

**MINUTES OF A MEETING OF THE  
OVERVIEW & SCRUTINY BOARD  
Havering Town Hall, Main Road, Romford  
5 March 2019 (7.30 - 8.45 pm)**

**Present:**

**COUNCILLORS**

<b>Conservative Group</b>	Ray Best, +Michael Deon Burton, Robby Misir, John Mylod, Nisha Patel, Bob Perry and +Christine Vickery
<b>Residents' Group</b>	Ray Morgon and Barry Mugglestone
<b>Upminster &amp; Cranham Residents' Group'</b>	Linda Hawthorn
<b>Independent Residents' Group</b>	Graham Williamson
<b>Labour Group</b>	Keith Darvill (Vice-Chair)
<b>North Havering Residents' Group</b>	Darren Wise (Chairman)

Apologies were received for the absence of Councillors Philippa Crowder, Gillian Ford and Natasha Summers.

+Substitute members: Councillor Michael Deon Burton (for Judith Holt) and Councillor Christine Vickery (for John Crowder).

All decisions were taken with no votes against.

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

Prior to the meeting the Board placed on record their condolences to the families of former Councillor Clarence Barrett and also of Jodie Chesney who had been the fatal victim of a stabbing in the borough the previous weekend.

**26 DISCLOSURE OF INTERESTS**

There were no disclosures of interest.

27 **MINUTES**

The minutes of the Board meeting held on 8 January 2019 were agreed as a correct record and signed by the Chairman.

28 **QUARTER THREE PERFORMANCE REPORT 2018/19**

The report before Members set out the quarter 3 performance information that had previously been reported to Cabinet and the Overview & Scrutiny Sub-Committees.

Members noted that there were 7 indicators that were rated as Red. These included:

- % of stage 1 complaints closed in 15 days
- % of stage 2 complaints closed in 20 days
- % of housing repairs completed within the target timescale
- % of "I" calls responded to within target by the police
- % of "S" calls responded to within target by the police
- Number of obese children (4-5 years)
- Number of in-house foster carers

Members were advised that new complaint handling process was still a challenge hence the reason for the delay in the stage 1 and 2 complaint delays. The majority of the complaints were from Housing Service. The report highlighted the corrective action that was being taken to address the issues.

The Chairman of the Crime & Disorder Sub-Committee advised that the Sub-Committee had recently met with Havering BCU Commander Superintendent John Ross who had advised that the police were looking to improve response times and that extra officers had been deployed in the Upminster area.

Members noted the corrective action being taken to prevent obesity and were advised that a programme of educating children on healthy eating was in place.

Members advised that it may prove useful going forward if data trends were shown on a month to month basis.

In relation to the data provided the data particularly for Children's, Adults and Housing were statutory as part of service inspections.

Members were also presented with a brief overview of the Corporate Plan for 2019/20.

Members noted that there were four themes, these were:

- Communities
- Place
- Opportunities
- Connections

Members were advised that senior officers were meeting with Cabinet members on a weekly basis to shape and deliver the programme.

The Board **noted** the review performance and the corrective action that was being taken to improve this where necessary and also **noted** the overview of the Corporate Plan.

## 29 **OVERVIEW AND SCRUTINY SUB COMMITTEE/TOPIC GROUP UPDATES**

The report before Members summarised the recent work conducted by each Overview & Scrutiny Sub-Committee.

During the debate Members expressed concerns regarding to the effectiveness of the tri-borough policing arrangements in particular to response times, knife crime and modern day slavery. It was agreed that the Crime & Disorder Sub-Committee would forward Member's concerns and continue to monitor the situation.

Members also expressed a concern as to whether the borough's "*Living*" magazine adhered to the Code of Practice for Communications as there now appeared to be an "over emphasis" on the work of the Cabinet and little else.

The Board **noted** the summary.

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**Chairman**