

COUNCIL, 21 MARCH 2018

REPORTS OF COMMITTEES, SUB-COMMITTEES AND MEMBER CHAMPIONS

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<p style="text-align: center;">ANNUAL REPORT ON THE</p> <p style="text-align: center;">WORK OF THE AUDIT COMMITTEE</p> <p style="text-align: center;">2017/18 FINANCIAL YEAR</p>

1. Introduction

This reports covers the period April 2017 to March 2018 and outlines:-

- Information relating to the Audit Committee;
- The coverage of work undertaken by the Audit Committee;
- Actions taking during the year, including training, to ensure the effectiveness of the Audit Committee; and
- Future planned work and challenges.

2. Background

2.1 The Audit Committee has been in place for a number of years. The Committee's terms of reference list the responsibilities and authorities delegated in the Council's Constitution, which comprise:

Internal control

- To consider and monitor the adequacy and effectiveness of the authority's risk management and internal control environment and to make recommendations to full Council where necessary.

External audit

- To monitor the adequacy and effectiveness of the External Audit Service and respond to its findings.

Internal audit

- To support the Officers with their delegated responsibility of ensuring arrangements for the provision of an adequate and effective internal audit.
- To monitor the adequacy and effectiveness of the internal audit service and to receive and monitor an annual internal audit plan from the audit manager.
- To approve the Annual Statement of Accounts, including the Annual Governance Statement, and to recommend as necessary to the Governance Committee regarding the committee's responsibilities to monitor corporate governance matters generally.
- To monitor proactive fraud and corruption arrangements.

The Audit Structure (as at April 2018):

Audit Committee: Councillor Viddy Persaud (Chairman)
 Councillor Julie Wilkes (Vice-Chair)
 Councillor Clarence Barrett
 Councillor David Johnson
 Councillor Frederick Thompson
 Councillor Graham Williamson*

**For part of the 2017-18 municipal year and was replaced by Councillor Mylod.*

Internal Auditors: oneSource
External Auditors: Ernst & Young

During the year under review, the Sub-Committee met on four occasions and dealt with the following issues:

3. Audit Committee coverage

3.1 The Audit Committee has received the reports as set out in Appendix A. The coverage can broadly be categorised as regular and specific. More information on both is set out below.

3.2 Regular work

The Committee has regularly reviewed:

- Progress against the audit plan and performance;
- Key findings/issues arising from each audit undertaken;
- Progress against implementation of the recommendations;
- Anti-fraud and corruption activity, including frauds investigated and outcomes;
- Treasury Management activity; and
- The Accounts closedown timetable and progress reports.

3.3 Specific Review / Reports

There were several during the year including a review and approval of:

- the Statement of Accounts;
- the Annual Governance Statement; and
- the Annual Audit Plan.

The Committee also received assurances via:

- Annual Report from Internal Audit that includes the Annual Assurance Statement; and
- The work of external Audit (EY).

4. Priorities and work plan for the forthcoming year

- 4.1 The Audit Committee is currently planned to meet on four occasions over the next municipal year. There are specific reports planned throughout the year, running through a mix of quarterly progress reports and annual reviews of specific strategies and policies within the remit of the Committee, together with progress reports from the Council's external auditor.
- 4.2 Officers will continue to ensure all members on the Committee, and their nominated substitutes, are adequately trained.
- 4.3 The Committee will continue to oversee the effectiveness of the audit team and wider fraud resources in accordance with Public Sector Audit Standards Audit and Accounts Regulations 2015.
- 4.4 The Committee will focus on the embedding of the Risk Management arrangements agreed in the Revised Management Policy and Strategy.
- 4.5 Fraud prevention and detection will continue to be high on the Audit Committees agenda going forward.
- 4.6 The Committee will continue to focus on ensuring Value for Money and challenging weak areas that have been highlighted by the work of Internal Audit.
- 4.7 A draft forward plan and indicative training plan are detailed in Appendix B.

AUDIT COMMITTEE AGENDA ITEMS – FROM JUNE 2017 TO MAY 2018

June 2017

- Internal Audit Annual Report 2016/17
- Annual Governance Statement 2016/17
- Accounts Closure Update
- Treasury Management Annual Report

September 2017

- Annual Statement of Accounts 2016/17
- Treasury Management Update Q1
- Internal Assurance Report Q1

November 2017

- Annual Audit Letter
- Closure of Accounts Timetable
- Treasury Management Mid-Year Update 2017/18
- Internal Assurance Report Q2
- Annual Governance Statement 2016/17 (Amendment)

February 2018

- External Audit Plan 2017/18: London Borough of Havering and Havering Pension Fund
- 16/17 Grants Certification Report
- Accounting Policies 2017/18
- Closure of Accounts Timetable 2017/18
- Assurance Progress Report Quarter 3
- Governance Update
- Internal Audit Strategy and Charter and 2018/19 Plan
- Treasury Management Q3 Update 2017/18
- Treasury Management Strategy Statement, Prudential Indicators and Minimum Revenue Provision Statement for 2018/19
- Audit Committee – Annual Report 2017/18

April 2018

- External Audit – Interim Audit update (if necessary)
- Head of Assurance Annual Report 2017/18
- Annual Report on Risk Management
- Member Training Plan

APPENIX B**AUDIT COMMITTEE – DRAFT FORWARD PLAN / TRAINING**

FORWARD PLAN	AGENDA ITEM	PLANNED TRAINING
July 2018	<ul style="list-style-type: none">• Annual Governance Statement 2017/18• Treasury Management Annual Report 2017/18• Annual Statement of Accounts 2017/18• External Audit Report to those charged with Governance (ISO 260)• Response to Auditors report to those charged with Governance• Assurance Progress Report Q1• Treasury Management Update Q1	Training on the role of the audit committee and the financial statements will take place between May-July
October 2018	<ul style="list-style-type: none">• 2017/18 Annual Audit Letter• 6 Month Review of Risk Management• Assurance Progress Report Q2• Treasury Management Quarter 1 Update	Per training plan to be considered April 18
January 2019	<ul style="list-style-type: none">• External Audit Plan 2019/20 for London Borough of Havering and Havering Pension Fund• Governance Update• 17/18 Grants Certification Report• Assurance Progress Report Q3• Draft Treasury Management Strategy Report 19/20• Treasury Management Mid-Year Report• Accounting policies 2018/19• Closure of Accounts Timetable 2018/19• 2019/20 Internal Audit Plan, Strategy and Charter	
April 2019	<ul style="list-style-type: none">• Head of Assurance Annual Report 2018/19• Audit Committee – Annual Report 2018/19• Member training plan	



Havering

L O N D O N B O R O U G H

HAVERING PENSION FUND

**BUSINESS PLAN/REPORT ON THE WORK
OF THE
PENSIONS COMMITTEE
DURING
2017/18**

INTRODUCTION

The Havering Pension Fund (the Fund) provides benefits to Council employees (except teachers). The performance of the Fund impacts on the cost of Council services through the cost of employer contributions. It is therefore beneficial to issue a Business Plan/Annual report to all Council Members on the Havering Pension Fund and the work of the Pensions Committee.

The Business Plan looks forward over the next three years and will be reviewed and updated annually.

This is the last year of the current Pensions Committee term of office due to the Local Elections being held in May 2018, therefore the Committee's achievements and ongoing developments will only cover the period 1st April 2017 to 31 December 2017 and outlines:

- The work of the Pensions Committee
- Key issues arising during the course of the year

The value of assets held and the financial position of the Havering Pension Fund for 2017/18 is included in the formal Annual Report of the Fund itself and not included here. The Annual Report is prepared later in the year when the pension fund accounts have been finalised.

BACKGROUND TO THE PENSION FUND

The Council is an Administering Authority under the Local Government Pension Scheme Regulations and as such invests employee and employer contributions into a Fund in order to pay pension benefits to scheme members. The Fund is financed by contributions from employees, employers and from profit, interest and dividends from investments.

The Pension Fund has a total of 44 employers, of which the London Borough of Havering is the largest. The other employers in the Fund are made up of 38 Scheduled bodies (Academies and Further Education bodies) and 6 Admitted bodies (outsourced contracts). There were six new employers and one cessation during 2017/18.

The Council has delegated the responsibility for investment strategy and performance monitoring to the Pensions Committee.

Pension Fund – Funding

The Fund's Actuary (Hymans Robertson) carried out a triennial valuation during 2016/17 based on data as at 31 March 2016. The main purpose of the valuation is to calculate the funding position within the Fund and set employer contribution rates for the following three years with new rates commencing 1 April 2017.

The valuation is a planning exercise for the Fund, to assess the monies needed to meet the benefits owed to its members as they fall due. As part of the valuation process, the Fund reviews its funding and investment strategies to ensure that an appropriate contribution plan is in place.

As a measure of monitoring that the funding plan is on track the Fund Actuaries also provided Members with a report to illustrate the estimated development of the Pension Fund's funding position from 31 March 2016 to 30 September 2017 (the mid-way point between valuations)

A comparison of funding levels can be seen below:

Summary

Ongoing funding basis	31 Mar 2013	31 Mar 2016	30 Sep 2017
	£m	£m	£m
Assets	461	573	687
Liabilities	752	857	990
Surplus/(deficit)	(292)	(284)	(303)
Funding level	61.2%	66.8%	69.4%

The improvement in funding position is mainly due to strong investment performance over the periods.

Pension Fund – Investment Strategy Development & Performance Monitoring

In conjunction with the 2016 Valuation and in line with regulations the Committee developed a new Investment Strategy Statement (ISS) which replaced the Statement of Investment Principles (SIP) from March 2017 and later updated in November 2017.

The current asset allocation targets are shown below and reflect the asset allocation split and targets against individual fund manager benchmarks:

Asset Class	Target Asset Allocation (ISS Jan 17) %	Investment Manager/ product	Segregated / pooled	Active/ Passive	Benchmark and Target
UK/Global Equity	15.0	LCIV Baillie Gifford (Global Alpha Fund)	Pooled	Active	MSCI All Countries Index plus 2.5%
	7.5	SSgA - LGIM (from Nov 17)	Pooled	Passive	FTSE All World Equity Index
	7.5	SSgA - LGIM (from Nov 17)	Pooled	Passive	FTSE RAFI All World 3000 Index
Equities	30.0				
Multi Asset Strategy	12.5	LCIV Baillie Gifford (Diversified Growth Fund)	Pooled	Active	Capital growth at lower risk than equity markets
	15.0	GMO Global Real return (UCITS)	Pooled	Active	OECD CPI g7 plus 3 - 5%
	15.0	LCIV Ruffer	Pooled	Active	Absolute Return
Multi-asset	42.5				
Property	6.0	UBS	Pooled	Active	IPD All balanced (property) Fund's median +
Infrastructure	2.5	Unallocated			
Real assets	8.5				
Gilt/Investment	19.0	Royal London	Segregated	Active	• 50% iBoxx £

Asset Class	Target Asset Allocation (ISS Jan 17) %	Investment Manager/ product	Segregated / pooled	Active/ Passive	Benchmark and Target
Bonds					non- Gilt over 10 years <ul style="list-style-type: none"> • 16.7% FTSE Actuaries UK gilt over 15 years • 33.3% FTSE Actuaries Index- linked over 5 years. Plus 1.25%*
Bonds and Cash	19.0				
TOTAL	100.0				

*0.75% prior to 1 November 2015

At its meeting in June 2017, the Pensions Committee agreed to adopt a timetable to develop and implement the investment strategy over the medium to long term.

In September 2017 the Pensions Committee appointed a new passive Global Equity Manager and assets were transferred from State Street Global Assets to Legal and General Investment Management (LGIM) in November 2017.

In moving towards the long-term strategy, the initial focus has been on reviewing the bond allocation with the expectation that this be split between index-linked gilts, multi-asset credit and private debt. Work is in progress to make an investment to the Real Asset mandate, a decision is expected in March 2018 followed by movement of funds in the subsequent weeks.

As at December 2017 the total value of assets with the LCIV is £313m which represents 44% of assets under management. The London CIV has a business arrangement with LGIM to deliver the passive global mandate; this can be classified as being within the London CIV so the allocation increases to £417m (58.3%).

UBS, SSgA/LGIM, Ruffer, GMO and Baillie Gifford manage the assets on a pooled basis. Royal London manages the assets on a segregated basis.

The Fund will continue to have ongoing discussions with the London CIV to progress the transition of assets onto the London CIV platform in accordance with the Department of Communities and Local Government (DCLG) timelines.

The performance of the Fund is measured against a tactical and a strategic benchmark.

The Fund has adopted a strategic benchmark for the whole of the fund of Gilts (All Stocks Index Linked Gilts) + 1.8%. The main factor in meeting the strategic benchmark is market performance.

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In 2017/18, for the 12 months ending 31 December 17 the overall return on the Fund's investments can be seen in the tables below. For comparison, the performance data as at the same period in 2016/17 is also shown:

Strategic Benchmark - A strategic benchmark has been adopted for the overall Fund of Index Linked Gilts + 1.8% per annum. This is the expected return in excess of the fund's liabilities over the longer term. The strategic benchmark measures the extent to which the fund is meeting its longer term objective of reducing the funds deficit. The current shortfall is driven by the historically low level of real interest rates which drive up the value of index linked gilts (and consequently the level of the fund liabilities).

The overall net performance of the Fund against the **Strategic Benchmark** (i.e. the strategy adopted of Gilts + 1.8% Net of fees) is shown below:

	12 Months to 31.12.17	12 months to 31.12.16
	%	%
Fund	9.9	14.5
Strategic Benchmark	4.1	21.5
*Difference in return	5.6	-5.7

Source: WM Company

Totals may not sum due to geometric basis of calculation and rounding.

Tactical Benchmark - Each manager has been set a specific (tactical) benchmark as well as an outperformance target against which their performance will be measured. This benchmark is determined according to the type of investments being managed. This is not directly comparable to the strategic benchmark as the majority of the mandate benchmarks are different but contributes to the overall performance.

The overall net performance of the Fund against the new **Combined Tactical Benchmark** (the combination of each of the individual manager benchmarks) follows:

	12 Months to 31.12.17	12 months to 31.12.16
	%	%
Fund	9.9	14.5
Tactical Benchmark	5.7	12.6
*Difference in return	4.0	1.7

The Fund uses the services of State Street Global Services Performance Services PLC (formerly known as WM Company) to provide comparative statistics on the performance of the Fund for its quarterly monitoring.

Annual performance and comparisons to the Local Authority universe is provided by the Pensions & Investment Research Consultants Limited (PIRC).

The (DCLG) Guidance on Preparing and Maintaining an Investment Strategy Statement (ISS) issued September 2016 relaxed the regulatory framework for scheme investments which also included the relaxation on reviewing investment manager performance.

In light of the above guidance, and the monitoring of managers in the London CIV now being carried out by them, the Committee reviewed the current reporting arrangements in June 2017 and agreed that only one fund manager will attend each Committee meeting.

FUND GOVERNANCE STRUCTURE

Day to day management of the Fund is delegated to the Statutory Section 151 Officer. Investment strategy and performance monitoring of the Fund is a matter for the Pensions Committee which obtains and considers advice from the authority's officers, and as necessary from the Fund's appointed professional adviser, actuary and performance measurers who attend meetings as and when required.

The terms of reference for the Committee are:

- To consider and agree the investment strategy and statement of investment principles (SIP) (now called Investment Strategy Statement) for the Pension Fund and subsequently monitor and review performance
- Authorise staff to invite tenders and to award contracts to actuaries, advisers and fund managers and in respect of other related investment matters
- To appoint and review the performance of advisers and investment managers for pension fund investments
- To take decisions on those matters not to be the responsibility of the Cabinet under the Local Authorities (Functions and Responsibilities)(England) Regulations 2000 relating to those matters concerning pensions made under Regulations set out in Sections 7, 12 or 24 of the Superannuation Act 1972

The membership of the Pensions Committee reflects the political balance of the Council and therefore the members of the Pensions Committee are as follows:

Conservative Group:

Cllr John Crowder (Chair)
Cllr Melvin Wallace
Cllr Joshua Chapman (from May 2017)

UKIP

Cllr David Johnson (Vice Chair)

Residents Group

Cllr Nic Dodin (up to 22 Nov 17)
Cllr Stephanie Nunn

East Havering Residents' Group

Cllr Clarence Barrett

***Independent Resident Group (from 22 Nov 17)**

Vacant*

Other

Union Members (Non-voting) - John Giles (Unison), Andy Hampshire (GMB)
Admitted/Scheduled Body Representative (voting)

*Due to a Councillor changing political parties an adjustment was made to the political allocation of representatives who sit on the Pensions Committee from 22 November 2017. This resulted in

the Residents Group losing one seat (Cllr Nic Dodin) and the Independent Residents Group gaining one seat (currently vacant and will be reviewed after the local elections).

From May 2017 Cllr Joshua Chapman replaced Cllr Jason Frost

Fund Administrator	London Borough of Havering
Actuary	Hymans Robertson
Auditors	Ernst and Young LLP
Performance Measurement	State Street Global Services – Performance Services PLC (formerly WM Company) Pensions & Investment Research Consultants Limited (PIRC)
Custodians	State Street Global Services
Investment Managers	Royal London Asset Management (Investment Bonds) UBS (Property) Ruffer LLP (Multi Asset) (transferred to London CIV 21 June 2016) State Street (Passive UK/Global Equities until 8 November 2017) Legal & General Investment management (from 8 November 2017) Baillie Gifford (Global Equities) (transferred to London CIV 15 February 2016) Baillie Gifford Diversified Growth Fund (Multi Asset) (transferred to London CIV 11 April 2016) GMO Global Real Return (UCITS) from January 2015 London CIV Baillie Gifford Diversified Growth Fund (from 15 February 2015) London CIV Baillie Gifford Global Alpha (from 11 April 2016) London CIV RF Absolute Return (from 21 June 2016)
Investment Advisers	Hymans Robertson LLP
Legal Advisers	London Borough of Havering Legal Services provide legal advice as necessary (specialist advice is procured as necessary)
Section 151 Officer	Debbie Middleton
Pension Fund Accountant	Debbie Ford - Onesource
Pensions Administration Management	Sarah Bryant Director of Exchequer & Transactional Services - Onesource

PENSION COMMITTEE MEETINGS 2017/18

The Committee met a number of times during 2017/18 and **Annex A** sets out the coverage of matters considered, but the key issues that arose in the period are shown below:

Major milestones and key issues considered by the Committee

- **Annual Report**

The Pension Fund Annual Report 31 March 2017 was produced in line with the LGPS (Administration) regulations and agreed.

- **Investment Strategy Statement**

The updated Investment Strategy Statement was approved and agreed to implement changes aiming to meet the long term asset allocation targets.

- **Business Plan**

The Pension Fund Business Plan for 2018/19 was agreed incorporating the work of the Pension Committee members during 2017/18.

- **Reviewed Fund Managers quarterly performance**

- **Fund Manager voting and Engagement Activity**

Noted the review of fund manager voting and engagement and agreed to receive this report annually.

- **Reviewed performance of the Pension Fund's Custodians, Investment Advisor and Actuary.**

- **Noted LGPS guides for Outsourcing and Admissions.**

- **Considered options on the Future of the delivery of the Pensions Administration service**

- **Appointment of new Passive Global Equity manager**

- **Impact of adaptation of implementation of the Markets in Financial Instrument Directive (MiFID 11)**

- **Noted Local Pension Board Annual report for the year ending March 2017**

- **Collective Investment Vehicle (CIV)**

The Committee received updates on the progress of the London CIV.

PENSION COMMITTEE MEETINGS 2018/19 AND ONWARDS

In addition to the annual cyclical work programme as shown in **Annex B** there are a number of key issues that are likely to be considered by the Pensions Committee in the coming year and beyond:

- Assessment/Appointment of Real Asset Manager
- Assessment/Appointment of Private Debt Manager
- Interviewing/Appointment of Investment Advisor
- Receive update on Actuary appointment
- ESG policy Development
- London CIV Pooling progression/Continued transfer of assets to the London CIV
- Training and discussion on the Social Responsibility investments impact on existing strategy.
- Continued training and development – induction of new members, where applicable, following May 2018 Local elections
- Finalisation and execution of the investment strategy
- Topical issues discussed as appropriate
- DCLG Investment Regulation changes as applicable

INTERNAL & EXTERNAL RESOURCES

The Pensions Committee is supported by the Adminstrating Authority's Finance and Administration services (oneSource) and the associated costs are therefore reimbursed to the Adminstrating Authority by the Fund. The costs for these services form part of the Administrative and Investment Management expenses as reported in the Pension Fund Statement of Accounts.

Estimated costs for the forthcoming three years for Administration, Investment Management expenses and Governance & Oversight follow in this report.

Pensions Administration - A review of the Pensions Administration services was undertaken during 2017 which resulted in the administrating authority's services for pension administration being outsourced and awarded to the Local Pensions Partnership (LPP). It was agreed to establish one post (Projects and Contracts Manager) within the Authority to monitor the LPP contract. The service was transferred to LPP on the 1 November 2017 and the Projects and Contracts Manager is now in post.

Accountancy and Investment support - The Onesource Finance service that supports the Pension Fund consists of an establishment of 2 full time equivalent posts.

FINANCIAL ESTIMATES

In June 2014 The Chartered Institute of Public Finance & Accountancy (CIPFA) produced guidance on how to account for Management costs and then updated it in 2015 in order that improvements in cost comparisons can be made across all funds. Management costs are now split between three cost categories as follows:

Administrative Expenses

Includes all staff costs associated with Pensions Administration, including Payroll.

	2016/17 Actual £000's	2017/18 Estimate £000's	2017/18 Projected Outturn	2018/19 Estimate £000's	2019/20 Estimate £000's	2020/21 Estimate £000's
*Administration & Processing	496	496	444	565	419	421
Other Fees	7	7	8	8	8	8
Other Costs	59	72	27	30	30	30
TOTAL	562	575	479	603	457	459

* a) Projected outturn reflects cessation of CEP Tax payments

b) Estimated costs from 2018/19 reflect the costings presented to the Committee in June 2017, and

c) one off hosting costs expected during 2017/18 have slipped to 2018/19, as this function has yet to transfer to LPP

Investment Management expenses

These costs will include any expenses incurred in relation to the management of fund assets.

