Council until such time as the property may be required by the JV for redevelopment. It is noted that one of the properties identified does relate to a vulnerable person.

IMPLICATIONS AND RISKS

4 Financial implications and risks:

- 4.1 The report considers a proposal to acquire residential land interests on the Bridge Close development site. The proposal is to acquire the properties in advance of a subsequent transfer to the Bridge Close Regeneration LLP (BCR LLP). During the period of Council ownership, the properties will be provisioned for use as short life temporary accommodation. The proposal will have direct implications for both the Council and BCR LLP.
- 4.2 The financial information is detailed in the Exempt Appendix A.
- 4.3 The key financial risks are set out in Table 3 below:

Table 3 Risk Assessment		
Risk	Impact	Mitigation
House prices (reduction)	Reduction in values likely to be reflected across the scheme. Likely to impact on viability and therefore partners would consider putting scheme on hold until market conditions improved or scheme cancelled.	LBH would continue to let out the properties until scheme restarted. If scheme cancelled consider disposing of assets.
Borrowing costs (increase)	Adversely impact on revenue, increasing deficits	Likely to secure fixed rate borrowing from PWLB. Modelling assumes 3.0%.
Voids and Bad Debt (increase)	Increased void levels will adversely impact on revenue.	Given demand for temporary housing in borough, it is unlikely that properties will stay empty for very long.
Repairs (tenant damage)	If not managed damage to properties will result in increased repair allowances.	Robust property and tenant management procedures.

5 Legal implications and risks:

- 5.1 Sections 8 and 9 of the Housing Act 1985 impose a duty on local authorities to review housing needs in their district and provides them with related powers to provide housing accommodation by building and acquiring houses or by converting other buildings into houses. These powers can include provision via third parties.
- 5.2 Section 123 of the Local Government Act 1972 provides the Council with the power to dispose of non-housing land for best consideration. The Council will therefore need to demonstrate its compliance with section 123 when transferring, if any, land into the LLP. In order to demonstrate full compliance with section 123, the Council will need to take any necessary further independent valuation advice where necessary throughout the delivery of the project. However, the agreed position with the Joint Venture is that land will transfer at a full value with land acquisition costs refunded from the Joint Venture and therefore in accordance with section 123.
- 5.3 Acquisition by the Joint Venture of properties in the ownership of the Council is pursuant to steps at clause 5 of the Land Agreement dated 4th April 2018 (“Council Land”). Any Future Land transfer (anticipated land acquisitions)

are specified in the Land Acquisition Strategy which includes the privately owned residential properties on Waterloo Road and Oldchurch Road.

- 5.4 Additionally, Members are advised that the Council may rely upon the General Power of Competence (“general power”) provided for in Section 1 of the Localism Act 2011 to pursue the proposed development scheme and hence related purposes. The general power is a wide power which allows the Council to do anything that an individual may do (subject to public law principles), and subject to certain statutory limitations.
- 5.5 Members are correctly advised that officers consider that the proposed purchase of the residential properties are required in keeping with the terms of the Joint Venture Agreements which sets out best value approach and steps to be undertaken in such residential property acquisitions.

6 Human Resources implications and risks:

- 6.1 The Council’s lead role in acquiring residential properties is reflected in the Assistant Director Development’s staffing proposals for the Regeneration Team, supported by funding from the Joint Venture under a Services Agreement.
- 6.2 Council purchase of the residential properties may however impact on the work of other services, notably the Legal Service to complete transactions. The Council will recover all legal fees associated with the purchase of the properties at the time that the properties are transferred to the Joint Venture.
- 6.3 For vulnerable residents, and where appropriate, additional resource will be provided via the Council’s Housing and Access teams. This resource will be funded by the Joint Venture.

7 Equalities implications and risks:

- 7.1 The Public Sector Equality Duty (PSED) under section 149 of the Equality Act 2010 requires the Council, when exercising its functions, to have due regard to:
- (i) the need to eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;
 - (ii) the need to advance equality of opportunity between persons who share protected characteristics and those who do not, and;
 - (iii) foster good relations between those who have protected characteristics and those who do not.

Please note 'Protected characteristics' are: age, sex, race, disability, sexual orientation, marriage and civil partnerships, religion or belief, pregnancy and maternity and gender reassignment.

- 7.2 The Council is committed to all of the above in the provision, procurement and commissioning of its services, and the employment of its workforce. In addition, the Council is also committed to improving the quality of life and wellbeing for all Havering residents in respect of socio-economics and health determinants.
- 7.3 A comprehensive Equality Impact Assessment (EIA) was undertaken in respect of the Bridge Close redevelopment and reported to Cabinet in November 2017. The preparation of the EIA included engagement with affected residents and businesses alongside a review of the wider Romford Town ward to establish a demographic profile of those affected. This broadly considered the impact of the proposal on these stakeholders, within the context of the protected characteristics. The EIA will continue to be monitored and updated as part of a process of continuous engagement with stakeholders.
- 7.4 The November 2017 report explained that there will be some adverse impact from the redevelopment of Bridge Close, particularly as a result of the displacement and disruption caused to existing businesses, staff, residents and their families, and some religious groups. To reduce this impact, the Council is working closely with those affected and offering a full package of support, through access to dedicated advice and assistance, through the offer of financial compensation, by offering a range of options to help residents move to a new home and providing businesses and other groups with help in finding and relocating to new premises, as well as additional support to encourage business improvement and sustainability in the future.
- 7.5 The report explained that the EIA concluded that the benefits of the Bridge Close redevelopment are likely to outweigh the adverse impacts identified. Most relevant to this report is that the overall number of residential properties in the area is expected to increase from 37 to over 1,000 with a target of at least 30% affordable homes.
- 7.6 It should be noted that the sale of properties by existing owners under the arrangement proposed in this report is voluntary. There may be some adverse impact on private tenants but this will be offset by the benefits for people entitled to temporary accommodation under homeless legislation.
- 7.7 Further to review, officers consider the Equalities Impact Assessment undertaken and reported to Cabinet in November 2017 remains relevant for the purposes of the Council's proposed acquisition of residential interest as set out in this report.

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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