



Havering
LONDON BOROUGH

Quarter 1 Performance Report 2019/20

Environment Overview & Scrutiny Sub-Committee

10 September 2019

OVERVIEW OF ENVIRONMENT INDICATORS

- 5 Performance Indicators have been selected to be monitored by the Environment Overview & Scrutiny sub-committee:
 - Improve air quality in the borough by reducing the level of NO₂
 - HMO licenses issued
 - HMOs enforced against
 - Total Penalty Charge Notices (PCNs) issued in month
 - Response rate for PCN Challenges and Representations
- ‘Improve air quality in the borough’, ‘HMO licenses issued’ and ‘HMOs enforced against’ are also monitored in the Corporate Performance Report
- An outturn for air quality is only available on an annual basis.
- A RAG rating is only available for one indicator (Response rate for PCN Challenges and Representations) and has been rated **Green**.

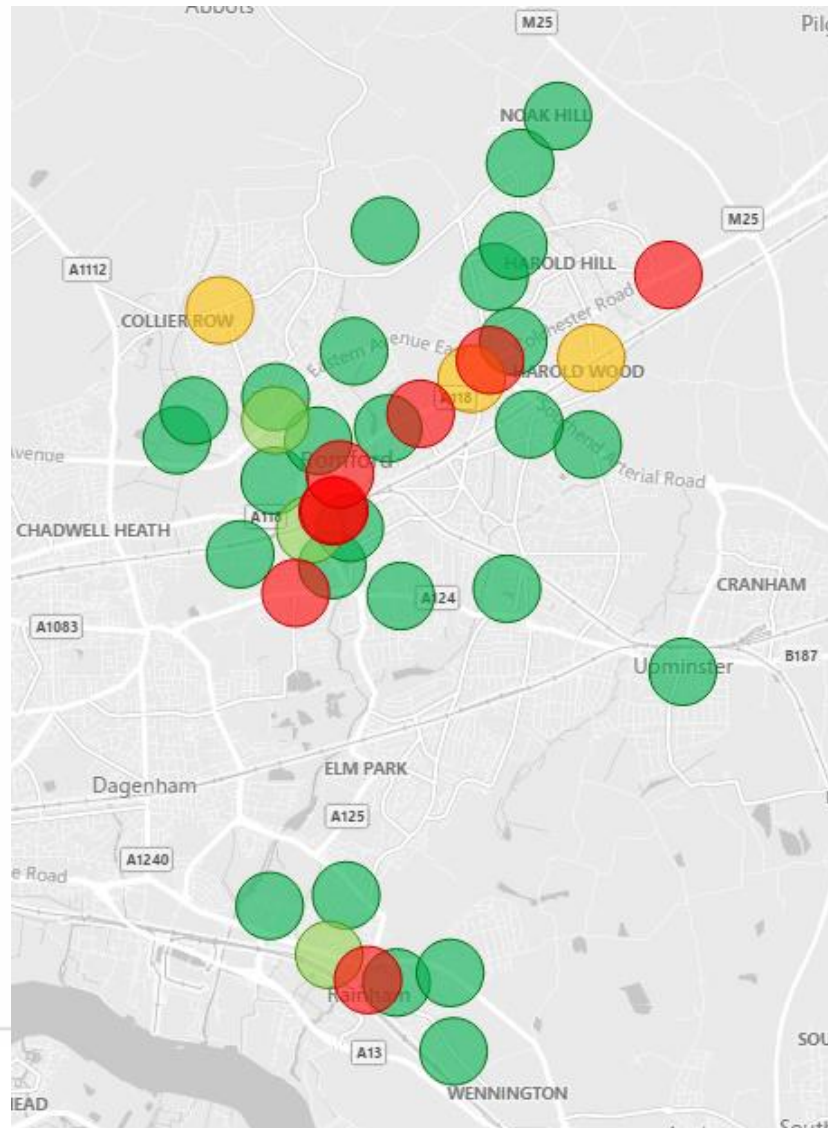
Quarter 1 Performance

Indicator	Value	19/20 Annual Target	19/20 Q1 Target	19/20 Q1 Performance	Short Term DOT 18/19 Q4	Long Term DOT 18/19 Q1
Improve air quality in the borough by reducing the level of NO ₂ µgm-3 (micrograms per cubic metre of air)	Smaller is Better	40	N/A (Annual)	Ranges from 17.3 (Langtons) to 71.4 (Battis) 2018	N/A	Ranges from 20.1 (Langtons) to 71.7 (Battis) 2017
HMO licenses issued	Bigger is better	N/A	N/A	13	↑ 5	↓ 54
HMOs enforced against	Biggers is better	N/A	N/A	11	↑ 5	→ 11
Total Penalty Charge Notices (PCNs) issued in month (including PCNs for moving traffic contraventions (MTC))	N/A	N/A	N/A	31,428	↑ 26,281	↓ 36,027
Response rate for PCN Challenges and Representations (days in current backlog as per end of month)	Smaller is better	40 days	40 days	GREEN 11 days (as at the end of June 2019)	↓ 4 days (as at the end of March 2018)	↑ 24 days (as at the end of June 2018)