	2016/17 Actual £000s	2017/18 Estimate £000's	2017/18 Projected Outturn	2018/19 Estimate £000's	2019/20 Estimate £000's	2020/21 Estimate £000's
*Fund Manager Fees	2,958	2,958	3,261	3,261	3,261	3,261
Custodian Fees	34	34	20	20	20	20
Performance Measurement services	11	11	11	11	11	11
TOTAL	3,003	3,003	3,292	3,292	3,292	3,292

* Fees are charged based on fund values, so will increase as the asset value increases

Governance and Oversight

This category captures all costs that fall outside the above two categories and include legal, advisory, actuarial and training costs. Staff costs associated with the financial reporting and support services to the Committee is included here.

	2016/17 Actual £000's	2017/18 Estimate £000's	2017/18 Projected Outturn	2018/19 Estimate £000's	2019/20 Estimate £000's	2020/21 Estimate £000's
Financial Services	142	142	147	147	147	147
Actuarial Fees	83	50	31	50	50	80
Audit Fees	24	21	18	21	21	21
Member training (inc. LPB)	5	10	4	10	10	10
Advisor Fees	42	50	60	50	50	50
CIV/SAB Levy	25	103	103	93	78	48
Local Pension Board	3	5	3	5	5	5
Pensions Committee	36	36	36	36	36	36
TOTAL	360	417	402	412	397	397

OVERALL TOTAL	3,925	3,995	4,173	4,307	4,146	4,148
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Please note the following regarding the figures in the above tables

- Management and custody fees are charged according to the fund value; therefore an average figure has been applied for 2018/19 onwards.
- Based on 2017/18 fund and staffing structures.
- Fund Management fees takes no account of fee savings that are expected from joining the London CIV as these are available at this time.

TRAINING AND DEVELOPMENT STRATEGY

The Local Pension Board (LPB) has been in place since 25 March 2015.

The Pensions Regulator Code of Practice which came into force on 1 April 2015 includes a requirement for members of the Pension Committee/LPB to demonstrate that they have an appropriate degree of knowledge and understanding to enable them to properly exercise their functions as a member of the Committee/LPB.

LGPS (Amendment) (Governance) Regulations 2015 states that Administering Authority must have regard to guidance issued by the Secretary of State. Guidance was issued by the Shadow Scheme Advisory Board in January 2015 and states that the Administering Authority should make appropriate training available to assist LPB members in undertaking their role. It was always the plan to adopt a training strategy that will incorporate Pension Committee member training with LPB members to keep officer time and training costs to a minimum.

A joint training strategy has been developed and was agreed by the Pensions Committee on the 24 November 2015 and presented to the Local Pension Board at its meeting on the 6 January 2016. The Training Strategy can be found in **Annex C.**

The Pension Committee of the London Borough of Havering Pension Fund fully supports the intentions behind CIPFA's Knowledge and Skills Code of Practice and has agreed to formally adopt its principles. The Training Strategy formally sets out the arrangements the London Borough of Havering Pension Fund will take in order to comply with the principles of the CIPFA Code of Practice.

Pension Committee and Board members are expected to achieve a minimum level of training credits and the CIPFA's Knowledge and Skills self-assessment training questionnaire will be used to record credits attained and identify gaps in the knowledge and skills of the members.

Long membership of the committee is encouraged in order to ensure that expertise is developed and maintained within. The Council recommend that the membership of the Pension Committee remain static for the life of the term in Council, unless exceptional circumstances require a change.

Maintaining expertise, experience and knowledge is a key focus for the committee in order to meet the "qualitative test" under **Markets in Financial Instrument Directive (MiFID 11)**. Firms will undertake an assessment of the **expertise, experience and knowledge** of the local authority and its pension fund committee in order to be reasonably assured that they are capable of making their own investment decisions and have an understanding of the risks involved before a firm will permit election to professional status. All requests for election have been granted for existing investment service providers.

PROVISION OF TRAINING

A training budget has been agreed for the provision of training for £10,000 but this will be re-evaluated as appropriate. Training costs will be met from the Pension Fund.

The majority of training and development is cyclical in nature, spanning the four year membership of the committee. Associated training and development will be given when required which will be linked to the Pension Fund meeting cyclical coverage for 2018/19 as shown in **Annex B.**

In addition to the cyclical training and development that the Committee will have over the lifetime of their membership, training will be provided in the areas where it has been specifically requested or has been identified as required. Special pension committee meetings will be arranged from time to time to discuss matters that fall outside of the cyclical meetings.

The Fund uses the three day training courses offered by the Local Government Employers which is specially targeted at elected members with Pension Fund responsibilities. All new members are encouraged and given the opportunity to attend.

Members receive briefings and advice from the Fund's Investment adviser at each Committee meeting.

Members and Officers also attend seminars arranged by Fund Managers or other third parties who specialise in public sector pensions.

The Fund is a member of the CIPFA Pensions network which gives access to an extensive programme of events, training/workshops, weekly newsletters and documentation, including briefing notes on the latest topical issues.

The Pension Fund Accountant also attends quarterly forum meetings with peers from other London Boroughs; this gives access to extensive opportunities of knowledge sharing and benchmarking data.

Officers within onsource Pensions teams also benefit from sharing of best practice

The London CIV runs periodic seminars to aid Officer and Committee member development.

Training and development took place during 2017/18 to ensure that Members of the Committee were fully briefed in the decisions they were taking.

Training logs are maintained and attendance and coverage can be found in **Annex D**.

The Pensions Regulator has launched an e-learning programme and this has been made available for members to use.

Training will be targeted as appropriate.

PENSIONS COMMITTEE MEETINGS HELD DURING 2017/18**ANNEX A**

MONTH	TOPIC	ATTENDED BY
15 June 2017	<ul style="list-style-type: none"> Pension Fund Performance Monitoring for the quarter ending 31 March 2017, received presentations from Multi Asset managers GMO (Global Real Return) Agreed the Business Plan/Annual Report on the work of the Pensions Committee 2016/17 Considered the options for the future of the Pensions Administration service Considered an Independent Review of the Investment Strategy and agreed to progress implementation of Investment Strategy changes 	Cllr John Crowder (chair) Cllr David Johnson (vice chair) Cllr Steven Kelly (sub for Cllr Wallace) Cllr Phillipa Crowder (sub for Cllr Frost) Cllr Clarence Barrett Cllr Stephanie Nunn Andy Hampshire (GMB union Rep)
6 September 2017 (Special meeting)	<ul style="list-style-type: none"> Interview of Passive Global Equity Managers 	Cllr John Crowder (chair) Cllr Ray Morgon (sub for Cllr Nunn) Cllr Nic Dodin Cllr Alex Donald (sub for Cllr Barrett)
19 September 2017	<ul style="list-style-type: none"> Pension Fund Performance Monitoring for the quarter ending 30 June 2017, received presentations from Ruffer (Multi Asset Manager). Noted Pension Fund Accounts for the year ending 31 March 2017. Agreed the Pension Fund Annual Report for the year ending 31 March 2017. Considered and agreed to become members of the Local Authority Pension Fund Forum (LAPFF) Considered impact of the implementation of the Markets in Financial Instrument Directive (MiFID 11) 	Cllr John Crowder (chair) Cllr David Johnson (vice chair) Cllr Melvin Wallace Cllr Joshua Chapman Cllr Clarence Barrett Cllr Stephanie Nunn Cllr Nic Dodin (from 7:25pm)
21 November 2017	<ul style="list-style-type: none"> Noted the views of officers on the performance of the Fund's Custodian for the period to September 2017. Noted the views of officers on the performance of the Fund's Actuary for the period to September 2017. Noted the views of officers on the performance of the Fund's Investment Advisor for the period to September 2017. Considered and agreed changes as necessary to the Governance Compliance Statement Agreed changes to the Investment Strategy Statement 	Cllr John Crowder (chair) Cllr David Johnson (vice chair) Cllr Joshua Chapman Cllr Melvin Wallace Cllr Clarence Barrett Cllr Stephanie Nunn Cllr Nic Dodin John Giles (UNISON)

PENSIONS COMMITTEE MEETINGS HELD DURING 2017/18**ANNEX A**

MONTH	TOPIC	ATTENDED BY
	<ul style="list-style-type: none"> • Agreed to join National Framework for Actuarial and Investment Advisory Services. • Noted the Employer outsourcing guide for Local Government Pension Scheme Employers • Noted the Havering Pension Fund Employers Admission Policy • Noted results of the Whistle Blowing Annual review • Noted admission of Harrison Catering Services to the pension Fund. 	
12 December 2017	<ul style="list-style-type: none"> • Pension Fund Performance Monitoring for the quarter ending 30 September 2017, received presentations from the London CIV for both the Baillie Gifford Global Alpha Fund and the Diversified Growth Fund. • Noted the Valuation Funding update from 31 March 16 to 30 September 2017. • Noted Responsible Investment - Manager Review • Noted Local Pension Board Annual Report for year ended 31 March 2017 • Noted the legal settlement of a cessation of an employer from the Fund 	Cllr John Crowder (chair) Cllr David Johnson (vice chair) Cllr Melvin Wallace Cllr Joshua Chapman Cllr Clarence Barrett Cllr Stephanie Nunn John Giles (UNISON) Andy Hampshire (GMB union Rep)

- Please note that three members constitute a quorum.
- Target dates for issuing agendas were met.

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Contents

LGPS Knowledge & Skills Training Strategy

- 1 Introduction
- 2 Meeting the business plan
- 3 Delivery of Training
- 4 On-going development
- 5 CIPFA Requirements
- 6 Guidance from the Scheme Advisory Board
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Introduction

This is the Training Strategy for the London Borough of Havering Pension Fund.

It sets out the strategy agreed by the Pension Committee and the Local Pension Board concerning the training and development of the members of the

- Pension Committee (the “Committee Members”);
- members of the local pension board (the “Board members”) and
- officers of the London Borough of Havering Pension Fund responsible for the management of the Fund (the “Officers”).

The Training Strategy is established to aid the Committee Members in performing and developing personally in their individual roles and to equip them with the necessary skills and knowledge to challenge and act effectively within the decision making responsibility put upon them. A code of practice and a framework of knowledge and skills has been developed by CIPFA which LGPS Funds are expected to sign up to.

The Public Service Pensions Act 2013 also requires London Borough of Havering Council to set up a Local Pension Board. The Act requires the Pensions Regulator to issue a code of practice relating to the requirements of the knowledge and understanding of Board members. Guidance on the knowledge and understanding of Local Pension Boards in the LGPS has also been issued by the Shadow Scheme Advisory Board in January 2015. Although this has not been designated as statutory guidance it should be held as good guidance and should be acknowledged.

The objective of the CIPFA knowledge and skills framework is to determine and set out the knowledge and skills sufficient to enable the effective analysis and challenge of decisions made by officers and advisers to the Pension Committee whilst the guidance for local pension boards issued by the Shadow Scheme Advisory Board is to assist the individual Board members in undertaking their role to assist the Scheme Manager (the London Borough of Havering Pension Fund) in the effective governance and administration of the local government pension scheme.

The training desired to achieve the additional knowledge and skills will be contained in the appropriate training plan(s)

Strategy Objectives

The Fund objectives relating to knowledge and skills are to:

- Ensure the pension fund is managed and its services delivered by people who have the appropriate knowledge and expertise;
- Ensure the pension fund is effectively governed and administered;
- Act with integrity and be accountable to our stakeholders for our decisions, ensuring they are robust and are well based and regulatory requirements or guidance of the Pensions Regulator, the Scheme Advisory Board and the Secretary of State for Communities and Local Government are met.

To achieve these objectives –

The Committee Members require an understanding of:

- Their responsibilities as an administering authority of a local government pension fund;
- The fundamental requirements relating to pension fund investments;

- The operation and administration of the pension fund;
- Controlling and monitoring the funding level; and
- Taking effective decisions on the management of the London Borough of Havering Pension Fund.

Board members are conversant with–

- The Regulations and any other regulations governing the LGPS
- Any document recording policy about the administration of the Fund
- and have knowledge and understanding of:
- The law relating to pensions; and
- Such other matters as may be prescribed

To assist in achieving these objectives, the Fund will aim for full compliance with the CIPFA Knowledge and Skills Framework and Code of Practice to meet the skill set within that Framework. Attention will also be given to the guidance issued by the Shadow Scheme Advisory Board, the Pensions Regulator and guidance issued by the Secretary of State. So far as is possible, targeted training will also be provided that is timely and directly relevant to the Committee's and Board's activities as set out in the Fund's 3-year business plan. For example, funding training will be given immediately preceding the Committee or Board meeting that discusses the Funding Strategy Statement.

Board members will receive induction training to cover the role of a local pension board and understand the duties and obligations of a LGPS administering authority, including funding and investment matters.

All those with decision making responsibility in relation to LGPS pension matters and Board members will:

- have their knowledge measured and assessed;
- receive appropriate training to fill any knowledge gaps identified; and
- seek to maintain their knowledge.

Application of the training strategy

This Training Strategy will apply to all Committee Members and representatives with a role on the Pension Committee and to all the Board members. Other officers involved in the management and administration of the Fund will have their own sectional and personal training plans and career development objectives.

Purpose of training

The purpose of training is to:

- Equip people with the necessary skills and knowledge to be competent in their role;
- Support effective and robust decision making;
- Provide individuals with integrity;
- Meet the required needs in relation to the Fund's objectives.

Summary

This training strategy:

- Assists in meeting the Fund's objectives;
- Meets the business plan;

- Will assist in achieving delivery of effective governance and management;
- Will equip those responsible with appropriate knowledge and skills;
- Promote ongoing development of the decision makers;
- Lead to demonstrating compliance with the CIPFA Knowledge and Skills Framework;
- Lead to demonstrating with statutory requirements and associated guidance

Meeting the business plan

Timely and relevant

There will be times in the year when different circumstances will require specific training. For example, funding training can be provided just prior to the Committee meeting that discusses the Funding Strategy Statement.

It is vital that training is relevant to any skills gap or business need and training should be delivered in a manner that fits with the business plan.

The training plan will therefore be regularly reviewed to ensure that training will be delivered where necessary to meet immediate needs to fill knowledge gaps.

Delivery of Training

Training resources

Consideration will be given to various training resources available in delivering training to the Committee Members, Board members or officers in order to achieve efficiencies. These may include but are not restricted to:

For Pension Committee and Local Pension Board Members	For Officers
<ul style="list-style-type: none"> • In-house* • Self-improvement and familiarisation with regulations and documents • The Pension Regulator's e-learning programme • Attending courses, seminars and external events • Internally developed training days and pre/post Committee/Board sessions* • Shared training with other Funds or Frameworks* • Regular updates from officers and/or advisers* • Circulated reading material 	<ul style="list-style-type: none"> • Desktop / work based training • Attending courses, seminars and external events • Training for qualifications from recognised professional bodies (e.g. CIPFA, CIPP, PMI) • Internally developed sessions • Shared training with other Funds or Frameworks • Circulated reading material

*These may be shared training events for Pension Committee and Local Pension Board members

Training Plans

To be effective, training must be recognised as a continual process and will be centred on 3 key points

- The individual
- The general pensions environment
- Coping with change and hot topics

Training Plans will be developed at least on an annual basis, as per the Business Plan. These will be updated as required taking account of the identification of any knowledge gaps, changes in legislation, Fund events (e.g. the triennial valuation) and receipt of updated guidance.

Induction Training will be provided for all new officers with pensions responsibilities, members of the Pension Committee and Local Pension Board. This will involve covering the requirements of the Training Strategy alongside guidance and information on the requirements of their roles..

External Events

As information on events becomes available, members will be advised by email.

After attendance at an external event, Committee Members and Board members will be expected to provide verbal feedback at the following Pension Committee/Board meeting covering the following points:

- Their view on the value of the event and the merit, if any, of attendance;
- A summary of the key learning points gained from attending the event; and
- Recommendations of any subject matters at the event in relation to which training would be beneficial to other Pension Board members.

Officers attending external events will be expected to report to their direct line manager with feedback covering the following points:

- Their view on value of the event and the merit, if any, of attendance;
- A summary of the key learning points gained from attending the event; and
- Recommendations of any subject matters at the event in relation to which training would be beneficial to other officers.

On-going development

Maintaining knowledge

In addition to undertaking on-going assessment in order to measure knowledge and skills against the CIPFA requirements and identify knowledge gaps, Officers, Committee Members and Board members are expected to maintain their knowledge of on-going developments and issues through attendance at external events and seminars.

Appropriate attendance at events for representatives of the Pension Committee and Board will be agreed by the appropriate chairman.

If an event occurs and appropriate, members will be advised by email.

The Committee/Board will approve an appropriate level of credits for attendance at an event in relation to the type of event, its content and relevance to knowledge maintenance.

In any event, attendance at events/seminars (which may include some internal training sessions) that are not direct training courses focussed on the CIPFA Knowledge Skills Framework or issued guidance but enhance and improve related on-going and emerging pension knowledge will count as one credit for each session of up to a half day.

Where the Committee/Board members have work related experience or previous knowledge through former membership of a Committee or Board will be able to count this as credits in their own assessment and score accordingly.

There is a practical recognition that it will take a newly appointed member a reasonable period to attain the required full level of knowledge and understanding and hence the training and continued development will span the duration of the role.

Owing to the changing world of pensions, it will also be necessary to have ad hoc training on emerging issues or on a specific subject on which a decision is to be made by the Pension Committee in the near future or is subject to review by the Local Pension Board. These will also count as credits in maintaining knowledge.

As a measure of training given or knowledge level officers, Committee Members and Board members are expected to have a minimum level of training credits. These are as follows -

Relevant Group	Knowledge Skills - level of attainment	The expected minimum level of credits over the 4 year term of office
Officers	Own sectional and personal development objectives	Own sectional and personal development objectives
Pension Committee and Local Pension Board Members	32 credits	8 credits

These will be measured and monitored annually by Pension Fund Accountant and reported in the Pension Fund Annual Report. Please see the appendix Knowledge and Skills – self assessment of training needs for basis of scoring.

CIPFA Requirements

CIPFA Knowledge & Skills Framework

In January 2010 CIPFA launched technical guidance for Elected Representatives on Pension Committees and non-executives in the public sector within a knowledge and skills framework. The Framework covers six areas of knowledge identified as the core requirements:

- Pensions legislative and governance context;
- Pension accounting and auditing standards;
- Financial services procurement and relationship development;
- Investment performance and risk management;
- Financial markets and products knowledge; and
- Actuarial methods, standards and practice.

The Knowledge and Skills Framework sets the skill set for those responsible for pension scheme financial management and decision making under each of the above areas in relation to understanding and awareness of regulations, workings and risk in managing LGPS Funds.

CIPFA's Code of Practice on Public Sector Pensions Finance, Knowledge and Skills (the "Code of Practice")

First published in October 2011 and redrafted in July 2013, CIPFA's Code of Practice embeds the requirements for the adequacy, acquisition, retention and maintenance of appropriate knowledge and skills required. It recommends (amongst other things) that LGPS administering authorities:

- formally adopt the CIPFA Knowledge and Skills Framework in its knowledge and skills statement;
- ensure the appropriate policies and procedures are put in place to meet the requirements of the Framework (or an alternative training programme);
- publicly report how these arrangements have been put into practice each year.

The Pension Committee of the London Borough of Havering Pension Fund fully supports the intentions behind CIPFA's Code of Practice and has agreed to formally adopt its principles. This Training Strategy formally sets out the arrangements the London Borough of Havering Pension Fund will take in order to comply with the principles of the CIPFA Knowledge and Skills Code of Practice.

Guidance from the Scheme Advisory Board

General Principles

The Shadow Scheme Advisory Board has taken note of the regulatory requirements and the principles of the Pension Regulator's code of practice and published in January 2015 guidance in a local government context for administering authorities to support them in establishing their local pension board and this includes a section to enable it to help Board members to meet their knowledge and understanding obligations.

Knowledge and understanding must be considered in the light of the role of a Local Pension Board and the London Borough of Havering will make appropriate training available to assist and support Board members in undertaking their role.

Pension Committee Members

Although the CIPFA knowledge and skills framework complements the code of practice that should be adopted by administering authorities there is no legal requirement for knowledge and understanding for members of a Pension Committee. However it will be seen as good practice and governance if members of a Pension Committee use the knowledge and skills requirements set at a similar benchmark as the Local Pension Board.

Degree of Knowledge and Understanding

The role of the Local Pension Board is to assist the administering authority. To fulfil this role, Board members should have sufficient knowledge and understanding to challenge failure to comply with regulations, any other legislation or professional advice relating to the governance and administration of the LGPS and/or statutory guidance or codes of practice.

Board members should understand the regulatory structure of the LGPS and the documentary recording of policies around the administration of the London Borough of Havering Fund in enough detail to know where they are relevant and where it will apply.

Acquiring, Reviewing and Updating Knowledge and Understanding

Board members should commit sufficient time in their learning and development and be aware their responsibilities immediately they take up their position. London Borough of Havering will therefore provide induction training for all new Board members which will also be available to new Committee Members.

Flexibility

It is recognised that a rigid training plan can frustrate knowledge attainment when it is required for a particular purpose or there is a change in pension's law or new responsibilities are required of Board members. Learning programmes will therefore be flexible to deliver the appropriate level of detail required.

Training records and certification

Progress and achievement

Personalised training plans will be used to document and address any knowledge gaps and update areas of learning where required and assist in the acquisition of new areas of knowledge in the event of change.

Progress and achievement will be certificated at least on an annual basis individually to all Committee Members, Board members and officers. These will detail:

- The current assessment of an individual's acquired knowledge;
- Their progress against achieving the credits from other internal/external training or events; and
- All training courses and events attended by them to date.

