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MINUTES OF A CABINET MEETING **Council Chamber - Town Hall** **Wednesday, 20 September 2017** **(7.30 - 8.15 pm)**

Present:

Councillor Roger Ramsey (Leader of the Council), Chairman

Councillor Damian White
Councillor Robert Benham
Councillor Wendy Brice-Thompson
Councillor Osman Dervish
Councillor Melvin Wallace

Councillor Clarence Barrett

Councillor Ron Ower

Councillor Joshua Chapman

Councillor Jason Frost

Cabinet Member responsibility:

Housing
Children & Learning
Adult Social Services and Health
Environment and Community Safety
Culture and Community
Engagement
Financial Management,
Transformation & IT
Housing Development Company
and OneSource Management
Deputy Cabinet Member for Housing
Deputy Cabinet Member for
Environment, Regulatory Services &
Community Safety

Through the Chairman, an announcement was made explaining the evacuation arrangement in the event of an emergency.

Unless otherwise indicated, all decisions were agreed unanimously.

20 DISCLOSURES OF INTEREST

There were no disclosures of interest.

21 MINUTES

The minutes of the meeting of Cabinet held on 9 August 2017 were agreed as a correct record and signed by the Chairman.

22 ICT RESOURCES REVIEW

The Cabinet Member for Financial Management, Transformation & IT, introduced the report.

Members were informed that in September 2016 the council carried out an external review of the ICT service to assess issues and highlighted areas of potential weakness. The report identified that investment was required to deliver pace and innovation, remove customer dissatisfaction and enable transformed customer operations. A report was subsequently presented to Havering Senior Leadership Team (SLT) and it was agreed that ICT should develop a Business Case for short/medium and long term resources to:

- “Catch up and keep pace” with ICT investment to avoid further risks of unsupported infrastructure.
- Invest in new “modern working”.
- Invest in resources to support the service delivery in delivering the council’s digital ambitions.

Further investigations into ICT budgets in November 2016 by officers confirmed that there was insufficient funding specifically to support the council’s key priority systems, including the council’s Customer Relationship Management (CRM) and Data Ware House (DWH) systems.

The report identified investment required of £1.055m in 2017/18 and £0.930m in 2018/19 to support and improve key priority ICT systems and projects.

Cabinet:

- 1. Agreed to increase the 2017/18 ICT budget by a total of £1.055m; the increase to be funded from oneSource Reserve.**
- 2. Noted the underlying budget pressure of £0.930m that exists in the ICT budget and that an increase in the base budget from 2018/19 will be put forward in the 2018/19 budget process to be considered for approval by Council in February 2018.**

Reasons for the decision:

The Council’s ICT service is currently struggling with its ability to support the council’s critical systems and projects including secure infrastructure without significant revenue investment in its resources.

Until now, the funding for development of DWH and CRM has been found in capital budgets, which is unsustainable and unacceptable for ongoing support.

It is also cost effective for the council to invest in fixed term posts rather than cover these roles through contracted resources.

Other options considered:

1. Do nothing – The CRM and DWH are in need of support and no funding is available for further development. Therefore, do nothing is not an option. For the security projects, the resources are critical to ensure we maintain the infrastructure security. In light of recent cyber security incidents, this is not an option. Keeping the as-is status this would prevent Havering from achieving its ambitious digital vision due to the lack of core infrastructure to build the Havering council of the future.
2. Build a business case and deploy resources – to avoid security related risks and better use of resources for the support of the critical systems, it is essential that resources are made available.
3. Use Capital funding – The CRM and DWH systems are in 'business as usual' (BAU) phase; therefore, the use of capital funding is no longer appropriate. The security and other projects also need ongoing support therefore allocation of capital funding is not an option.

23 RESTRICTIONS ON ALCOHOL CONSUMPTION IN ROMFORD TOWN CENTRE

The Cabinet Member for Environment and Community Safety introduced the report.

By way of background, Cabinet was informed that Romford Town Centre is currently subject to a Drinks Banning Order. It was noted that this tool for tackling anti-social behaviour has been superseded by the Public Space Protection Order (PSPO) within the Anti-Social Behaviour, Crime and Policing Act 2014.

It was reported that the Drinks Banning Order was due to expire on 20 October 2017. As such, the Council is seeking to replace the current Drinks Banning Order with a Public Space Protection Order in order to continue to control alcohol related anti-social behaviour within Romford town centre. Additionally, the Council is seeking to expand the area subject to the control, so that it encompasses Oaklands Avenue to the north, Junction Road to the east, Valley Way to the south and Nursery Walk to the west.

Between March and May 2017 a public consultation exercise was conducted in accordance with s.64 of the Anti-Social Behaviour, Crime and Policing Act 2014. As part of the consultation, comments and evidence were collated from key partners and stakeholders including the Police, local residents and retailers.

According to the report, there was evidence that the existing Drinks Banning Order has been useful as an additional tool in controlling alcohol related nuisance within Romford town centre, it is also evident (particularly from data supplied by the Metropolitan Police Service setting out alcohol related

nuisance occurring within Romford town centre between January 2014 and October 2016) that there remains a high level of anti-social behaviour connected with alcohol consumption within the town centre area.