Improve Havering's Air Quality

- Air quality monitoring and reporting against air quality objectives are undertaken based on a calendar year.
- The 2018 annual NO₂ levels reflect a decreasing trend for the majority of the monitoring sites. At some of the sites the 2018 NO₂ levels are the lowest which have been recorded since 2014.
- The number of sites exceeding the NO₂ legal limit in 2018 also reduced (11 in total). This is a significant improvement in comparison with 2017, when 16 sites were above the limit.
- The Air Quality Action Plan (AQAP) is implementing actions to improve local air quality. Key highlights in 2018 were:
 - the introduction of interactive 'live' air quality modelling page on-line;
 - work with schools promoted sustainable travel (55 accredited schools for sustainable travel, 1,640 children trained to ride their bikes safely and responsibly, Miles the mole visited 40 schools to raise awareness of air quality);
 - all new housing developments in Havering met current air quality best practice (e.g. air quality neutral, ultra low NO_x boilers etc.), including progressing delivery of sustainable travel infrastructure;
 - Successful bids for anti-idling and Non Road Mobile Machinery (NRMM) schemes.

Havering's NO₂ monitoring sites



Houses of Multiple Occupation (HMOs)

- A house in multiple occupation (HMO) is a property rented out by at least 3 people who are not from 1 'household' (for example a family) but share facilities like the bathroom and kitchen.
- The licensing scheme allows the Council to focus action against landlords who ignore their responsibilities whilst providing a light touch regulation for compliant landlords.
- Licensing is part of a co-ordinated approach to tackle significant and persistent anti-social behaviour as a result of increasing evidence of poor management within HMOs, and safeguard tenants so that they can live in safer and better quality accommodation.
- Since the scheme was launched in March 2018, 219 licenses have been issued and 40 HMOs addresses have had enforcement action taken against them. 66 separate individuals and companies have had action taken against them in relation to these 40 HMO addresses found.
- Following the scheme's success over the last year, a consultation has been launched on additional licensing from 12 to 18 wards and also on selective licensing in Romford and Brooklands wards. This [consultation](#) closes on 20th September.

Penalty Charge Notices (PCNs)

- Penalty charge notices are issued to people parking illegally, or committing moving traffic offences like wrongly using bus lanes or making a banned turn. The management of traffic and parking is essential to keep Havering moving.
- There continues to be poor compliance levels in Moving Traffic Contraventions (MTC) locations (12,764 of 31,428 PCNs issued in Quarter One were for MTC) across the borough.
- It is appropriate and important to monitor PCNs issued to identify trends and help ensure traffic and parking enforcement continues to contribute to road safety and smoothing traffic flow. However, it remains inappropriate to set a target for numbers of PCNs to be issued.
- In 2017-18 (the most recent verified benchmarking data available):
 - Havering issued a total of 120,713 PCNs.
 - This is one of the lowest rates when compared to other authorities in London (20th highest out of 34 other authorities, including Transport for London and City of London, despite having the 5th largest road network in London).

Penalty Charge Notices (PCNs)

- When a driver receives a PCN, they can choose to either pay it or contest it. If they choose to contest it they can make a **representation**.
- 32% of cancelled parking PCNs during 2018-19 were for the contravention: 'Parked without clear display'. Of these cancelled PCNs for the contravention 'Parked without clear display'; 45% were cancelled as the driver could prove they had a valid ticket.
- PCNs are often cancelled when the appellant produces a ticket for the duration of their stay which may have fallen from the car display or was not displayed at all. Havering takes a benefit of doubt approach and will cancel the PCN if a valid ticket can be produced, even if it was not correctly displayed.
- As more customers move over to Pay by Phone, which removes the need for a physical ticket, PCNs issued for misplaced tickets should reduce.
- All of Havering's Civil Enforcement Officers are trained to City and Guilds Level 2.
- If the issued PCN remains upheld, and the driver is not satisfied with this outcome, they can **appeal** their case to an independent adjudicator at London Tribunals.
- Of these appeals, in 2017-18 (the most recent benchmarking data available):
 - Havering had 575 PCN appeals allowed of 1,016 decisions (56.59%)
 - Havering is just above average (515) for the number of appeals allowed across London

Any questions?