Risk

Risk Management

The compliance and delivery of this training strategy is at risk in the event of –

- Frequent changes in membership of the Pension Committee or Pension Board
- Poor individual commitment
- Resources not being available
- Poor standards of training
- Inappropriate training plans

These risks will be monitored by officers within the scope of this training strategy and be reported where appropriate.

Budget

Cost

A training budget will be agreed and costs will be met from the Pension Fund.

PENSIONS COMMITTEE MEMBER TRAINING 2017/18

ANNEX D

DATE	TOPIC COVERED	LOCATION	KSF	COST	ATTENDED BY
19 April 2017	DG Publishing "Question Time" – Progress on Pooling	Royal Society of Medicine, 1 Wimpole Street	KSF 1	Free	Cllr Stephanie Nunn
18 September 2017	New Councillor Induction	Town Hall	ALL	Officer Time (1 hour)	Cllr Joshua Chapman
19 September 2017	Officers - Pension Fund Accounts 16/17 Briefing covered: - overview of the Pension Fund Accounts	Town Hall – prior to Pensions Committee meeting	KSF 2	Officer Time	Cllr David Johnson (vice chair) (also audit) Cllr Melvin Wallace Cllr Stephanie Nunn Cllr Clarence Barrett (also audit) Cllr Graham Williamson (Audit Cttee) Cllr Viddy Persaud (Audit Cttee)
21 November 2017	Hymans – Actuary-Admissions and TUPE policies	Havering Town Hall	KSF 6	Part of contract	Cllr John Crowder Cllr David Johnson (vice chair) (also audit) (part) Cllr Melvin Wallace Cllr Stephanie Nunn (part)

OVERVIEW AND SCRUTINY BOARD ANNUAL REPORT 2017/18

INTRODUCTION

This report is the annual report of the Board, summarising the Board's activities during its year of operation ended May 2018.

It is planned for this report to stand as a public record of achievement for the year and enable Members and others to have a record of the Board's activities and performance.

BOARD MEMBERSHIP

Councillor Gillian Ford (Chairman)
Councillor Lawrence Webb
Councillor John Crowder
Councillor Steven Kelly
Councillor Robby Misir
Councillor Dilip Patel
Councillor Viddy Persaud (Vice-Chair)
Councillor Linda Trew
Councillor Michael White
Councillor Barbara Matthews
Councillor Ray Morgon
Councillor Barry Mugglestone
Councillor Darren Wise
Councillor Ian de Wulverton
Councillor Graham Williamson
Councillor Keith Darvill

WORK UNDERTAKEN

During the year under review, the Board dealt with the following issues:

VOLUNTARY SECTOR STRATEGY REFRESH

Members had considered a report which detailed progress in implementing the Voluntary Sector Strategy 2015-18.

The report set out updates to the key themes which were as follows:

Strengthening joint working arrangements between the Council and the sector

Improving communications and access to information

Increasing volunteering

Commissioning processes and market positioning

Access to learning and development opportunities

BUSINESS DEVELOPMENT

The Board had been presented to on the subject of business development which had included support offered to small businesses, links with business rates, how the Council attracted large businesses to the area and market management and support with diversification

SICKNESS ABSENCE

The Board also received a presentation on sickness absence management and the introduction of a new sickness policy and process

Significant work was being undertaken and the focus needed to be sustained by managers to ensure absence levels continued to decrease which would include:

- Workplace Wellbeing Forum
- Interactive refresher sessions / Sickness Cases Focussed HR support
- Data analysing
- Day One absence Pilot
- Implementation of MedigoldOne

Due to concerns raised by the Board on the newly implemented staff sickness process, the O & S Board requested a follow up report, outlining the outcomes of the implementation.

The average number of days absent per employee had continued to reduce from 10.46 in the financial year 15/16 to 9.28 in the 12 month rolling period from October 2016 to September 2017 – an 11% decrease in just over a year. The overall position for rolling year sickness absence continued to improve with a reduction in days.

PROPERTY SERVICES

The Board had received a presentation which set out the main activity areas in respect of the property services supplied by oneSource to Havering Council and provided additional information on some key areas relating to commercial property income and property disposals.

The presentation set out the service's main areas of activity.

Appended to the report was a summary of the Council's overall property portfolio as contained in the Council's Asset Management Plan.

A more detailed and slightly updated record of the Council's portfolio was published as part of the Government's transparency agenda and can be found on the Council's website.

FACILITIES MANAGEMENT

Members received an overview of Facilities Management within the Council.

Set up in 2012 with the aim to meet statutory compliance obligations the Council as a corporate landlord incorporated 80 buildings including office accommodation, libraries, social care, parks, parks depot, leisure, housing offices (excludes Housing buildings), crematoriums and some of the education buildings. A further proposed 24 buildings were to be added corporate landlord model.

Included in the presentation was a list of the premises that were currently within the corporate landlord model.

THE COUNCIL'S FINANCIAL STRATEGY

In January 2018 the Board considered a report which had provided an update on assumptions within the Medium Term Financial Strategy approved by Cabinet in October. It also set out further budget proposals to achieve a balanced budget for 2018/19. The report sought (Board rather than Cabinet) approval for the amendments to the Council Tax Support Scheme from April 2018. Members sought and received clarification on a number of items in the report.

OVERVIEW & SCRUTINY SUB-COMMITTEE/TOPIC GROUPS UPDATES

Throughout the year the Board continued to receive updates from the Chairmen of the Overview and Scrutiny Sub-Committees of the work that each Sub-Committee was dealing with.

The Board also received updates throughout the year of the work of the various topic groups that had been set up by the Sub-Committees to scrutinise the Council's and its partners work.

Each Sub-Committee annual report will show the business transacted throughout the year.

Regular updates were received on the work of the successful Debt Recovery topic group which had been set up independently to consider the Council's outstanding debts with a particular reference to Council Tax and NNDR historical debt. The group had instigated a more robust council process, increasing debt recovery levels.

CALL-INS

During the year the Board considered three Requisitions on the following subjects:

- CALL-IN OF A NON-KEY DECISION REGARDING THE PROPOSAL TO TRANSFER NEWHAM'S COUNCIL TAX AND BENEFITS SERVICE BACK TO THE COUNCIL
- CALL-IN OF A NON KEY DECISION REGARDING THE MAYOR'S DRAFT TRANSPORT STRATEGY - LONDON BOROUGH OF HAVERING RESPONSE
- CALL-IN OF A CABINET DECISION RELATING TO THE APPROVAL OF THE REGENERATION LOCAL LETTINGS PLAN & DECANT POLICY AND POSSESSION PROCEDURE

OVERVIEW AND SCRUTINY RULES – EXCEPTION TO THE CALL-IN (REQUISITION) PROCEDURE

The Chairman updated Board Members on Exception to the call-in waiver requests received. The following requests were made during the last year:

Response to MOPAC's Public Access & Engagement Strategy Consultation.

Authority to waive standing orders to award a works contract directly to Valuegrade for an extension to the 16+ SEN facility of the Avelon Road Centre.

To approve the Direct Award of the Adults Emergency Duty Team (AEDT) service contract to North East London Foundation Trust (NELFT), under section 75 agreement.

Three grant applications with the GLA. These were grants in relation to the provision of affordable housing and other key infrastructure in three key areas of the borough; Waterloo Estate (£2.7m) Bridge Close (£12.4m) and the Rainham linear Park (£4.5m).

Executive Decision on the Council's response to the new draft London Plan.

CORPORATE PERFORMANCE INDICATORS

Throughout the year the Board continued to receive the Quarterly Performance Reports that had previously been reported to Cabinet and Demand Pressure Dashboards which illustrated the growing demands on Council services and the context that the performance levels set out in the reports had been achieved within. Each of the Overview & Scrutiny Sub-Committees had agreed to focus on and be updated on two or three key indicators that were within their remit.

Each Overview & Scrutiny Sub-Committee continued to receive a report covering performance areas that were bespoke to the Sub-Committee's terms of reference.

IMPLICATIONS AND RISKS

Financial implications and risks:

None – narrative report only.

Legal implications and risks:

None – narrative report only.

Human Resources implications and risks:

None – narrative report only.

Equalities implications and risks:

While the work of the Board can impact on all members of the community, there are no implications arising from this specific report which is a narrative of the Board's work over the past year.

BACKGROUND PAPERS

Minutes of meetings of the Overview and Scrutiny Board 2017/18.

**Children and Learning Overview and Scrutiny Sub-Committee
Summary of work undertaken 2017/18**

INTRODUCTION

This report is the annual report of the Sub-Committee, summarising the Sub-Committee's activities during its year of operation ended March 2018.

It is planned for this report to stand as a public record of achievement for the year and enable Members and others to have a record of the Committee's activities and performance.

SUB-COMMITTEE MEMBERSHIP

Councillor Gillian Ford (Chairman)
Councillor Meg Davis (Vice-Chair)
Councillor Viddy Persaud
Councillor Carol Smith
Councillor Philippa Crowder
Councillor Ray Morgon
Councillor Jody Ganly
Councillor John Glanville
Councillor Keith Roberts

Statutory Member representing the Churches:

Lynne Bennett (Church of England)
Jack How (Roman Catholic Church)

Statutory Members representing parent governors:

Julie Lamb (Special)

Non-voting members representing local teacher unions and professional associations:

Ian Rusha (NUT)
Keith Passingham (NASUWT)

During the year under review, the Sub-Committee met on four occasions and dealt with the following issues:

1. Report on Fostering

The Sub-Committee received and noted a report that provided an update on fostering arrangements in relation to developments, on-going performance and challenges in Havering pre and post the Ofsted inspection.

Members noted that there had been significant work in maintaining foster carer recruitment, which had now expanded to include recruitment of specialist foster carers.

The Sub-Committee noted that the innovation programme was being used to target specialist foster carers in recognition of the range of multiple and complex needs of some the children coming to care.

The Sub-Committee noted the action plan for the service below:

- The Care Resources Service to continue to ensure fostering responded effectively to current challenges for children and the recruitment drive be further developed.
- To continue with the recruitment campaign to expand the number of in-house carers and to ensure foster carers were committed to working to keep sibling groups together wherever possible.
- To strengthen in-house offer and build a proposal in relation to an enhanced fostering model based upon the existing/projected profile of service demand, by first quarter 2017/18.
- To explore a range of joint commissioning options, to include fostering capacity with an East London sub-regional. Further information to be provided in quarter one of 2017/18.

The Overview & Scrutiny Sub-Committee held a special meeting, to investigate further opportunities to increase Foster Carer recruitment in the borough.

2. Service Improvement and Transformation

The Sub-Committee received and noted a report that detailed the service approach to continuous improvement. Members noted that the services key objectives for the year were:

- Improving the quality and effectiveness of social work interventions and to improve the experience for families.
- Provide effective interventions at all levels of need ensuring effective primary and secondary prevention.
- Increase the stability and skills of the workforce to improve the quality of relationships with children and their families.
- Improve the response to demand to ensure that families are provided a timely and proportionate intervention and increase the reach of early help services.
- Consolidate learning to ensure we continue to provide effective and co-ordinated services for children at risk of child sexual exploitation.
- Ensure that feedback from children and their families is sought to improve the quality of interventions.
- In house and commissioned services demonstrate good value when outcomes and costs are benchmarked against other authorities.

- Continue to build on improvements to the quality of placements for children in care, improving timeliness of permanency and enhancing the outcomes for care leavers.
- Reduce the budget deficit by installing strict financial controls. Monitor and report on progress, whilst looking for further opportunities.
 - Implement and track the first year of the Innovation Programme.
 - Monitor against the thirteen recommendations made by Ofsted and report on progress to them, to the Department for Education and internal stakeholders.
- Ensure the workforce development and retention activity is in place to increase the number of permanent social workers.
- Develop and implement the Social Care Academy, providing a strong and competitive offer for social workers, with the aim of encouraging highly skilled and experienced practitioners to work for Havering.

The Sub-Committee noted that a range of activities were underway to deliver against objectives and noted the next steps by the service.

3. OFSTED Improvement

The Sub-Committee received an update report that highlighted that the service was meeting its statutory responsibilities and was continuing to evidence improvement against Ofsted recommendations. The report informed that further to the submission of the formal response to the Ofsted's recommendations, the service was committed to making changes in the short and long term, to raise social work standards.

The Sub-Committee received the following update on the monitoring progress:

1. Children's Services had a Transformation and Improvement Board, which was responsible for overseeing change initiatives and service improvement.
2. Progress against the Ofsted Action Plan would be monitored every month, with a report available describing trends, ongoing activity within the service and the impact the activity was having.
3. A set of Key Performance Indicators (KPIs) had been agreed by the Board.

Early measures showed considerable improvement in a number of areas, including;

- A reduction in the number of Child in Need plans.
- A reduction in the number of Child Protection Plans.
- An increase in the number of social workers taking up permanent positions.
- An ongoing improvement in the timeliness of interventions in Early Help.
- Improved performance in the MASH
- More direct contact with Care Leavers
- Improved rate of Return Home Interviews completed within 72 hours
- Increase in allocation of independent visitors

The Sub-Committee noted the following next steps by the Service:

1. The delivery of a new business intelligence solution, Power BI from Microsoft, would enable the service to receive data in differing formats and enhance how the Ofsted indicators would be monitored. It would also allow for easier retrieval of reports, resulting in being able to manage areas of risk more closely. The service was proposed to start from August 2017.
2. The Service would continue to monitor the performance of all Ofsted key indicators, against the Ofsted Action Plan, managing risk and ensuring all milestones and deliverables were agreed and managed.
3. To continue to work with the Safeguarding Board and responding to their challenge and ensuring alignment in activity that was shared or had an overlap.
4. To prepare for the next Ofsted quarterly meeting, expected in autumn 2017.
5. To begin to plan for the new inspection framework being developed by Ofsted.

The Sub-Committee noted the improvement the Ofsted improvement and monitor progress update report.

4. HAVERING SCHOOL IMPROVEMENT

The Sub-Committee received and noted a report that detailed the vision of the service to ensure a good start for every child to reach their full potential and its ambition to establish a self-improving education system.

The report outlined the progress to improve standards of teaching, learning and leadership across Havering's schools and the establishment of the independently chaired Improvement Board. The Regional Schools Commissioner had engaged with the authority on this work. The Sub-Committee noted the steps that had been taken and the steps planned to be taken by the service.

5. HEALTHWATCH HAVERING - ANNUAL REPORT

The Sub-Committee received the annual report of Healthwatch Havering, a statutory organisation established by the Health and Social Care Act 2012.

The Company Secretary highlighted that Healthwatch Havering had continued to work with various partners such as the newly formed Havering Locality Development Planning Group – a partnership between the Council and Clinical Commissioning Group (CCG).

The Chair noted the lack of reference to children's services within the report. The Sub-Committee commended Healthwatch Havering and the Company Secretary for the annual report and noted it.

6. POLICE VIEW ON CHILD PROTECTION

The Sub-Committee received, and noted, a presentation on Police Child Protection and how the Police Service was organised to undertake such investigations.

Members received an explanation of the role and purpose of the safeguarding officer and the tactics deployed in providing a victim's safety. Furthermore, an explanation of the role of Community Safety Unit Detective Constables (DC's) was received. The Police had also recently recruited Sexual Offences Investigation Technique (SOIT) Officers and filled some Child Abuse Investigation Team vacancies, with new recruits helping to ease the pressure on existing team members, leaving others more accessible to the community.

7. SCHOOL EXPANSION PROGRAMME

The Sub-Committee received and noted an update report on the School expansion programme from the School Provision & Commissioning Manager, which informed members on the progress of the school expansion programme since April 2017.

The report indicated that the Local Authority had a statutory duty to plan and secure sufficient school places for the area to meet the needs of its children and families.

The report outlined that as primary children move into the secondary sector, the number of secondary age pupils were expected to rise significantly from 2015/16 to 2022/23. It would cause the current surplus of places in the sector to be eroded and surpassed.

A further Cabinet report would be prepared for autumn 2017 which would provide an update to the current pupil projections and identify plans to meet the planned demand for school places up until 2020/21.

8. FUTURE EDUCATION SERVICES

The Sub-Committee received an update report that outlined the plans to review services provided by the Local Authority to schools over the next academic year.

It was stated that against a backdrop of academisation and proposed changes to schools funding it was important for schools to receive timely, coherent and quality services from the borough to enable schools to deliver quality teaching, learning and support to children locally.

The Sub-Committee noted that traded services were experiencing challenging economic conditions and this was anticipated to continue. The Local Authority's statutory duties to schools reduced further as more schools become academies.

The Sub-Committee was informed that it was imperative to find financial savings across Children's Services and as such it was timely for the service to undertake a wholesale review of both statutory and traded services available to schools and reshape our relationship locally.

The Sub-Committee was informed that given the importance to continue to provide services to schools whilst managing a sustainable financial position, the Chief Executive and Director of Children's services would oversee a phased programme of reviews of services, commencing in September 2017. The review would be carried out internally by managers and staff in the Education and Learning Department. Phasing the programme would enable engagement with staff groups and schools throughout the review and also ensure minimal disruption to services provided to schools during this period.

The Sub-Committee noted the contents of the report

9. PRESENTATION ON POWER BI

The Sub-Committee received, and noted, a presentation on Power BI, a suite of business analytics tools that would deliver insights throughout the service that would enable the user to visualize and analyse data with greater speed, efficiency, and understanding. Power BI would connect users to a broad range of data through easy-to-use dashboards, interactive reports, and compelling visualizations that bring data to life with a unique 360 degree view for the user. The presentation highlighted to Members the tools features and benefits and members noted the next steps of implementation.

10. CHILDREN SERVICES ANNUAL COMPLAINTS REPORT 2016-17

In accordance with the Children Act 1989 Representations Procedure (England) Regulations 2006, the Sub-Committee received the Children's Services Complaints Annual report for 2016/17, which provided information about the numbers and types of complaints handled by the Children's Service during 2016/17, as well as Members' correspondence.

The report detailed the main reasons for complaint and members noted that the service had taken steps to resolve the issues, including face to face complaint meetings to provide parents/carers with a better understanding of actions were taken.

The service would continue to use complaints as an important feedback resource and provide opportunities for young people to play a more active part in developing the service.

The Sub-Committee noted the contents of the report.

11. EDUCATION SERVICES ANNUAL COMPLAINTS REPORT 2016-17

The Sub-Committee received a briefing on the Education Services Annual Complaints report for 2016/17.

It was explained that the Education Services had gone through a structural change in 2016/17 resulting in senior management and team changes. The Sub-Committee noted the statistics contained within the report.

Education Services continue to use complaints as a feedback resource for learning and the collection of complaints data relating to schools was to be encouraged to identify particular themes arising within schools. Structural changes had an impact on response times, however as the Service stabilises this should see a return to the high response rates seen in previous years.

The Sub-Committee noted the report.

12. HIGH NEEDS REVIEW AND STRATEGY

The Sub-Committee received a briefing on the review of the High Needs Strategy. The report informed the Sub-Committee that the revised strategy sets out the proposals for the additional capital and allocated High Needs block funding budget from central government, as well as proposals to improve the processes and services that were currently been delivered.

The Sub-Committee noted the emerging priorities for provision for Special Educational Needs and Disability (SEND) and those requiring alternative provision. These included establishing a bursary scheme for early years' providers, schools and post-16 providers to adapt their environment in order to make their school/provision more inclusive. The intention was to increase the hourly rate for top up payments to schools for pupils with Education Health and Care Plans (EHCP) to £14.

The Head of Adult and Children's Disabilities informed the Sub-Committee that a draft strategy would be produced in November for further consultation with stakeholders. It was suggested that the Sub-Committee receives the report at a future meeting.

The Sub-Committee noted the briefing report.

13. HAVERING SCHOOL RESULTS

The Sub-Committee was briefed on the key areas of performance in each of the key stages of education as at 31 October 2017.

The report detailed that in the Early Years Foundation Stage (pupils aged 5), children in Havering had a strong start in their education, with the percentage of children improving and reaching a Good Level of Development (GLD) in the Early Years Foundation Stage Profile exceeding the number found nationally again in 2017. Havering ranked 52/152 of all local authorities, and 6th amongst

our statistical neighbours. The EYFS measure has been unchanged since 2013 during which Havering attainment had improved consistently.

The Sub-Committee was informed that Ofsted measured performance based on providers being judged as either Good or Outstanding, the remaining judgements being 'Requires improvement' and 'Inadequate' with the additional descriptor of 'serious weaknesses' or special measures. Historically the main focus was 'percentage of providers judged to be good or better'. In recent years this focus has changed to 'percentage of pupils in a good or better school'.

In line with the Government's initial intention of enforced academisation, 'failing' schools that became sponsor-led were classified as new establishments, and exempted from inspection for a minimum of 3 years and were not included in Ofsted calculations. It had led to a period of sustained national improvement of schools being Good or Better increasing from 69% in 2012 to 89% in 2017.

The Sub-Committee noted that Havering's secondary sector had improved in 2017 and in primary, and now in line with national and statistical neighbours. The new measure mirrors the position though in primary sector the percentage of pupils in a good or better school was above national and the rankings for primary have significantly improved in 2017.

The Sub-Committee was informed that as part of the next steps, the service would continue to monitor the performance of all schools on a regular basis with a refreshed approach to bringing about necessary improvements.

The monitoring would include forensic evaluation of progress through monthly performance review meetings in those schools identified as being under-performing and a greater use of the powers available to the authority where schools are a cause for concern.

The Sub-Committee noted the update report on school improvement.

14. THE OLIVE AP ACADEMY

The Sub-Committee received a presentation from Chief Executive and Chief Operating Officer for Olive Academies.

The Olive Alternative Provision (AP) Academy Havering provides full-time provision for 64 Key Stage 3 and 4 pupils, many of whom have been permanently excluded from mainstream school in Havering. It was stated that the academy conversion had also provided a unique opportunity to shape the new provision in line with current education thinking so that Havering schools received the support they required.

The key aim at KS4 was to prepare students to be successful in the 21st century world. It was the ambition of the Academy that a student should not need to be permanently excluded to be in receipt of a curriculum offer

appropriate to meet their needs. The aim was to agree a pathway with the student, their family and their home school.