It was reported that several substantive and significant objections to elements of the proposal had been lodged through the consultation, so further legal advice was obtained and a further evidence review conducted. This concluded that the evidence currently available to support some of the conditions was not sufficiently robust and that, in many cases, existing legislation and tools, such as Community Protection Notices (CPNs) and licensing schemes and conditions, were already available to tackle the related behaviours and offences. As such, the proposed PSPO was amended to limit its remit and to focus specifically on tackling alcohol related nuisance with the town centre.

Cabinet approved the proposed Romford Town Centre Public Space Protection Order which contains the following conditions:

- **Persons must not be in possession of an open container of alcohol in a public place within the Alcohol Control Area (save on licensed premises), and**
- **Persons must not consume alcohol in a public place within the Alcohol Control Area (save on licensed premises).**

Reasons for the decision:

Romford Town Centre has a vibrant and busy daytime and night-time economy with many licenced premises within the town centre selling alcohol and alcohol related products to local residents, businesses, members of the public and visitors.

Previously, alcohol related nuisance was dealt with under the Romford Town Centre Drinks Banning Order, which covers a smaller area of the town centre and is due to lapse on 20th October 2017 in accordance with the succession of legislation within the Anti-Social Behaviour, Crime and Policing Act 2014, of which the Public Space Protection Order (PSPO) is part. With the introduction of the Public Space Protection Order (PSPO) legislation, the Police and other partners of the local authority wish to maintain methods of enforcement for alcohol related nuisance in the town centre, by way of a fixed penalty. It was also felt that the area covered should be expanded to include local retail parks and Queen's Hospital which also suffer from alcohol related nuisance.

With the above in mind, the Council sought to introduce a PSPO for Romford town centre, to supersede the outgoing Drinks Banning Order and provide continued methods of controlling alcohol related nuisance in Romford town centre.

Other options considered:

Consideration was given to not implementing a Public Space Protection Order, however failure to replace the existing Drinks Banning Order could lead to an increase in alcohol related crime and anti-social behaviour in the town centre, so this option was discounted.

Consideration was also given to implementing a broader PSPO, with a wider range of restrictions, however it was concluded that the evidence currently available to support some of the potential conditions was not sufficiently robust and that, in many cases, existing legislation and tools were already available to tackle the related behaviours and offences. The risk of legal challenge was consequently advised to be very high in respect of certain aspects of the original proposal. Whilst it is therefore not recommended to include these within the PSPO at this stage, a Member / officer subgroup of the Strategic Enforcement Board (SEB) is to be convened to determine how best to tackle each of the areas of concern that were the subject of the initial consultation but which have not been included in the proposed PSPO as they are able to be dealt with under alternative legislation. The findings and recommendations of the subgroup will be the subject of further reports in due course.

24 QUARTER 1 CORPORATE PERFORMANCE REPORT (2017/18)

The Cabinet Member for Financial Management, Transformation & IT introduced the report.

The Corporate Performance Report provides an overview of the Council's performance against each of the strategic goals. The report highlights areas of strong performance and potential areas for improvement.

Corporate performance reports have historically identified where the Council is performing well (Green) and not so well (Amber and Red). However, in keeping with the Council's renewed focus on transparency, it was agreed by the Cabinet (at its meeting on 12 April) that the previous practice of applying agreed "tolerances" to each indicator would cease, such that performance against each indicator would be reported simply as either on target or better (Green) or outside of the agreed target (Red).

Where performance has been classified as 'Red', 'Corrective Action' is included in the report. This highlights what action the Council will take to improve performance.

Also included in the report are Direction of Travel (DoT) columns, which compare:

- Short-term performance – with the previous quarter (annual outturns for 2016/17)
- Long-term performance – with the same time the previous year (Quarter 1 2016/17)

For Quarter 1, data or narrative has been gathered for 30 of the 48 Corporate Performance Indicators.

- 19 (63%) have a RAG status of Green (on track).
- 11 (37%) have a RAG status of Red (off track).

The current levels of performance need to be interpreted in the context of increasing demand on services across the Council. Also attached to the report was a Demand Pressure Dashboard that illustrated the growing demands on Council services and the context that the performance levels set out in this report have been achieved within. This shows particularly significant increases in the number of referrals to Children's Social Care and the number of assessments carried out by the service compared with the same period the previous year.

The Demand Pressure Dashboard also depicts a significant reduction in switchboard contact as well as a notable rise in online non-integrated forms in Quarter 1. Furthermore, it illustrates continued increases in online payments, Interactive Voice Response (IVR) payments and service requests / applications, indicating a degree of success in shifting customers towards online methods of doing business with the Council.

Cabinet:

- 1. Reviewed the performance set out in the appendix to the report and the corrective action that is being taken.**
- 2. Noted the content of the Demand Pressures Dashboard attached as an appendix to the report.**
- 3. Agreed that the performance indicator "Commence construction of a new Market House in Romford, and deliver the transformation support programme for 2017/18" be replaced with "Deliver the Romford Market Transformation Support Programme for 2017/18", and the wording of the Corporate Plan be amended accordingly.**

Reasons for the decision:

To provide Cabinet Members with an update on the Council's performance against each of the strategic goals set out in the Corporate Plan.

Other options considered:

Not applicable

Chairman

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