It was stated that at Key Stage 3, the aim was to work with students in preventative and proactive ways, which maintain them in their home school as it was an objective of the Academy to also work with mainstream schools to prevent permanent exclusions.

The analysis of 2017 performance indicated that the Academy was starting to address the historical underperformance of Manor Green College and in comparison to national benchmarks, the Sub-Committee was informed that students at Olive AP Academy Havering were performing significantly better than AP Centres in the local area and nationwide. The progress of the students was noted as significantly higher and attainment was also very significantly higher.

The Sub-Committee was informed that as part of the governance at the Academy, the Trust promotes a link between its academies and the local mainstream schools and was committed to securing their representation on each advisory board. In Havering a monitoring group that comprised an independent Chair, three Havering schools representatives from (Drapers Academy, Abbs Cross Academy and the Albany School) supports the work of the academy on a half-termly basis.

The Sub-Committee was informed that the Trust was grateful for the support of the Council in funding the proposed new building project to improve the quality of the site. It was indicated that improving the quality of the building represented an opportunity to embed our ambitious vision for the academy.

The Sub-Committee thanked the Chief Executive and Chief Operating Officer for Olive Academies for working with the authority and making the time to attend and update Members on the progress at the Academy.

15. IN YEAR ACCESS PROTOCOL

The Assistant Director for Education Services briefed the Sub-Committee on the Fair Access Protocol.

It was stated that the School Admissions Code requires each local authority to have in place a Fair Access Protocol which all local schools/academies must adhere to.

The report informed Members that part of the aims of the In Year Fair Access Protocol included:

- Acknowledging the real needs of vulnerable young people who were not on the roll of a school and to ensure that an appropriate placement was identified and pupils/young people are on roll within 10 school days of the panel;

- Seeking to find an alternative placement or support for those on roll of a school where it could be demonstrated that they were at risk of permanent exclusion;
- Recording the progress and successes of the young people placed through the Panel.

It was mentioned that the Pre Panel met on a monthly basis to discuss each of the pupils in detail taking into consideration the number of vacancies at each school/academy in each year group and the total number of pupils/young people that have been admitted to each school/academy in each year group through the IYFAP process in the last academic year.

The Sub-Committee noted that a pupil/young person would not be referred to a school/academy that was placed in an Ofsted Category, unless under exceptional circumstances.

The Sub-Committee was also informed that Social Inclusion Funding was in place in order that schools and academies could apply for “top up” funding towards the costs of approved learning support/pastoral support, and/or alternative provision, for students who were at risk of permanent exclusion.

The Sub-Committee noted that the Education Services would continue to monitor the admissions arrangements of all schools on a regular basis. The monitoring would include evaluation of referral data and a greater use of the powers available to the authority where schools were a cause for concern.

The Sub-Committee noted the report.

16. REGIONALISATION OF ADOPTION SERVICES IN LONDON & THE ADOPTION SUPPORT FUND

The Sub-Committee received a report that outlined Havering’s involvement in the regionalisation of adoption services in London and give an overview of the Adoption Support Fund that was available for all local authorities with adoption support services.

Havering was part of the East London Regional Adoption Agency (RAA) which includes Barking and Dagenham; Newham; Waltham Forest and Tower Hamlets.

The Sub-Committee noted the following benefits of moving to the RAA would be to:

- Speed up matching
- Improve adopter recruitment and adoption support
- Access to more potential adopters
- Reduce costs / increase efficiencies around savings
- Improve the life chances of vulnerable children.

- Reduce risk of post code lottery
- Offer more resilience to service from the scale or volume

It was also stated that part of the benefit would include less competition and more collaboration, which would provide greater scope for financial efficiencies and significantly improve outcomes for children and young people.

The Sub-Committee was informed that within the court proceedings, a RAA should be in a position to promote a more coherent and joined up working with the court services.

The Sub-Committee noted that in principle Havering would participate in and lead the East London RAA.

That a further report would be produced outlining progress, risk and seek formal permission for Havering to lead and participate in the East London RAA.

17. HAVERING LOCAL SAFEGUARDING CHILDREN BOARD – ANNUAL REPORT 2016/17

The Chairman of the Havering Safeguarding Children Board presented the annual report of the board to the Sub-Committee.

The Sub-Committee noted that the purpose of the report was to fulfil the statutory requirement that the Local Safeguarding Children Board publish an annual report on the effectiveness of safeguarding in their local area.

The annual report provided an overview of the Ofsted Inspection in October 2016. The Sub-Committee noted that whilst the Ofsted recommendation was 'requires improvement' for both Children Social Care and the HSCB, the report fully acknowledged that Children Social Care had made and were making exciting changes in approach and structure through 'Face to Face', that would help to support children and families in Havering. The approach had been fully supported by the board.

The report also detailed an overview of the 2016-17 safeguarding strategic aims and a summary of the HSCB board sub group working and governance 2016-17.

The Chairman of the Havering Safeguard Children Board outlined that the past year had seen a very major change in the structure of the Metropolitan Police. Havering had been one of the pathfinder areas and the board had been involved in the consultation around the structure, focusing on the need to ensure safeguarding structures such as the CAIT remain strong.

The Sub-Committee was informed that the coming year would see some continued challenges with the impact of budgetary restraints which must be a focus of the board during the next financial year.

The Children Social Care Act which came into force in 2017, had major implications for agencies and specifically Children's Social Care. A new 'Working Together Guidance' would be introduced to support the new act and would continue to work with the Chief Executives and officers of the three statutory agencies, to ensure that Havering was in the best position to implement the new legislation.

The Sub-Committee thanked the Chairman of the board for attending and noted the annual report.

18. CORPORATE PERFORMANCE INDICATORS

At its meeting in July 2017, the Sub-Committee received the fifteen corporate performance indicators for Children and Learning for Quarters 1 2017/18. It noted that nine were classified as Green and three as Red. Areas for improvement included the time children took to reach adoption but there were very low numbers of children involved. In terms of children leaving care but not in education, employment or training, Havering was behind its target but continued to perform better than its statistical neighbours.

At its meeting in November 2017, the Sub-Committee received the corporate performance indicators for Quarter 2 of 2017/18 relevant to its remit. It noted that that six (43%) of the indicators have a status of Green while eight (57%) have a status of red under the revised tolerance ratings.

The report informed the Sub-Committee that the three performance indicators that report to Overview & Scrutiny Board had all been rated at red for the quarter.

- Total number of in-house foster carers
- Percentage of looked after children placed in in-house foster care
- Percentage of young people leaving care who are in education, employment or training at ages 18-21

Whilst the Sub-Committee noted the highlights, the report also outlined the following areas that required improvements:

- Care Leavers in education – the percentage care leavers in education, employment or training was on a downward trajectory, but there was expectation of an improvement as destinations become better known. Six Pathway Coordinators have also been recruited to work with young people and care leavers to help them plan their transitions into adulthood, education or employment route.
- Adoption – Ten children who have been adopted or were currently placed with their prospective adoptive families were awaiting orders, six waited less than 14 months between starting to be looked after and moving in with their adoptive families.
- Recruitment of Foster Carer - Despite the recruitment of new in-house foster carers being ahead of schedule, the total number of in-house foster carers was lower than target.

- The percentage of looked after children “Staying Put” was based on the number of young people who ceased to be looked after on their 18th birthday who have a foster care placement and remain living with that carer. By the end of September, two 18 year olds cease to be LAC who were eligible for Staying Put, however only one remained in placement.
- Care Proceedings –There had been notable shift towards shared responsibility to reduce delay by Children’s Services as well as the Courts. In Quarter 1, Havering’s average timescale for concluding proceedings was 40.9 weeks. In Quarter 2, it had reduced to 34 weeks. It was noted that a number of long running cases that were concluded in October 2017 negatively affected performance.

At its meeting in February 2018, the Quarter 3 corporate performance report was outlined. The summary for the quarter detailed that 8 indicators (53%) have a status of green while 7 (47%) have a status of red. The report indicated that an improvement on the position at the end of Quarter 2, when 43% of indicators were rated Green and 57% were rated Red.

The report informed the Sub-Committee of the following areas that required improvements:

- The percentage (57.6%) of care leavers were 80/139 in education, employment or training., whilst this was lower than the Havering target, the council was surpassing the national average and many other London boroughs. The Council had been awarded funding from the Department of Works & Pensions (DWP) to set up a Work Club at The Cocoon. An application had also been made to the DWP Community Budget to enable the service deliver a programme aimed specifically at supporting young people to attain employment and/or embark on further education.
- Whilst there had been a positive increase in the number of new foster carers and the percentage of LAC placed with in-house carers, the total number of in-house carers had not changed significantly.
- The proportion of Care Proceedings completed in under 26 weeks remains significantly below target, albeit improved on Quarter 2. Four long-running cases which have gone beyond 50 weeks have significantly impacted on the average case duration not only for this quarter but also for the whole year 2017-2018. An updated legal planning and pre-proceedings review procedures would be circulated to all social care staff for the future.
- The proportion of children attending Good or Outstanding schools was currently slightly below target, but figures were expected to improve over the coming months.

The Sub-Committee noted the performance report.

19. THE CORPORATE PARENTING PANEL

The Corporate Parenting Panel met on a monthly basis throughout the year, with a new model of working. Bi-monthly meetings are now 'Participation Meetings' with a variety of contributors, including care leavers, foster carers, social workers, police and virtual head. Collectively, the Panel consider a variety of topics, including policy, information, advice and support, service improvement, communication for the borough's children in care, those transitioning into adult services and leaving care. The bi-monthly 'Formal Meetings' focus on a number of areas including performance, outcomes, out of borough provision, improvement, CSE and missing, safeguarding, education, health, fostering and adoption, housing, leaving care, tracking of individual cases and statutory responsibilities.

20. ANY OTHER BUSINESS

During the year the Sub-Committee arranged a meeting special meeting that afforded Members the opportunity to interact with Foster Carers.

It was an opportunity for the Foster Carers relate their personal experience, challenges and expectation. The Sub-Committee noted from the session that Foster Carer expressed satisfaction from the support that was offered and available from the service.

Another session was proposed for later in the New Year.

The Sub-Committee were delighted to have been joined by students from the Corbets Tey @ Avelon and their parents. Students and parents spoke of the success of Corbets Tey @ Avelon and the skills the young people have achieved.

The Chair would like to thank all outside body members, partners, Officers and Members, for their dedication to the sub-committee over the last year and the last four years of this Council.

IMPLICATIONS AND RISKS

Financial implications and risks:

None – narrative report only.

Legal implications and risks:

None – narrative report only.

Human Resources implications and risks:

None – narrative report only.

Equalities implications and risks:

While the work of the Sub-Committee can impact on all members of the community, there are no implications arising from this specific report which is a narrative of the Sub-Committee's work over the past year.

BACKGROUND PAPERS

CRIME AND DISORDER SUB-COMMITTEE – ANNUAL REPORT 2017/18

INTRODUCTION

This report is the annual report of the Sub-Committee, summarising our activities during its year of operation ending May 2018. This report will stand as a public record of achievement for the year and enable members and others to have a record of the Committee's activities and performance.

SUB-COMMITTEE MEMBERSHIP

Councillor Ian de Wulverton (Chairman)
Councillor David Durant (Vice-Chair)
Councillor Ray Best
Councillor Brian Eagling
Councillor John Mylod*
Councillor Garry Pain

**For part of the 2017-18 municipal year and was replaced by Councillor June Alexander.*

During the year under review, the Sub-Committee met on 4 occasions and dealt with the following issues:

1. Corporate Performance reporting

Throughout the year, the Sub-Committee had received reports on the outcome of performance against the indicators which fell within the Sub-Committees remit.

Alterations had been made to the tri-borough model, including outstanding calls being managed on an incident list for each borough, rather than as a single incident list for all three boroughs, as when the pilot began. The impact of these alterations had begun to be seen in the performance achieved.

The Sub-Committee received quarterly reports on the proportion of ASB incidents relating to travellers. In the second quarter, there were 1,548 Computer Aided Dispatches which had an opening code that related to anti-social behaviour in Havering, with 1,026 being 'closed' as anti-social behaviour. Six of these dispatches related to five separate traveller incursions, a reduction from the previous quarter. The previous year, traveller incursions drove 100 calls, however a dedicated Inspector covers had taken the responsibility for the three boroughs.

2. Serious group Violence and Knife Crime Strategy 2017

Since the introduction of a tri-borough Gangs Unit, the borough had benefitted from having access to a resource which proactively monitored and disrupted the boroughs high risk gang nominals.

Whilst data might show that knife crime was not linked to gangs, there was a local awareness of the migration of gang members into Havering from other boroughs. Research revealed that only 11% of Havering's Trident Gangs List were under 18 years of age and 20% were on the Habitual Knife Crime list.

The Sub-Committee were made aware of the various risk management panels linked to gangs and serious group violence. The delivery structure of information and intelligence flow for the East Area Gangs Panel and Serious Group Violence Panels were received and the 2017-2021 Serious Group Violence and Knife Crime Action Plan was noted.

3. Reducing Re-offending rates

The re-offending figures for Havering were very positive, being better than the national average and the London average for all but one set, the 35-39 age group.

The Reducing Reoffending Action Plan 2016-20 focused on prioritising accommodation, education, training and employment, finance and debt and enforcement and compliance.

The Havering Community Safety Strategic Assessment had shown that 40% of acquisitive crime in Havering came from Class A drug users alone.

The Sub-Committee noted the progress against the Reducing Re-offending Action Plan 2016-20, Integrated Offender Management Panel and Drugs Intervention Panel.

4. Street Triage

In response to a large number of people with mental health problems being taken into police custody, NELFT had established a scheme whereby police could call out NELDT triage staff if they found a person having a mental health crisis. The scheme operated throughout Havering and Outer North East London. The scheme had been the first such street triage scheme to operate in the UK. Police officers received enhanced safeguarding including on mental health issues. There was also a mental health team included in the Safeguarding team.

The Sub-Committee noted the report by Healthwatch Havering and the responses given by the Chief Superintendent at the meeting.

5. Safer Neighbourhood Board Annual Report

The Sub-Committee received the Annual Report of the Safer Neighbourhood Board.

6. Update on Tri-Borough Model

The revised structure included four Superintendents leading different functions which included Safeguarding, Emergency Response, Neighbourhoods and

Investigations. HQ was a fifth function, which pulled issues such as Police resources and performance together across the three boroughs. The Council was represented on both the Pathfinder Project Board and the Oversight Board that reviewed the tri-borough model. The Chief Superintendent reported that the staffing resources were broadly sufficient and that leadership was an issue to improve performance.

The Sub-Committee had noted the update provided.

7. Report from Superintendent Responsible for Neighbourhoods

The Metropolitan Police were required to make savings of £400m by 2020. It was felt that the introduction of the tri-borough model was a more efficient way of working but required a cultural change, whereby officers would retain ownership of a whole investigation. The focus for neighbourhoods would be at the individual ward level and Havering had not lost any Inspectors who dealt with partnership and neighbourhoods work.

The Sub-Committee noted the update provided.

8. Report from Superintendent Responsible for Protecting Vulnerable People

The use by Police of a safeguarding car allowed the correct officer to attend incidents quickly. This allowed better crime management and meant assistance could be given to vulnerable victims more quickly. The number of outstanding suspects were increasing and it was felt that this was due to more victims pressing charges and a higher number of occurrences of domestic abuse.

The Sub-Committee noted the update on protecting vulnerable people.

9. Violence Against Women and Children

The Violence against Women and Girls (VAWG) Strategy was in its final year and the new strategy covered issues such as trafficking, modern day slavery and child sexual exploitation.

It was agreed that most victims of domestic violence wanted to stay in their homes, which was not easy to resolve at times. Resources for services to deal with VAWG had been maintained. A refuge was currently provided by Havering Women's Aid and this contract was due to be recommissioned. The SOLACE Women's Aid charity provided support groups and counselling. The existing victim support scheme in key services was funded until at least July 2018.

Around 20% of domestic abuse victims were male. A total of sixty domestic abuse champions had been trained to advise colleagues on this area.

All domestic violence cases were risk-assessed and the most high risk cases were referred to the domestic violence Multi-Agency Risk Assessment Conference (MARAC) which comprised representatives of the Council, Police, Probation Service, the health sector and other agencies. There had been an

increase in the number of MARAC referrals but fewer cases were now referred more than once. There had not been a domestic violence homicide in Havering since 2003, an indication that risks were managed well. Police looked at the frequency and severity of domestic abuse carried out by repeat perpetrators and sought to manage high risk individuals. Sarah's Law, whereby an individual's history of domestic violence could be disclosed to a family was used by Havering. Refuges were situated locally and had good facilities.

The Sub-Committee noted the position.

10. Metropolitan Police Report on Investigation

The number of outstanding named suspects was significantly high, which was a trend in the east, Waltham Forest and Newham, due to the number of foreign national offenders and the high amount of mobility in and out of the country.

Habitual knife carriers were being targeted and officers would be carrying out intense weapon sweep and intelligence-led operations to confiscate knives and tackle those wanted in connection with knife-related offences and violent crime.

Robbery offences had increased by 81% from the previous year, however small numbers reflected high percentiles. Burglary had been a key focus on the lead up to the Christmas period. Good news stories included an arrest for possession of a prohibited weapon, an arrest for possession with intent to support and being carried in a stolen vehicle and an arrest made in respect of two persons driving into pedestrians with a car.

The Sub-Committee had noted the report on Investigations.

11. Havering Community Safety Partnership's Partnership Plan 2017/18 to 2019/20

The Havering Community Safety Partnership comprised of five responsible authorities who, by law, were required to work together to tackle crime, disorder substance misuse and reoffending. There was a statutory requirement that the Havering Community Safety Partnership produce an annual strategic assessment of these issues in co-ordination with a community safety strategy or plan.

The strategic themes and cross cutting area identified were protecting vulnerable individuals/victims, supporting the most prolific and/or high harm offenders and creating safer locations.

The Sub-Committee had noted the Community Safety Plan 2017-2020 that was approved by Council on the 12 July 2017.

12. Topic Groups

How the Criminal Justice System Deals with Offenders with Mental Health Issues

The topic group was established to identify weaknesses, if any, and make recommendations to partners on ways to tackle those weaknesses; to assess how the various agencies deal with offenders with mental health issues; to seek to identify ways in which the process could be improved; and to investigate the various stages at which the Justice system interacted with people with mental health issues.

During the course of its review, the topic group met and held discussions with the following people:

- Elaine Greenaway, Senior Public Health Strategist, London Borough of Havering
- Inspector Cavanaugh, Metropolitan Police Detention Service
- Liz Micalap, Mental Health Practitioner
- Tim Churchyard, YOS Manager, London Borough of Havering
- Janet Chapman, CAMHS Nurse Practitioner
- Wellington Makala, NELFT
- Anita-Grant Williams, National Probation Service
- Sonja de Groede, National Probation Service
- Yasmin Lakhi, London Community Rehabilitation Company
- Bob Barr, Havering Clinical Commissioning Group
- Bernard Natale, Mental Health Commissioning, LBH
- Hong Tan, NHS England

The topic group made the following recommendations:

- i) Metropolitan Police Service and NHS England to continue to work together to provide Mental Health Practitioners in custody suites.
- ii) North East London NHS Foundation Trust, the Youth Offending Service and the Probation Service to work together to ensure a smooth transition process for young persons in the criminal justice system to ensure continued access to mental health services.
- iii) North East London NHS Foundation Trust to continue to provide Child and Adolescent Mental Health Services (CAHMS) Youth Offenders Services Practitioner Service.
- iv) Public Health and Clinical Commissioning Group to continue to work together to ensure adequate services available locally for offenders with mental health and substance abuse issues.

Increase in Unlawful Traveller Encampments

At its meeting on the 28 July 2016, the Crime & Disorder Sub-Committee agreed to establish a topic group to scrutinise the number of places originally provided in Havering for Travellers, how this had grown and how it was predicted to grow in the future as well as the reasons behind these changes.

During the course of its review, the topic group met and held discussions with the following people:

- Savinder Bhamra, Corporate Policy and Diversity Advisor
- Diane Egan, Community Safety and Development Manager
- Steve Moore, Director of Neighbourhoods
- Simon Thelwell, Planning Manager, Regulatory Services

Whilst the topic group had not met since the 21 September 2016, since the introduction of the East Area Borough Command Unit in January 2017, the boroughs of Barking & Dagenham, Havering and Redbridge had worked collaboratively to address illegal incursions. The Police had revised their operating procedures for dealing with illegal incursions. The Crime and Disorder Overview and Scrutiny Sub-Committee have actively monitored a notable reduction in traveller incursions in 2017-18.

Documentation compiled for traveller injunction was reviewed on 13 February by the Barrister representing the Council. As a result of this persons experience in obtaining injunctions pursuant to Section 222 Local Government Act 1972 and Section 187B Town and Country Planning Act 1990, they have developed significant expertise in cases concerning unauthorised encampments. Once the documentation has been agreed, the process of obtaining the Injunction would commence and it was hoped that this will in place by April when traveller incursions usually begin to happen.

The working party made the following recommendations:

- i) That consideration be given to the establishment of a Gypsy and Traveller Officer post in the borough.
- ii) That members are proactive in encouraging residents who contact them and these type of complaints to notify the Police so that the complaint is registered.

Environment Overview and Scrutiny Sub-Committee Summary of work undertaken 2017/18

INTRODUCTION

This report is the annual report of the Sub-Committee, summarising the Sub-Committee's activities during its year of operation ended March 2018.

It is planned for this report to stand as a public record of achievement for the year and enable Members and others to have a record of the Sub-Committee's activities and performance.

SUB-COMMITTEE MEMBERSHIP

Councillor Darren Wise (Chairman)
Councillor Carol Smith (Vice-Chair)
Councillor Nic Dodin
Councillor Keith Darvill
Councillor Garry Pain
Councillor Patricia Rumble

During the year under review, the Sub-Committee dealt with the following issues:

PARKS AND OPEN SPACES

The Council's Parks Development Manager gave the Sub-Committee a presentation on the Council's parks and open spaces.

The presentation showed that the Council managed 100 parks and open spaces including 4 country parks and also detailed the works carried out managing the parks including the management of maintenance, parks ranger service and parks management and a formal inspection system.

In total the Council maintained and managed 41 play areas including 26 recreation/fitness areas.

The Council also managed 27 allotments including liaising with allotment societies, management of Public Right of Ways including liaising with ramblers and liaison with 18 friends of parks groups.

Officers advised that dealt with event and activities management, management of leases and licences and management of sports pitch hire.

FOOD AND FEED SERVICE AND PLAN 2017/18

The Council's Food Safety Division Manager presented to the Sub-Committee regarding the Food and Feed Service and Plan 2017/18.

The presentation contained facts and figures from the Council's interventions when visiting premises that sold or provided food for consumption by the public.

Officers advised that the Food Standards Agency had audited the service in December 2015 and found that the Council needed to clarify its interventions due against its capacity and to clarify the intervention strategy for food standards. At the time 1200 premises were overdue for inspection.

Members had noted the reactive work of the service which included complaints about food purchased in the borough, hygiene of premises, labelling of food, food poisonings and service requests for information.

Members noted that the service had tendered in the private sector for 500 lower risk broadly compliant premises inspections using funds from vacant posts. This freed up officer time to concentrate on high risk and non-compliant premises and any revisits from the outsourced work. Non-compliant premises took up most of officer's time and prosecution was very time consuming.

The Food Hygiene Rating Scheme (FHRS) in England, Wales and Northern Ireland helped consumers choose where to eat out or shop for food by giving them information about the hygiene standards in restaurants, takeaways and food shops. The rating was out of 6 with zero lowest and 5 highest. Premises only had to voluntarily display their rating for customers to see although it was planned to introduce mandatory display after Brexit.

Over 1800 premises in the borough had to be inspected over a three year period. In Havering 87% were rated 3 and above (broadly compliant) 13% were not. Members also noted examples of non-compliance and the fines/costs that had been paid.

CIVIL PARKING ENFORCEMENT

The Sub-Committee received a presentation on current operational service issues within their remit. During the presentation, it was explained that there were strict legislation and governance surrounding civil parking enforcement.

During discussion, concern was expressed that there were instances of unreasonableness when issuing penalty charge notices and it was explained that individuals had the right of appeal.

Havering was the sixth lowest issuing authority within London in 2016/17, and despite an increase in the number of enforcement officers over the past few years, the borough continued to be lower in comparison with others. This may be due to not having enough officers on patrol, however the avoidance of saturation of the borough with enforcement officers was a consideration.

During discussion of Moving Traffic Contraventions (MTCs), it was explained that with the exception of bus lane cameras, cameras were deployable based on evidence of non-compliance at a site. Transport for London had reported that since the introduction of bus lane cameras in the borough, there had been a reduction in journey times and an increase in bus reliability.

The main reasons for issuance of a penalty charge notice were parking on a single yellow line; parking on a footway when prohibited to do so; parking in a residents bay without a valid permit; parking in a loading place; and parking on a double yellow line/loading restriction. The Sub-Committee requested that a comparison of these reasons be provided. Members raised concern regarding overweight vehicles parking in residential areas around the borough. This had been managed by the London scheme, and although the Council had since opted out of the scheme, this could be reviewed.

Further concern was expressed that penalty charge notices were being received by individuals when parking machines were out of order. If a parking machine was non-operational, this would be alerted to the backup facility and officers informed of the time the machine is out of order so that penalty charge notices are not enforced during this time and when the issue had been rectified. In-house operations have the capability to resolve minor issues with the parking machines, however external support from the supplier is sought to fix other issues as soon as possible. It was noted that the Council were not enforcing the Pay by Phone facility.

The Chairman had asked for some statistical data on moving traffic contraventions across the borough – number of PCNs issued and whether the levels of PCNs were decreasing and road safety was improving.

HOUSES IN MULTIPLE OCCUPATION - ADDITIONAL LICENSING SCHEME

The Sub-Committee received a presentation on the Houses in Multiple Occupation Additional Licensing Scheme.

The presentation detailed the consultation process which commenced in May 2017. Following consultation and subsequent Cabinet approval, a designation was made on the 11 October 2017 for an Additional Houses in Multiple Occupation Scheme, covering twelve wards. The scheme could not go live until at least ninety days had passed from the decision date, therefore no licences would be issued before the 10 January 2018, although applications could be made prior to this date. Enforcement would start from 1 March 2018 and the scheme would be reviewed regularly. An explanation as to what properties would be covered by the scheme was provided as outlined in the appendix to the report.

The scheme had been publicised widely, with public notices having been published fortnightly in local press; public notices had been displayed in all borough libraries and main Council Office buildings; direct mailings sent to external organisations; and there was a proposal for extensive publicity and post campaign commencing January 2018.

To ensure the effectiveness of the scheme, robust enforcement against those that try to avoid licensing was paramount. The introduction of the scheme would create a financial deterrent for criminal landlords and would increase the number of licence applications and subsequently generate income for the Council. Once licensed, the Council would be in a position whereby it could monitor properties to ensure compliance with licence conditions and could prosecute or issue civil penalty notices for breach of conditions.

FLY TIPPING IN HAVERING - AN UPDATE OF THE JANUARY 2017 PRESENTATION

The Sub-Committee received an update of the January 2017 Fly Tipping in Havering presentation. It was explained that the Enforcement Group comprise of the Parks Protection Team, Neighbourhood Wardens; Anti-social Behaviour Officers, the CCTV control room and Street Scene Enforcements. Members requested that a visit be arranged to view the Control Room.

In 2016-17, the borough recorded 4,061 actual fly-tips, ranging from a black sack to a lorry load of rubble. During the same period, the StreetScene Enforcement Team carried out 11,748 enforcement actions. Over the winter months of 2016-17, the StreetScene Enforcement Team undertook a cover surveillance operation in Little Gerpins Lane to target heavy commercial fly-tippers, of which four individuals were caught and were being prosecuted. The Environment Service Highways Teams proposal to close Sunnings Lane and Little Gerpins Lane had been approved by the Highways Advisory Committee.

The StreetScene Enforcement Team were investigating new powers to seize vehicles from unlicensed waste carriers; were tackling businesses that do not hold waste transfer notes and were working with external agencies to tackle the challenges from traveller families and organised criminals.

TREES AND FOLIAGE OVERHANGING THE HIGHWAY

The Sub-Committee received a presentation on trees and foliage overhanging the highway.

The most frequent complaints received about public trees were surrounding epicormics growth, footway and property damage and fruit fall. Where works were carried out in default, the Council recovers expenses through the County Court. Although the law requires the Council to advise recipients of the potential consequences of non-compliant, the Council's approach was to engage, educate, encourage and enforce.

CORPORATE PERFORMANCE INDICATORS

Throughout the year the Sub-Committee continued to receive the Quarterly Performance Reports that had previously been reported to Cabinet and Demand

Pressure Dashboards which illustrated the growing demands on Council services and the context that the performance levels set out in the reports had been achieved within.

IMPLICATIONS AND RISKS

Financial implications and risks:

None – narrative report only.

Legal implications and risks:

None – narrative report only.

Human Resources implications and risks:

None – narrative report only.

Equalities implications and risks:

While the work of the Sub-Committee can impact on all members of the community, there are no implications arising from this specific report which is a narrative of the Committee's work over the past year.

BACKGROUND PAPERS

Minutes of meetings of Environment Overview and Scrutiny Sub-Committee 2017/18



Health Overview and Scrutiny Sub-Committee Annual Report 2017/18

INTRODUCTION

This report is the annual report of the Sub-Committee, summarising the Sub-Committee's activities during its year of operation ended March 2018.

It is planned for this report to stand as a public record of achievement for the year and enable Members and others to have a record of the Sub-Committee's activities and performance.

SUB-COMMITTEE MEMBERSHIP

Councillor Michael White (Chairman)
Councillor Dilip Patel (Vice-Chair)
Councillor Alex Donald
Councillor Nic Dodin
Councillor Denis O'Flynn
Councillor Carol Smith

During the year under review, the sub-committee met formally on four occasions and dealt with the following issues:

1. East London Health and Care Plan

The Sub-Committee was briefed by senior plan officers on this important programme which sought to redesign health services across North East London. The plan sought to involve all relevant parties including Councils, NHS bodies, carers and the voluntary sector in the improvement of the provision of local health services. Whilst specific proposals impacting on Havering were not yet available, it was possible that plans for the relocation of GPs or the re-provision of the NHS 111 service could be brought forward. It was likely that the East London Health and Care Plan would be scrutinised further, including via the Outer North East London Joint Health Overview and Scrutiny Committee.

2. Public Health Budget

The Council's Director of Public Health briefed the Sub-Committee on how the Council's public health budget was used. Government funding for public health in Havering had been reduced and the Sub-Committee discussed savings made including from the Council's Drug and Alcohol Action Team. The rationale for the

ending of the Council's main smoking cessation service was also explained to the Sub-Committee.

3. Performance Information

Throughout the year under review, the Sub-Committee reviewed performance information within its remit, focussing on areas including childhood obesity, delayed transfers of care and patient experience of primary care.

4. Barking, Havering and Redbridge University Hospitals' NHS Trust (BHRUT) Winter Pressures

Senior BHRUT officers briefed the Sub-Committee on the Trust's plans for coping with the peak demand levels expected over the winter period. This included discussion of vacancy rates at the Trust and how non-urgent cases could be diverted from A&E and treated in other parts of the health service. Other initiatives included a move towards having more patient discharges at weekends and encouraging doctors to write up prescriptions prior to the day of a patient's discharge.

5. Digital Roadmap for Integration between Health and Social Care

Work on upgrading and integrating NHS IT systems was explained to the Sub-Committee including plans to allow GPs to work from any location, including from a hospital environment. A pilot of video consultations was also under way, allowing cardiology consultants to more easily contact a patient's GP. NHS funding had also been received for the introduction in GPs of patient self-check-in and Wi-Fi availability.

6. Air Pollution

Public Health officers also briefed the Sub-Committee on air pollution in the borough and its links to conditions such as asthma and diseases including bowel and stomach cancer. The locations of pollution hotspots such as Romford Town Centre and Gallows Corner were also scrutinised as were the number of pollution monitoring stations within Havering. Other initiatives to combat pollution included the introduction of four Public Space Protection Orders outside schools and the launch of an app giving travel and pollution advice. The Council had also introduced the Miles the Mole campaign to raise awareness of pollution issues within schools.

7. Healthwatch Havering

The Sub-Committee continued to enjoy a productive working relationship with Healthwatch Havering, an organisation representing users of local health and social care services. A director of the organisation attended most meetings of the Sub-Committee and was allowed to ask questions of witnesses. The Healthwatch

Havering annual report was presented at the September meeting of the Sub-Committee.

Members of the Sub-Committee worked closely with Healthwatch Havering volunteers to conduct a joint topic group review of delayed referrals to treatment at BHRUT. This was believed to be the first such joint Overview & Scrutiny-Healthwatch review in the UK and the review made a number of recommendations which have now been responded to in detail by the health bodies. Responses to the report, in particular from BHRUT, were reviewed by the Sub-Committee at its September meeting and the issue of delays in referral to treatment continues to be scrutinised by both the Sub-Committee and Healthwatch.

The Sub-Committee has also received updates from Healthwatch during the year on its work scrutinising the quality of in-patient meals at Queen's Hospital.

8. Outer North East London Joint Health Overview and Scrutiny Committee

Throughout the year under review, the Sub-Committee was represented by Councillors White, Patel and Dodin on the Joint Health Overview and Scrutiny Committee covering Outer North East London. This Committee allows scrutiny of health service issues covering more than one Council area and, in addition to Havering, includes representation from Barking & Dagenham, Redbridge, Waltham Forest, Essex and Epping Forest Councils.

Among the issues scrutinised by the Joint Committee, which met on four occasions during the year, were the following:

BHRUT Safety of Services – The Joint Committee scrutinised, with BHRUT officers, the Trust's complaints process and learning from complaints.

Single Accountable Officer – The Joint Committee was addressed by the Single Accountable Officer covering all Clinical Commissioning Groups in North East London. This covered initial plans to meet targets to bring together health and social care budgets and dealing with financial challenges in the local system by addressing costs and the quality of care.

Clinical Commissioning Groups (CCGs) – Financial Recovery Programme – The Joint Committee also scrutinised plans by the local CCGs to recover a serious deficit across the local area. This work included ensuring better value for money in contracts, supporting provider efficiencies and improved use and disposal of estates.

North East London NHS Foundation Trust (NELFT) Future Plans – Senior NELFT officers explained to the Joint Committee, at its July meeting, the future plans of the Trust. The decision to close and then re-open the Brookside Unit for young people with mental health issues was scrutinised in some detail. The Trust's strategy to intervene as early as possible with people exhibiting mental health issues was also explained with the introduction of the Improving Access to Psychological Therapies service which allowed patients to self-refer if they were in need of Talking Therapies.

Whipps Care for Patients with Dementia – The Joint Committee was addressed at its October meeting by a member of the public who explained the poor treatment experienced by her mother, who suffered with dementia, on being admitted to Whipps Cross Hospital. The Joint Committee was then able to discuss in some detail with Barts Health NHS Trust officers how patients with dementia were now cared for. This included dementia screening for all admitted patients over 75 years of age and initial dementia awareness training for all staff, regardless of post or grade.

Spending NHS Money Wisely 2 Consultation – The Joint Committee was briefed by NHS officers on proposals to cease, on financial grounds, the funding of certain NHS treatments and procedures. Whilst the Joint Committee was supportive of most plans, proposals to restrict the availability of cataract surgery did raise concern and this was fed back to commissioners as part of the Joint Committee's response to the consultation.

IMPLICATIONS AND RISKS

Financial implications and risks:

None – narrative report only.

Legal implications and risks:

None – narrative report only.

Human Resources implications and risks:

None – narrative report only.

Equalities implications and risks:

While the work of the Sub-Committee can impact on all members of the community, there are no implications arising from this specific report which is a narrative of the Sub-Committee's work over the past year.

BACKGROUND PAPERS

None not already in public domain.



Individuals Overview and Scrutiny Sub-Committee Annual Report 2017/18

INTRODUCTION

This report is the annual report of the Sub-Committee, summarising the Sub-Committee's activities during its year of operation ended March 2018.

It is planned for this report to stand as a public record of achievement for the year and enable Members and others to have a record of the Sub-Committee's activities and performance.

SUB-COMMITTEE MEMBERSHIP

Councillor Ray Best (Chairman)
Councillor Linda Trew (Vice-Chair)
Councillor John Wood
Councillor Linda Hawthorn
Councillor Keith Roberts
Councillor Patricia Rumble
Councillor Roger Westwood

During the year under review, the sub-committee met formally on four occasions and dealt with the following issues:

Older People's Housing Strategy

The Sub-Committee were presented with a number of reports concerning older people's housing that had previously been agreed by Cabinet. The latest copies of Council magazines – Sheltered Times and At The Heart were also provided in order to show more recent updates.

The older people's housing strategy had identified an under provision of extra care sheltered housing and of housing for people with dementia. The Council's existing sheltered housing stock had also been found to have too high a proportion of bed-sit accommodation. Many sheltered housing schemes also did not have lifts or were otherwise not compliant with the Disability Discrimination Act. External communal space such as gardens were also not fit for purpose in some cases.

Five schemes had been selected for regeneration. Maygreen Crescent had not proven popular as a sheltered scheme and the remaining residents would be moved out. The Serena, Solar and Sunrise blocks in South Hornchurch would be

redeveloped as an older person's village with approximately 150 homes. A consultation exercise re this scheme was currently in progress. It was clarified that a private older person's development was expected to be built in central Romford. It was also hoped to re-provide sheltered housing on the Royal Jubilee Court site. There were around 52 people currently living at this site but there were also approximately 40 bedsits on site that could not be let out.

Hostels improvement programme

It was confirmed that there were three hostels in Havering: Will Perrin Court with 46 rooms, Abercrombie House with 37 rooms and Queen Street Villas with 12 rooms.

There were approximately 250-300 people living in the three hostels. The hostels had recently been reviewed by the Chartered Institute of Housing which had made a number of recommendations including changing the role of staff.

Experienced staff had therefore now been recruited and residents were now given risk assessments and support plans as well as many other programmes being available. A total of 159 children lived in the centres which was challenging and officers worked with sports teams and children's centres etc. to ensure opportunities were available. Most hostel residents were already living in the Havering area and had come to the hostels due to increased costs of rent.

The average time spent by people in hostels had reduced to 3-4 months. Hostel residents still had to bid for housing accommodation and assistance could be given to do this via computer. New hostel residents were given a welcome pack including a duvet, pillow, cutlery and food items. It was suggested that it would be useful to arrange a visit to Abercrombie House in order to view the improvements that had taken place.

The design out crime officer had visited all three sites and suggested improvements such as the installation of high hedges which would be carried out. Injunctions had been taken out to prevent e.g. violent ex-partners from entering hostels and the Police would be called if necessary.

Adult social care - Better Care Fund

The Better Care Fund had commenced in April 2015 and was an attempt by Central Government to bring together health and social care. In Havering, a joint plan had been developed with the Havering Clinical Commissioning Group for how the funding would be spent.

The amount allocated to Havering under the Better Care Fund was in the region of £20 million. In the coming financial year, it was planned to use the Better Care Fund monies to undertake more joint working across Havering, Redbridge and Barking & Dagenham. Havering's Better Care Fund submission was currently with NHS England for approval and it was noted that this was money that had been topsliced

from the CCG budget. Adult Social Care in Havering received £3.3 million from the Better Care Fund but other nearby areas received double this allocation.

Integrated Care Partnership Update

One of the key strands of work for the Integrated Care Partnership (ICP) related to accountable care and it was aimed to develop an alliance of care providers involving social care, the NHS and GPs. A provider group had been set up to develop services in a more effective way.

A pilot area was running on intermediate care – care for people in the six weeks following discharge from hospital. It was clarified that a rehabilitation package such as physiotherapy or occupational therapy was provided by the NHS but the Council paid for re-ablement services such as aids and adaptations in a person's own home.

The current re-ablement provider was NELFT and a joined up assessment was being introduced from December 2017.

Update on Joint Havering Carers Strategy 2017-19 (council continuous improvement model)

Increased funding had been received to commission services for carers and a new provider was in place with services being delivered. Havering's carer hub was operating from Romford and offered advice and support. Carers of those with different conditions were recognised and the offer had consequently been adapted. Other services were in place to encourage peer support and to reduce social isolation.

Members of Havering Carers Voice continued to be developed, with active recruitment continuing at Carers forums, feeding into the Council's Carer's Board, which contributed to improved engagement.

East London Healthcare Partnership

The Partnership was established with a shared goal to help people live healthy and independent lives with the mission of protecting vital services and to provide better treatment and care built around the needs of local people, safely and conveniently, closer to home.

The Partnership's top priority was to reduce the pressures on hospitals and accident and emergency departments, when often people should be supported by NHS 111 staff, GPs, community staff and resources in their own homes.

Healthwatch Havering

The Sub-Committee has continued, throughout the year under review, to enjoy a productive working relationship with Healthwatch Havering – a local organisation representing the users of local health and social care services. Members of Healthwatch regularly attend meetings of the Sub-Committee and are able to ask questions of witnesses.

The Healthwatch Havering annual report was also presented to the Sub-Committee during the year under review. This outlined the statutory powers of Healthwatch to undertake enter and view visits to health and social care premises and how these were used in Havering. Other relevant aspects of Healthwatch's work included seeking the views of local people on health and social care services and work to scrutinise local services for people with learning disabilities.

Visit to Home Support Services

In January 2018, members of the Sub-Committee visited Home Support Services who provide homecare support throughout the borough. Positive discussions were held with a number of senior staff from the company.

IMPLICATIONS AND RISKS

Financial implications and risks:

None – narrative report only.

Legal implications and risks:

None – narrative report only.

Human Resources implications and risks:

None – narrative report only.

Equalities implications and risks:

While the work of the Sub-Committee can impact on all members of the community, there are no implications arising from this specific report which is a narrative of the Sub-Committee's work over the past year.

BACKGROUND PAPERS

Towns and Communities Overview and Scrutiny Sub-Committee Summary of Work Undertaken 2017/18

INTRODUCTION

This report is the annual report of the Sub-Committee, summarising the Sub-Committee's activities during its year of operation ended March 2018.

It is planned for this report to stand as a public record of achievement for the year and enable Members and others to have a record of the Committee's activities and performance.

SUB-COMMITTEE MEMBERSHIP

Councillor Lawrence Webb (Chairman)
Councillor Linda Hawthorn (Vice-Chair)
Councillor June Alexander
Councillor Michael Deon Burton
Councillor Jody Ganly
Councillor Steven Kelly
Councillor Robby Misir
Councillor Carol Smith
Councillor Frederick Thompson

During the year under review, the sub-committee met on four occasions and dealt with the following issues:

1. PRESENTATION ON 'MOBILE FURNITURE RULES

At its request, the Sub-Committee received a presentation on Mobile Furniture rules.

The Sub-Committee was informed that Mobile Furniture were installed under permitted development rights for telecommunications operators covered by Class A, Part 16 of the 'Town and Country Planning (General Permitted Development) Order 2015. The order enabled operators to undertake certain types of development without requiring permission from the local authority.

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

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

The Sub-Committee **NOTED** the presentation.

2. UPDATE ON FRIENDS OF THE PARKS

At its request, the Sub-Committee received a briefing on Friends of Park groups who volunteer and work in partnership with the Public Realm service to assist with the improvement and development of public spaces.

It was mentioned that there were currently 18 Friends of Parks groups across the borough; nine of the groups had achieved official Friends Group status. These included two new ones; Hall Lane Mini Golf Course and Upminster Hall Playing Field.

The Sub-Committee noted that the official Friend's status was a voluntary application that a group could achieve if the criteria were met and in return the Council would provide the group with additional support.

The Sub-Committee noted that many of the groups had been active in the parks and open spaces, working with the Parks department to help clear unwanted vegetation, remove rubbish, paint railings and raising money for capital works. Some groups periodically organised fun-days and other such events to help promote their sites.

A survey of all the groups was carried out in 2016 and the service identified that there were 174 active members of friends groups.

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

3. ROMFORD MARKET TRANSFORMATION PROGRAMME

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

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

The Sub-Committee noted that the programme included the physical transformation for a new Market House, which was aimed to deliver a high-quality food offer with public realm space for seating and a play area for children.

Following a final costing for the Market House, an additional spends of almost £1 million for groundwork made the transformation programme unviable.

The Sub-Committee noted that the costs of the project increased following the presence of utility pipes. It was explained that although previous work had been undertaken on the market place the utilities were considered to be at a depth that did not impact on previous public realm work and as such a full ground surveys would not have been undertaken.

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

The Sub-Committee was informed that despite the setback in the delivery of the programme, an operational focus had continued on growing trader numbers, expanding the offer and making small changes to refresh the look of the market.

Officers were currently working on a revised business plan for the market which would incorporate the four key area of the transformation programme. The Sub-Committee requested that a detailed financial business plan and layout of the market place be brought to a future meeting.

The Sub-Committee **NOTED** the position.

4. UPDATE ON THE TWO METRE HIGH FRONT WALLS AND APPEAL DECISION

At request of Council, the Sub-Committee reviewed the issue of a two metre front wall which had been erected at the front of a property in the borough to consider any action that could be taken as a consequence. The Sub-Committee was informed that following the decision to refuse a lawful use certificate the owner of the premises had lodged an appeal. The inspector appointed to hear the appeal had upheld the council's position.

The Sub-Committee noted that all attempt to open negotiation with the owners to reach an equitable solution to date had proved impossible as the owners had not engaged.

The Sub-Committee indicated to officers that a deadline should be set for the owners to engage, and once this passed to proceed with enforcement action that required the reduction of the wall to no more than 1 metre in height.

5. PARKS AND OPEN SPACES PRESENTATION

The Sub-Committee's received and noted the presentation on the Council's parks and open spaces.

The presentation detailed that the Council managed 100 parks and open spaces including 4 country parks including the management of maintenance and parks ranger service.

It was noted that the council maintained and managed 41 play areas, 26 recreation/fitness areas, managed 27 allotments including liaising with allotment societies, management of public right of ways including liaising with ramblers and liaison with 18 friends of parks groups.

The Sub-Committee was informed that the Council currently had 13 parks that held Green Flag status. Going forward green flag application had been made for Langtons Gardens and the retention of existing sites.

The Sub-Committee noted that the service was also tasked with capital project management and external funding applications which formed part of the Parks and Open Spaces strategy.

The Sub-Committee was also informed that it was the intention of the service plan to continue participation in the London in Bloom best borough category.

It was indicated that the service would continue to work with private companies that wanted to invest in the parks and help the service be more commercial in order to generate income.

6. CABINET REPORT UPDATES

In accordance with the Council's Continuous Improvement Model, the Sub-Committee received presentation updates on the following Cabinet reports. Following the officers update, the Sub-Committee decided not to take the individual items any further:

- **Revised Housing Allocations Scheme and introduction of new Homelessness Placements Policy**
- **Romford Development Framework**
- **Award of the sport and Leisure Management contract**
- **Review of Cabinet Report – Housing Scheme for the buy-back of ex Council Properties**
- **Estate Improvements – Highfield Road**

7. CORPORATE PERFORMANCE INDICATORS

At its meeting in September 2017, the Sub-Committee received the 6 corporate performance indicators for Towns & Communities for Quarters 1 2017/18. It noted that performance ratings were available for 3 of the 6 indicators. One indicator had a status of Green (on target) at (33%), two indicators have a status of Red, (off target) at (67%).

Areas for improvement included the number of complaints closed within timescale for 'Housing - Repairs' which was below target:

- Although the results are identified as 'Housing – Repairs' the figures include those from other service areas. CRM is unable to differentiate more accurately the performance of housing services.
- It was stated that the complaints process in housing was being reviewed to try to improve efficiency. A number of measures were being considered including the proposal to have contractor complaints staff working alongside Council complaints officers to improve response times and quality.

At its meeting in November 2017, the Sub-Committee received the corporate performance indicators for Quarter 2 of 2017/18 relevant to its remit. All three performance indicators were rated as red (off target). However, 3 of the 5 indicators for which data were available have are shown an improving direction of travel against Quarter 1.

The following areas for improvement were detailed in the report:

- Housing repairs completed - performance was below target for within the target timescale with 12,140 repairs in time against a total of 13,195 repairs (92%), but it was an improvement compared to the same period last year (89.68%).
- It was also stated that a service improvement plan had been put in place with the responsive repairs maintenance contractor. The action plan was being monitored and scrutinised at regular review meetings, in addition to the normal contractual and partnership meetings.
- The number of Stage 1 complaints closed within timescale for Housing issues was below target.
- There were four Stage 2 complaints that were not closed within timescales resulting in the outturn being 0.6% below target (where bigger is better).
- Planning and Building Control and Public Protection were currently not meeting the 95% target.
- One complaint was closed late due to a 3 month investigation. The correspondent was kept updated of progress throughout the complaint process and the matter was resolved to the complainant's satisfaction.

The five corporate performance indicators for Quarter 3 of 2017/18 indicated that three performance indicators were rated as red (off target).

The following areas for improvement were detailed in the report:

- The number of Stage 1 complaints closed within the target timescale for all non-ASB Housing complaints was below target. For the year to date, 319 out of 404 (79%) of Stage 1 complaints were closed within 15 days against a target of 95%. The Acting Assistant Director of Housing was aware of the fall in performance and had instigated a new, structured approach to achieving targets, with milestones and warnings incorporated into the process.
- There were five Stage 2 complaints that were not closed within the target timescale during Quarter 3 resulting in the year to date outturn being below target.
- The overall outturn took into account the performance of the contractors used for maintenance and gas repairs to the end of Quarter 3. Gas contractor performance was at 98.42% (within target). A total of 4,694 gas repairs were completed within the target timescale out of 4,769 repairs completed.
- Maintenance contractor performance was being monitored through regular contract management meetings as well as separate monthly service improvement meetings.

The report informed the Sub-Committee that an improvement plan had been implemented and a series of corrective actions instigated by the contractor, which included an allocation of extra resources to manage the number of out of target orders; scrutinising employee productivity, and reviewing supply chain management to ensure timely completions.

8. TOPIC GROUP UPDATE

The Sub-Committee currently had a Topic Group running and another about to commence scrutiny:

- **Housing Repairs Topic Group**
The Topic Group had met with officers to review cases that had been brought to the attention of Members by local residents. Officers plan to return to the Topic Group with a comprehensive report on each of the four cases under review. A visit is also planned as part of the process.

The Chairman has asked for interested Members to indicate participation of the review group to undertake a forensic look at Housing Repair.

- **Green Belt Topic Group**
The aim of the Topic Group was to scrutinise and better understand the process involved in Green Belt land designation within the Local Plan

system. The Group had undertaken a tour of the designated green belt land across the borough.

The Group was recently provided with a briefing note that gave an update on the approach to the Green Belt Study that was being undertaken as part of the evidence base for the emerging Local Plan.

IMPLICATIONS AND RISKS

Financial implications and risks:

None – narrative report only.

Legal implications and risks:

None – narrative report only.

Human Resources implications and risks:

None – narrative report only.

Equalities implications and risks:

While the work of the Sub-Committee can impact on all members of the community, there are no implications arising from this specific report which is a narrative of the Sub-Committee's work over the past year.

BACKGROUND PAPERS

Minutes of meetings of Towns and Communities Overview and Scrutiny Sub-Committee

ANNUAL REPORT FOR THE MEMBER CHAMPION FOR ARMED FORCES 2017/18



Armed Forces Day Parade

Hundreds of Havering residents turned out to show their support as the borough marked the ninth national Armed Forces Day on Saturday 24 June.

Shoppers and residents packed Romford Market Place and South Street to watch the parade, led by the Royal British Legion Band and Corps of Drums Romford.

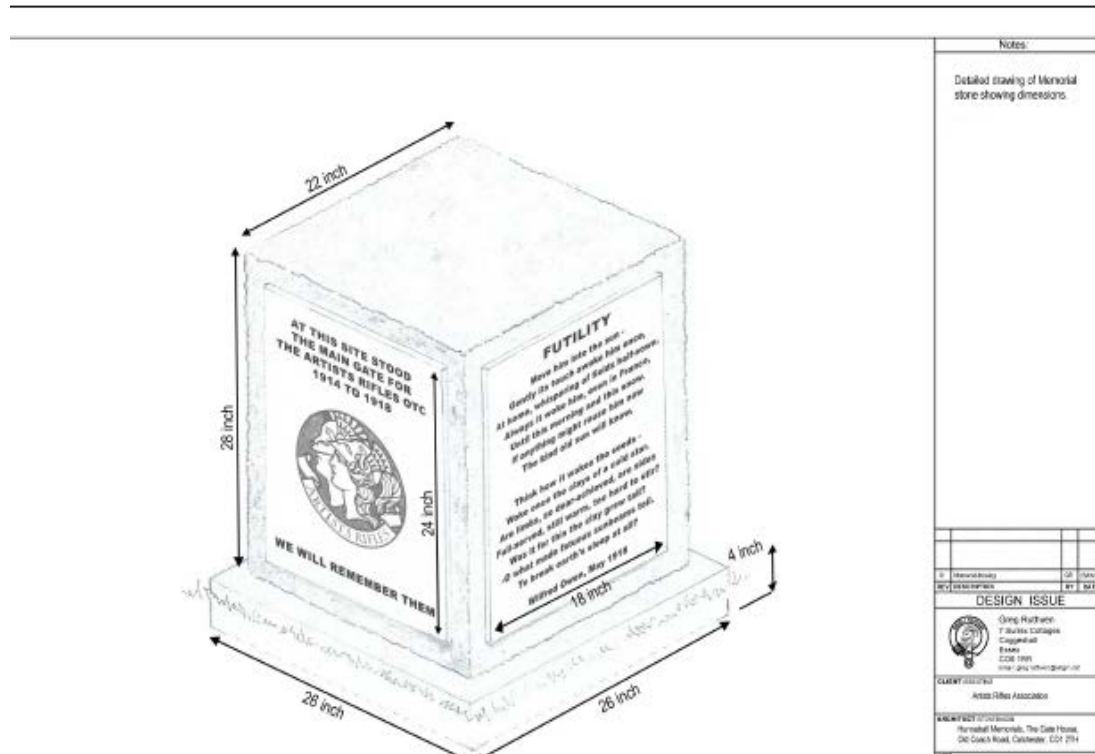
The Mayor of Havering, Councillor Linda Van den Hende, who made a speech to mark the occasion, said:

“This event allowed local people to show their support and appreciation to the armed forces – from currently serving troops, to service families, and from veterans to cadets.

It was extremely humbling to see the huge numbers of people lining the route and waving Union Flags. It made me very proud to be Mayor of Havering.”

World War 1 Commemoration Events

As mentioned within my report to Council last year, the Council and other organisations continue to commemorate the Centenary of the First World War, focusing on the 6 key commemoration dates identified by the Government.



Planning application submitted for the Artists Rifles memorial

In November 2017, a short service was held by Reverend Weston from St Michael's Church Romford, to consecrate the site of a planned memorial to the Artists Rifles who were based at Hare Hall. The ceremony was attended by the Head teacher and students from the Royal Liberty School, which now occupies part of the site where the camp once stood, members of the Royal British Legion, the Artists Rifles Association and representatives from the Royal Air Force. The memorial will be installed to mark the centenary of the end of the conflict later this year.

Havering will be holding a beacon lighting event which is part of nationwide event on Armistice Day 2018.

In addition to the marking of significant dates within the centenary, long term projects such as improvements to the borough's main war memorials and the Council's online diary, published by Havering Local Studies Library, continue. The diary, updated

regularly with local stories from the First World War, can be viewed following this link: <https://arena.yourlondonlibrary.net/web/havering/world-war-one-diary>.

Armed Forces Covenant

During the period covered by the report, eight ex-service personnel were housed under the Armed Forces Covenant. Currently there are thirteen ex-service personnel on the housing register waiting for a property. They have all been awarded the Community Contribution (CC1) priority in line with the Housing Allocation policy. This is a high priority in recognition of the contribution that they have made to the community through their service.

Armistice Day Parade and Service



More than 2000 people attended Remembrance Sunday commemorations, services and parades across Havering to remember those who lost their lives and to honour their sacrifices.

Services and parades took place in Romford, Upminster, Hornchurch, Elm Park, Harold Hill, Harold Wood, Rainham and Ardleigh Green.

Councillor Linda Van den Hende, the Mayor of Havering, laid a wreath on behalf of Councillors and staff at the service held in Romford's Coronation Gardens following the parade led by the Royal British Legion Band and Corps of Drums Romford.

Councillor Roger Ramsey, Leader of the Council, said: "No one plays a greater role in keeping us safe than our Armed Forces and these services gave us a chance to remember the servicemen and women past and present."

Councillor John Crowder

ANNUAL REPORT FOR THE MEMBER CHAMPION FOR EQUALITIES & DIVERSITY 2017/18

I am pleased to report on my fourth year as Equality and Diversity Champion for the London Borough of Havering. I have continued to assist with raising the profile of groups that I visit, encouraging them to network with each other and helping to publicize what they offer to the community. A recent initiative undertaken was to get people in sheltered housing together with HASWA to learn more about what's going on in Queens Theatre and their immediate area.

The role of council champions complements the responsibilities of portfolio holders, and other councillors with designated responsibilities.

Council champions focus on their area of responsibility by:

- raising the profile and demonstrating the Council's commitment to the issue
- promoting effective communication and positive working relationships both within the Council and amongst partners, stakeholders and community groups
- providing positive support, and on occasions constructive challenge, to officers in driving forward the Council's agenda on the issue

Equality

This means treating everyone with fairness and respect and recognising the needs of individuals. It is about addressing existing disadvantages affecting how people participate in society.

Diversity

This means recognising, valuing and taking account of people's different backgrounds, knowledge, skills, needs and experiences. It is also about encouraging and using those differences to create a cohesive community and effective workforce.

The Equality Framework for Local Government

This is a comprehensive explanation of what equality and diversity means: "An equal society protects and promotes equal, real freedom and opportunity to live in the way people value and would choose, so that everyone can flourish.

"An equal society recognises the people's different needs, situations and goals, and removes the barriers that limit what people can do and be."

Thinking about diversity in addition to equality helps to take a broader view of disadvantage to include groups and sub-groups not specifically named in the law, and helps us to understand when disadvantage may be related to something other than the factors identified in law.

Almost a year on and many groups in Havering have been disappointed with unsuccessful bids through Ensemble Community Solutions which was established as a special purpose vehicle to apply for funding on behalf of its member organisations.. The unsuccessful bidders have been told that alternative funding must be sought as central government grants diminish to local authorities. This is very challenging for an organisation such as First Step Nursery where their work demands high ratios of staff to children.

I have always found that any organisations and groups I have visited, for example First Step, HAD, HASWA and the Partially Sighted Society have been most appreciative of a Havering councillor showing an interest in them and supporting them. I think it is very important that this part of our role, engaging and supporting groups is undertaken. I have been pleased for example have formed a strong bond with many of the groups and will always offer support where I can.

All these splendid groups have both committed staff and volunteers and could not carry out such a wide range of services without them. I thank them all for the work they are doing for the community of Havering.

The Council's commitment to Equality and Diversity (E&D) is set out in Fair to All Equality Policy, the Single Equality Scheme Action Plan, Departmental Service Plans, the Equality Framework for Local Government, and the borough's forthcoming cohesion strategy. This report highlights the main achievements in 2017 – 2018, and sets out some of our plans for the year ahead.

Objective 1. Understanding the needs of Havering's diverse communities

The London Borough of Havering comprises of different individuals, families, community groups and lifestyles, but we are one Havering. The Council is committed to engaging all local communities in its decision-making processes and will endeavour to ensure everyone experiences a genuine sense of belonging, optimism, dignity and pride. The Borough's expanding diversity is a key strength, and this will be reflected in the forthcoming Community Cohesion Strategy (2018 – 2022); which acknowledges our differences, but quite deliberately, acknowledges and celebrates our many similarities and the fact that there's much more that unites than divides us as a borough and community. The principal objective of the Strategy will be:

'To nurture and promote a unified, caring, healthy and happy borough, where every individual experiences equal life chances, and where neighbours interact, respect, and value each other.'

The objective will be achieved through active partnership working with community and faith leaders, voluntary and statutory services, businesses, the police, schools

and colleges, pubs and clubs, and others. In support of this, internal Equality and Diversity staff training sessions have been opened up to local charities, so that there is a seamless understanding of the issues concerned and a shared understanding of what needs to be done. Local residents will be integral stakeholders and be invited to directly help to inform and grow the strategy as a living document.

The Community Engagement Forum will be launched in the summer of 2018. It will facilitate effective consultation and ensure local residents have the opportunity to fully engage in developing the strategy and influence decisions.

Accurate data is essential in helping us to understand the needs of our increasingly diverse borough, and the people who make it their home. The Data Hub is utilised by a range of authorised services; our goal is joined-up data collection and provision.

A series of internal conversations have been held with different departments with a view to improving the information that we collect and use in respect of the people we serve. The Housing department is key to these conversations, especially in respect of future major housing regeneration projects. We are particularly conscious of gaps in our current data pertaining to newer and 'hidden' communities; such as African, Asian, Faith and LGBT communities. Once launched, the recently proposed Community Diversity Forum will facilitate robust engagement and consultation with these community groups in the future.

Objective 2. Improving the life chances for all, particularly for the most vulnerable

Carrying out Equality Impact Analysis (EIA) is an important way to ensure public services are provided in a manner that is non-discriminatory, improves equality, and promotes equal life chances for all. This is now embedded best practice across all Council services. The purpose is to examine our plans, services and activities to see whether they are inclusive or not. If they are found to exclude any particular group, then service providers must show what they will do to mitigate the problem. The current paper-based EIA system will in the future become electronic to facilitate a more robust process. Strong consultation and data collection will remain integral to the process. The EIA process should be seen as an essential part of each project and not seen as a 'bolt on' at the end of a project.

The Council and its partners continue to provide support to people experiencing domestic violence in the borough through a variety of initiatives, such as:

The Domestic Violence Advocacy Project provides advice and support to domestic violence victims and their families living and working in Havering.

We continue to support **Junior Citizens** by building upon our success of previous years. More than 1600 pupils from year six classes across the borough learn to protect themselves from knife crime, drugs, and other potential dangers while taking part in the Junior Citizen Project, run by Havering Council and the Police. Junior Citizen was created out of a desire to educate young people at a crucial point in their educational and social development right before the move into secondary school.

The scheme has run for the past four years and is funded by MOPAC. It has proved very successful, based on student feedback and goes from strength to strength.

Objective 3. Remove Barriers to accessing the Council's Services

The translation and interpreting service remains in place and will do so for the foreseeable future. The related policy was refreshed in 2015 to reflect demographic changes and the Council entered into a new partnership arrangement with the Language Shop accordingly. There is a pan-London meeting concerned with the Language Shop which is attended by the Corporate Diversity Advisor who is responsible for monitoring the agreement.

Objective 4. Promoting Community Relations and Civic Pride

The development of the new Community Engagement Forum is intended to enhance community relations. There are also a series of community-facing projects that, if agreed, will do the same. Suggested projects include:

Pride in Havering Campaign; 100 Diverse Lives; Meet My Neighbour; Mentoring for Success; Skill Swap; Good Citizen Programme; Report It!; Havering Voices Choir; Creative Havering; Sporting Buddies; and the You and Me Diversity Challenge. Each project will have clear outcomes and success criteria and appropriate approval will be sought before they are actioned. g a. These projects will promote a united, cohesive community and give visibility and a voice to the borough's 'hidden' communities, including African, Asian, Disabled, LGBTQ, and minority communities of faith. It is envisaged that the projects will largely be developed within existing resources.

As with the planned Engagement Forum, the existing consultation policy aims to support a process of informed and transparent decision-making and planning by improving the quality and effectiveness of public consultation undertaken by or on behalf of the Council. The policy is supported by a series of Consultation Worksheets, which offer practical advice, templates and useful information for staff undertaking consultation. Together, the policy and worksheets will help to ensure that we:

- Have a consistent approach to consultation
- Have a clear set of standards and protocols
- Better co-ordinate consultations to reduce repetition, duplication and consultation fatigue
- Utilise new technologies and social media
- Better utilise resources, skills and expertise
- Make use of our networks and partnerships
- Co-design services with users
- Better engage with hard-to-reach groups
- Comply with the Equality Act 2010, the Data Protection Act 1998 and other relevant legislation

- Improve the impact of consultation.

A new Voluntary Sector Strategy 2018 / 21 will be written this year. This will build on the focus of the existing Voluntary Sector Strategy which seeks to:

- Strengthen communities and to increase the effectiveness and impact of the voluntary sector so that it can support communities to be more resilient, by enabling neighbours, communities and families to support one another, and local people to take the lead on improving their local areas through voluntary action, and
- Improve local voluntary sector capacity to deliver quality local services that people need, and that new types of services, which best meet people's needs are developed with and by the sector hopefully through new models of delivery.

The Community safety and development team provided support in developing the Havering LGBT+ Forum, which is now fully established. Its purpose is to:

- Provide and maintain resources for Havering's LGBT+ communities including training, advice and support.
- Build effective relationships with individuals and groups in Havering and across London and Essex.
- Become a focal point for advice and consultation with service providers and departments within statutory organisations.
- Promote acceptance, equality, and understanding of Havering's LGBT+ communities.
- Challenge discrimination in all its forms against LGBT+ people.

The Rainbow Flag was flown at the front of the Town Hall for the first time to support LBGT History Month in February 2018.

Havering's Repeat Victim Project goes from strength to strength. Its purpose is to protect the most vulnerable members of our community from telephone scam calls. Over 70 residents now have call minder/protection equipment and over 16,000 telephone scams have been deflected as part of this project.

'Prevent' awareness (counter-terrorism) training has been rolled out departmentally and to the community. This included Prevent Training to foster carers, Havering transport staff, social services staff and Ward Panel Chairs.

Equalities and Diversity is now an embedded session regarding all new starters in induction sessions for the Council.

Equalities and Diversity will also feature after the May Council election for the induction of Councillors.

Taxi marshalls, street pastors, and well-trained supervisors continue to offer protection to people enjoying the borough's night-time economy.

Objective 5. Develop a diverse workforce that can respond to the needs of all our customer

One Source has agreed to work with the Corporate Diversity Advisor to incorporate equality in the staff induction programme. All revised and new HR policies and procedures will continue to be subject to scrutiny by the Corporate Leadership Team (CLT) Policy Group. There is a strong proposal under consideration for the development of a Staff Diversity Forum, which, if formed, will play a useful role in helping to look at how we can better respond to the diverse needs of our customers.

Well trained staff is key to offering fair, inclusive services. The suite of e-learning and face-to-face training offered to staff includes:

- Equality Essentials (everything to do what equality and diversity means in a public service and community setting)
- Unconscious Bias (being aware of how our own biases affect decisions)
- Disability Aware (understanding everything disability)
- Challenging Behaviour (this training includes counter-terrorism learning)
- Equality Impact Assessments (how to complete them successfully)

So far over 200 staff have completed all modules.

With regard to the new training programme five class room based training sessions have been held with a total of 61 staff attending. This is delivered by the Corporate Equalities and Diversity Advisor.

Eight training sessions for Transport were delivered at Central Depot with 98 staff attending

There are further sessions arranged for each month going forward and they will be advertised in global news and the normal channels.

We are arranging to do sessions with all of Development Control. These will be scheduled in the next couple of months.

Once trained, all staff will be able to offer a better quality service to residents of the borough.

Objective 6. Embedding equalities into business as usual

Every manager and staff member is encouraged to see themselves as E&D champions. However, formal responsibility for the E&D agenda lies with the Community Safety and Development team and Corporate Diversity Advisor. She/he is responsible for:

- Advising on Council's statutory duties under the Equality Act 2010 and other relevant legislation



- Ensuring the Council is compliant with legislation and follows best practice
 - Advising on any E&D related queries and issues regarding both service users and staff members
 - Producing and overseeing the Council's Single Equality Scheme and Action Plan
 - Designing, delivering and commissioning E&D related training
 - Supporting EIAs and report writers to assess the equality implications and risks of their decisions, enabling decision-makers to make informed and evidence-based decisions
 - Managing The Language Shop translation and interpreting service for Havering
 - Over the past year the team has focused on mainstreaming the E&D agenda into all core processes of business while maintaining a high-profile corporate E&D function that meets the needs of customers and employees.
-
- All service development, policies, and key decisions are now subject to an EIA. Cabinet and committee reports also consider relevant Equality and Social Inclusion implications. The EIA template, which is used to inform decision-making, has been improved to include socio-economics and health implications.

In conclusion

LB Havering is making good progress with its equality and diversity agenda, and the Council's commitment to this important policy will become much more visible in the months and years ahead. The proposal to seek to attain 'Excellence' status of the Equality Framework for Local Government is ambitious and welcome. This will involve the Council, its partners, and the whole community of Havering working together. Havering's work on equality and diversity is integral to making London greater.

Councillor Stephanie Nunn

ANNUAL REPORT FOR THE MEMBER CHAMPION FOR HISTORIC ENVIRONMENT 2017/18

Introduction

I am very pleased to be able to present my fourth report as Champion for the Historic Environment. Much has happened since my last report, which was presented to the July 2017 Full Council meeting. I will try and include the most important issues, and hope members will find the report interesting and informative. Please let me know of any issues that you have with the heritage in your wards. Havering has so much history and I sometimes feel that more could be made of it - budget restraints do not help, and funding from outside sources is sometimes the only option. Ideally, we need friends groups to apply for the funding, and these are to be encouraged. I wholeheartedly thank those that do exist, and give them my total support

Listed Buildings

I am pleased to say that while no buildings came off our listed buildings “at risk” report by Heritage England, none were actually added to it.



Upminster Windmill

The Windmill project to restore Upminster Windmill is progressing satisfactorily despite the timber structures being more decayed than anticipated. At time of writing, the cap and sails are still in Holland being repaired, but will be returned soon and the mill re-assembled. It looks very sad at present, and has been likened to a giant pepper pot, but only for a few more months. It is hoped that a re-opening will be organised when the works have been completed, with a celebrity guest to preside - I have my eye on royalty, but have yet to convince my fellow trustees. The Visitor Centre was officially opened on 28th August, with a general open day. Sadly the

grandson of the last Miller, Albert Abraham has died so could not see the project through to its conclusion

I am pleased to report on progress at Bretons, where we are exploring culture and heritage, sports and leisure and adventure zones.



Bretons Manor- Image: Havering Libraries-Local Studies

Havering has submitted its bid for the London Borough of Culture 2020 to support some of the activity around Bretons. If successful, Bretons Manor House, barns, outbuildings and walled garden will be restored to their former glory and a range of new events and community activities will be introduced exploring the borough's RAF and other war related heritage, museum, gallery and cafes.



The Tithe Barn, Cranham

I am pleased to report that a condition survey is being carried out at Upminster Tithe Barn. This is the first time that it has been done for many years and it will be very useful to establish if there are any problems with the structure of the barn. Historic England have been very supportive and they have indicated that grants may be available if problems are found and it has to be added to the heritage at Risk Register.

The latest building to be added to the National Statutory list of Listed Buildings by the Secretary of State is Romford War Memorial. This means that we now have three Listed War Memorials in the Borough - Rainham, Upminster and Romford.

Conservation Areas

The idea of conservation areas was conceived 50 years ago and in 2017, we marked the occasion with a special Heritage Environment Forum meeting, when Historic England sent representatives to talk to us on Conservation Areas and how they developed..

This was very informative, and although not too well attended, it was enjoyed by all that came. I am keen for another Conservation Area to be designated in the little village of Noak Hill. For those who do not know this part of the world, I can very well recommend a visit.

Our other Conservation Areas are all satisfactory, although concerns still persist about the new Thames crossing in North Ockendon, where notices have been served. As it would only add 7 minutes onto a car journey if the road was re-routed north of North Ockendon, it is to be hoped that alternatives might be re-considered in order to save the many listed buildings which will be affected

Gidea Park has had an unsuitable planning application refused, and generally the article 4 direction is being followed

Romford is still on the "At Risk Register" and unfortunately the application for a new Heritage Action Zone was turned down by Historic England. This would have helped with funding schemes. The Bitter End, former public house, which could be such an attractive building, is still unused and empty.



Bitter End, formerly The White Hart, in High Street, Romford 1984. Image: Havering Libraries-Local Studies/Ian Peaty Collection

The good news is that work is underway to update the Romford Conservation Area Appraisal and Management Plan and this is likely to be consulted on later in 2018.

Local List

Our Local List is important. It is not easy to get buildings listed by Heritage England as there is a strict national criteria. However, many building in Havering are special to us and of local importance. They are recognised by the Borough as heritage assets and are valued by the community for their contribution to the history, appearance, character and cultural role of Havering. The list is on the Council website and can be viewed here:

https://www.havering.gov.uk/download/downloads/id/1403/heritage_register.pdf



Towers Cinema,

Image: Havering Libraries-Local Studies

It is important that the Local List is maintained, updated and taken into consideration at Planning committees before more of our heritage goes the same way as the old Towers Cinema and Hare Lodge.

In order to update the Local List, the Council must consult on the criteria to be adopted when assessing whether or not a site is suitable for inclusion on the list. Work is currently underway to prepare draft criteria and the consultation will hopefully take place later in the year.

Listed Building & Conservation Advice

As there is no “in-house” Conservation Officer in the Planning Team, the planning officers have an effective working arrangement with Place Services who offer Heritage support on Listed Buildings and Conservation Area applications.

Miscellaneous

Local Plan

The Havering Local Plan is due to be submitted to the Secretary of State for independent examination by a planning inspector. The Plan updates existing planning policies in the Local Development Framework and provides appropriate policies to conserve and enhance the historic environment.

Open House

Open House had its 25th anniversary this year. In Havering, there were fifteen properties open to the public in Havering and it was a very successful event.

London in Bloom

It was very pleasing to note that two of our three historic parks, Raphael Park and Langton Gardens, were both given the Gold award in this scheme. This only leaves our smallest heritage park, the Clockhouse Gardens, which got silver this year, to be up-graded to gold for us to get our hat-trick. Funding has been applied for to refurbish the gardens.



Clockhouse Gardens: Image: Havering Libraries-Local Studies

Communications

Sadly, both Hornchurch and Romford historic societies folded last year, which has left an enormous gap in the Borough's cultural life. If anybody knows of anyone who might be interested in reinstating these societies and taking on the organisation of meetings and events, please let me know.

Romford Museum is still arranging talks, followed by cream teas, and the Old Chapel in Upminster also organises regular speakers.

Archaeology month

This was celebrated in July 2017, and the Upminster Archaeology group had an open weekend at the mill, where the previous finds were all on display. Boxes were provided for children to excavate and happily, every child had an archaeological find!

Land of the Fanns



Land of the Fanns

Groups can apply for a grant for projects that take place within and around the Land of the Fanns Landscape Partnership Scheme Project Area (above) and deliver the objectives of the Landscape Conservation Action Plan:



- Conserving and enhancing the historic and/or natural landscape of the Land of the Fanns area
- Helping people, learn about and enjoy the heritage and/or landscape of the Land of the Fanns
- Involving the local community and volunteers



At the beginning of February, I attended a conference to launch an exciting new project to be run by Thames Chase, examining the heritage of the landscape in this area of Havering. This project is part funded by the Heritage Lottery Fund and will deliver 26 individual local projects over a five year period.

These projects will cover heritage, environment, skills and training, interpretation, heritage and environmental restoration volunteering and much more over the course of its lifetime.

The scheme offers a fantastic opportunity for local people to find out more about some of the hidden gems this unique landscape has to offer and get involved through events and learning new skills.

The name Fanns is an ancient Saxon word for fens or a marshy low lying landscape.

War Memorials



Upminster War Memorial: Image: Havering Libraries-Local Studies

A scheme to re-landscape Coronation Gardens is being developed and the name plaques on Upminster War Memorial are being updated as they are incorrect at present.

Local Studies

Havering Local Studies is part of the Havering Library Service and holds a large collection of documents and images that support research. The full report of the Local History Librarian is attached as an appendix to this report.

Councillor Linda Hawthorn

Havering Local Studies report April 2017 -January 2018

Havering Local Studies is part of the Havering Library Service and is open to the public 21 hours per week and an additional 6 hours on the second Saturday of each month. Local Studies continues to support individuals and organisations in their local and family history research and responds to over 1,000 enquiries via visit, email, letter and telephone.

The service has also supported work in other Council departments, supplying images and information for *Living* magazine, Parks and assisting researchers preparing plans for redevelopment in the Borough, notably for Beam Park, during the year 2017-2018. Links with the Havering Museum are maintained.

Staffing

There is one full time member of staff in Local Studies. The Local History Librarian is assisted by an average of 15 volunteers who help sort, repackage, digitise and catalogue images in our collection to make them available online and among these a number who support the Local History Librarian working with members of the public. Throughout the period April 2017-January 2018, volunteers contributed 663 hours to Local Studies.

New volunteers recruited to assist visitors to Local Studies attend three two hour Local Studies training sessions and have completed a set of questions designed to build on the information and skills in the training sessions.

During this year 48 members of the Library staff around the Borough attended awareness training in Local Studies across 7 sessions to improve communication of this part of the service to library visitors around the Borough.

Digitisation

Digitisation of images and other material in the collection continues. The images are available to view in the Havering Libraries' catalogue available online through the Libraries' webpages <https://arena.yourlondonlibrary.net/web/havering/welcome>. A key element of staff training was to draw attention to this means of accessing our collection.

Talks, exhibitions and visits

The Local History Librarian has given a number of talks about the collection including a well-attended ***Introduction to the Havering Local Studies Collection*** which will be repeated elsewhere in the Borough in the coming year and a repeat of ***Raphael Park 1901-1905- the Making of Havering's First Public Park*** at the park. Two classes from The Mawney Foundation School attended for research sessions about **Havering in the Second World War**



Year 6 pupils from Mawney Foundation School in Local Studies



HORNCHURCH LIBRARY


50 years in North Street

A look back at the history of Hornchurch Library from its beginnings in 1936 and the opening of the present library on 7th September 1967

FROM 7TH SEPTEMBER DURING OPENING HOURS

Hornchurch Library, 44 North Street, Hornchurch, RM11 1TB
Tel: 01708 434903 email: Hornchurch.Library@havering.gov.uk

 [@haveringlibraries](https://twitter.com/haveringlibraries)
 [/haveringlibraries](https://facebook.com/haveringlibraries)

 **Havering**
LONDON BOROUGH

The year will conclude in March 2018 with the launch of ***Humphry Repton and Romford*** to mark the bi-centenary of the death of the celebrated landscape gardener who lived at Hare Street, Romford (now Gidea Park).

Poster for *Hornchurch Library-50 years in North Street* exhibition

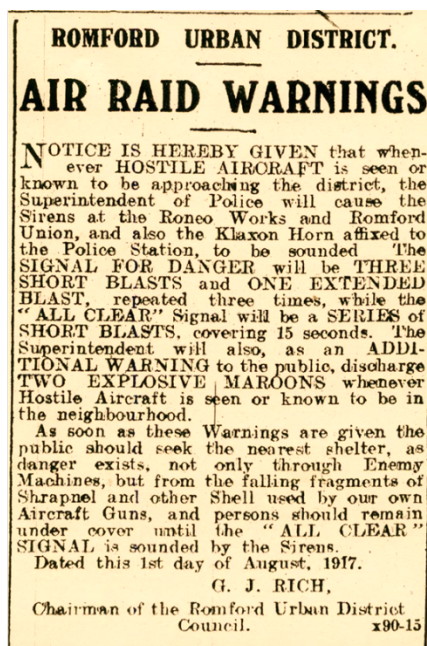
There have been 20 donations of items or collections made to Local Studies during the 2017-2018 (to January 2018). Of particular interest is a Super 8 film ***Upminster Heritage*** by John Wynstanley shot in the 1970s (Acc2017/21) which is being digitised as part of the London: A Bigger Picture project with Film London which concluded in 2017. A large collection of documents, minutes, photographs and ephemera relating to ***Romford Football Club*** (Acc2017/12) collected by John Hayley who was club secretary and, with Terry Felton co-authored the five volume History of Romford FC. Among several items transferred from Havering Museum is a unique ***Havering Park photograph album c. 1890-1910*** (Acc2017/13).



Online

Home Front Havering <https://arena.yourlondonlibrary.net/web/havering/world-warone-Diary>

Our online diary of life in Havering during the First World War was updated monthly during the year. In 1917 many local men were killed in major battles at Arras and Passchendaele, in May 1917 two brothers, Alfred and Arthur Sagggers of Romford, were killed on the same day. At home, shortages of food and fuel began to hit and Air Raid Warnings were sounded in Romford



1st August A public notice about Air Raid Warnings was issued by the Chairman of the Romford Urban District Council, Mr G.H. Rich

1st August The monthly meeting of the Romford and District Workers Association was held under the chairmanship of Councillor Stephen Philpott. It was decided at the meeting to hold all future meetings on the second Wednesday of each month at 7.30 pm in the Co-Operative room in South Street, Romford.

4th August Private Frederick John Charles Smith of the New Zealand Expeditionary Force married Miss Gertrude Jane Burrell, youngest daughter of Mr and Mrs Burrell of 28, Park Lane, Hornchurch in a ceremony held at St Andrew's Church conducted by Major the Reverend Mackenzie Gibson chaplain at the Convalescent Hospital in Hornchurch. Miss Burrell received a silver plated tea and coffee set from the employees of H.N. Brock's Blouse Factory in Romford where she was forewoman for the previous five years. She also received a case of cutlery from Mr and Mrs Brock.

Official Notice explaining the meanings of air raid warnings in Romford and the action to take in the event of an air raid

5th After a week of continuous, heavy rain, Romford suffered a heavy thunderstorm and "the roads were quickly converted into rivers and for a time the low lying parts of the town became impassable. The main thoroughfares of the town suffered most severely. High Street and South Street being inundated to a depth of several inches and the water ran into the bar of the White Hart Hotel. At Romford Common the water on the road was between one and two feet deep"

Page from August 1917 Home Front Havering online diary

Local Studies contributes to the Havering Libraries Social Media accounts and plans to develop this form of service engagement during 2018/2019.

ANNUAL REPORT FOR THE MEMBER CHAMPION FOR OVER 50's – 2017/18

The London Borough of Havering has the highest proportion of residents over the age of 65 in London estimated at 46,241 people, which is approximately 18.3 per cent of the total Havering population (252,783). It is vital that this age group stays as active and independent for as long as possible.

Social Isolation Project

Key to the positive outcome in the social isolation project was the development of the Community Navigator role. The Community Navigator (CN) provides information and advice to the clients, helping them overcome the barriers which had previously prevented them from independently accessing social networks. CN's are also able to provide practical support to attend social activities with clients, to increase their confidence and sustain the networks.

The Social Isolation project evidences the positive impact this type of support can have and as a result the decision was made to develop the approach in two further pieces of work which are running until March 2018;

Social Reablement Pilot – the Community Navigators are working alongside the new Reablement Service to provide support to client as part of their reablement service post discharge. The focus of this approach is to help clients regain confidence to maintain, or engage in new, social networks.

This has focused on providing clients with advice and information during their reablement period to enable them to make positive links with the community and reduce the risk of them becoming isolated after an episode of ill health.

Support Planning Pilot – the Community Navigators are working with Older Adults who have an eligible need under the Care Act for social inclusion. This approach focuses on using a Direct Payment and Personal Assistant to enable the Older Adult to go into the community to develop and sustain social network relevant to their interests. This has proven to be particularly effective as a joint working exercise with Social Worker and Occupational Therapist, who identify these clients in the daily practice. The CN are able to help the staff to develop person centred plans with the clients, using community resources.

Community Navigator in Adult Social Care Teams -

Evaluating the work of the Social Isolation projects over the last two years and considering the practice approach being taken in Adult Social Care, relating to the Care Act and a person centred approach; the decision has been made to make the Community Navigator a permanent role with the Adult Social Care.

This is a very positive step toward supporting clients to take strengths based approach. Staff will work with clients to support them to meet their needs using a full range of resources including providing information and advice, community assets, networks of support, voluntary sector, self-purchase and provision of service.

Community Navigators have a key role in enabling staff to support clients in this role, with a focus of learning and sharing knowledge about the local community with the Adult Social Care staff group.

‘School for Scammers’

Mayor’s Office for Policing and Crime (MOPAC) funding was used once again to create and deliver a bespoke interactive performance programme for community groups, to raise awareness of fraudulent activities that might affect them. In consultation with the Safer Neighbourhood Board, School for Scammers - a humorous and thought-provoking one-hour Forum Theatre and multi-media programme for adult audiences.

The programme opens with a performance of the School for Scammers short play to ice-break the session. After the initial scripted scenario is played out, the audience participates in a Forum Theatre workshop to decide which direction the characters should take, leading to the outcome of the drama.

This is followed by a specially devised quiz session using the Qwizdom™ interactive learning system (where appropriate) to assess how much information about the issues the audience has understood and absorbed. These sessions are very popular and regarded by the audience as very worthwhile.

This fourth tour of School for Scammers, is being set up at present as funding was late being received from MOPAC this year. One performance is in the diary and it will be delivered to all the Ward Panel Chairs on 9th April; another four performances are being planned. Primarily the focus will be those aged 60+ who could be especially vulnerable. The total number of performances and participants to date is shown in the table below:

Date	Group	Audience	Participants
22 nd January 2016	Elm Park Community Association: Over 50s coffee morning	Ladies aged 50+	20
25 th January 2106	Mardyke Community Association/Centre	Mixed Aged 65+	13
11 th February 2016	Salvation Army: Friendship Group	Mixed Aged 60+	145
17 th February 2016 PM	Romford Synagogue, Luncheon Club	Mixed Age 50+	35
17 th February 2016 EVE	Hornchurch Bowls Club: Hornchurch Harmonies Women's Institute	Ladies Mixed ages	40
21 st April 2016	Yew Tree Resource Centre: Havering Self Directed Support User Group (SDS)	Mixed Aged 50+	10
26 th April 2016 PM	Emerson Park Community Hall: Hindu Cultural Society of Havering	Mixed Elders	35
26 th April EVE	HOPWA House: 3H Club	Mixed adults with learning difficulties	40
8 th December 2016	Garrick House, Sheltered Housing, Hornchurch, RM12	Mixed Aged 65+	25

10 th January 2017	Thomas Sims Court Sheltered Housing, Hornchurch RM12	Mixed Age 70+	15
11 th January 2017	Ardleigh House, Community Association, Hornchurch RM11	Mixed Age 60+	82
12 th January 2017	Holsworthy House Sheltered Accommodation, Harold Hill, RM3	Mixed Age 65+	11
18 th January 2017	St Peter's Church, Good Companions Luncheon Group, Harold Wood RM3	Mixed Age 60+	58
Total 13 Performances			529

Visbuzz

The Visbuzz project concluded in January 2018. Visbuzz is a video calling tablet provided to Older Adults living in the community. This project was carried out across 5 London boroughs and was part funded by London Councils.

London Councils are evaluating the data across the five boroughs and we are awaiting the report and learning from this project.

We have supported our 35 users in Havering throughout their use of the tablets; overall the feedback was positive although there were technical issues with the system which impacted on the effectiveness for the user. As part of the conclusion of the project we supported clients with information and advice on other video calling systems.

Free Swimming for Over 50's

The scheme is still flourishing and user statistics for all swimming pools across the Borough showed that there were a total of 7,540 free swim visits between April 2017 and December 2017. There were 4,954 free swims at Hornchurch Sports Centre; 1,568 at Central Park Leisure Centre and 1,018 at Chafford Sports Complex. There were 166 free swims undertaken by residents over 80 years of age.

The free swimming scheme has been extended into the recently opened Sapphire Ice and Leisure facility, Romford.

Havering Community Safety Nuisance Call Blocking Project

63 trueCall units have been installed free of charge in the homes of vulnerable residents across the Borough. This has resulted in 16,799 nuisance calls being blocked. It is widely acknowledged that being a victim of crime has a direct impact upon physical and mental well-being and although an exact figure cannot be put on the savings in social care and other costs to the public purse, it is estimated that to date the project has delivered savings of £44,984.

Havering Over 50's Forum

I have attended meetings of the Havering Over 50's Forum regularly over the past year, whenever Mayoral duties have permitted, and the Forum continues to be well supported and an important means of communication and information sharing.

The Havering Over 50's Forum regularly invites speakers to attend meetings. There is a wide and varied programme and this year, speakers included representatives from Healthwatch, The Queen's Theatre, Crossrail, Havering Adult College and Pinney Talfourds Solicitors. Council officers who attended the Forum included staff from "Smarter Travel" encouraging more people to cycle in Havering and the Historic Buildings and Landscape Officer who spoke about the restoration of Langtons Gardens.

Recently, there has been a change to the procedure for registering deaths in Havering. It was felt that the juxtaposition of births and marriages, with the registration of deaths was sometimes incongruous and did not always afford the most sensitive experience for the public. For this reason, a decision was taken to move the registration of deaths to the South Essex Crematorium in Corbets Tey and a significant refurbishment programme has taken place to improve the facilities. This has caused some concern amongst Forum members. The Manager of the Registration and Bereavement Services will attend a future meeting to explain these changes.

There were also opportunities to socialise and the Forum enjoyed trips to Folkestone and the Freemasons Hall and over sixty people attended the Christmas Lunch at Tarantino's in Hornchurch.

Library Activities

Libraries deliver a number of activities and initiatives for the over 50's,

- Library officers visit various community groups and attend the Havering Over 50's Forum to raise awareness of what's going on in the borough and encourage library use.
- The Housebound service offers a book stock delivery to those residents who cannot access a static library due to being housebound.
- The "Young At Heart" social groups are held in five libraries across the Borough and offer over 50's residents an opportunity to meet , chat and listen to guest speakers whilst having a cup of tea.
- "In Stitches" and "Knit & Natter" Groups comprise mainly female and over 50 residents, although men are welcome! These groups are held in the 10 libraries across the borough and give residents the chance to socialise and make new friends with shared interests. The older members of the group have commented that their confidence has been boosted as they share their knowledge and skills with younger members. In addition, twice a year " Big In Stitches Days" are held where all of the group across the borough come together to display their crafts and share skills.
- Arm Chair Exercise Classes are held once a week in Harold Wood Library. The classes provide exercise routines for those less able to take up more physical programmes.
- "Techy Buddies" is a group of volunteers in libraries cross the borough offering IT support to residents. The type of support on offer can range from drop in sessions, to appointments , to short courses. They are either weekly or monthly. Residents are offered support by accessing the library PCs or by bringing along their own device e.g. Laptop, tablet, Smart phone.

The Tuesday Group (formerly LGBT Group for the Over 50's)

The group is still running with a good attendance, monthly newsletters for members, and new people referred each month. Now called The Tuesday Group, a website was created with all the latest information: <http://romfordtuesday.simplesite.com/>

It is hoped that the U3A speaker will be giving a talk in April or May, and the plan is to invite other speakers to talk to the group on alternate months.

Inter- Generational Project

The Group started meeting in January 2017 and by January 2018, had met a total of seven times. The number of participants had increased to thirty six and both groups acknowledged that they had learnt a lot from one another.

The meeting had taken the form of debates, with topics chosen and chaired by young people. Most recently, the group had debated Free Speech and Brexit. Both the younger and older participants feel it is a positive project and has increased inter-generational understanding.

Silver Sundays

I have attended several of the “Silver Sundays” meetings co-ordinated by Age UK with refreshments amply provided by Tesco. NatWest in Romford make their facilities available and on average, between fifteen and twenty five people meet for entertainment, quizzes and other social activities. The main aim of the group is to tackle isolation and provide older people with the opportunity to socialise and meet new people in a safe environment.

A group for older men, “Diamond Geezers” visited the Parlour earlier this year and it has been an important aspect of my role as Mayor to foster relations with these social groups and attend as many of their functions as possible to raise their profile and demonstrate interest and the importance that the groups play in our community.

Councillor Linda Van den Hende

ANNUAL REPORT FOR THE MEMBER CHAMPION FOR THE VOLUNTARY SECTOR COMPACT 2017/18

Funding

The following external funding was successfully secured for the following organisations through the Community Development Team:

Awards for All: Donation collection for homeless marketing tools & van hire	£9,662.00	S.M.I.L.E.	October 17
Veolia North Thames Trust – Stage Refurbishment	£39,020.00	TweedwayHall Community Associtaion	October 17
Veolia North Thames Trust - Outside Play Equipment	£3000.00	The Rainham ROYALS Centre	January 18

Community clean ups

From 1st April 2017 to 28th February 39 community clean ups have taken place utilising 270 volunteers. These include monthly scheduled clean ups by Friends of Parks Groups:

- Raphaels & Lodge Farm Parks undertake 2 litter picks per month
- Bedfords Park undertake 1 litter pick and Park tidy up per month.
- Hornchurch Country Park & Ingrebourne Valley group undertake a monthly clean up or pond clean.

The Secret Garden (Garden for the Blind) Harrow Lodge Park group have undertaken 3 clean ups. These have been initiated by the Havering Volunteer Centre and their partner Network Rail, as part of their employer supported volunteer scheme.

Elm Park Town Centre and Emerson Park Community Association

Harwood Avenue Neighbourhood Watch Group have undertaken 3 alleyway clean ups. This group have initiated social activity events to engage with residents of Harwood Avenue & Oak Glen and combat anti social behaviour, reduce crime and social isolation.



Harwood Alleyway Before

and



After



Harwood Avenue Alleyway at the back of Ardleigh Green Shops

During March Havering Council are promoting the Great British Spring Clean Up event and encouraging residents to take part across the Borough.

Havering Volunteer Centre

Over 2000 individuals are currently registered with the Havering Volunteer Centre, with 500 volunteers in long term volunteer placements. The Havering Volunteer Centre is the only London Volunteer Centre that offers a bespoke brokerage and

referral service, this involves each individual looking to volunteer is interviewed by a volunteer broker and matched to the correct volunteering role for both the individual and the organisation/group. A follow up referral service is in place to ensure that the volunteer, organisation/group is happy with the match. If this is not the case the volunteer will refer back to the Volunteer Centre and look to be placed elsewhere.

On 6th November at the Team London Awards at City Hall Mary O'Driscoll, lead volunteer broker at Havering Volunteer Centre won an award for 'Outstanding Contribution to a Volunteer Centre' from thousands of entries in this category.

Volunteers Week - Volunteers Recognition Event

On 9th June 2017 as part of Volunteers Week, Havering Volunteer Centre hosted a Volunteer Celebration and Recognition event on The Green, Hornchurch (next to the Queen's Theatre). 650 volunteers from a range of volunteering involving organisations received a certificate and were provided with a free cream tea and thank you gift.



Other events that took place during Volunteers Week were:

1st June Thank You Coffee Morning for HVC Volunteer Staff

6th June Open House in partnership with Greater London Volunteering at HVC

7th June HVC hosted a stall in Romford Market Place promoting volunteering

New Years Day Mayors Parade

Havering Volunteer Centre, Havering College, Tesco, The Habbit Factory students and the Violet Streak Performers took part in the Mayors New Years Day Parade. Supporting the Mayor to create a 'Greatest Show on Earth' float and entertainment procession.

On Saturday 21st October 2017 the BME Forum hosted a Community Cultural Event at the Salvation Army Centre, Romford, as part of Black History Month. The event hosted a range of music, stalls, information and entertainment from a range of cultures.



Members of the BME Forum with Andrew Rosindell MP , the Mayor and Cllr Persuad

Local Charities Day

Local Charities Day 15th December was held at Havering Volunteer Centre. There were 15 organisations in attendance, including the Metropolitan Police, hosting stalls throughout the day providing information and advice. Residents were able to speak to voluntary organisations about their services and a number of residents were recruited into volunteer roles.

Silver Sunday Events

As part of Older Persons Day, Age UK, Havering Volunteer Centre, Tesco (Roneo Corner), Havering Over 50s Forum, Nat West Bank (Romford) and the Community Development Team worked in partnership to deliver 2 events on: Sunday 8th October at Tesco Roneo Corner Community Room and on Sunday 15th October at NatWest Bank, Romford. Residents over 60yrs. especially those that had been identified as isolated were invited to come along to these free events and were provided with a light buffet lunch, refreshments, music, dancing and games.

Due to the over subscription and success of both of these events NatWest Bank (Romford) hosted a further Silver Sunday event on Sunday 10th December.

Havering Compact Steering Group held elections in 2017 and expanded the number of voluntary and community sector representatives to four, with Havering MIND joining the operational group. The group has sustained partnerships and continues to work with statutory partners including London Fire Brigade, Clinical Commissioning Group, MET Police and London Borough of Havering to produce a joint partnership framework and communications plan. Some key highlights during 2017 include;

- A coordinated cold weather message which resulted in those in need accessing voluntary services for the first time.
- London Borough of Havering Equality and Diversity Training sessions opened up to Havering voluntary and community groups.
- Locality Design Group invited the voluntary sector to nominate additional representatives to shape the pilot model.
- Discussions to merge the Clinical Commissioning Group Voluntary and Community Sector Forum with the Havering Compact Forum
- A free Funding Fayre event for Havering charities and community groups.

Quarterly Compact Forum meetings continue to grow in attendance numbers and to reach a wider cross section of voluntary and community organisations. The Forum provides a platform to engage, open up dialogue and participation with the wider voluntary and community sector. As well as enabling the steering group to hear directly from local charities. Conversations are underway with the Clinical Commissioning Group to explore the merger of their voluntary and community sector forum with the Compact Forum to better coordinate avoid duplication, improve efficiency and consistency.

The Funding Fayre took place in September with forty Havering charities and community groups attending the event where they were able to meet external funders on a one to one basis, obtain information and advice and pre book onto workshop sessions. As the event was a success and feedback from both attendees and grant funders was positive the Havering Compact plan to run similar annual events.

The Compact is beneficial to both sectors, and is helping to establish a framework for good partnership working. A free monthly e-newsletter, this is a two way vehicle to exchange information, training opportunities, events, detail information on collaborative working, and good news stories and case studies. The number of subscribers stands at 1951 and continues to increase.

Active Living e-newsletter

The Active Living email update continues to be produced on a monthly basis and provides information on events, activities, groups and clubs, services, volunteering

opportunities offered to residents aged 50+ and organisations who provide services to cater for this particular section of the community.

Havering organisations are welcome to promote their service or event at no charge.

The e-newsletter has a readership of 6034 and continues to increase.

Voluntary and Community Website Section

Since January 2017, the Voluntary and Community Section (VCS) of the website has seen 4772 visitors, 3258 of which are unique visitors. The most popular section of the VCS website is the volunteering section, with 1800 visitors in 5 months.

The second most popular page is the Grants and External Funding section, which has seen a 72% increase compared with the previous 6 months, which is likely as a result of the new funding insight updates that are posted weekly.

Available Grant Funding

Since November 2017, a weekly update is posted on havering.gov.uk of new and open grant funding opportunities. There are currently over 100 available grants for organisations in Havering. Whilst the criteria for these grants are often specific, organisations known to us who may benefit from an open grant are informed of opportunities as they become available.

Health Check

This Health Check is based on data received from a survey sent out to the VCS database in 2017. The database consisted of a number of charities and community groups of varying size and charitable status. Overall, the data collected for 2017 was double compared to last year. A contributing factor to this increase was due to systematic email reminders being sent out on a regular basis to encourage participation and complete the survey.

A detailed action plan has been produced for the community development team by using the data collected from the surveys and is being actioned. Please see appendix 1 for detailed results.

London Community Foundation

Through an intervention by Councillor Persaud we were able to access £25k for projects from the London Community Foundation. This was to support 14 -25 with skills and employment training. The money was donated by a mystery benefactor.

Oldchurch Park Estate

Again as part of an intervention by Councillor Persaud, the estate has seen a big reduction in anti-social behaviour. A community day was arranged in early September, funded by Swan Housing which was a big success with over 300 people from the estate attending. The Council Youth Bus now visits the estate on a weekly

basis and this has been a big success and well supported by the young people on the estate.

Libraries

Libraries coordinate the recruitment and training of volunteers. Currently, we have 400 active volunteers who help in a number of roles including Reading Buddies, IT support, Local Studies support, craft clubs, knitting groups, reading groups and the housebound service. In addition, we have seasonal volunteers to help with Summer Reading Scheme and other activities. Support from volunteers is highly valued with 8,984 hours worked over a twelve month period. The Library Service hosts an annual "Thank You" event to acknowledge the contribution and commitment of all its volunteers as well as starting to arrange events for the volunteers to socialise together.

Libraries are also in partnership with several visiting services i.e. Tapestry, Arthritis Care, Citizens Advice Bureau, Job Net, local support groups all of which offer support and advice to residents.

Events

I have attended a number of functions during the period covered by this report, including an event to support Havering Mind, a Carers' Trust coffee morning and a Christmas celebration with the volunteers at the Citizens Advice



Supporting Havering Mind and a "Friends of Cotton Park" event



Carers trust coffee morning with Sheila Keeling - Add Up, Sharon Hinds - Family information Group, Chris Gillbanks- Sycamores Trust UK ,Kathy Verges - Carers Trust and Vanessa Bennett - Havering Mind.



Weekend event with the Deputy Mayor and Volunteers from the Army Cadets



Christmas Event at Citizens' Advice Bureau Office

In closing, I would like to place on record my thanks to all who volunteer in the Borough and support us.

Councillor Viddy Persaud

ANNUAL REPORT FOR THE MEMBER CHAMPION FOR YOUNG PEOPLE 2017/18

Youth Council/Youth Parliament 2017/2018

Since June 2017 Youth Council and Youth Parliament attended Conventions in London organised with the British Youth Council (BYC) for “Make Your Mark Campaign 2017/18”.

BYC Conventions are the only national events for youth councillors and youth representatives across the UK. These one day events held in the summer across the UK are designed to inspire and support young people to change their world, whether that's making a positive change within their local communities, taking part in a national campaign or tackling a global issue.

In July 2018 both Havering MYP's attended Hope University in Liverpool to debate the issues affecting young people. The issues are voted on to decide the top 10 which comprise the Make Your Mark Ballot.

Make Your Mark is a UK-wide ballot which gives young people aged 11-18 the chance to decide what Members of Youth Parliament should debate and vote on in the House of Commons.

Most Havering secondary schools and Youth Centres participated. In 2017 Havering achieved just under 6,000 votes.

HAVERING TOP 5

- Curriculum for Life
- Job experience/hubs
- Transport
- Mental Health
- Protect LGBT+ Community.

Havering Members of Parliament attended the House of Commons in November to debate the top 5 issues in the UK.

UK Top 5 2017

- Curriculum for life
- Votes for 16
- Transport
- Protect LGBT+ Community
- Job experience

Young people over the UK voted the Top 2 campaigns: Votes for 16 and Curriculum for Life

Youth Council/ Parliament Members met with:

- Prevent and Hate Crime Coordinator – discussed how to report hate crime and how some discrimination is sometimes disguised as ‘banter’ by all generations.
- Substance misuse worker from Wize-Up to raise awareness of what is happening in Havering, referral and support available.
- From the above visits workshops were arranged:
- Holocaust awareness workshop 31st Jan 2018 (Holocaust Memorial Day 27th Jan)
- Workshop with substance misuse worker 15th February 2018 to raise awareness of different categories of drugs and effects. It also covered some first aid in the case finding someone unconscious at a party for example.

They also held 2 Intergenerational Debates over the last 6 months at the Town Hall - Young people organised the second debate, choosing the topics of Brexit and Free Speech. MYP Eddie O’Sullivan was chair, MYP Victor Sarpong gave opening speech on Free Speech and Daisy Robins (Youth Council Member) gave opening speech on Brexit.

Youth Parliament Elections:

Present MYP’s are ending their term the end of February 2018, so applications for new applicants launched in October 2018.

- November deadline for applications for Members of Youth Parliament – workshops for manifesto/interviews in December and public speaking in January where Councillor Donald attended to share his skills and knowledge. The Candidates had their Manifesto speeches were filmed so young people could see and decide who to vote for. Present MYP’s and Daisy Robins (Youth Council Member) were part of the workshops and a great support for candidates.
- January – Feb 2018 campaigning started – candidates travelled to several secondary schools to deliver manifesto speeches to campaign for votes. Results will be announced on 28th Feb where Cllr Donald and the Mayor will attend with candidates, their families and schools. Voting is closed and ballots are being counted, but so far 9,800 votes have been cast. This year also saw the first online voting for those young people who may attend school out of borough, are home schooled, or schools were not taking part in the elections. Also this year more girls than boys applied for MYP and 6 girls were shortlisted to be candidates.



MYP Candidates left to right – Daisy Stuart-Evans, Katherine Wilson-Smith, Sila Urgulu, Emily Elkin, Emily Thompson and Victoria Porter.

Ongoing Project

- Several Youth Council Members and Seun Oshinaike (CEO Cypher App and Co-Founder of Brighter Steppings) are working together on projects... They are learning and working alongside a digital clinician, chatbot programmer and a coach. The project is support for young people and encouraging boys to talk about mental health.
- Lucy (Youth Council Member) and Seun spoke at MindTech 2017 Mental Health Technology Symposium, organised by MindTech and National Institute for Health Research, the venue was at Royal College of Physicians London on the 7th December 2017. This was talking about the work with Cypher and Alma (the artificial intelligence chatbot).



Achievements of Havering's MYP's:

- MYP Eddie O'Sullivan has been elected PG to represent London at the British Youth Council for 2018/19. A PG is Procedures Group and they help organise

the residential weekends, conventions and meetings, they also visit other boroughs across London.

- MYP Victor Sarpong elected debated lead for London at House of Commons in 2016. His speech summed up Curriculum for Life Debate.
- This is great achievement for both MYP's.

Libraries

- Libraries offer dedicated stock for young people to support reading for leisure and general non-fiction book including a selection of study guides.

- Libraries offer study space in all the 10 libraries across the borough. There is access available to online resources such as e-books, Audio books, dictionaries, art and music resources, driving test theory, encyclopaedias and study help, along with a plethora of Newspapers and magazines.

- Homework Help supported by volunteers is available on Thursdays 5-6 pm at Harold Hill Library (term time only).

- Reading Buddies sessions are held in 8 libraries across the borough, volunteers listen to children or young people who need help with their reading.

- Chess clubs for young people with dedicated chess club tutors are being introduced into libraries. Rainham Library now holds a weekly session on Wednesday 4.30pm-6 pm. There are plans to launch a chess club in Hornchurch in the near future.

- Elm Park Library hosts a maths tuition class for GCSE Year 10 and 11 students on Saturdays (charges apply). The class provides a neutral environment and helps students improve their skill and understanding in mathematics.

- Weekly National Careers service sessions are held at Romford library, to support young people with CV writing and career guidance.

Havering Music School

Havering Music School provides weekly instrumental and vocal tuition to 2,350 students aged between 5 and 18 years old.

Pupils taught in weekly Whole-Class Ensemble Tuition sessions number around 800 and weekly rehearsing instrumental ensembles number 63. There are 4 choruses that rehearse weekly.

Instrumental and vocal lessons are provided in 62 schools and at the Music Centre on every weekday except Thursdays and on Saturday mornings.

In 2016/17 academic year, Havering Music School reached just over 15,000 children and young people in Havering at least once, working with about 3,200 on a weekly basis.

The Music School has active partnerships with:

- London Symphony Orchestra – numerous projects throughout the year including work in special schools and high-profile concerts. In September 2017, five Havering Music School students joined with students from seven other boroughs at the Barbican Centre with LSO players under Sir Simon Rattle.
- London Chamber Orchestra – Music Junction project November to May, includes 12 Havering Music School students, year 7 pupils from Drapers' Academy, young people from Havering Indigo Young Carers and pupils from four other local authorities across southern England.
- Wigmore Hall Learning Trust – Partner Schools programme, engaged 1/3 of all primary schools in Havering in 2016/17 academic. All pupils and staff at the host school Harold Court Primary took part in creative music projects with Wigmore Hall musicians.
- Embassy of the Republic of Indonesia – over 800 children participated in Oct/Nov 2017 gamelan workshops for schools and a second project starts in March 2018. Anklung project (bamboo instruments) are planned for the summer term 2018.
- Corps of Army Music – three workshops during 2017/18
- Thurrock and Barking & Dagenham Music Services and Thames Reach Youth Orchestra hold three courses per year, each involving about 35 students from the three boroughs.
- The Wallace Collection Brass Ensemble and Royal Academy of Music – Discovering Brass project with St Mary's Catholic Primary School - 36 students in years 4-6
- Conductive Music CIC – music technology projects with 153 disadvantaged pupils in primary and secondary schools
- Sound Resonance Ltd – music therapy and therapy-informed special needs music groups in Corbets Tey School and Hylands Primary School
- Havering College (Ardleigh Green) – GCSE Music course for pupils unable to study for the qualification in their schools
- We have also developed a consortium approach to minority A Level subjects by the local sixth form providers, in response to concerns at the loss of A Level Music courses in all but the two Catholic Secondary Schools in the Borough.

Councillor Alex Donald